



FY2019 Applicant Webinar

For applicants who submitted FY2019 Funding
Request Form(s)



Universal Service
Administrative Co.

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
 - Turn on your computer’s speakers, or
 - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Slides attached to GoToWebinar Panel and posted to the [Online Learning Library](#)

Today's Presenters



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Agenda

1. FY2019 – A Look Back
2. FCC Order 19-78
3. Information Requests
4. Best Practices After Submission
5. My Portal & Open Data Updates
6. Q&A

Glossary

Acronym	Meaning
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
PAH	Primary Account Holder
FRN	Funding Request Number
LOA	Letter of Agency (HCF Program Only)
TPA	Third Party Authorization

FY2019 Filing Window Close

FY2019 Applicant Webinar



RHC Program: Funding Years & Filing Window Periods

- **Funding Year**

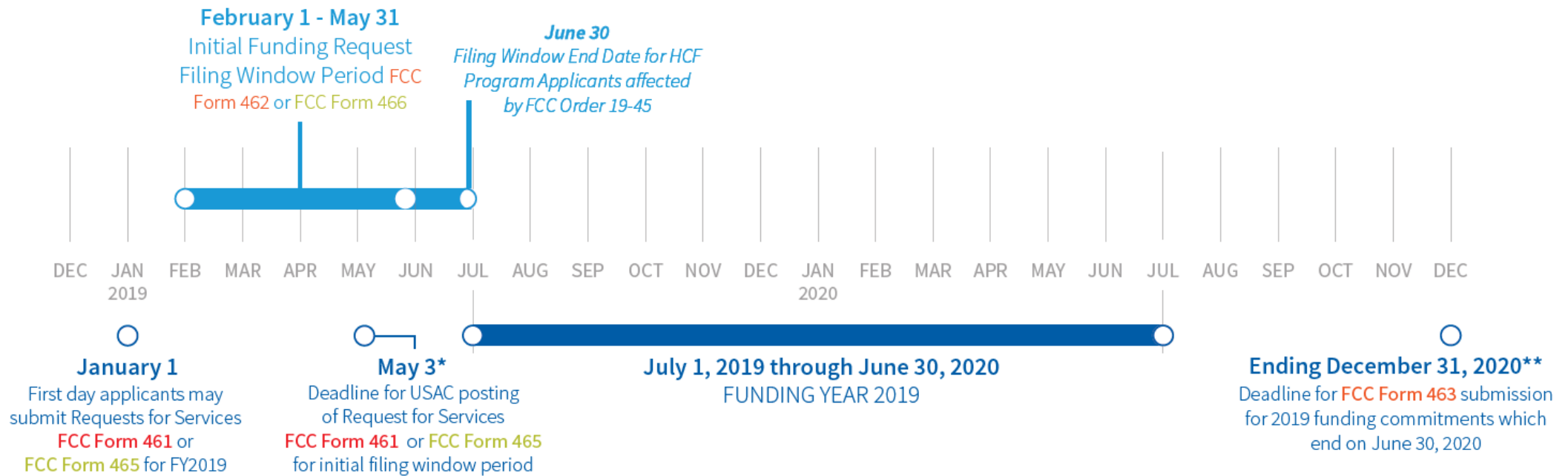
- From July 1 to June 30 of the subsequent calendar year
- FY2019 = July 1, 2019 to June 30, 2020

- **Filing Window Periods**

- A fixed period during which all qualifying funding requests that are received during a filing window period are treated as having been filed simultaneously for purposes of making funding commitment decisions.
- Each funding year can have multiple filing window periods.
- FY2019 Initial Filing Window Period: February 1 – May 31
- FY2019 FCC Order 19-45 Filing Window Period for impacted applicants: February 1 – June 31

FUNDING YEAR (FY) 2019

FILING CALENDAR



- Funding Request Filing Window Period
- General Funding Year Deadlines
- Healthcare Connect Fund (HCF) Program
- Telecommunications Program

*Applicants should allow for processing time between their submission and USAC posting of the form. by this day

. **An invoice must be submitted to the service provider and approved by the deadline.

FY2019 Filing Window Close

- FY2019 filing window close initially announced as May 31
- FCC Order 19-45 extended filing window to June 30 for some HCF applicants
- Applicants could verify if they qualified for extension using a newly designed look-up tool by using either:
 - FY2018 FRN
 - HCP number

FCC Order 19-45 Resources

- **FY2018 FRN Look-Up Tool**
 - Publicly available look-up tool, used to confirm if FY2018 FRN and/or HCP is affected by FCC Order 19-45
- **FY2019 Form 462 USAC-Created Draft**
 - Courtesy to impacted applicants for quick and easy submission
- **Webinar & Tip Sheet**
 - Opportunity for applicants to ask questions on FCC Order 19-45 and resources
 - 87 registered and 65 attended

Form 460 Form 461 **Form 462** Form 463 Documents

Click the "Substitution" button to view approved 462s and submit site and service substitutions. You can select expense items to modify and create new expense items on one FRN at a time. Refer to the approved NCV by downloading the excel file as a reference to aid you during this process. Note that total funding on an FRN cannot increase above the original commitment amount. For more information, watch the site and service substitution [demonstration video](#) or review the [guide](#). Expense items included on submitted or draft 462s are not available for modification until USAC processes them, and expense items included in substitutions are not available for invoicing on the 463 until USAC processes the substitution.

Substitution

461 App #	FRN	Last Edited	Type of Funding Request	Expense Type	Bandwidth (Download/Upload)	FCL Issuance Date	Status	Download	Actions Available
17	5/14/2019	Multiple Eligible	Multiple	Multiple	Multiple		Approved		Create 463
14	9/15/2015	Multiple Eligible	Multiple	Multiple	Multiple		Approved		Create 463
15	5/23/2019	Single Eligible	Ethernet	20 DMB / 10 DMB			Approved		Create 463
14	11/20/2017	Multiple Eligible	Fiber Network Transport Equipment	40 DMB / 40 DMB			Approved		Create 463
15	2/08/2019	Single Eligible	Fiber Network Transport Equipment	1.0GB / 1.0GB			Approved		Create 463
15	1/16/2019	Multiple Eligible	Multiple	Multiple	Multiple		Approved		Create 463
14	7/16/2015	Multiple Eligible	Multiple	Multiple	Multiple		Approved		Create 463
17	8/30/2018	Single Eligible	Ethernet	10 DMB / 10 DMB			Approved		Create 463
17	8/30/2018	Multiple Eligible	Ethernet	20 DMB / 10 DMB			Approved		Create 463
19	5/14/2019	Multiple Eligible	Multiple	Multiple	Multiple		Received		Create 463
15	5/29/2019	Single Eligible	Ethernet	20 DMB / 10 DMB			Draft		Delete

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Information for FCC Order 19-45 – HCF Program

On May 20, 2019, the Federal Communications Commission (FCC) released [FCC Order 19-45](#), affecting Healthcare Connect Fund (HCF) Program participants with multi-year and upfront payment funding requests. For FY2018, multi-year and upfront payment funding requests exceeded the \$150M cap in the Order, the Commission takes necessary steps to fully fund these requests by directing USAC to process these as single-year funding requests. Without such direction, the multi-year funding requests were facing a significant proration.

Important Note: HCPs affected by FCC Order 19-45 will be directly notified via their listed account holder email address. Applicants may also use the [FY2018 Look-Up Tool](#) located on the FCC Orders for FY2018 USAC webpage, which lists the affected 2018 FRNs that may now submit during the extended FY2019 filing window deadline. More details provided below.

Information for Affected Applicants for FY2019 Filing Window

New FY2019 Filing Window Deadline for Affected HCPs

The FY2019 filing window has been extended for affected HCPs to June 30, 2019. Affected HCPs must submit their FY2019 HCF Funding Request by the close of the filing window on Sunday, June 30, 2019 at 11:59 p.m. ET. Applicants may verify that they are part of this extended filing window deadline via FRN look-up tool and their FY2018 FCL issued on May 29, 2019.

FCC Form 461 Rollover for FY2018 FRNs

The FCC Form 461 associated with the FY2018 FRN has been rolled over. Use the [FY2018 FRN Look-Up Tool](#) to verify the affected FY2018 FRN.

- This allows HCPs with impacted FRNs to bypass competitive bidding when submitting the FY2019 USAC-created draft.
- The contracts associated with these funding requests, that met evergreen requirements have been designated as such.
- Applicants FY2018 approved Funding Commitment Letter (FCL) will verify if their contract was endorsed evergreen.
- Applicants whose contracts were not endorsed as evergreen must undergo competitive bidding at the end of their approved FY2019 funding commitment.
- If you are having issues with the rollover FCC Form 461, please email RHC_Assist@usac.org with the FY2018 FRN and FCC Form 461 application number.

(Fund Year 2018 HCF FRNs Information is as of May 30, 2019)

Search Filing HCP #: Search Filing Reset

Search FY18 FRN: Search FY18 Reset

Search FY19 FRN: Search FY19 Reset

Search Member HCP #: Search Member Reset

FILING HCP NUMBER	MEMBER HCP NUMBER	FY18 FRN	FUNDING YEAR	FY18 FRN Line Item Number	FY19 FRN
48720	16288	18442361	2018	10	19634041
48720	16289	18442361	2018	11	19634041
48720	16292	18442361	2018	12	19634041
48720	16299	18442361	2018	13	19634041
48720	18021	18442361	2018	14	19634041
48720	18024	18442361	2018	15	19634041
48720	22141	18442361	2018	16	19634041
48720	22144	18442361	2018	17	19634041
10295	10295	18377121	2018	1	19634051
11021	11021	18459631	2018	1	19634061
17217	25525	18438741	2018	1	19634071

FCC Order 19-78

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FCC Order 19-78

- FCC Order Promoting Telehealth in Rural America: Adopted during the FCC **August 1** meeting.
- Overhaul the Rural Health Care Program by streamlining and simplifying the way health care providers apply for and calculate universal service support amounts.
- USAC will provide an overview tip sheet after the Order is published in the Federal Register. Read the draft Order [here](#)

FY2019 FRNs

- FY2019 FRNs will **not** be impacted by FCC Order.
- Changes to RHC Program procedures and rules will have separate trainings and additional resources.
- Outreach will send emails and include information on monthly RHC newsletters.
 - Subscribe [today!](#)

Information Requests

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Information Requests

- FCC Forms with missing or incomplete information or documentation cannot be processed.
- USAC will send out an **Information Request** to an applicant when it requires information that cannot be located on the submitted supporting documentation.
- All account holders will receive all Information Requests.
 - Please make sure your account holders are up to date!

Information Requests

- Applicants are given 14 calendar days to provide a response to the Information Request.
- Information Requests not responded to within 14 calendar days **will result in a denial of that form.**
- HCF Program FCC Form 462 Information Requests will come from an RHC reviewer via email.
- Telecom Program FCC Form 466 Information Requests can be received two ways:
 - Via the HCP's My Portal
 - Via email from RHC reviewer
- HCPs should respond to Information Request as it was received.

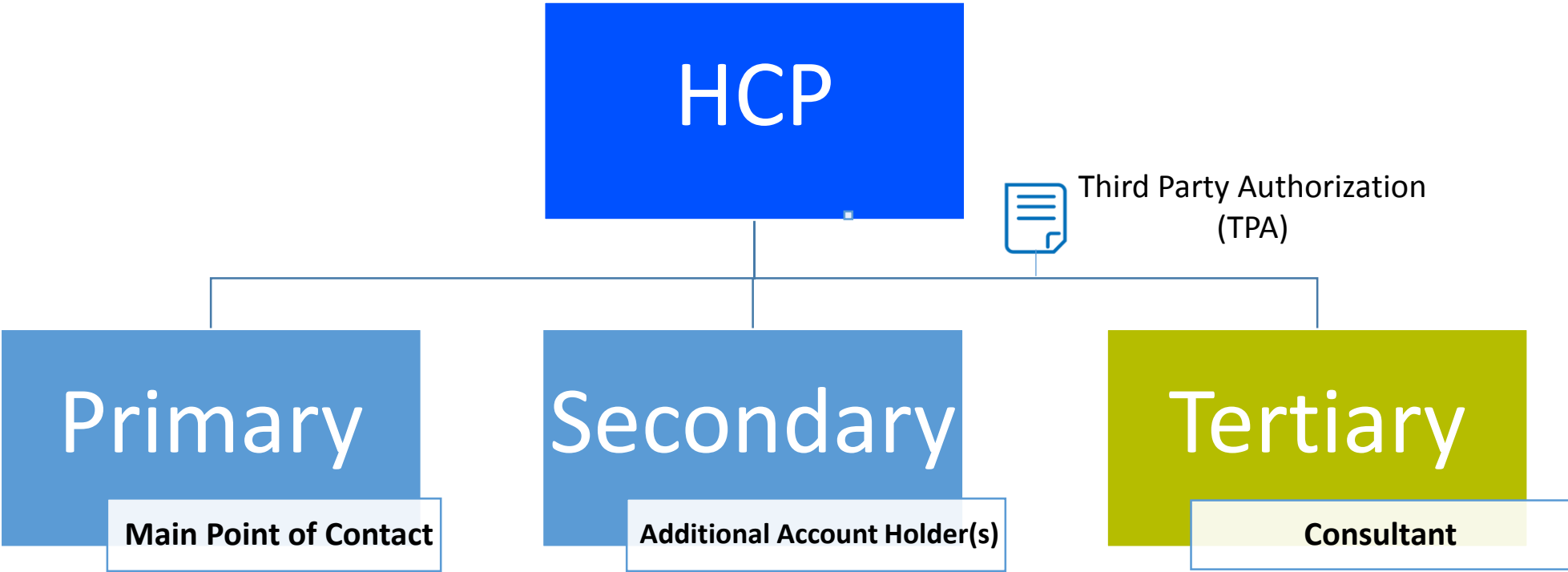
Best Practices After Form Submission

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Account Holder Management

- All account holders should be up to date at all times
- Automatic emails and Information requests are sent directly to individuals listed as account holders
- Account Holder Guides: [HCF Program](#), [Telecom Program](#)

Types of Account Holder Rights



Three Types of Account Holders

1. Primary Account Holder (PAH)

- Must work for the legal entity of the HCP
- Responsible for the accuracy of information submitted to USAC
- Can only be one individual
- Mandatory for every HCP

2. Secondary Account Holder

- Must work for the legal entity of the HCP
- Responsible for the accuracy of information submitted to USAC
- “Back up” for PAH
- Can have multiple secondary account holders for one HCP

3. Tertiary

- Hired by HCP to file forms on behalf of the HCP (e.g., consultants)
- Must have a valid Third Party Authorization (TPA)

Consultant Account Holder Rights

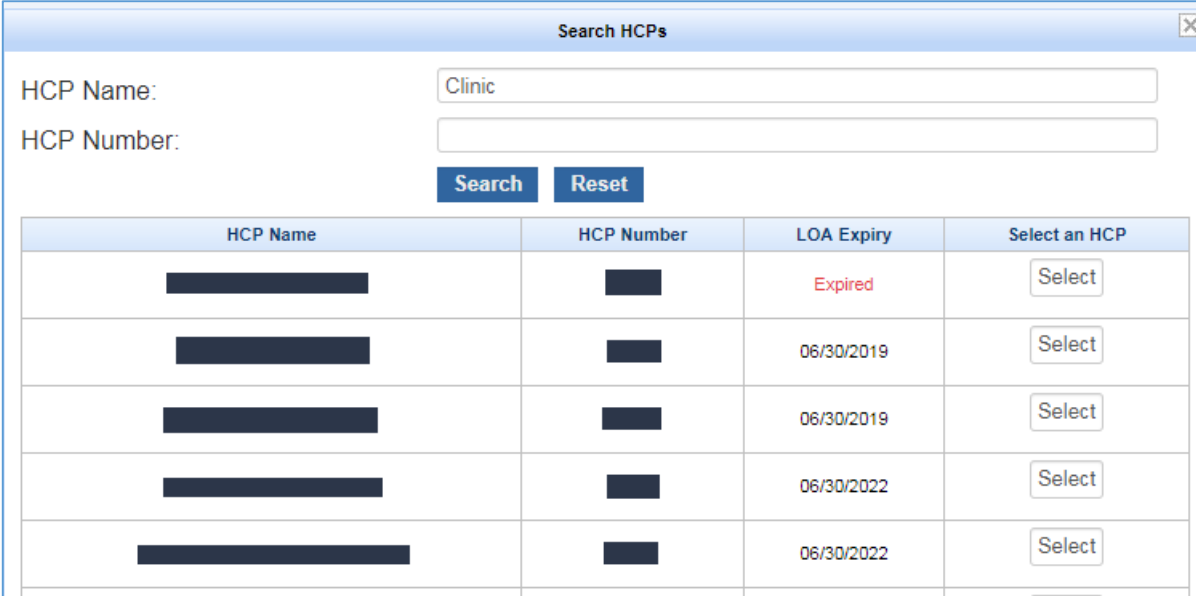
- Consultants must have tertiary rights in the HCF Program.
- Consultants must have secondary rights in the Telecom Program.
- Consultants gain account holder rights through a Third Party Authorization (TPA):
 - The TPA can be uploaded to an FCC Form 460 or 465 before submission, or added by the primary account holder in My Portal.
 - Information and a sample template for the TPA can be found on our [website](#).

Authorizations for FY2019

- In order to be considered eligible for funding in FY2019, [Letters of Agency \(LOA\)](#) and [Third Party Authorizations \(TPA\)](#) must be up to date through FY2019, at a minimum.
- Before submitting a form, please check to ensure authorization documents are up to date.
 - FCC Forms 462 and 466 submitted with expired LOAs or TPAs will result in applicants receiving Information Requests.
- Download a [Sample TPA](#) or [Sample LOA](#).
- For more information about submitting LOAs, please see the [submission guide](#).

LOA Management Reminder

- Consortia must ensure all LOAs are up to date for each participating member site
- Beginning August 2019, consortia will be unable to submit forms for member sites that have expired LOAs
- Account holders will begin receiving reminder emails for expiring LOAs
- Update LOAs via My Portal



The screenshot shows a web interface titled "Search HCPs". It includes a search form with two input fields: "HCP Name:" (containing "Clinic") and "HCP Number:". Below these fields are two buttons: "Search" and "Reset". Below the search form is a table with four columns: "HCP Name", "HCP Number", "LOA Expiry", and "Select an HCP". The table contains five rows of data, each with a redacted HCP Name and Number, an LOA Expiry date, and a "Select" button.

HCP Name	HCP Number	LOA Expiry	Select an HCP
[REDACTED]	[REDACTED]	Expired	Select
[REDACTED]	[REDACTED]	06/30/2019	Select
[REDACTED]	[REDACTED]	06/30/2019	Select
[REDACTED]	[REDACTED]	06/30/2022	Select
[REDACTED]	[REDACTED]	06/30/2022	Select

Communicating with Your Service Provider

- Ensure your service provider is aware of all the documentation needed for future steps in the application process.
 - E.g., Urban/Rural Rate documentation (Telecom Program).
- Include your service provider when you reply to Information Requests via email.

Documentation Retention

- Documentation must be retained five years from the end of the funding year (Telecom Program) and for at least five years after the last day of service delivered in a particular funding year (HCF Program).
- HCPs are required to retain documentation sufficient to establish compliance with all FCC rules.
- Service providers must retain documentation related to the delivery of discounted services for at least five years after the last day of delivery of discounted services.
- HCPs and service providers shall produce records at the request of the Commission, any auditor appointed by USAC or other state or federal agency with jurisdiction.

Examples of Documentation Retention

- **Proof of Eligibility:** Business license, Internal Revenue Service (IRS) not-for-profit determination letter, or IRS Form 990.
- **Competitive Bidding & Vendor Selection:** Copies of all responses or bids received, including bids that were disqualified. Documentation of communications with service providers during the competitive bid process. Bid selection criteria and analysis documentation.
- **Invoicing:** Documentation demonstrating the reimbursements/credits for supported services that were received from the service provider. Documentation demonstrating that the HCP paid the service provider the HCP's share of costs (35% contribution) for services received.

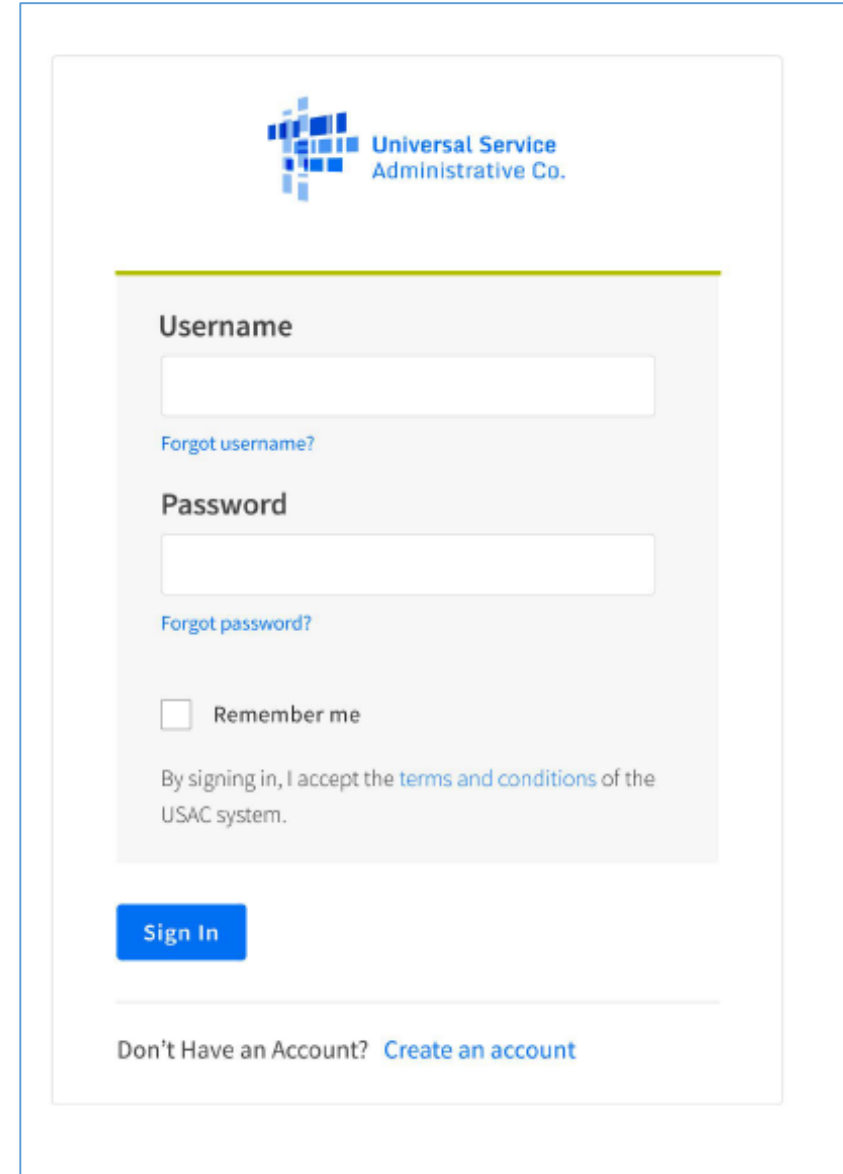
USAC Website & Open Data

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My Portal Multi-Factor Authentication

- For added security, USAC programs will require multi-factor My Portal log in beginning in Oct/Nov 2019
- Once username and password are entered, account holders will be prompted to select either
 - Text Message Authentication
 - Email Authentication
- The method selected for initial log in, will be used for all future log-ins




The screenshot displays the login interface for the Universal Service Administrative Co. (USAC) My Portal. At the top, the USAC logo is positioned to the left of the company name. Below this, a yellow horizontal line separates the header from the login form. The form contains two input fields: 'Username' and 'Password'. Each field has a corresponding 'Forgot' link (e.g., 'Forgot username?'). A 'Remember me' checkbox is located below the password field. A line of text states, 'By signing in, I accept the [terms and conditions](#) of the USAC system.' A blue 'Sign In' button is positioned below this text. At the bottom of the form, a link for 'Don't Have an Account? [Create an account](#)' is provided.


My Portal Multi-Factor Authentication



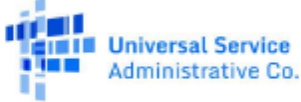
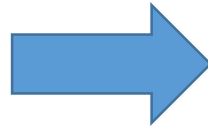
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Select an Authentication Factor

 SMS Authentication

 Email Authentication

Don't Have an Account? [Create an account](#)



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SMS Authentication

Enter Code

[Sign In](#)

Don't Have an Account? [Create an account](#)

RHC Program Open Data

- Initial RHC Program Open Data set found [here](#).
- Includes commitment and disbursement information for approved and committed applications.
- [Video guides](#) available to assist in sorting data and filtering information.
- Watch the [RHC Program Data Visualization Demo](#).
- If you have questions on how to use this tool email opendata@usac.org

RHC Program Available Resources

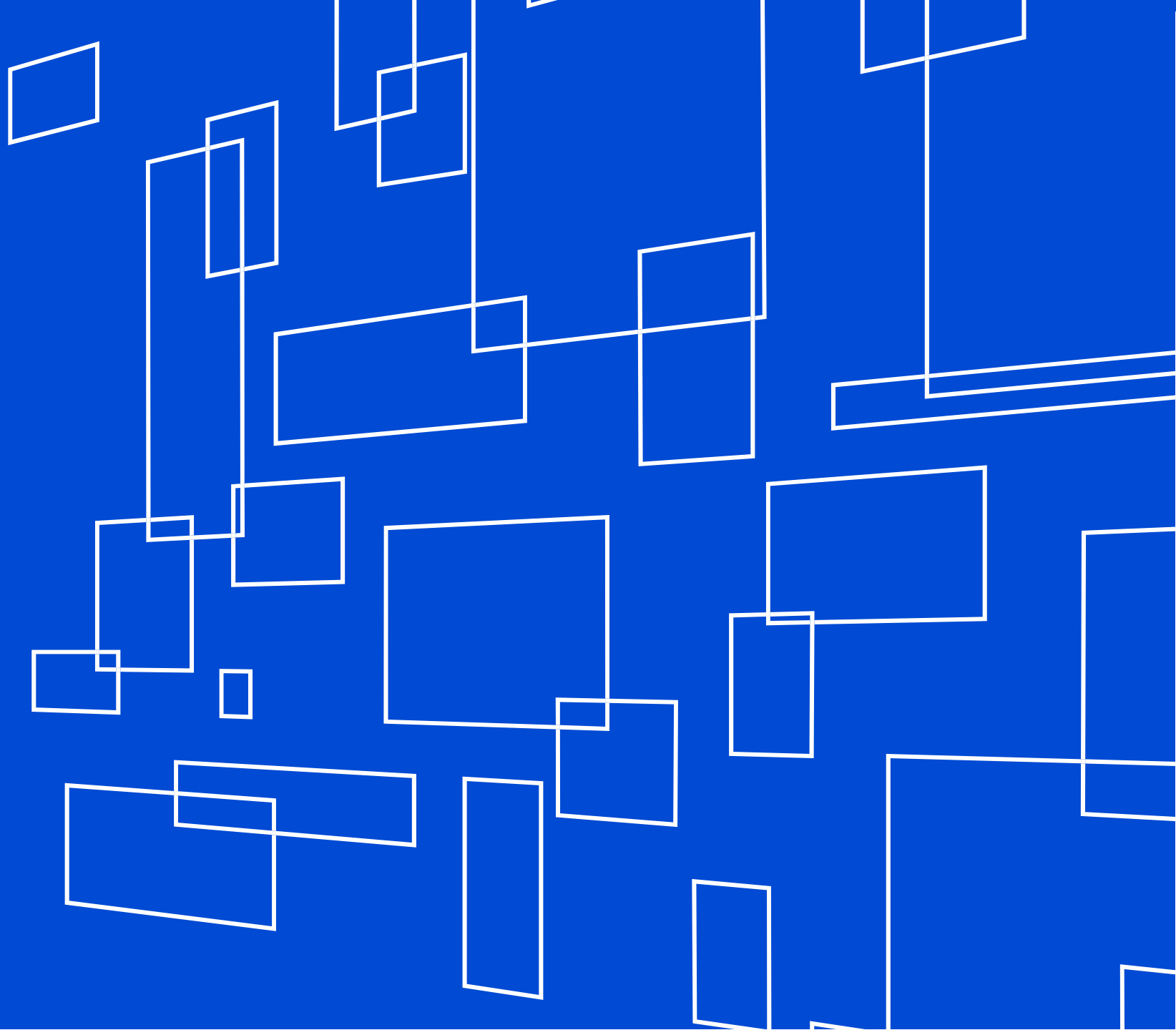
- [Online Learning Library](#)
 - New Video: [What is the RHC Program?](#)
- [Handouts and Reference](#)
- Search Tools
 - [HCF Program](#)
 - [Telecom Program](#)



Upcoming Summer/Fall trainings

- **August 21 - Service Provider Best Practices Webinar**
 - This webinar is for service providers and will cover best practices in the HCF and Telecom Programs.
 - Service Providers can register [here](#)
- **August 28-30 - RHC Program at NWTRC**
 - RHC Outreach staff will be attending the Northwest Telehealth Resource Center and conducting an RHC 101 training
- **September 12 - Consortia Best Practices Webinar**
 - Specifically for consortia who want to start and prepare for FY2020 Filing Window.
 - Will go over general questions about forming and organizing a consortia, and how to get ready for the Request for Services (FCC Form 461) process, Consortia Annual Reports, and best practices
 - Register [here](#)

Questions?



RHC Program Help Desk

- Email: RHC-Assist@usac.org
 - Email at any time to request a one-on-one appointment to learn more about the application process or ask specific questions.
- Phone: **(800) 453-1546**
 - Hours are 8:00 a.m. – 8:00 p.m. ET





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