Funding Year 2022 Update Webinar – Rural Health Care (RHC) Program

September 21, 2022
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Meet Our Team

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Agenda

• FY2022 – Program Updates
• FY2022 – Next Steps
• My Portal and RHC Connect Updates
• Important Reminders
• Upcoming Training
## Glossary

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<td>FCC</td>
<td>Federal Communications Commission</td>
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<td>Health Care Provider (your site)</td>
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<td>SPIN/498 ID</td>
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<td>FCCRN</td>
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FY2022 – Program Updates

Funding Year 2022 Update Webinar
FY2022 Calendar

- The Funding Year 2022 filing window opened on December 1, 2021 and closed at 11:59 p.m. ET on Wednesday, June 1, 2022.
FY2022 Funding Requests

- USAC began issuing decisions on FY2022 funding requests in July, five weeks after the close of the FY2022 filing window.
- RHC will continue to issue funding decisions on a rolling basis and will communicate any updates via the email addresses the applicant submitted in My Portal.
- Due to the demand for RHC program funds, there will not be a second filing window for FY2022. The RHC program will not accept additional funding requests (FCC Forms 462 or 466).
FY2022 Funding Demand

• On July 22, 2022, the FCC Wireline Competition Bureau directed USAC to carry forward up to $380.50 million in unused funds from prior funding years to the extent necessary to satisfy FY2022 demand for the Rural Health Care program.

• For more information, read Public Notice DA 22-792.

• All approved Telecom Program and HCF funding requests will be fully funded.
Funding Request Review Status

• As of September 16, 2022
  • FY2022 HCF – 62.36% of FCC Forms 462 are committed (approved, denied or withdrawn)
  • FY2022 Telecom – 75.55% of FCC Forms 466 are committed (approved, denied or withdrawn)
Connected Care Pilot Program (CCPP)

- The Connected Care Pilot Program (CCPP) provides up to $100 million over a three-year period to support the provision of connected care services, with an emphasis on supporting these services for low income Americans and veterans.
- The CCPP application window closed on December 7, 2020 at 11:59 p.m. ET and no further applications are currently being accepted.
- As of March 16, 2022, a total of 107 applications serving patients in 40 states plus Washington, DC were chosen.
- No more applications will be selected for the CCPP.
- Pilot projects will use the same forms as the HCF Program.
- Please visit the [FCC Connected Care Pilot Program](https://www.fcc.gov) website for more information about the program.
FY2022 – Next Steps

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Next Steps for Approved FY2022 Commitments

• When you receive a Funding Commitment Letter (FCL):
  • Review details carefully including funding start and end dates.
• Prepare to invoice:
  • The invoicing deadline for Telecom and single-year HCF FY2022 commitments is **October 28, 2023**.
  • Your invoicing deadline appears on your FCL and on [Rural Health Care Commitments and Disbursements (FCC Form 462/466/466A)](https://www.usac.org) section of the [USAC Open Data](https://www.usac.org) platform.
  • To locate your invoicing deadline, search by FRN and your invoicing deadline will be on the far right of the screen.
Next Steps for FY2022 Applicants - Appeals

- If you disagree with a final decision from USAC, please use the Appeals webpage on the USAC website as a resource.
  - You must file your appeal (or, if submitting by mail, it must be postmarked) within 60 days of the date when USAC issued the decision you are appealing.
  - Note: If that day falls on a weekend or on a federal holiday, the appeal is also considered on time if you file it (or it is postmarked) by the first business day following that weekend or holiday.
- Unless you're appealing a program deadline, all appeals must be submitted to RHC before submitting to the FCC.
Awaiting Decision on FY2022

• If you are waiting on an FY2022 evergreen determination as of December 1, 2022, we recommend filing an FCC Form 461 or 465 to competitively bid for FY2023.

• **Applicants planning to apply for FY2023 funding should submit their forms prior to the window close, regardless of their FY2022 pending form status.**
  • FY2023 Filing Window: December 1, 2022 – April 3, 2023 at 11:59 p.m. ET.

• Please be sure to include a cover letter when you submit your FY2023 request explaining your competitive bidding process and include the associated FY2022 FRN for reference.
  • Without an explanation, your FY2023 funding request could be perceived as a duplicate request and denied as such. RHC reviewers will work directly with applicants on specific applications.
Example of FY2022 Single Expense FCL

- General information including:
  - FRN info
  - Listed contact information
  - Service provider information
  - Service delivery deadline
  - Invoice filing deadline
Example of FY2022 Multiple Expense FCL

- General information including:
  - FRN info
  - Contact information
  - Service provider information
  - Service delivery deadline
  - Invoice filing deadline
Best Practices: Communicating With Your Service Provider

- Ensure your service provider is aware of all the necessary documentation needed for future steps in the funding process.
- All bid correspondence should be handled via email for audit purposes.
- HCPs and service providers are required to retain documentation for a minimum of five years.
Supply Chain Order

- As a reminder, when service providers log in to My Portal they will see two new supply chain certifications included in the FCC Form 463 and Telecom Program invoice.

The first certification affirms compliance with the Section 54.9 prohibition on USF support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by the covered companies deemed to pose a national security threat to the integrity of the communications network or communications supply chain. The second certification affirms compliance with Section 54.10, which prohibits the use of any Federal subsidies on any communications equipment and services on the Covered List, which includes those offered by Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, and Dahua Technology Company, AO Kaspersky Lab, China Mobile International USA Inc., China Telecom (Americas) Corp, Pacific Corp and its wholly-owned subsidiary ComNet(USA)LLC, China Unicom (Americas) Operations Limited. and their affiliates and subsidiaries.

- **FY2022 Account Holders:** If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries in FY2022, you cannot invoice for these funds. Instead, you should immediately request a service substitution prior to invoicing in order to ensure complete program compliance.

- **FY2023 Account Holders:** As you proceed with competitive bidding beginning in July, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.
Supply Chain Web Page

- Supply Chain webpage

Supply Chain

Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the Secure and Trusted Communications Networks Act of 2019. The FCC’s actions can be found at www.fcc.gov/supplychain.

In November 2019, the FCC released the Supply Chain First Report and Order adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.
Site and Service Substitutions

- Site and service substitutions allow you to reallocate un-invoiced committed funds to substitute the services, modify the services, or provide the requested services to other eligible sites.

- You may request a site or service substitution if:
  - The substitution is stated in the contract, within the change clause, or constitutes a minor modification;
  - The requested change, e.g., adding sites or upgrading services, is clearly stated in the Request for Services, including any applicable Requests for Proposal (RFP) used in the competitive bidding process;
  - The substitution does not violate any contract provision or state, Tribal, or local procurement laws; and
  - The site is an eligible HCP and the service must be eligible under the Telecom or HCF Program.

- HCPs using month-to-month service agreements are not eligible for site and service substitutions.

- For more information, visit our Site and Service Substitutions webpage.

- Site and service substitutions must be submitted by the service delivery deadline.
Questions?
FY2022 RHC Connect and My Portal Updates

Funding Year 2022 Update Webinar
New! RHC Connect – FCC Form 463 (HCF)

- FCC Form 463 will move to RHC Connect in September.
- FCC Forms 463 for approved FY2022 FRNs will be submitted in RHC Connect.
- You will be unable to submit an FCC Form 463 for approved FY2022 FRNs until the FCC Form 463 has moved to RHC Connect.
- Updates will be provided on the RHC website.
- FCC Forms 463 must be submitted in My Portal for all commitments for funding years prior to FY2022, including multi-year commitments.
- Telecom Program forms will eventually move to RHC Connect.
- All Connected Care Pilot Program (CCPP) forms will remain in My Portal.
RHC Connect – Post-Commitment (HCF)

• The following operations will not be available until early 2023 due to continued RHC Connect development:
  • SPIN changes, both correctional and operational for FY2022; and
  • Site and service substitutions for FY2022.
• These post-commitment operations are available in My Portal for funding commitments for FY2021 and prior funding years and for Telecom and CCPP FRNs.
My Portal – Revise FCC Form 467 (Telecom)
My Portal – Service Substitutions (Telecom)

- Service substitutions can now be requested in My Portal
- Do not send these requests to the RHC Customer Service Center
My Portal – Service Substitutions (Telecom)

**Substitution Request**

- **HCP Name:**
- **HCP Number:**
- **FRN:**
- **Service Type:** Ethernet - Dedicated
- **Upload Bandwidth:**
- **Download Bandwidth:** 10

Applicants must meet the following requirements:
- The substitution is provided for in the contract, within the change clause, or constitutes a minor modification;
- The site is an eligible health care provider and the service is an eligible service under the Telecom Program;
- The substitution does not violate any contract provision or state, Tribal or local procurement laws; and
- The requested change is within the scope of the controlling request for services, including any applicable RFP used in the competitive bidding process.

Support is restricted to qualifying site and service substitutions that do not increase the total amount of support under the applicable funding commitment.

Provide a brief explanation regarding the necessity of the change and why the request complies with the Site & Service Substitution Requirements.

Optional: upload supporting documentation

- I certify that I am authorized to submit this request, that I have examined this request, and that, to the best of my knowledge, information, and belief, all statements of fact contained herein are true.
- I understand that all documentation associated with this request, including all billing records for services received, must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR § 54.531.

[Submit]  [Cancel]
Questions?
Important Reminders
FY2022 Update Webinar
FCC Form 467 Revisions

- You must carefully review your Funding Commitment Letter (FCL) and Healthcare Support Schedule (HSS) prior to invoicing.
- If you have any questions about the information on the FCL or HSS, email RHC-Assist@usac.org with the FRN in the subject line.
- If services were delayed or not turned on, it is the responsibility of the HCP to submit an FCC Form 467 revision.
Post-Commitment Changes to Approved Funding

• If the address of your site changes or the primary account holder no longer works for the HCP, you must submit an FCC Form 460 revision for HCF or a new FCC Form 465 for Telecom within 30 days of the change.
  • This is for all changes **including those that occur post-commitment**.

• If you don’t use all approved funding, you can request a decrease in your approved funding by sending an email to RHC-Invoicing@usac.org.
  • You must include your HCP name and number, the affected Funding Request Number (FRN) and the amount you would like to reduce in the commitment.
  • USAC will complete a **partial** de-commitment for that FRN in that amount.

• If you’d like to re-allocate funds within your approved FRN, you can submit a Site and Service Substitution. This applies to both HCF and Telecom.

• If you will not be using **any** of the funds in your approved funding commitment, you can return the approved and invoiced funds to USAC. For more information, use the Returning Program Funding webpage as a resource.
Account Holders

• Please ensure all account holders are up to date for all HCPs.
• We recommend having at least one secondary account holder per HCP.
• Resources:
  • HCF Program Account Holder Guide
  • Telecom Program Account Holder Guide
Information Requests

- Forms with missing or incomplete information or documentation cannot be processed.
- If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an **Information Request**.
- All account holders will receive all Information Requests.
- Account holders are given 14 calendar days to provide a response to the Information Request.
  - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.
Information Requests (continued)

- Information Requests for the HCF Program will come from RHC Connect or from a reviewer using an @usac.org domain address
  - Reply to all Information Requests sent through RHC Connect directly in RHC Connect
    - Email notifications sent from RHC Connect are from an unattended mailbox
  - If you receive an email from a reviewer, please click “Respond All” when replying
- Information Requests for the Telecom Program will either come from My Portal or from a reviewer using an @usac.org domain address
  - Reply to all Information Requests sent through My Portal directly in My Portal
    - Email notifications sent from My Portal are from an unattended mailbox
  - If you receive an email from a reviewer, please click “Respond All” when replying
Questions?
Upcoming Training

Funding Year 2022 Update Webinar
Upcoming Webinars

• Invoicing in RHC Connect for FY2022
  • September 29, 2022 2-3 p.m. ET - Register

• Funding Request Best Practices for FY2023 Filing Window
  • HCF Program – November 9, 2022 2-3 p.m. ET – Register
  • Telecom Program – November 16, 2022, 2-3 p.m. ET – Register
RHC Program Videos

Videos
These videos are designed to help you understand and manage the HHC program and other aspects of the HHC program.

Getting Started
- What is the Health Care Program?
- HHC 101
- 2020 video

Eligibility
- HHC Program eligibility (HHC Form 462)
- How to check for existing HHC
- 2020 video

Requests for Services
- Request for Services Guide
- HHC Program and Services for FY 2022
- 2020 video

Funding Requests (FCC Form 462 and 466)
- FCC Program Funding Request (FCC Form 462)
- FCC Form 466
- 2020 video
RHC Connect Resources

- Welcome to RHC Connect – FCC Form 461
- Welcome to RHC Connect – FCC Form 462
- Information Request tip sheet
- FCC Form 461 RHC Connect User Guide
- FCC Form 462 RHC Connect User Guide
- Coming soon! FCC Form 461 RHC Connect Training Module
- FCC Form 462 RHC Connect Training Module
RHC Program Customer Service Center

Email: RHC-Assist@usac.org

- Include in your email
  - HCP Number
  - FRN Number

Phone: (800) 453-1546

- Hours are 8 a.m. – 8 p.m. ET
- Monday – Friday
# RHC Customer Service Center

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<tr>
<th>The RHC Customer Service Center CAN</th>
<th>The RHC Customer Service Center CANNOT</th>
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<tr>
<td>Answer general questions regarding both programs</td>
<td>Determine eligibility of a specific site or service before an official form submission</td>
</tr>
<tr>
<td>Provide account holder information for an HCP</td>
<td>Review a form or document for accuracy before an official submission</td>
</tr>
<tr>
<td>Provide clarity regarding FCC Report and Order 19-78</td>
<td>Contact a service provider or other account holder on someone else’s behalf</td>
</tr>
<tr>
<td>Provide helpful resources and best practices for forms</td>
<td>Provide documents that are not already accessible in My Portal</td>
</tr>
<tr>
<td>Assist with My Portal and RHC Connect</td>
<td>Transfer a call to a specific form reviewer</td>
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Questions?
Thank You!
