Health Care Provider (HCP) Eligibility

Submitting the FCC Forms 460 and 465
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 webinars web page
Meet Our Presenters

• **Annabeth Wonch**  
  *Senior Program Manager of Outreach, USAC Rural Health Care Program*

• **Nicole Taylor**  
  *Program Manager of Outreach, USAC Rural Health Care Program*
Agenda

1. Overview: HCP Eligibility
2. Filing the FCC Form 460
3. Filing the FCC Form 465
4. Account Holders
5. Eligibility Best Practices
Overview

HCP Eligibility
Rural Healthcare Program
Application Process

1. Determine Eligibility
   - Must meet the three initial program criteria and make sure requested services are eligible

2. Develop Evaluation Criteria and Request Services
   - Develop scoring criteria to evaluate bids and describe service needs (posted on USAC website)

3. Evaluate Bids and Select a Service Provider
   - Choose the "most cost-effective" service provider

4. Submit Funding Request
   - Provide information about services and selected service provider

5. Certify Connection
   - Confirm service start and end dates

6. Invoice
   - Initiate invoicing process and submit to service provider for review (HCF Program)

Form 465
Form 460
Form 466
Form 462
Form 467
N/A
Form 463

TELECOMMUNICATIONS PROGRAM
HEALTHCARE CONNECT FUND

© 2018 Universal Service Administrative Co.
Three Criteria for Eligibility

1. Status
   - Not for Profit
   - Public

2. HCP Type

3. Rural Location
   - Telecom Program: HCP applicants must be located in an FCC-approved rural location to be considered rural.
   - HCF Program: Individual HCP applicants must be located in an FCC-approved rural location to be considered rural. Non-rural HCP applicants may apply as part of a majority-rural consortium.
   - Use the rural look-up tool on the USAC website.

Each HCP site or location is considered an individual HCP for purposes of calculating support under the RHC Program. Each site must thus demonstrate that by itself it is an eligible entity.
HCP Type

- Post-secondary educational institutions offering health care instruction, teaching hospitals, and medical schools
- Community health centers or health centers providing health care to migrants
- Local health departments or agencies
- Community mental health centers
- Not-for-profit hospitals
- Rural health clinics
- Dedicated emergency departments of rural for-profit hospitals
- Part-time eligible entities
- SNFs
- Consortia of the above entities
Information Collected on the RHC Program Eligibility Forms

FCC Form 460 (HCF Program)
1. Site information
2. Contact information
3. Eligibility information
4. Certifications and signatures

FCC Form 465 (Telecom Program)
1. Site information
2. Contact information
3. Eligibility information
4. Certifications and signatures
5. Services requested (Telecom Program only)

Note: the FCC Forms 460 and 465 must be completed in a single session. You are unable to save a draft form and return to complete at a later time.
My Portal Access

- New applicants will not have access to our online application management system My Portal until your first form is approved.
- Go to usac.org/rhc to begin.
My Portal

ABOUT THE PROGRAM
- Process Overview
- Appeals & Audits
- Program Calendar
- Funding Information
- Glossary of Terms (PDF)
- FAQs

RESOURCES & TOOLS
- Forms
- My Portal
- Tools
- Latest News
- Sample Documents
- FCC Resources
- Trainings & Outreach
- Contact Us

MY PORTAL

<table>
<thead>
<tr>
<th>INDIVIDUAL HCPS</th>
<th>CONSORTIA</th>
<th>SERVICE PROVIDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCF Program Applicant Updates</td>
<td>Telecom Program Applicant Updates</td>
<td>Service Provider Updates</td>
</tr>
</tbody>
</table>

PLEASE NOTE: On January 1, 2017, the RHC Program forms were replaced with new OMB-approved forms. For additional information about specific forms updates for the Telecom and HCF Programs, see the 2017 forms enhancements list.

Access My Portal via the E-File system by clicking the "My Portal" button.

My Portal

More information explaining My Portal is available here. If you forgot your password you can reset it online. Your user ID is your email address.

My Portal for HCPs

Eligible health care providers may submit all FCC application forms using My Portal.
E-FILE SIGN IN

User ID (Email Address): *

Password: *

Forgot password?

IMPORTANT SYSTEM NOTICE - This system is the property of the Universal Service Administrative Company (USAC) and is to be used to assist individuals with managing their entity's involvement in federal universal service programs. This system may be accessed by authorized users only. By logging in, the user represents himself or herself as an authorized user. This system is monitored, recorded, and subject to audit. Any unauthorized use or misuse of this system is strictly prohibited and subject to legal action, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms and system monitoring and recording.

☐ Click the box to accept. *

If you experience any issue logging in, please make sure
• Visit https://forms.universalservice.org without any suffix.
• If the above doesn’t work, please clear your browser cache and try again.

New users, please select from the options below:

• New Service Provider
• Add FCC Form 498 Company Officer
• New ContributorRegistration In Progress
• Add FCC Form 498 Company Officer
• New RHC Applicant
My Portal

- Select the FCC Form you would like to file

To apply for support in the Healthcare Connect Fund or the Telecom/Internet Access Programs, choose the appropriate selection below:
  - Submit a new FCC Form 460 for eligibility determination in the Healthcare Connect Fund
  - Submit a new FCC Form 465 for eligibility determination and to submit a request for services in the Telecommunications program
HCF Program: Filing the FCC Form 460

HCP Eligibility
Enter Email Address and Zip Code

Create FCC Form 460

Enter your email address and the HCP's zip code or HCP Number below.

- If your email is already in the RHC system, it means you are registered and you will be prompted to return to the log in page to access your portal.
- If you enter a zip code or HCP Number that matches an HCP that is registered in the system, the HCP information will be displayed in the search results. If the Status lists the HCP as "available" and it matches your HCP, click on the link to open and complete the form. If no HCP in the list matches your HCP, select the "New HCP" button.
- If no search results are returned, select the "New HCP" button to open a blank FCC Form 460.

Email: *

One of the following is required: *

ZIP Code: 

or 

HCP Number: 

Search Reset

Warning: You must complete the FCC Form 460 in a single session. Once the session begins, it will expire after 15 minutes of inactivity (not advancing between screens). You will not be able to save a draft or return later to complete your form. If your session expires before your form has been submitted you will need to start over. A warning will appear after ten minutes of inactivity.
Active vs. Available HCPs

- Check the list to see if any existing HCPs match your site. You may apply on behalf of sites listed as “available.”
- HCPs listed as "Active" currently have an account holder/user assigned to them. If your HCP is present but “Active”, please reach out to us for the account holder information to prevent duplicate submissions.

<table>
<thead>
<tr>
<th>HCP Number</th>
<th>HCP Name</th>
<th>HCP Address</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>14184</td>
<td>Valley Community Services Board - Hilltop Center</td>
<td>5395 West Main Street, Wayneboro, VA 22681</td>
<td>Available</td>
</tr>
<tr>
<td>15029</td>
<td>Waynesboro - Augusta Health Department</td>
<td>211 West 12th Street, Wayneboro, VA 22660</td>
<td>Active</td>
</tr>
<tr>
<td>52735</td>
<td>Waynesboro Primary Care</td>
<td>15 Pratt Run, Suite A31, Wayneboro, VA 22660</td>
<td>Available</td>
</tr>
</tbody>
</table>

We recommend you review the HCF Getting Started web page for helpful information prior to beginning this form. The FCC Form 498 and instructions are also available to review prior to completing the form. If you have any questions, contact the RHC Help Desk at 1-600-453-1548 between 9:30 a.m. and 4:30 p.m. Eastern Standard Time Monday through Friday, or email us at rhc-assist@usac.org.
Select New HCP

- If your HCP is not listed, select "New HCP" to begin the application process.
Select Type of Registration

- In the HCF Program, you have four possible ways to file.

- Determine eligibility of an HCP Site
- Register an off-site data center
- Register an ineligible site
- Register an off-site administrative office
HCF Program – Navigating Through My Portal

• Use tabs at the top to determine what section of the form you are in
Enter Site Information

- The FCC RN is a ten digit number that is assigned to a business or individual registering with the FCC, and is used to uniquely identify the business or individual in all of its transactions with the FCC.

- Obtaining an FCC RN is a simple process that can typically be completed within minutes through the FCC’s website at https://fjallfoss.fcc.gov/cores Web/publicHome.do.
Enter Physical Location

- Enter the physical location of your site, if your site does not have a street address, please enter the geo-location.
Select HCP Eligibility Category

- All eligible HCP types are listed in the drop down.
Select HCP Eligibility Category

- Provide a brief explanation of why your site qualifies as that category.
- For example, the explanation may include a description of the services provided by the organization or licensing information. If appropriate, supporting documentation (such as a state license) may be uploaded when completing this section.
Enter Contact Information

- Enter the contact information of the person who will be primarily responsible for this HCPs forms.
- You can also enter secondary account holder information in this tab.
- The primary and secondary account holder must be a director, officer, or authorized employee of the HCP.
Enter Additional Information

- National Provider Identifiers and Organization Taxonomy Codes can be found using the lookup links right on the page.
- Using the lookup links, please use the codes that best identify the HCP.
Upload Supporting Documentation

• Supporting documentation is optional for the FCC Form 460, but you may upload any documents that would be necessary to validate the form.
Required Certifications

- All certifications must be checked. Certifications will populate based on the type of FCC Form 460 completed (i.e. Individual HCP, Consortium).
Consortium FCC Form 460

- To apply as a consortium, an FCC Form 460 will need to be submitted for the consortium itself.
- Each participating HCP will also complete an FCC Form 460.
- The consortium will receive its own unique HCP number, separate from the individual sites participating in the consortium.
After Submission

• You will receive an email confirmation that your form was submitted.
• FCC Forms 460 take an average of 30 days to review, you will receive an email after it has been reviewed with an eligibility determination.
• If any additional information or validating documentation is required during the review of the FCC Form 460, you will receive an Information Request email that must be responded to within 14 calendar days.
After Submission

• Once a decision has been made on the form, the only way to make any changes is to file an FCC Form 460 revision via My Portal.
After Submission

- The most common reasons for FCC Form 460 revisions are to update the following information:
  - Primary Account Holder
  - Site Name
  - Address
  - Entity Type
  - Hospital bed count
Questions?
Telecom Program: Filing the FCC Form 465

HCP Eligibility
Enter Email Address and Zip Code

Create FCC Form 465

Enter your email address and the HCP’s zip code below.

- If your email is already in the RHC system, it means you are registered and you will be prompted to return to the log in page to access your portal.
- If you enter a zip code that matches an HCP that is registered in the system, the HCP information will be displayed in the search results. If the Status is the HCP as “available” and it matches your HCP, click on the link to open and complete the form. If no HCP in the list matches your HCP, select the “New HCP” button.
- If no search results are returned, select the “New HCP” button to open a blank FCC Form 465.

Email: 
ZIP: 

Search  Resel

Warning: You must complete the FCC Form 465 in a single session. Once the session begins, it will expire after 15 minutes of inactivity (not advancing between screens). You will not be able to save a draft or return later to complete your form. If your session expires before your form has been submitted you will need to start over. A warning will appear after ten minutes of inactivity.
Select Available HCP

- Check the list to see if any match your site. You may apply on behalf of sites listed as “available.”
- HCPs listed as "Active" currently have an account holder/user assigned to them. If your HCP is present but “Active”, please reach out to us for the account holder information to prevent duplicate submissions.

![Search Results Table]

We recommend you review USAC's Getting Started page for helpful information prior to beginning this form. The FCC Form 485 end instructions are also available to review prior to completing the form. If you have any questions, contact the RHC Help Desk at 1-800-453-1548 or at rhc-assist@usac.org.
Select New HCP

- If your HCP is not listed, select "New HCP" to begin the application process.

We recommend you review USAC's Getting Started page for helpful information prior to beginning this form. The FCC Form 485 and instructions are also available to review prior to completing the form. If you have any questions, contact the RHC Help Desk at 1-800-453-1543 or at rhc-assist@usa.org.
Telecom Program – Navigating Through My Portal

Universal Service Administrative Company

RURAL HEALTH CARE

- HCP LOCATION INFORMATION
- MAILING CONTACT
- ELIGIBILITY
- ADDITIONAL INFORMATION
- REQUEST FOR SERVICES
- BID EVALUATION
- DECLARATION OF ASSISTANCE
- CERTIFICATION

FCC Form 465 (Description of Services Requested & Certification Form)

Information required in this block applies to the physical location of the HCP. Do not enter a “PO Box” or “Rural Route” address.

Read instructions thoroughly before completing this form. Failure to comply may cause delayed or denied funding. Click on the instructions button on each screen for line-by-line instructions.

Block 1: HCP Location Information

© 2018 Universal Service Administrative Co.
Enter HCP Location Information

- The FCC RN is a ten digit number that is assigned to a business or individual registering with the FCC, and is used to uniquely identify the business or individual in all of its transactions with the FCC.
- Obtaining an FCC RN is a simple process that can typically be completed within minutes through the FCC’s website at: [https://fjallfoss.fcc.gov/coresWeb/publicHome.do](https://fjallfoss.fcc.gov/coresWeb/publicHome.do).
Enter HCP Location Information

- Enter the physical location of your site.

HCP Note: The physical location contact is **not** the person who will be contacted if there are questions about the application. This person must be at the physical location of the HCP.

```
Line 5: Contact Name (First, M, Last)  
Contact Employer  
Title  
Line 6: Address Line 1  
Line 7: Address Line 2  
(Line optional)
Line 8: County  
Line 9: City  
Line 10: State  
Line 11: Zip Code  
Line 12: Phone #  
Line 13: Fax #  
(Line optional)
Line 14: Email  
Re-type Email  
```
Enter Mailing Contact Information

- Enter the information of the individual who will be the main contact with this HCPs forms.
Select Funding Year

- You can only file for funding years that are open.
Select HCP Type and Provide Explanation

- All eligible HCP types are listed in the drop down.
- Provide a brief explanation of why your site qualifies as the category you chose.
Enter Additional Information

- National Provider Identifiers and Organization Taxonomy Codes can be found using the lookup links right on the page.
- Using the lookup links, please use the codes that best identify the HCP.
After Submission

- You will receive an email confirmation that your form was submitted.
- FCC Forms 465 take an average of three days to review, you will receive an email after it has been reviewed with an eligibility determination.
- If any additional information or validating documentation is required during the review of the FCC Form 465, you will receive an Information Request email that must be responded to within 14 calendar days.
After Submission

- Once a decision has been made on the form, the only way to make any changes is to file an FCC Form 465 revision via My Portal by selecting “New FCC Form 465”.

![Image of My Portal interface with FCC Form 465 status and options]
After Submission

• The most common reasons for FCC Form 465 revisions are to update the following information:
  • Site Name
  • Address
  • Entity type
  • To go out for competitive bidding again*

• FCC Form 465 revisions do not update account holders.

*To be discussed in December 12 webinar
Questions?
Account Holders

HCP Eligibility
Types of Account Holder Rights

- Primary: Main Point of Contact
- Secondary: Additional Account Holder(s)
- Tertiary: Third Party or Consultant
Primary Account Holder – HCF Program

- In HCF, the primary account holder has the ability to manage other account holders in the Account Holders tab of My Portal.

![Image of HCF Account Holders system]
Primary Account Holder – HCF Program

- Search By (Email):
- First Name:
- Middle Initial:
- Last Name:
- Phone:
- Ext:
- Fax:
- Email (Username):
- Retype Email (Username):
- Address 1:
- Address 2:
- City:
- State:
- County:
- Zip:

- At least one HCP must be assigned to the new applicant.
- Invalid Zip Code.
- Invalid Phone Number (valid formats are 1234567890 | (123) 456-7890).

HCPs for this applicant

- No role
- Secondary
- Tertiary

Add Account Holder
Third Party Authorizations (TPAs)

- Provides written authorization to a third party/consultant to complete and submit forms on behalf of the HCP or consortium.
- Download a sample TPA here.
Primary Account Holder – Telecom Program

• In Telecom, the primary account holder has the ability to add/remove other account holders in My Account Settings of My Portal.
Primary Account Holder – Telecom Program
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.
Questions?
Eligibility Best Practices

HCP Eligibility
Common Reasons for FCC Form Denials

- Non-responsiveness to Information Requests within 14 calendar days
- Not a valid entity type
- A non-rural site applying in the Telecom Program
- A duplicate filing
RHC Help Desk: RHC-Assist@usac.org

• The Help Desk can:
  • Answer general questions regarding both programs
  • Look up account holder information for an HCP

• The Help Desk cannot:
  • Review your form before you submit for accuracy
  • Determine your eligibility without a form submission
Summary

• Eligibility Forms
  • FCC Form 460 – HCF Program
  • FCC Form 465 – Telecom Program

• Submit your form at any time during the funding year

• Complete your form in one sitting

• My Portal log in information is sent via email upon form approval
Upcoming Webinars

- December 12 - 2:00 p.m. ET – RHC Program Request for Services Best Practices Webinar – Register here!
- January 16 - 2:00 p.m. ET – RHC Program Funding Request Best Practices Webinar – Register here!
Questions?
Thank you for joining us today!

- RHC Help Desk
  - Call (800) 453-1546
  - Email RHC-Assist@usac.org