HCF Program Funding Request Office Hours

February 08, 2023
DISCLAIMER:

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.
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.

• Use the “Raise Your Hand” button to be unmuted and ask a question to the team!
Meet Our Team

Simone Andrews
Senior Communications Specialist | RHC Outreach

Blythe Albert
Advisor of Program Management | RHC Outreach
Agenda

• Introduction
• Program Updates
• Submitting Forms in RHC Connect
• Best Practices
• Resources
Introduction – Office Hours

• Subject matter experts are available to answer live questions from program participants.
• Today’s presentation will focus on the HCF Program.
• Send FRN or HCP-specific questions to the RHC Customer Service Center at RHC-Assist@usac.org.
• Raise your hand or ask your question in the questions box.
• Please note, recordings of Office Hours webinars are not posted to the USAC website.
• You can download a PDF copy of the slide deck from the handout section on the GoToWebinar dashboard.
Program Updates

HCF Program Funding Request Office Hours
Reminder: FCC Report and Order 19-78

- FCC Report and Order 19-78 webpage summarizes the Report and Order’s major changes and includes the following resources:
  - FCC Report and Order 19-78
  - Public Notice DA 19-1253
  - FCC Report and Order 19-78 Tip Sheet
  - Webinar recording and slides
FCC Order 22-1063 – Hurricane Ian Relief Order

- On October 4, 2022, the FCC issued Order DA 22-1063 waiving certain RHC rules and deadlines to assist participants and providers located in the areas affected by Hurricane Ian. This Order applies to HCPs and service providers located in the state of Florida, North Carolina and South Carolina. This Order takes the following actions:
  - Grants a 60-day extension to the deadline for appeals and request for waiver for all requests from September 18, 2022 through March 3, 2023;
  - Waives the 14-day Information Request response deadline for Information Requests related to funding requests, appeals and waivers, invoices, audits and other documentation and applies to all funding years for all Information Requests issued on or after September 4, 2022 (affected health care providers and service providers have until March 3, 2023 to respond);
  - Waives the invoicing deadline for FY2021 funding requests and grants an automatic 120-day extension; and
  - Waives the September 30, 2022 deadline for Healthcare Connect Fund (HCF) program annual reports (HCF program participants have until March 3, 2023 to submit annual reports).

• On January 26, 2023, the FCC released an Order on Reconsideration, Second Report and Order, Order, and Second Further Notice of Proposed Rulemaking strengthening the procedures for RHC. These actions resolve petitions for reconsideration on issues from FCC Report and Order 19-78, adopt proposals from the February 2022 Further Notice of Proposed Rulemaking, and propose and seek comment on further reforms to RHC program rules. These actions include:
  • Rule Changes
  • Potential Future Rule Changes
FCC 23-6: Rule Changes

Rates determination in the Telecom Program:

- Eliminates rules requiring use of the Rates Database to determine urban and rural rates.
- Waivers allowing the use of previously approved rates for all urban and rural rates will remain in place for FY2023.
- Beginning in FY2024, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
  - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
  - If there are no comparable rural rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural rate.
  - Similarly, if there are no comparable urban rates within 30 percent of the speed of the requested service, health care providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify an urban rate.
  - Affirms the decisions in FCC Order 19-78 that a non-telecommunications service that is functionally similar to a service requested in the Telecom Program should be considered similar to it when calculating rates and that services with advertised speeds 30 percent above or below the speed of the requested service be considered functionally similar to the requested service.
FCC 23-6: Rule Changes (continued)

Invoicing in the Telecom Program:

- Eliminates the use of the Health Care Provider Support Schedule (HSS) and moves invoice submission until after services have been provided.

Internal cap on upfront costs and multi-year commitments in the HCF Program:

- Limits the application of the internal cap on upfront costs and multi-year commitments in the HCF Program to when the total support available for the funding year is exceeded.

- When the internal cap applies, funding requests for upfront costs and the first year of multi-year commitments will be prioritized over the second and third year of multi-year commitments.
FCC 23-6: Potential Future Rule Changes

The Second Further Notice of Proposed Rulemaking proposes:

- Adjustments to the methods used to determine rural rates using the service provider’s own rates or competitor’s rates, a new process for determining cost-based rural rates, and changes to the process for determining urban rates.

- Allowing a conditional approval of eligibility to allow entities that will soon become eligible to participate in the RHC program to begin competitive bidding and file a Request for Services.

- Moving the Service Provider Identification Number (SPIN) change deadline to align with the invoice deadline.

The Second Further Notice of Proposed Rulemaking seeks comment on:

- Reinstating the cap on satellite services in the Telecom Program.

- Funding in the HCF Program for equipment used for Telecom Program supported connections.

- Whether there should be a process for changing the dates of evergreen contracts after a funding commitment is issued.

- Revisions to data collected in the Telecom Program.
Reminder: Information Requests

• 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.

• Applicants 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.

• An extension request must be received prior to the original 14-day Information Request deadline.
FY2023 Funding Request Reviews

• RHC may begin funding request reviews before the funding request window closes.
• No final decisions will be made prior to the close of the filing window.
• This means that you may receive an Information Request before April 3, 2023.
• For FY2023 FCC Forms 462, an auto-generated email will be sent with instructions to respond through RHC Connect.
  • HCPs should respond through RHC Connect only.
  • The auto-generated email comes from an unattended mailbox so please only respond through RHC Connect.
Reminder: Invoicing Deadlines

- The invoicing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs, October 28 of a given funding year.
- **New!** Please use the new RHC Invoicing Deadline Tool in the Open Data section of the USAC website to look up your invoicing deadline.
- For more information please see the HCF invoice page and Telecom invoice page.
Supply Chain Order

- As a reminder, when service providers login 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, Dahua Technology Company, AO Kaspersky Lab, China Mobile International USA Inc., China Telecom (Americas) Corp. and their affiliates and subsidiaries.

- **FY2022 Applicants:** 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 Applicants:** As you proceed with competitive bidding, 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 [2]. The FCC's actions can be found at www.fcc.gov/supplychain [2].

In November 2019, the FCC released the Supply Chain First Report and Order [2] 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.
RHC Connect – Submitting the FCC Form 462

HCF Program Funding Request Office Hours
RHC Connect Updates

- Forms 461, 462 and 463 should be submitted in RHC Connect for FY2022 and FY2023.
- All information from the FCC Forms 460 will be migrated to RHC Connect.
- Over time, all FCC forms for the HCF and Telecom programs will move to RHC Connect.
- Use the following resources to submit the FCC Form 462 in RHC Connect:
  - Welcome to RHC Connect – FCC Form 462 webpage
  - RHC Connect User Guide
  - Information Request tip sheet
My Portal Landing Page

- Log in to My Portal and click “RHC Connect” to begin.

Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information.

Upcoming Dates

- **07/07 2022** New Filer ID Basics Webinar
- **08/01 2022** Quarterly Filing due August 1

Rural Health Care

RHC Connect: Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 461 for FY2022 and later.

RHC My Portal: Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 481 and all required forms for FY2021 and earlier.

Connected Care Pilot Program: Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.
Dashboard

- Here you can start a new form, resume working on a draft or delete a draft FCC Form 461 or 462 for FY2023.
- There’s a countdown banner displaying the days remaining in the filing window.
Start a New Form

- Select FCC Form 462, then click “Next”.

FCC Form 461
Develop Bid Evaluation Criteria & Select Services

FCC Form 462
Evaluate Bids & Select Service Provider
This form provides information about the services, equipment, or network facilities selected, and certifies that those services were the most cost-effective option of the offers received.

FCC Form 463
Invoice USAC

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463.
Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding?

- Yes
- No

Explanations
Competitive Bidding (Continued)

If the HCP is requesting that this application be exempt from competitive bidding:
- Yes
- No

Explanations:
If your site meets one of the competitive bidding exemptions below, you are not required to submit the FCC Form 481 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply:

1. Government Master Service Agreement (MSA): You are seeking support for services and equipment purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local governmental entity on the applicant's behalf and awarded pursuant to applicable federal, state, Tribal, or local competitive bidding requirements.

2. Master Service Agreement (MSA) Approved Under the Rural Health Care Pilot Program or HCF Program: You are opting into an existing MSA approved under the Rural Health Care Pilot program or the HCF program and seeking support for services and equipment purchased from the MSA, as long as the MSA was developed and negotiated in response to an RFP or request for services that specifically solicited proposals that included a mechanism for adding additional sites to the MSA.

3. Evergreen Contract: You have an existing contract already endorsed by USAC as evergreen.

4. Schools and Libraries Program Master Contracts: You are an eligible HCP in a consortium with participants in the Schools and Libraries (E-rate) program and are purchasing services and/or network equipment under a contract approved under the E-rate program as a master contract.

5. Annual Undiscounted Cost of $10,000 or Less: If you are seeking support for $10,000 or less of total undiscounted eligible expenses for a single year you may bypass the competitive bidding process.
   - For this exemption, you must select it for all funding requests submitted for the consortium.
   - Note: If you select this option on your FCC Form 482, you will not be able to request a multi-year funding commitment.
# Competitive Bidding Exemptions

## Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding?
- Yes
- No

**Explanations**

Select the exemption that the HCP is claiming:
- Annual Undiscounted Cost of $10,000 or less
- Government Master Services Agreement
- Pre-Approved Master Services Agreement
- Evergreen Contract
- Excess Approved Contract

<table>
<thead>
<tr>
<th>Contracts</th>
<th>Contract Name</th>
<th>Contract Document</th>
<th>Contract Start Date</th>
<th>Contract End Date</th>
<th>Initial Contract Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>No items available</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

[ADD CONTRACT]
Competitive Bidding Exemptions (Continued)

- If “Yes” is selected, choose the exemption type.
- Upload contract.
  - For Evergreen contracts, select a contract from the drop-down menu.
  - Evergreen exemption can only be selected if the contract was approved as Evergreen on a prior funding year funding requests.
- Enter the relevant contract information in the fields.
- Use the drop-down calendar to enter dates.
Competitive Bidding Exemptions (Continued)

- Once the contract is selected, click “Save and Continue”.

![Competitive Bidding Image]
Competitive Bidding Non-Exempt

- Click “No” if the HCP is not exempt from competitive bidding.
- Choose the related FCC Form 461 from drop-down menu.
  - All FCC Forms 461 for the HCP will be available.
- Enter the number of bids received.
- Copies of all bids received must be uploaded.
Service Provider Information

- Select 498 ID/SPIN.
- Click “Save and Continue”.

<table>
<thead>
<tr>
<th>498 ID/SPIN</th>
<th>Service Provider Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>143002131</td>
<td>CenturyLink - Embargq Minnesota, Inc</td>
</tr>
</tbody>
</table>

You have selected 143002131 - CenturyLink - Embargq Minnesota, Inc (FKA Embarg)

[SAVE & CONTINUE]
Expense Items – Summary Page

- Download the NCW Template and save.
- Populate all information and upload the NCW to RHC Connect.
- Any information entered manually will be overwritten by the NCW document once it’s uploaded.
Using the NCW Template

- Do not disturb the formatting.
  - When using “copy” and “paste” to enter data, be sure to paste using a “text” or “values” format.
  - If any data is entered manually prior to uploading the NCW, that data will be overwritten when the NCW is uploaded.
  - If after uploading the NCW data isn’t saved or you’re directed back to the summary page, the formatting has been changed.
    - Download a new NCW template and try again.

<table>
<thead>
<tr>
<th>Site Number</th>
<th>Site Name</th>
<th>Site Type</th>
<th>Server Type</th>
<th>CPU</th>
<th>Memory</th>
<th>Disk</th>
<th>Network Interface</th>
<th>Network Type</th>
<th>Latency</th>
<th>Bandwidth</th>
<th>Session Level Agreement</th>
<th>Session Level Agreement</th>
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<tbody>
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<td>B</td>
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<td>E</td>
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<td>G</td>
<td>H</td>
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<td>J</td>
<td>K</td>
<td>L</td>
<td>M</td>
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<td>5</td>
<td>Yes</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Available for Public Use

33
Expense Items – Contract Status

- For consortia applicants, choose a member site for each expense from drop-down menu.
- Select “no” for submission without contract (month-to-month).
Expense Items – Contract Status (Continued)

- Select “yes” for submission with contract.
- Select an existing contract or upload a new contract.
- Enter information about the contract.
Expense Items – Contract Status (Continued)

- Enter contract start date, initial contract end date, contract sign date and installation date for confirmation in review.
Expense Items – Expense Information

• Enter the “Expected Broadband Service Start Date” and “Installation Date”.

Is this a newly installed circuit?

[ ] Yes

[ ] No

Billing Account Number (Optional)

Expected Broadband Service Start Date

07/01/2022

You have chosen the funding year start date. Please make sure that this is the date when you actually expect to begin this service or have already started this service.

Installation Date

mm/dd/yyyy
Expense Items – Expense Type

- Enter “Expense Category” and “Expense Type” and an optional explanation of the eligible expense.
Expense Items – Bandwidth

- Enter Bandwidth.
Expense Items – Bandwidth (Continued)

- For equipment, installation, construction and network management services, bandwidth does not have to be entered if not applicable.
- For all other services, bandwidth is required.
Expense Items – Service Level Agreement (SLA)

• If “no” is selected, fields will not appear.
• If “yes” is selected, enter the information about the SLA.
Expense Items – Circuit Information

- Address of the HCP on expense item will pre-populate based on information in the FCC Form 460.
Expense Items – Circuit Information (Continued)

- If the HCP is an Off-Site Administrative Office or Data Center, the location on the other end of the circuit is required.
Expense Items – Financial Information

Expense Item 1 of 1
Total Eligible Undiscounted Cost $0.00
Maximum Support Amount $0.00

- Contract Status
- Expense Information
- Expense Type
- Bandwidth
- Service Level Agreement
- Circuit Information
- Financial Information
- HCF Contribution Source

- Does this expense item represent multiple items or circuits?
  - Yes
  - No

- Multi-year Funding Request
  - Yes
  - No

- How often is this item expensed?
  - Monthly

- How many expense periods will there be total?
  - 12

- Undiscounted Cost Per Expense Period (Excluding Taxes and Fees)
  - $1,000.00

- Taxes and Fees Per Expense Period
  - $50.00

- Is this entire expense eligible for support?
  - Yes
  - No

- Percent Eligible for Support
  - 90

- Explanation
  - Ten locations use this service but one site is ineligible for funding.

- Upload Documentation to Support Your Explanation
  - Upload
  - Drop File Here
Expense Items – Multiple Items

- The quantity of items should match the quantity on the documentation.
Expense Items – Financial Information (Continued)

• Check all that apply.
## Expense Items – Summary

### Expense Item Summary

<table>
<thead>
<tr>
<th>#</th>
<th>Site #</th>
<th>Site Name</th>
<th>Contract Number</th>
<th>Expense Type</th>
<th>Eligible Undiscounted Cost</th>
<th>Maximum Support Amount</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>Ethernet</td>
<td>$24,240.00</td>
<td>$15,756.00</td>
<td>Edit, Delete</td>
</tr>
</tbody>
</table>

**Total Eligible Undiscounted Cost:** $24,240.00  
**Total Maximum Support:** $15,756.00

If you have questions, please contact our Help Desk at (800) 463-1546 or RHC-Assist@ussdc.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.
Additional Documentation

- Consortia applicants are required, at minimum, to upload a Viable Source Letter before continuing.

<table>
<thead>
<tr>
<th>Start Page</th>
<th>Competitive Bidding</th>
<th>Service Provider Information</th>
<th>Expense Items</th>
<th>Additional Documentation</th>
<th>Confidentiality</th>
<th>Certifications</th>
<th>Signature</th>
</tr>
</thead>
</table>

**Additional Documentation**

Use this tab to upload additional documentation that is relevant to the application. Ensure that all bandwidth, costs, service locations, and expense types are supported with documentation.

1. Service provider documentation required to confirm expenses

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Description</th>
<th>Document</th>
<th>Uploaded On</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No items available

**UPLOAD DOCUMENT(S)**

- Must upload a file of document type: Viable Source Letter

BACK EXIT SAVE & CONTINUE
Additional Documentation (continued)

- To upload more than 10 documents, follow the instructions in the blue banner.
## Confidentiality

Confidentiality

<table>
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</table>

**Confidentiality**

*Is the HCP requesting confidential treatment and non-disclosure of commercial and financial information?*

- [ ] Yes
- [ ] No

Explaination

[BACK] [EXIT]
Certifications

I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.

I certify under penalty of perjury that I have examined this request and all attachments and to the best of my knowledge, information, and belief, all statements of fact contained therein are true.

I certify under penalty of perjury that the applicant or consortium has considered all bids received and selected the most cost-effective method of providing the requested services. “Cost-effective” is defined as the “method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the applicant deems relevant to choosing a method of providing the required health care services.” 47 CFR § 54.622(c).

I certify under penalty of perjury that all RHC Program support will be used only for eligible health care purposes.

I certify under penalty of perjury that the applicant or consortium is not requesting support for the same service from both the Telecommunications Program and the Healthcare Connect Fund Program.

I certify under penalty of perjury that the applicant or consortium satisfies all of the requirements under Section 254 of the Act and applicable Commission rules, and understand that any letter from the Administrator that erroneously commits funds for the benefit of the applicant may be subject to rescission.

I certify under penalty of perjury that I have reviewed all applicable rules and requirements for the RHC Program and complied with those rules and requirements.

I understand that all documentation associated with this application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, all billing records for services received and any other documentation demonstrating compliance with the rules 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 §§ 54.631 or as otherwise prescribed by the Commission’s rules.

I certify under penalty of perjury that the applicant or consortium and/or its consultant, if applicable, has not solicited or accepted a gift or any other thing of value from a service provider participating in or seeking to participate in the RHC Program.

I certify under penalty of perjury that any consultants or third parties associated with this request or RFP do not have an ownership interest, sales commission arrangement, or other financial stake in the vendor chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission’s rules requiring fair and open competitive bidding.
Signature

• Sign by typing your first and last name in the “Digital Signature” field.
Questions?
Best Practices

HCF Program Funding Request Office Hours
Submission Checklist

- Document(s) confirming the monthly cost for your services (e.g. a copy of your bill dated within the requested funding period) or the most currently available bill as the filing window closes before the funding year opens.
- A copy of all bids that were received for your request for service including the winning bid, all bids that were rejected and any bids that were disqualified and why.
- A copy of the bidding evaluation matrix.
- A list of people who evaluated bids including title, role, and their relationship to the applicant.
- Internal documents related to the selection of the service provider (if applicable).
- Copies of any correspondence with service providers prior to and during the competitive bidding process (if applicable).
- A copy of any new contract signed for your services.
- Award letter to winning vendor (if applicable).
- Contact information for the service provider and all responsible account holders.
- The start and end location of your services.
- Viable source letter (35% contribution).

*Any information that cannot be located on the submitted supporting documentation will result in an Information Request.*
Best Practices – Competitive Bidding

• Begin your competitive bidding process early.
  • Bidding period opened on July 1, 2022 for FY2023.
• Once the ACSD has passed and you’ve chosen a service provider, include them when you reply to Information Requests via email.
• Ensure your service provider is aware of all the necessary documentation needed for future steps in the application 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.
Best Practices – FCC Form 462 (Funding Request)

• Do not enter into an agreement with a service provider until after the ACSD has passed.
• Include all required documentation when submitting your FCC Form 462.
• Include a cover letter if needed to clarify information entered into the FCC Form 462.
• If submitting funding requests for equipment, data center or administrative offices or network expenses, tip sheets can be found on the Step 4: Submit Funding Requests webpage under the Additional Resources section.
• Be sure to actually sign, certify and submit all FCC Forms 462 before 11:59 p.m. ET on April 3, 2023 (Drafts are not considered submitted).
• HCPs and service providers are required to retain documentation for a minimum of five years.
Virtual Site Visits and Success Stories

• **Virtual Site Visits:** A great opportunity to expose RHC staff to the people and the communities that benefit from the RHC programs and to deepen the relationship between RHC staff and applicants.

• **Success Stories:** We will begin collecting stories of first-hand experiences showing how applicants are using their funding to improve access to healthcare in rural communities.

• If you’re interested in either of these opportunities, send an email directly to Blythe Albert with “Virtual Site Visit” or “Success Story” in the subject line.
Resources

HCF Program Funding Request Office Hours
Upcoming Trainings

Please join the RHC Outreach team for the following webinars:

- Telecom Office Hours Webinar:
  - When: Wednesday, February 15, 2023 from 2-3 p.m. ET - Register
- RHC Program Office Hours webinars will be hosted throughout the filing window.
  - Check the RHC Upcoming Dates webpage for dates and details.
Online Resources

- RHC Learn
- Step 4: Submit Funding Request webpage
- Welcome to RHC Connect – FCC Form 462 webpage
- Competitive Bidding Exemptions
- Consortia Majority Rural Compliance Tip Sheet
- Request for Proposals (RFPs)
- Network Plans
- Funding Limitations Tip Sheet
- Off-site Data Centers and Admin Offices Tip Sheet
- Equipment Tip Sheet
Online Resources - RHC Connect

- Welcome to RHC Connect - FCC Form 461 webpage
  - RHC Connect User Guide
  - Welcome to RHC Connect – FCC Form 461 self-paced video training guide
- Welcome to RHC Connect – FCC Form 462 webpage
  - RHC Connect User Guide
  - RHC Connect - FCC Form 462 self-paced video training guide
- Welcome to RHC Connect – FCC Form 463 webpage
  - RHC Connect Form User Guide
  - Coming soon! RHC Connect – FCC Form 463 self-paced video training guide
- Information Request Tip Sheet
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
# The RHC Customer Service Center

<table>
<thead>
<tr>
<th>The RHC Customer Service Center CAN</th>
<th>The RHC Customer Service Center CANNOT</th>
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</thead>
<tbody>
<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</td>
<td>Transfer a call to a specific form reviewer</td>
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</tbody>
</table>
Questions?