

# HCF Program Funding Request Office Hours

May 25, 2022



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
- 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
- RHC Connect - My Portal Platform Update
- Best Practices
- Resources

# Introduction – Office Hours

- Subject matter experts are available to answer live questions from program participants
  - Today will focus on the HCF Program
  - Send FRN or HCP-specific questions to the RHC Customer Service Center at [RHC-Assist@usac.org](mailto: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

# FCC Order 22-221 - Extending Filing Window Deadline

- On March 3, 2022, the FCC released [Order 22-221](#) extending the deadline for FY2022 from April 1, 2022 to June 1, 2022.
- All FCC Forms 462 must be submitted no later than 11:59 p.m. ET on June 1, 2022.

# 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 [Tip Sheet](#)
- Webinar [recording and slides](#)



# 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 14<sup>th</sup> 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.

# New! Funding Request Reviews Starting Earlier than Ever!

- 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 June 1, 2022.
- HCPs can receive HCF Program Information Requests through RHC Connect or by email.
- For FY2022 FCC Forms 462, an auto-generated email will be sent directing HCPs to RHC Connect to respond.
  - **HCPs should respond through RHC Connect only**
- For Information Requests received by email, click “Reply All” to respond to the Information Request by email.

# Reminder: Invoicing Deadlines

- New invoicing guidelines adopted in FCC [Report and Order 19-78](#) became effective beginning with FY2020 applicants. 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 Reminder

- It is the responsibility of the applicant to ensure that they are compliant with FCC [Report and Order 19-121](#), prohibiting the use of Universal Service funds for equipment or services produced or provided by companies that pose a national security threat.
- New certifications concerning the supply chain were added to the FCC Form 463 and the Telecom invoice with an effective date of April 1, 2021.
- FY2022 applicants: As you proceed with competitive bidding and submitting funding requests forms, please ensure you are not requesting funding for services or equipment from companies identified on the FCC-issued [Covered List](#).
- Learn more on the [Supply Chain](#) webpage on the USAC website.

# **My Portal Updates – Submitting the FCC Form 462**

HCF Program Funding Request Office Hours

# RHC Connect - My Portal Platform Update

- Reminder: **This update currently applies to the FCC Form 462 ONLY**, but over time will apply to all other forms in both the HCF and Telecom programs.
- All information from the FCC Forms 460 and FCC Forms 461 will be migrated to the new platform.
- If you have created a draft FCC Form 462 in My Portal prior to the opening of the filing window for FY2022, **that information will not be saved**.
- For more information on saving drafts to your computer, please refer to the [Step-by-Step Guide](#) on the [Welcome to RHC Connect](#) webpage for assistance.

# My Portal Landing Page

- Log in to My Portal and click on “FCC Form 462”
- For all other forms you will use “RHC My Portal”

Universal Service Administrative Co.

## Dashboard

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

### Upcoming Dates

12/01 2021 FY2022 Filing Window Opens

04/01 2022 FY2022 RHC Program Filing Window Closes

### Rural Health Care

**FCC Form 462** - Health care providers must use this application to submit their FY2022 funding requests (FCC Form 462) in the Healthcare Connect Fund (HCF) Program.

**RHC My Portal** - RHC My Portal allows users to create, sign, certify, and submit all forms for the Healthcare Connect Fund (HCF) and Telecommunications (Telecom) Programs of the Rural Health Care Program.

**Connected Care Pilot Program** - Health care providers must use this page to complete and submit their Connected Care Pilot Program application to the FCC.

# Dashboard

- Here you can start a new form, resume working on a draft or delete a draft FCC Form 462 for FY2022.
- There's a countdown banner displaying the days remaining in the filing window.

**FCC Form 462**

**08:59**  
Nov 08 2021

**My Tasks** | My Forms | My Organizations

The Funding Year 2022 funding request filing window closes in 53 days.

**My Tasks**

Search My Tasks

Task Type	Site Name	Site Number	Application Number	Application Nickname	Form	Last Update	Status	Actions
Draft					Form 462	11/7/2021 10:51 AM EST	Draft	View   Resume   Delete
Draft					Form 462	11/7/2021 10:23 AM EST	Draft	View   Resume   Delete



# Start Page

DASHBOARD

START A NEW FORM

Start Page

Competitive Bidding

Service Provider Information

Expense Items

Additional Documentation

Confidentiality

Certifications

Signature

Start

Paperwork Reduction Act (PRA)

⚠️ Note: Once you select HCP, and then Save & Continue, you will **not** be able to change the HCP. Please select carefully.

Health Care Provider (HCP) Information

HCP or Consortium

FCC Registration Number

Address

State

Application Basics

Application Nickname

Funding Year

Application Number

Funding Priority

Consortium FRN #1

FY 2022

Priority 8

EXIT

SAVE & CONTINUE

17

# Competitive Bidding

DASHBOARD

START A NEW FORM

SAVE DRAFT

Start PageCompetitive BiddingService Provider InformationExpense ItemsAdditional Documentation

## Competitive Bidding


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


☐ Yes☐ No

Explanations

BACKEXIT

# Competitive Bidding (Continued)

 DASHBOARD

 START A NEW FORM

SAVE DRAFT

Start Page

Competitive Bidding

Service Provider Information


Expense Items

Additional Documentation

Confidentiality

Certifications

## Competitive Bidding

Is the HCP 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 461 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply:

- 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.
- Master Service Agreements (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.
- Evergreen Contract:** You have an existing contract already endorsed by USAC as evergreen.
- 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.
- 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 consortia applicants, this exemption is \$10,000 for all funding requests submitted for the consortium.
  - Note: If you select this option on your FCC Form 462, you will not be able to request a multi-year funding commitment.

BACK

EXIT

# Competitive Bidding Exemptions

SAVE DRAFT

Start Page

Competitive Bidding

Service Provider Information

Expense Items

Additional Documentation

Confidentiality

Certifications

Signature

## 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

☐ E-rate Approved Contract

Contracts

Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
No items available				

ADD CONTRACT

EDIT

DELETE

BACK

 EXIT

SAVE & CONTINUE

# Competitive Bidding Exemptions (Continued)

- Click “Yes”
- Choose exemption type
- Upload contract
  - For Evergreen contracts, select a contract from the drop-down menu
- Enter the relevant contract information in the fields
  - Use the drop-down calendar to enter dates

Start Page Competitive Bidding Service Provider Information

### Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? <sup>?</sup>\*

☒ Yes  
☐ No

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  
☐ E-rate Approved Contract

New Contract

Select an Existing Contract\*

Select a contract already associated with this HCP ▼

Please select a contract.

Contract Sign Date Contract End Date (Optional)

mm/dd/yyyy mm/dd/yyyy

Length of Initial Contract Term

Time Unit ▼

Number of Contract Extensions (Optional)

Total Combined Length of Optional Extensions (Optional)

Time Unit ▼

CANCEL

Start Page Competitive Bidding Service Provider Information

### Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? <sup>?</sup>\*

☒ Yes  
☐ No

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  
☐ E-rate Approved Contract

New Contract

Select an Existing Contract\*

Contract Sign Date Contract End Date (Optional)

10/01/2021 09/30/2024

Length of Initial Contract Term

36 Months ▼

Number of Contract Extensions (Optional)

5

Total Combined Length of Optional Extensions (Optional)


5 Months ▼

CANCEL

BACK EXIT

# Competitive Bidding Exemptions (Continued)

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

 SAVE DRAFT

Start Page

Competitive Bidding

Service Provider Information

Expense Items


Additional Documentation

Confidentiality

Certifications

Signature

### Competitive Bidding

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

☒ Yes

☐ No

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

☐ E-rate Approved Contract

	Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
<input type="checkbox"/>			10/1/2021	9/30/2024	36 Months

ADD CONTRACT

EDIT

DELETE

BACK

EXIT

SAVE & CONTINUE

# Competitive Bidding Non-Exempt

- Click “No”
- Choose related FCC Form 461 from drop-down menu
  - All FCC Forms 461 for the HCP will be available
- Enter number of bids received
- You’ll be required to upload copies of bids

SAVE DRAFT

Start Page Competitive Bidding Service Provider Information

### Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? <sup>?</sup>

☐ Yes

☒ No

Related FCC Form 461 Application \*

Is the HCP continuing with the current service provider? \*

☐ Yes

☒ No

Number of Service Providers That Bid \*

3

#### Upload Bids

Document Type

[Add Documents](#)

Must Upload a file.

BACK EXIT

#### Upload Bids

Document Type	Document	Uploaded On
Bids		11/8/2021 9:26 AM EST

[Add Documents](#)

BACK EXIT

SAVE & CONTINUE

# Service Provider Information

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

SAVE DRAFT

Start Page Competitive Bidding Service Provider Information Expense Items Additional Documentation Confidentiality Certifications Signature

### Service Provider Information

498 ID/SPIN  Service Provider Name

<input type="checkbox"/>	498 ID/SPIN	Service Provider Name
<input type="checkbox"/>	143022618	CenturyLink CenturyTel Solutions, LLC
<input type="checkbox"/>	143001636	CenturyLink CenturyTel of Ooltewah-Collegdale, Inc.
<input type="checkbox"/>	143002667	CenturyLink CenturyTel of the Gem State (Nevada)
<input type="checkbox"/>	143002671	CenturyLink Central Telephone Co. of Nevada (FKA)
<input checked="" type="checkbox"/>	143005231	CenturyLink Qwest Corporation

« < 6 - 10 of 67 > »

You have selected 143005231 - CenturyLink Qwest Corporation

EXIT



# Expense Items – Summary Page

- Download NCW Template and save to your computer
- Populate information and upload NCW to system
- Any information entered manually will be overwritten by NCW document once it's uploaded

[Start Page](#) [Competitive Bidding](#) [Service Provider Information](#) [Expense Items](#) [Additional Documentation](#) [Confidentiality](#) [Certifications](#) [Signature](#)

[Advanced Features](#)  
[Download NCW Template](#)  
[Upload NCW Document](#)

[ENTER A NEW EXPENSE ITEM](#)

### Expense Item Summary

#	↑	Site #	Site Name	Contract Number	Expense Type	Eligible Undiscounted Cost	Maxium Support Amount	Actions
1					Network Maintenance			<a href="#">Edit</a>   <a href="#">Delete</a>
2					Ethernet			<a href="#">Edit</a>   <a href="#">Delete</a>

# Using the NCW Template

- Do not disturb 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

Line Number	Contract Status														Expense Information				Expense Type					Bandwidth				Service Level Agreement								
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH		
	Site Number	Site Name	Is there a contract with the service provider?	Contract ID	Contract Nickname	Contract Start Date (yyyy-mm-dd)	Initial Contract End Date (optional) (yyyy-mm-dd)	Contract Sign Date (yyyy-mm-dd)	Install Date (yyyy-mm-dd)	Number of Contract Extensions (optional)	Length of Initial Contract Term	Time unit of Length of initial contract term	Total Combined Length of Optional Extensions (optional)	Time Unit of Extensions (optional)	Is this a newly installed circuit?	Billing Account Number (optional)	Expected Service Start Date (yyyy-mm-dd)	Installation Date (yyyy-mm-dd)	Category of Expense	Expense Type	Explanation of Expense (optional)	Total Number of Fiber Strands (optional)	Total Number of Fiber Strands Eligible for Support (optional)	Upload Speed	Upload Speed Unit	Download Speed	Download Speed Unit	Is there a service level agreement (SLA) with the service provider for this expense item? (Optional)	SLA for Latency	SLA for Jitter	SLA for Packet Loss	SLA for Packet Reliability	Circuit ID (optional)	Where is the site's location on the circuit?	Is this Member Site, Service Provider Site or Neither?	HCP Number
1			Yes												No				Data	Dark Fiber				1.00	Mbps	1.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
2			Yes												No				Data	Ethernet				500.00	Mbps	500.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
3			Yes												No				Data	Dark Fiber				1.00	Gbps	1.00	Gbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
4			Yes												No				Data	Ethernet				100.00	Mbps	100.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
5			Yes												No				Data	Ethernet				50.00	Mbps	50.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		

# Expense Items – Contract Status

- For consortia applicants, you will choose member site from drop-down menu
- Select “no” for submission without contract (month-to-month)

The screenshot displays the 'Expense Items' section of a web application. The navigation bar at the top includes links for 'Start Page', 'Competitive Bidding', 'Service Provider Information', 'Expense Items' (which is the active tab), 'Additional Documentation', 'Confidentiality', and 'Certification'. The main heading is 'Expense Items', followed by 'Expense Item 1 of 1'. Below this, it states 'Total Eligible Undiscounted Cost \$0.00' and 'Maximum Support Amount \$0.00'. On the left, a sidebar lists various sections: 'Contract Status' (highlighted with a green arrow), 'Expense Information', 'Expense Type', 'Bandwidth', 'Service Level Agreement', 'Circuit Information', 'Financial Information', and 'HCP Contribution Source'. The main content area shows the 'Expense Item Site' dropdown menu, which is highlighted with a red box. Below it, there is a question: 'Does the HCP have a Contract with the Service Provider?' with two radio button options: 'Yes' and 'No (process this item as month-to-month)'. The 'No' option is selected, indicated by a blue dot. A red arrow points from the 'Contract Status' section in the sidebar to the 'Expense Item Site' dropdown. At the bottom, there are summary lines: 'Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00' and 'Sum of All Expense Item Maximum Support Amount: \$0.00', along with 'BACK' and 'EXIT' buttons.

Start Page Competitive Bidding Service Provider Information **Expense Items** Additional Documentation Confidentiality Cer

## Expense Items

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
- ☐ HCP Contribution Source

**Expense Item Site**  
---Select---

Does the HCP have a Contract with the Service Provider? ⓘ

☐ Yes

☒ No (process this item as month-to-month)

Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00  
Sum of All Expense Item Maximum Support Amount: \$0.00

BACK EXIT

# Expense Items – Contract Status (Continued)

- Select “yes” for submission with contract
- Select an existing contract or upload a new contract
- Enter information about contract

Start Page Competitive Bidding Service Provider Information **Expense Items** Additional Documentation Confidentiality

## Expense Items

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
- ☐ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00  
Sum of All Expense Item Maximum Support Amount: \$0.00

Expense Item Site  
[Dropdown menu]

Does the HCP have a Contract with the Service Provider?

☒ Yes  
☐ No (process this item as month-to-month)

**Select an Existing Contract** **Contract Nickname** **Upload a New Contract**

OR   Drop file here

**Contract Start Date** **Initial Contract End Date**

**Length of Initial Contract Term**

**Number of Contract Extensions (Optional)**


**Total Combined Length of Optional Extensions (Optional)**

**Contract Sign Date** **Install Date**

# Expense Items – Contract Status (Continued)


- You will be prompted to enter contract start date, initial contract end date, contract sign date and installation date for confirmation in review


Expense Item Site


Does the HCP have a Contract with the Service Provider? 


☒ Yes  
☐ No (process this item as month-to-month)

Select an Existing Contract  OR Contract Nickname


Upload a New Contract  
UPLOAD  Drop file here


Contract Start Date  
 


Initial Contract End Date  
 

Length of Initial Contract Term  
 Years 

Number of Contract Extensions (Optional)

Total Combined Length of Optional Extensions (Optional)  
 Years 

Contract Sign Date  
 

Install Date  
 

# Expense Items – Expense Information

Start Page

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Expense Items

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Confidentiality

Ce

## Expense Items

Expense Item 1 of 1

Total Eligible Undiscounted Cost \$N/A

Maximum Support Amount \$N/A

✓ Contract Status

> Expense Information

○ Expense Type

○ Bandwidth

○ Service Level Agreement

○ Circuit Information

○ Financial Information

○ HCP Contribution Source

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

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A

Sum of All Expense Item Maximum Support Amount: \$N/A

BACK

EXIT

# Expense Items – Expense Type

Start Page

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Confidentiality

## Expense Items

Expense Item 1 of 1

Total Eligible Undiscounted Cost \$N/A

Maximum Support Amount \$N/A

✓ Contract Status

✓ Expense Information

> Expense Type

☐ Bandwidth

☐ Service Level Agreement

☐ Circuit Information

☐ Financial Information

☐ HCP Contribution Source

Expense Category

Data

Expense Type

Ethernet

Explanation of Eligible Expense (Optional)

Ethernet circuit between service provider and eligible HCP

# Expense Items – Bandwidth

Start Page

Competitive Bidding

Service Provider Information

Expense Items

Additional Documentation

## Expense Items

Expense Item 1 of 1

Total Eligible Undiscounted Cost \$48,480.00

Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

> **Bandwidth**

☐ Service Level Agreement

☐ Circuit Information

☐ Financial Information

☐ HCP Contribution Source

Download Speed

10

Mbps

Upload Speed

10

Mbps



# 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

The screenshot displays the 'Expense Items' section of a web application. At the top, a navigation bar includes links for 'Start Page', 'Competitive Bidding', 'Service Provider Information', 'Expense Items' (which is the active tab), 'Additional Documentation', and 'Confidentiality'. Below the navigation bar, the page title 'Expense Items' is shown, followed by 'Expense Item 1 of 1' and summary statistics: 'Total Eligible Undiscounted Cost \$N/A' and 'Maximum Support Amount \$N/A'.

A sidebar on the left contains a list of sections with checkboxes and radio buttons. The 'Bandwidth' section is currently selected and highlighted with a red box. The other sections are: 'Contract Status' (checked), 'Expense Information' (checked), 'Expense Type' (checked), 'Service Level Agreement' (radio button), 'Circuit Information' (radio button), 'Financial Information' (radio button), and 'HCP Contribution Source' (radio button).

The main content area, also highlighted with a red box, contains two input fields for bandwidth. The first is labeled 'Download Speed' and has a text input field followed by a dropdown menu labeled '---Select---'. Below it is a note: 'Leave blank if bandwidth is not applicable'. The second is labeled 'Upload Speed' and has a similar text input field and dropdown menu, also with the note 'Leave blank if bandwidth is not applicable'.

At the bottom of the form, there are two summary lines: 'Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A' and 'Sum of All Expense Item Maximum Support Amount: \$N/A'. Below these are two buttons: 'BACK' and 'EXIT'.

# Expense Items – Service Level Agreement (SLA)

- If you select “no,” fields will not appear
- If you select “yes,” enter the information about the SLA

## Expense Items

Expense Item 1 of 1

Total Eligible Undiscounted Cost \$48,480.00  
Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

> **Service Level Agreement**

○ Circuit Information

Is there a service level agreement (SLA) with the service provider for this expense item? (Optional)

☒ Yes  
☐ No

What is the SLA for Latency? (Optional)

What is the SLA for Jitter? (Optional)

What is the SLA for Packet Loss? (Optional)

What is the SLA for Packet Reliability? (Optional)

# Expense Items – Circuit Information

- Address of HCP on expense item will pre-populate based on information in the FCC Form 460

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$48,480.00  
Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

> **Circuit Information**

○ Financial Information

○ HCP Contribution Source

Circuit ID (Optional)

**Where is the site's location on the circuit?**  
☒ The circuit starts at the site location  
☐ The circuit ends at the site location

**Circuit Start Location**  

Address Line 1

Address Line 2

City

State

CO

ZIP Code

35

# 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

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$N/A  
Maximum Support Amount \$N/A

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

> **Circuit Information**

○ Financial Information

○ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A  
Sum of All Expense Item Maximum Support Amount: \$N/A

Circuit ID (Optional)

Where is the site's location on the circuit?  
☒ The circuit starts at the site location  
☐ The circuit ends at the site location

Circuit Start Location

Address Line 1

Address Line 2

City

State

CO

ZIP Code

Circuit End Location

☐ Location is a Member Site  
☒ Location is the Service Provider  
☐ Location is not a Member Site or Service Provider

Address Line 1

Address Line 2

City

State

Choose a State

ZIP Code

36

# 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

○ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A

Sum of All Expense Item Maximum Support Amount: \$N/A

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

70/1000

Upload Documentation to Support Your Explanation ⓘ

UPLOAD

Drop file here

# Expense Items – Multiple Items

## Expense Items

Expense Item 2 of 2  
Total Eligible Undiscounted Cost \$0.00  
Maximum Support Amount \$0.00

✓ Contract Status

✓ Expense Information

Does this expense item represent multiple items or circuits? ⓘ

☒ Yes  
☐ No

**Quantity of Items**

# Expense Items – Financial Information (Continued)

- Check all that apply

[Start Page](#) [Competitive Bidding](#) [Service Provider Information](#) [Expense Items](#) [Additional Documentation](#) [Confidentiality](#)

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$12,600.00  
Maximum Support Amount \$8,190.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

✓ Circuit Information

✓ Financial Information

> **HCP Contribution Source**

How will the HCP cover their costs including the required 35% that are not covered by HCF support? (select all that apply)

☐ The HCP will cover the difference

☐ State grants, funding, or appropriations

☐ Federal funding, grants, loans, or appropriations

☐ Tribal government funding

☐ Other grant funding including private grants

Sum of All Expense Item Total Eligible Undiscounted Cost:  
\$12,600.00  
Sum of All Expense Item Maximum Support Amount: \$8,190.00

[BACK](#) [EXIT](#)

# Expense Items – Summary

Expense Item Summary

ENTER A NEW EXPENSE ITEM

#	↑	Site #	Site Name	Contract Number	Expense Type	Eligible Undiscounted Cost	Maxium Support Amount	Actions
1					Ethernet	\$24,240.00	\$15,756.00	<a href="#">Edit</a>   <a href="#">Delete</a>

Show 

5

 records/page

Total Eligible Undiscounted Cost \$24,240.00

Total Maximum Support \$15,756.00

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EXIT

SAVE & CONTINUE

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.



# Additional Documentation

- To upload more than 10 documents, please refer to the [Bulk Upload User Guide](#) on the Welcome to RHC connect webpage

SAVE DRAFT

[Start Page](#) [Competitive Bidding](#) [Service Provider Information](#) [Expense Items](#) **Additional Documentation** [Confidentiality](#) [Certifications](#) [Signature](#)

## Additional Documentation

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

Service provider documentation required to confirm expenses

Document Type	Document	Uploaded On
No items available		

Add Documents

Must upload a file of document type Viable Source Letter

Note: If a document is uploaded that gives an error message for an empty document, the error message may persist even after replacing the empty document with a valid document. Please select **save and continue**.

[BACK](#) [EXIT](#) [SAVE & CONTINUE](#)

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

# Confidentiality

Start Page	Competitive Bidding	Service Provider Information	Expense Items
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## Confidentiality

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

☐ Yes

☐ No

Explanation

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EXIT

# Certifications

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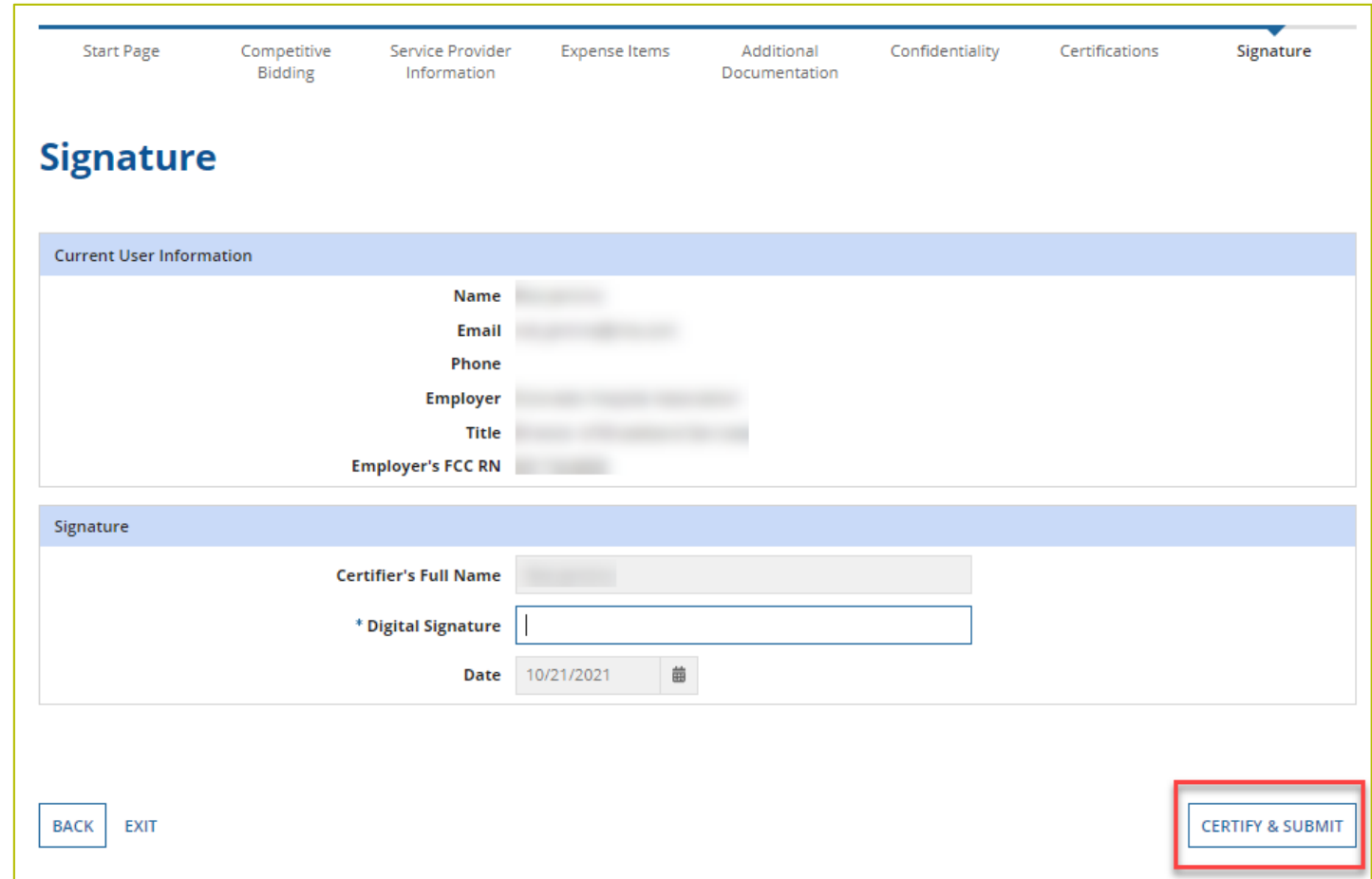
## Certifications

- ☐ 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.

[BACK](#) [EXIT](#) [SAVE & CONTINUE](#)

# Signature

- Sign by typing your first and last name in the “Digital Signature” field



Start Page Competitive Bidding Service Provider Information Expense Items Additional Documentation Confidentiality Certifications **Signature**

## Signature

**Current User Information**

Name  
Email  
Phone  
Employer  
Title  
Employer's FCC RN

**Signature**

Certifier's Full Name  
\* Digital Signature  
Date 10/21/2021

BACK EXIT **CERTIFY & SUBMIT**

# 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.
- ☐ 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, 2021 for FY2022.
- Once your 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 FCC Form 462 before 11:59 p.m. ET on June 1, 2022 (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

# Online Resources

- [RHC Learn](#)
- [Funding Request Information Page](#)
- [Funding Request Summary](#)
- [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](#)

# RHC Program Learning Module and User Guide

- My Portal Platform Update Step-By-Step Guides
  - [My Portal Platform Training Module](#)
    - Self-paced video training guide
  - [RHC Connect User Guide](#)

**Healthcare Connect Fund Program**

- Step 1: Determine Eligibility of Your Site
- Step 2: Develop Evaluation Criteria & Select Services
- Step 3: Evaluate Bids & Select Service Provider
- Step 4: Submit Funding Requests
- Step 5: Review Your Funding Commitment Letter (FCL)
- Step 6: Invoice USAC
- What is Consortium?

**Welcome to RHC Connect**

USAC is excited to introduce RHC Connect, the updated platform used to submit your FCC Form 462 (Funding Request Form). RHC Connect is the web-based system used to host the form, and was updated for Funding Year 2022 to improve user experience. This modernized portal is easier to navigate and allows RHC program reviewers to approve funding requests faster, so that you can benefit from the Healthcare Connect Fund (HCF) Program sooner.

RHC Connect bridges the gap between our external stakeholders and the resources to obtain Universal Service Fund (USF) funding. This funding helps to connect rural communities with healthcare services, and represents USAC's commitment to transparency, customer service, and communication with our applicants. Providing these connections is the sum total of what the RHC program supports: healthcare provider (HCP) applicants, service providers, and the rural communities they represent.

Please note that RHC Connect was previously referred to as My Portal Platform Update.

**New Look, Same Form**

Although the platform changed, the FCC Form 462 itself did not. To submit your funding request, you are asked the same questions and need to provide the same information as in years past. No preparation for the platform change is required by you.

**NOTE:** If you have already created or submitted a draft of your FCC Form 462 in My Portal, we strongly encourage you to save and download a copy so you do not lose your work, as any drafts in the system will not be migrated to the new platform. View the [Step-by-Step Guide](#) to learn how to save your draft.

**Additional Resources**

- [RHC Connect User Guide](#)
- [Step-by-Step Guide to Saving Drafts](#)
- [HCF Program Funding Request Best Practices for FY2022 Slides](#)
- [Funding Request Summary](#)
- [HCF FCC Form 462 Checklist](#)
- [RHC Help Desk Tip Sheet](#)

**Webinars and Videos**

- [HCF Program Funding Request Best Practices for FY2022](#) (60:20 minutes)
- [My Portal Platform Update](#) (13:00 minutes)

# RHC Customer Service Center

- Email: [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org)
  - Email at any time to learn more about the application process or ask specific questions.
  - 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 Extended Hours

Please note the following Customer Service Center hours as we near the close of the filing window:

- Friday, May 27 – 8:00 a.m. to 8:00 p.m. ET
- Saturday May 28 – Closed
- Sunday, May 29 – 10:00 a.m. to 2:00 p.m. ET
- Monday, May 30 (Memorial Day) – 10:00 a.m. to 2:00 p.m. ET
- Tuesday, May 31 – 8:00 a.m. to 10:00 p.m. ET
- Wednesday, June 1 - 8:00 a.m. to 11:59 p.m. ET



# The RHC Customer Service Center

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



# Questions?



**Universal Service**  
Administrative Co.