HCF Program Invoicing Best Practices for FY2019 and Prior

Submitting the FCC Form 463 for HCPs and Service Providers
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 RHC Learn
MEET OUR PRESENTERS

Annabeth Wonch
Senior Program Manager, RHC Outreach

Jennifer Contreras
Senior Program Manager, RHC Outreach
Agenda

1. Invoicing Overview
   • FY2019 Invoicing Orders

2. Filing the FCC Form 463 for Health Care Providers

3. Filing the FCC Form 463 for Service Providers

4. Disbursement Process
By the end of this webinar you will be able to...

- Identify which, if any, FCC Orders and Waivers apply to your FY2019 or prior Funding Commitment
- Understand the Healthcare Connect Fund (HCF) invoicing process and deadlines.
  - Mark your calendars with upcoming HCF invoice deadlines.
- Identify which steps are needed for your HCF FCC Form 463 invoice to be submitted to USAC for review.
- Identify resources to help you submit your HCF FCC Form 463 invoice.
- Understand the disbursement process.
## Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
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<td>HCF</td>
<td>Healthcare Connect Fund</td>
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<td>FY</td>
<td>Funding Year</td>
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<td>HCP</td>
<td>Health Care Provider (your site)</td>
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<td>Number associated with your site</td>
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<td>FRN</td>
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<td>SPIN/498 ID</td>
<td>Service Provider Identification Number</td>
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<td>Letter of Agency</td>
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Invoicing Overview

FCC Form 463 Best Practices
RHC Program Application Process

1. **Determine Eligibility**
   - Must meet three eligibility criteria:
     - Not-for-profit/public
     - In a rural area
     - One of the eligible facility types
   - HCF Program: FCC Form 460
     Telecom Program: FCC Form 465

2. **Develop Evaluation Criteria and Request Services**
   - Describe the services you need and develop scoring criteria to evaluate bids. Your request for services is posted to the USAC website for a minimum of 28 days.
   - HCF Program: FCC Form 461
     Telecom Program: FCC Form 465

3. **Evaluate Bids and Select Service Provider**
   - Once competitive bidding has ended, choose the most “cost-effective” service provider.
   - HCF Program: FCC Form 462
     Telecom Program: FCC Form 466

4. **Submit Funding Request**
   - Provide information about the services selected: cost, service provider information, and terms of service agreement(s).

5. **Certify Connection**
   - Confirm service start and end dates.
   - HCF Program: FCC Form 463
     Telecom Program: FCC Form 467

6. **Invoice**
   - Submit invoice before deadline:
     - **HCF Program:** Initiate invoicing process by submitting FCC Form 463 to service provider for review and submission to USAC.
     - **Telecom Program:** Service provider completes invoicing process.
   - HCF Program: FCC Form 463
     Telecom Program: Invoice
What is invoicing?

- Invoicing is the last step in the HCF Program application process.
- It is completed when both the health care provider (HCP) and service provider have certified and signed the FCC Form 463 and submitted it to USAC.
- Once an applicant receives an approved FCC Form 462 funding commitment letter (FCL), bill from the service provider, and pays the 35% minimum contribution, they can create an invoice for the services received (using an FCC Form 463).
- Once an FCC Form 463 is approved, USAC disburses funds to the service provider.
Information on the FCC Form 463

• General information (HCP number, address, contact information)
• Source of 35% minimum contribution
• Information about the FRN (Funding Request Number) being invoiced
  • Service start date (included in first submission of FCC Form 463 only)
  • Billing start and end dates
  • Total cost for billing period selected
• Certifications and Signatures
Invoice Deadline

• “All invoices must be received by [USAC] within six months of the end date of the funding commitment.” (Para. 305, HCF Order)

• An invoice is not considered submitted until it has been approved by the service provider.

• For multi-expense commitments, the invoice deadline is based on the latest funding end date.

• Where you can find your invoice deadline:
  • Funding Commitment Letter (FCL)
  • Use the Invoice Deadline Lookup Tool on the USAC website
Step 6: Invoice USAC

Invoicing is a joint process between you and your service provider using the FCC Form 463 (Invoice and Request for Disbursement Form).

Invoicing Process

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463. You must certify that the information in the form and attachments is accurate and that you or another eligible source have paid the 35% contribution. Next, you send the FCC Form 463 to the service provider for approval through MyPortal. The service provider reviews the FCC Form 463 and certifies its accuracy, and then submits the form to USAC. Once USAC receives the FCC Form 463, it processes the form and, if approved, funds are then distributed to the service provider.

Invoicing Deadline

The FCC Form 463 is due to USAC no later than six (6) months from the funding commitment end date. This invoicing deadline is included in the funding commitment letter (FCL), which USAC sends via email after approving the FCC Form 463 (Funding Request Form). Remember, this deadline refers to the date by which the FCC Form 463 must be approved, signed, and certified by both you and the service provider, and submitted to USAC. This means that you and your service provider must allow plenty of time in advance of the invoicing deadline to review the form, check for and resolve any errors, certify and sign the form, and then submit to USAC.

Once your invoicing deadline passes, you will be unable to create a FCC Form 463 in MyPortal.

Invoicing Deadline Lookup

You can also look up your invoicing deadline on the spreadsheet below.

- **Look up a deadline:**
  - Invoicing Deadlines [X] (Commitment as of 10/31/2019)
  - To search: Use the “Search ID” field and the “Search FRIN #” to find invoicing deadline information.
  - To clear the search and start again, use the “Reset” button.
  - This spreadsheet includes:
    - All FRINs with future invoicing deadlines
    - All FRINs that are less than 6 months past their expiration date
**Invoice Deadline Lookup Tool**

*(All Invoicing Deadline Information is as of November 4, 2020)*

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<tr>
<th>HCP NUMBER</th>
<th>HCP NAME</th>
<th>FRN</th>
<th>FUNDING YEAR</th>
<th>SERVICE PROVIDER NAME</th>
<th>SERVICE PROVIDER NUMBER</th>
<th>FUNDING END DATE</th>
<th>INVOICING DEADLINE</th>
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</table>

- This spreadsheet includes:
  - All FRNs with future invoicing deadlines
  - All FRNs that are less than six months past funding commitment end date
- To enable the search feature, set “Calculation Options” in your Excel program as “Automatic”
  - Menu> Formulas> Calculation> Calculation Options> Set “Automatic”
View Invoicing Deadline in My Portal – HCPs

Click the ‘Substitution’ button to view approved 462s and submit site and service substitutions. You can select expense items to modify and create new expense items on one FRN at a time. Refer to the approved NCW by downloading the excel file as a reference to aid you during this process. Note that total funding on an FRN cannot increase above the original commitment amount. For more information, watch the site and service substitution demonstration video or review the guide. Expense items included on submitted or draft 463s are not available for modification until USAC processes them, and expense items included in substitutions are not available for invoicing on the 403 until USAC processes the substitution.

### Substitution

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The invoicing deadline has passed for this FRN.
New! View Invoicing Deadline in My Portal – Service Provider

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My $ shows the financial lifecycle for all FRNs associated with a SPIN/498 ID from funding commitment through to invoice disbursement.

Use the column headings to sort or filter information by FRN, HCP Number, HCP Name, service delivery deadline, or invoice deadline. The Funding Commitment Letter (FCL) or Network Cost Worksheet are available in the "Download" column.

- Committed $: Funds approved for estimated support based on an approved FCC Form 462, and issued through a Funding Commitment Letter.
- Approved Invoiced $: Funds approved for payment by USAC based on an approved FCC Form 463.
Watch our Invoicing Video Series – RHC Learn

HCF Program Invoicing Video Series (Individual HCPs)

Direct links: Individual HCPs and Consortia
Telecommunications Program - Invoicing Video

Invoicing

HCF Program Invoicing
Best Practices
45.48 minutes

Telecom Program:
Submitting Invoices for
621 minutes

More Topics

What's Next

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Telecommunications Program – Friendly Reminder

- Once you submit the FCC Form 467, USAC will send you and your service provider an HCP Support Schedule (HSS) and your service provider can begin the invoicing process.
- There is no form name or number for the Telecom Program invoicing process.
- If there is an error or you have any questions about the HSS, email RHC-Assist@usac.org with the FRN number in the subject line.
- As a reminder, if services were delayed or not turned on it is the responsibility of the HCP to submit a request for a FCC Form 467 revision.
FCC Order DA 20-345

• Grants applicants a 180-day extension of the invoice filing deadline for FY2019 single-year funding requests because of the COVID-19 pandemic.

• Provides an extension of several procedural deadlines, including information requests.

• Read Order DA 20-345 and download the Tip Sheet.
FCC Order DA 20-1021

• Further extending some waivers granted in March 2020 for COVID-19 relief, the FCC has extended the information request deadline to December 31, 2020.
  • These waivers were originally set to expire on September 30, 2020.
• Read Order DA-1021
FCC Order DA 20-1092

- Provides relief to applicants and service providers who received FY2019 FCLs after or within 180 days of the invoice filing deadline.
- The Order allows these entities to submit invoices to USAC within **180 days from the later of the release date of this Order or the issuance of an FCL by USAC.**
  - Released on September 16, 2020
- The Order includes an appendix identifying applicants that USAC already knows fall into this waiver category.
- Read [Order DA 20-1092](#)
Questions?
Filing the FCC Form 463 – Health Care Providers

FCC Form 463 Best Practices
Log In to My Portal, Select HCP and FRN to Invoice

- Login into My Portal:
  - Select the “Form 462” tab
  - Select the blue “Create 463” button to begin invoicing
General Information Block

- General Information Includes:
  - Prepopulated information from approved FCC Form 462
  - Assigned RHC Invoice Number

[Image of a form with fields for RHC Invoice Number, FRN, HCP Number, and more, with a note that the form is approved by OMB 3060-6604]
FRN Search

- FRN Search Tab:
  - Line item(s) detail
  - Can select which line item(s) to be included on submitted FCC Form 463 invoice
“N/A” appears next to Line Item

- It has already been added on another drafted FCC Form 463
- It is on an approved FCC Form 463 that has yet to be disbursed by USAC
- It is included on a site and service substitution
- You have successfully invoiced for the entire commitment of that line item
- Funding was not granted for that line item
- LOA has expired
Invoice Line Items

- Essential Information Includes:
  - Line items (FRN IDs) to be invoiced
  - Billing Account Number - to be saved after first approved submission for FRN
  - Service start date (first submission)
  - Billing start and end dates
  - Total cost for billing period selected
Invoice Line Items

- Essential information includes:
  - Service start date (saved after first submission)
  - Billing start and end dates
  - Total cost for billing period selected
**Invoice Line Items**

- Essential Information for total cost for billing period selected:
  - Column L: Total Cost Invoiced (Undiscounted)
    - Based on billing start and end dates
  - Column P: USF Support Amount to be Paid
    - Based on 65% discount, amount disbursed
How do I invoice for one-time install costs?

- Click “ADD” on the line item on the “FRN Search” tab
- Then increase the “Total Cost Invoiced (Undiscounted)” or column L on the “Invoice Line Items” tab of the FCC Form 463 by the full “Undiscounted Non-Recurring Expense” amount (found on your FCL).
One-Time Cost Example

- Invoicing for one month (November 1\textsuperscript{st} – 30\textsuperscript{th})
- The one-time cost = $500
- The monthly recurring cost = $200
- Enter $700 (sum of $500 and $200) into Column L to get funding for the entire install cost and one month of recurring cost
- You can also bill for multiple months and add the install charge
Supporting Documentation - Optional

Line 10: Applicants and/or vendors may, if they so choose, attach supporting documentation, including, but not limited to, a copy of the bill(s) for the line item(s) being submitted on this Form 463. By providing copies of the bills and/or supporting documentation, the applicant and vendor will ensure that USAC has such documentation available for any future audit. See 47 C.F.R. Sec. 54.648.

[Diagram of Supporting Documentation interface with options for New Document, Select All Documents, and Delete Checked Documents]
Certify, Preview, Sign

Certifications

Applicant Certifications

- Line 22: I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.
- Line 23: I certify under penalty of perjury that I have examined this form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.
- Line 24: I certify under penalty of perjury that the applicant or consortium members have received the related services, network equipment, and/or facilities itemized on the invoice form.
- Line 25: I certify under penalty of perjury that the required 35% minimum contribution for each item on the FCC Form 463 was funded by eligible sources as defined in the FCC rules and that the required contribution was remitted to the service provider.
- I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR § 54.631.

Save and Exit  Save and Go Back  Preview FCC Form 463  Exit
RHC Note: Review all the information entered on this FCC Form 463. If changes need to be made, select the “Save and Go Back” button to go back and edit your Form 463. If no changes need to be made and you are ready to submit the Form 463 for the Service Provider’s review, click on the radio button, “I have reviewed the Form 463 and have no changes” at the bottom of the invoice, and then select the “Save and Continue” button, which will take you to the page where you will sign and submit this form to the Service Provider.

Download FCC Form 463 (Excel)

- I have reviewed the Form 463 (Excel) and have no changes.
- I have not reviewed the Form 463 (Excel) or I have reviewed the invoice and have changes.

Save and Go Back  Save And Continue
Your signature is your My Portal password

**Remember:** Invoicing is a joint process between an HCP and its service provider!
Best Practices for Creating the FCC Form 463

• Consolidate invoices
• Utilize calendar drop down for billing start and end dates
• Identify eligible amount for chosen period
• Common issues
  • N/A Line Items
  • Grayed out “Create 463” button
  • $0.00 in the USF Support Amount to be Paid column
  • Error Messages
Common Invoicing Question

• The total amount of funds invoiced is less than what is listed on the FCL. I divided the total amount by 12 months, which is 1 year of funding. How do I invoice for the full amount?
  • USAC calculates the monthly recurring rate based on full months as they vary in the numbers of days, as opposed to the 365/366 days in a year.
  • For instance, January has 31 days and April has 30 days.
  • As long as you invoice for all committed funding dates consecutively, then you will receive the full committed funding amount as listed on your FCL.
USAC Monthly Recurring Cost Calculation Example

- Entered billing dates of (9/24/2018 - 10/23/2018)
  - September and October’s individual day calculations are different
- Line item 1 = $100.00 monthly
- September (30 days): 100 / 30 = $3.33 per day
  - $3.33 x 7 days (September 24 – 30) = $23.31
- October (31 days): 100 / 31 = $3.23 per day
  - $3.23 x 23 days (October 1 – 23) = $74.29
- Total amount for billing period: $97.60 not $100.00
Questions?
Filing the FCC Form 463 – Service Providers

FCC Form 463 Best Practices
Service Provider Review

• Upon receiving an email notification stating you have an invoice readily available for review, log into My Portal/E-File
  • Start process by selecting your SPIN
  • If you don’t see it, click “HCF Form 463” on the left side of the page

• Carefully review form for accuracy
  • Confirm billing period and invoiced amount
  • If inaccurate, return invoice to HCP

• Certifying
  • FCCRN can be found in Block 3 of the FCC Form 498 or https://apps.fcc.gov/coresWeb/simpleSearch.do
  • Your signature is your My Portal password
Service Provider Review

- HCF Certification – Check the FCC Form 498
  - SPIN/498ID must be authorized for the RHC Program.
  - Confirm that you have selected Block 18 in order to have access to the FCC Form 463.

- If not, you will not be able to view the invoice.
  - File an FCC Form 498 revision or contact the Contributor team for help: customersupport@usac.org or (800) 453-7546 ext. 2 and ex. 1
Service Provider Review

- Login into My Portal:
  - Select the SPIN/498 ID you would like to work under
  - Select the blue “RHC Invoice Number” of the FCC Form 463 you would like to review.
New! My $ Tab

- My $ shows the financial lifecycle for all FRNs associated with a SPIN/498 ID from funding commitment through to invoice disbursement.

<table>
<thead>
<tr>
<th>Service Provider Review</th>
<th>USAC Review</th>
<th>HCP Review</th>
<th>My $</th>
<th>My SPINs/498 IDs</th>
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</thead>
</table>

My $ shows the financial lifecycle for all FRNs associated with a SPIN/498 ID from funding commitment through to invoice disbursement.

Use the column headings to sort or filter information by FRN, HCP Number, HCP Name, service delivery deadline, or invoice deadline. The Funding Commitment Letter (FCL) or Network Cost Worksheet are available in the "Download" column.

- **Committed $**: Funds approved for estimated support based on an approved FCC Form 462, and issued through a Funding Commitment Letter.
- **Approved Invoiced $**: Funds approved for payment by USAC based on an approved FCC Form 463.

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<th>FRN</th>
<th>HCP Number</th>
<th>HCP Name</th>
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**General Information**

- **General Information:**
  - Fields are prepopulated
  - Can select "Save and Continue" if correct.

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```markdown
| Line 1: RHC Invoice Number | 10 |
| Line 2: FRN                | 10 |
| Line 3: HCP Number         |    |
| Line 4 Site/Consortium Name| Medical Center |
| Line 5: Funding Year       | 2018 |
| Line 6: Vendor/Applicant Invoice Number |    |
| Line 7: SPIN/498 ID        | 14 |
| Line 8: Vendor Name        |    |
```

Information about the Paperwork Reduction Act (PRA) is available [here](#).
Excel Review

- You must download the FCC Form 463 (Excel document)
Supporting Documentation

Applicant Documentation

Vendor Documentation

Form Guide
Certifications

Vendor Certifications

- Line 11: I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider.

- Line 12: I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the healthcare provider(s) and FRN/FRN ID listed on this invoice.

- Line 13: I declare under penalty of perjury that I have examined this form and attachments to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.
Submit

- Your signature is your My Portal password
What to Expect After Submitting to USAC

• Review Time:
  • Review generally takes less than 10 days, barring any information requests.

• If information is requested, it will come from rhc-invoicing@usac.org
  • Approval will be held until response is received and reviewed
  • Note: This differs from under-invoicing emails, which will be approved after 14 days as filed

• Email notification of invoice approval will be emailed from rhcadmin@usac.org to account holders after USAC review and approval
Disbursement Process

FCC Form 463 Best Practices
Disbursement Process

• Both HCP and service provider will receive email notification from rhcadmin@usac.org once approved.

• Funds are disbursed to the service provider on the 6th and 21st of each month, barring weekends and holidays.
  • If you notice a clerical error, please notify us before the disbursement date.

• Record-keeping
  • Both the HCP and service provider are required to maintain records of billing and invoices to USAC for a term of five years.
Red Light Status and Voluntary Netting

- Red Light status
  - Contact Customer Support: (888) 641-8722
- Voluntary Netting

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Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants

The following information pertains only to telecommunications companies participating in the Rural Health Care Program. In accordance with FCC rule section 54.679 regarding Rural Health Care payments, a telecommunications company may choose to offset its payment against its Federal universal service contribution. A telecommunications company must have an FCC Form 499 Filer ID number in order to offset its Rural Health Care Program payments against its Federal universal service contribution. In order to obtain an FCC Form 499 Filer ID number, visit http://www.usac.org/cont/tools/forms/default.aspx and select FCC Form 499. You do not need an FCC Form 499 Filer ID in order to be issued a FCC Form 498 ID.

☐ Yes, I want my Rural Health Care Program disbursement payments to be offset against my Federal universal service contribution obligations. This box must be checked in order to receive offsets. The Default is "No."
Questions?
Thank you for joining us today!

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

- Next webinars:
  - HCF Program Funding Request Best Practices for FY2021 – Register
  - Telecom Program Funding Request Best Practices for FY2021 - Register