FY 2021 Invoicing Best Practices – HCF and Telecom Programs

September 7, 2022
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
• Submit questions at any time using the “Questions” box
Meet Our Team

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Senior Communications Specialist | RHC Outreach

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Advisor of Program Management | RHC Outreach
Agenda

• Invoicing Overview
• Invoicing Process HCF Program – FY2021 and prior funding years
  • Filing the FCC Form 463 – RHC Account Holders
  • Filing the FCC Form 463 – Service Providers
• Invoicing Process Telecom Program
  • Filing the FCC Form 467
  • Filing the Telecom Invoice – Service Providers
• Disbursement Process
• Resources
By the end of the webinar you will be able to…

- Understand the Healthcare Connect Fund (HCF) and Telecom program invoicing process and deadlines
- Mark your calendars with upcoming 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
- Identify which steps are needed for your Telecom program FCC Form 467 to be submitted to USAC for review
- For service providers, understand how to approve the FCC Form 463 and submit the Telecom invoice
- Understand the disbursement process
# Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</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>
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<td>HCP</td>
<td>Health Care Provider (your site)</td>
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<td>HCP Number</td>
<td>Number associated with your site</td>
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<td>Funding Request Number</td>
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<td>Funding Commitment Letter</td>
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<td>BAN</td>
<td>Billing Account Number</td>
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<td>SPIN/498 ID</td>
<td>Service Provider Identification Number</td>
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<td>FCCRN</td>
<td>FCC Registration Number (Referred to as FRN on FCC website)</td>
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Invoicing Overview

Invoicing Best Practices – HCF and Telecom Programs
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).
   - HCF Program: FCC Form 463
     - Telecom Program: FCC Form 467

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
New! RHC Connect – FCC Form 463

- FCC Form 463 for HCF will move to RHC Connect in September
- FCC Form 463 for approved FY2022 FRNs will be submitted in RHC Connect
- If you receive an FCL before September, you will be unable to submit an FCC Form 463 until the FCC Form 463 has moved
  - Updates will be provided via email and on the RHC website
- FCC Forms 463 should be submitted in My Portal for all commitments for funding years prior to FY2022, including multi-year commitments
- Telecom program forms will eventually move to RHC Connect; however all Connected Care Pilot Program (CCPP) forms will remain in My Portal
Reminder: Invoicing Deadlines FY2020 and Forward

- Invoicing guidelines adopted in FCC Report and Order 19-78 became effective in FY2020. The invoicing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom programs.
  - For more information please see the HCF invoice page and Telecom invoice page.
  - Invoicing deadlines can be found on our website by going to the Open Data platform and clicking on the Rural Health Care Commitments and Disbursements (FCC Form 462/466/466A) webpage.
    - Invoicing deadline can be found in the last column of the searchable table when viewing data or in Column BE of the Excel spreadsheet.
Information Request Reminders

• Forms with missing or incomplete information or documentation cannot be processed.
• If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an **Information Request**.
• All account holders will receive all Information Requests.
• Account holders are given 14 calendar days to provide a response to the Information Request.
  • 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.
• Information Requests not responded to within 14 calendar days will result in a denial of that form.
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 [1]. 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.
Site and Service Substitutions

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

- Substitutions allow the flexibility, for an HCP with an approved funding commitment, to spend all of the committed funds, even if the USAC-supported services or the service locations may change over the course of the commitment.

- An HCP may request a site or service substitution if:
  - The substitution is provided for, in the contract, within the change clause, or constitutes a minor modification;
  - The site is an eligible HCP and the service is an eligible service under the HCF or Telecom program;
  - The requested change is within the scope of the controlling Request for Services, including any applicable RFP used in the competitive bidding process; and
  - The substitution does not violate any contract provision or state, Tribal, or local procurement laws.

- HCPs with month-to-month approved funding commitments may not utilize site and service substitutions as they did not apply with a contract.

- Site and service substitutions must be submitted by the service delivery deadline.

- Click here for more information about site and service substitutions.
Questions?
Filing the FCC Form 463 in My Portal – RHC Account Holders

Invoicing Best Practices – HCF and Telecom Programs
Select HCP and FRN to Invoice

- Log in to My Portal:
  - Select the “Form 462” tab
  - Select the blue “Create 463” button to begin invoicing

![Form 460, Form 461, Form 462, Form 463, Documents]

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 NOW 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 463 until USAC processes the substitution.

### Substitution

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<th>Original FRN</th>
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<th>Type of Funding Request</th>
<th>Expense Type</th>
<th>Bandwidth (Download/Upload)</th>
<th>FCL Issuance Date</th>
<th>Invoice Deadline</th>
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<td>Create 463</td>
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</table>
General Information Section

- General Information Includes:
  - Pre-populated information from approved FCC Form 462
  - Assigned RHC Invoice Number
FRN Search

- FRN Search Tab:
  - Line item(s) detail
  - Select which line item(s) to be included on submitted FCC Form 463 invoice
Invoice Line Items

- 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 (continued)

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

- 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
Supporting Documentation

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.
Certify, Preview, Sign

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 493 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.
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
Submit

- The signature is your My Portal Password
- Remember: Invoicing is a joint process between the HCP and the service provider!
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 the FCL)
One-Time Cost Example

- Invoicing for one month (November 1 – 30)
- One-time cost = $500
- Monthly recurring cost = $200
- Enter $700 (sum of $500 and $200) into Column L to get funding for the entire installation cost and one month of recurring cost
- Multiple months can also be billed with the installation cost added
Best Practices for Creating the FCC Form 463

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

• 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 one 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 (September 24, 2020 - October 23, 2020)
  - Individual day calculations are different for September and October
- 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
Commonly Asked Questions (continued)

- Why is the service start date in Column H greyed out?
  - When you file the first FCC Form 463 for an FRN, My Portal prompts you to enter a date into Column H.
  - Once USAC approves an FCC Form 463 with a service start date in Column H, neither USAC nor the account holder can modify that date at a later time.
Commonly Asked Questions (continued)

• Why is N/A showing next to some of my line items?
  • This may occur for several reasons. If you hover over the “N/A”, My Portal displays a message letting you know why that particular line item is unavailable for invoicing.
  • Contact the RHC Customer Service Center with your FRN and Invoice numbers if you need additional clarification.
Commonly Asked Questions (continued)

• Why is USAC requesting supporting documentation for my FCC Form 463?
  • Per [FCC Report and Order 19-78](https://www.fcc.gov/document/19-78), USAC must ensure that an invoice accurately reflects the services an HCP is receiving and the support due to the service provider.
  • RHC is requesting supporting documentation to verify the services that were submitted on the FCC Form 463 and confirm eligibility for payment for the requested billing period.
  • This validation ensures that HCPs receive accurate funding for approved services and eliminates the risk of fraud, waste, and abuse of program funds.
Supporting Documentation – Best Practices

When responding to Information Requests, please submit the following documentation:

- **Copies of billing documentation** for the referenced billing period with the following information highlighted:
  - HCP Name
  - Circuit Location(s)
  - Billing Account Number (BAN)
  - Bandwidth
  - Circuit ID
  - Service Type
  - Monthly Recurring Charges (MRC)
Supporting Documentation – Best Practices (continued)

- **Proof of payment** for the requested billing period, e.g., check, bank statement, or a printout from the accounts payable system. Proof of payment must show 35% of the MRC has been paid.
  - In the absence of payment or if no payment was made as a result of **credits** on an account, please provide an explanation of what action resulted from the credits.
- If these details can’t be identified on an invoice or proof of payment document, please provide the contract or service agreement.
- Supporting documents must be submitted by the deadline on the Information Request.
- Requests for deadline extensions must be submitted **prior to the original deadline**.
Supporting Documentation - Examples

- Marked up invoice that clearly reflects HCP, Billing Account Number (BAN) Circuit Location(s), Bandwidth, Service Type, and Monthly Recurring Charge (MRC)
Supporting Documentation – Examples (continued)

• Proof of payment using an accounts payable statement

![Accounts Payable Statement Image]

- Proof of payment matches invoice number
Supporting Documentation – Examples (continued)

• Proof of payment by check
Supporting Documentation

• If supporting documentation is found to be insufficient or does not confirm approved services, a reviewer will send an Information Request.

• If a discrepancy is discovered, the invoice may be returned for corrections or denied.
  • Discrepancies can occur when the service approved on the FCC Form 462 is not the same service as what is in use and being billed by the service provider.
    ▪ Example: The bandwidth for an expense increased from 25 Mbps to 50 Mbps, **even if there is no change to the monthly recurring charge.**

• Any pending issues about services must be resolved prior to submitting an invoice to USAC.
  • If an HCP is in dispute with its service provider, an invoice **should not** be submitted to USAC until the dispute has been resolved.
Questions?
Filing the FCC Form 463 in My Portal – Service Providers

Invoicing Best Practices – HCF and Telecom Programs
Service Provider Review

• An email notification will be sent stating that there’s an invoice available for review, log in to My Portal
  • Begin by selecting the SPIN
• Carefully review form for accuracy
  • Confirm billing period and invoiced amount
  • If inaccurate, return invoice to HCP
• Certifying and signing the FCC Form 463
  • FCCRN can be found in Block 3 of the FCC Form 498 or https://apps.fcc.gov/coresWeb/simpleSearch.do
  • Signature is your My Portal password
Service Provider Review (continued)

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

- Confirm your account has been assigned a Service Provider Invoicing entitlement
  - 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 ext. 1
Service Provider Review (continued)

• Log in to 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
### My $ Tab

- My $ shows the financial lifecycle for all FRNs associated with a SPIN/498 ID from funding commitment through 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>
</tr>
</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.

<table>
<thead>
<tr>
<th>FRN</th>
<th>HCP Number</th>
<th>HCP Name</th>
<th>Committed $</th>
<th>Approved Invoiced $</th>
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<td>12/31/2016</td>
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</table>
General Information

- General Information:
  - Fields are prepopulated
  - Select “Save and Continue” if correct
Excel Review

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

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 493. 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 54.646.
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 applicant(s) and FRN/FRF ID listed on this invoice.

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

☐ I certify under penalty of perjury that I have advised by all RHC Program requirements and procedures, including all applicable Commission rules.

☐ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☐ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant’s person, including its consultant) for which it will provide services.

☐ I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider 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.

☐ I certify under penalty of perjury as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding supported equipment, facilities, or services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☐ 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 day of the delivery of supported services, equipment or facilities pursuant to 47 CFR § 54.631.

☐ I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☐ I certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced telecommunications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or that provided any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10.
Submit

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

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

• Review Time:
  • Review generally takes less than 10 days, barring any Information Requests

• If an Information Request is sent, it will come from rhc-invoicing@usac.org
  • Approval will be held until response is received and reviewed

• Email notification of invoice approval will be sent from rhcadmin@usac.org to account holders after USAC review and approval
Questions?
Invoicing Process – Telecom Program

Invoicing Best Practices – HCF and Telecom Programs
Reminder: Invoicing Deadlines FY2020 and Forward

- Invoicing guidelines adopted in FCC Report and Order 19-78 became effective in FY2020. The invoicing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom programs.
  - For more information please see the HCF invoice page and Telecom invoice page.
  - Invoice deadlines can be found on our website by going to the Open Data platform and clicking on the Rural Health Care Commitments and Disbursements (FCC Form 462/466/466A) webpage.
    - Invoicing deadline can be found in the last column of the searchable table when viewing data or in Column BE of the Excel spreadsheet.
Submitting the FCC Form 467

- When the FCC Form 466 is approved, USAC issues a Funding Commitment Letter (FCL) and sends a link to the FCC Form 467 (Connection Certification)
- USAC emails a copy of the FCL to all account holders and the service provider
- The FCL includes the estimated support amount based on the duration of the expected service
- Review the FCL to ensure the Billing Account Number (BAN) is correct, confirm the actual start and actual end dates of service, and confirm that all other information is accurate
  - If you have any questions or disagree with information in the FCL, be sure to reach out to the RHC Customer Service Center at RHC-Assist@usac.org before filing the FCC Form 467
- If the FCL is correct and the selected services have begun, submit the FCC Form 467.
  - The FCC Form 467 informs USAC that services have started.
- An FCC Form 467 must be submitted for each approved FCC Form 466
- Funds will not be disbursed until USAC has received and approved the FCC Form 467 and the Telecom invoice has been submitted and approved
HCP Support Schedule (HSS)

- Once the FCC Form 467 is submitted, USAC will send all account holders and the service provider an HCP Support Schedule (HSS)
  - Once the HSS is received, the service provider can begin the invoicing process
- There is no form name or number for the Telecom program invoice
- Review the HSS to ensure all of the information is correct
- If you have any questions about the information on the HSS, email RHC-Assist@usac.org with the FRN number in the subject line
- If services were delayed or not turned on, it is the responsibility of the account holder to submit an FCC Form 467 revision in My Portal
- After reviewing the HSS for accuracy, the service provider will credit the HCPs account
- The service provider will log in to My Portal and submit an online invoice
FCC Form 467 Revision
FCC Form 467 Revision(continued)

<table>
<thead>
<tr>
<th>Certification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>I certify under penalty of perjury that the service identified above has been or is being provided to the above-named applicant.</td>
</tr>
<tr>
<td>2.</td>
<td>I certify under penalty of perjury that the universal service credit will be applied to the telecommunications service billing account of the applicant or the billed entity as directed by the applicant.</td>
</tr>
<tr>
<td>3.</td>
<td>I certify under penalty of perjury that I am authorized to submit this request on behalf of the above-named applicant.</td>
</tr>
<tr>
<td>4.</td>
<td>I certify under penalty of perjury that I have examined the invoice and supporting documentation and that, to the best of my knowledge, information and belief, all statements contained herein are true.</td>
</tr>
<tr>
<td>5.</td>
<td>I certify under penalty of perjury that the applicant or consortium that I am representing satisfies all of the requirements and will abide by all of the relevant requirements, including all applicable FCC rules, with respect to universal service benefits provided under 47 U.S.C. § 284.</td>
</tr>
<tr>
<td>6.</td>
<td>I understand that any information from USAC that erroneously states that funds will be made available for the benefit of the applicant may be subject to rescission.</td>
</tr>
<tr>
<td>7.</td>
<td>I understand that all documentation associated with this request must be retained for a period of at least five years pursuant to 47 CFR § 44.3, 44.31 or, as otherwise prescribed by the Commission's rules.</td>
</tr>
</tbody>
</table>
Telecom Invoice Certifications – Service Provider

Certification

RIHC Notes: Read the information in the certification carefully before certifying, signing, and submitting this form. If you are unsure about any of the information you should contact the RIHC team before submitting.

☐ I certify under penalty of perjury that I am authorized to submit this invoice form on behalf of the service provider.

☐ I certify under penalty of perjury that the information contained in the invoice is correct and the applicant(s) and the Billed Account Number(s) listed above have been credited with the amounts shown under “Support Amount to be Paid by USAC.”

☐ I certify under penalty of perjury that I have complied with all RIHC Program requirements, including all applicable Commission rules.

☐ I certify under penalty of perjury that I have received and reviewed the Health Care Provider Support Schedule, invoice form and accompanying documentation, and that the rates charged for the provided or delivered telecommunications services, to the best of my knowledge, information and belief, are accurate and comply with the Commission’s rules.

☐ I certify under penalty of perjury that the applicant paid the appropriate per-line rate for the telecommunications services.

☐ I certify under penalty of perjury that I charged for only eligible services provided or delivered to the applicant prior to submitting the invoice form for payment and accompanying documentation.

☐ I certify under penalty of perjury that I have not offered or provided a free or any other thing of value to the applicant (or to the applicant’s personnel, including its consultant) for which it will provide services.

☐ I certify under penalty of perjury that any consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RIHC Program rules, including the Commission’s rules requiring a firewall and open competitive bidding.

☐ I certify under penalty of perjury, as a condition of receiving support, that I will provide to health care providers, on a timely basis, all information and documents regarding supported equipment, facilities, or services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☐ I understand that all documentation related to the delivery of supported services or demonstration compliance with the rules must be retained for a period of at least five years after the last day of the delivery of discounted services, pursuant to 47 C.F.R. § 54.437, or as otherwise prescribed by the Commission’s rules.

☐ I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services purchased or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☐ I certify under penalty of perjury that no Federal subsidy, made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced telecommunications services, has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 C.F.R. § 54.48.

You must select all certifications before advancing.
Supporting Documentation – Best Practices

When responding to Information Requests, please submit the following documentation:

- **Copies of billing documentation** for the referenced billing period with the following information highlighted:
  - HCP Name
  - Circuit Location(s)
  - Billing Account Number (BAN)
  - Bandwidth
  - Circuit ID
  - Service Type
  - Monthly Recurring Charges (MRC)
Supporting Documentation – Best Practices (continued)

- **Proof of payment** for the requested billing period, e.g., check, bank statement, or a printout from the accounts payable system.
  - In the absence of payment or if no payment was made as a result of *credits* on an account, please provide an explanation of what action resulted from the credits.
- If these details can’t be identified on an invoice or proof of payment document, please provide the contract or service agreement.
- Supporting documents must be submitted by the deadline on the Information Request.
- Requests for deadline extensions must be submitted *prior to the original deadline*. 
Telecom Program Invoicing

• If supporting documentation is found to be insufficient or does not confirm approved services, a reviewer will send an Information Request.
  • If a discrepancy is discovered, the invoice may be denied.

• USAC pays invoices in batches on the sixth and the twenty-first day of each month
  • If the payment batch falls on a weekend or a holiday, the payment batch will be completed on the next business day.

• Service providers can expect payment of the approved invoice to arrive in their bank accounts three business days after the payment batch date.

• The online invoice status report is sent to the service provider point of contact (POC) on the payment batch date.

• The report explains which invoiced line items were accepted and denied (if any).
Questions?
Disbursement Process

Invoicing Best Practices – HCF and Telecom Programs
Disbursement Process

• All account holders and service provider will receive email notification from rhcadmin@usac.org once the FCC Form 463 or Telecom invoice is approved

• Funds are disbursed to the service provider on the sixth and 21st of each month, barring weekends and holidays
  • For clerical errors, please notify USAC before the disbursement date

• Record-keeping
  • HCPs and service providers are required to maintain records of billing and invoices for at least 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, telecommunications companies 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."
Resources

Invoicing Best Practices – HCF and Telecom Programs
Invoicing Webpage - HCF

- For more information, visit **Step 6: Invoice USAC**

**Step 6: Invoice USAC**

Invoicing is a joint process between you and your service provider using the FCC Form 483 (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 483. 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 483 to the service provider for approval through My Portal. The service provider reviews the FCC Form 483 and certifies its accuracy, and then submits the form to USAC. Once USAC receives the FCC Form 483, it processes the form and, if approved, funds are then distributed to the service provider. As a reminder, please be sure to respond to any invoicing information requests by the 14-calendar day deadline listed in the email.

For more information on the Telecom program invoice process please see the Telecom Step 6 page.
Invoicing Webpage - Telecom

• For more information, visit **Step 6: Invoice USAC**

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**Step 6: Invoice USAC**

Once you submit your 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.

**HCP Support Schedule (HSS) Contents**

USAC sends the HSS to you and the service provider after processing the FCC Form 467. A sample support schedule is available for download. The HSS includes the following information:

- Funding year;
- HCP number;
- FRN;
- Billing Account Number (BAN);
- HCP name;
- E-rate ID and service provider name;
- Supported service;
- Support start date;
- Support end date and
- Support amount: per month ($) and total support for the funding year.
RHC Program Customer Service Center

Email: RHC-Assist@usac.org

• Include in your email
  • HCP Number
  • FRN Number

• Phone: (800) 453-1546
  • Hours are 8 a.m. – 8 p.m. ET
  • Monday- Friday
# RHC Customer Service Center

<table>
<thead>
<tr>
<th>The RHC Customer Service Center CAN</th>
<th>The RHC Customer Service Center CANNOT</th>
</tr>
</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>
</tr>
</tbody>
</table>
Questions?
Thank You!