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FY 2020 Invoicing Best Practices – HCF and Telecom Programs

Submitting the FCC Form 463, FCC Form 467 and Telecom Invoice

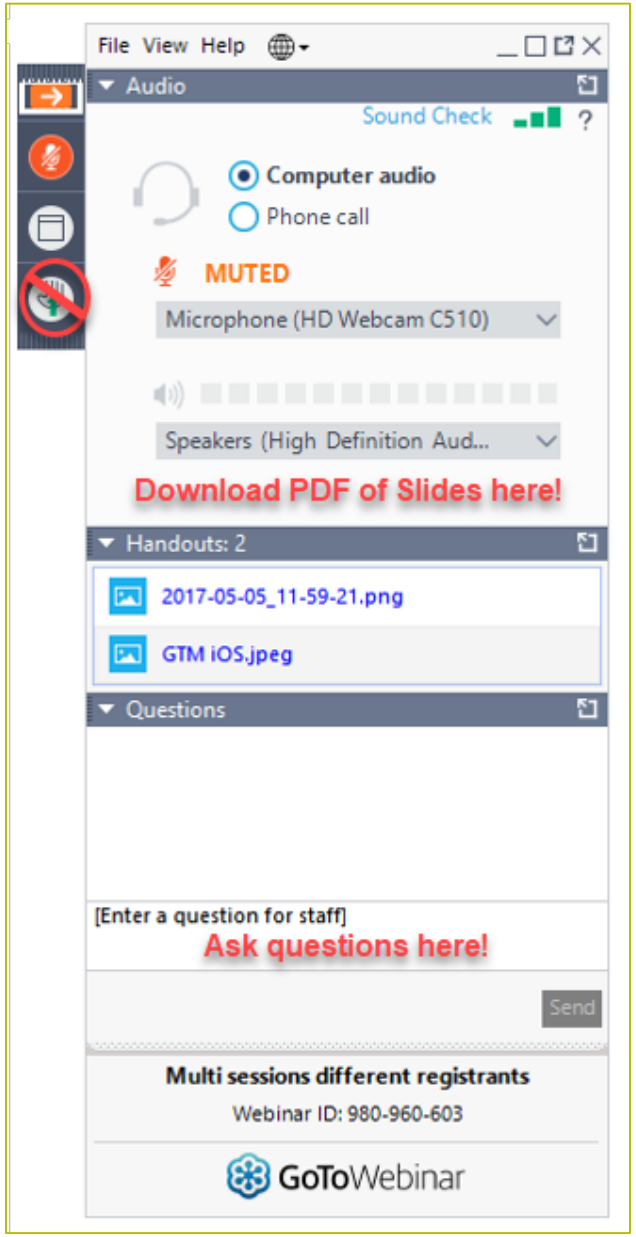
Universal Service Administrative Co.

DISCLAIMER:

To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. 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
- Slides attached to GoToWebinar Panel and posted to RHC Learn



Meet Our Team

Eric Overton

Program Manager | RHC Outreach

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Agenda

- Invoicing Overview
- Invoicing Process HCF Program
  - Filing the FCC Form 463 – Applicant
  - 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…

- Identify which, if any, FCC Orders and Waivers apply to your FY2020 Funding Commitment
- 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

Acronym	Meaning
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (Your Site)
HCP Number	Number associated with your site
LOA	Letter of Agency
PAH	Primary Account Holder
FRN	Funding Request Number
FCL	Funding Commitment Letter
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number
FCCRN	FCC Registration Number (Referred to as FRN on FCC website)

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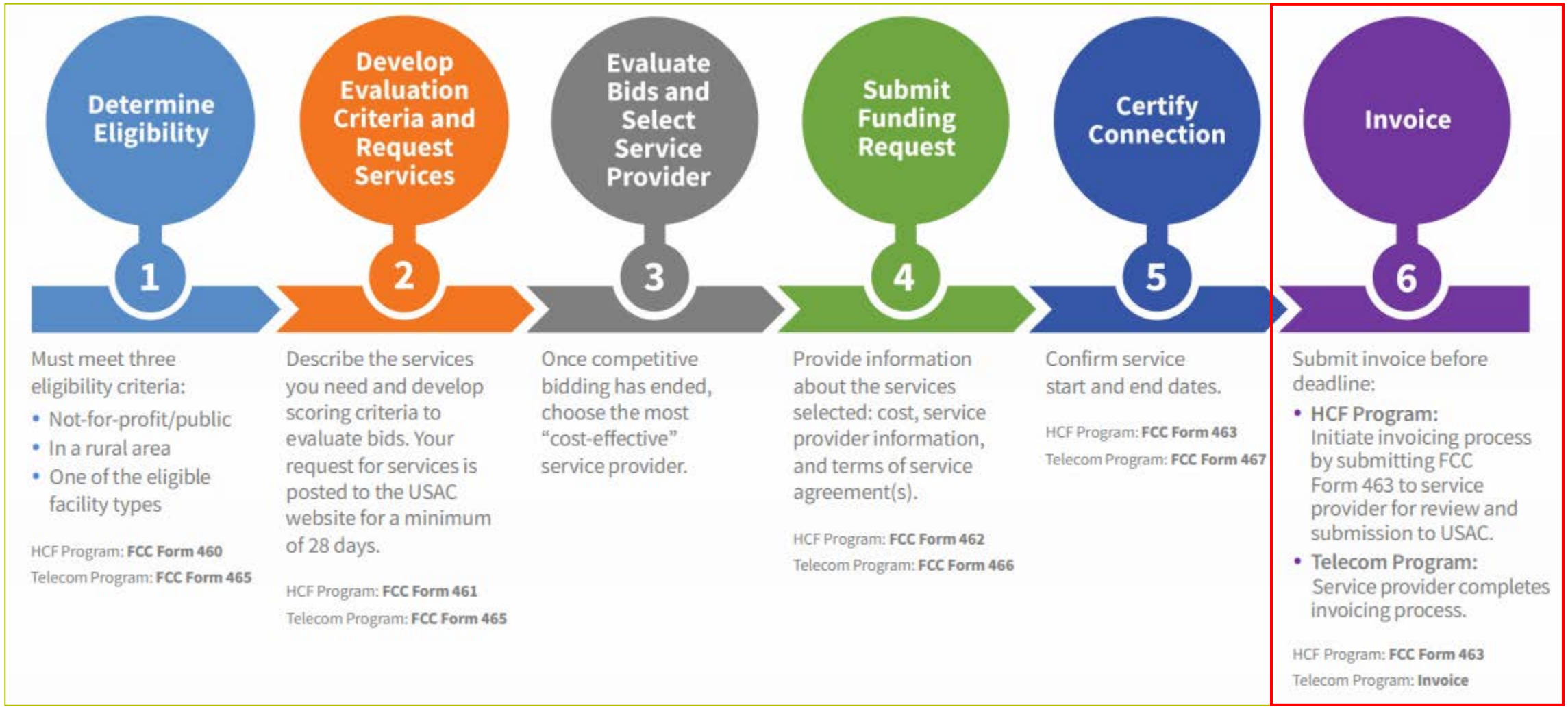
Invoicing Overview

FY 2020 Invoicing Best Practices

RHC Program Application Process



Reminder: Invoicing Deadlines FY2020 and Forward

- 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, 2021.
  - For more information please see the HCF invoice page and Telecom invoice page.
- Under Order DA 21-394, the FCC automatically granted a one-time 120-day extension of the invoice filing deadline to all FY2020 RHC program participants.
  - Applicants in both programs have until **February 25, 2022** to complete the invoicing process for their approved FY2020 funding requests.
  - USAC has automatically adjust invoicing deadlines to reflect the new date.
  - You can find your revised invoice filing deadline on our website by going to our Open Data platform and clicking on the Rural Health Care Commitments and Disbursements (FCC Form 462/466/466A) webpage.
    - Invoice deadline is 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.
- Applicants are given 14 calendar days to provide a response to the Information Request .
  - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.
- Note: Order DA 21-394 extended response deadline by an additional 28 days if an applicant requests the extension before the expiration of the initial 14-day deadline. This relief applies to information requests issued from April 8, 2021 through December 31, 2021.

Supply Chain Order

As a reminder, when service providers log in to My Portal they will see two 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, and Dahua Technology Company, and their affiliates and subsidiaries.

- **FY2020 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 FY2020, you cannot invoice for these funds. Instead, you should immediately request a service substitution prior to invoicing in order to ensure complete program compliance.

Supply Chain Order

- Supply Chain webpage

Site and Service Substitutions

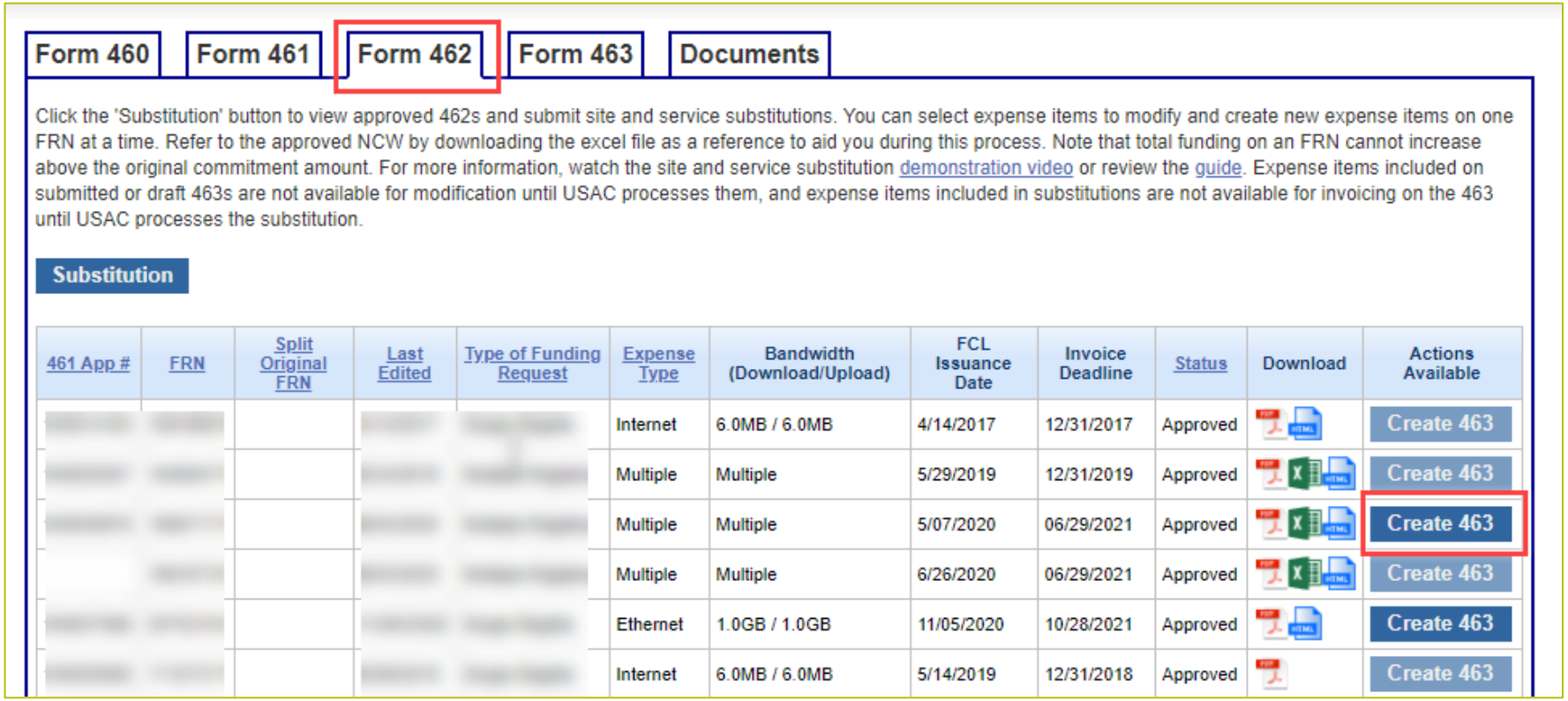
- Site and service substitutions allow you to reallocate un-invoiced committed funds to substitute the services, modify the services, or provide the requested services to other eligible sites
- You may request a site or service substitution if:
  - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification
  - The requested change is within the scope of the controlling Request for Services, including any applicable RFP used in the competitive bidding process
  - The substitution does not violate any contract provision or state, Tribal, or local procurement laws; and
  - The site is an eligible HCP and the service is eligible under the Telecom or HCF program
- Applicants 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
- For more information, visit our Site and Service Substitutions webpage

Questions?

Filing the FCC Form 463 – Applicant

FY 2020 Invoicing Best Practices

Select HCP and FRN to Invoice



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 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 463 until USAC processes the substitution.

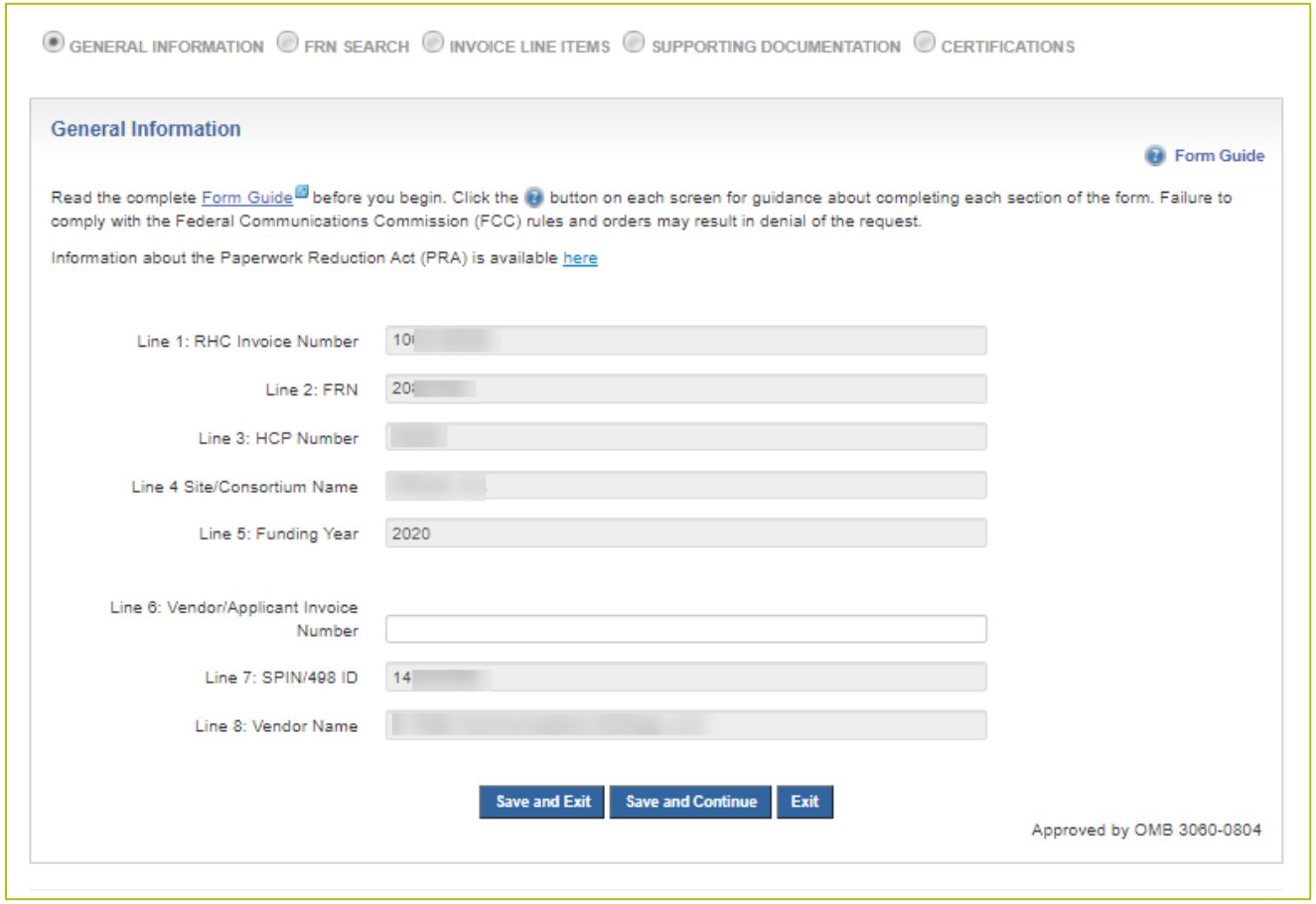
Substitution

461 App #	FRN	Split Original FRN	Last Edited	Type of Funding Request	Expense Type	Bandwidth (Download/Upload)	FCL Issuance Date	Invoice Deadline	Status	Download	Actions Available
					Internet	6.0MB / 6.0MB	4/14/2017	12/31/2017	Approved		Create 463
					Multiple	Multiple	5/29/2019	12/31/2019	Approved		Create 463
					Multiple	Multiple	5/07/2020	06/29/2021	Approved		Create 463
					Multiple	Multiple	6/26/2020	06/29/2021	Approved		Create 463
					Ethernet	1.0GB / 1.0GB	11/05/2020	10/28/2021	Approved		Create 463
					Internet	6.0MB / 6.0MB	5/14/2019	12/31/2018	Approved		Create 463

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

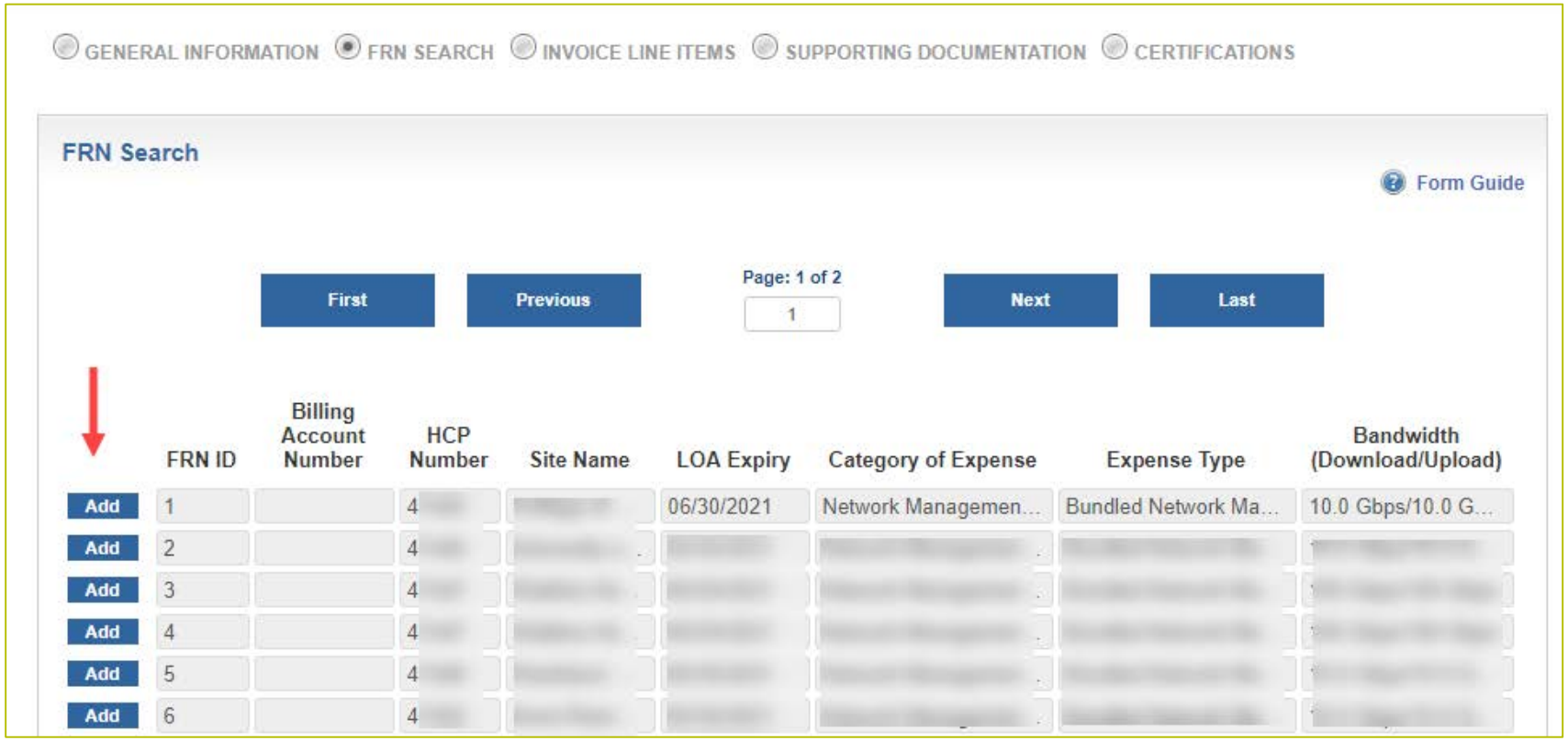
General Information Block

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



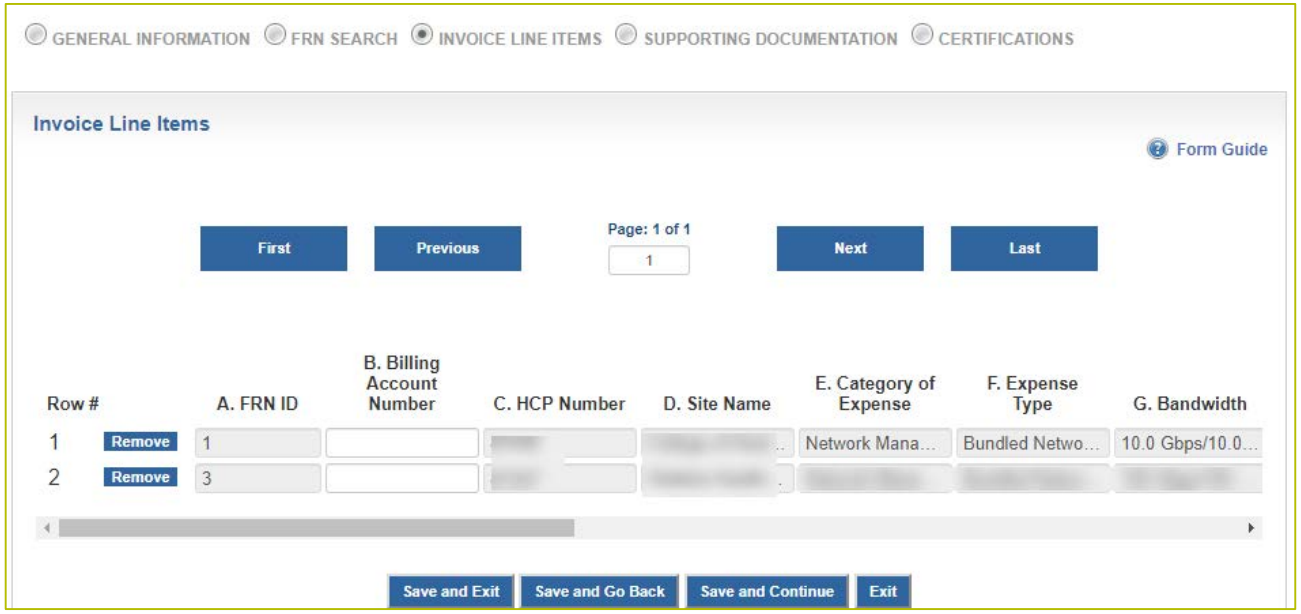
FRN Search

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



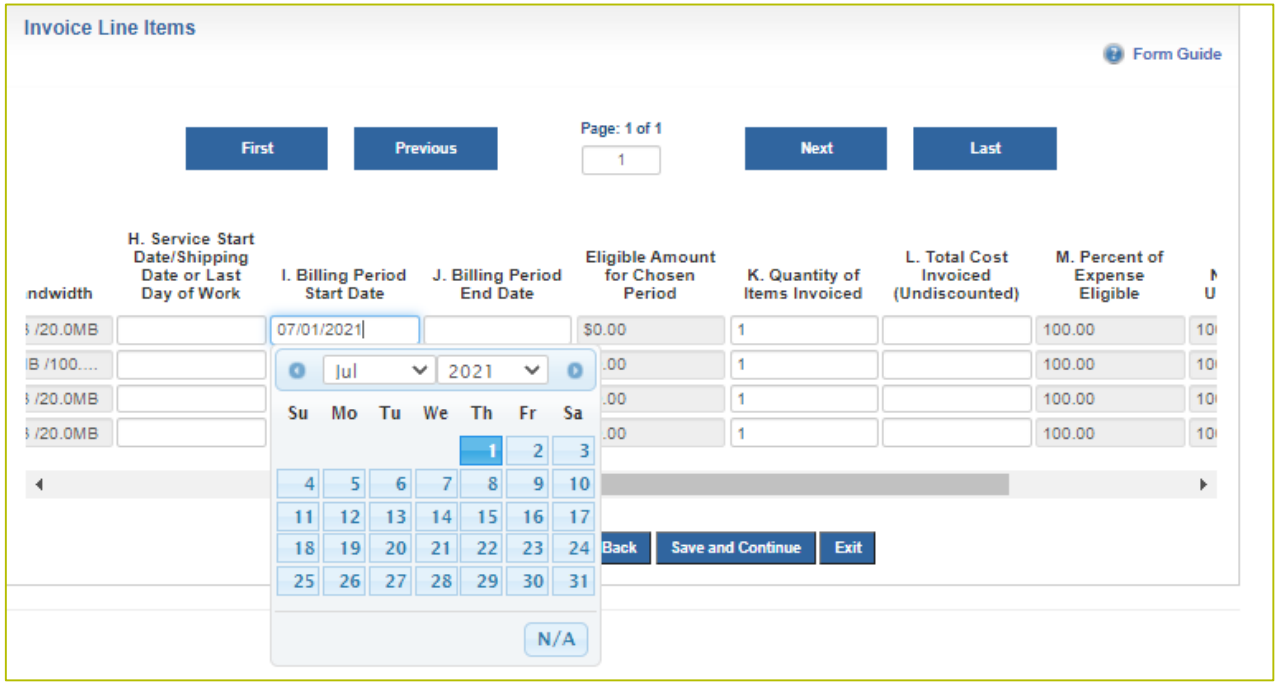
Invoice Line Items

- 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



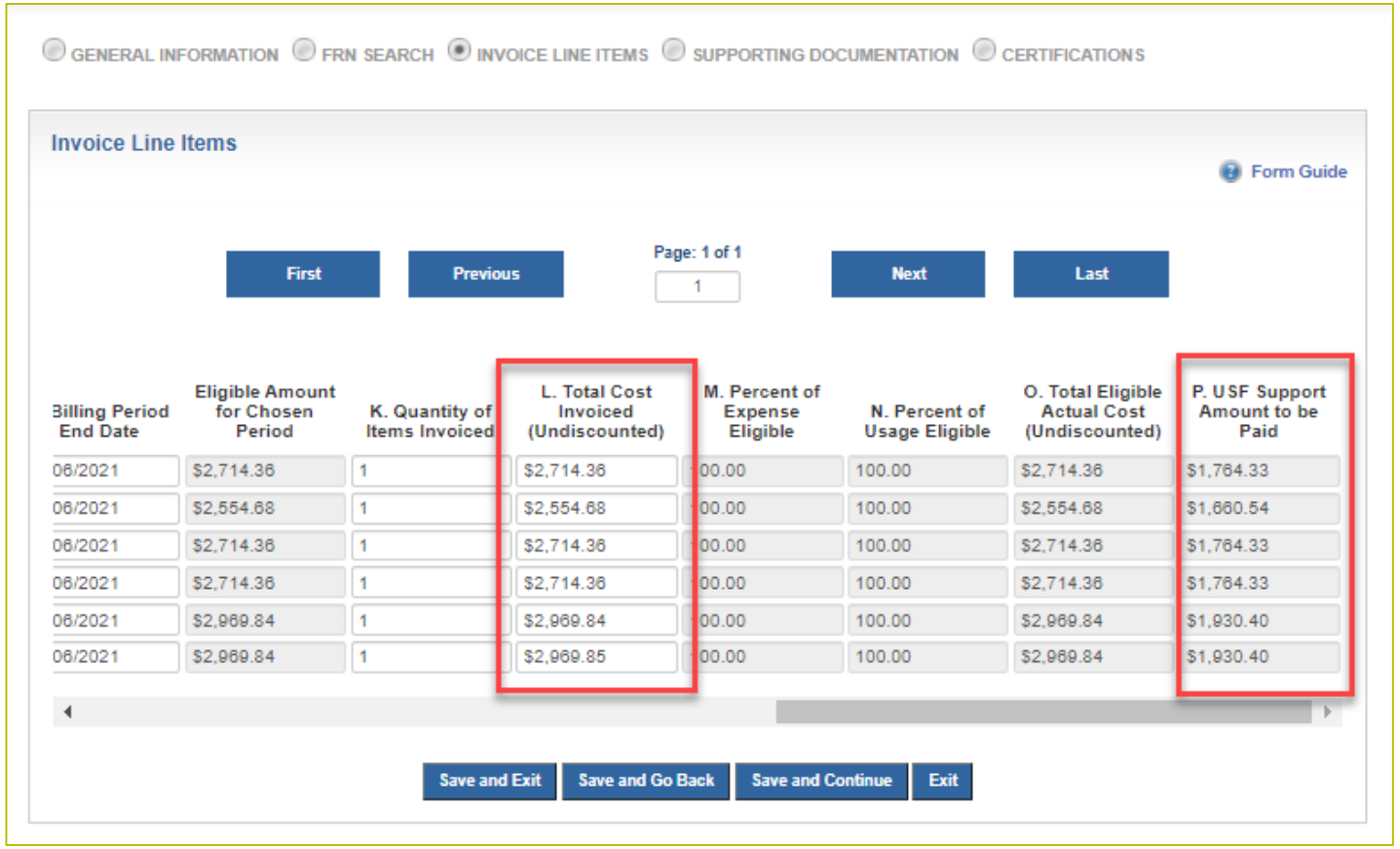
Invoice Line Items (continued)

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

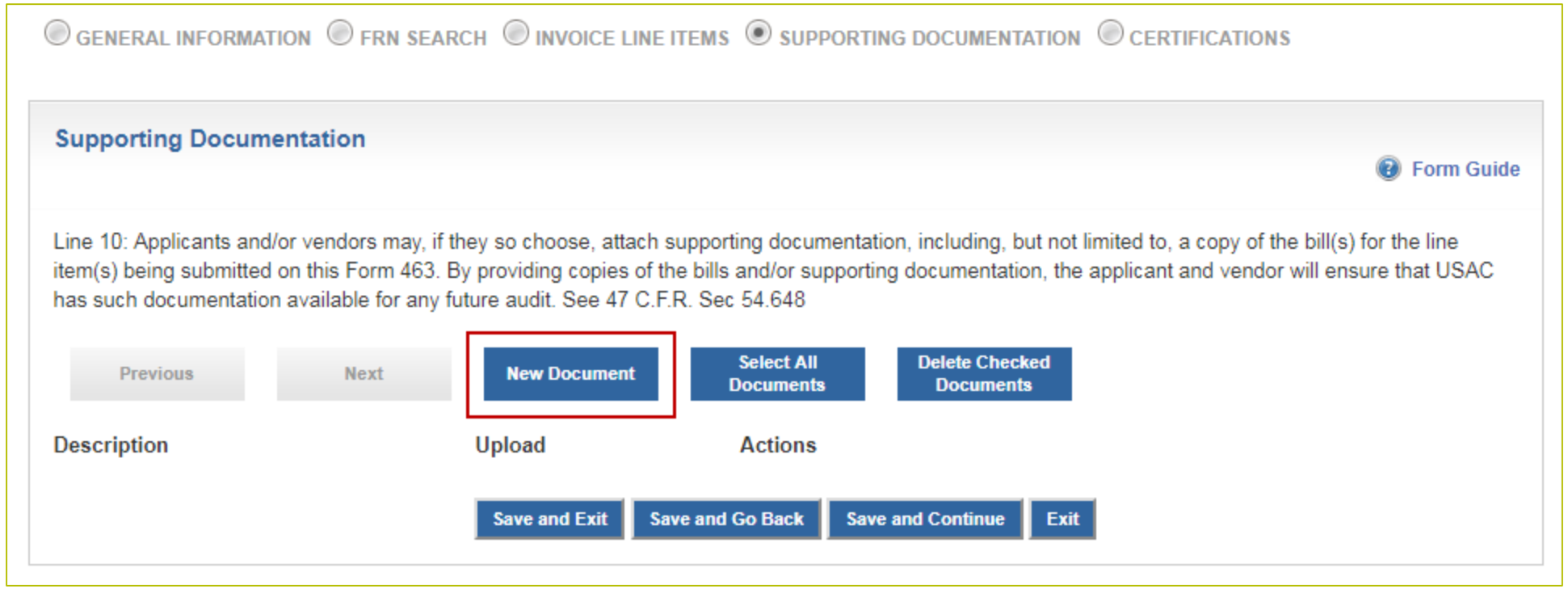


Invoice Line Items (continued)

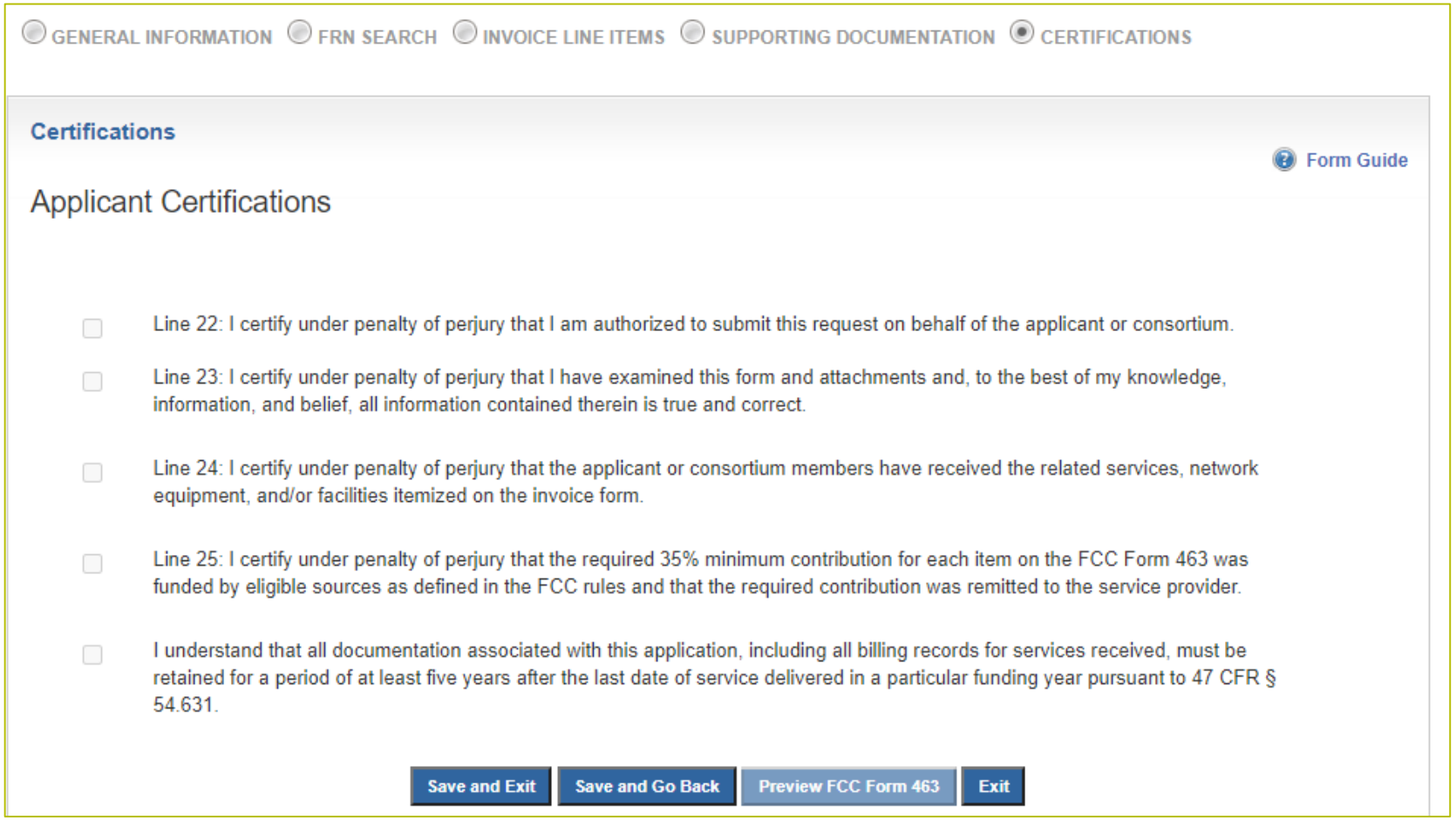
- Information for total cost for billing period selected:
  - Column L: Total Cost Invoiced (Undiscounted)
    - Based on billing start and end dates
  - Column P: USF Support Amount to be Paid
    - Based on 65% discount, amount disbursed



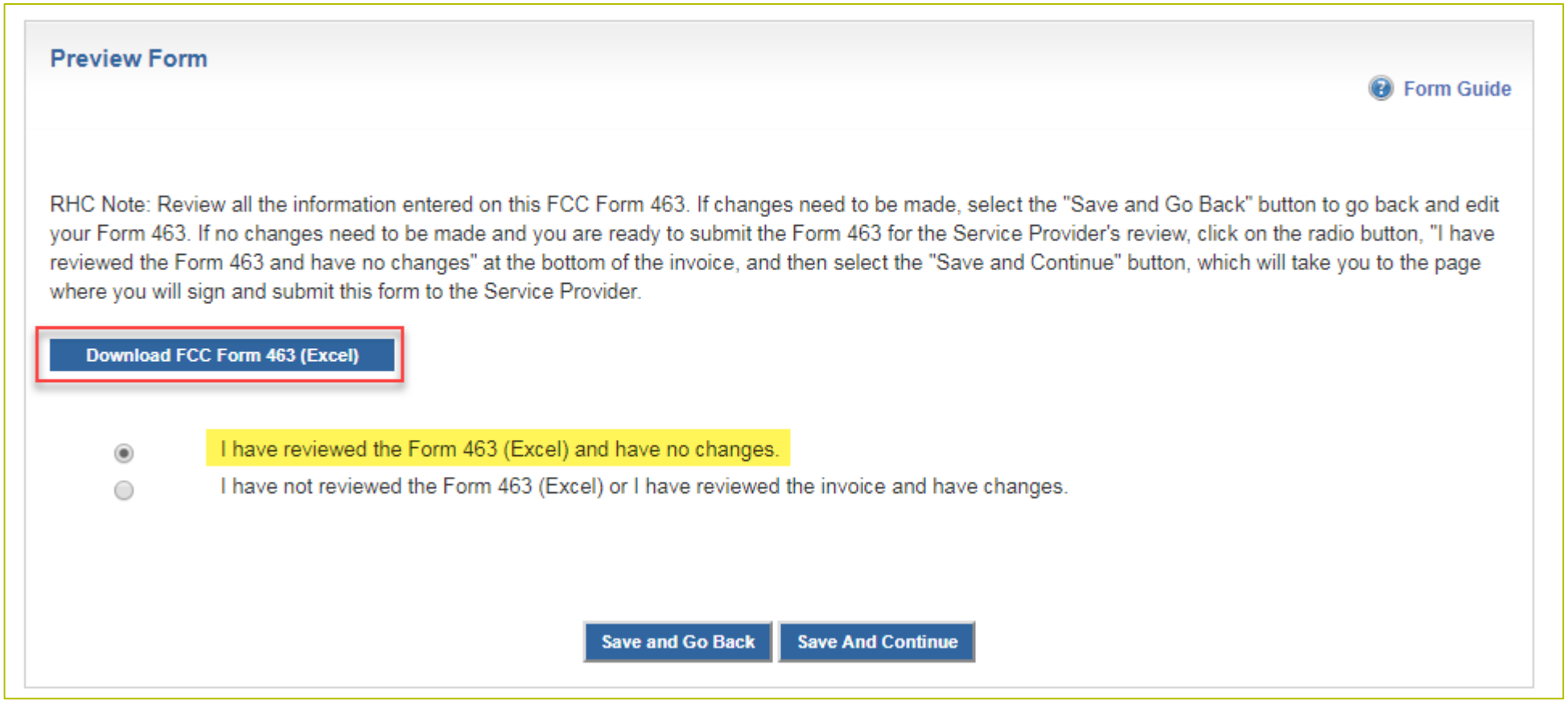
Supporting Documentation



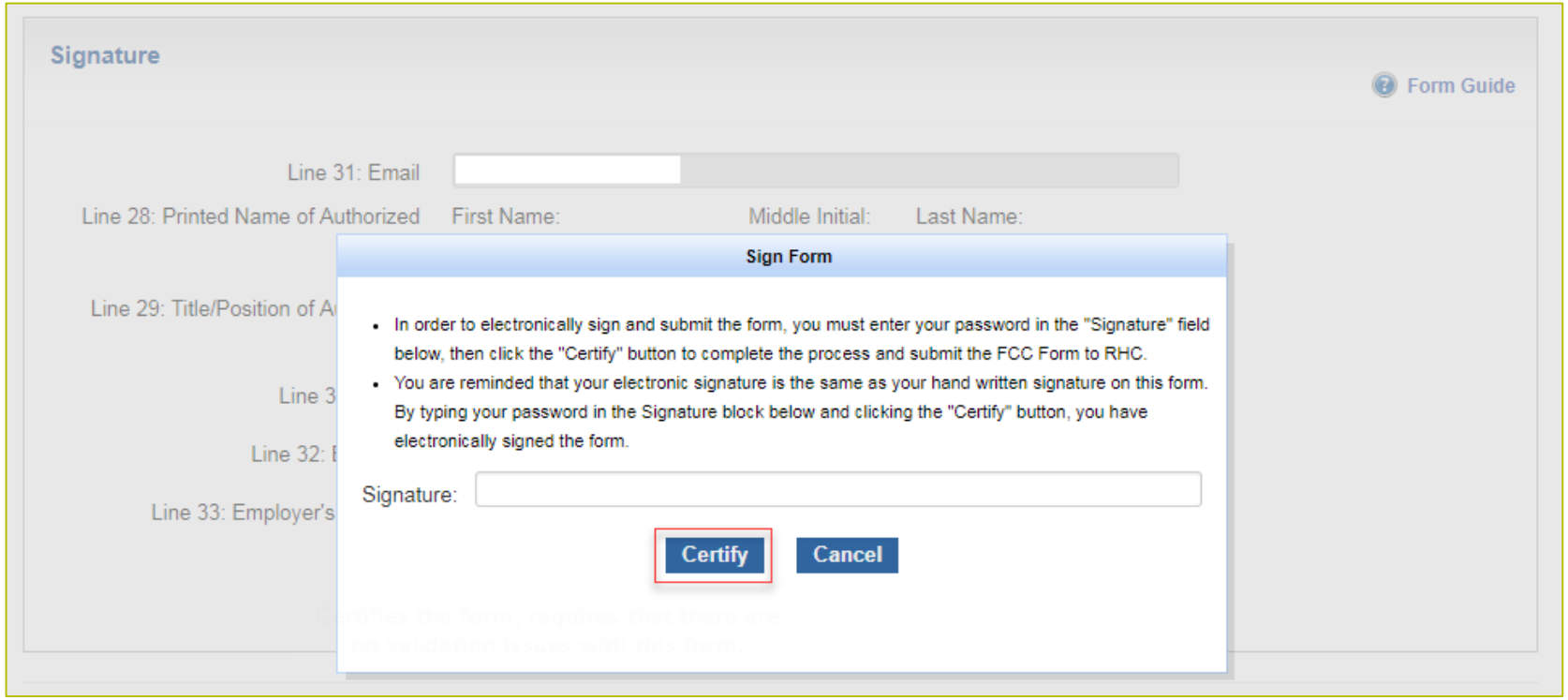
Certify, Preview, Sign



Preview Form



Submit

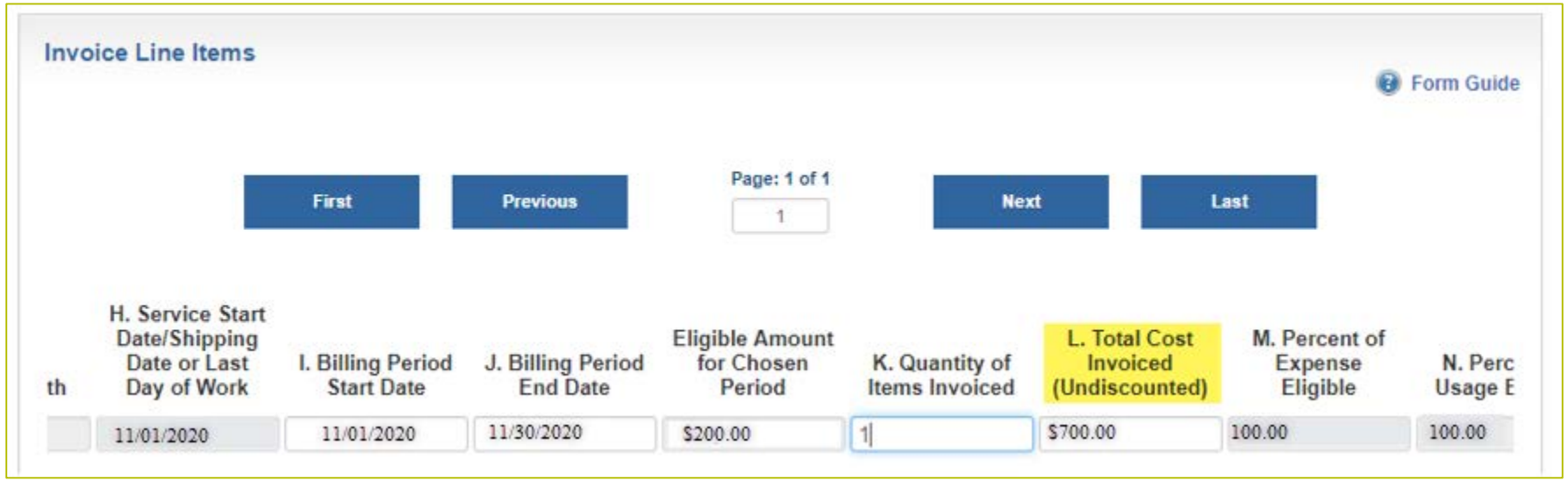


- Your signature is your My Portal Password

Remember: Invoicing is a joint process between the HCP and the service provider!

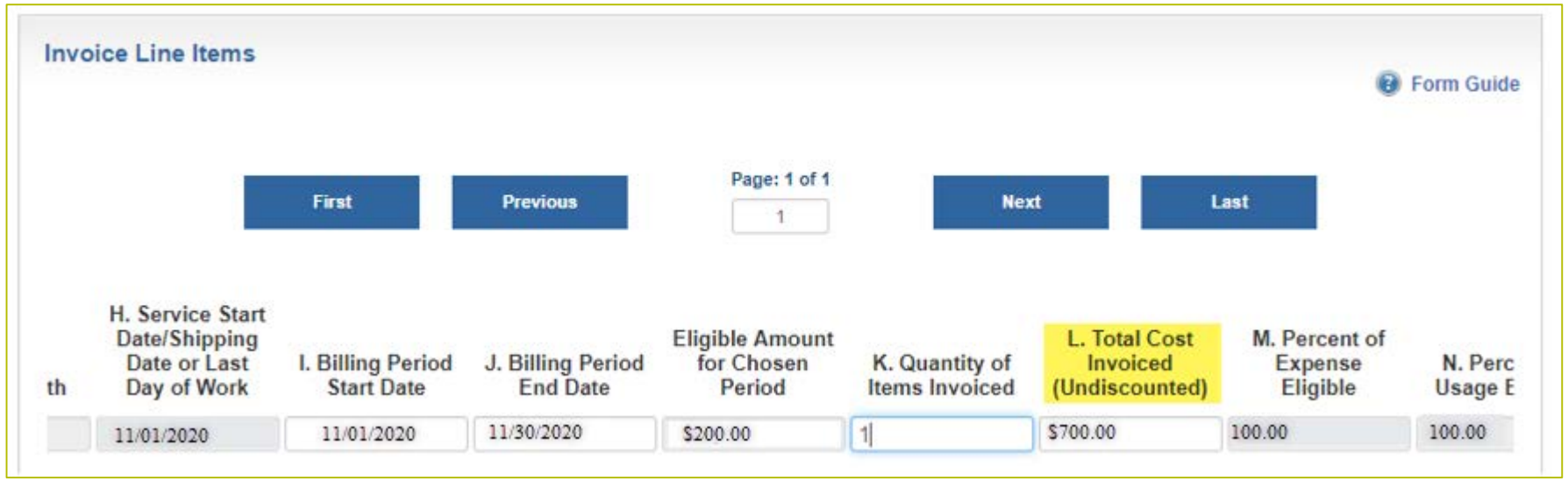
How do I invoice for one-time install costs?

- 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 your FCL)



One-Time Cost Example

- Invoicing for one month (November 1 – 30)
- 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



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

Commonly Asked Questions

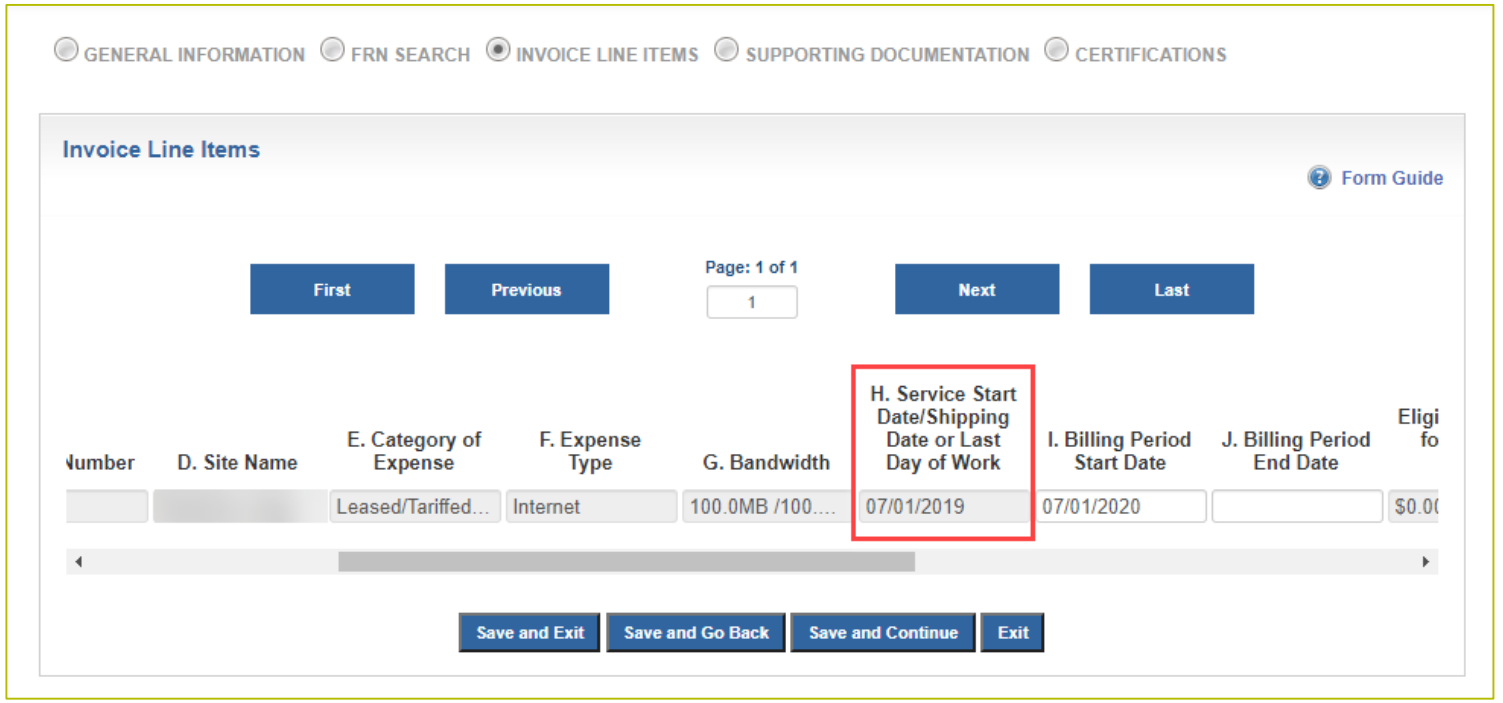
- The total amount of funds invoiced is less than what is listed on the FCL. I divided the total amount by 12 months, which is one year of funding. How do I invoice for the full amount?
  - USAC calculates the monthly recurring rate based on full months as they vary in the numbers of days, as opposed 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)
  - 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

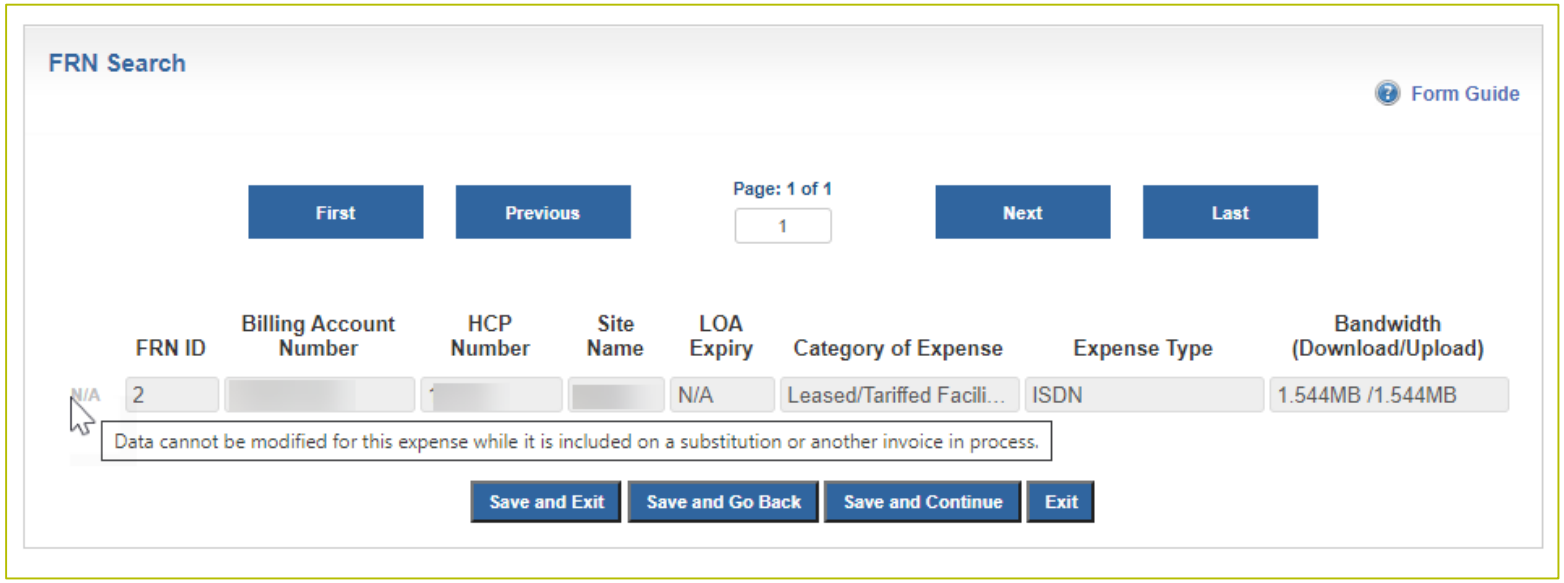
Commonly Asked Questions (continued)

- 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 applicant 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 Help Desk 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, 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 will help us eliminate waste, fraud, and abuse by making sure that HCPs receive accurate funding for approved services.

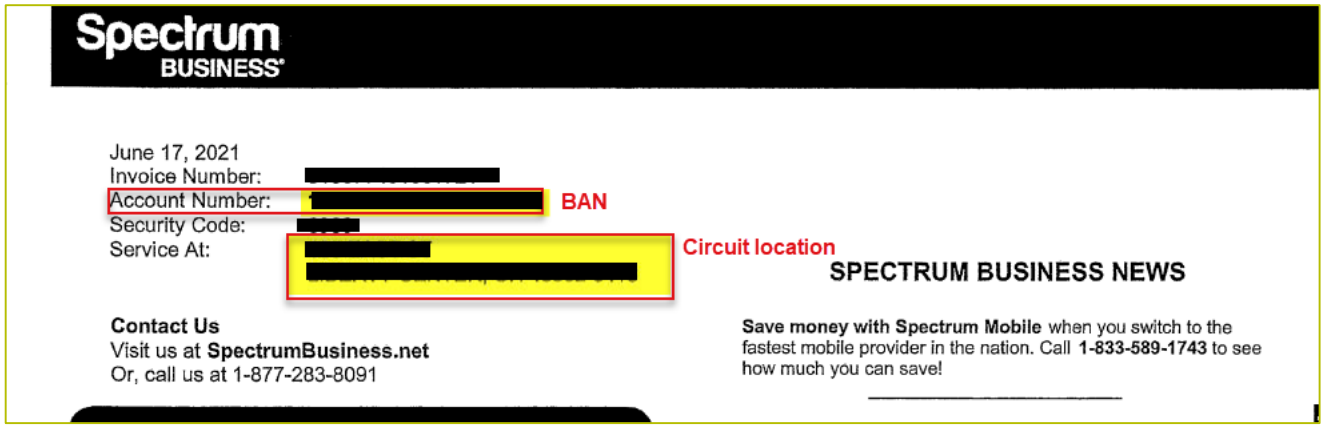
Supporting Documentation – Best Practices

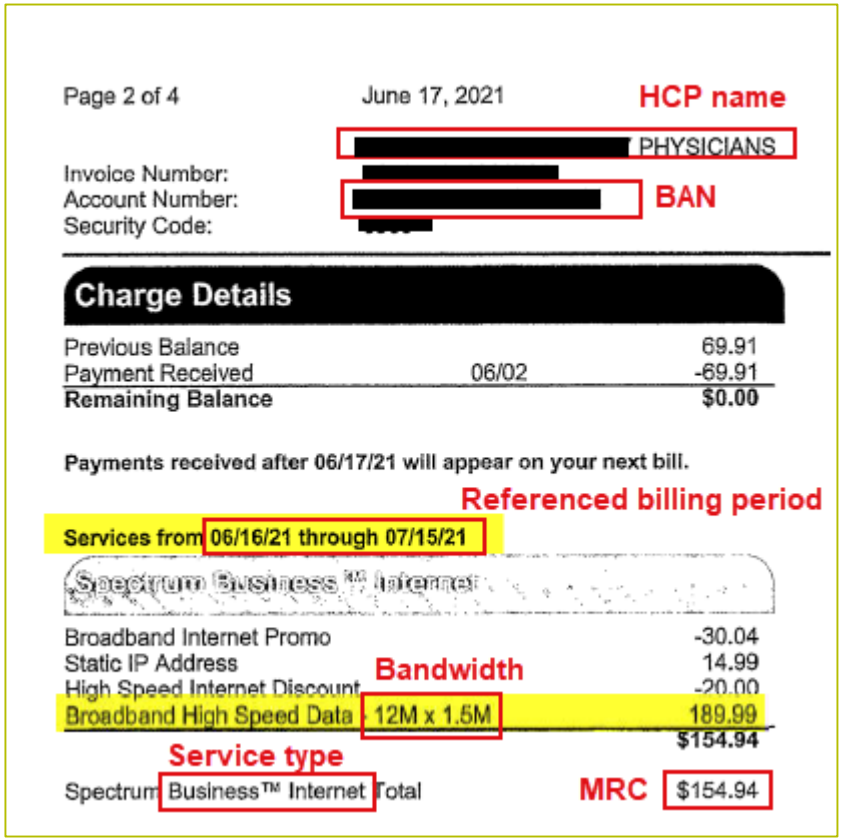
When responding to Information Requests, please submit the following documentation:

- **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)
- **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

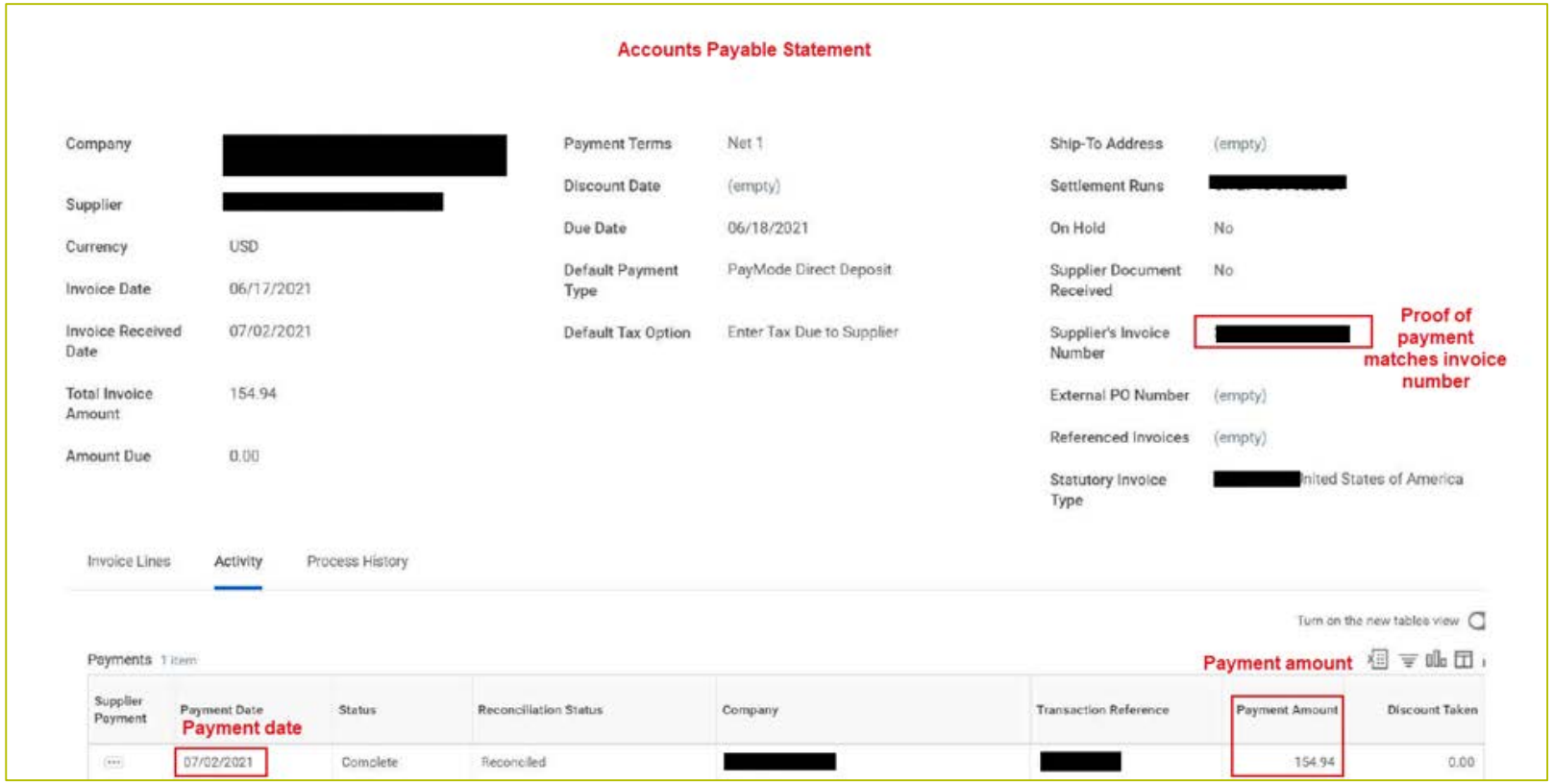
- Marked up invoice clearly reflects HCP, Billing Account Number (BAN) Circuit Location(s), Bandwidth, Service Type, and Monthly Recurring Charge (MRC)





Supporting Documentation – Examples (continued)

- Proof of payment using an accounts payable statement



Accounts Payable Statement

Company	[redacted]	Payment Terms	Net 1	Ship-To Address	(empty)
Supplier	[redacted]	Discount Date	(empty)	Settlement Runs	[redacted]
Currency	USD	Due Date	06/18/2021	On Hold	No
Invoice Date	06/17/2021	Default Payment Type	PayMode Direct Deposit	Supplier Document Received	No
Invoice Received Date	07/02/2021	Default Tax Option	Enter Tax Due to Supplier	Supplier's Invoice Number	[redacted]
Total Invoice Amount	154.94			External PO Number	(empty)
Amount Due	0.00			Referenced Invoices	(empty)
				Statutory Invoice Type	[redacted]nited States of America

Proof of payment matches invoice number

Invoice Lines | Activity | Process History

Turn on the new tables view

Payments 1 item

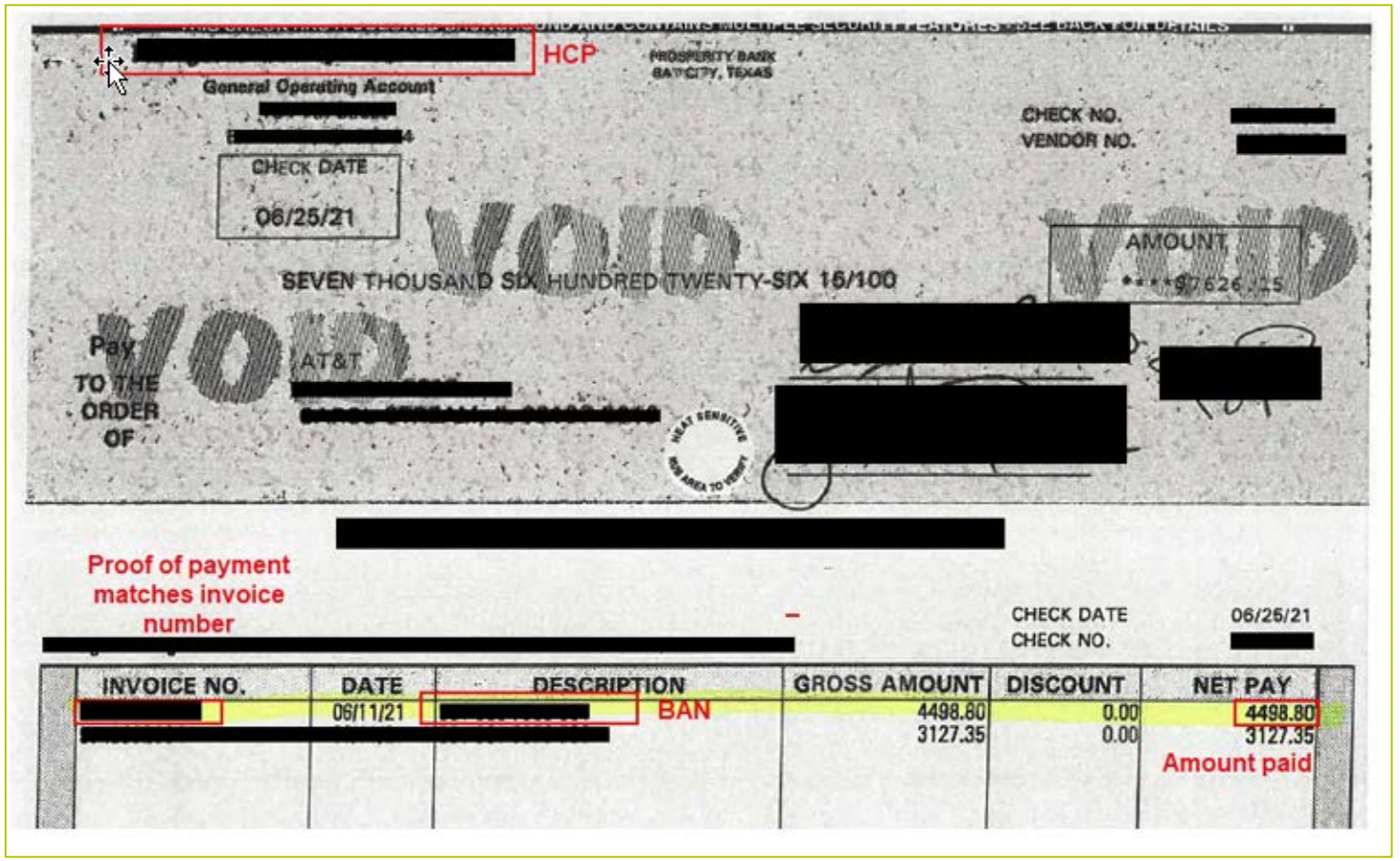
Payment amount

Supplier Payment	Payment Date	Status	Reconciliation Status	Company	Transaction Reference	Payment Amount	Discount Taken
...	07/02/2021	Complete	Reconciled	[redacted]	[redacted]	154.94	0.00

Payment date

Supporting Documentation – Examples (continued)

- Proof of payment by check



Supporting Documentation

- If supporting documentation is found to be insufficient or in conflict with 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.
  - Example: If an HCP is in dispute with their service provider, an invoice **should not** be submitted to USAC until the dispute has been resolved.

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Questions?

Filing the FCC Form 463 – Service Providers

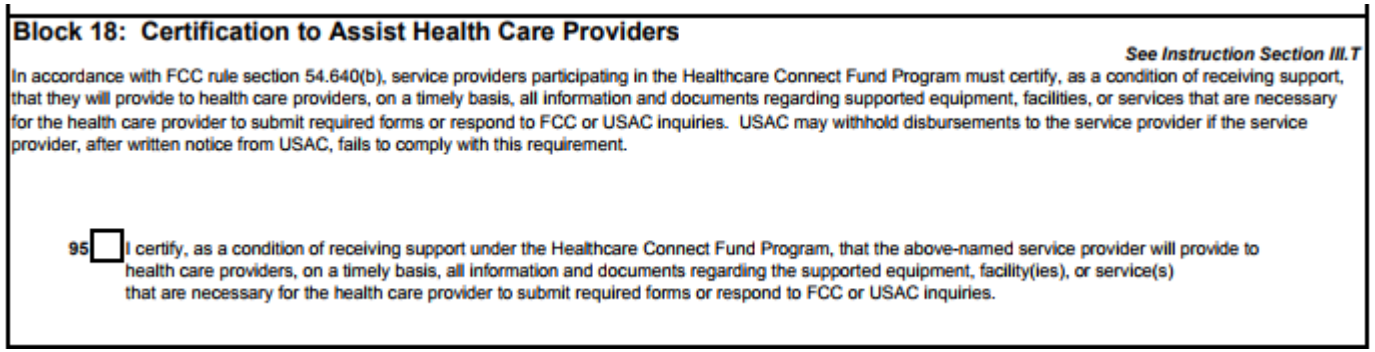
FY 2020 Invoicing Best Practices

Service Provider Review

- When you receive an email notification stating you have an invoice available for review, log in to My Portal
  - Start process by selecting your SPIN
- 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 (continued)

- 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



Block 18: Certification to Assist Health Care Providers

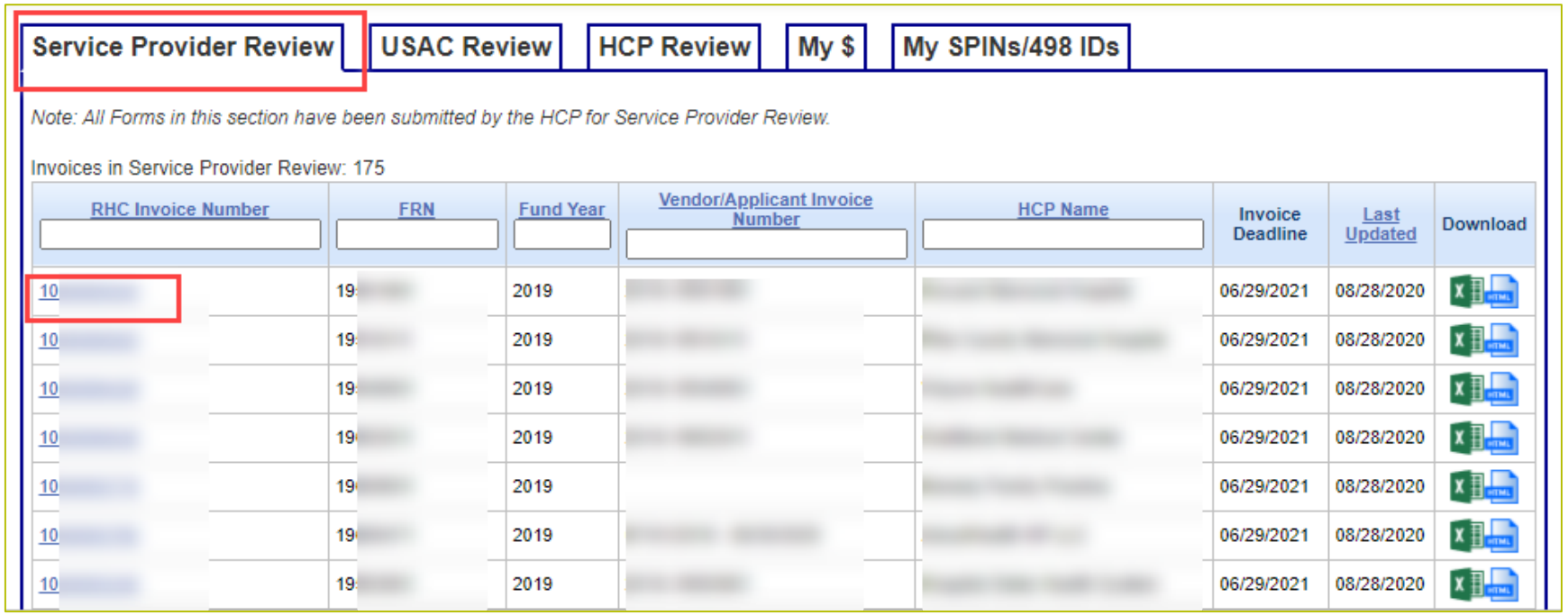
See Instruction Section III.T

In accordance with FCC rule section 54.640(b), service providers participating in the Healthcare Connect Fund Program must certify, as a condition of receiving support, that they 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 health care provider to submit required forms or respond to FCC or USAC inquiries. USAC may withhold disbursements to the service provider if the service provider, after written notice from USAC, fails to comply with this requirement.

95 ☐ I certify, as a condition of receiving support under the Healthcare Connect Fund Program, that the above-named service provider will provide to health care providers, on a timely basis, all information and documents regarding the supported equipment, facility(ies), or service(s) that are necessary for the health care provider to submit required forms or respond to FCC or USAC inquiries.

  - 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 ex. 1

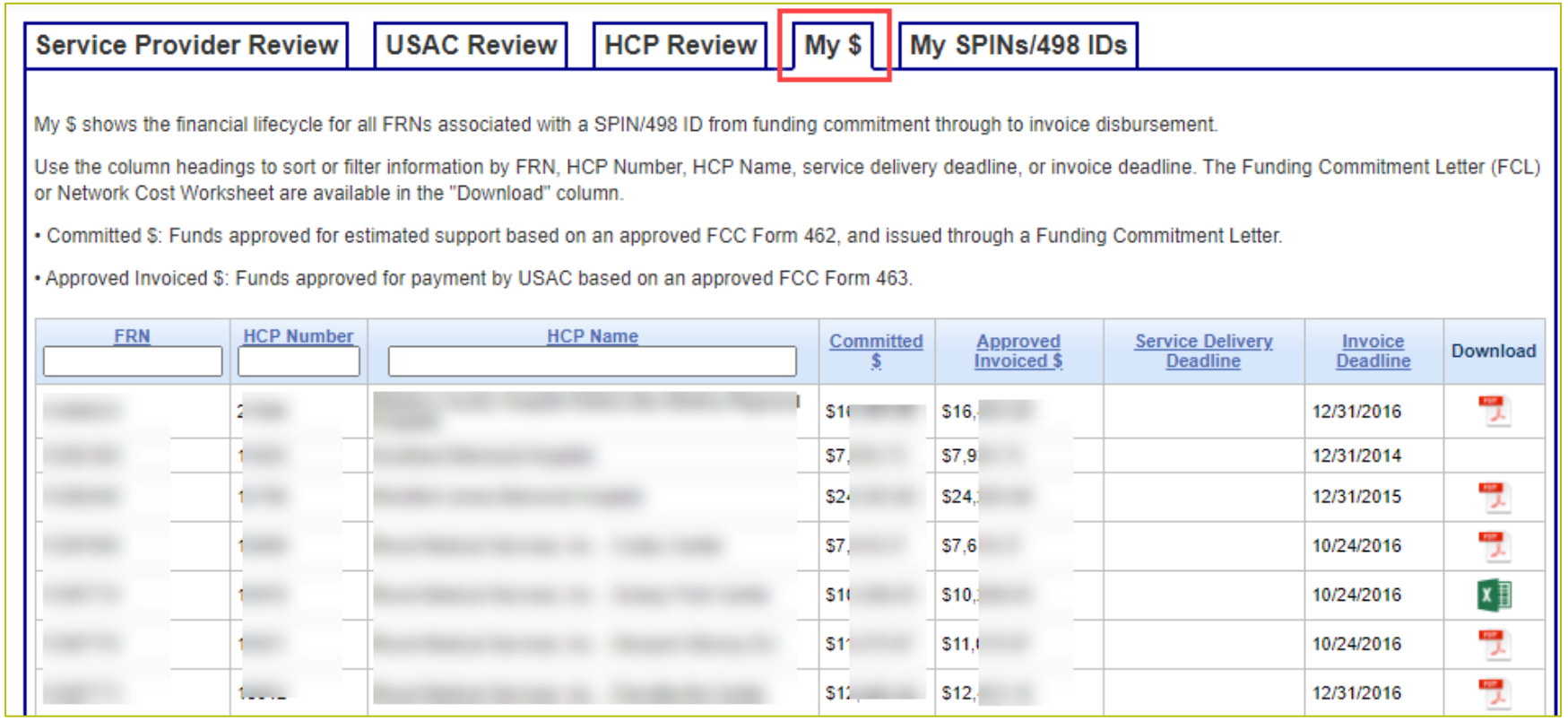
Service Provider Review (continued)



- 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

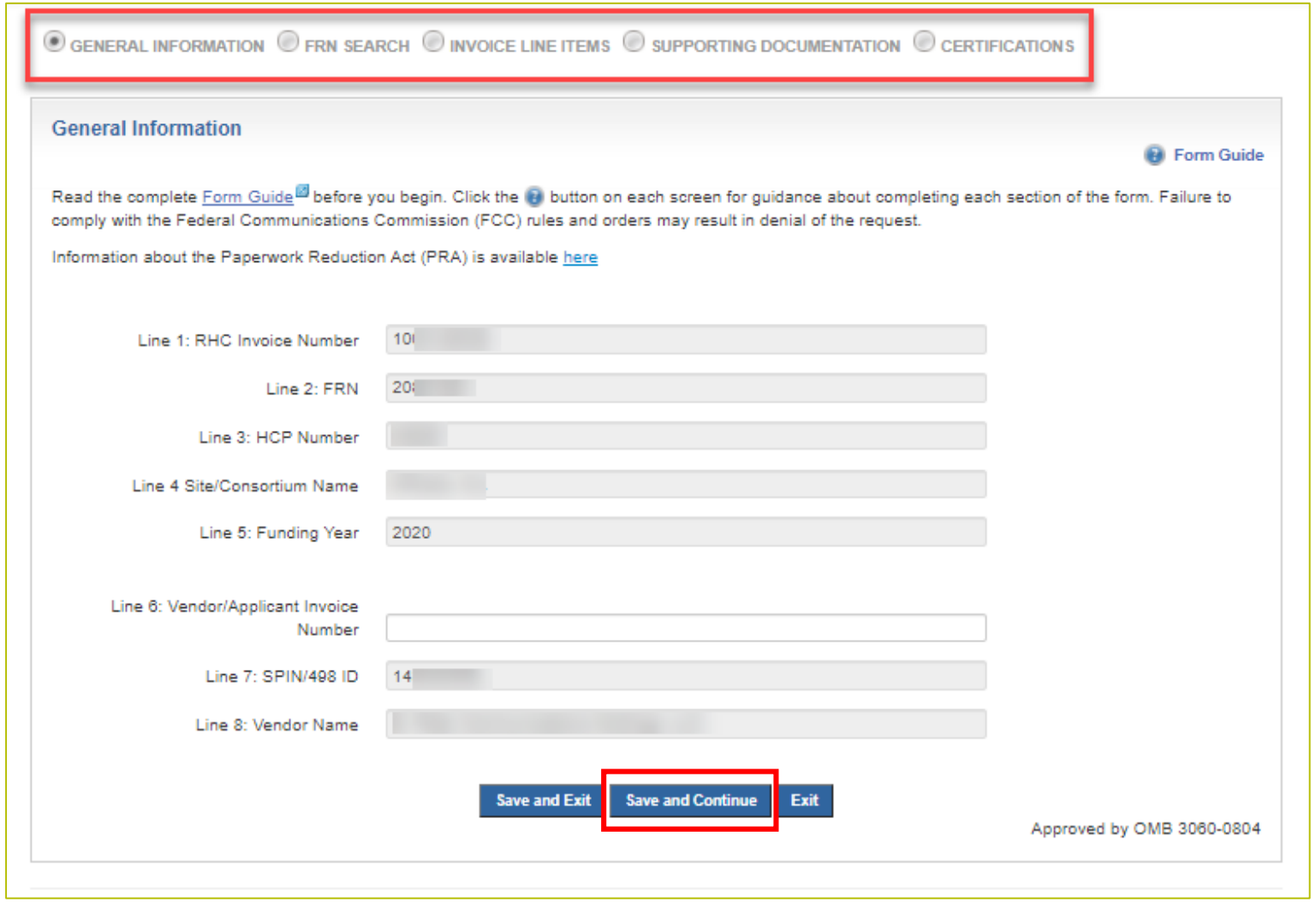
My $ Tab

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

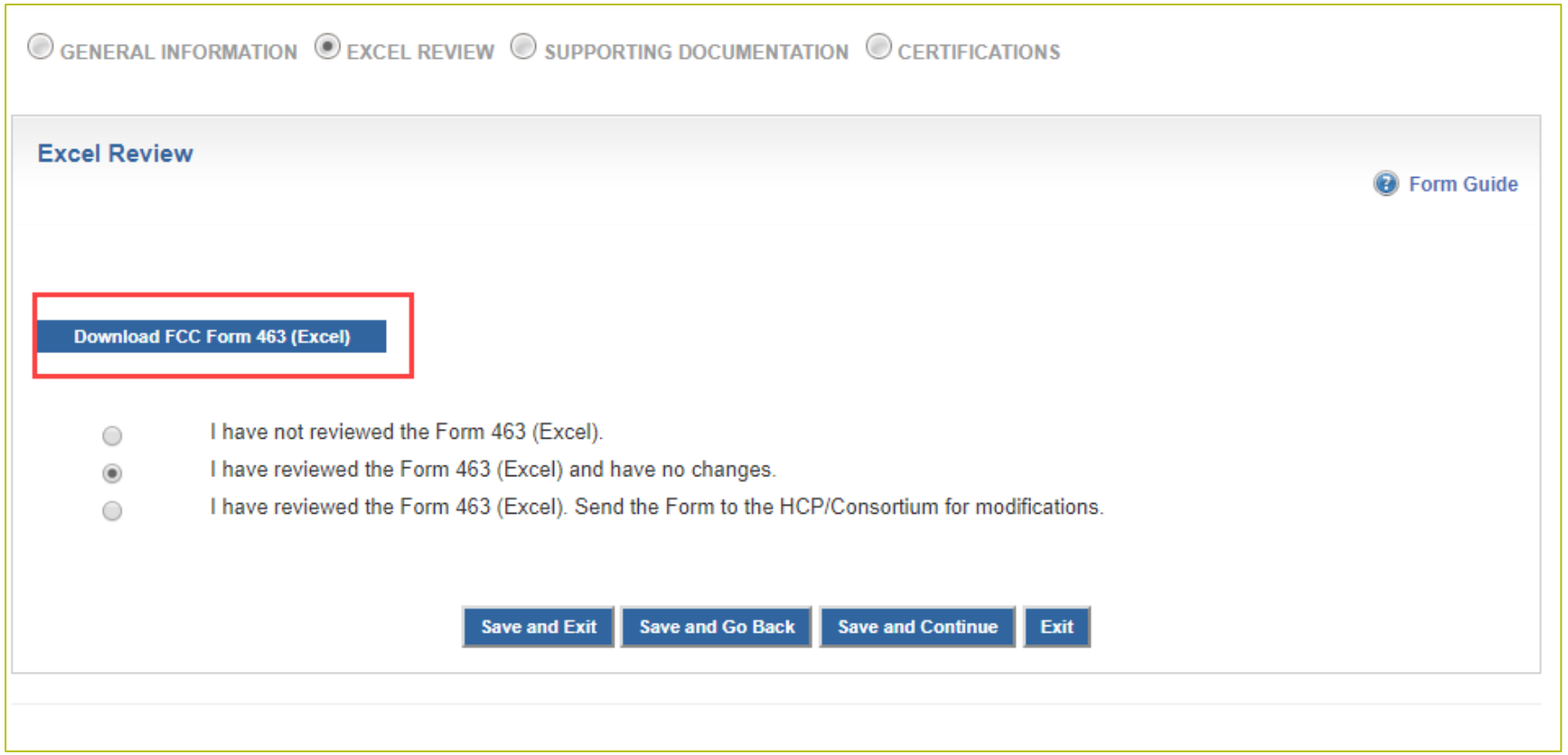


General Information

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

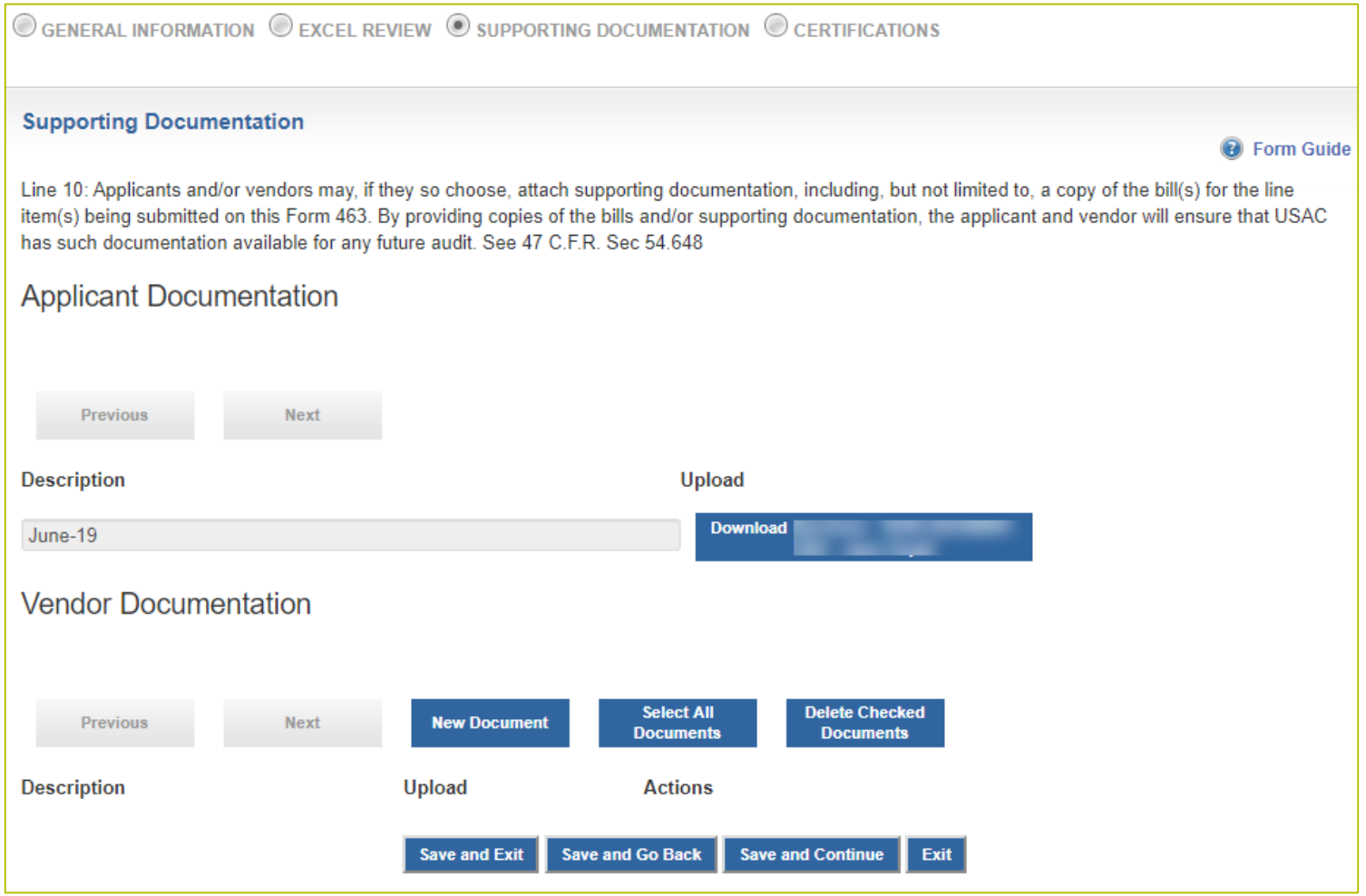


Excel Review

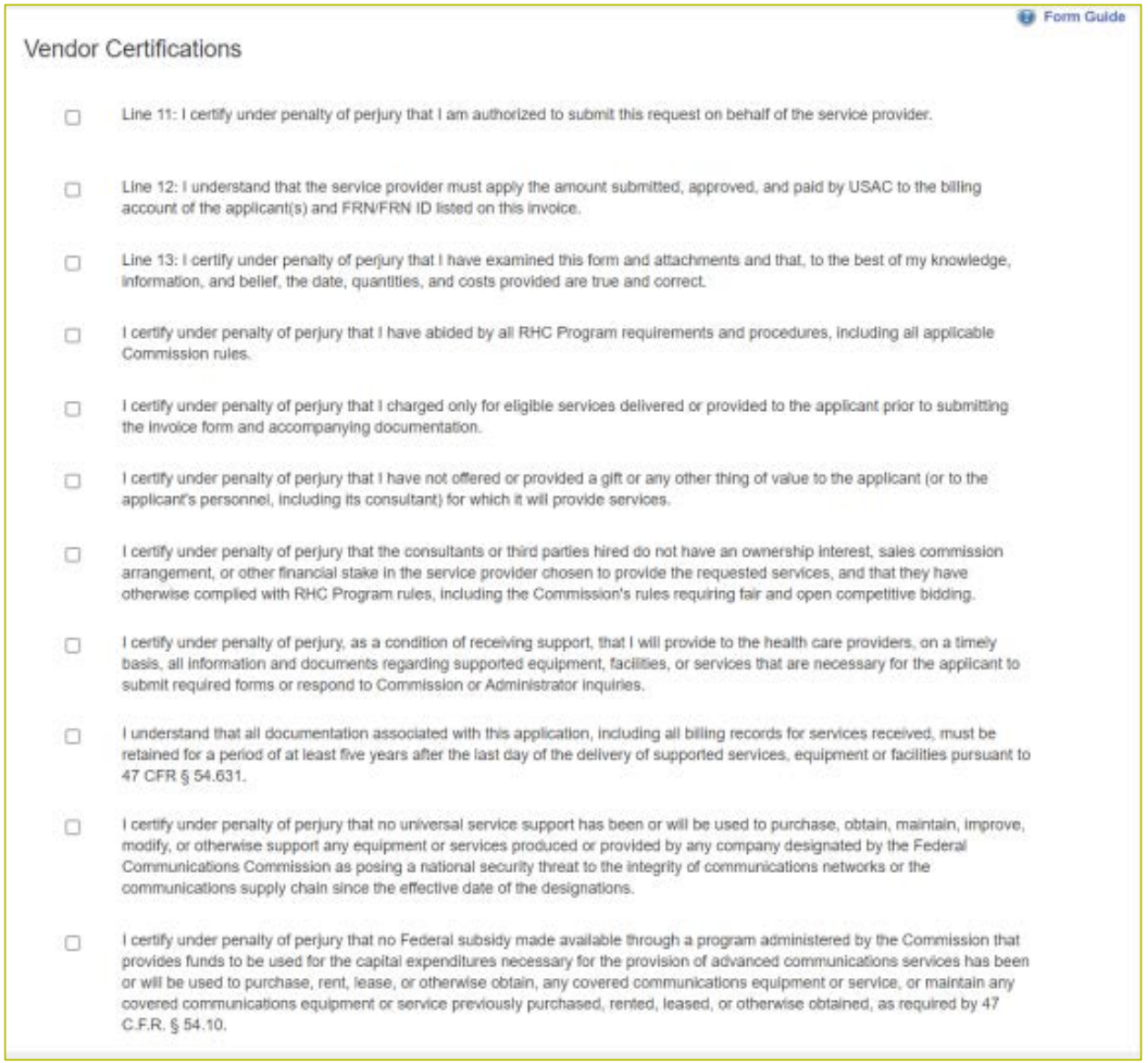


- You **must** download the FCC Form 463 (Excel document)

Supporting Documentation



Certifications

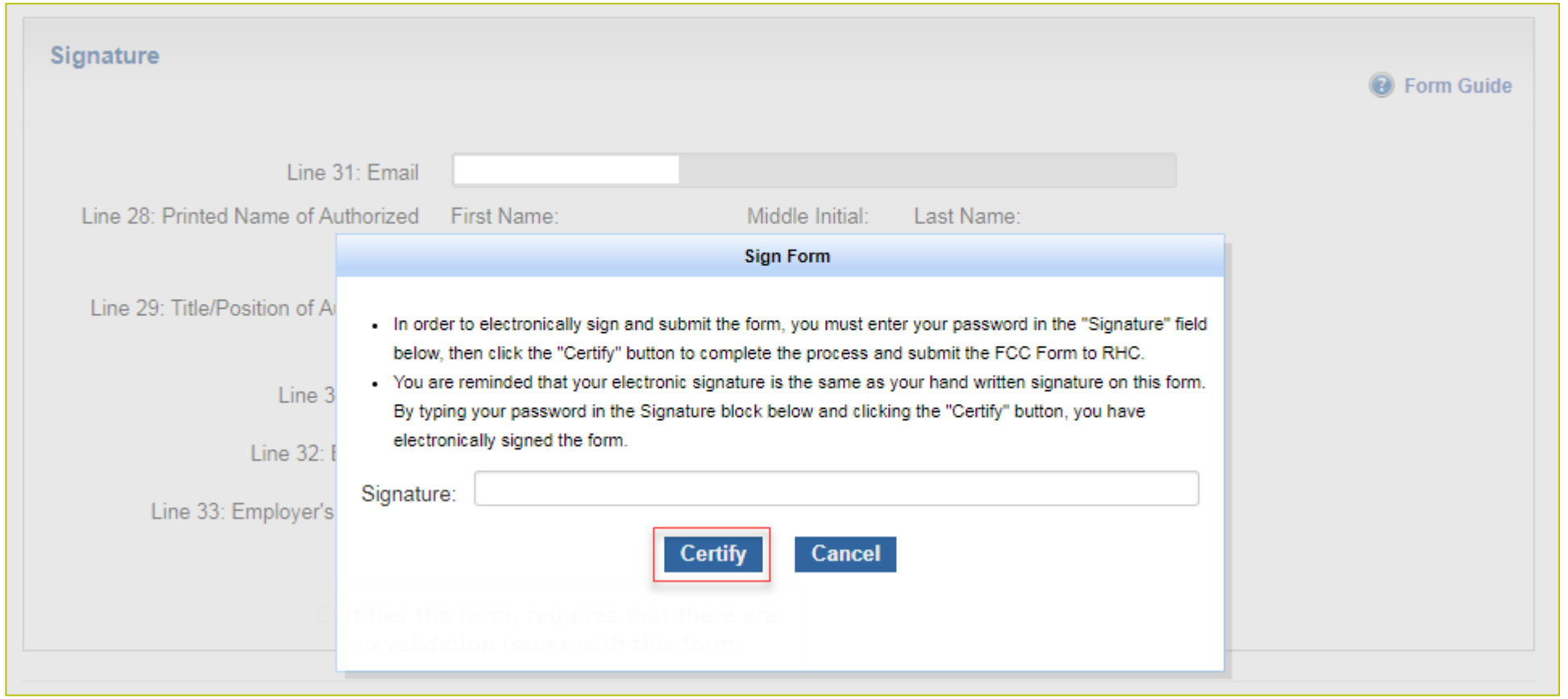


Form Guide

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/FRN 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 abided 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 personnel, 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 communications 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. § 54.10.

Submit



- Your 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

FY 2020 Invoicing Best Practices

Reminder: Invoicing Deadlines FY2020 and Forward

- 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.
  - For more information please see the HCF invoice page and Telecom invoice page.
- Under Order DA 21-394, the FCC automatically granted a one-time 120-day extension of the invoice filing deadline to all FY2020 RHC program participants.
  - Applicants in both programs have until **February 25, 2022** to complete the invoicing process for their approved FY2020 funding requests.
  - No action is required from applicants to receive this extension.
  - USAC will automatically adjust invoicing deadlines to reflect the new date.

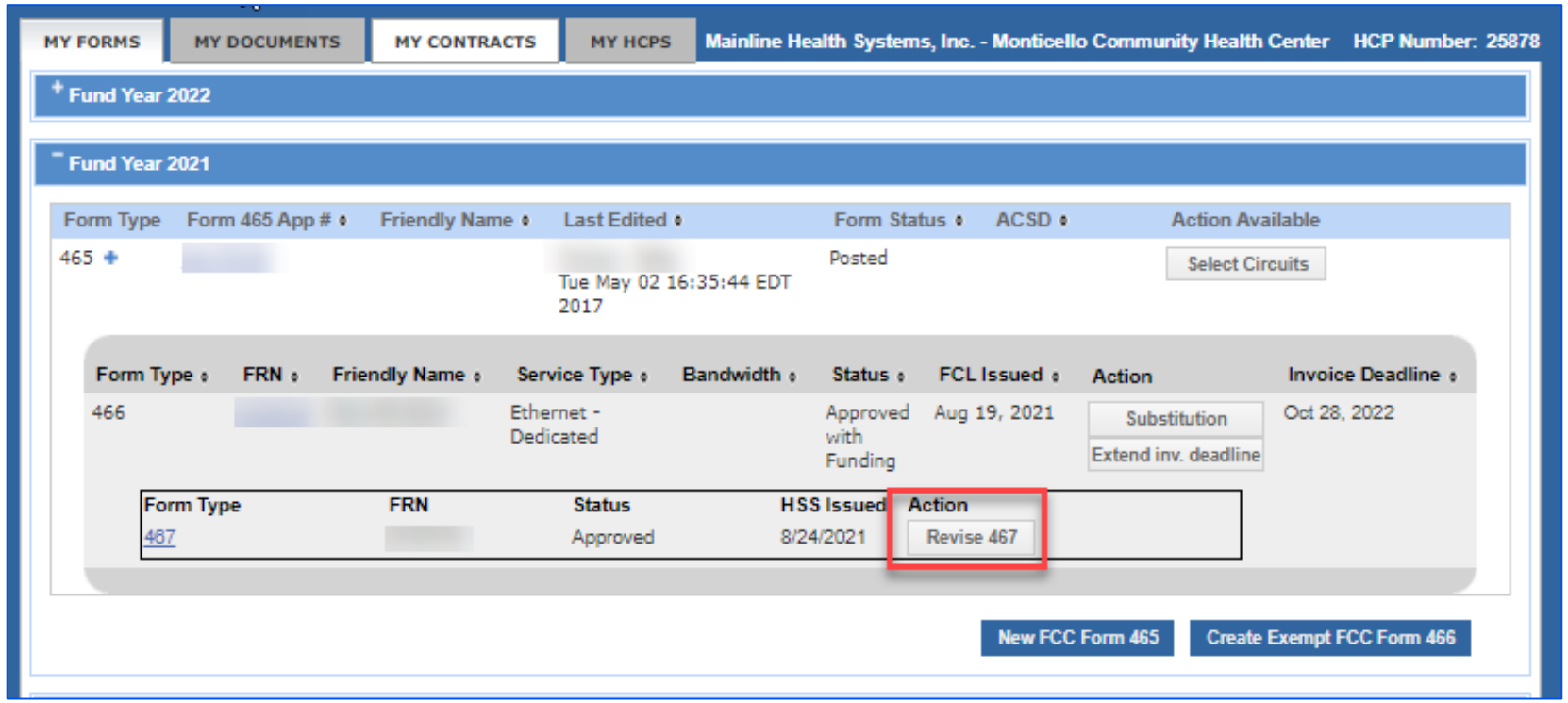
Submitting the FCC Form 467

- When the FCC Form 466 is approved, USAC issues a Funding Commitment Letter (FCL) and sends you a link to the FCC Form 467 (Connection Certification)
- USAC also emails a copy of the FCL to your service provider
- The FCL notifies you and your service provider of the estimated support amount based on the duration of 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 Help Desk 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
- You must submit one FCC Form 467 for each approved FCC Form 466
- You will not receive support until USAC has received and approved the FCC Form 467

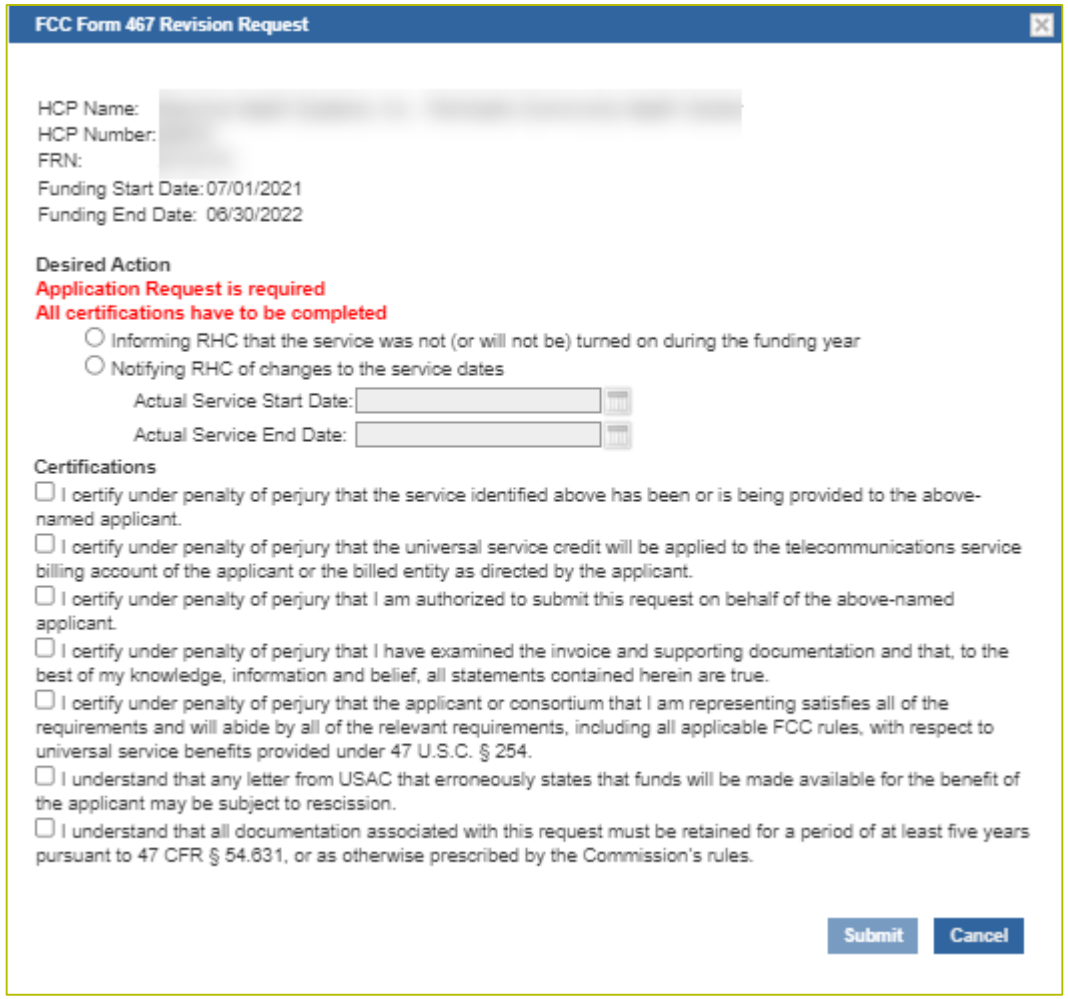
HCP Support Schedule (HSS)

- 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 invoice
- Once you receive the HSS, review it 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 HCP to submit an FCC Form 467 revision in My Portal
- After reviewing the HSS for accuracy, the service provider will credit your account
- The service provider will log in to My Portal and submit an online invoice

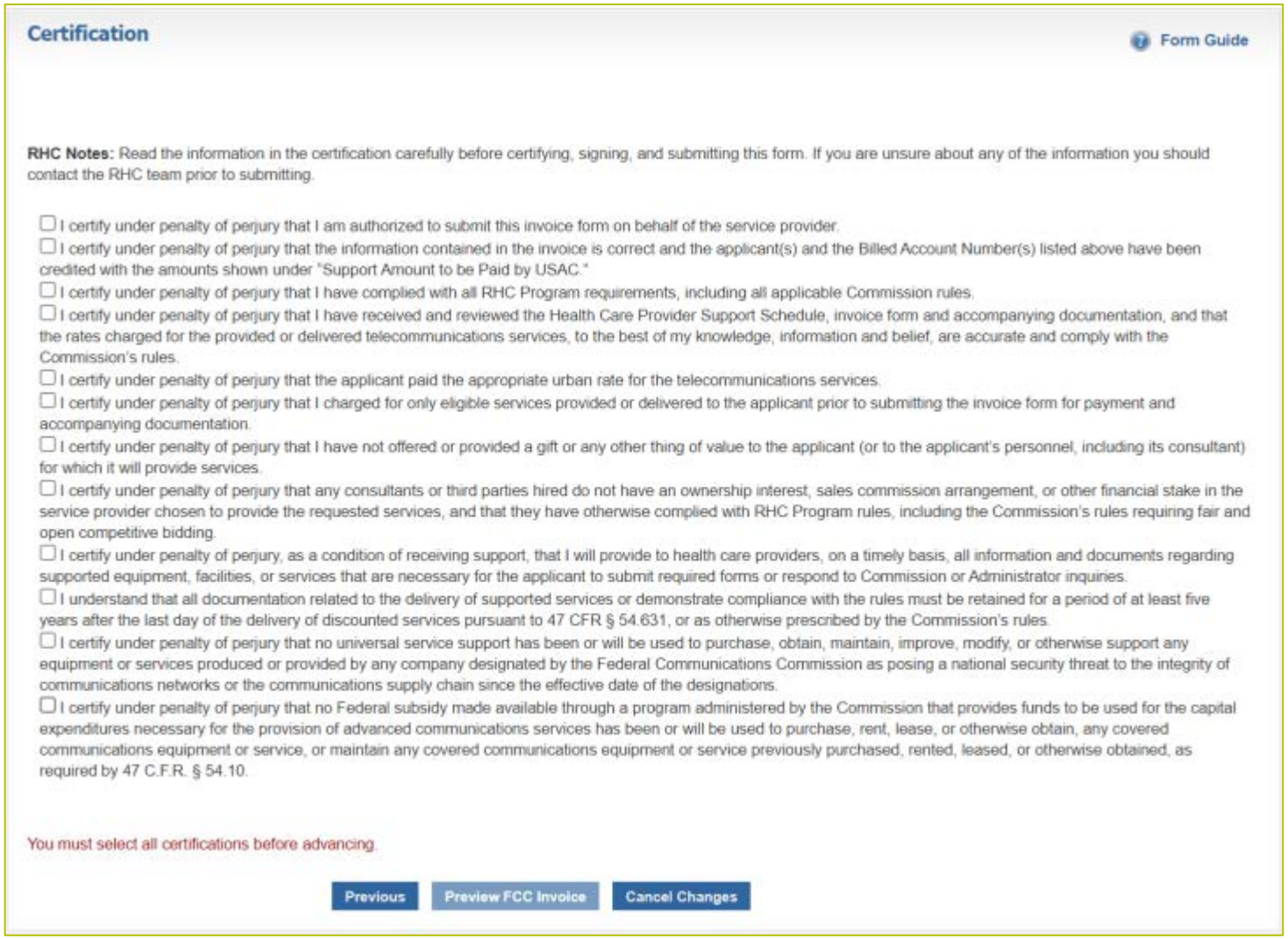
FCC Form 467 Revision



FCC Form 467 Revision(continued)



Telecom Invoice Certifications – Service Provider



Certification

Form Guide

RHC 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 RHC team prior to 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 RHC 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 urban 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 gift 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 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 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 demonstrate 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 CFR § 54.631, 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 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 communications 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. § 54.10.

You must select all certifications before advancing.

Previous | Preview FCC Invoice | Cancel Changes

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)
- **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 a breakdown of payment included with support when the payment includes other invoices.
- 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 in conflict with approved services, a reviewer will send an Information Request.
  - If a discrepancy is discovered, the invoice may be denied.
- USAC pays invoices from service providers in batches on the sixth and the twenty-first day of each month except weekends and holidays, where the payment batch date would fall 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

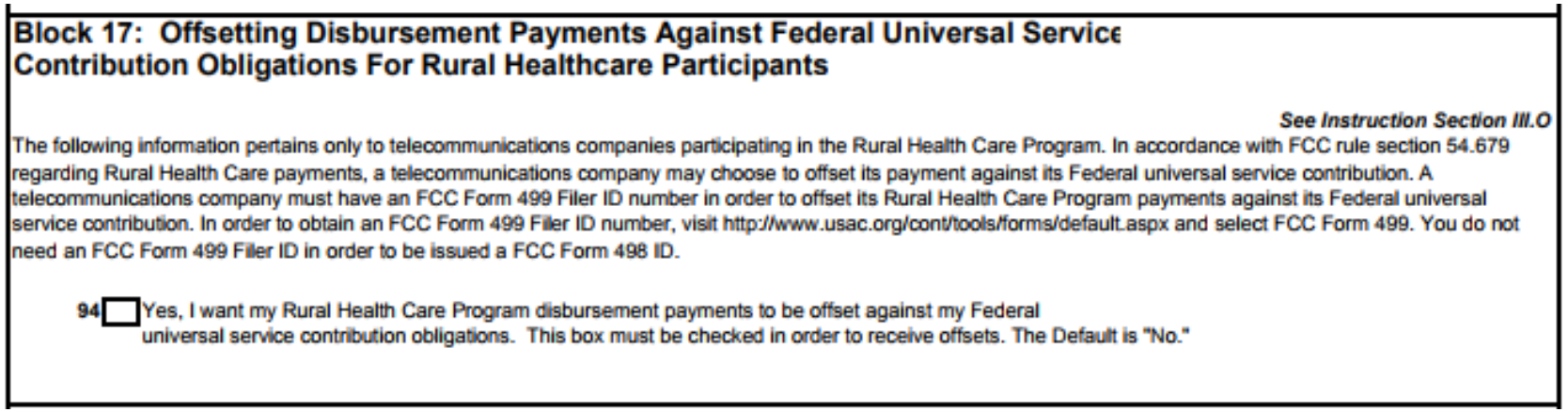
FY 2020 Invoicing Best Practices

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 sixth 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 at least five years

Red Light Status and Voluntary Netting

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



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

See Instruction Section III.O

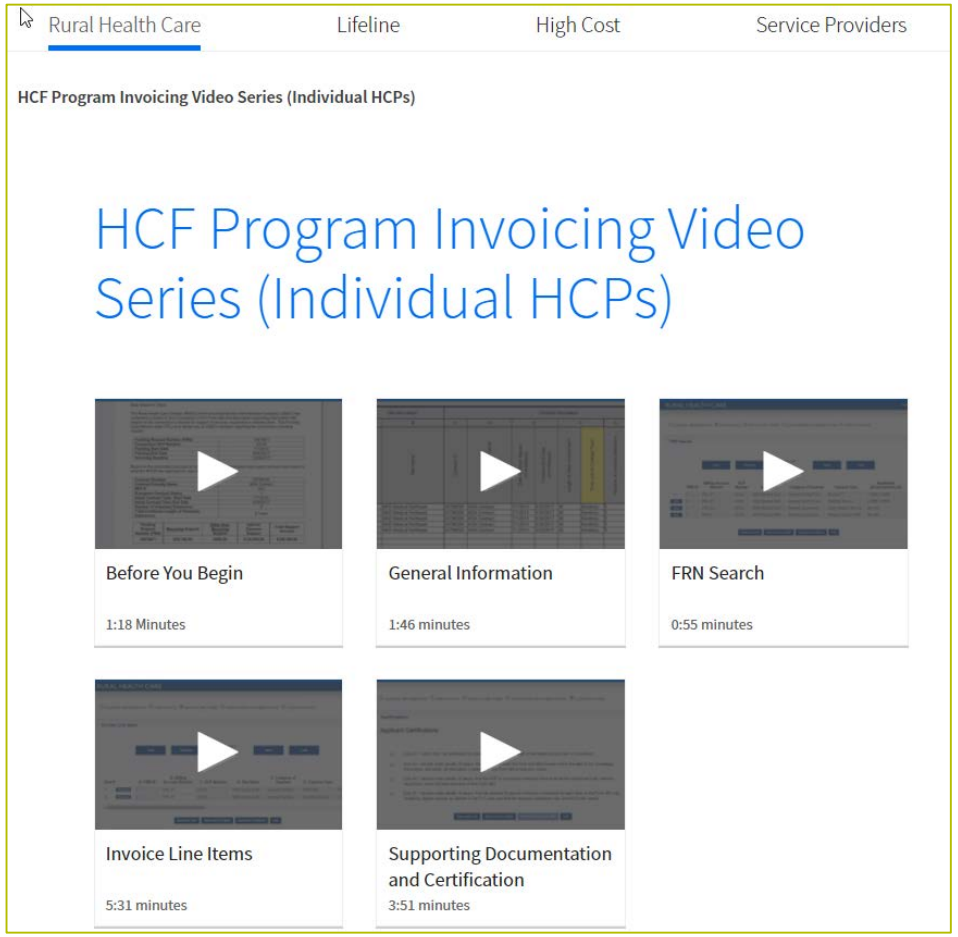
The following information pertains only to telecommunications companies participating in the Rural Health Care Program. In accordance with FCC rule section 54.679 regarding Rural Health Care payments, a telecommunications company may choose to offset its payment against its Federal universal service 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.

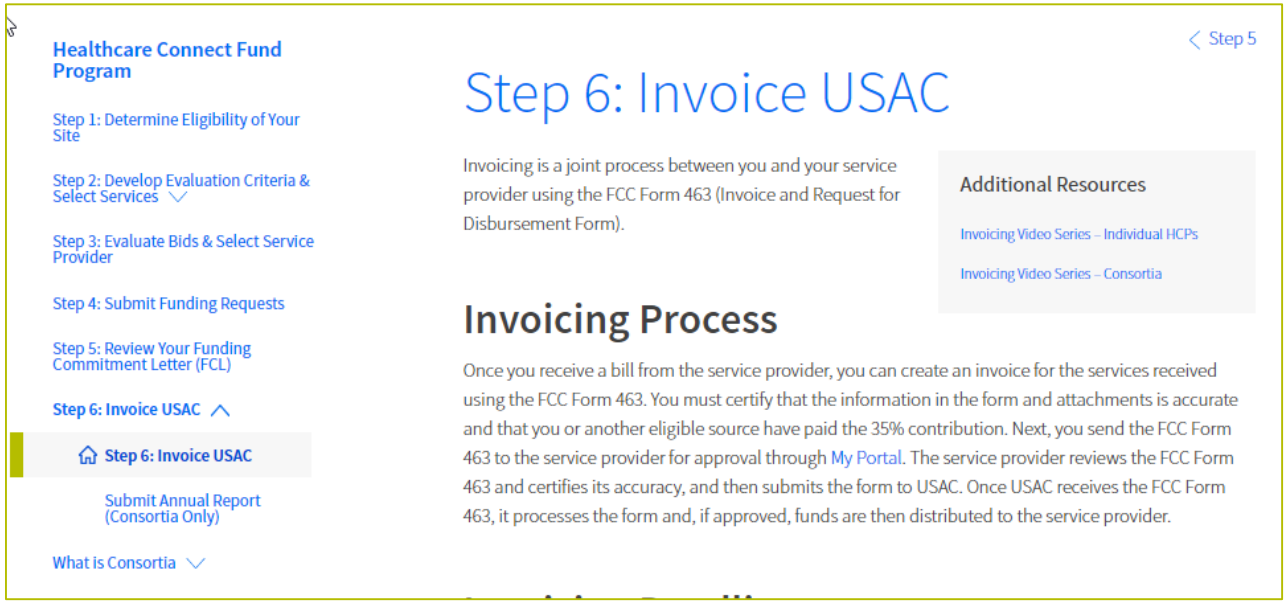
94 ☐ Yes, I want my Rural Health Care Program disbursement payments to be offset against my Federal universal service contribution obligations. This box must be checked in order to receive offsets. The Default is "No."

Resources

FY 2020 Invoicing Best Practices

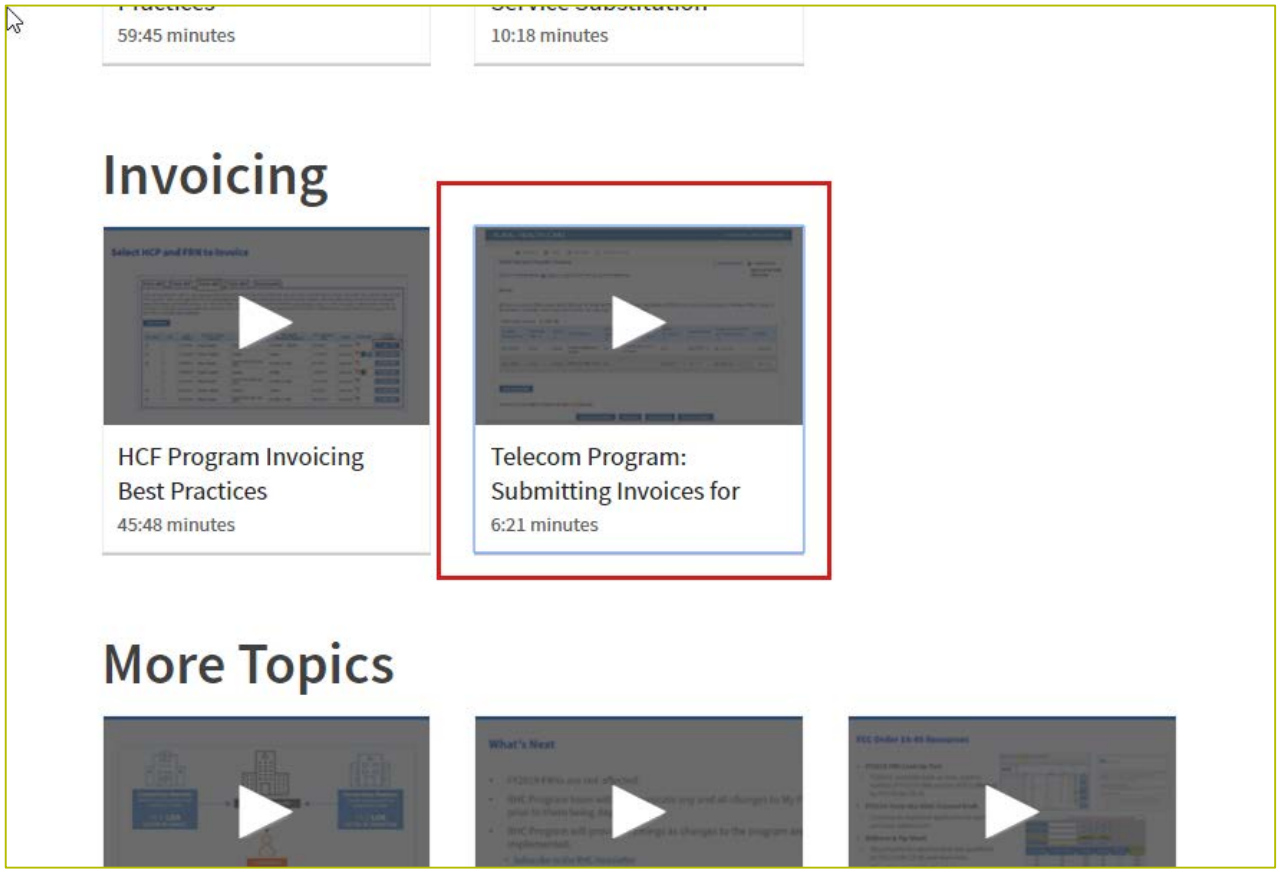
Watch our Invoicing Video Series for HCF – RHC Learn





Direct links to videos: Individual HCPs and Consortia

Watch our Invoicing Video for Telecom – RHC Learn



Direct Link to: [Telecom Invoicing Video]

RHC Help Desk

- 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

Thank you for joining us today!

- Upcoming webinars:
  - HCF Program Funding Request Best Practices for FY2022 on November 10, 2021 from 2–3 p.m. ET– Register
  - Telecom Program Funding Request Best Practices for FY2022 on November 17, 2021 from 2–3 p.m. ET – Register

Questions?

Available for Public Use

Universal Service
Administrative Co.