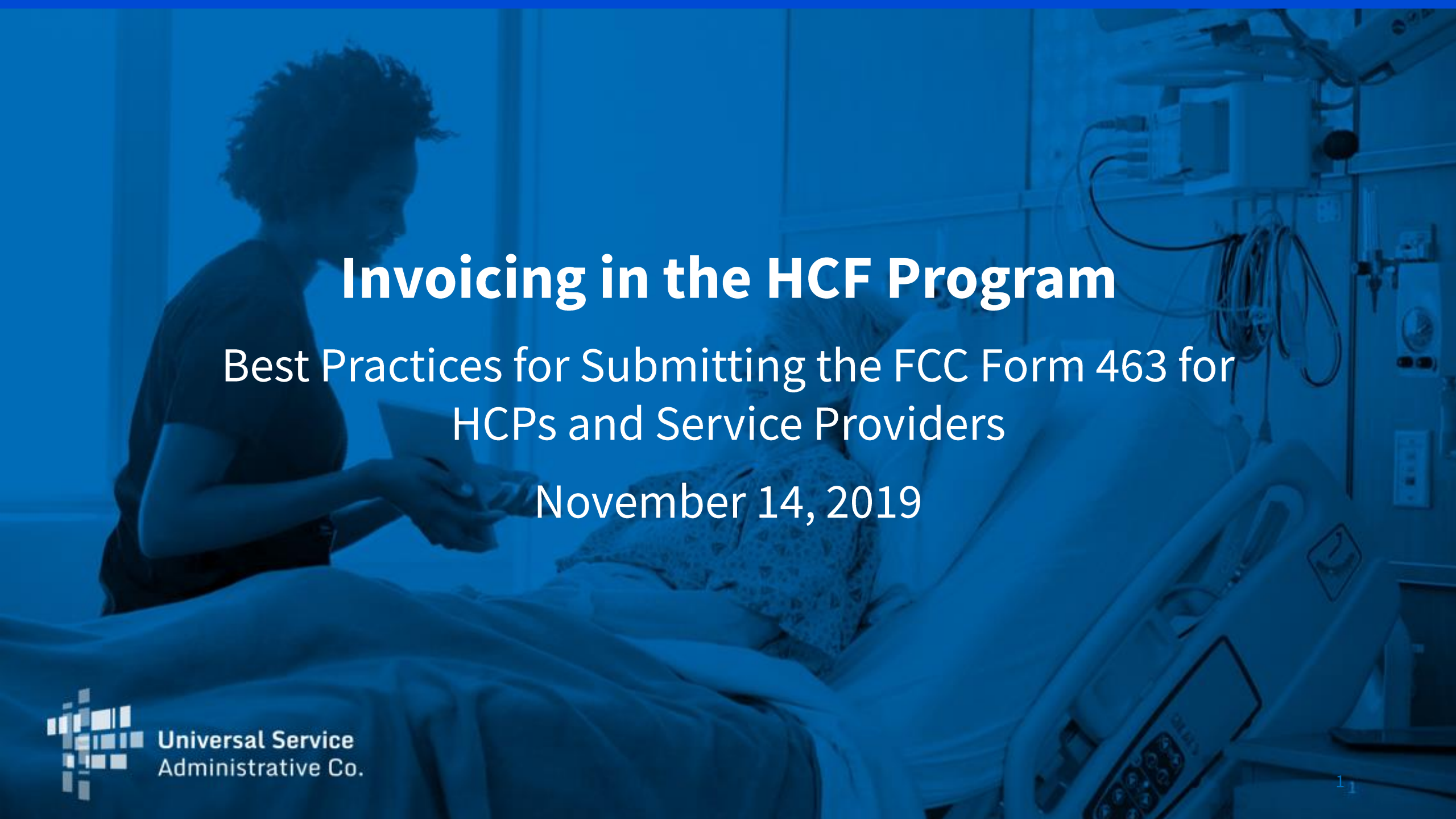

Invoicing in the HCF Program

Best Practices for Submitting the FCC Form 463 for HCPs and Service Providers

November 14, 2019

Universal Service Administrative Co.

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound.
  - Turn on your computer’s speakers, or
  - Use the call-in instructions in your confirmation email
- All participants are on mute.
- Submit questions at any time using the “Questions” box.
- Slides are attached to GoToWebinar Panel and will be posted to RHC Learn.

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MEET OUR PRESENTERS

Annabeth Wonch
Senior Program Manager, RHC Outreach

Jennifer Contreras
Senior Program Manager, RHC Outreach

Agenda

1. Invoicing Overview
2. My Portal Security Updates
3. Filing the FCC Form 463 for Health Care Providers
4. Filing the FCC Form 463 for Service Providers
5. Disbursement Process

By the end of this webinar you will be able to…

- Understand the Healthcare Connect Fund (HCF) invoicing process.
- 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

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
PAH	Primary Account Holder
FRN	Funding Request Number
FCL	Funding Commitment Letter
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number
LOA	Letter of Agency

Invoicing Overview

FCC Form 463 Best Practices

RHC Program Application Process

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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 paid 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.

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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

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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.
- **The invoice deadline for funding commitments ending on June 30, 2019 is 11:59 PM E.T. December 31, 2019.**
- Where you can find your invoice deadline:
  - Funding Commitment Letter (FCL)
  - Use the Invoice Deadline Lookup Tool on the USAC website

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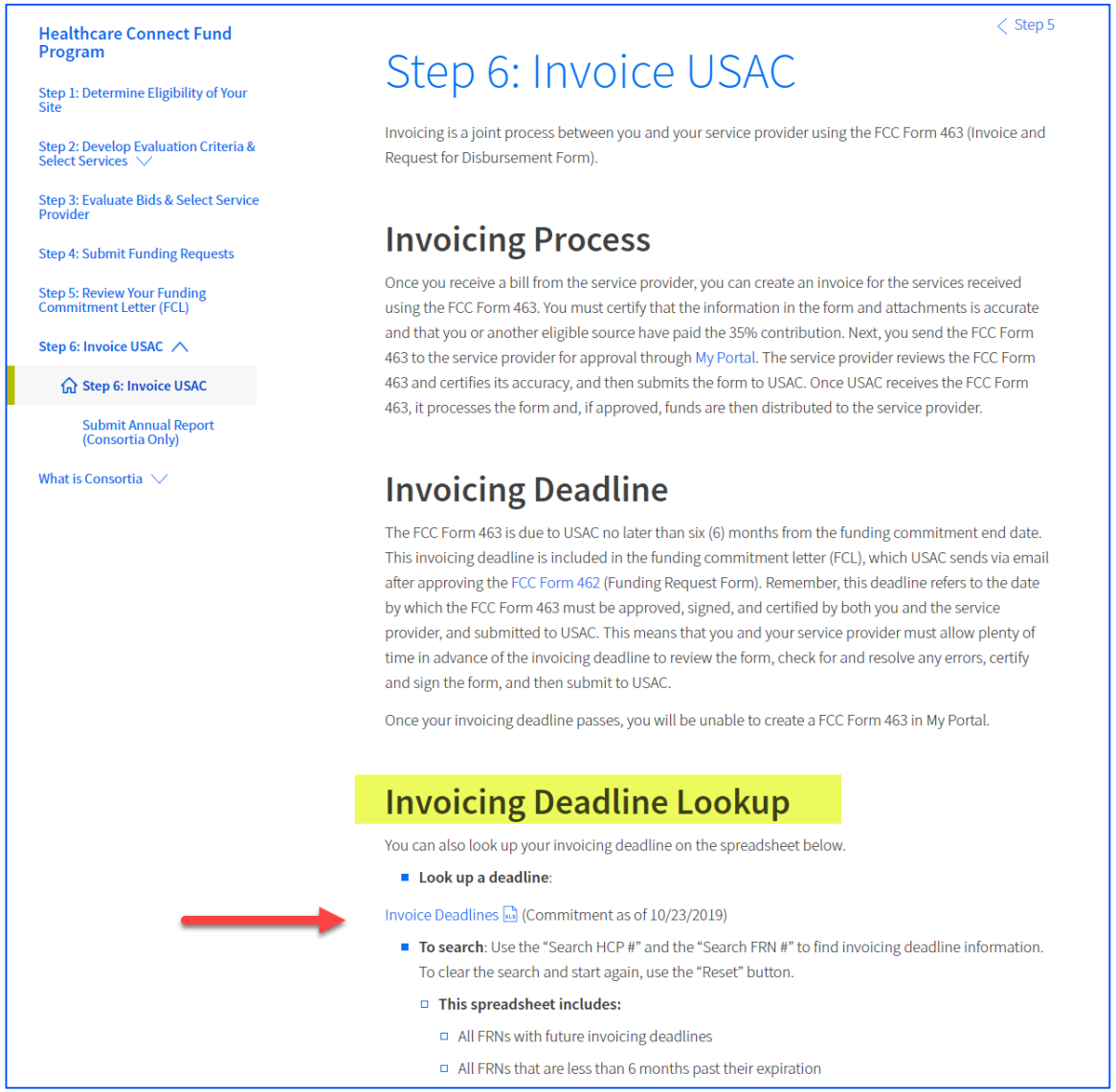
Invoice Deadline Lookup Tool



Healthcare Connect Fund Program

Step 1: Determine Eligibility of Your Site

Step 2: Develop Evaluation Criteria & Select Services

Step 3: Evaluate Bids & Select Service Provider

Step 4: Submit Funding Requests

Step 5: Review Your Funding Commitment Letter (FCL)

Step 6: Invoice USAC

Step 6: Invoice USAC

Submit Annual Report (Consortia Only)

What is Consortia

Step 5

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 My Portal. 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 462 (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 My Portal.

Invoicing Deadline Lookup

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

- **Look up a deadline**:

Invoice Deadlines (Commitment as of 10/23/2019)

- **To search**: Use the "Search HCP #" and the "Search FRN #" to find invoicing deadline information. To clear the search and start again, use the "Reset" button.
  - **This spreadsheet includes:**
    - All FRNs with future invoicing deadlines
    - All FRNs that are less than 6 months past their expiration

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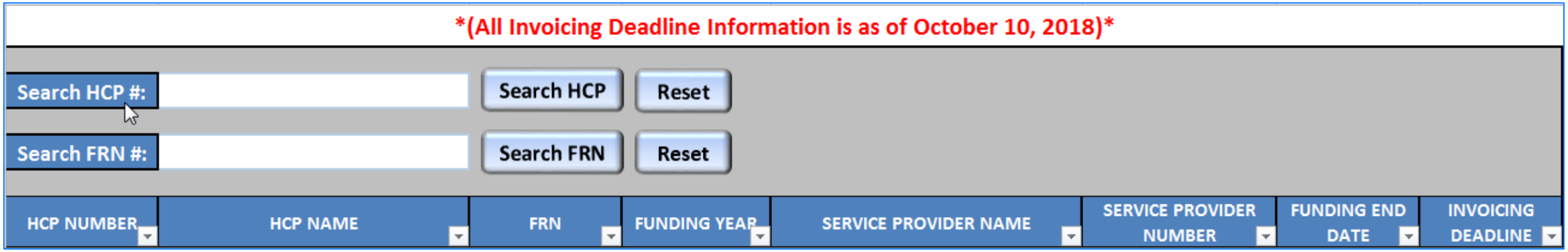
Invoice Deadline Lookup Tool



- This spreadsheet includes:
  - All FRNs with future invoicing deadlines
  - All FRNs that are less than six months past funding commitment end date

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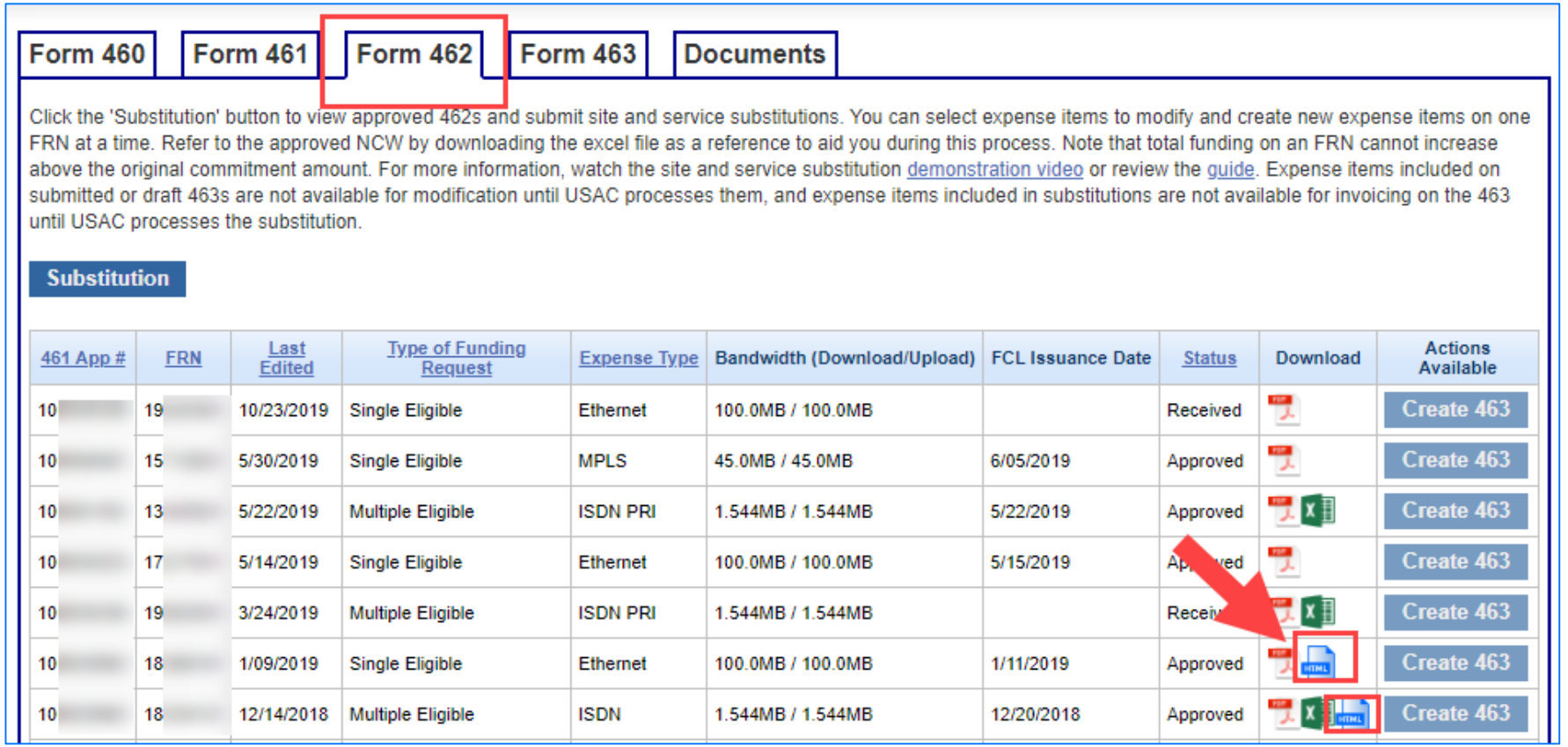
Download Your FCL from My Portal – HCF Program



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	Last Edited	Type of Funding Request	Expense Type	Bandwidth (Download/Upload)	FCL Issuance Date	Status	Download	Actions Available
10	19	10/23/2019	Single Eligible	Ethernet	100.0MB / 100.0MB		Received		Create 463
10	15	5/30/2019	Single Eligible	MPLS	45.0MB / 45.0MB	6/05/2019	Approved		Create 463
10	13	5/22/2019	Multiple Eligible	ISDN PRI	1.544MB / 1.544MB	5/22/2019	Approved		Create 463
10	17	5/14/2019	Single Eligible	Ethernet	100.0MB / 100.0MB	5/15/2019	Ap ved		Create 463
10	19	3/24/2019	Multiple Eligible	ISDN PRI	1.544MB / 1.544MB		Recei		Create 463
10	18	1/09/2019	Single Eligible	Ethernet	100.0MB / 100.0MB	1/11/2019	Approved		Create 463
10	18	12/14/2018	Multiple Eligible	ISDN	1.544MB / 1.544MB	12/20/2018	Approved		Create 463

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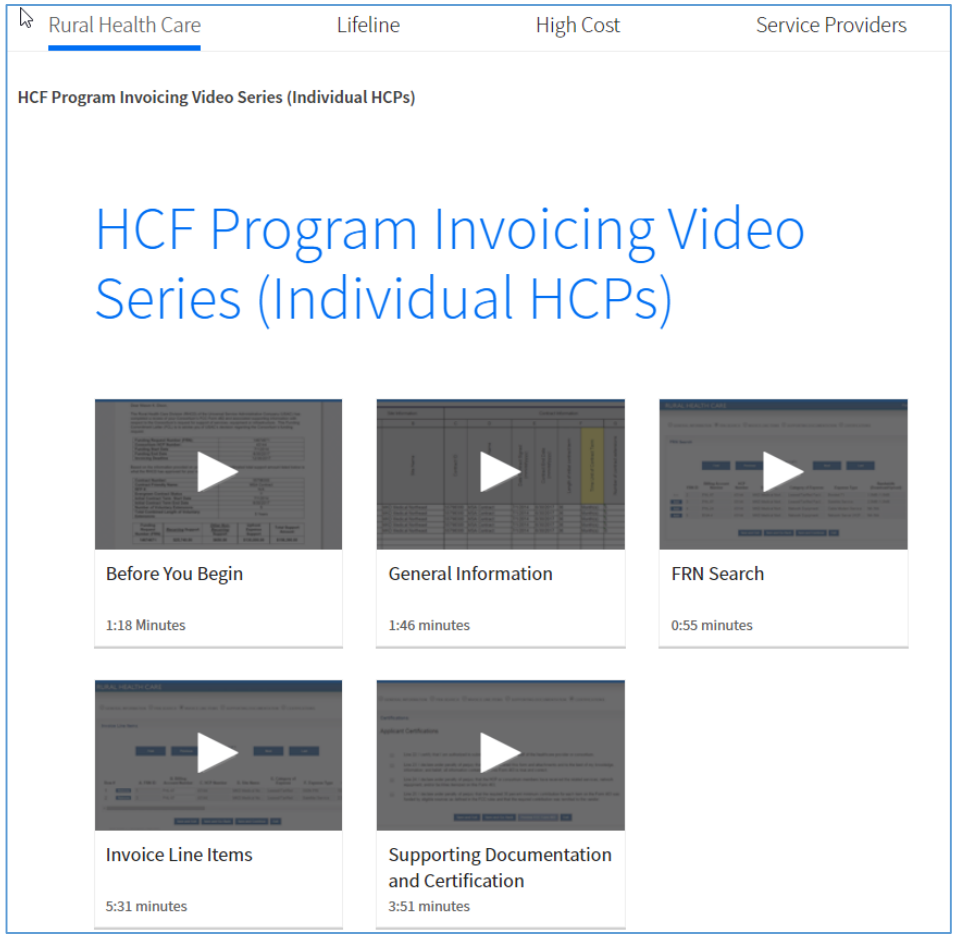
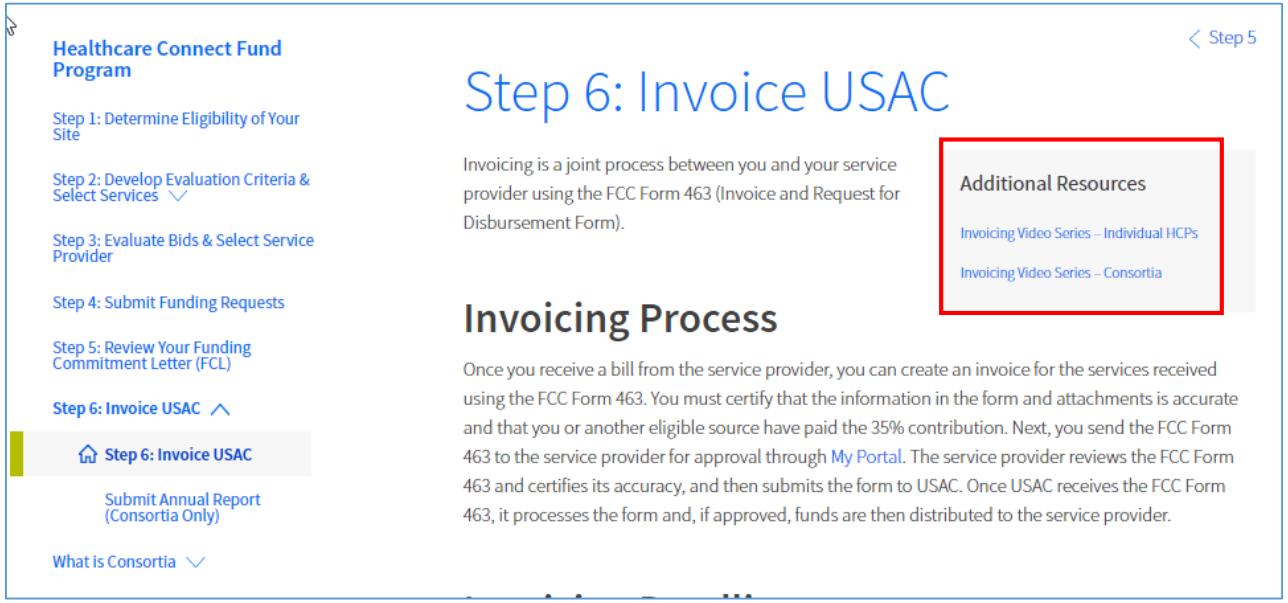
Watch our Invoicing Video Series – RHC Learn





Direct links: Individual HCPs and Consortia

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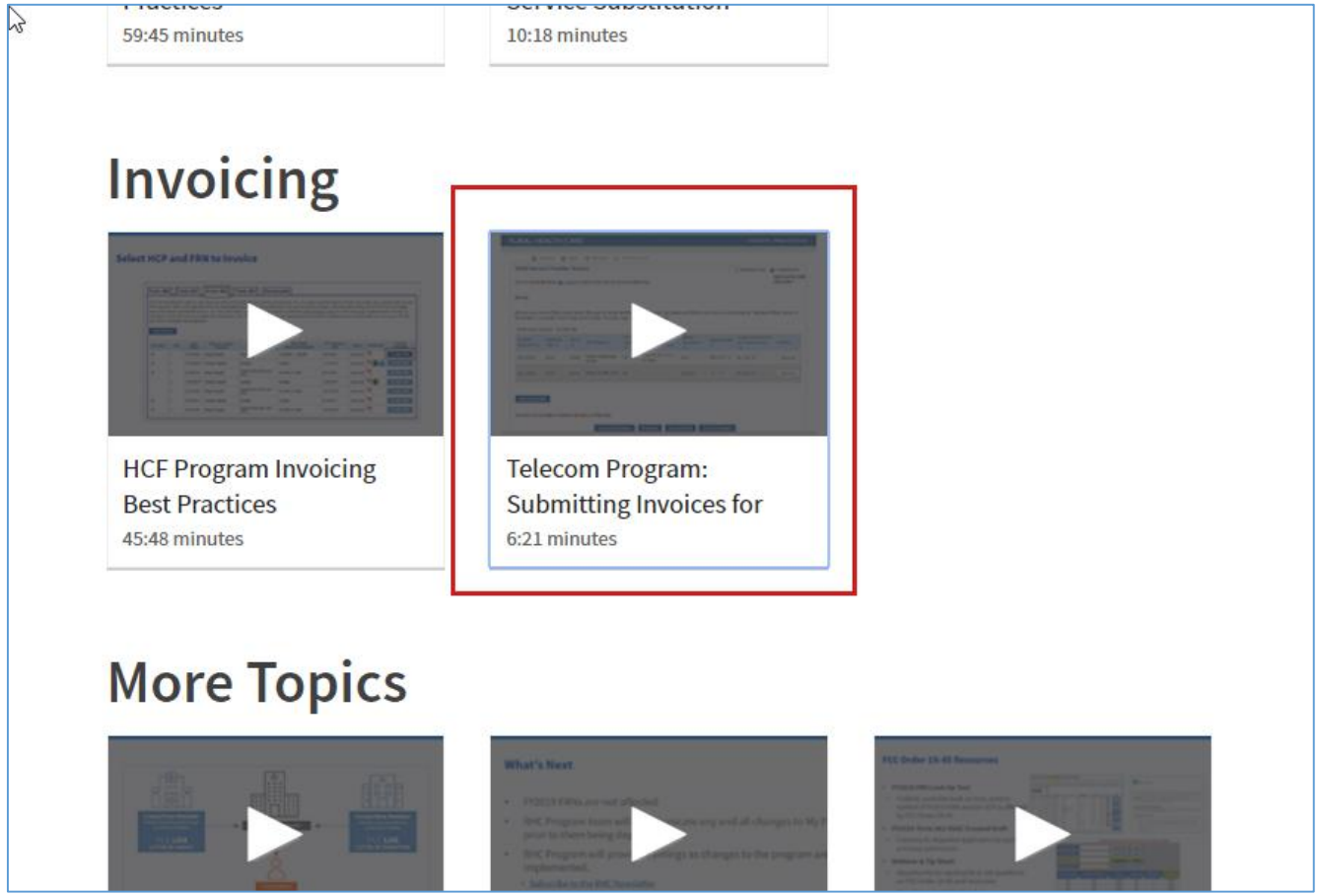
Telecommunications Program - Invoicing Video



Video Link

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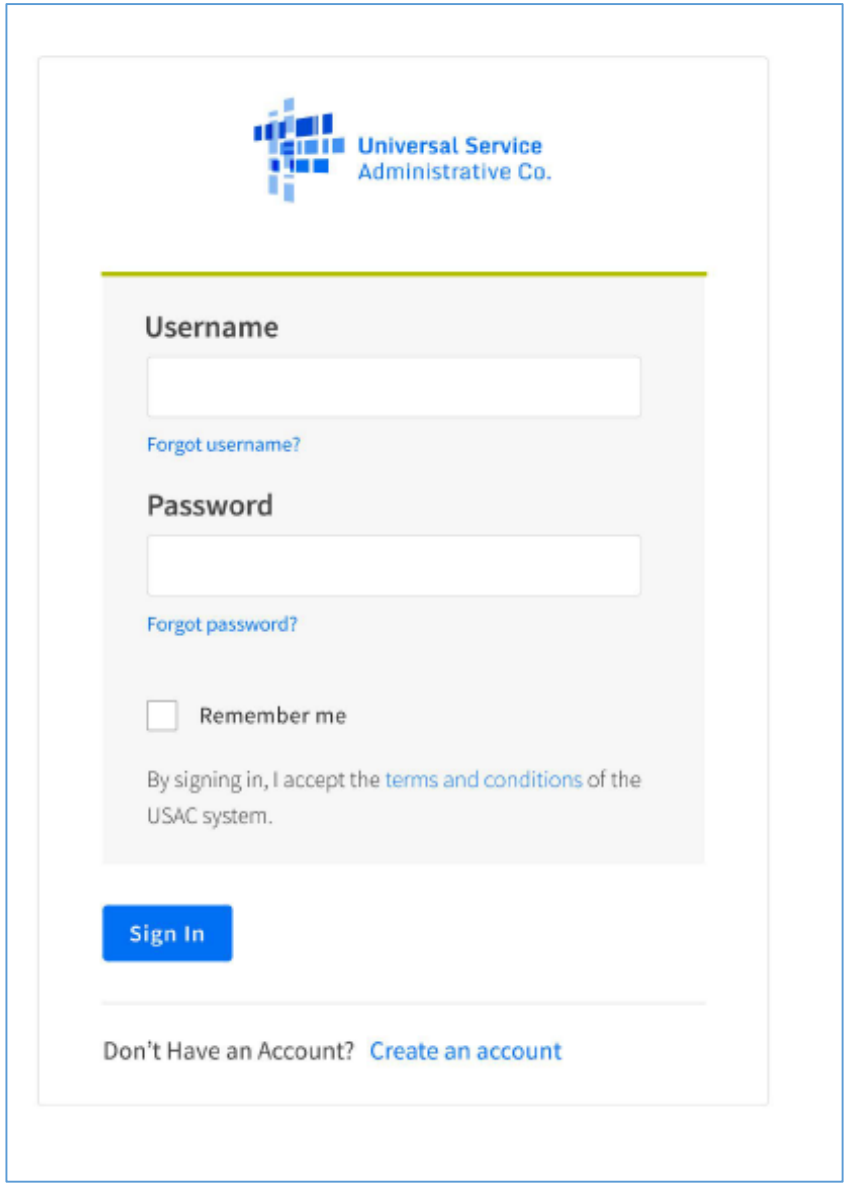
Questions?

My Portal Security Updates

FCC Form 463 Best Practices

Multi-Factor Authentication (MFA)

- For added security, My Portal/E-File will require multi-factor authentication when logging onto the system beginning in December.
- Once username and password are entered, account holders will be prompted to select either:
  - Text Message Authentication
  - Email Authentication
- The method selected for initial log-in will be used for all future log-ins.



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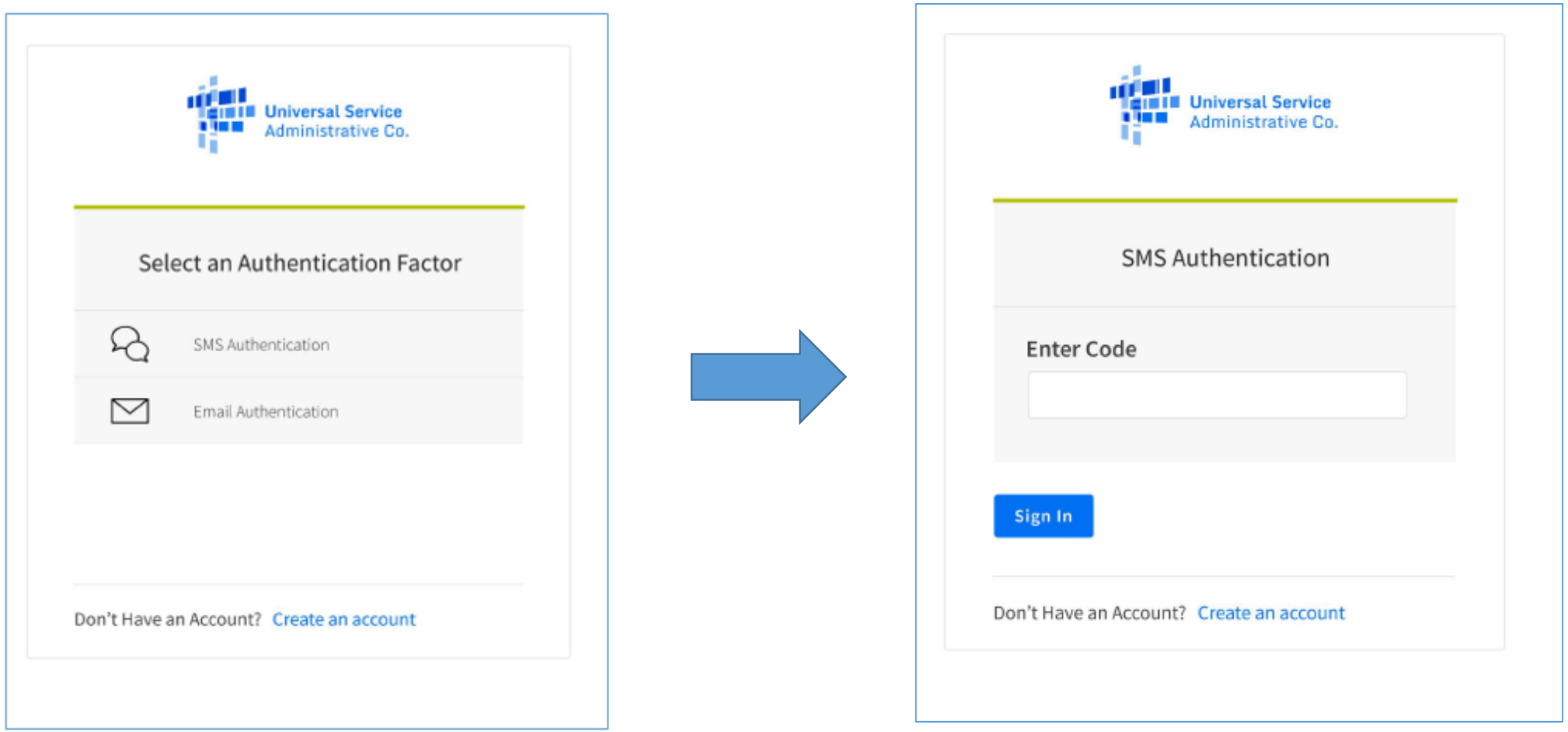
Multi-Factor Authentication (MFA)



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My Portal Multi-Factor Authentication

- To prepare for this change, My Portal Users should confirm that :
  - Their current email and password are up to date
  - Each account holder has a unique log in for the system
  - Chrome/Firefox is their primary internet browser for accessing the system
- If you need to make changes to your current account holder information, please work with your HCP's primary account holder.
- If you do not know who your primary account holder is, please reach out to the RHC Help Desk at RHC-Assist@usac.org with your HCP number.

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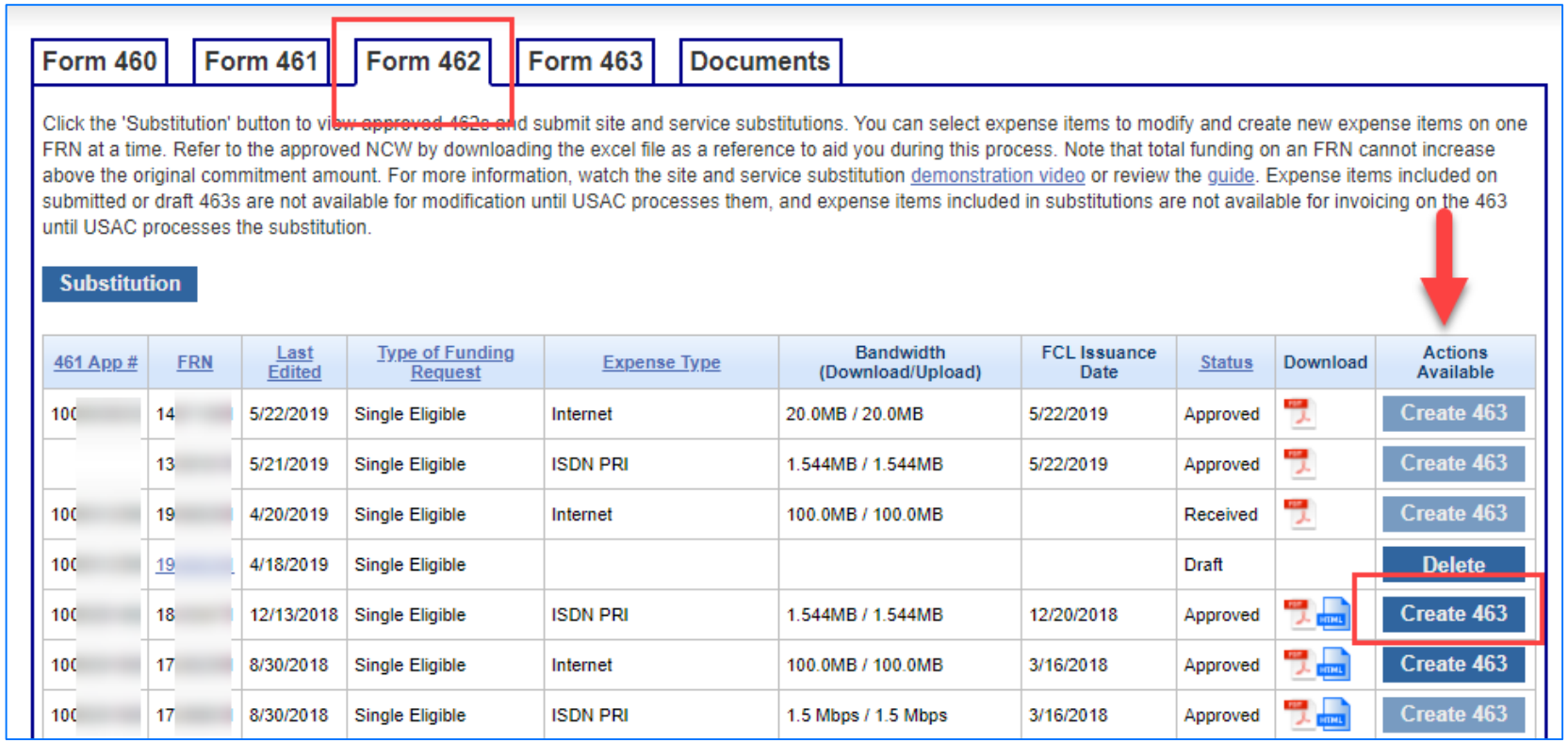
Filing the FCC Form 463 – Health Care Providers

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

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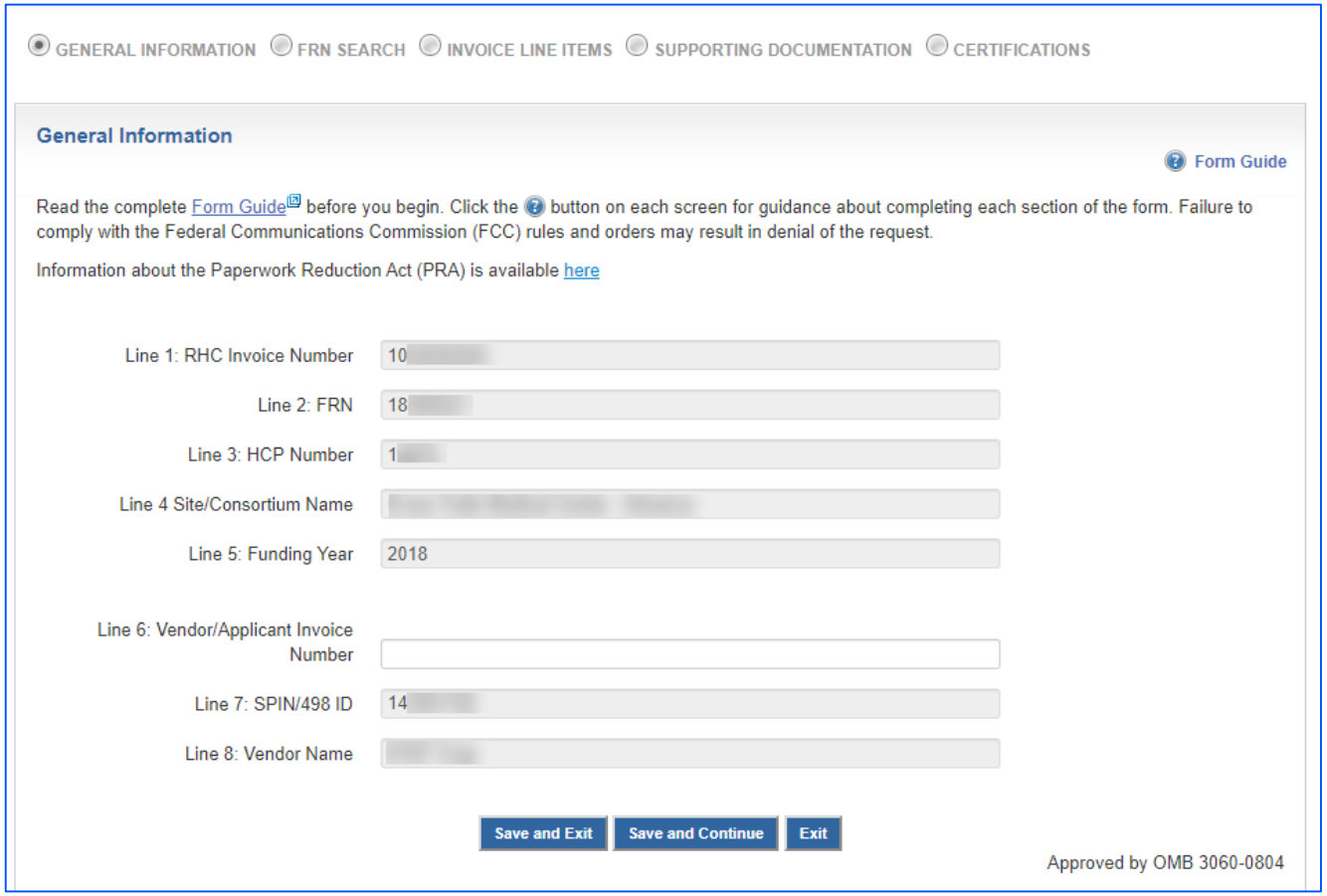
General Information Block

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



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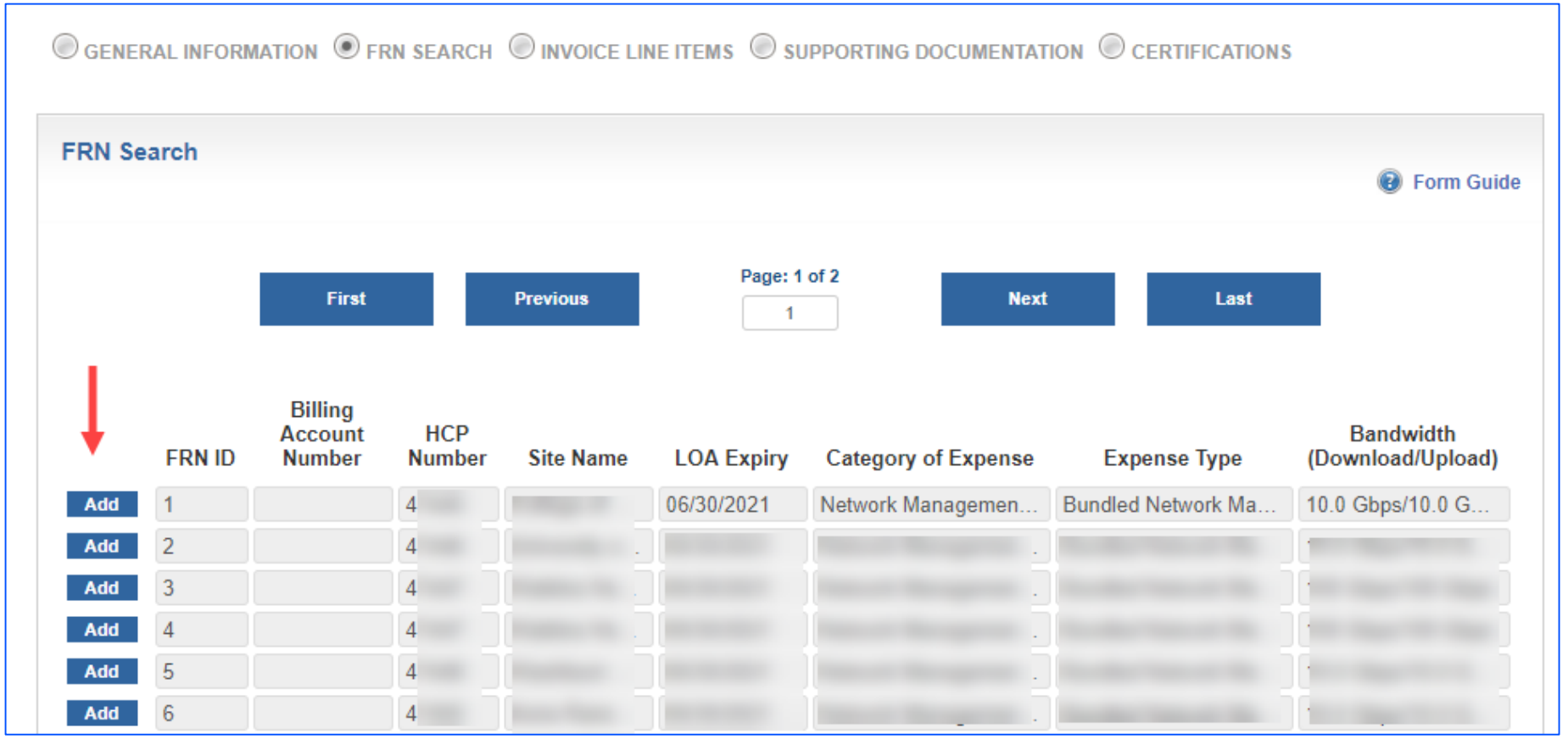
FRN Search

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



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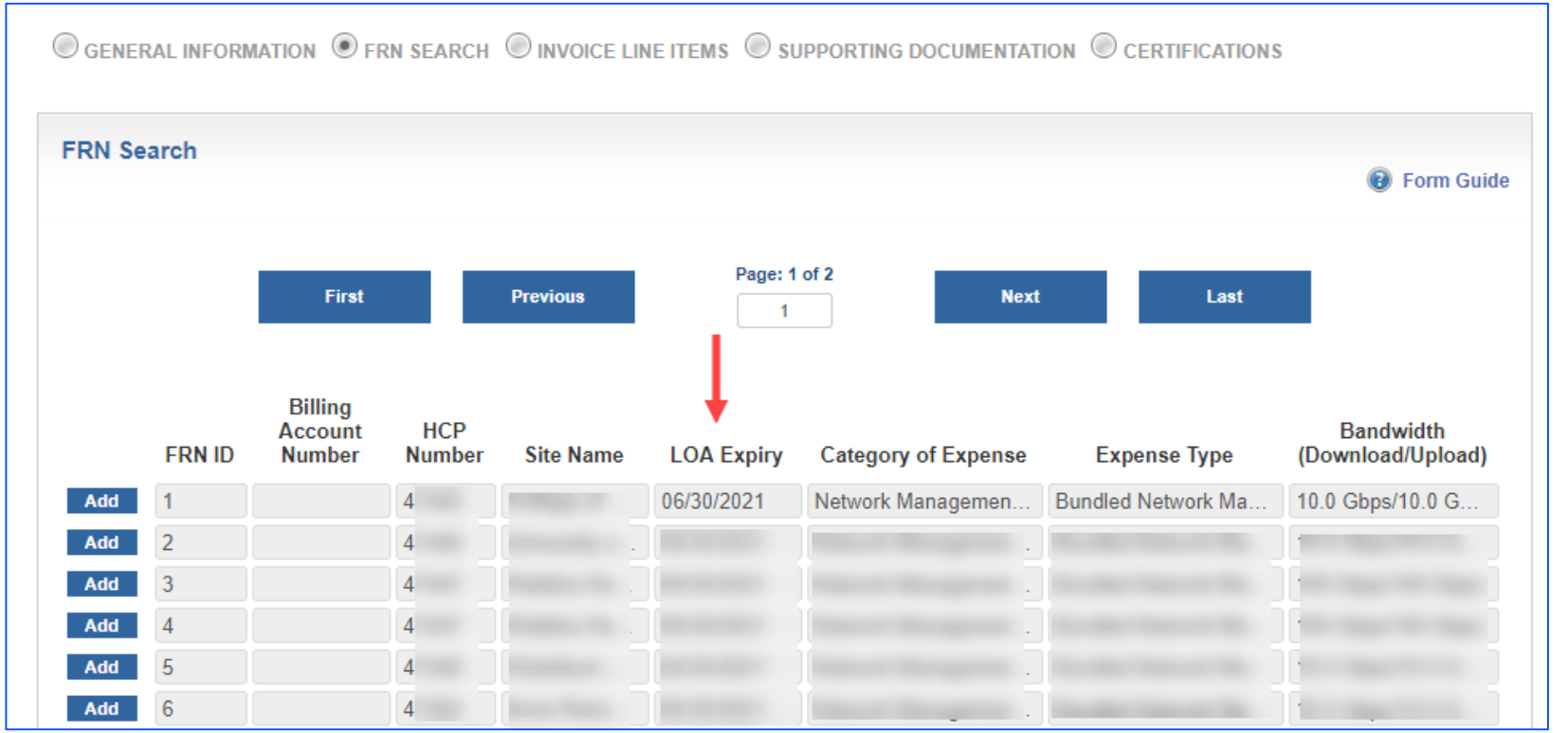
New! LOA Expiry for Consortia



- Account holders are unable to invoice for line items with expired LOAs
- Download the LOA Submission Guide

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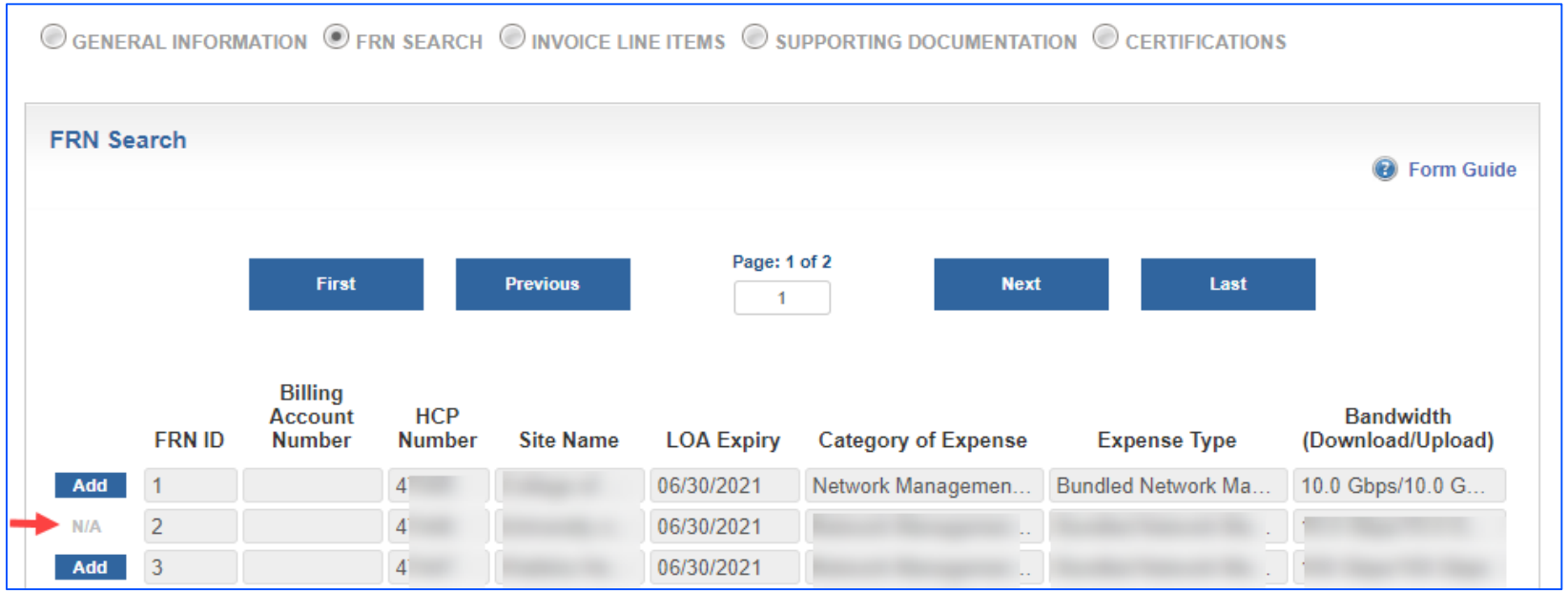
“N/A” appears next to Line Item

- 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



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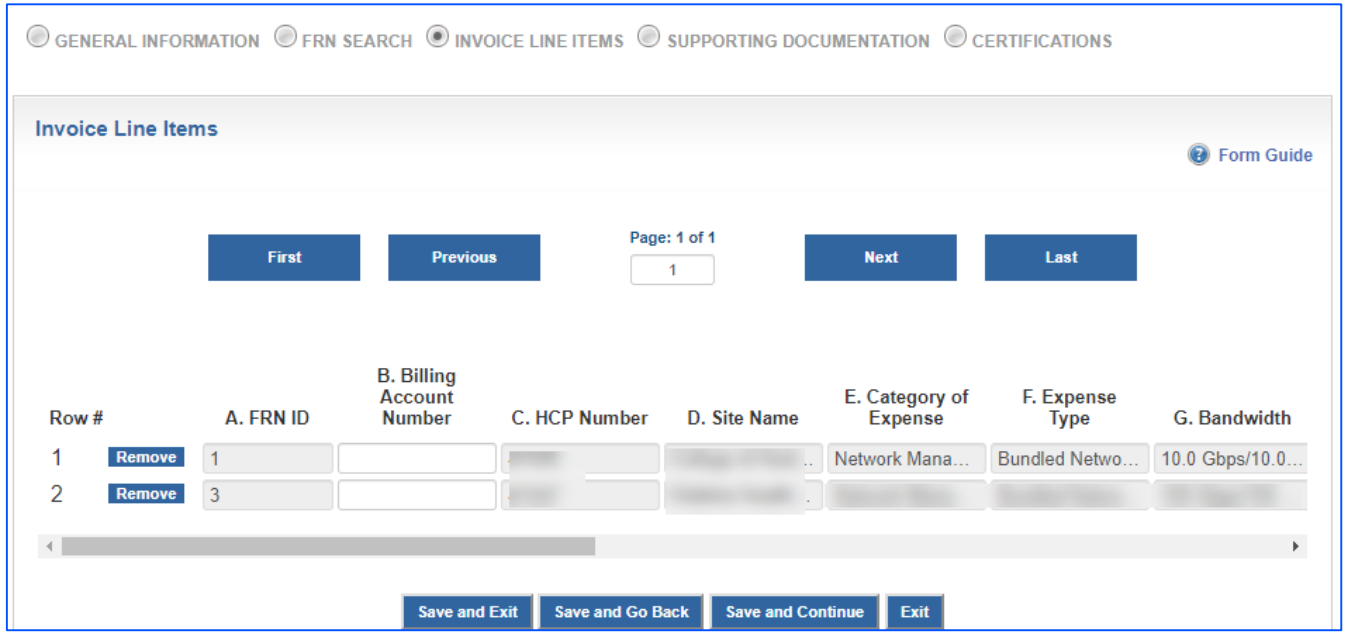
Invoice Line Items

- 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



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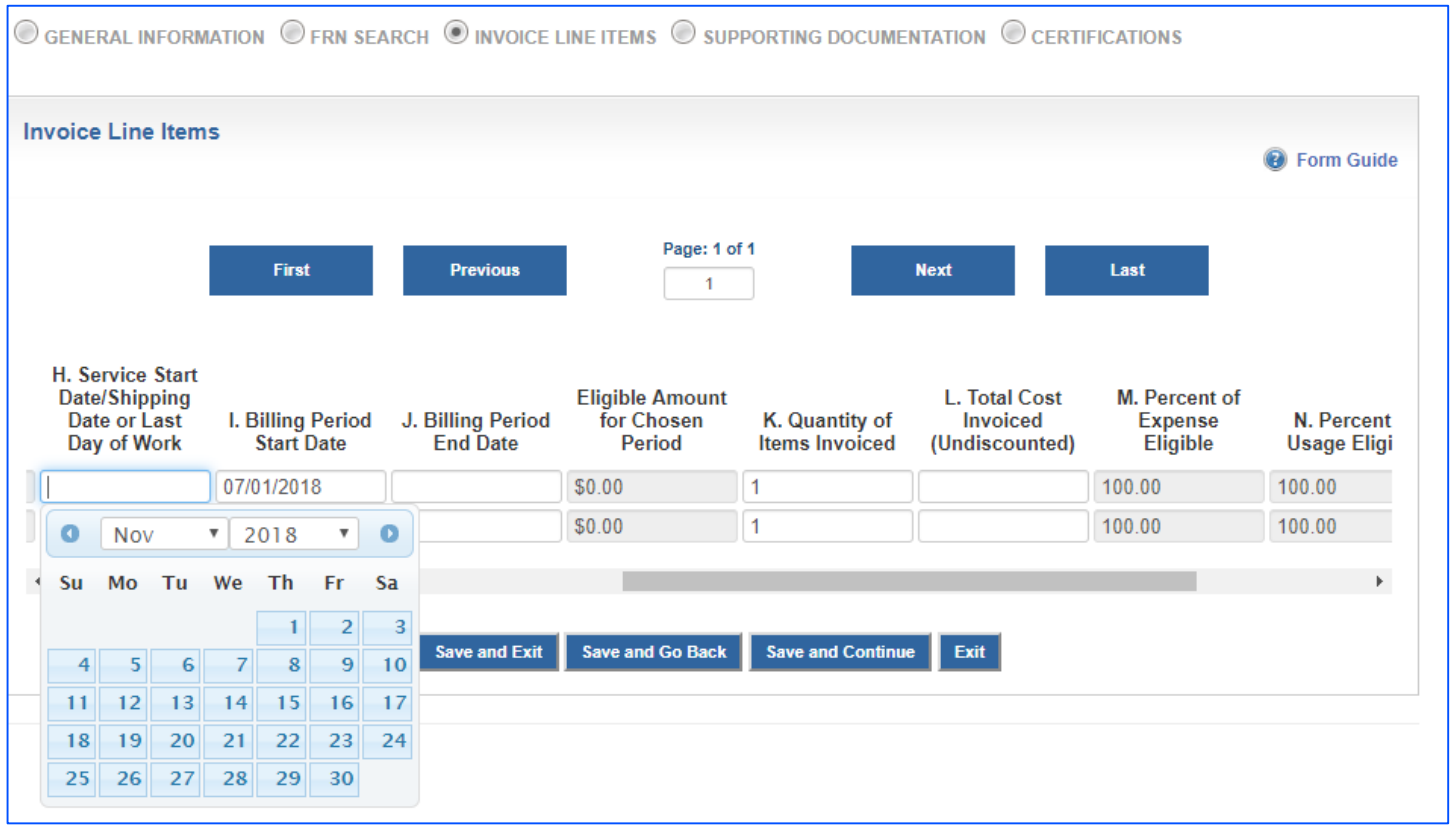
Invoice Line Items

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



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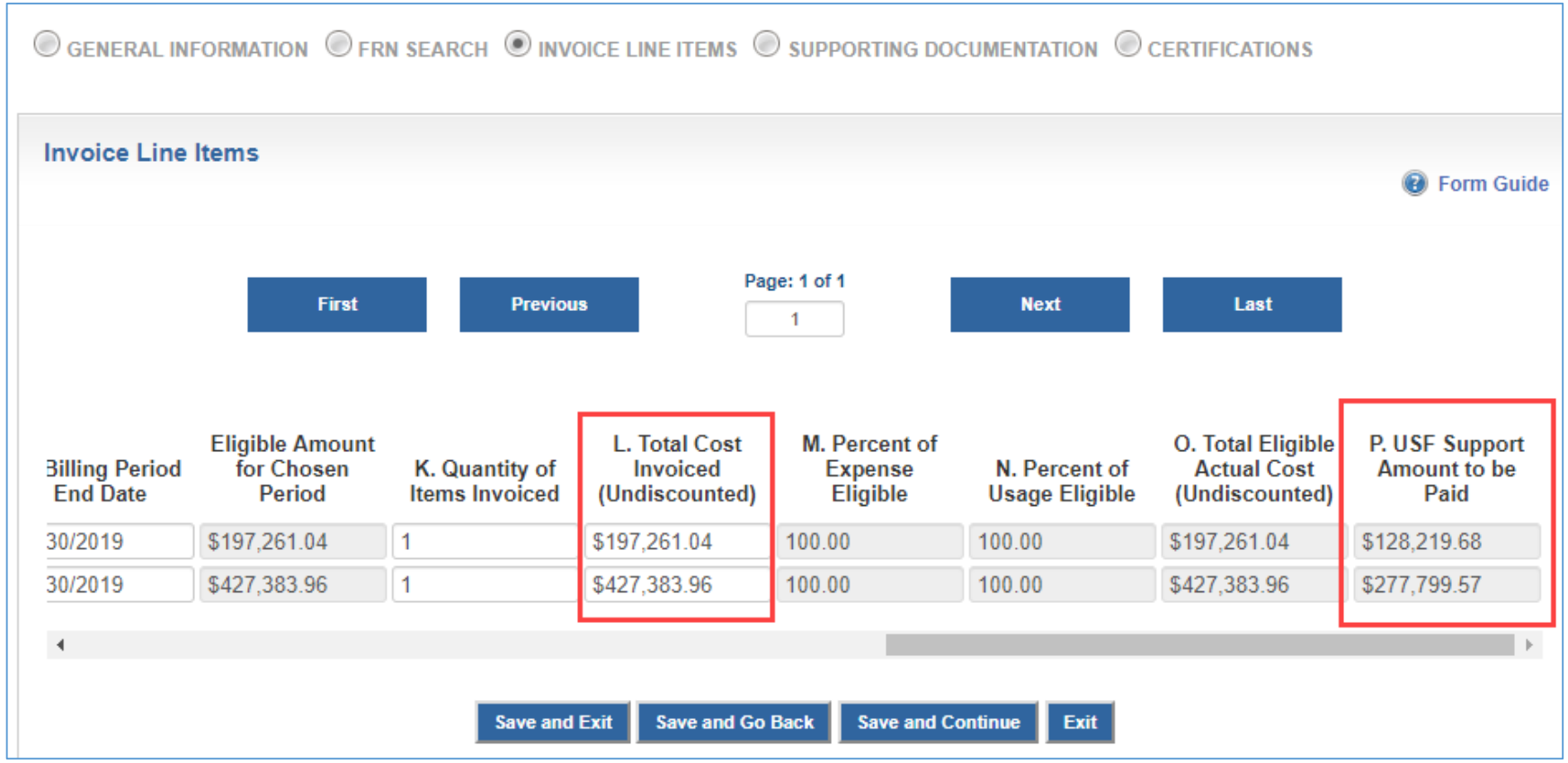
Invoice Line Items

- 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



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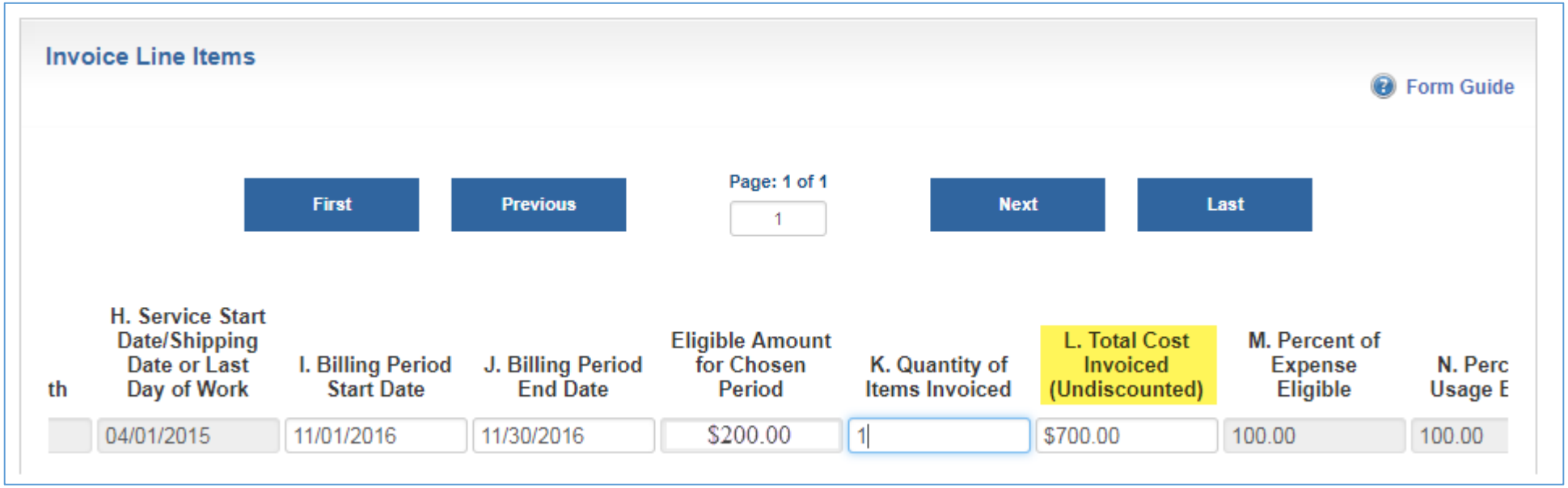
How do I invoice for one-time install costs?

- 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).



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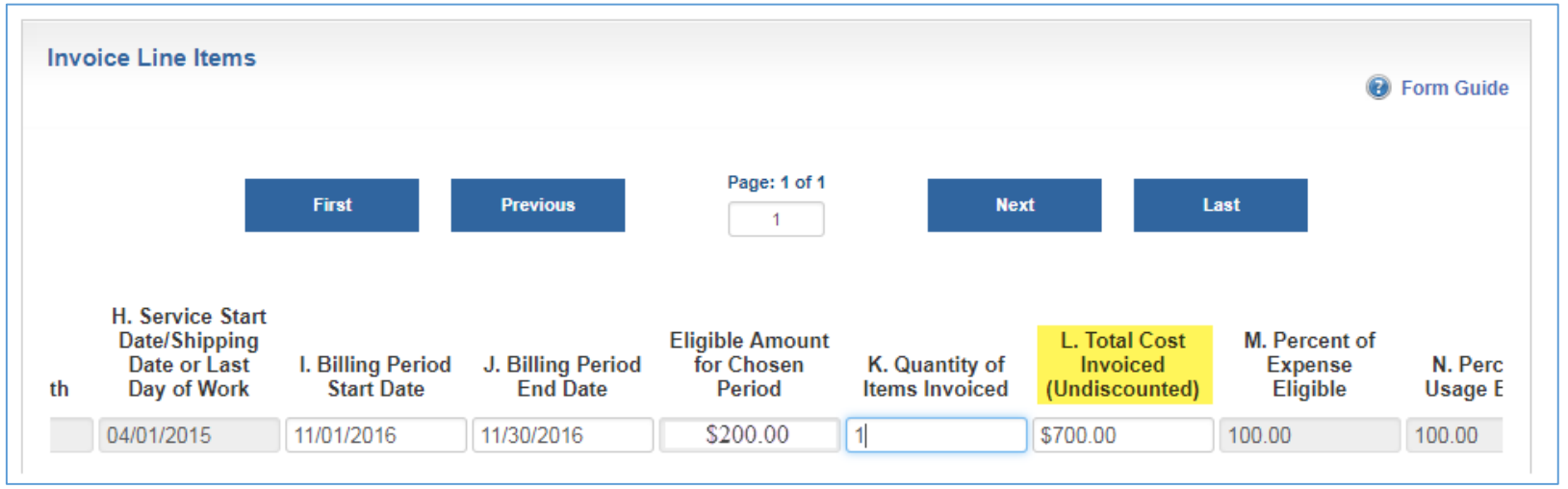
One-Time Cost Example

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



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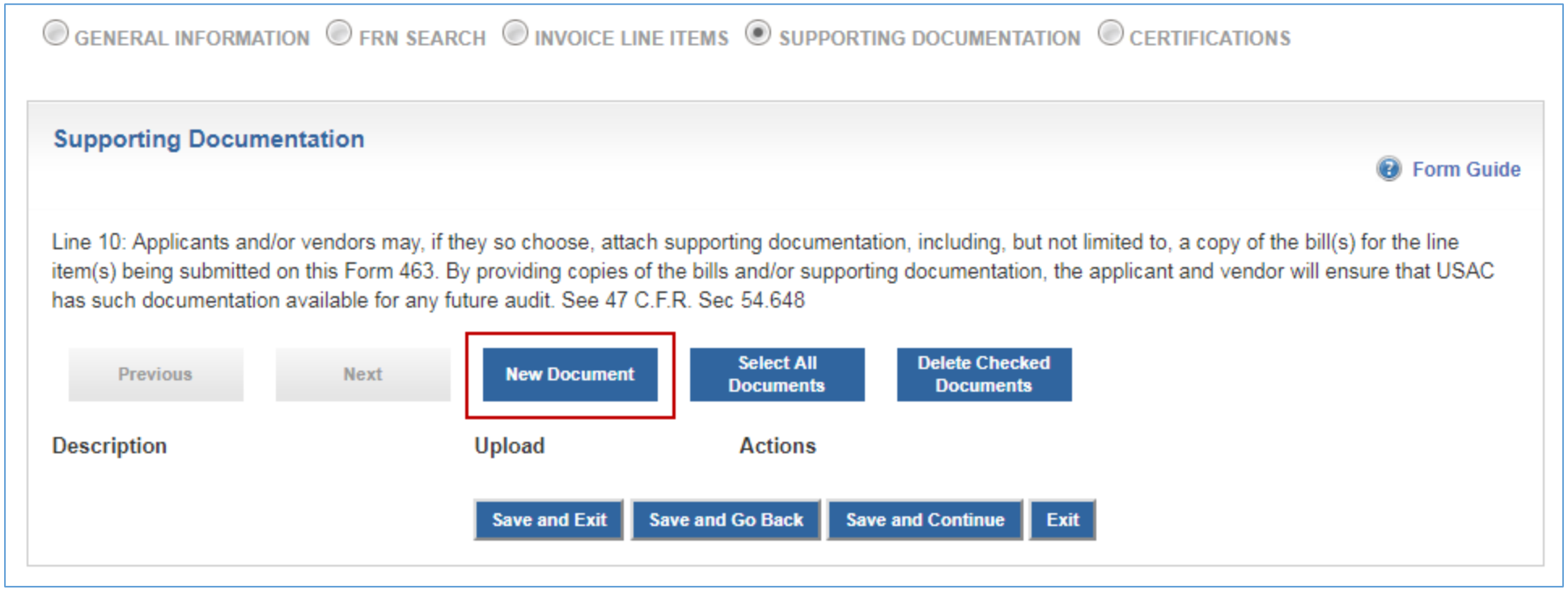
Supporting Documentation - Optional



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Certify, Preview, Sign

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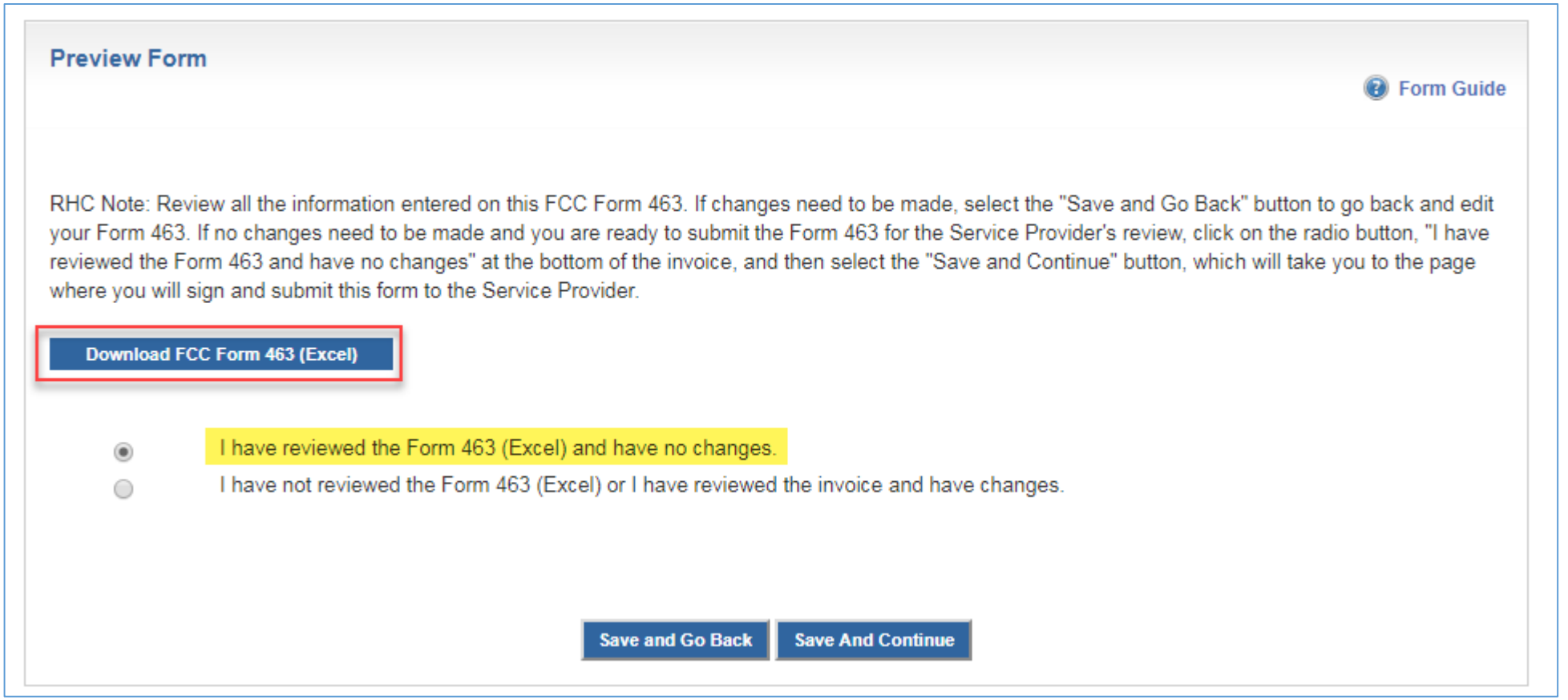
Preview Form



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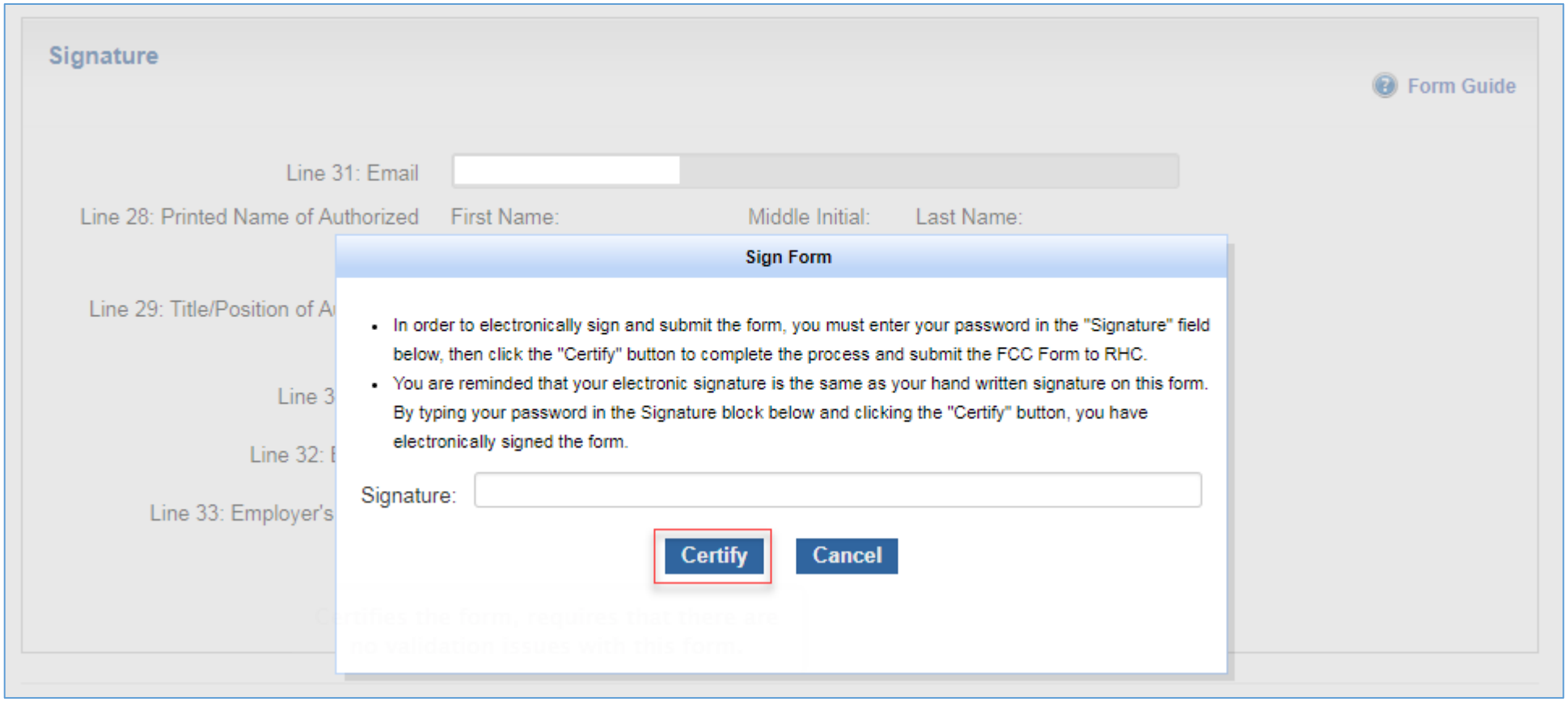
Submit



- Your signature is your My Portal password

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

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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

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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.

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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

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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

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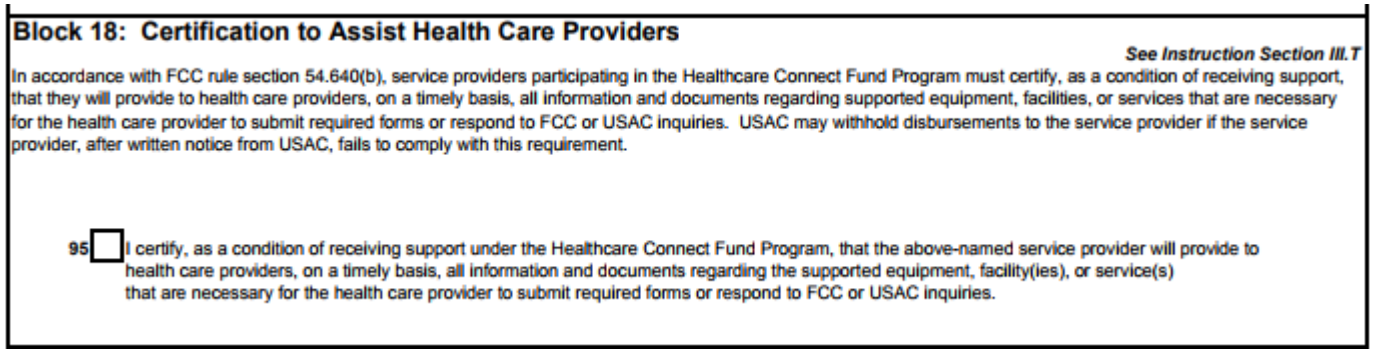
Service Provider Review

- 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.



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.

  - 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

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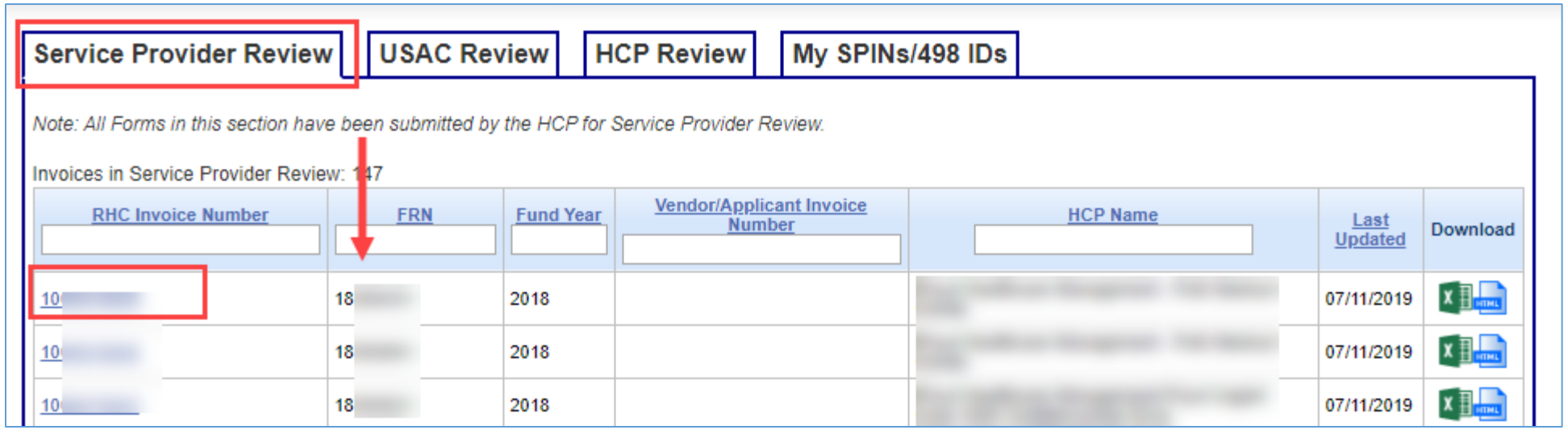
Service Provider Review



- 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.

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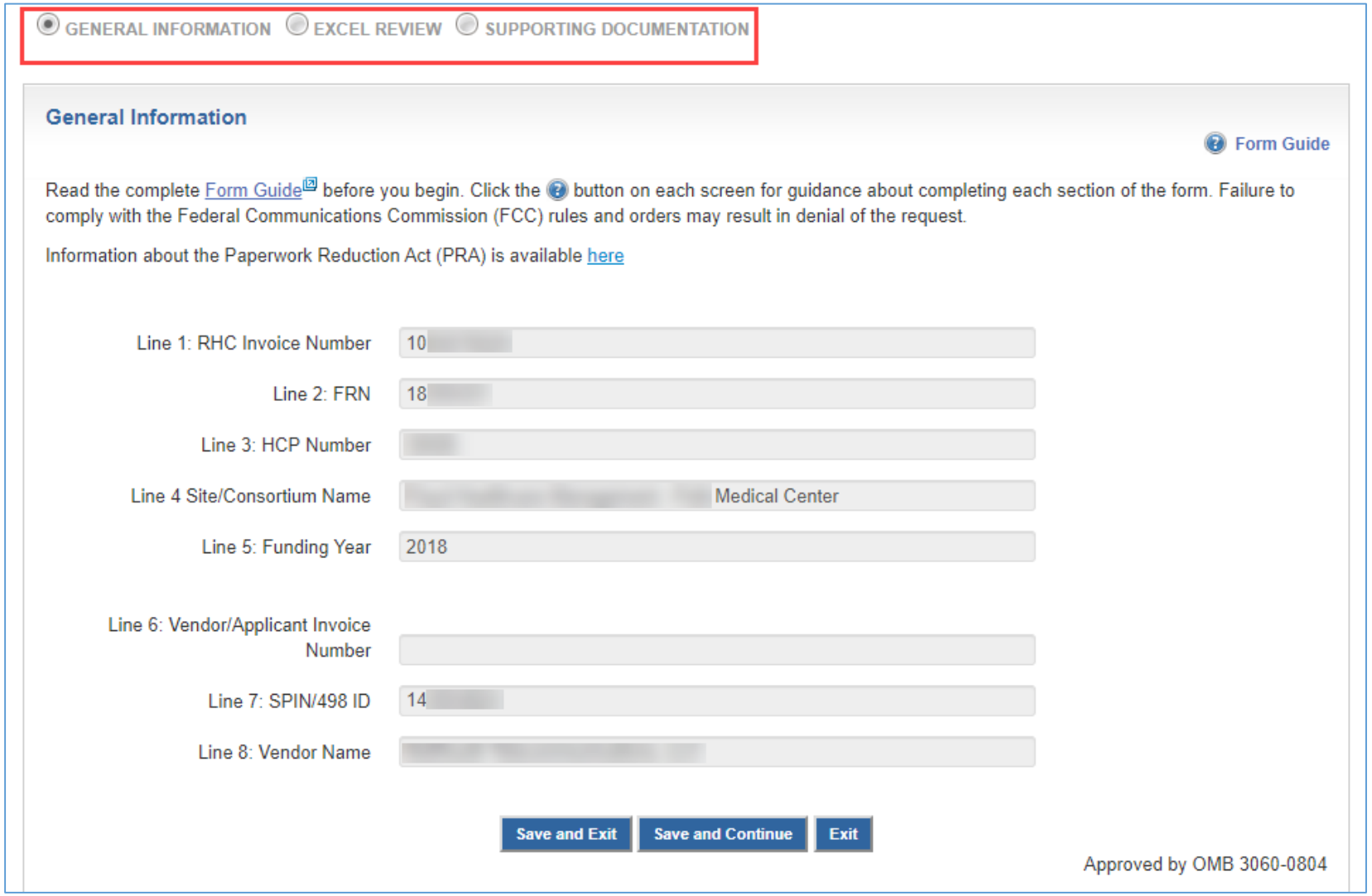
General Information

- General Information:
  - Fields are prepopulated
  - Can select “Save and Continue” if correct.



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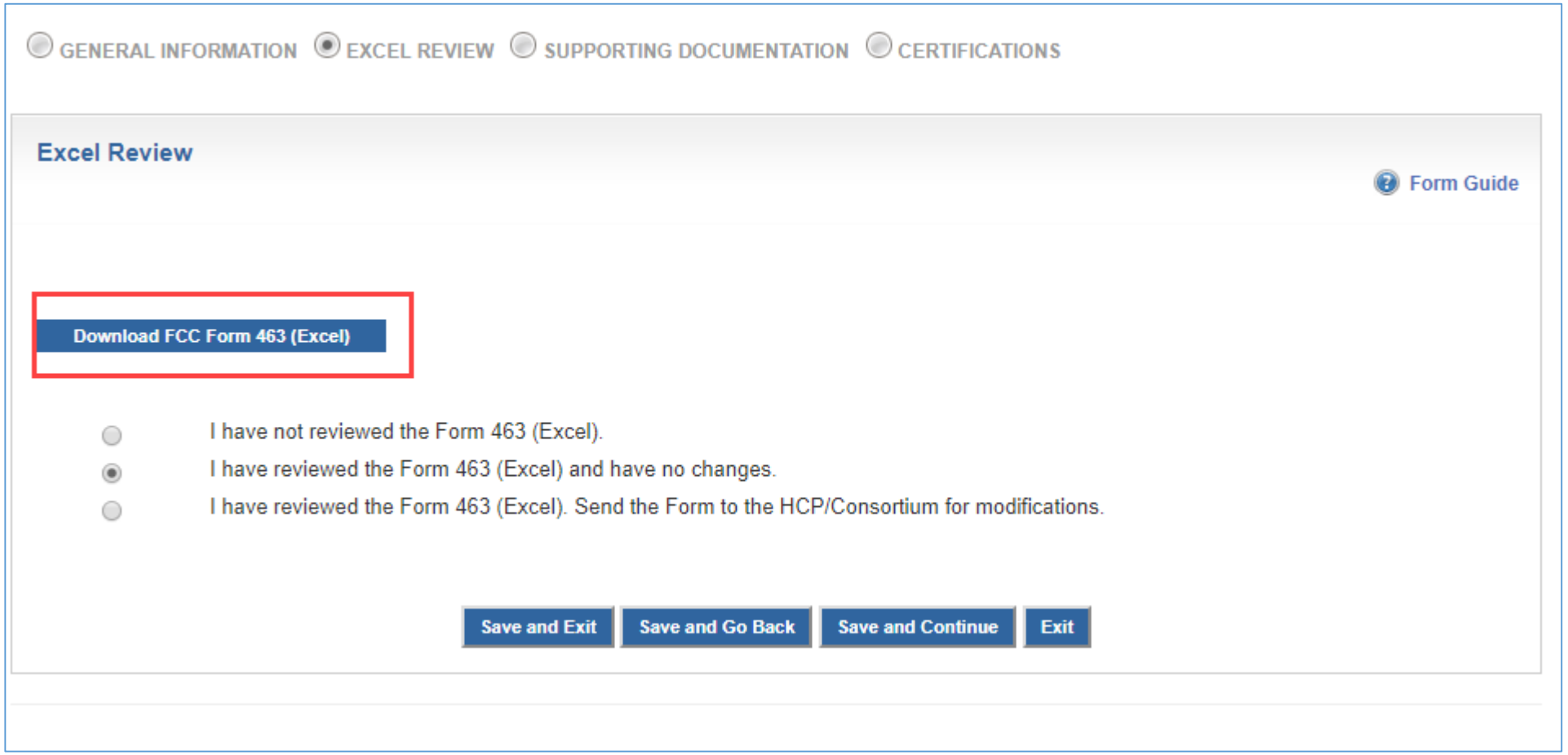
Excel Review



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

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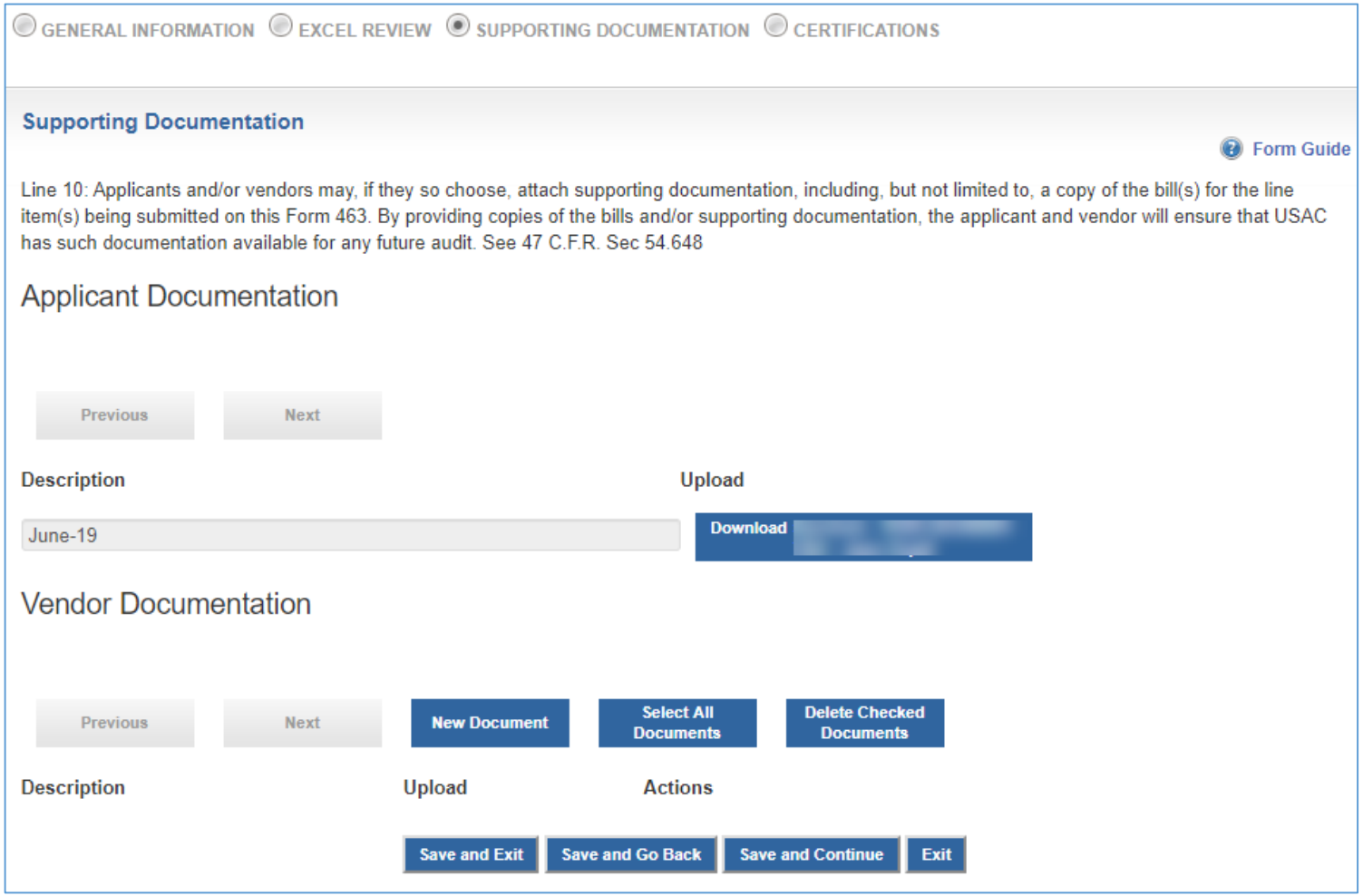
Supporting Documentation



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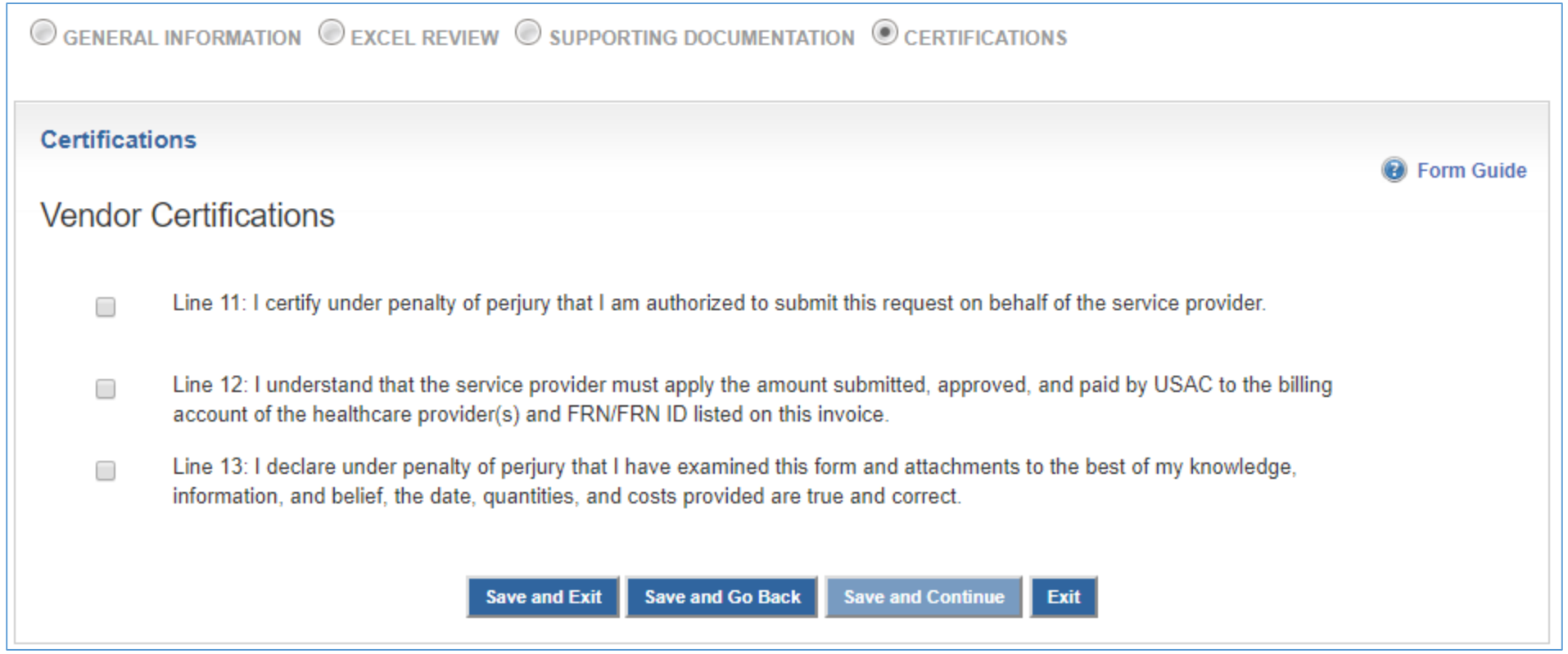
Certifications



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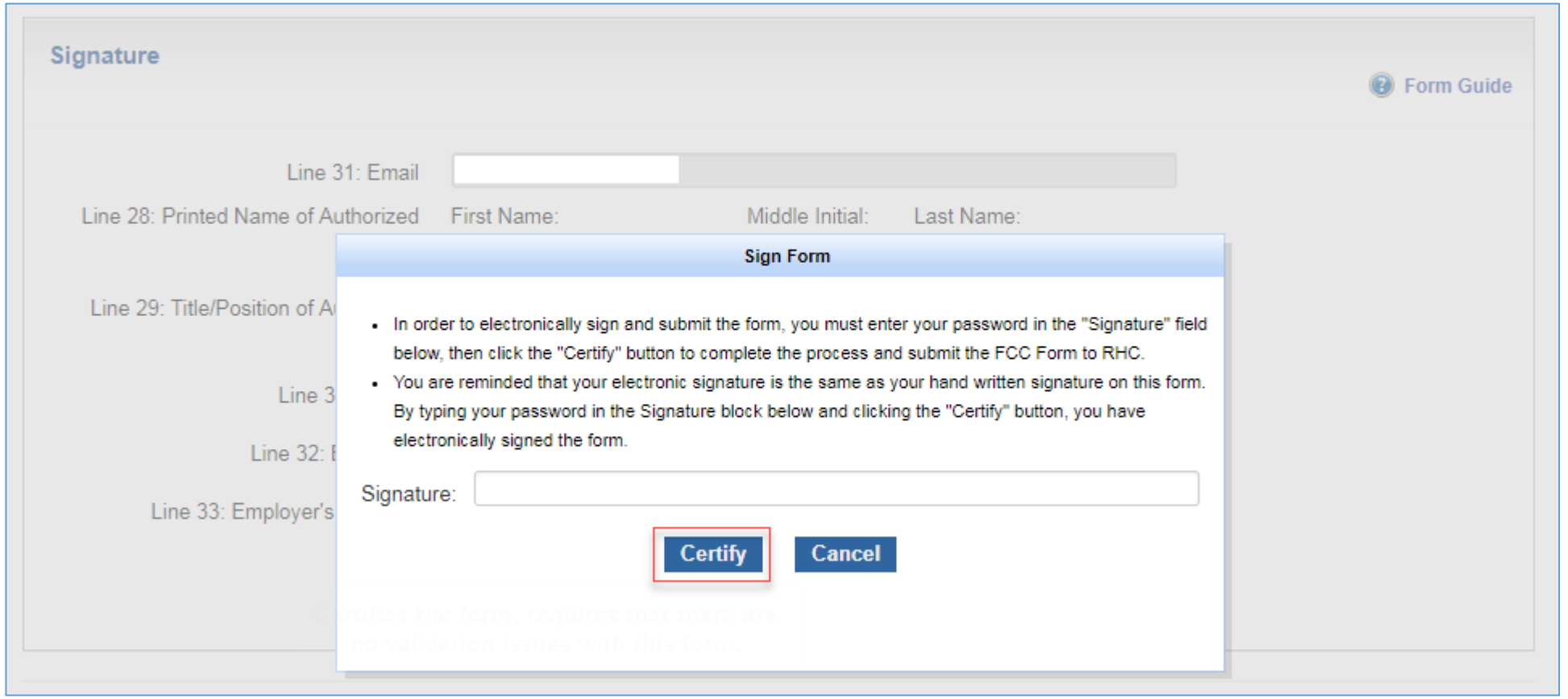
Submit



- Your signature is your My Portal password

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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

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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 to maintain records of billing and invoices to USAC for a term of five years.

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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."

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Questions?

Thank you for joining us today!

- RHC Help Desk
  - Call (800) 453-1546
  - Email RHC-Assist@usac.org
- Next webinar: Request for Services Best Practices – December 10, 2019
  - Register now!

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