Invoicing in the HCF Program

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

November 14, 2019
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.
MEET OUR PRESENTERS

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

FCC Form 463 Best Practices
RHC Program Application Process

1. Determine Eligibility
   - Must meet the three initial program criteria and make sure requested services are eligible

2. Develop Evaluation Criteria and Request Services
   - Develop scoring criteria to evaluate bids and describe service needs (posted on USAC website)

3. Evaluate Bids and Select a Service Provider
   - Choose the “most cost-effective” service provider

4. Submit Funding Request
   - Provide information about services and selected service provider

5. Certify Connection
   - Confirm service start and end dates

6. Invoice
   - Initiate invoicing process and submit to service provider for review (HCF Program)
   - Service provider submits invoice (Telecom Program)

Form 465
Form 460
Form 461
Form 466
Form 462
Form 467
Form 463

TELECOMMUNICATIONS (TELECOM) PROGRAM FORMS
HEALTHCARE CONNECT FUND (HCF) PROGRAM FORMS
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.
Information on the FCC Form 463

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

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

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

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

• **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](https://www.usac.org)
Invoice Deadline Lookup Tool

Step 6: Invoice USAC

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

Invoicing Process

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

Invoicing Deadline

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

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

Invoicing Deadline Lookup

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

- Look up a deadline:
  - Invoice Deadline 
    - (Commitment as of 10/22/2019)
  - 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
### Invoice Deadline Lookup Tool

*(All Invoicing Deadline Information is as of October 10, 2018)*

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

- This spreadsheet includes:
  - All FRNs with future invoicing deadlines
  - All FRNs that are less than six months past funding commitment end date
Download Your FCL from My Portal – HCF Program

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 Table

<table>
<thead>
<tr>
<th>461 App #</th>
<th>FRN</th>
<th>Last Edited</th>
<th>Type of Funding Request</th>
<th>Expense Type</th>
<th>Bandwidth (Download/Upload)</th>
<th>FCL Issuance Date</th>
<th>Status</th>
<th>Download</th>
<th>Actions Available</th>
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<td>Single Eligible</td>
<td>Ethernet</td>
<td>100.0MB / 100.0MB</td>
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</table>
Watch our Invoicing Video Series – RHC Learn

HCF Program Invoicing Video Series (Individual HCPs)

Before You Begin
1:18 minutes

General Information
1:46 minutes

FRN Search
0:39 minutes

Invoice Line Items
5:31 minutes

Supporting Documentation and Certification
3:18 minutes

Step 6: Invoice USAC

Invoicing is a joint process between you and your service provider 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.

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

Invoicing
HCF Program Invoicing Best Practices
45:48 minutes
Telecom Program: Submitting Invoices for 62:23 minutes

More Topics

Video Link
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.
Multi-Factor Authentication (MFA)

Select an Authentication Factor

- SMS Authentication
- Email Authentication

Don’t Have an Account? Create an account

SMS Authentication

Enter Code

Sign In

Don’t Have an Account? Create an account
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.
Filing the FCC Form 463 – Health Care Providers

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

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

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

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

- Account holders are unable to invoice for line items with expired LOAs
- Download the LOA Submission Guide
“N/A” appears next to Line Item

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

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

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

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

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

- Invoicing for one month (November 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
Supporting Documentation - Optional

Line 10: Applicants and/or vendors may, if they so choose, attach supporting documentation, including, but not limited to, a copy of the bill(s) for the line item(s) being submitted on this Form 463. By providing copies of the bills and/or supporting documentation, the applicant and vendor will ensure that USAC has such documentation available for any future audit. See 47 C.F.R. Sec 54.648.
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 healthcare provider or consortium.
- Line 23: I declare under penalty of perjury that I have examined this form and attachments to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.
- Line 24: I declare under penalty of perjury that the healthcare provider or consortium members have received the related services, network equipment, and/or facilities itemized on this Form 463.
- Line 25: I declare under penalty of perjury that the required 35 percent minimum contribution for each item on the Form 463 was funded by eligible sources as defined in the FCC rules and that the required contribution was remitted to the service provider.

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

Download FCC Form 463 (Excel)

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

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

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

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

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

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

FCC Form 463 Best Practices
Service Provider Review

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

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

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

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

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

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

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

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**General Information**

Read the complete [Form Guide](#) before you begin. Click the ![Form Guide](#) button on each screen for guidance about completing each section of the form. Failure to comply with the Federal Communications Commission (FCC) rules and orders may result in denial of the request.

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

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<thead>
<tr>
<th>Line</th>
<th>Field Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>RHC Invoice Number</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>FRN</td>
<td>18</td>
</tr>
<tr>
<td>3</td>
<td>HCP Number</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Site/Consortium Name</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Funding Year</td>
<td>2018</td>
</tr>
<tr>
<td>6</td>
<td>Vendor/Applicant Invoice Number</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>SPIN/498 ID</td>
<td>14</td>
</tr>
<tr>
<td>8</td>
<td>Vendor Name</td>
<td></td>
</tr>
</tbody>
</table>

[Save and Exit] [Save and Continue] [Exit]

Approved by OMB 3060-0804
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 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.

Applicant Documentation

Vendor Documentation
Certifications

Vendor Certifications

- Line 11: I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider.
- Line 12: I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the healthcare provider(s) and FRN/FRN ID listed on this invoice.
- Line 13: I declare under penalty of perjury that I have examined this form and attachments to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.
• Your signature is your My Portal password
What to Expect After Submitting to USAC

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

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

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

• 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.
Red Light Status and Voluntary Netting

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

- **Voluntary Netting**

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

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

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

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

• Next webinar: Request for Services Best Practices – December 10, 2019
  • Register now!