



RHC 101

An Introduction to the Rural Health Care Program



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 attached to GoToWebinar Panel and posted to the webinars web page

Today's Presenters

- **Annabeth Wonch**
Senior Program Manager of Outreach, USAC Rural Health Care Program
- **Nicole Taylor**
Program Manager of Outreach, USAC Rural Health Care Program
- **Jennifer Contreras**
Senior Program Manager of Outreach, USAC Rural Health Care Program

Agenda

1. RHC Program Basics
2. Eligibility
3. How to Participate
4. Getting Started
5. Q&A

The Basics



Overview of the RHC Program

- The RHC Program provides discounts for telecommunications and broadband services to *eligible* health care providers (HCPs).
- The RHC Program is authorized by the Federal Communications Commission (FCC) to commit up to \$581M in funding for funding year (FY) 2018 (July 1, 2018 – June 30, 2019) and adjusts for inflation every year.
 - [FCC Order 18-82](#) released June 25, 2018 raised the RHC Program funding cap from \$400M.
 - The funding cap includes administrative expenses for the Universal Service Administrative Company (USAC) to administer the RHC Program each funding year.
- Read the RHC Program [Rules](#) and [Order](#) for complete information.

The Two Components of the RHC Program

There are two “sub programs” of the RHC Program:

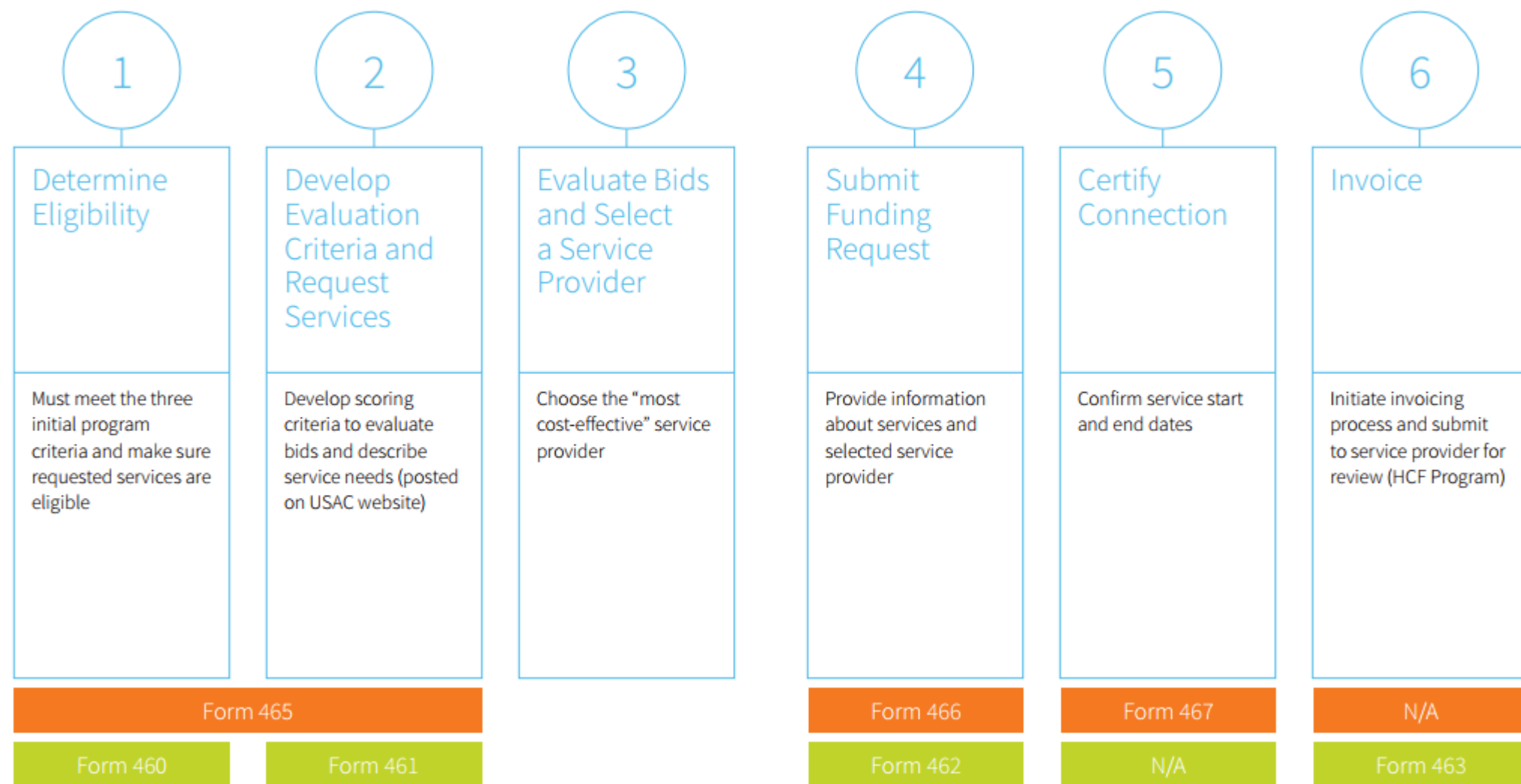
1. Healthcare Connect Fund (HCF) Program

- Supports broadband connectivity and broadband networks for eligible HCPs
- Eligible services and equipment receive a 65% discount

2. Telecommunications (Telecom) Program

- Funds urban/rural rate difference for telecommunications services for eligible HCPs
- Remained in place after adoption of the HCF Program

Rural Healthcare Program Application Process



RHC Program Dollars Save Time and Money

The University of Virginia Telemedicine clinic has saved patients nearly 16 million miles of driving since its inception and has conducted over 56,000 patient encounters.

The use of RHC Program funds closes the gap in funding, enabling rural clinics to access telemedicine and the specialists their communities need.



“The ability to lay broadband and support telemedicine has a direct effect on the quality of health care.”

- David Cattell-Gordon, Director, UVA Telemedicine Office

Eligibility

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Three Criteria for Eligibility

1. Status

- Not for Profit
- Public

2. HCP Type

3. Rural Location

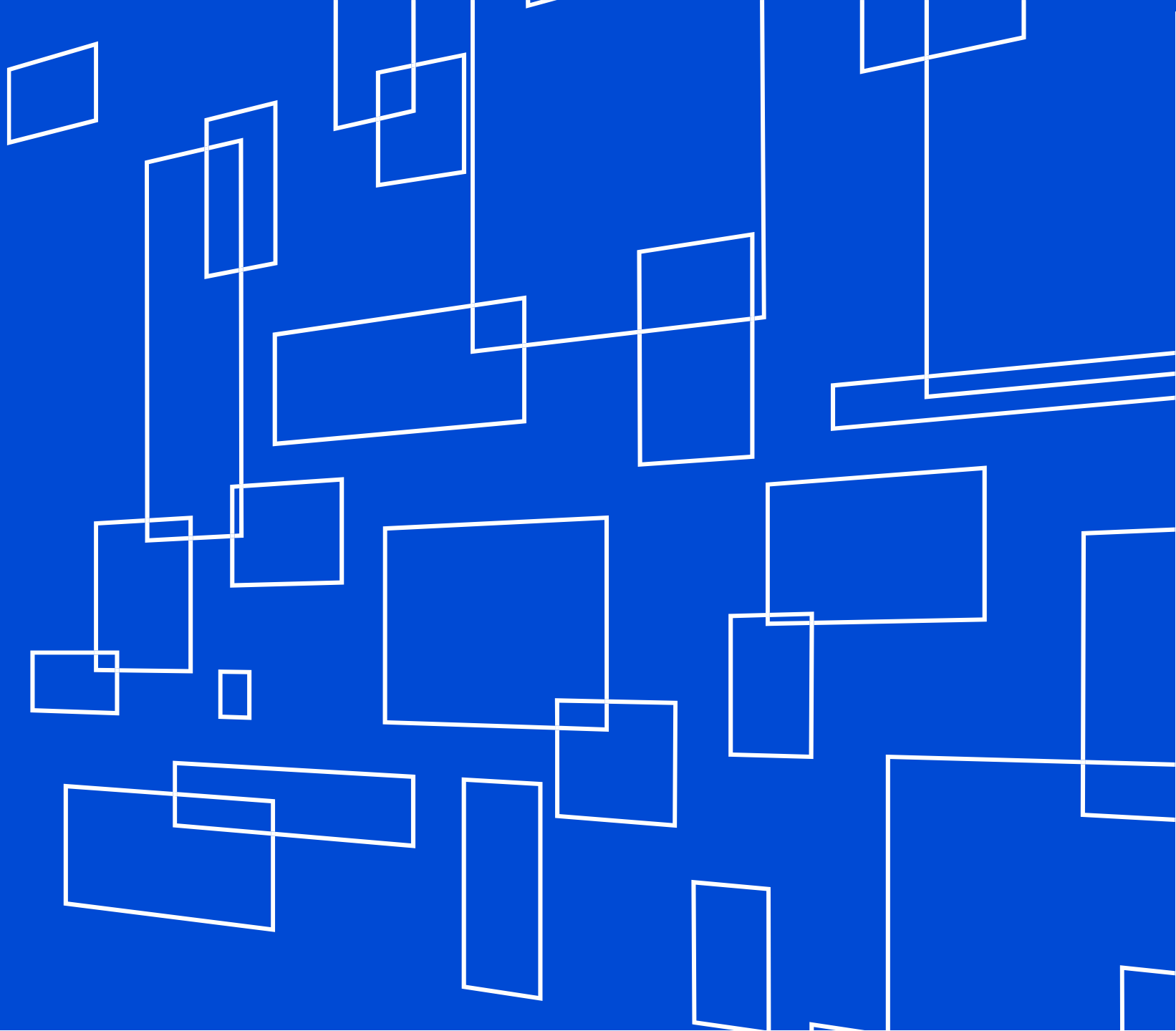
- Telecom Program: HCP applicants must be located in an FCC-approved rural location to be considered rural.
- HCF Program: Individual HCP applicants must be located in an FCC-approved rural location to be considered rural. Non-rural HCP applicants may apply as part of a majority-rural consortium.
- Use the [rural look-up tool](#) on the USAC website.

Each HCP site or location is considered an individual HCP for purposes of calculating support under the RHC Program. Each site must demonstrate that, *by itself*, it is an eligible entity.

HCP Type

- Post-secondary educational institutions offering health care instruction, teaching hospitals, and medical schools
- Community health centers or health centers providing health care to migrants
- Local health departments or agencies
- Community mental health centers
- Not-for-profit hospitals
- Rural health clinics
- Dedicated emergency departments of rural for-profit hospitals
- Skilled Nursing Facilities (SNFs)
- Consortia of the above entities

Questions?



How to Participate

RHC 101



Rural Healthcare Program Application Process



HCF Program: Key Features

- Provides support for broadband connectivity and broadband networks for eligible HCPs
- HCPs may apply as part of a consortium or as an individual applicant
- 65% discount covers both eligible broadband services and HCP-owned infrastructure
- Non-rural HCPs can participate if in a majority-rural consortia (more than 50% of the sites are rural HCPs)
- Connections to off-site administrative offices and data centers are eligible for support
- May apply for multi-year funding

HCF Program: Benefits of the Consortium Approach

- Creation and growth of broadband HCP networks
- Lower administrative costs
- Sharing of medical, administrative, and technical expertise
- Consortia can include ineligible HCP sites as part of the network and benefit from negotiated rates, but these sites cannot receive HCF Program support and must pay their “fair share” of the network costs
- Improved quality and reduced cost of healthcare through leveraging broadband connections in consortia

HCF Program: What is Covered

	Individual Applicants	Consortium Applicants
Eligible Services	✓	✓
Reasonable & Customary Installation Charges (≤\$5,000 undiscounted cost)	✓	✓
Lit Fiber Lease	✓	✓
Dark Fiber		
• Recurring charges (lease of fiber and/or lighting equipment, recurring maintenance charges)	✓	✓
• Upfront payments for IRUs, leases, equipment	NO	✓

HCF Program: What is Covered (*cont.*)

	Individual Applicants	Consortium Applicants
Connections to Research & Education Networks	✓	✓
HCP Connections Between Off-Site Data Centers & Administrative Offices	✓	✓
Upfront Charges for Deployment of New or Upgraded Facilities	NO	✓
HCP–Constructed and Owned Facilities	NO	✓

HCF Program: What is Covered (*cont.*)

	Individual Applicants	Consortium Applicants
Eligible Equipment		
• Equipment necessary to make broadband service functional	✓	✓
• Equipment necessary to manage, control, or maintain broadband service or dedicated health care broadband network	NO	✓

Telecom Program: Key Features

- Provides discounts for telecommunications services based on the difference between the urban and rural rates charged for the service.
- Must participate as an individual HCP.
- May only apply for single-year funding.

HCF and Telecom Programs Comparison

Category	HCF Program	Telecom Program
Discount	65% flat rate discount on all eligible expenses	Calculated as urban-rural differential of cost of services
Rurality	HCP can be located in a non-rural location as a member of an eligible consortium, as long as consortium is majority rural	HCP must be in a rural location
Off-Site Expenses	Connections associated with off-site data centers and off-site administrative offices used by eligible HCPs for health care purposes are eligible for funding	No off-site associated connections are eligible for funding

HCF and Telecom Programs Comparison

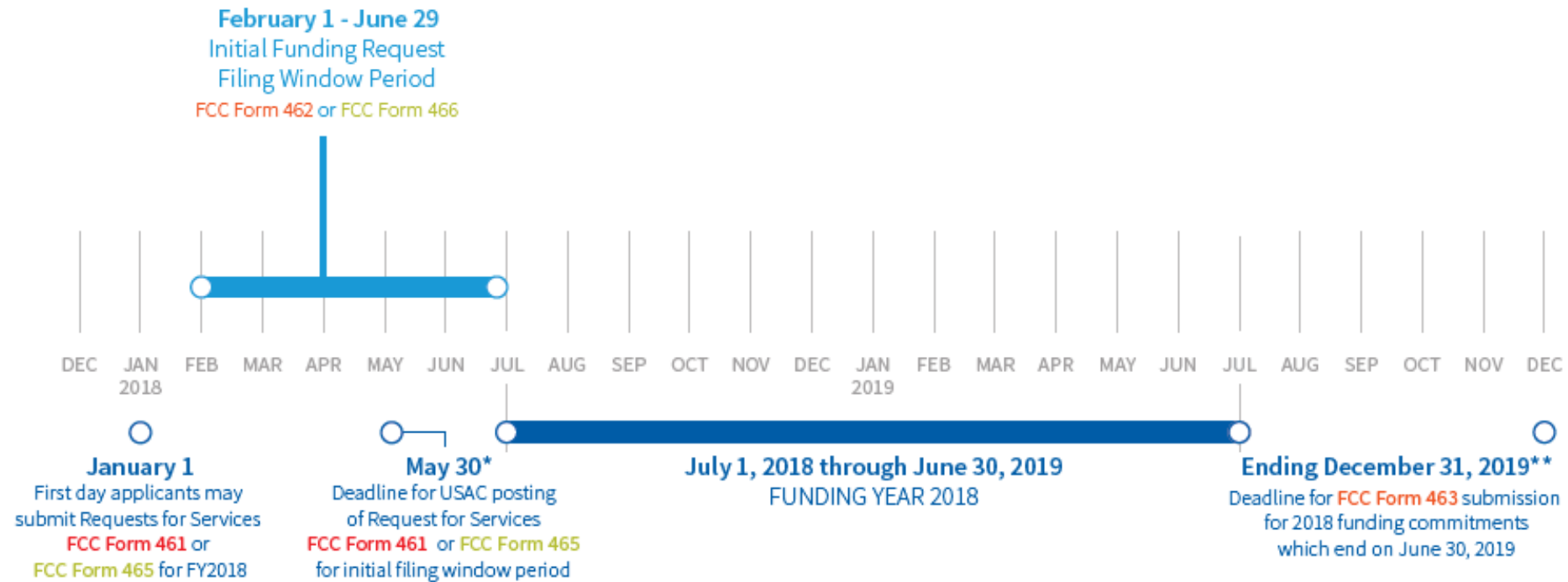
Category	HCF Program	Telecom Program
Eligible Expenses	<ul style="list-style-type: none">• Broadband services• Network equipment• HCP-constructed and owned network facilities	<ul style="list-style-type: none">• Telecommunications services
Application Options	<ul style="list-style-type: none">• Apply as an individual HCP or as a part of a consortium• Can obtain a multi-year funding commitment	<ul style="list-style-type: none">• Apply as an individual HCP• Must seek new funding commitment for each funding year



RHC Program: Funding Years & Filing Window Periods

- Funding Year
 - From July 1 to June 30 of the subsequent calendar year
 - FY2018 = July 1, 2018 to June 30, 2019
- Filing Window Periods
 - A fixed period during which all qualifying funding requests that are received during a filing window period are treated as having been filed simultaneously for purposes of making funding commitment decisions.
 - Each funding year can have multiple filing window periods.

FUNDING YEAR (FY) 2018

FILING CALENDAR



- | | |
|--|---------------------------------------|
|  Funding Request Filing Window Period | Healthcare Connect Fund (HCF) Program |
|  General Funding Year Deadlines | Telecommunications Program |

*Applicants should allow for processing time between their submission and USAC posting of the form.

**An Invoice must be submitted to the service provider and approved by the deadline.

Milestones to Request Funding for FY2018: HCF Program

Recommended Last Day to Submit for HCPs NOT using a Request for Proposal (RFP)

HCF Program Form	Last Day to Submit
FCC Form 460 (Eligibility)	April 13, 2018 <i>Recommended Date</i>
FCC Form 461 (Request for Services)	April 15, 2018 <i>Recommended Date</i>
FCC Form 462 (Funding Request)	June 29, 2018 <i>*Deadline to Submit</i>

This chart is provided as an example for FY2018. Please note that these dates are not deadlines enforced by the HCF Order, but rather suggested milestones to meet the close of the window.

Milestones to Request Funding for FY2018: Telecom Program

Earliest and Last Dates To Submit for Request for Services & Funding Request

Telecom Program Form	First Day to Submit	Last Day to Submit
FCC Form 465 (Eligibility & Request for Services)	January 1, 2018 <i>Earliest Day to Submit</i>	May 14, 2018 <i>Recommended Date</i>
FCC Form 466 (Funding Request)	February 1, 2018 <i>Earliest Day to Submit</i>	June 29, 2018 <i>*Deadline to Submit</i>

This chart is provided as an example for FY2018. Please note that these dates are not deadlines enforced by the HCF Order, but rather suggested milestones to meet the close of the window.

Getting Started

RHC 101

Submitting an FCC Form in the HCF and Telecom Programs

- All form and supporting documentation must be submitted to USAC online for review.
- The RHC Program online application management system, My Portal, is used for both the HCF and Telecom Programs.
- Applicants will receive email correspondence about the status of form submission, decisions, and any additional information needed.

Information Collected on the RHC Program Eligibility Forms

FCC Form 460 (HCF Program)

1. Site information
2. Contact information
3. Eligibility information
4. Certifications and signatures

Note: the FCC Forms 460 and 465 must be completed in a single session. You are unable to save a draft form and return to complete at a later time.

FCC Form 465 (Telecom Program)

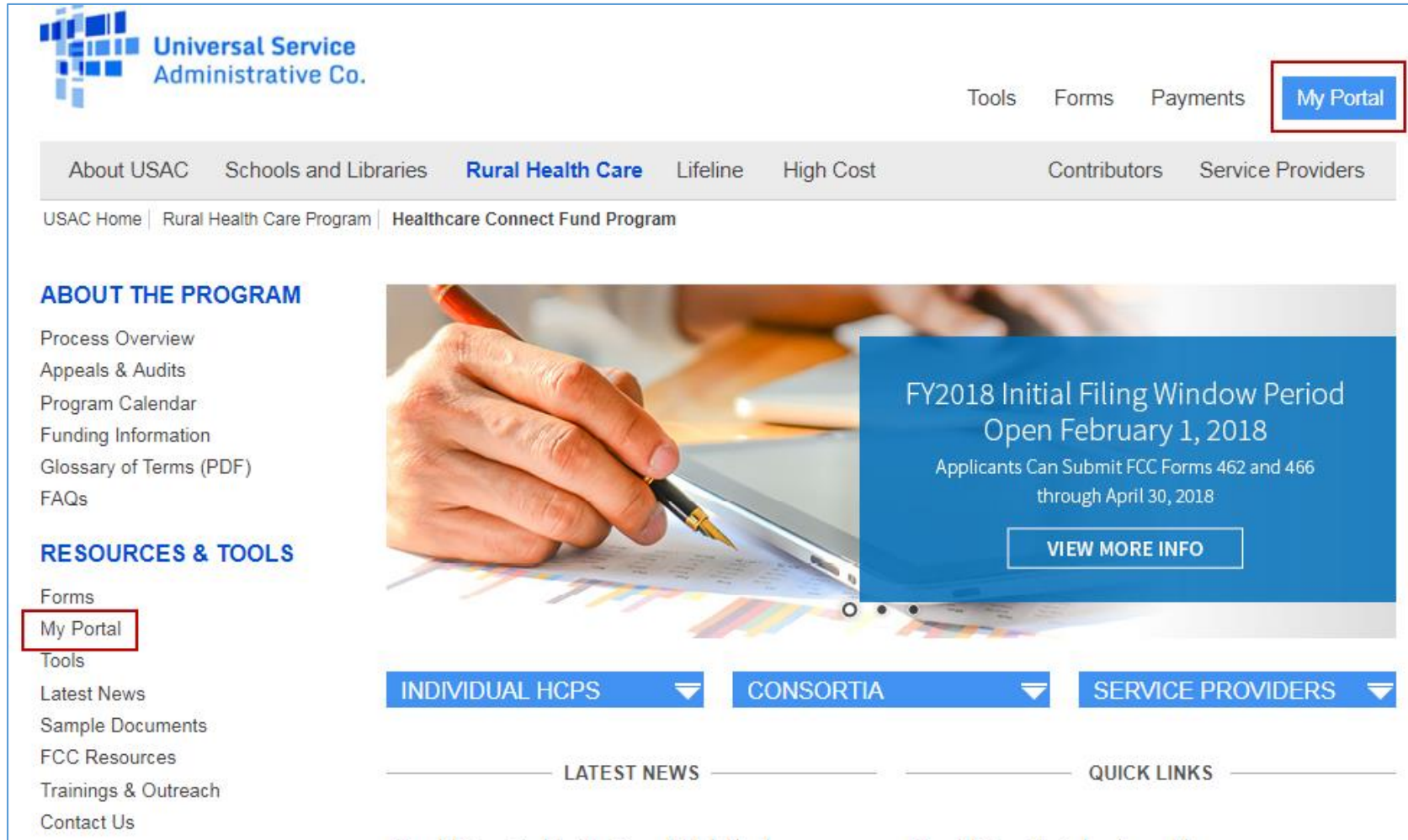
1. Site information
2. Contact information
3. Eligibility information
4. Certifications and signatures
5. Services requested (Telecom Program only)

Create Your My Portal Account

- A My Portal account is created by submitting a new FCC Form 460 (HCF Program) or FCC Form 465 (Telecom Program)



How to Get to My Portal



The screenshot displays the Universal Service Administrative Co. website. The top navigation bar includes links for Tools, Forms, Payments, and **My Portal** (highlighted with a red box). Below this is a secondary navigation bar with links for About USAC, Schools and Libraries, **Rural Health Care**, Lifeline, High Cost, Contributors, and Service Providers. A breadcrumb trail shows the path: USAC Home | Rural Health Care Program | Healthcare Connect Fund Program.

The main content area is divided into two columns. The left column contains a sidebar with the following sections:

- ABOUT THE PROGRAM**
 - Process Overview
 - Appeals & Audits
 - Program Calendar
 - Funding Information
 - Glossary of Terms (PDF)
 - FAQs
- RESOURCES & TOOLS**
 - Forms
 - My Portal** (highlighted with a red box)
 - Tools
 - Latest News
 - Sample Documents
 - FCC Resources
 - Trainings & Outreach
 - Contact Us

The right column features a large banner for the "FY2018 Initial Filing Window Period Open February 1, 2018" with a "VIEW MORE INFO" button. Below the banner are three blue buttons: "INDIVIDUAL HCPS", "CONSORTIA", and "SERVICE PROVIDERS". At the bottom, there are sections for "LATEST NEWS" and "QUICK LINKS".

My Portal

INDIVIDUAL HCPS ▼

CONSORTIA ▼

SERVICE PROVIDERS ▼

MY PORTAL

Telecom Program Applicant Updates

Service Provider Updates

HCF Program Applicant Updates

Access My Portal via the E-File system by clicking the "My Portal" button.

My Portal

More information explaining My Portal is [available here](#). If you [forgot your password](#) you can reset it online. Your user ID is your email address.

Create a New Account – HCF and Telecom Programs

E-FILE SIGN IN

User ID (Email Address): *

Password: *

[Forgot password?](#)

IMPORTANT SYSTEM NOTICE - This system is the property of the Universal Service Administrative Company (USAC) and is to be used to assist individuals with managing their entity's involvement in federal universal service programs. This system may be accessed by authorized users only. By logging in, the user represents himself or herself as an authorized user. This system is monitored, recorded and subject to audit. Any unauthorized use or misuse of this system is strictly prohibited and subject to legal action, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms and system monitoring and recording.

☐ Click the box to accept. *

If you experience any issue logging in, please make sure

- Visit <https://forms.universalservice.org> without any suffix.
- If the above doesn't work, please clear your browser cache and try again.

LoginReset

New users, please select from the options below:

- New Service Provider
- Add FCC Form 498 Company Officer
- New Contributor/Registration In Progress
- Add FCC Form 499 Company Officer
- New RHC Applicant

Select the RHC Program for Which You Want to Apply

To apply for support in the Healthcare Connect Fund or the Telecom/Internet Access Programs, choose the appropriate selection below:

Submit a new [FCC Form 460](#) for eligibility determination in the Healthcare Connect Fund

Submit a new [FCC Form 465](#) for eligibility determination and to submit a request for services in the Telecommunications and/or Internet Access program

Account Holders

- Three types of account holders:
 - Primary
 - Secondary
 - Tertiary

Training & Resources

- Webinars
- RHC Monthly Newsletter
- Training Videos
- Handouts

ABOUT THE PROGRAM

[Process Overview](#)[Appeals & Audits](#)[Program Calendar \(FY2018\)](#)[Funding Commitments \(FY2017\)](#)[2018 Funding Cap Order](#)[Glossary of Terms \(PDF\)](#)[FAQs](#)

RESOURCES & TOOLS

[Forms](#)[My Portal](#)[Tools](#)[Latest News](#)[Sample Documents](#)[FCC Resources](#)[Trainings & Outreach](#)[Contact Us](#)

2018 Funding Cap Order Released

Find Out How Your FY2017 Funding Commitment is Affected

[CLICK HERE](#)[INDIVIDUAL HCPS](#)[CONSORTIA](#)[SERVICE PROVIDERS](#)

LATEST NEWS

[My Portal Outage Due to System Maintenance Friday, September 28 \(9/25/2018\)](#)

[Newsletter for September 2018 \(9/6/2018\)](#)

[FY2017 Annual Report for HCF & Pilot Program Consortia Due September 30 \(8/31/2018\)](#)

[My Portal System Update Regarding Draft Forms \(8/15/2018\)](#)

[Newsletter for August 2018 \(8/7/2018\)](#)

[Read more](#)

QUICK LINKS

[Letter of Agency Information – Download a Sample LOA](#)

[Third Party Authorization Information – Download a Sample TPA](#)

[Urban and Rural Rate Information – Telecom Program](#)



[FY2018 Request for Services Best Practices Webinar – Watch Now!](#)

[Funding Request Best Practices Webinar – Watch Now!](#)

Upcoming
Webinars and
Trainings

Helpful materials
to guide you
through the
application
process

Subscribe to the
newsletter

TRAININGS & OUTREACH

Online Learning Library
Webinars

Handouts & Reference

Newsletter

USAC offers a variety of Rural Health Care (RHC) Program resources for individual health care providers (HCPs), current and prospective consortia, and service providers. In this section you can access publications, handouts, webinar recordings, educational tutorials, and other resources. All events and resources are offered free of charge.

Upcoming Events

- September 26 2:00 p.m. ET – RHC 101: An Introduction to the RHC Program – [Register Here!](#)

To view recordings of our recent webinars, please visit our [Online Learning Library](#).

[Subscribe](#) to the newsletter for announcements about upcoming trainings!

Looking for a past event?

[View webinar recordings](#)
[View full event archive](#)

Resources

Learn at your own pace with our handouts, reference materials, online videos, and tutorials. You can also view recordings of past webinar events.



Handouts & Reference

Print resources, guides, and more

[View All Handouts](#)



Online Learning Library

Videos, tutorials, and webinar recordings

[View All Videos](#)

Newsletter



Monthly newsletter about the RHC Program.

[View Newsletter, Subscribe Now](#)

Webinar
recordings

RHC Program Search Tools

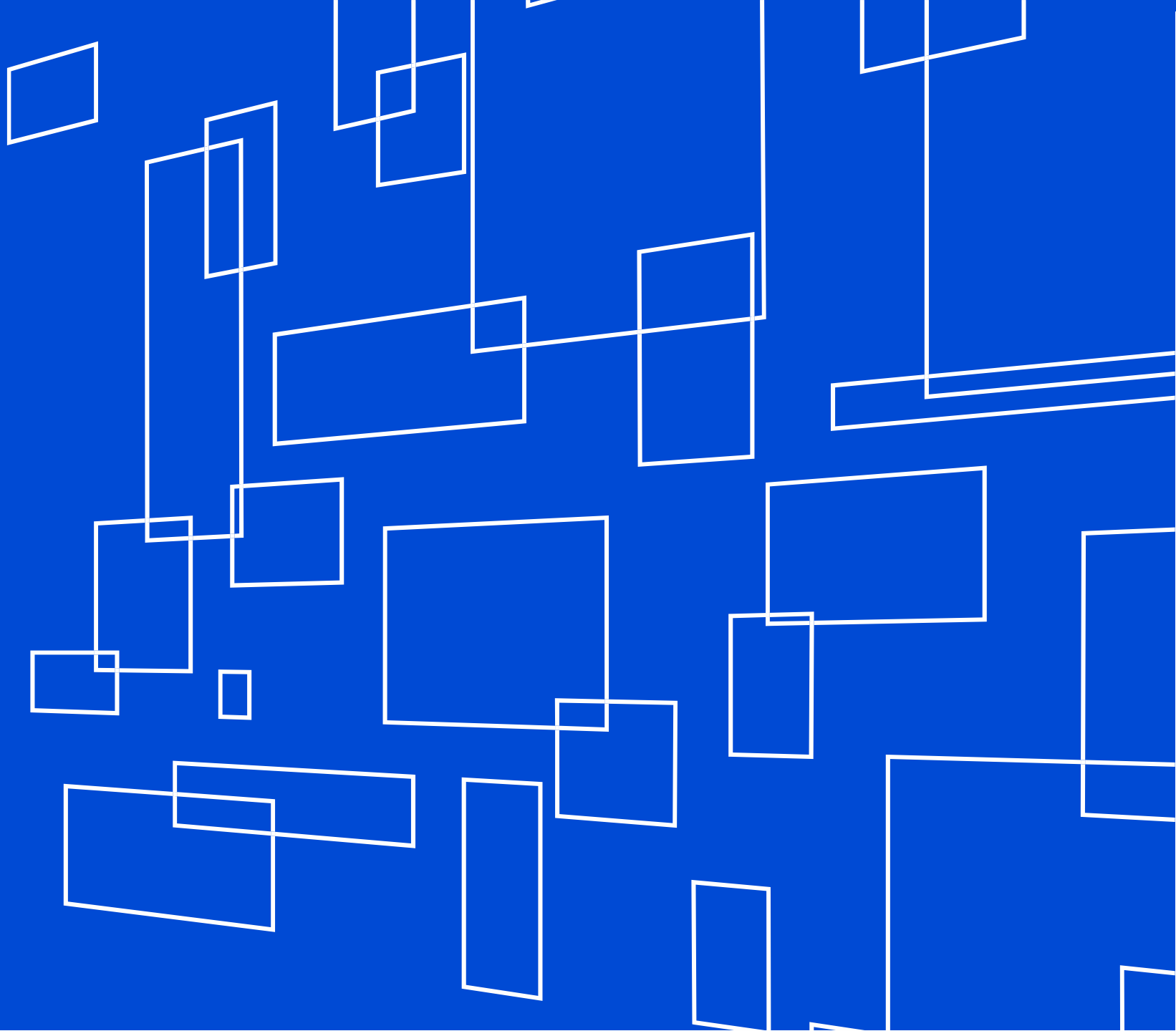
- Commitments Search
 - Funding information for past funding years
 - You may filter by states or years for more specific information.
 - Different searches for the [HCF Program](#) and [Telecom Programs](#)
- Search Posted Services
 - This tool allows service providers to view service request information posted by consortia and individual health care providers applying for funding through the Healthcare Connect Fund Program.
 - Different Searches for the [HCF Program](#) and [Telecom Programs](#)

RHC Program Help Desk

- Email: RHC-Assist@usac.org
 - Email at any time to request a one-on-one appointment to learn more about the application process or ask specific questions.
- Phone: **(800) 453-1546**
 - Hours are 8:00 a.m. – 8:00 p.m. ET



Questions?



Thank You for Joining Us Today!

- RHC Help Desk
 - Call (800) 453-1546
 - ◇ 8:00 a.m. – 8:00 p.m. ET
 - Email RHC-Assist@usac.org



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