HCF Program - Invoicing for FY2022

Submitting the FCC Form 463 in RHC Connect

September 29, 2022
DISCLAIMER:

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Housekeeping

• Use the “Audio” section of your control panel to select an audio source and connect to sound
  • Turn on your computer’s speakers, or
  • Use the call-in instructions in your confirmation email
• All participants are on mute
• Submit questions at any time using the “Questions” box
Meet Our Team

Simone Andrews
Senior Communications Specialist | RHC Outreach

Blythe Albert
Advisor of Program Management | RHC Outreach
Agenda

• Invoicing Overview
• Filing the FCC Form 463 – Account Holders
• Filing the FCC Form 463 – Service Providers
• Resources
By the end of the webinar you will be able to…

• Identify which steps are needed to submit your FY2022 FCC Form 463 in RHC Connect
• Identify resources to help you submit your FY2022 HCF FCC Form 463 invoice
• For service providers, understand how to approve the FCC Form 463 in RHC Connect
## Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
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<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>
</tr>
<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>FCCRN</td>
<td>FCC Registration Number (Referred to as FRN on FCC website)</td>
</tr>
</tbody>
</table>
Invoicing Overview

Submitting the FCC Form 463 in RHC Connect
RHC Program Application Process

1. Determine Eligibility
   - Must meet three eligibility criteria:
     - Not-for-profit/public
     - In a rural area
     - One of the eligible facility types
   - HCF Program: FCC Form 460
     - Telecom Program: FCC Form 465

2. Develop Evaluation Criteria and Request Services
   - Describe the services you need and develop scoring criteria to evaluate bids. Your request for services is posted to the USAC website for a minimum of 28 days.
   - HCF Program: FCC Form 461
     - Telecom Program: FCC Form 465

3. Evaluate Bids and Select Service Provider
   - Once competitive bidding has ended, choose the most “cost-effective” service provider.
   - HCF Program: FCC Form 462
     - Telecom Program: FCC Form 466

4. Submit Funding Request
   - Provide information about the services selected: cost, service provider information, and terms of service agreement(s).
   - HCF Program: FCC Form 463
     - Telecom Program: FCC Form 467

5. Certify Connection
   - Confirm service start and end dates.

6. Invoice
   - Submit invoice before deadline:
     - HCF Program:
       - Initiate invoicing process by submitting FCC Form 463 to service provider for review and submission to USAC.
     - Telecom Program:
       - Service provider completes invoicing process.
   - HCF Program: FCC Form 463
     - Telecom Program: Invoice
New! RHC Connect – FCC Form 463

• FCC Form 463 for approved FY2022 FRNs will be submitted in RHC Connect
• FCC Forms 463 should be submitted in My Portal for all commitments for funding years prior to FY2022, including multi-year commitments
• Telecom program forms will eventually move to RHC Connect
• All Connected Care Pilot Program (CCPP) forms will remain in My Portal
FCC Order DA 22-998 – Hurricane Fiona Waiver Order

- On September 22, 2022, the FCC released order DA 22-998 waiving certain RHC rules and deadlines to assist participants and providers located in the areas affected by Hurricane Fiona. This Order applies to healthcare providers and service providers located in the areas in Puerto Rico the Federal Emergency Management Agency (FEMA) has designated as eligible for Individual or Public Assistance for the purposes of federal disaster relief as of September 22, 2022
  - Grants a 60 day extension to the deadline for appeals and requests for waiver for all requests from September 18, 2022 through February 19, 2023
  - Waives the 14-day Information Request deadline for Information Requests related to funding requests, appeals and waivers, invoices, audits and other documentation and applies to all funding years for all Information Requests issued on or after September 4, 2022
  - Waives the invoicing deadline for FY2021 funding requests and grants an automatic 120-day extension
  - Waives the September 30, 2021 deadline for HCF program consortia annual reports
  - Impacted program participants will not be penalized for failure to retain records destroyed by Hurricane Fiona
- For more information, read FCC Order DA 22-998
Reminder: Invoicing Deadlines FY2020 and Forward

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

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

• Site and service substitutions allow you to reallocate un-invoiced committed funds to upgrade or modify services.

• You may request a site or service substitution if:
  • The substitution is stated in the contract, within the change clause, or constitutes a minor modification
  • Adding sites or upgrading services, is clearly stated in the Request for Services and the Requests for Proposal (RFP) used in the competitive bidding process
  • The substitution does not violate any contract provision or state, Tribal, or local procurement laws
  • The site is an eligible HCP and the service is an eligible service under the Telecom or HCF program

• HCPs using month-to-month service agreements are not eligible for site and service substitutions

• Site and service substitutions must be submitted by the service delivery deadline

• For more information, visit our Site and Service Substitutions webpage
Post-Commitment Changes in RHC Connect

• The following operations will not be available until early 2023 due to continued RHC Connect development:
  • SPIN changes, both correctional and operational for FY2022
  • Site and service substitutions for FY2022
• These post-commitment operations are available in My Portal for funding commitments for FY2021 and prior funding years for HCF, Telecom and CCPP FRNs.
Questions?
FCC Form 463 in RHC Connect - Account Holders

Submitting the FCC Form 463 in RHC Connect
My Portal Landing Page

- Log in to My Portal and click “RHC Connect”
Dashboard

- On the “My Forms” tab, you can view the status of all forms
- Click the icons to view, continue with a draft form, discard a form, view a PDF copy or view the email for a processed invoice
Dashboard (continued)

- Click "START A FORM"
Starting a Form

- Click the box titled "FCC Form 463" and then click "Next" in the lower right-hand corner of the page.
General Information

- Select the HCP or consortium from the dropdown menu and then select the FRN
- Enter a “Nickname” for the FCC Form 463
- Click “Save & Continue”
Invoice Line Items

- Click the “Ready” hyperlink under the “Status” column for the first line item
Invoice Line Items (continued)

- If this is the first FCC Form 463 submission, enter the **Service Start Date** using the drop-down calendar.

- **Please note:** once this date is entered, it will be unable to be edited by USAC or the applicant when submitting subsequent FCC Forms 463.

- Enter the **Billing Period Start Date** and the **Billing Period End Date**.

- Enter **Total Cost Invoiced (Undiscounted)** and click **Add to 463**.
Invoice Line Items (continued)

- Click **Show Calculations** to show the calculation based on entered information
- Follow prior steps to add each line item to the FCC Form 463

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### FCC FORM 463

#### Invoice Line Items

<table>
<thead>
<tr>
<th>Line No.</th>
<th>Billing Account Number</th>
<th>Service Start Date</th>
<th>Billing Period Start Date</th>
<th>Billing Period End Date</th>
<th>Contract End Date</th>
<th>Total Due Remaining to Invoicing</th>
<th>Total Cost Remaining to Invoicing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>02123456789</td>
<td>01/01/2022</td>
<td>01/01/2022</td>
<td>01/31/2022</td>
<td></td>
<td>975,000.00</td>
<td>975,000.00</td>
</tr>
</tbody>
</table>

#### Show Calculations

- **Total Cost Remaining to Invoicing (before Net Province/County):** $975,000.00
- **Total Revenue Before Net Province/County:** $975,000.00

The total amount from your approved FCC Form 463 includes all line items, including the amount(s) to subject to the 62 percent federal/28 percent state netting cap. This provision:

- **Today's Cost Remaining (uninvoiced):** $150,415.60
- **Today's Actual Revenue:** $152,782.10

You are invoicing for 85% of the line item total cost ($975,000,000/0,000.00)

For Federal: $825,000.00 (85% of $975,000,000).
For State: $150,000.00 (85% of $150,000,000).
Supporting Documentation

- Use the “Upload” button to upload supporting documentation including, at minimum, a vendor invoice and a proof of payment document.
- Click “Add Documents” and use the “upload” button for each document.
- Select the associated line item(s) from the drop-down menu.
- Click “Save & Continue”
Certifications

• Read and click all certifications
• You will be unable to move forward until all certifications are clicked
• Click "Save & Continue"
Signature

- Type your full name into the “Digital Signature” field and then click “Certify & Submit”
Questions?
FCC Form 463 in RHC Connect - Service Providers

Submitting the FCC Form 463 in RHC Connect
Service Provider Review

• An email notification will be sent stating that there’s an invoice available for review
• Log in to RHC Connect
• Carefully review form for accuracy
  • Confirm billing period and invoiced amount
  • If inaccurate, return invoice to HCP
• Certify and sign the FCC Form 463
My Portal Landing Page

- Log in to My Portal and click “Rural Health Care”
My Portal Landing Page (continued)

• Click “RHC Connect”
Dashboard

• Click the “My Invoices” tab and locate invoice
• Under “Actions” column, click on “view” icon
Summary Section – General Information

- Review information in the “Summary” section
- Navigate to each section by clicking the hyperlinks at the top of the page
- Please note the instructions in the yellow box
- Click “Add service provider comment” at the bottom of each tab if you want to add a comment or upload a document
Invoice Line Items

- All expense items are displayed in the “Invoice Line Items” section
- An overview of each line item is displayed on this page
- Click on each line item to review all of the data entered by the applicant
Invoice Line Items (continued)

- Review all of the information entered on this page
Invoice Line Items (continued)

- Click on the “Show Calculations” section to see how the system is calculating support for each line item.
Supporting Documentation

- Click on the “Supporting Documentation” tab to review submitted documents
- Applicants must upload, at minimum, an invoice and a proof of payment document
- Click on the hyperlink under the “Upload File” column to review the submitted document
- The relevant line item is displayed on the right
Applicant Certifications

FCC FORM 463

**Certifications**

- I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.
- I certify under penalty of perjury that I have examined this form and attachments and, to the best of my knowledge, information, and belief all information contained therein is true and correct.
- I certify under penalty of perjury that the applicant or consortium members have received the related services, network equipment, and/or facilities identified on the invoice form.
- I certify under penalty of perjury that the required 25% minimum contribution for each item on the FCC Form 463 was funded by eligible sources as defined in the FCC rules and that the required contribution was remitted to the service provider.
- I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR 54.631.

Approved by OMB 3060-008d
### Applicant Signature

#### FCC FORM 463

**Signature**

<table>
<thead>
<tr>
<th>User Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>Employer</td>
</tr>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Employer's FCC RN</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certifier's Full Name</td>
</tr>
<tr>
<td>Digital Signature</td>
</tr>
<tr>
<td>Date: Sep 7, 2022</td>
</tr>
</tbody>
</table>

Approved by GA8 3016-001
Finalizing the FCC Form 463

• Navigate back to the “Invoice Line Items” page
• Click the “Return or Finalize” button
Return to HCP

- If there is incorrect information entered in the FCC Form 463, return the form to the HCP
- You must leave comments for the HCP, directing them to the incorrect information
- The “Return Form” button will not be activated until at least one comment is entered
Return to HCP (continued)

• This message is displayed once the invoice is returned to the HCP
Return to HCP (continued)

- When the HCP account holder logs back into RHC Connect, the service provider’s comments will be displayed.
- The HCP can leave comments or make corrections.
- HCPs will be required to re-certify the FCC Form 463 before submitting it.
- Once the HCP submits the Form 463, the service provider will be notified.
Finalize Service Provider Review

- Log into RHC Connect to review the corrections
- All comments are recorded and are displayed under the “Comment History” section
- Click “Return or Finalize”
Declaration of Assistance

• Click the correct radio button to indicate whether any third parties were involved during the competitive bidding process

• Then click “Next”
Declaration of Assistance (continued)

• If “Yes,” click the “Add Contact” hyperlink and enter information about the third party assistance.

• Once all fields are complete, click “Save” to continue.
Declaration of Assistance (continued)

- A pop-up window will appear asking if you are sure you want to save the contact information.
- Click “Yes” to save the information.
Declaration of Assistance (continued)

• Once the information is saved, it will be displayed on the screen
• Click “Next” to continue
Declaration of Assistance (continued)

• If you click “No,” click “Next” to continue
Certifications

- Read and click all certifications
- Forms cannot advance until all certifications are clicked
- Click “Save & Continue”
Signature

• Your signature is your full name as it appears in RHC Connect

• Click “Certify & Submit”
After Submitting

- Navigate back to the “Dashboard” and the invoice will appear as “Submitted” under the “Status” column.
- Under the “Actions” column, you can view the submitted FCC Form 463 or download a PDF copy of the form.
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 rhcadmin@usac.org
  • Respond to the Information Request in RHC Connect
  • Email notifications sent from RHC Connect are from an unattended mailbox
  • Use the Information Request tip sheet on the USAC website as a resource.

• 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?
Resources

Submitting the FCC Form 463 in RHC Connect
Resources

- Welcome to RHC Connect – FCC Form 463
- FCC Form 463 User Guide
- Information Request tip sheet
- Step 6: Invoice USAC
RHC Program Customer Service Center

Email: RHC-Assist@usac.org

• Include in your email
  • HCP Number
  • FRN Number

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

<table>
<thead>
<tr>
<th>The RHC Customer Service Center CAN</th>
<th>The RHC Customer Service Center CANNOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer general questions regarding both programs</td>
<td>Determine eligibility of a specific site or service before an official form submission</td>
</tr>
<tr>
<td>Provide account holder information for an HCP</td>
<td>Review a form or document for accuracy before an official submission</td>
</tr>
<tr>
<td>Provide clarity regarding FCC Report and Order 19-78</td>
<td>Contact a service provider or other account holder on someone else’s behalf</td>
</tr>
<tr>
<td>Provide helpful resources and best practices for forms</td>
<td>Provide documents that are not already accessible in My Portal</td>
</tr>
<tr>
<td>Assist with My Portal</td>
<td>Transfer a call to a specific form reviewer</td>
</tr>
</tbody>
</table>
Questions?
Thank You!