Post-Commitment Change Requests

Submitting Post-Commitment Change Requests in RHC Connect

May 22, 2024
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Meet Our Team

Simone Andrews
Senior Communications Specialist | RHC Outreach

Blythe Albert
Advisor of Program Management | RHC Outreach
Agenda

• Post-Commitment Changes Overview
• SPIN Changes
  • Corrective
  • Operational
• Site and Service Substitutions
• Service Delivery Deadline Extensions
• Invoice Filing Deadline Extensions
• Important Dates and Resources
By the end of the webinar, you will be able to…

- Understand each category of post-commitment change requests
- Submit SPIN change requests in RHC Connect
- Submit site and service substitutions in RHC Connect
- Submit service delivery extension requests in RHC Connect
- Submit invoice filing deadline extensions in RHC Connect
# Glossary

<table>
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<tr>
<th>Acronym</th>
<th>Definition</th>
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<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>
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<tr>
<td>FCL</td>
<td>Funding Commitment Letter</td>
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<tr>
<td>FRN</td>
<td>Funding Request Number</td>
</tr>
<tr>
<td>NCW</td>
<td>Network Cost Worksheet</td>
</tr>
<tr>
<td>SPIN/498 ID</td>
<td>Service Provider Identification Number</td>
</tr>
</tbody>
</table>
Post-Commitment Change Requests

Submitting Post-Commitment Change Requests in RHC Connect
RHC Connect Update

- Post-commitment change requests are now in RHC Connect.
- The following functionality is available:
  - SPIN changes (operational and corrective)
  - Site and service substitutions
  - Service delivery deadline extension requests for non-recurring expenses
  - Invoice filing deadline extension requests
SPIN Changes

Submitting Post-Commitment Change Requests in RHC Connect
SPIN Changes

- **FCC Order 19-78** formalized the process to request SPIN changes in the Healthcare Connect Fund (HCF) and Telecommunications (Telecom) Programs.
- In certain situations, applicants can request a change of the SPIN/498 ID.
- A SPIN change can be either corrective or operational.
- Per **FCC Order 23-110**, the SPIN change request deadline has been moved to align with the invoice filing deadline (Beginning in FY2023).
SPIN Changes – Corrective

- A corrective SPIN change is any amendment to the SPIN associated with an FRN that does not involve a change to the service provider associated with that FRN.

- This occurs when:
  - A change is required for clerical or data entry errors (e.g., fixing clerical errors or situations where the applicant names the correct service provider in the funding request but provides the incorrect SPIN).
  - There is an update to a service provider’s SPIN that has changed due to the merger of companies or the acquisition of one company by another.
  - Effectuating a change that was not initiated by the applicant.
SPIN Changes – Operational

• An operational SPIN change is a request to change the actual service provider associated with an FRN.

• This occurs when:
  • The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform); and
  • The applicant’s newly selected service provider received the next highest point value in the original bid evaluation, assuming there were multiple bidders.

• **NOTE:** Changing service providers because the services are available at a lower cost from another service provider or because the applicant now wishes to do business with a service provider that did not participate in the competitive bidding process are not considered legitimate reasons for change, and requests citing such reasons will be denied.
When to File a SPIN Change Request

• A request for a SPIN change must be received **no later than the invoice filing deadline for that FRN.**

• Applicants should notify USAC of their intent to change service providers as soon as the decision is made and should advise USAC of the proposed effective date of the change.

• Applicants should send the request for the change to USAC **before** the change takes place so that USAC has time to process the request before the submission of any invoices for services rendered by the new service provider.

• Once the request is received, USAC will make no additional payments on the FRN until the change is reviewed and either:
  • Approved and the SPIN is changed, or
  • Denied and USAC verifies that additional invoices are for services rendered to the applicant by the original service provider.
How to File a SPIN Change Request

- If the SPIN change occurs **after** the FRN is approved, applicants should submit SPIN change request as follows:
  - Funding Years 2022 and after – the applicant should submit the SPIN change request through RHC Connect.
  - Funding Years 2021 and prior – the applicant should send an email to RHC-Invoicing@usac.org with the SPIN change request. The affected FRN should be included in the subject line of the email.

- If a corrective SPIN change is needed **before** an FRN has been committed, applicants should reach out to the RHC Customer Service Center with the request. The affected FRN should be included in the subject line of the email.

- As part of this request, applicants must also certify to the following:
  - The SPIN change is allowed under all applicable state and local procurement rules and under the terms of the contract, if any, between the applicant and its original service provider, and
  - The applicant has notified its original service provider of its intent to change service providers.

**Note:** If the applicant’s original service provider is no longer in business, the applicant must instead certify that it attempted to notify its original service provider of its intent to change service providers but could not because the service provider is not available for contact.
My Portal Landing Page

- Log in to My Portal and click **RHC Connect**.
Dashboard

- Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.
Start Page

- Enter a **Request Nickname** and select **SPIN CHANGE** from the drop-down menu.
- Click **Save & Continue**.
Start Page (continued)

- Using the radio buttons, select either Operational or Corrective to describe the type of SPIN change you are requesting.
- A description of each SPIN change type is displayed. Then click Save & Continue.
FCC Form 462 Selection Page

- Select the FCC Form 462 application(s) you’d like to request the SPIN change for.
- Multiple FRNs may be selected for the same SPIN.
FCC Form 462 Selection Page (continued)

• Once selected, the FCC Form 462 application(s) will be displayed on the right side of the FCC Form 462 Selection page.

• Click Save & Continue.
FCC Form 462 Selection Page (continued)

- An error message will display if the FCC Form 462 is not eligible for a SPIN change request.
- A SPIN change request cannot be submitted if there is a draft or submitted FCC Form 463 or another post-commitment change request submitted for the selected FRN.
- If a one-time cost is on the selected FCC Form 462 application(s), a message will display indicating that once the SPIN change request is approved, the one-time costs will only be able to be filed under the new SPIN.
SPIN Change Details Page

- Select the new SPIN from the drop-down menu under **Available Service Providers**.
- The selected service provider will be displayed on the right side of the screen.
- Click **Save & Continue** at the bottom of the screen.
SPIN Change Details Page (continued)

- Select the **Effective Date** from the calendar.

- Read the tip in yellow for directions about submitting SPIN change requests if the FRN selected has an approved invoice (FCC Form 463). Click **Save & Continue** at the bottom of the screen.

- To view an Excel version of the SPIN change request details, click the hyperlink titled **Generate SPIN Change Request Report**.

- To continue, click **Save & Continue**.
Supporting Documentation Page

- Add supporting documentation by clicking the **Add Document** hyperlink.
- Enter a description of the document.
- Then click **Save & Continue**.

**NOTE:** For operational SPIN changes, the agreement with the new service provider must be uploaded.
Signature Page

• On the **Signature** page, review all of the information, click the required certifications and sign using your full name as it appears in RHC Connect in the **Digital Signature** field.

• Click **Request Change**.
After Submission

- Once submitted, the confirmation message in green will display.

> Post-Commitment Change Request Submission Confirmation

- ✔ Request Number RHC_PCCR20230000148 has been successfully submitted. You can access your request from the "Post-Commitment Change Request" tab on your dashboard.
Questions?
Site and Service Substitutions

Submitting Post-Commitment Change Requests in RHC Connect
Site and Service Substitutions

• Site and service substitutions allow the applicant to reallocate un-invoiced committed funds to substitute services, modify or upgrade services, or provide the requested services to other eligible sites (consortia).

• Substitutions provide the flexibility for applicants to spend all of the committed funds, even though USAC-supported services or the service location may change over the course of the funding commitment.

• Substitution modifications cannot exceed the approved funding amount.

• Please keep in mind that site and service substitutions take a minimum of 90 days to process.

• **Substitutions must be submitted by the service delivery deadline.**
Site and Service Substitutions – Consortia Applicants

- Consortia applicants may request a site and service substitution if:
  - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification,
  - The site is an eligible health care provider (HCP), and the service is an eligible service under the Healthcare Connect Fund (HCF) Program,
  - The substitution does not violate any contract provision or state, Tribal or local procurement laws, and
  - The requested change is within the scope of the controlling FCC Form 461 (Request for Services Form), including any applicable Request for Proposal (RFP) used in the competitive bidding process.
Site and Service Substitutions – Individual Applicants

- Individual applicants may request a service substitution if:
  - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification,
  - The service is an eligible service under the HCF Program,
  - The substitution does not violate any contract provision or state, Tribal or local procurement laws, and
  - The requested change is within the scope of the controlling request for services, including any applicable request for proposal used in the competitive bidding process.
My Portal Landing Page

- Log in to My Portal and click **RHC Connect**.
Dashboard

- Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.
Start Page

- Enter a **Request Nickname** and select **Site and Service Substitution** from the drop-down menu.
- A description of the site and service substitutions is displayed on the **Start** page.
- Click **Save & Continue**.
FCC Form 462 Selection Page

- Search by FCC Form 462 application number or select the FCC Form 462 application from the list displayed.
- The selected FCC Form 462 application will be displayed on the right side of the screen.
- Once selected, click **Save & Continue**.
FCC Form 462 Selection Page (continued)

• Answer the **Qualifying Questions**.

• If **No** is selected, the warning in pink will be displayed indicating the selected FRN is not eligible for a substitution.
FCC Form 462 Selection Page (continued)

- If Yes is selected, the applicant must direct USAC to the language in the original contract and request for services documents allowing the substitution.
- The tip in green will be displayed indicating that a substitution is eligible for this FRN.
- Click Save & Continue.
Site and Service Substitution Details Page

- The **Form 462 Application Number** is at the top of each page for reference.
- Under the **Action** column, all lines can be viewed by clicking the **View** hyperlink.
- Click **Add** to select the line items you wish to add.
- The **Add** hyperlink will not be available if the line item is not eligible for the substitution.
  - The reason is displayed under the **Line-Item Availability** column.
Site and Service Substitution Details Page (continued)

- Once **Add** is clicked, the line item will be moved to **Selected Line Items**.
- Under the **Action** column, click **View**, **Edit** or **Remove**.
- If **Remove** is selected, the line item will be returned to the **Available Line Items** section.
- To continue, click **Edit**.
Edit Sections

- The **Edit** sections mirror each section of the FCC Form 462 application.
- **Committed**, **Invoiced**, and **Requested** dollars for the line item are displayed at the bottom left of each section.
Edit Sections (continued)

- All fields are editable except the **Expense Category** field.

![Expense Category](image)
Edit Sections (continued)

- If this FCC Form 462 has an approved invoice, the invoiced amount will appear in the gray box on the bottom left.
Edit Sections – Adding New Line Items

- To remove all remaining funds from a line item for use on a new line item, click **Reduce Expense**. Then click **Save & Continue**.
Edit Sections – Adding New Line Items

- To restore available funding and continue with edits, click **Undo Reduce Expense**.
- **Requested** amount is **Committed** amount minus **Invoiced** amount.
Adding An Expense Item

• Once **Save & Continue** is clicked, the line item will appear as **Added** in the **Selected Line Items** section of the **Site and Service Substitution Details** page.

• The amount from the reduced line item is displayed as **Available** under the **FCC Form 462 Application Total Amount** section.

• To add a new line item, click the **Add a New Expense Item** hyperlink.
Adding An Expense Item (continued)

• Click **Yes** or **No** to indicate if the added expense item is related to an existing expense item.
• Click **Save & Continue**.
Adding An Expense Item (continued)

- If **No**, all fields will be blank.
- If **Yes**, relevant fields will be pre-populated with information from the associated expense item.
- Click **Save & Continue**.
Edit Sections

• The **Edit** sections mirror each section of the FCC Form 462 application.
• The same information required on an FCC Form 462 application is required for the new expense item.
Edit Section – Adding An Expense Item

- For new expense items, the **Committed** amount and **Invoiced** amount will be **$0.00**.
- The **Requested** amount is the number of expense periods multiplied by the **Undiscounted Cost Per Expense Period**.
Selected Line Items – Completed

- Expense items that were on the original FCC Form 462 application cannot be deleted.
- Newly added expense items can be deleted.
Supporting Documentation

• Click **Add Document** to upload all supporting documents and select **Document Type** from the drop-down menu.

• An explanation of the requested change is required. Then click **Save & Continue**.
Signature Page

- The **Signature Page** displays a summary of the requested substitution.

- Under the **Requested Change** column, the amount in red represents the amount that was removed from the original expense item.

- The amount in green represents the amount that was reallocated to the new expense item.

- The **Reason for Substitution** is populated by the system based on the fields that were changed.
The note in the yellow banner displays any remaining funds available for future substitutions.
Signature Page (continued)

- On the **Signature** page, review all information, click the required certifications and enter your full name as it appears in RHC Connect in the **Digital Signature** field.

- Click **Request Change**.
After Submission

• Once submitted, the confirmation message in green will display.

Post-Commitment Change Request Submission Confirmation

Request Number RHC_PCCR202300000285 has been successfully submitted. You can access your request from the "Post-Commitment Change Request" tab on your dashboard.
After Submission (continued)

- To download a PDF copy of the requested substitution, click the icon under Actions.
Questions?
Service Delivery Deadline Extension Requests

Submitting Post-Commitment Change Requests in RHC Connect
Service Delivery Deadline Extension

- Per [FCC Order 19-78](#), applicants may request and receive a one-time, one-year extension of the service delivery deadline for non-recurring services if one of the following criteria is met:
  - Applicants whose Funding Commitment Letters (FCLs) are issued on or after March 1 of the funding year for which discounts are authorized.
  - Applicants that receive service provider change authorizations or site and service authorizations from USAC on or after March 1 of the funding year for which discounts are authorized.
  - Applicants whose service providers are unable to complete implementation for reasons beyond the service providers’ control; or
  - Applicants whose service providers are unwilling to complete delivery and installation because the applicant’s funding request is under review with USAC for program compliance.

- Service delivery deadline extension requests must be submitted on or before the original service deadline. The service delivery deadline is included in [the applicant’s FCL](#).
My Portal Landing Page

• Log in to My Portal and click **RHC Connect**.
Dashboard

- Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.
Start Page

- Enter a **Request Nickname** and select **Service Delivery Deadline Extension** from the drop-down menu.
- A description of the RHC rules about service delivery deadline extensions is displayed on the **Start** page.
- Click **Save & Continue**.
FCC Form 462 Selection Page

- Search by FCC Form 462 application number or select the FCC Form 462 application from the list displayed.
- The selected FCC Form 462 application will be displayed on the right side of the screen.
- Once selected, click Save & Continue.
Service Delivery Deadline Extension Page

- Select the reason for the service delivery deadline extension.
- Provide a brief explanation of the request. Then click **Save & Continue**.
Supporting Documentation

- Click **Add Document** to upload all supporting documents and select **Document Type** from the drop-down menu.
- At minimum, an explanation is required.
- Click **Save and Continue**.
Signature Page

• On the **Signature** page, review all information, click the required certifications and sign using your full name as it appears in RHC Connect in the **Digital Signature** field.

• Click **Request Change**.
After Submission

• Once submitted, the confirmation message in green will display.

Post-Commitment Change Request Submission Confirmation

☑ Request Number RHC_PCCR2023000148 has been successfully submitted. You can access your request from the “Post-Commitment Change Request” tab on your dashboard.
Invoice Filing Deadline Extension Requests

Submitting Post-Commitment Change Requests in RHC Connect
Invoice Deadline Extension

- Per [FCC Order 19-78](#), applicants and service providers may request and automatically receive a one-time, 120-day extension of the deadline to file an invoice.
- Invoice filing deadline extension requests must be submitted on or before the original invoice deadline.
- The invoice filing deadline is included in [the applicant’s FCL](#).
My Portal Landing Page

• Log in to My Portal and click **RHC Connect**.
Dashboard

- Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.
Start Page

- Enter a **Request Nickname** and select **Invoice Filing Deadline Extension** from the drop-down menu.
- A description of the RHC rules about invoice filing deadline extensions is displayed on the **Start** page.
- Click **Save & Continue**.
FCC Form 462 Selection Page

- Search by FCC Form 462 application number or select the FCC Form 462 application from the list displayed.
- The selected FCC Form 462 application will be displayed on the right side of the screen.
- Once selected, click **Save & Continue**.
Signature Page

- On the **Signature** page, review all of the information, click the required certifications and sign using your full name as it appears in RHC Connect in the **Digital Signature** field.

- Click **Request Change**.

![Signature Page Image]
After Submission

- Once submitted, the confirmation message in green will display.

![Post-Commitment Change Request Submission Confirmation]

- Request Number RHC_PCCR20230000148 has been successfully submitted. You can access your request from the "Post-Commitment Change Request" tab on your dashboard.
Important Dates and Resources

Submitting Post-Commitment Change Requests in RHC Connect
# Important Deadlines

<table>
<thead>
<tr>
<th>What</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service delivery deadline for single-year FY2023 funding commitments</td>
<td>June 30, 2024</td>
</tr>
<tr>
<td>Invoice filing deadline for single-year FY2023 funding commitments</td>
<td>October 28, 2024</td>
</tr>
</tbody>
</table>
Resources

• Post-Commitment Actions webpage
• SPIN Change webpage
• Site and Service Substitution webpage
• RHC Connect User Guide Post-Commitment Change Requests
• RHC Connect User Guide - Invoice Filing Deadline Extension Requests – Service Providers
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. to 8 p.m. ET
- Monday to Friday
# The RHC Customer Service Center

<table>
<thead>
<tr>
<th>The RHC Customer Service Center CAN</th>
<th>The RHC Customer Service Center CANNOT</th>
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</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 and other FCC orders</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 and RHC Connect</td>
</tr>
<tr>
<td>Assist with My Portal and RHC Connect</td>
<td>Transfer a call to a specific form reviewer</td>
</tr>
</tbody>
</table>
Questions?
Thank You!