



FY2025 RHC Program Kickoff Webinar

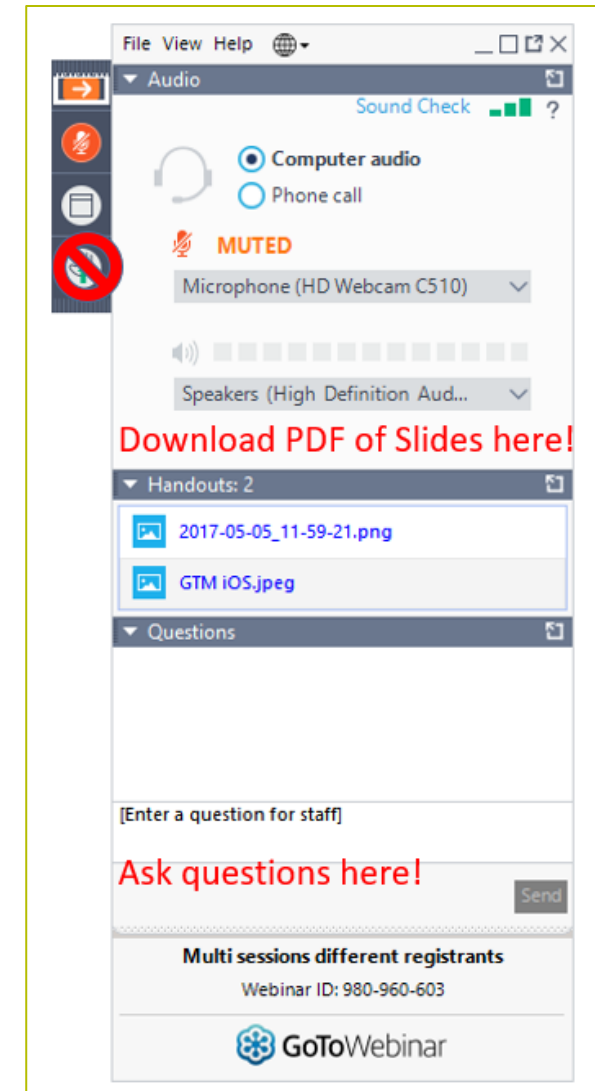
July 17, 2024

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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
- Slides attached to GoToWebinar Panel and will be posted with the recording to the [Webinars](#) webpage



Meet Our Team



Simone Andrews

Senior Communications
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Agenda

- Program Updates
- FY2025 Overview
- RHC Connect Updates
- Next Steps for Account Holders
- Best Practices
 - Managing Account Holders
 - Authorizations
 - Resources

RHC Program Glossary

Acronym	Definition
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
LOA	Letter of Agency (HCF Program only)
TPA	Third Party Authorization

Program Updates

FY2025 RHC Program Kickoff Webinar

FY2024 Funding Requests

- The FY2024 filing window closed on May 1, 2024.
 - No further FY2024 funding requests (FCC Forms 462 and 466) will be accepted.
- FY2024 Funding Requests Reviews
 - RHC began funding request reviews before the filing window closed.
 - The first FY2024 funding commitments were issued on June 20, 2024.

RHC Connect Updates

Form	Current Platform	RHC Connect Migration
FCC Forms 460 & 465 - Letters of Agency (LOA) - Third Party Authorization (TPA)	RHC Connect My Portal My Portal	Ready for release* Currently in development Currently in development
FCC Form 461	RHC Connect	FY2023 and forward
FCC Form 462	RHC Connect	FY2022 and forward
FCC Form 463	RHC Connect	FY2022 and forward
FCC Form 463	My Portal	FY2021 and prior – multi-year commitments
HCF Post-Commitment Change Requests	RHC Connect	FY2022 and forward
FCC Form 466	RHC Connect	FY2024 and forward
FCC Form 469 (Telecom Invoice Form)	My Portal	Currently in development

*The FCC Form 460 for both RHC programs and the FCC Form 465 for the Telecom Program will be released in RHC Connect after the FCC receives approval for the updated FCC Forms 460 and 465 required by the Paperwork Reduction Act.

RHC Connect Update (continued)

- Forms for prior funding years and the Connected Care Pilot Program (CCPP) will remain in My Portal.
- FCC Form 461 – FY2023 and forward
 - [RHC Connect User Guide](#) – FCC Form 461
- FCC Form 462 – FY2022 and forward
 - [RHC Connect User Guide](#) – FCC Form 462
- FCC Form 463 – FY2022 and forward
 - [RHC Connect User Guide](#) – FCC Form 463
- FCC Form 466 – FY2024 and forward
 - [RHC Connect User Guide](#) – FCC Form 466
- HCF Post-Commitment Change Requests
 - [RHC Connect User Guide](#) – Post Commitment Change Requests

Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed.
- If required information cannot be located on the submitted supporting documentation, USAC will send an **Information Request**.
- Information Requests are sent to all account holders.
- Account holders are given 14 calendar days to provide a response to the Information Request.
 - 11:59 p.m. ET on the 14th day is the deadline to respond to the Information Request.
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.

Information Request Reminders – RHC Connect

- Account holders can receive HCF Program Information Requests through RHC Connect or by email.
- For all forms that have migrated to RHC Connect, an auto-generated email will be sent directing applicants to RHC Connect to respond.
- **Applicants should respond through RHC Connect only.**
- Please use the [Information Request tip sheet](#) as a resource.
- If an Information Request is received by email, click “Reply All” to respond.

FCC Order DA 23-6

- On January 26, 2023, the FCC released [Order DA 23-6](#), waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for FY2024 and FY2025.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.

FCC 23-110 Third Report and Order

- On December 14, 2023, the FCC released Order [FCC 23-110](#). This order improves RHC program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding, aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes. Changes to RHC program rules are as follows:
 - Permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination.
 - Provides health care providers more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline (Beginning in FY2023).
 - Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the rule for determining urban rates in the Telecommunications (Telecom) Program (Beginning in FY2025).
 - Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment (Beginning in FY2024).
 - Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which will eliminate the need for Telecom Program participants to seek an eligibility determination every time they engage in competitive bidding.

Supply Chain Order

- As a reminder, when service providers login to [My Portal](#) they will see two new supply chain certifications included in the FCC Form 463 and Telecom program invoice.
- The first certification affirms compliance with the [Section 54.9](#) prohibition on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with [Section 54.10](#), which prohibits the use of any Federal subsidies on any communications equipment and services on the [Covered List](#).
- **FY2024 Applicants:** If you requested services or equipment that contain components of products produced by any of the listed covered companies or their parents, affiliates or subsidiaries in FY2024, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- **FY2025 Applicants:** As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates or subsidiaries.

Supply Chain Web Page

- [Supply Chain webpage](#)

About ▾ E-rate ▾ Rural Health Care ▾ Lifeline ▾ High Cost ▾ Service Providers ▾

USAC | About | Reports & Orders | **Supply Chain**

Reports & Orders

- Annual Report
- FCC Filings
- FCC Orders
- Supply Chain**

Supply Chain

Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#). The FCC's actions can be found at www.fcc.gov/supplychain.

In November 2019, the FCC released the [Supply Chain First Report and Order](#) adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.

Questions?

Funding Year 2025 Overview

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Funding Years and Filing Windows

- Funding Year
 - Starts July 1 and ends June 30 of the following calendar year
 - FY2025 = July 1, 2025, to June 30, 2026
- Filing Window
 - A fixed period during which all submitted funding requests (FCC Forms 462 and 466) are treated as having been filed simultaneously for purposes of making funding decisions.
 - FY2025 Filing Window begins December 1, 2024, and ends April 1, 2025.

Rural Health Care Program: **Funding Year 2025**

FY2025: JULY 1, 2025-JUNE 30, 2026



JULY 1, 2024: First Day to Submit Request for Services Form

- **FCC Form 461** HCF Program
- **FCC Form 465** Telecom Program
- Request for services must be posted to USAC's website by March 4, 2025



DEC 1, 2024 - April 1, 2025: Funding Request Filing Window

- **FCC Form 462** HCF Program
- **FCC Form 466** Telecom Program

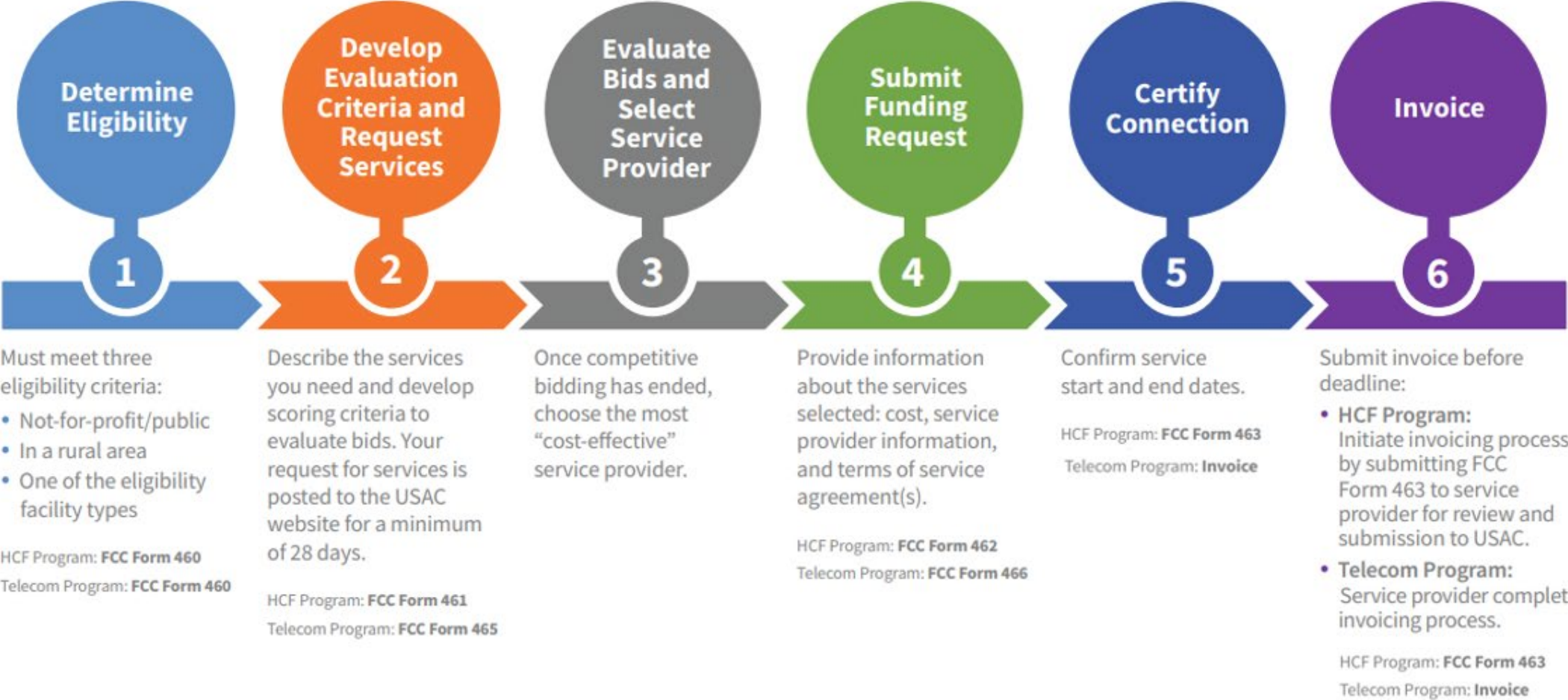


OCT 28, 2026: Invoice Filing Deadline

- **FCC Form 463** HCF Program
- **Telecom Invoice**

RURAL HEALTH CARE PROGRAM

Application Process



Upcoming Training

- Get ready for the FY2025 filing window by joining us for the following webinars:
 - What is a Consortium? – Wednesday, July 31, 2024, 2 p.m. – 3 p.m. ET – [Register](#)
 - Service Provider Training – Wednesday, August 7, 2024, 2 p.m. – 3 p.m. ET – [Register](#)
 - RHC Request for Services – Wednesday, August 21, 2024, 2 p.m. – 3 p.m. ET – [Register](#)

Next Steps for Account Holders

FY2025 RHC Program Kickoff Webinar

Reminder – FCC Order 23-110

- [FCC Order 23-110](#) improves RHC program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding.
- The order permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination.
 - USAC will implement the FCC Form 460 and 465 changes after the FCC receives Paperwork Reduction Act approval.
 - Will also be deployed for the FCC Forms 461 and 465.
- Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which will eliminate the need for Telecom Program participants to seek an eligibility determination every time they engage in competitive bidding.

Next Steps for New Account Holders

- Complete your FCC Form 460 to determine eligibility
- You can submit your FCC Form 460 at any time during the funding year.
 - Watch the [RHC 101 Learning Module](#).
 - Coming Soon! - RHC Connect – FCC Form 460 User Guide.
 - Coming Soon! - Welcome to RHC Connect - FCC Form 460 webpage
- Ensure you have the necessary authorizations completed.
 - [Letter of Agency](#)
 - [Third Party Authorization](#)
- Register for the Request for Services Webinar.
 - Wednesday, August 21, 2024, 2 p.m. – 3 p.m. ET - [Register](#)
- Review [Competitive Bidding](#) information and resources for the HCF Program.
- Review [Competitive Bidding](#) information and resources for the Telecom Program.

New Account Holders: Eligibility Best Practice

- When submitting an FCC Form 460, we recommend uploading supporting documentation necessary to validate form data to the “Supporting Documentation” section of the form.
- This includes any documentation that is relevant to the required fields of the FCC Form 460:
 - Hospital licenses, with the address clearly posted, to verify a non-profit hospital;
 - A recent bill or lease, with the address clearly posted, to verify the HCP address provided on the FCC Form 460;
 - Public tax documents to verify the Non-Profit Tax ID (EIN); and
 - Health Resources and Services Administration (HRSA) accreditation to verify a community health center.

Next Steps for *Current Account Holders*

- Ensure authorizations are up to date through FY2025
- Consortia account holders - Ensure consortium is majority rural
- Submit FCC Form 461 or 465 for competitive bidding
- Register for the Request for Services Webinar.
 - Wednesday, August 21, 2024, 2 p.m. – 3 p.m. ET - [Register](#)
- Review [Competitive Bidding](#) information and resources for the HCF Program.
- Review [Competitive Bidding](#) information and resources for the Telecom Program.

Questions?

Managing Account Holders

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Three Types of Account Holders

- **Primary Account Holder (PAH)**
 - Must work for the legal entity of the HCP
 - Responsible for the accuracy of information submitted to USAC
 - Can only be one individual
 - Mandatory for every HCP
- **Secondary Account Holder**
 - Must work for the legal entity of the HCP
 - Responsible for the accuracy of information submitted to USAC
 - “Back up” for PAH
 - Can have multiple Secondary Account Holders for one HCP
- **Tertiary**
 - Hired by HCP to file forms on behalf of the HCP (e.g., consultants)
 - Must have a valid Third-Party Authorization (TPA)

Consultant Registration Process

- Once the HCP provides the consultant's or outside expert's contact information to USAC, USAC will issue a unique registration number for that consultant or outside expert.
- The consultant's or outside expert's assigned registration number will be linked to the HCP's organization.
- No further action is required from the HCP or consultant.

Consultant Account Holder Rights

- Consultants must have tertiary rights.
- Consultants gain account holder rights through a Third-Party Authorization (TPA)
 - The TPA can be uploaded to an FCC Form 460 before submission or added by the Primary Account Holder.
 - User guides and resources will be posted on the USAC website once user management moves to RHC Connect.
 - Information and a sample template for the TPA can be found on our [website](#).

Documents Available in RHC Connect/My Portal

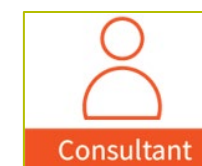
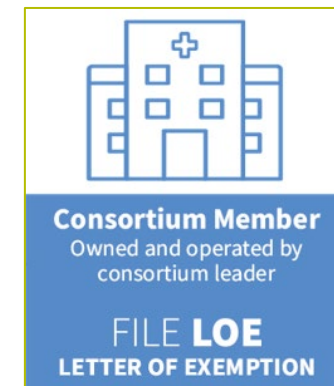
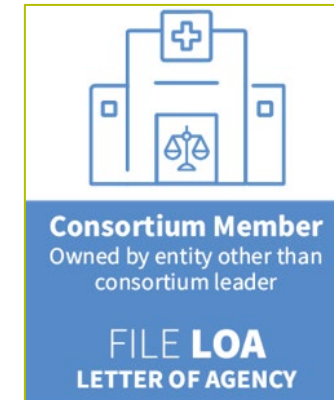
HCF	Telecom
<ul style="list-style-type: none">Submitted and approved FCC Forms 460, 461, 462, 463	<ul style="list-style-type: none">Submitted and approved FCC Forms 465, 466, 469
<ul style="list-style-type: none">HCF Funding Commitment Letters (FCL)	<ul style="list-style-type: none">Telecom Funding Commitment Letters (FCL)
<ul style="list-style-type: none">PAH Account Holder Management	<ul style="list-style-type: none">PAH Account Holder Management
<ul style="list-style-type: none">Network Cost Worksheet (NCW)	<ul style="list-style-type: none">Copies of submitted contracts
<ul style="list-style-type: none">Copies of automated emails from USAC (form approvals)	<ul style="list-style-type: none">Supporting documentation
<ul style="list-style-type: none">Copies of automated emails from USAC (information request, form approvals)	<ul style="list-style-type: none">Copies of automated emails from USAC (info requests, form approvals)

Authorizations

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Authorizations

- **Letter of Agency (LOA):** Provides authorization to the consortium project coordinator to act on behalf of each participating member HCP within the consortium. This is mandatory for HCP member sites not owned and operated by the consortium.
- **Letter of Exemption (LOE):** Provides authorization to the consortium project coordinator to file forms for sites that are owned and operated by the consortium lead entity or Consortium Leader.
- **Third Party Authorization (TPA):** Provides authorization to a third party/consultant to complete and submit forms on behalf of an HCP.
- **Note:** The Primary Account Holder is responsible for ensuring that expired LOAs and TPAs are updated or removed from My Portal.



Authorizations for FY2025

- Eligibility for funding in FY2025 requires [Letters of Agency \(LOA\)](#) and [Third Party Authorizations \(TPA\)](#) authorized through FY2025, at a minimum.
- Before submitting a form, please check to ensure authorization documents are up to date.
 - FCC Forms 462 and 466 submitted with expired LOAs or TPAs will result in Information Requests.
- Download a [Sample TPA](#) or [Sample LOA](#).
- For more information about submitting LOAs, please see the [LOA](#) and [LOE](#) webpages.

Questions?

Resources

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Resources – HCF Program

- [Examples of Common Products and Services](#) - HCF Program
- [RHC Connect User Guide](#) – FCC Form 461
- [RHC Connect User Guide](#) – FCC Form 462
- [RHC Connect User Guide](#) – FCC Form 463
- [RHC Connect FCC Form 461](#) – training module
- [RHC Connect FCC Form 462](#) – training module
- [Post-Commitment Change Requests](#) – training module
- [Information Requests in RHC Connect](#) – tip sheet

Resources – Telecom Program

- [Examples of Common Products and Services](#) - Telecom Program
- [RHC Connect User Guide](#) – FCC Form 466
- [Rural and Urban Rate Information for FY2024 and FY2025](#)
- [Information Requests in RHC Connect](#) – tip sheet

Coming Soon!

- RHC Connect User Guide – FCC Form 460
- RHC Connect User Guide - FCC Form 465
- RHC Connect User Guide – FCC Form 469
- RHC Connect User Guide – LOA/LOE
- RHC User Guide – User Management
- Training modules
 - FCC Form 460 in RHC Connect
 - FCC Form 465 in RHC Connect
 - FCC Form 466 in RHC Connect
 - FCC Form 469 in RHC Connect
 - User Management in RHC Connect

RHC Learn

- [Webinars](#)
- [RHC Monthly Newsletter](#)
- [Videos](#)

The screenshot shows the 'Learn' section of the RHC website. On the left is a navigation menu with 'Learn' highlighted, and sub-items for 'Videos', 'Webinars', 'Newsletter', and 'FAQs'. The main content area features a blue banner with the text 'STAY UP TO DATE WITH Rural Health Care News and Events' and a 'Subscribe Now' button. Below the banner is a heading 'Learn more about the Rural Health Care program.' and three content cards. Each card has an icon (video camera, laptop, and envelope), a title, a descriptive paragraph, and a link.

Learn

Videos

Webinars

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Learn more about the Rural Health Care program.

Videos

Our videos are designed to help you understand and manage the form filing process, FCC requirements, and other elements of the RHC program.

[Browse our Videos](#)

Webinars

Join USAC for live training webinars provided throughout the year for RHC program participants, and watch recordings of those you may have missed.

[View our Webinars](#)

Newsletter

The RHC Monthly Newsletter keeps healthcare providers (HCPs) and service providers up to date about program news, events, and best practices. Be sure to [subscribe](#).

[Consult our Newsletter](#)

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

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC Orders for RHC	Contact a service provider or other account holder on someone else's behalf
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in My Portal
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer

Questions?

Thank You!





Universal Service
Administrative Co.