Available for Public Use

HCF and Telecom Program Eligibility for FY2025

Submitting the FCC Form 460 in RHC Connect

October 9, 2024

Universal Service Administrative Co.

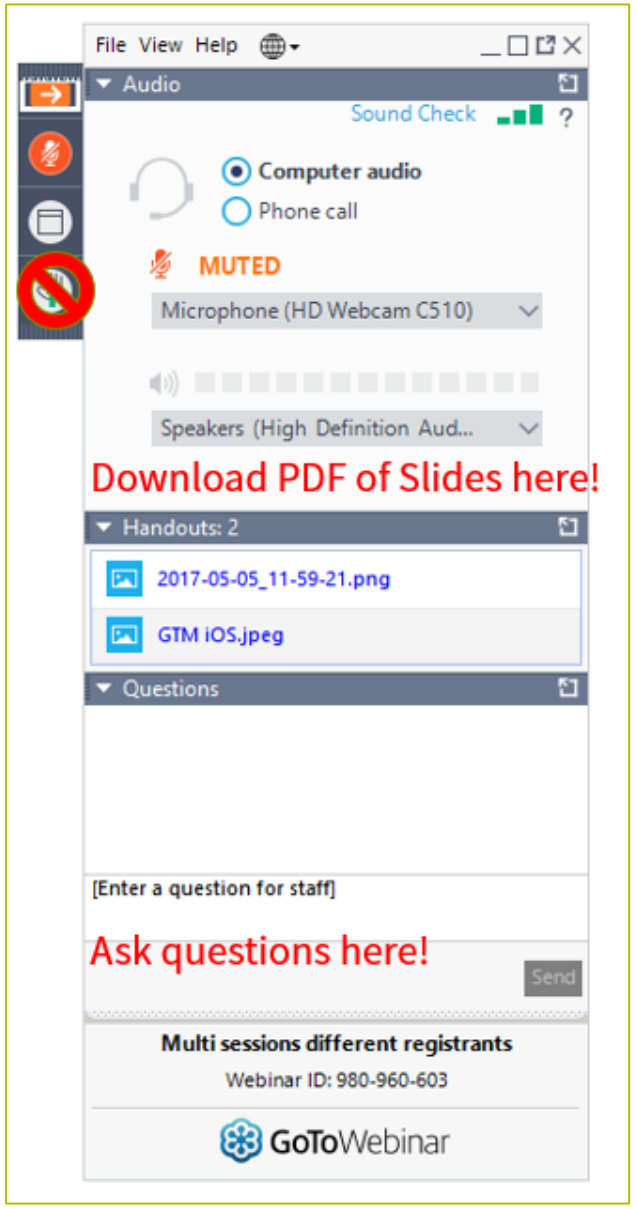
DISCLAIMER:

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Please be aware that this webinar will be recorded.

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

- Overview
- Submitting the FCC Form 460
- Submitting an FCC Form 460 Revision
- Submitting Letters of Agency (LOA) and Letters of Exemption (LOE) for Consortia
- Best Practices and Resources

By the end of this webinar, you will be able to…

- *Complete and submit an FCC Form 460 in RHC Connect*
  - *Understand new rules about conditional eligibility*
- *Complete and submit an FCC Form 460 Revision in RHC Connect*
- *Locate current FCC Form 460 and other important resources on the USAC website*

Glossary

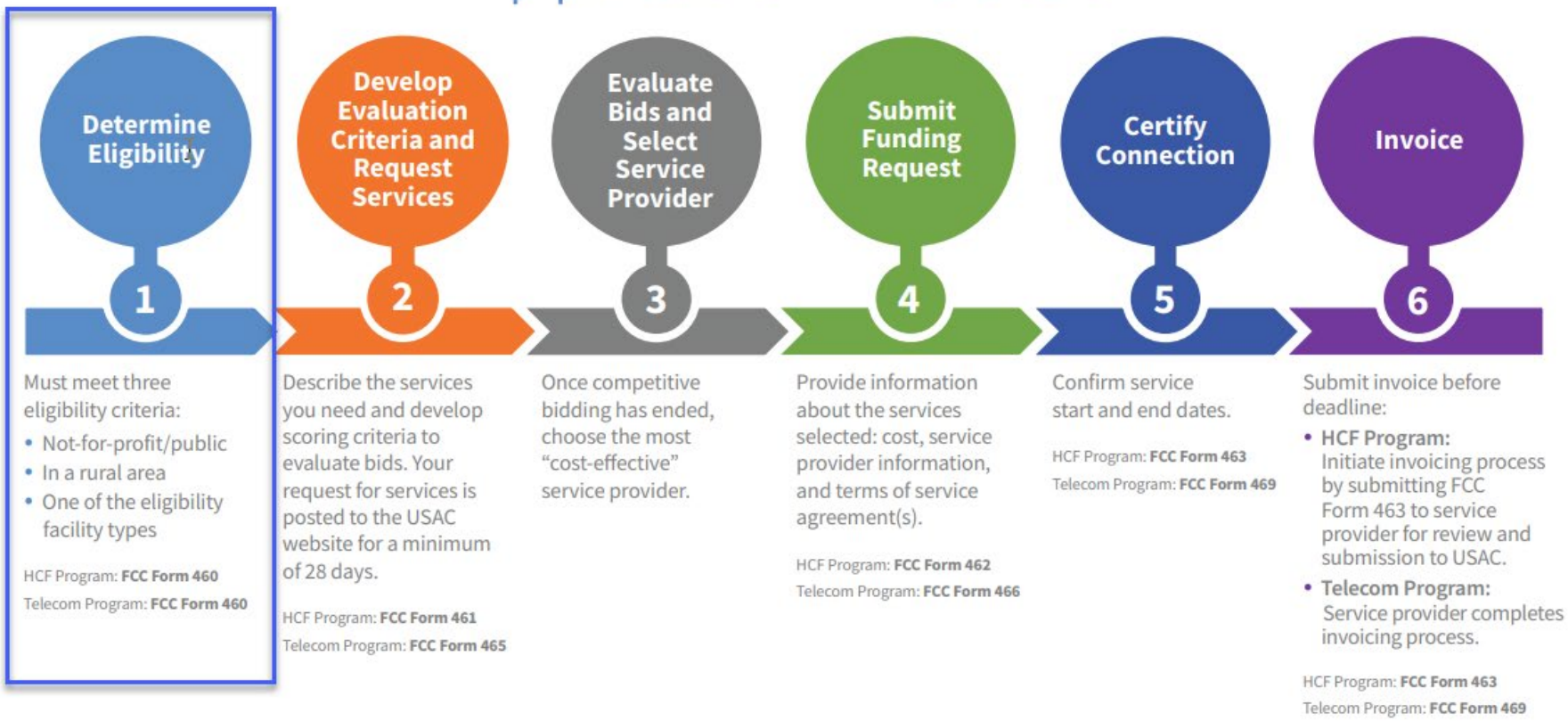
Acronym	Definition
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
PAH	Primary Account Holder
FCL	Funding Commitment Letter

Overview

Submitting the FCC Form 460 in RHC Connect

RURAL HEALTH CARE PROGRAM

Application Process



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 (Prior to July 1, 2024, for purposes of competitive bidding FY2025).
  - This functionality is currently available in the FCC Form 460.
  - If an HCP site with conditional eligibility approval will be participating in competitive bidding e.g. will be listed on an FCC Form 461 or 465, the applicant must provide written notification to potential bidders that their eligibility is approved as conditional and specify the estimated date they expect to be fully eligible.
- 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 determine every time they engage in competitive bidding.

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

Submitting the FCC Form 460

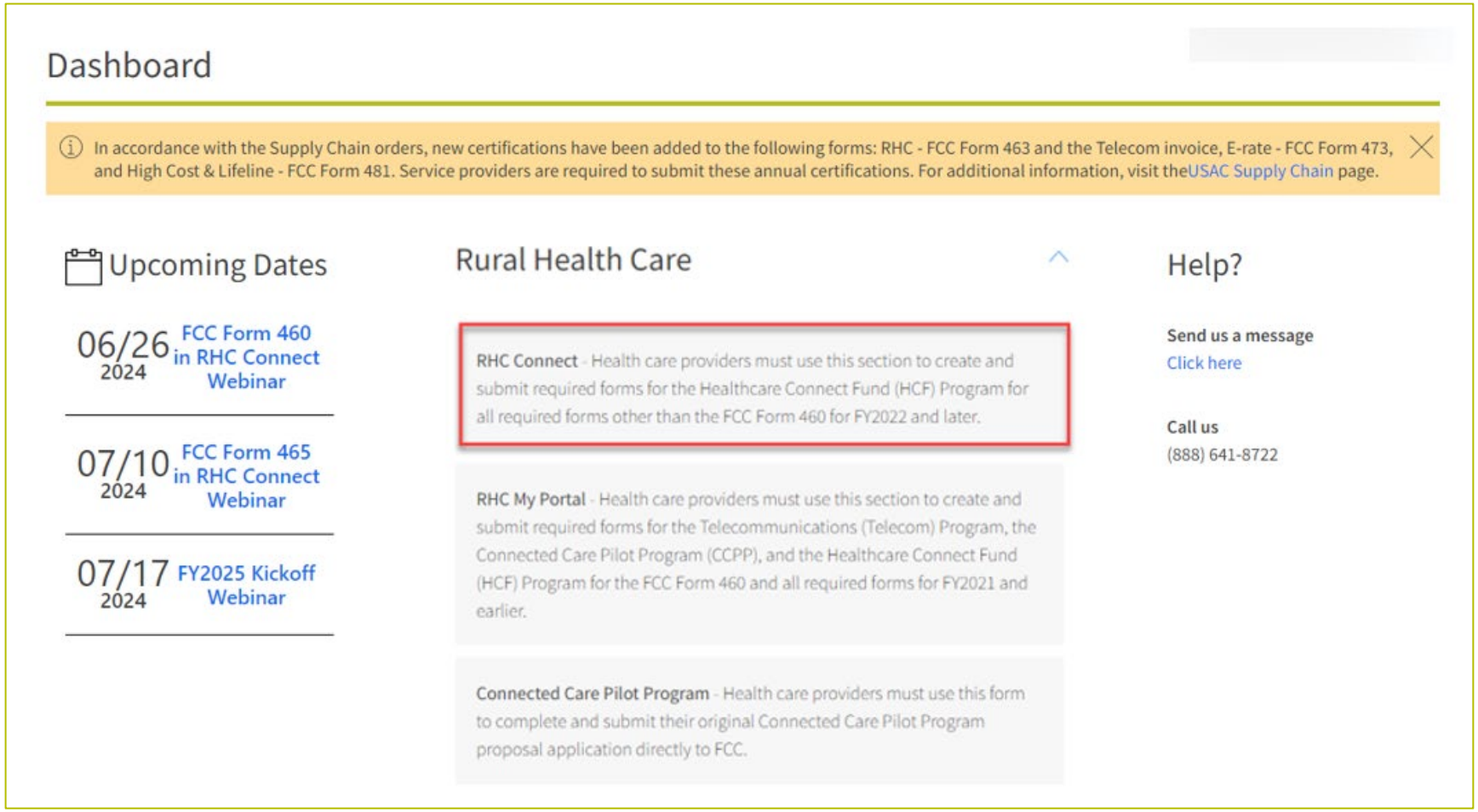
Submitting the FCC Form 460 in RHC Connect

New! RHC Connect Update

- The FCC Form 465 (Request for Services) for the Telecom Program has also moved to RHC Connect.
- All information from FCC Forms 460 and FCC Forms 465 will be migrated to RHC Connect.
- Prior year information will remain in My Portal as well as CCPP forms.
- We have posted a step-by-step RHC Connect User Guide - FCC Form 460 on the new Welcome to RHC Connect – FCC Form 460 webpage.

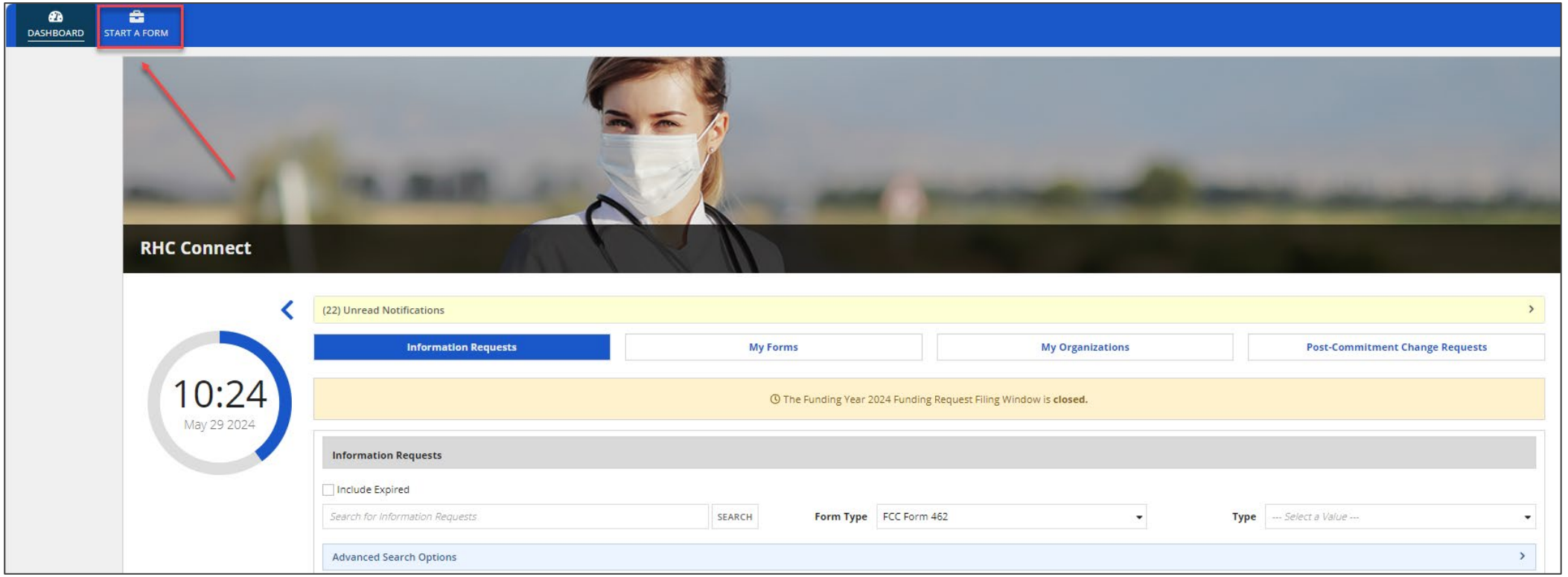
My Portal Landing Page

- Log into My Portal and click **RHC Connect**.



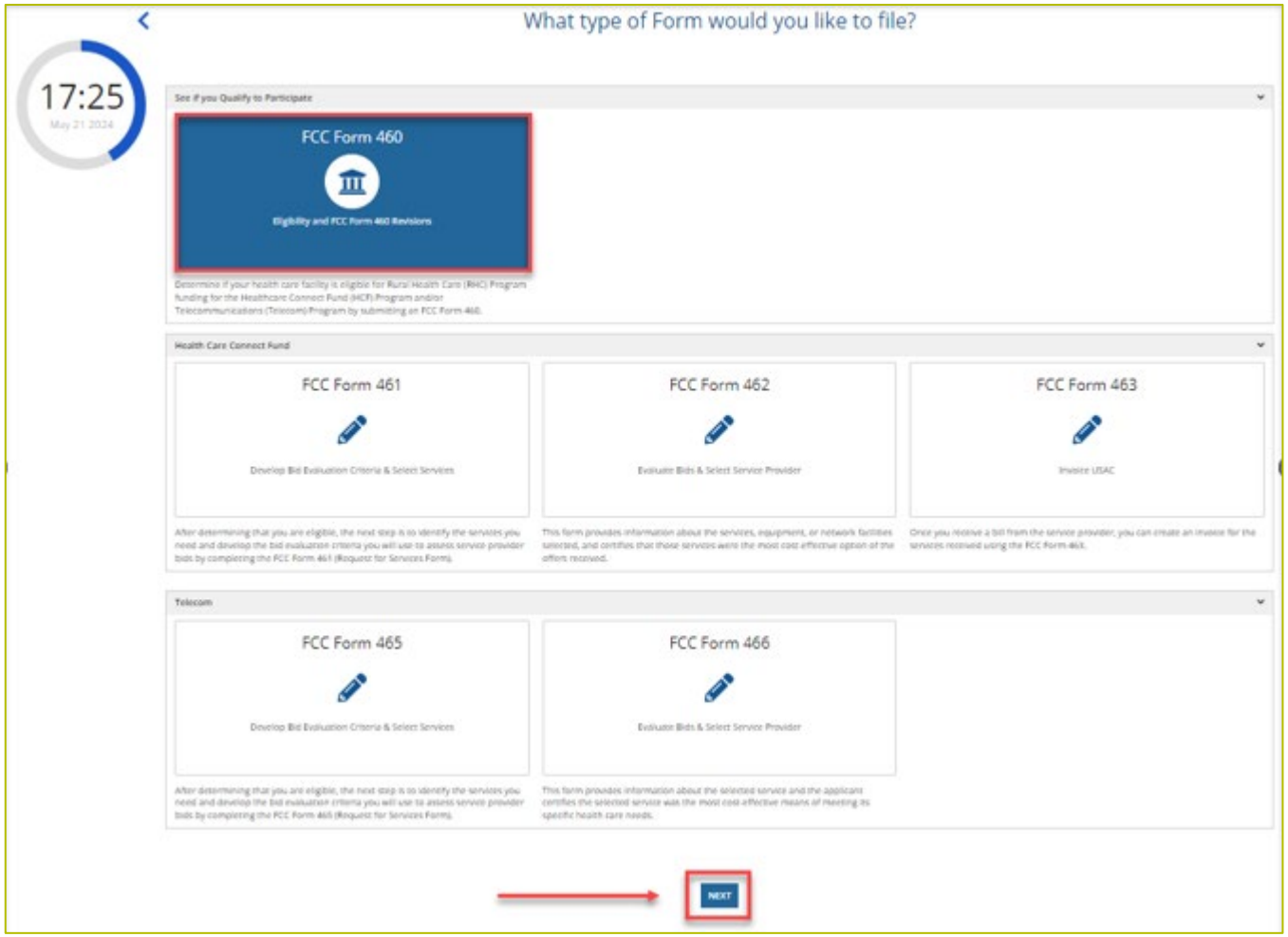
RHC Connect

- Click **Start a Form**.



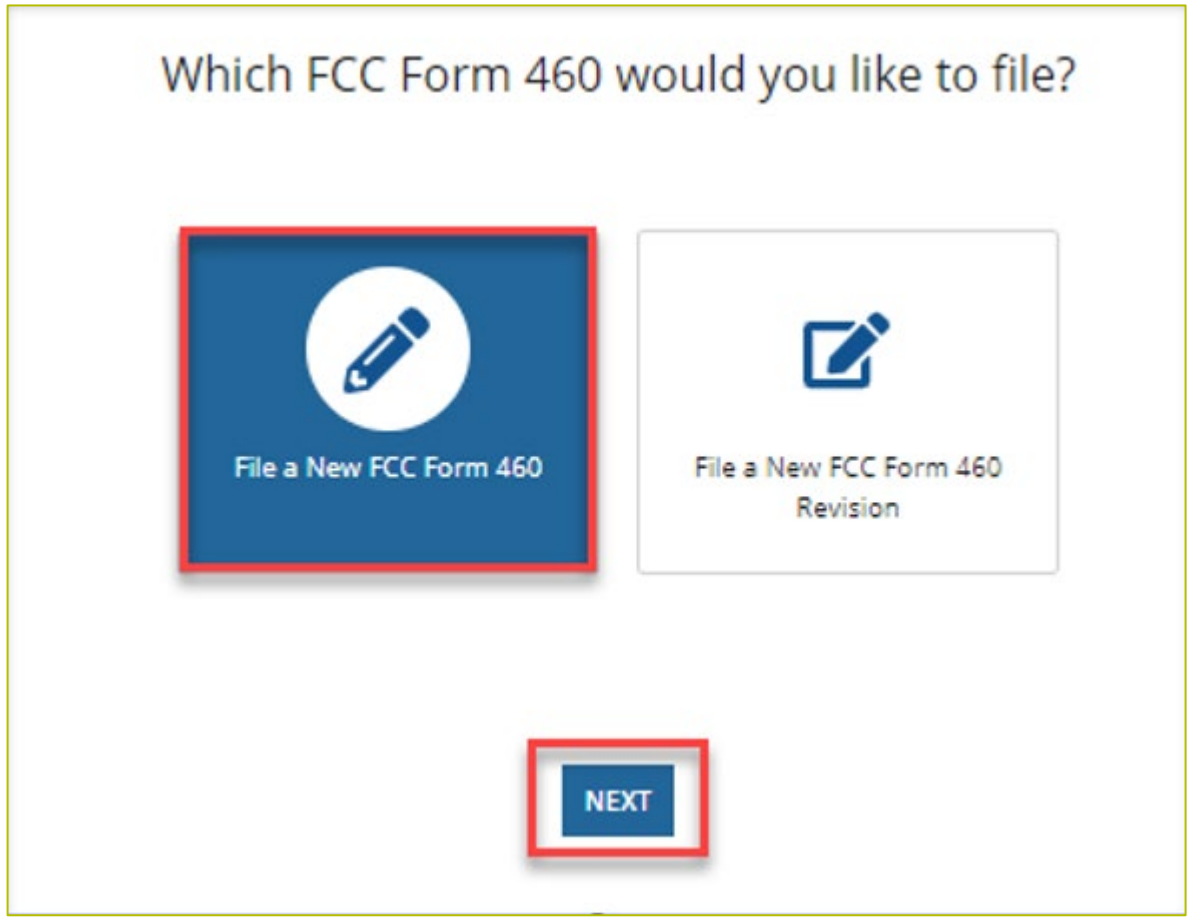
RHC Connect (continued)

- Click **FCC Form 460**, then click **Next**.



RHC Connect (continued)

- Click **File a New FCC Form 460**, then click **Next**.

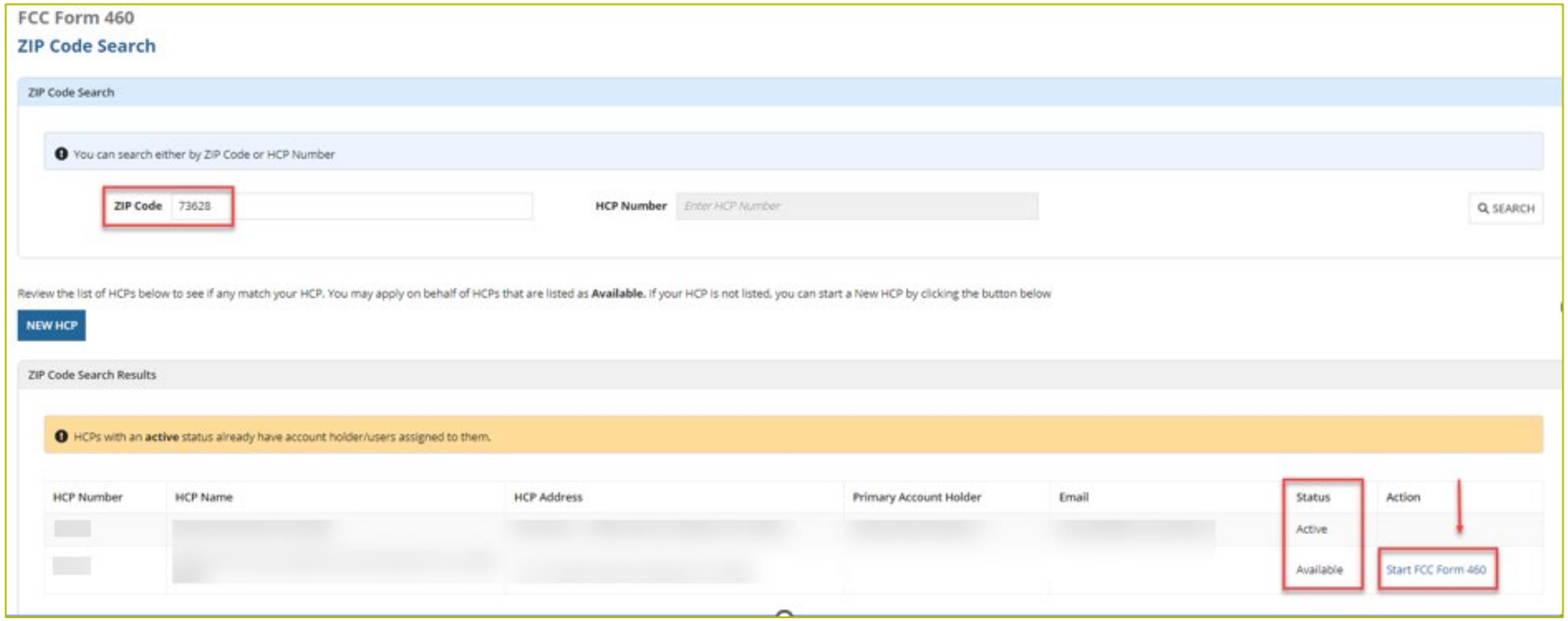


Zip Code Search

- Enter the zip code of the HCP or enter an HCP number that might be associated with the HCP, then click **Search**.

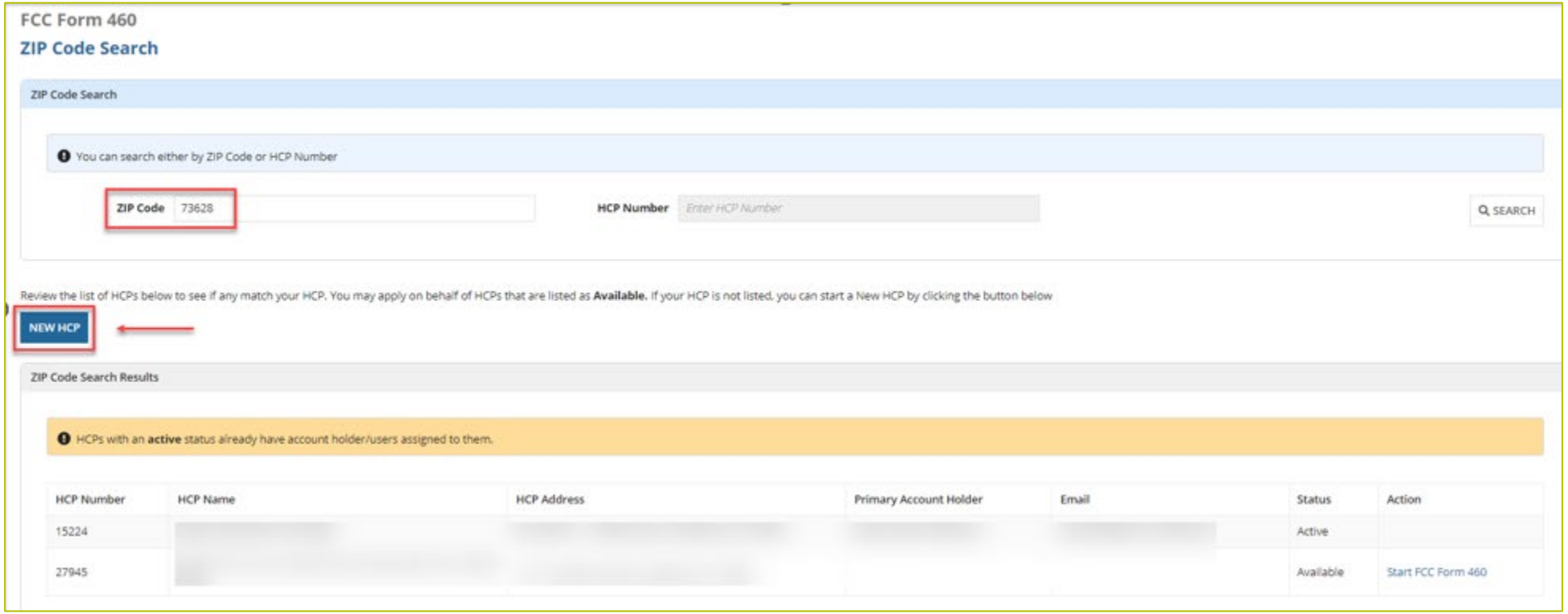
Zip Code Search (continued)

- HCPs with an **Active** status have account holders assigned to them.
- If **Available** appears in the **Status** column, that HCP number has no account holders assigned and may be selected.
- Click the **Start FCC Form 460** hyperlink to begin



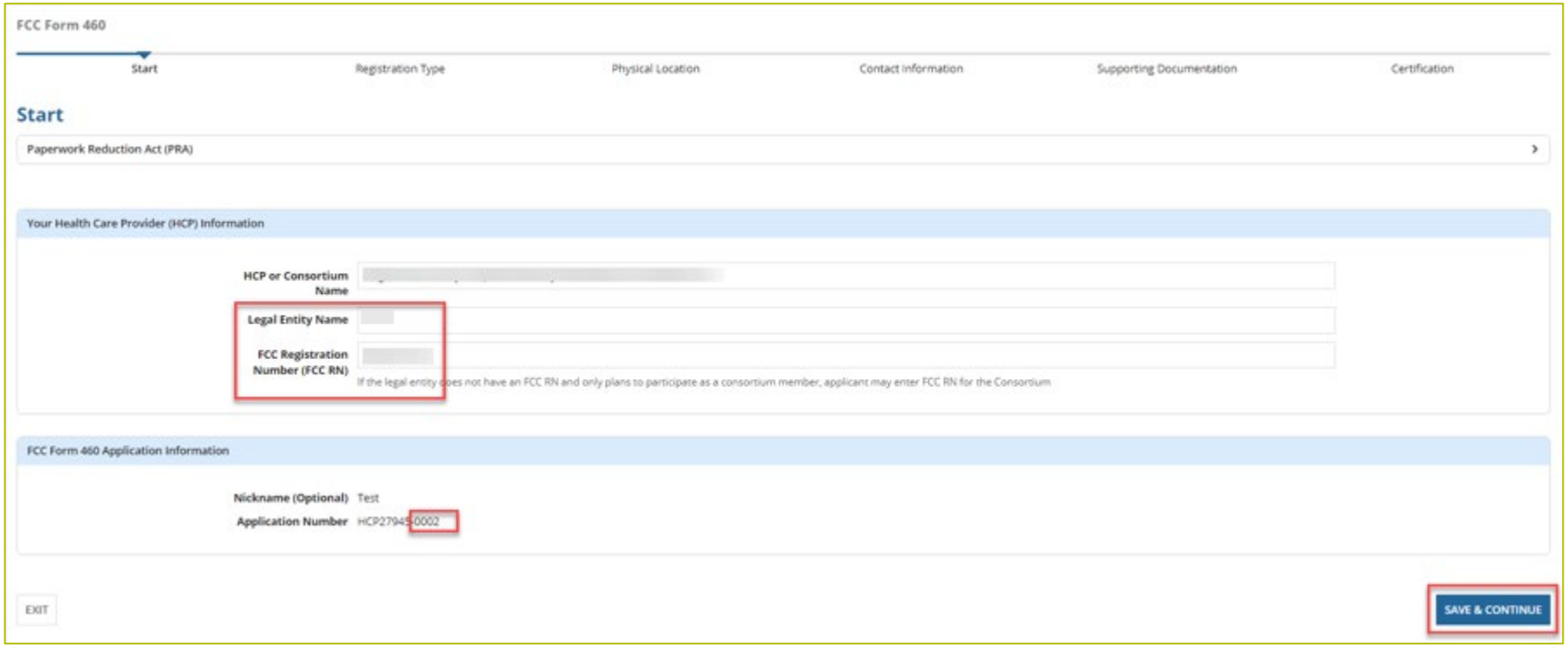
Zip Code Search (continued)

- If none of the HCPs listed match the HCP, click the **New HCP** button.



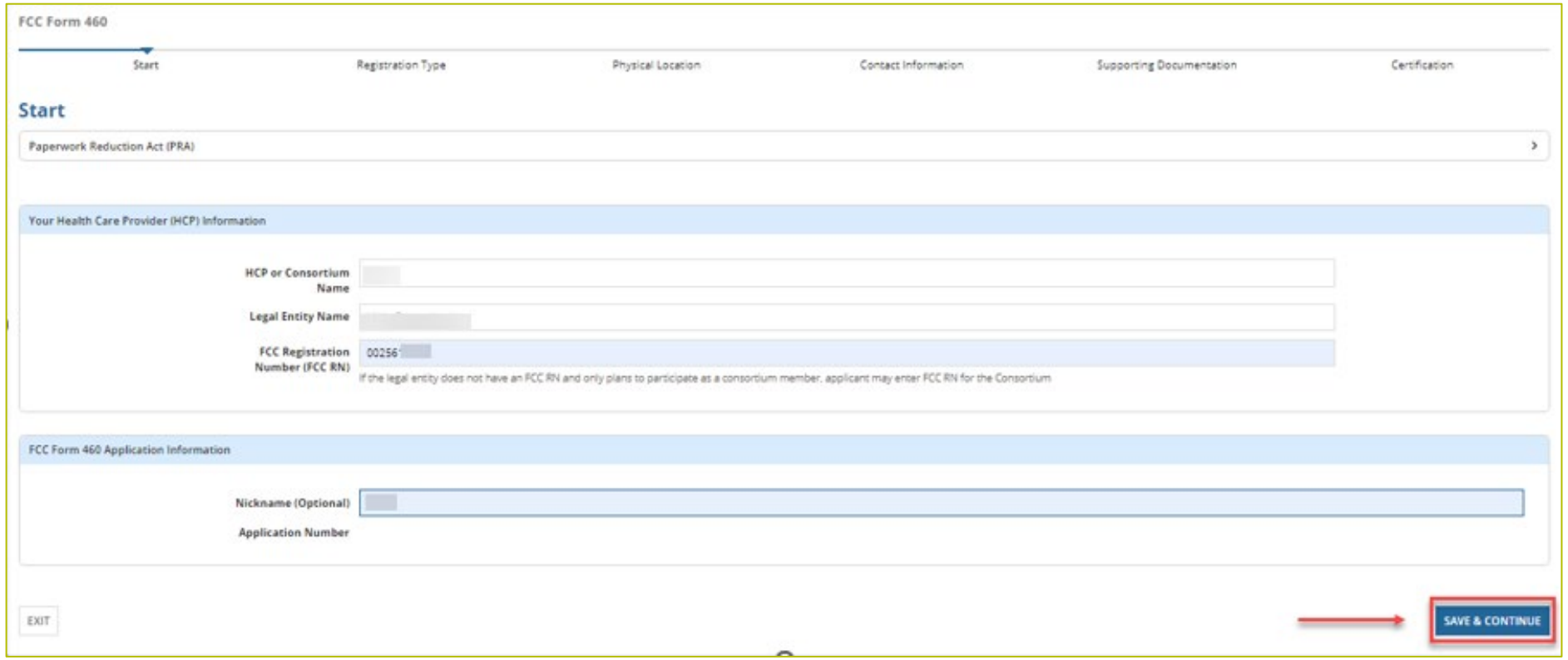
Start

- If an **Available HCP** is selected, information will be pre-populated, and the HCP number will be assigned a “version” with a number greater than 00001 attached to it.
- Enter information in the fields and click **Save & Continue**.



Start (continued)

- If **New HCP** is selected, enter information about the site in the fields as shown.
- Then click **Save & Continue**.

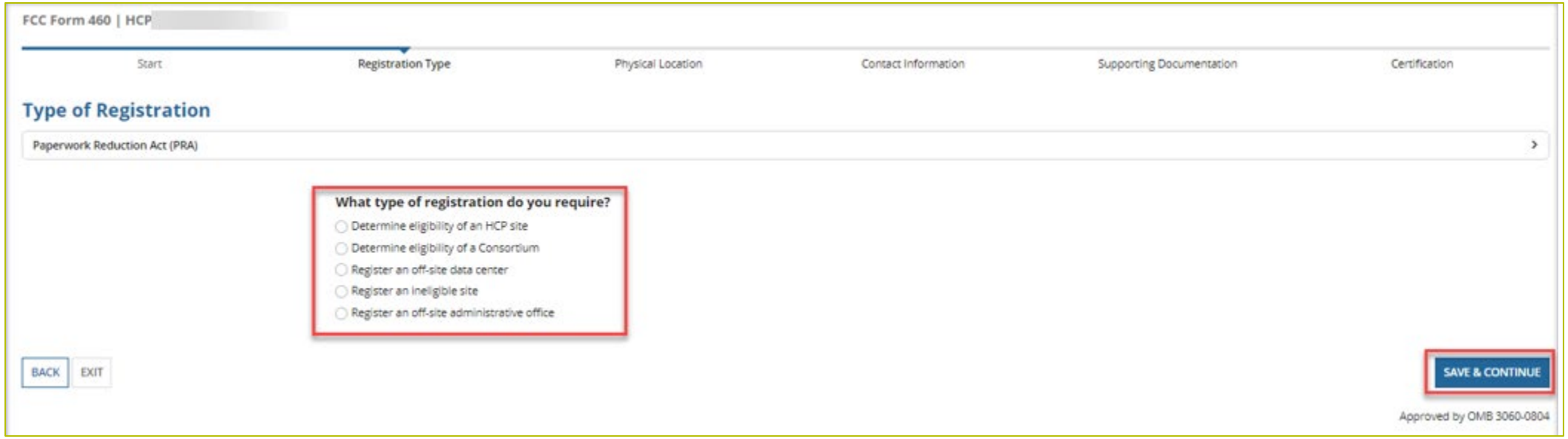


Paperwork Reduction Act (PRA)

- For information about the **Paperwork Reduction Act (PRA)**, click the arrow on the far right.

Registration Type

- Select the registration type.
- Then click **Save & Continue**.

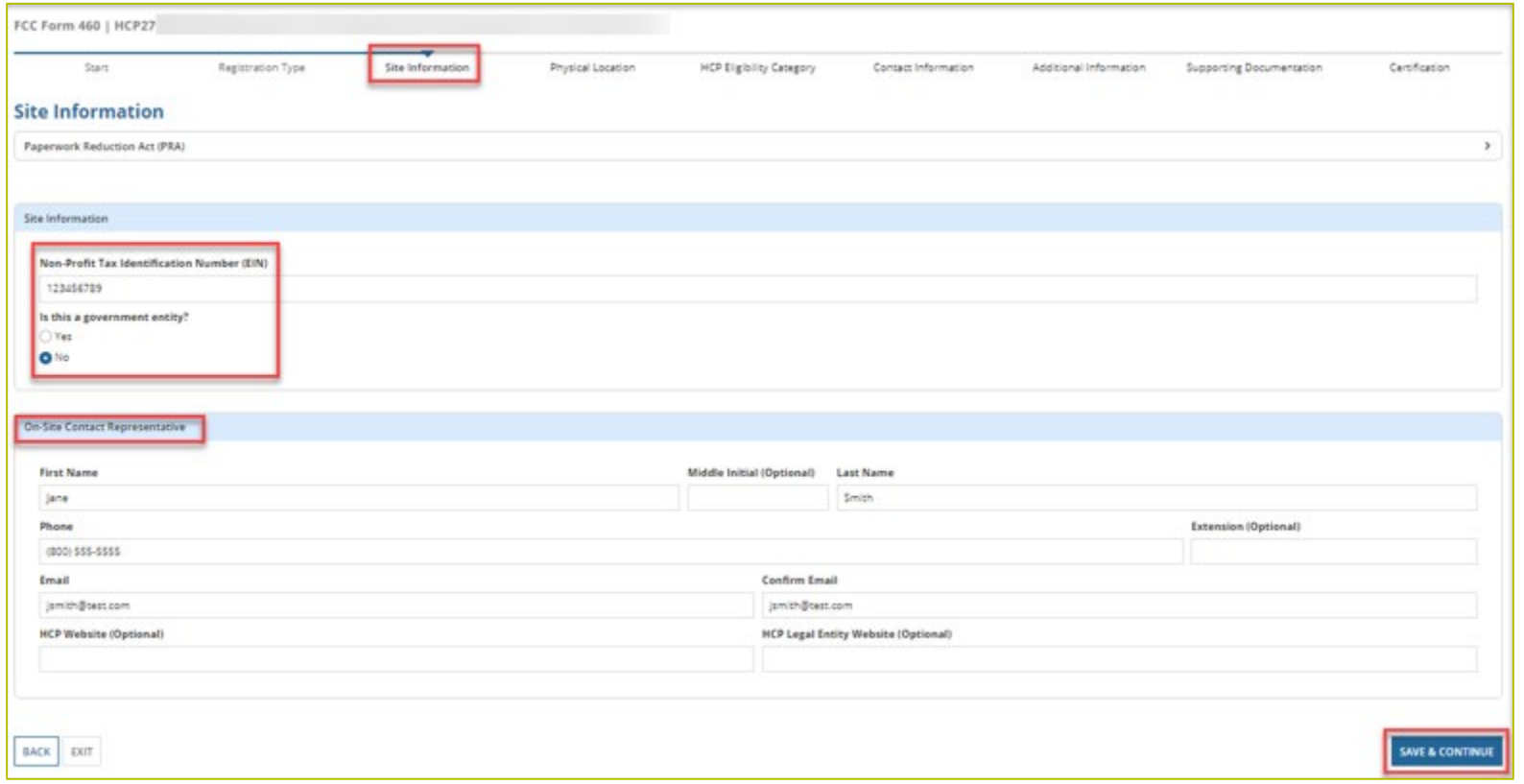


Determine Eligibility of an HCP Site

- Select **Determine eligibility of an HCP site**.
- Then click **Save & Continue**.

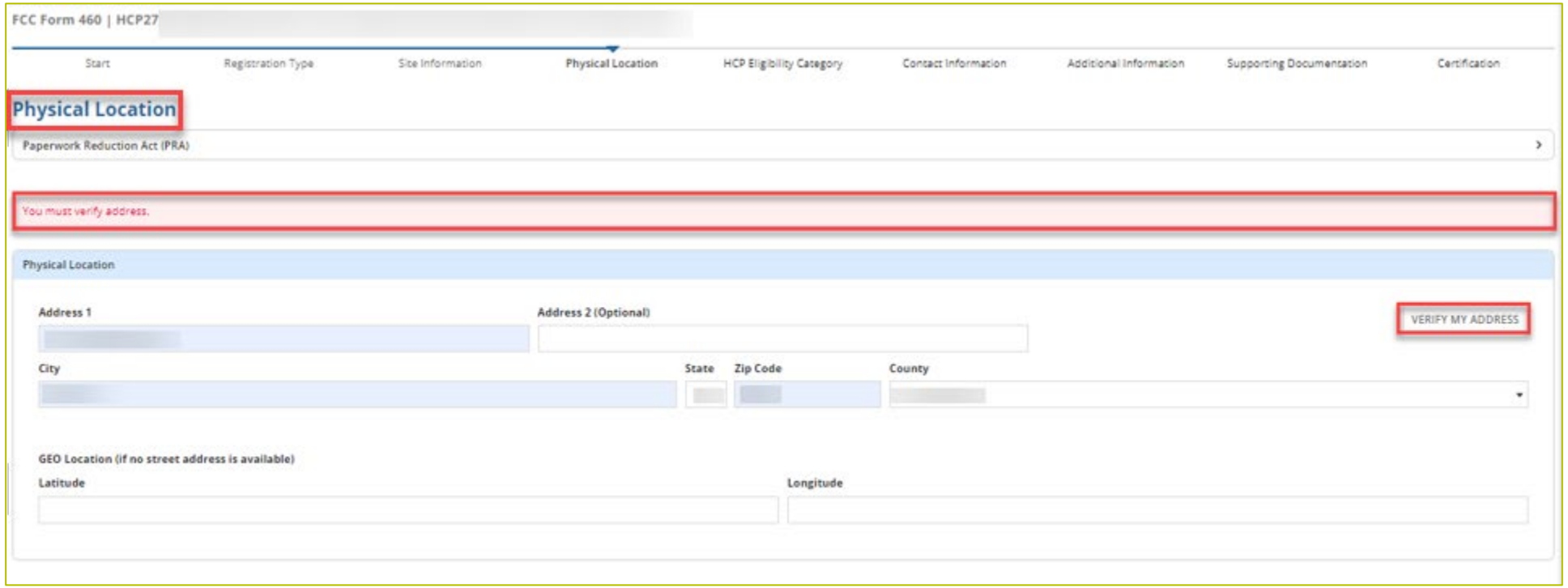
Site Information

- Enter the **Non-Profit Tax Identification Number (EIN)**.
- Enter information for the **On-Site Contact Representative**.



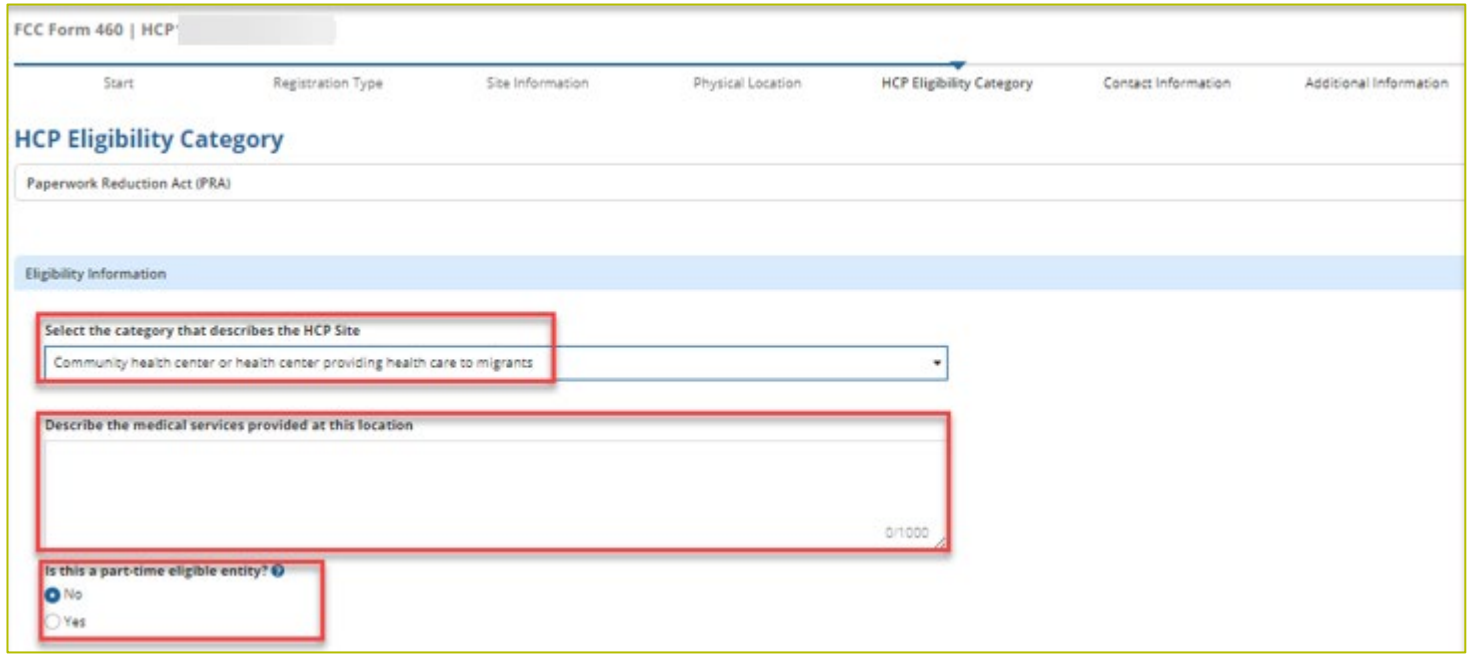
Physical Location

- Enter the physical address of the location, then click **Verify My Address**.
- A red banner will appear the address is not verified.



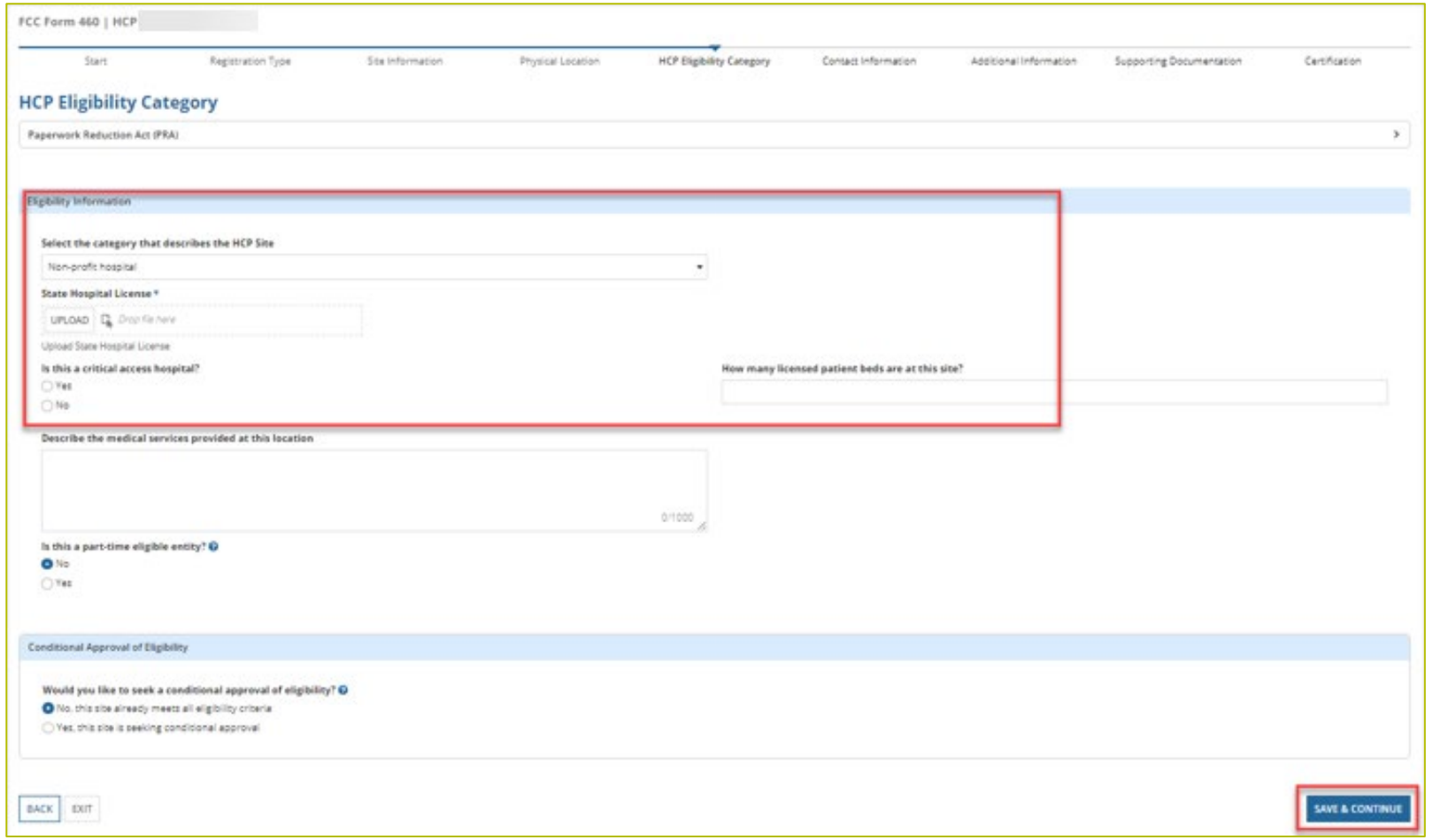
HCP Eligibility Category

- Select the category that best describes the HCP site.
- Enter a description of the medical services provided at the site.
- Answer the question about part-time eligible entity type.



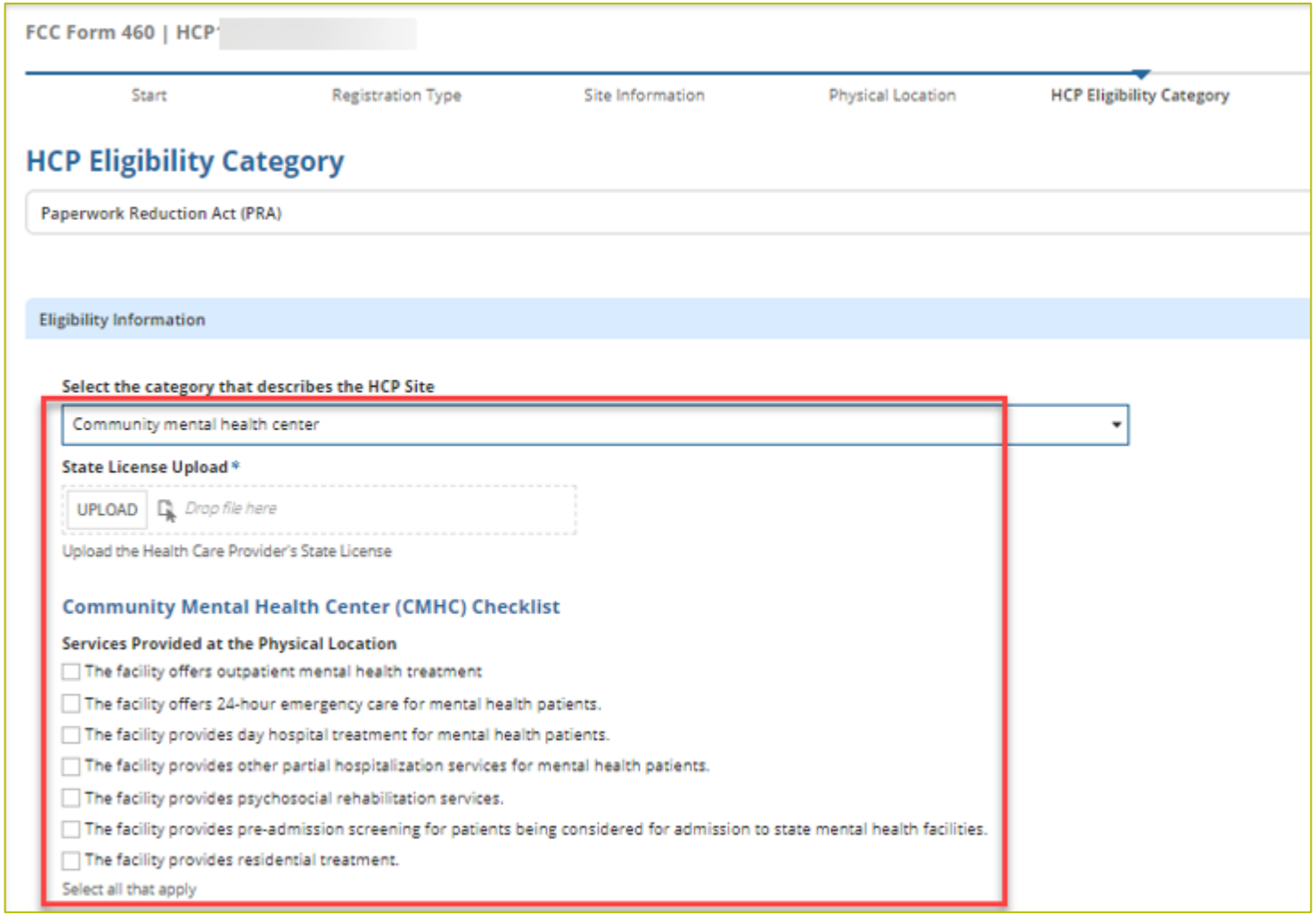
Eligibility Category Non-Profit Hospital

- Upload the state hospital license.
- Answer the question about if the site is a critical access hospital.
- Enter the number of licensed patient beds at the site.



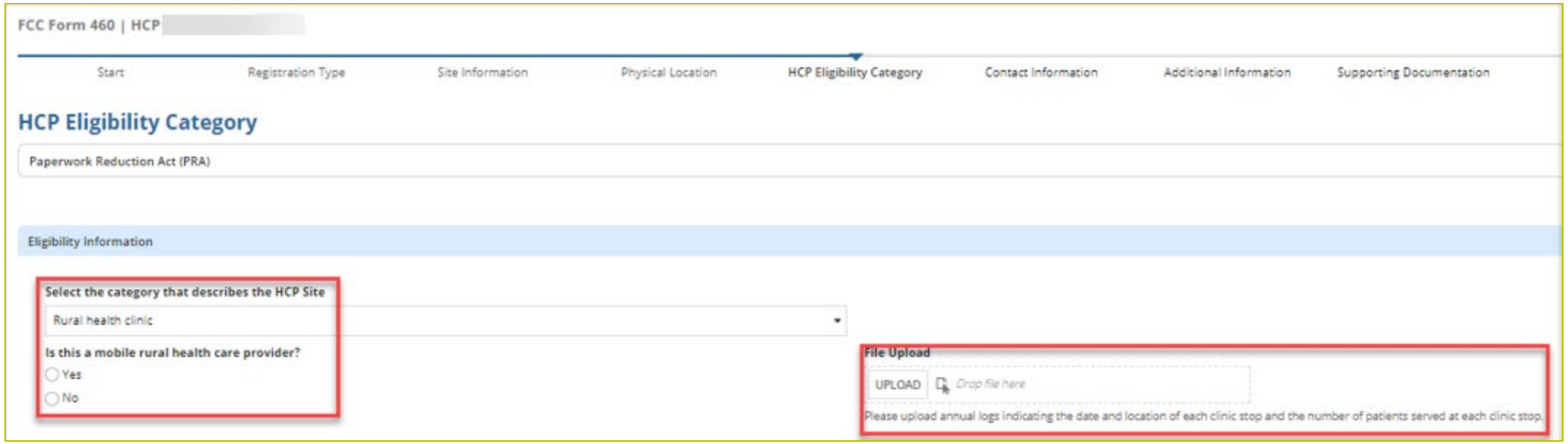
Eligibility Category Community Mental Health Center

- Upload the state license.
- Check the relevant boxes under **Services Provided at the Physical Location** in the **Community Mental Health Center (CMHC) Checklist**.



Eligibility Category Rural Health Clinic

- Answer **Yes** or **No** for the question “Is this a mobile rural health care provider.”
- If **Yes**, upload the required logs.

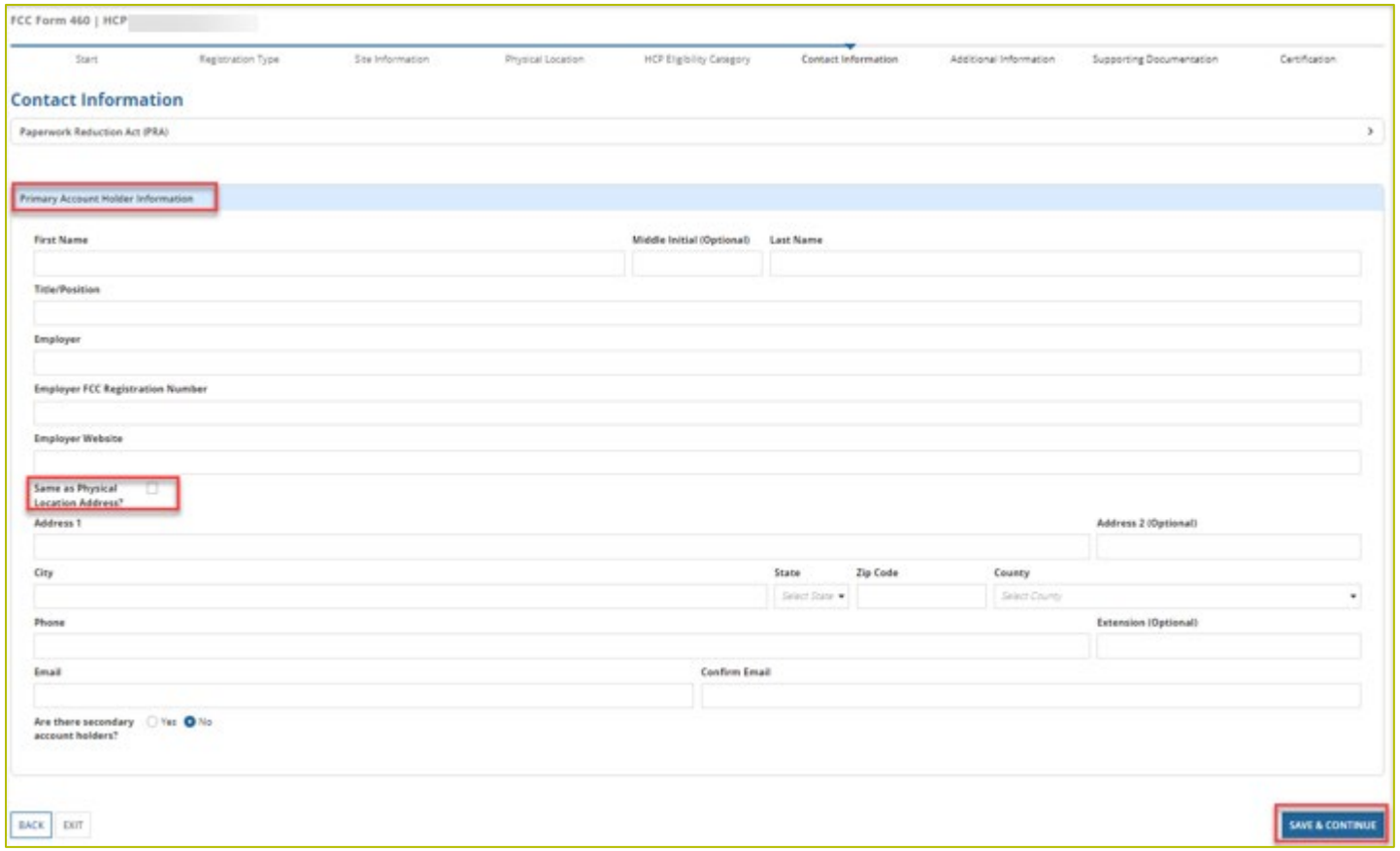


Conditional Approval of Eligibility

- Select **Yes** if applying for conditional eligibility.
- Select all relevant checkboxes for the basis for seeking conditional eligibility.
- Enter the estimated date that all eligibility requirements are expected to be met.
- Then click **Save & Continue**.

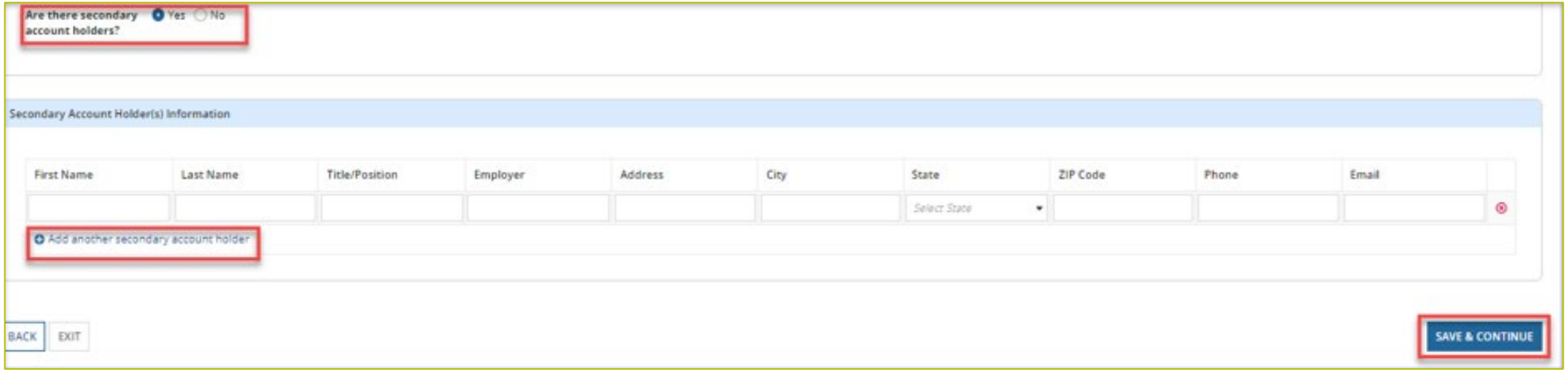
Contact Information

- Enter the Contact Information for the **Primary Account Holder**.
- Check the box if the information is the same as the **Physical Location Address**.
  - If not, enter the address in the fields shown.
- Then click **Save & Continue**.



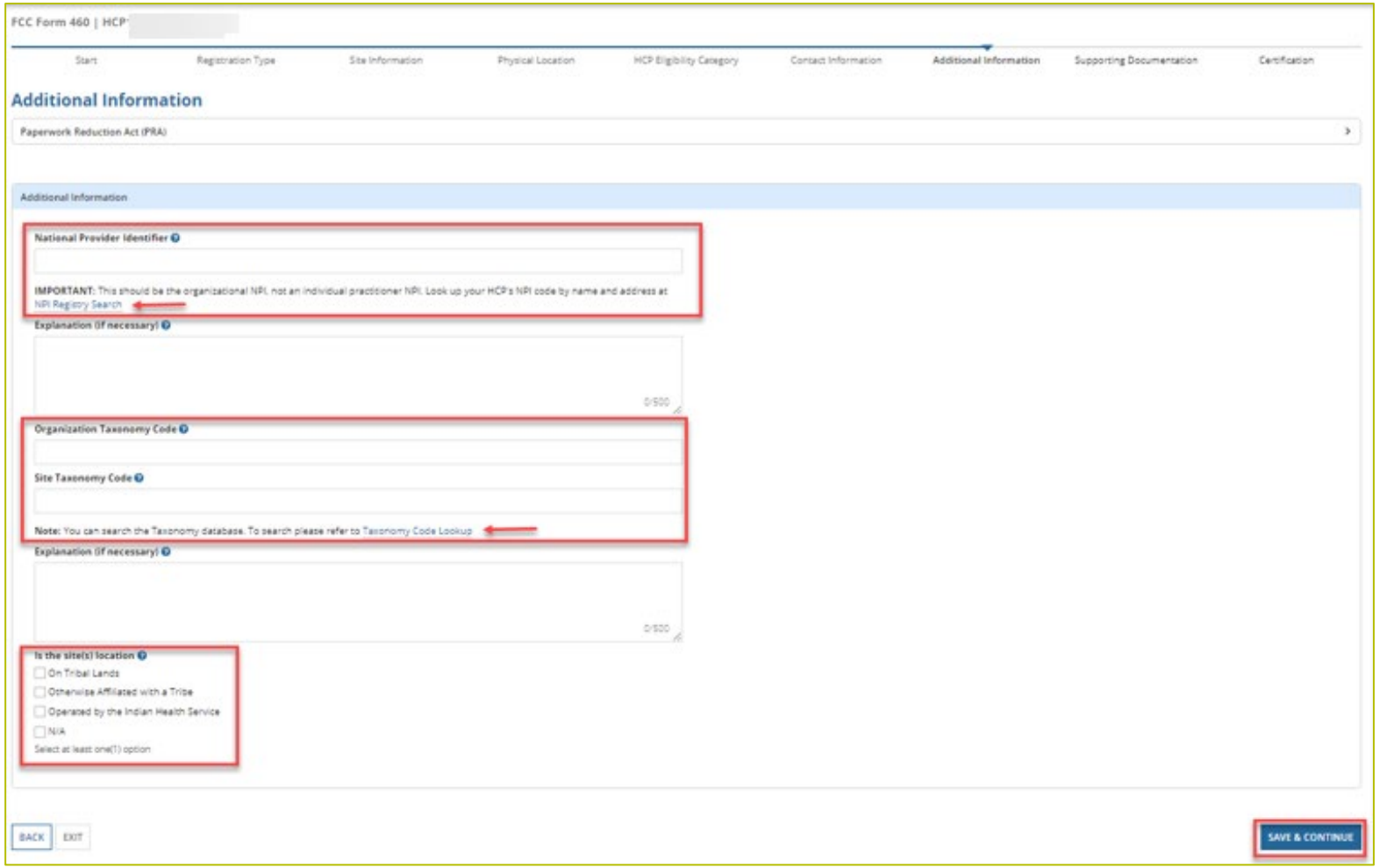
Adding Secondary Account Holders

- Answer **Yes** to the question “Are there Secondary Account Holders?” and enter the information in the fields.
- Click the **Add another secondary account holder** hyperlink to add multiple Secondary Account Holders.
- Then click **Save & Continue**.



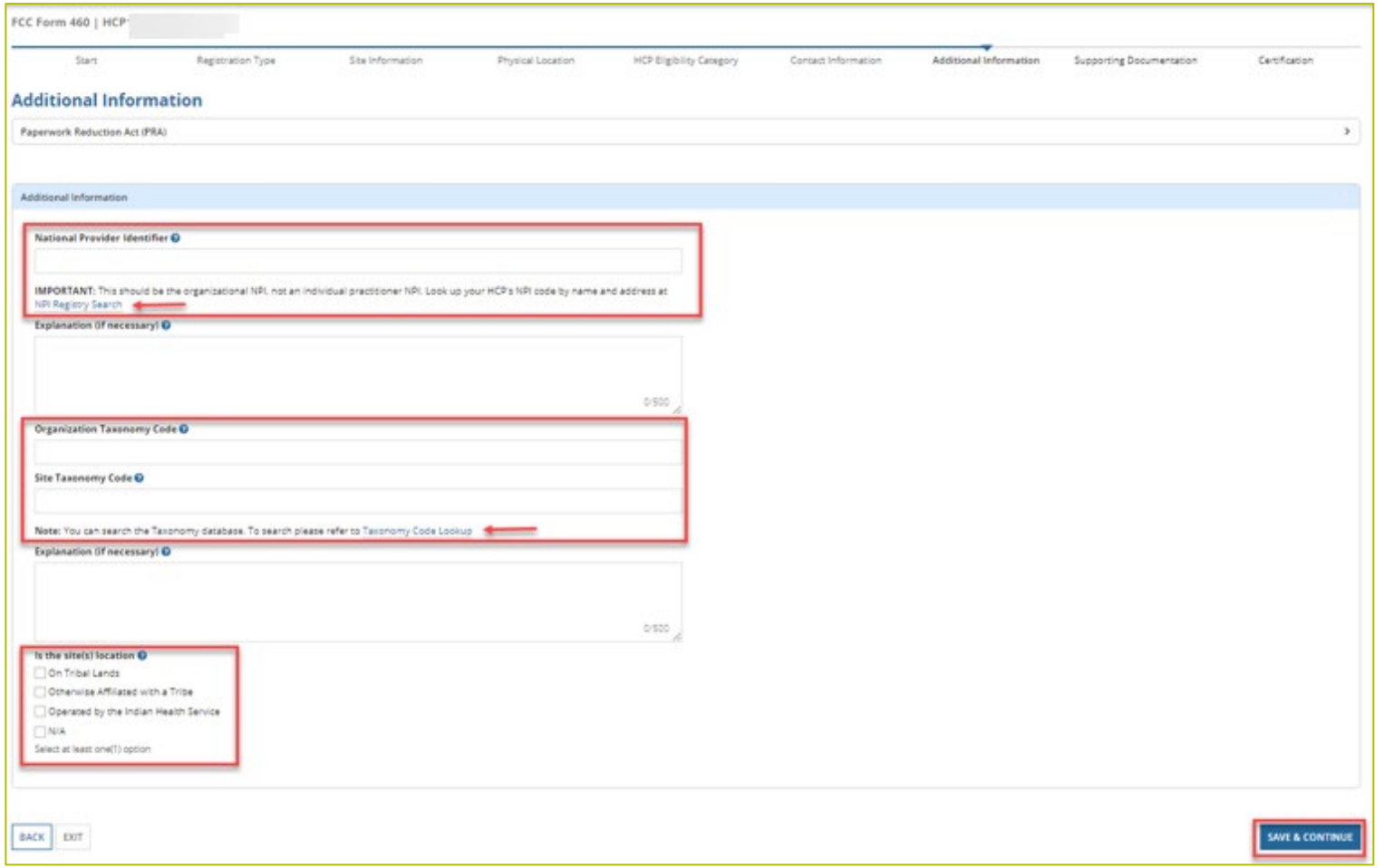
Additional Information

- Enter the **National Provider Identifier (NPI)** for the organization.
  - To look up the NPI, click the **NPI Registration Search** hyperlink.
- Provide an explanation in the field if necessary.



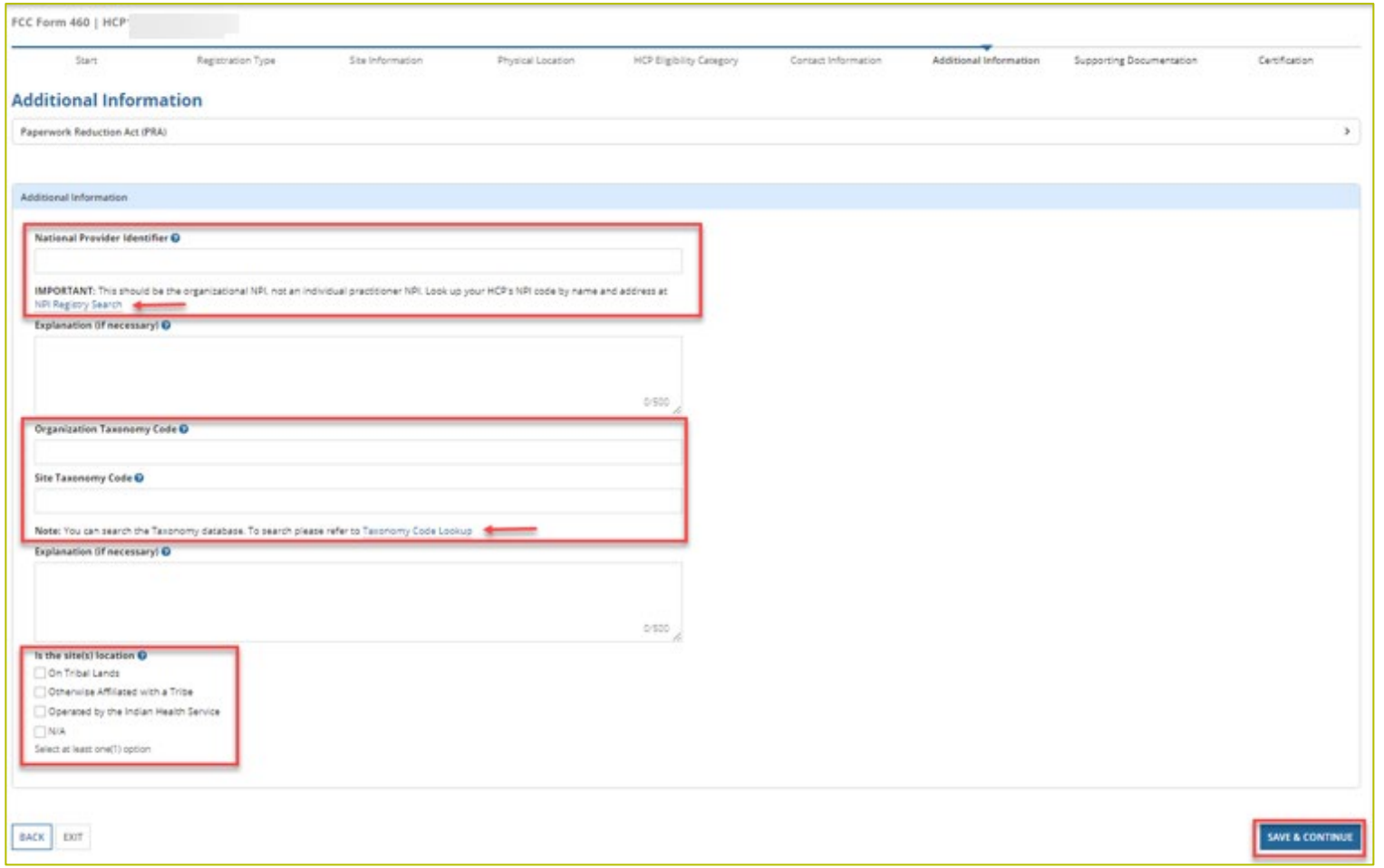
Additional Information (continued)

- Enter the **Organization Taxonomy Code** and the **Site Taxonomy Code**.
  - To search the Taxonomy database, click on the **Taxonomy Code Lookup** hyperlink.
- Provide an explanation in the field if necessary.



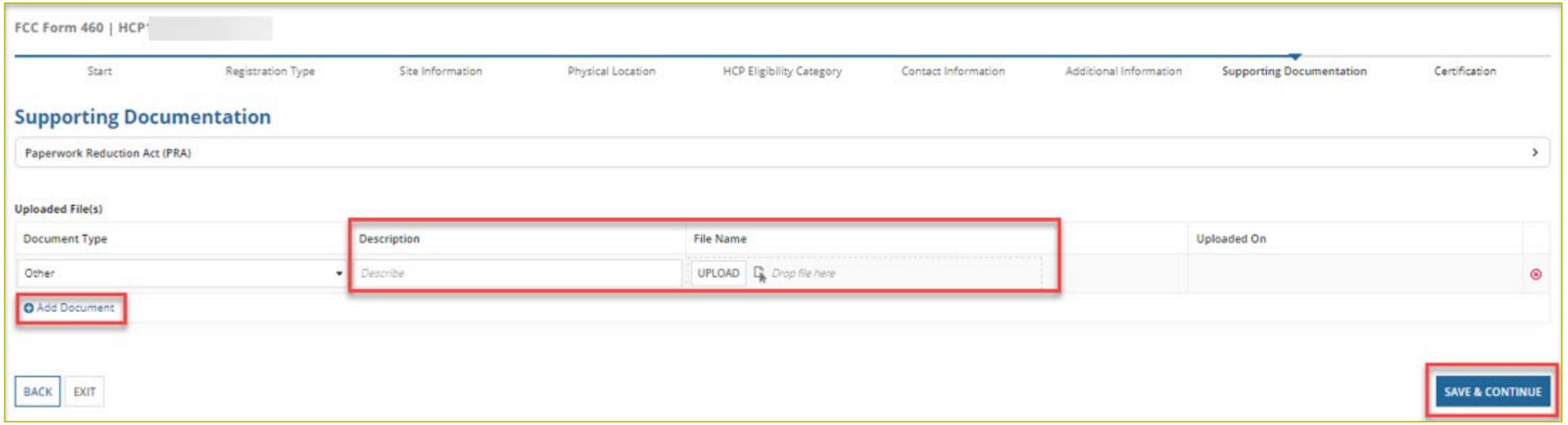
Additional Information (continued)

- Click all that apply to site locations that may be affiliated with a Tribe or located on Tribal Lands.
- Then click **Save & Continue**.



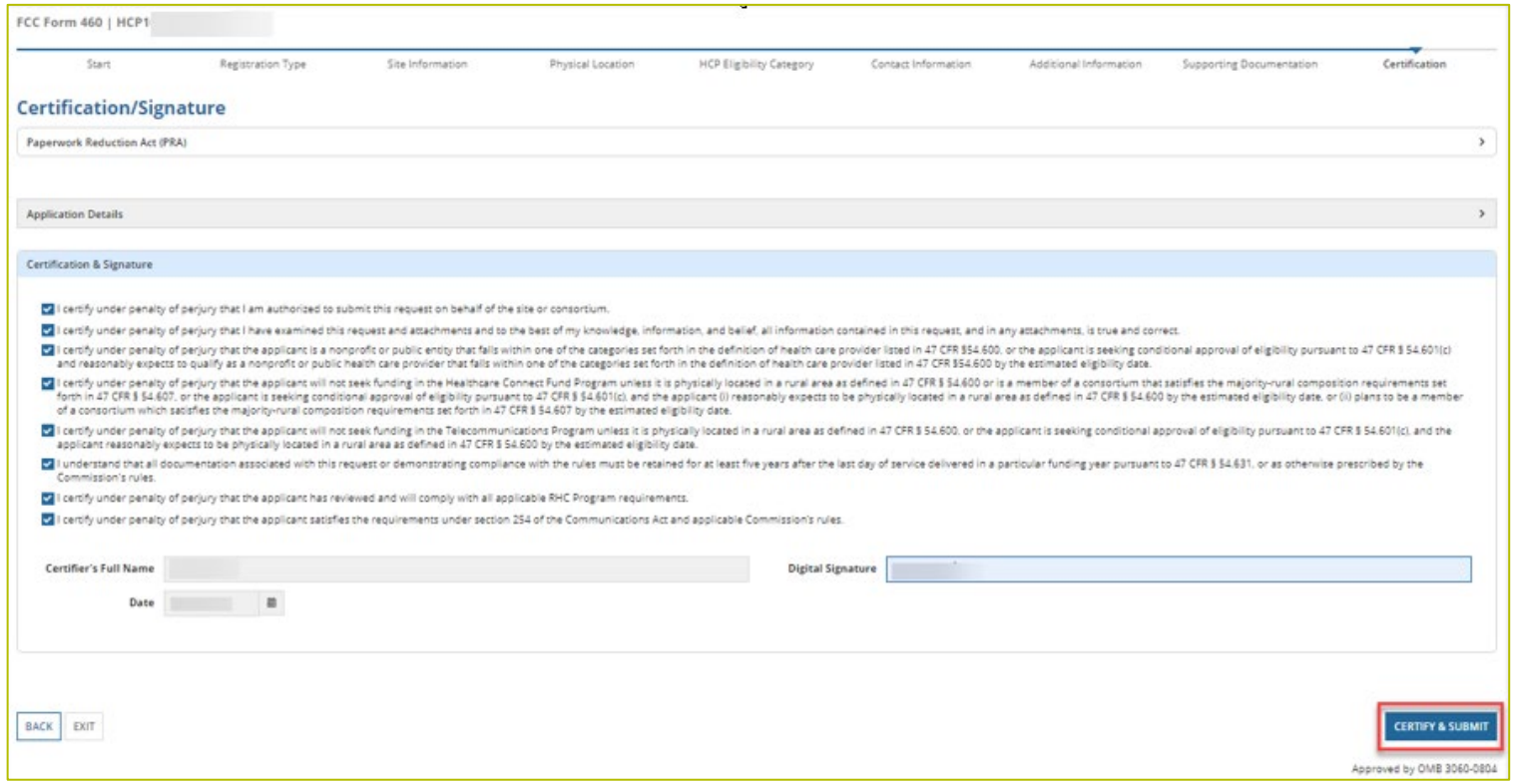
Supporting Documentation

- Click the **Add Document** hyperlink to add additional documents.
- Upload the document and enter a description in the **Description** field.
- Then click **Save & Continue**.



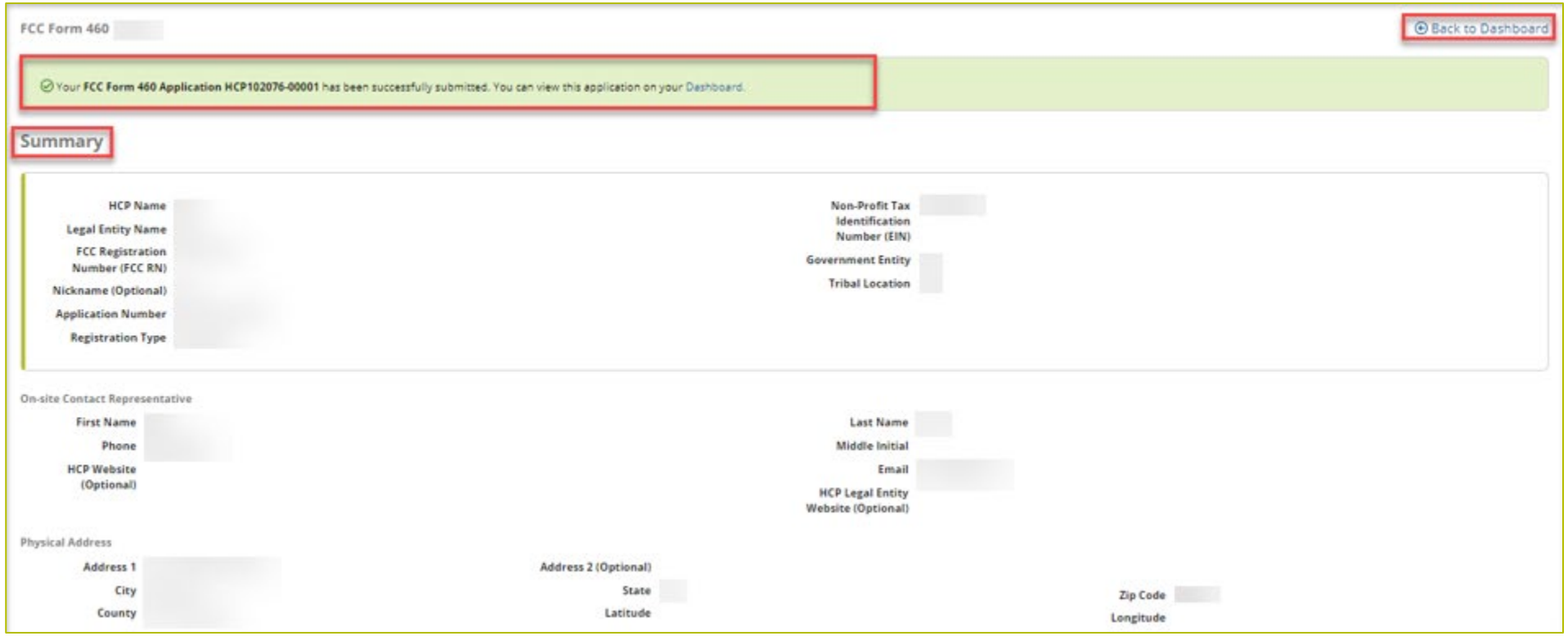
Certifications

- Click all certifications.
- Enter **Certifier's Full Name** as it appears in RHC Connect into the **Digital Signature** field.
- Click **Certify & Submit**.



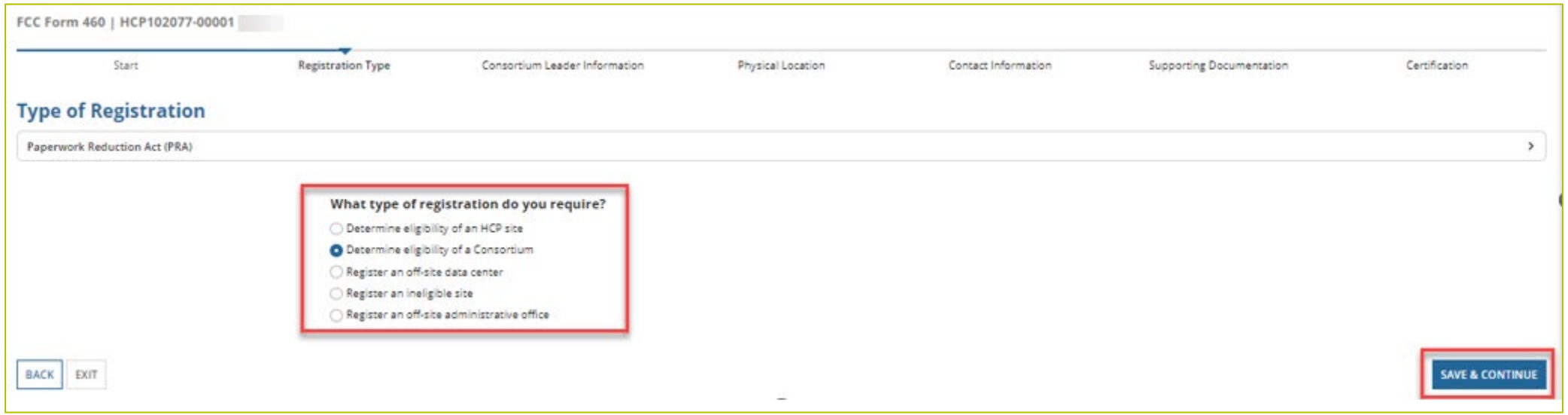
After Submitting

- Click the hyperlink in the green banner titled **Dashboard** or the **Back to Dashboard** hyperlink.



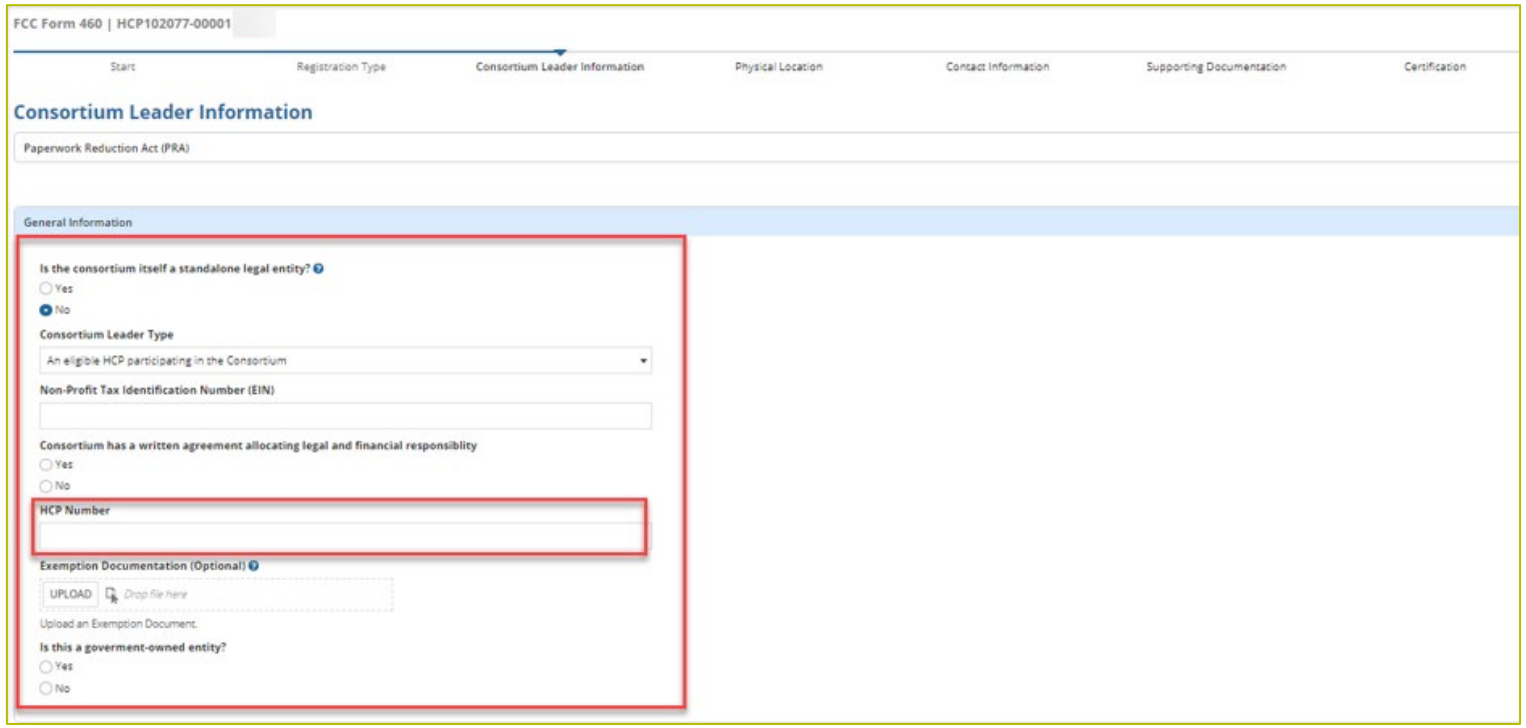
Determine Eligibility of a Consortium

- Select **Determine eligibility of a Consortium** on the **Type of Registration** screen.
- Then click **Save & Continue**.



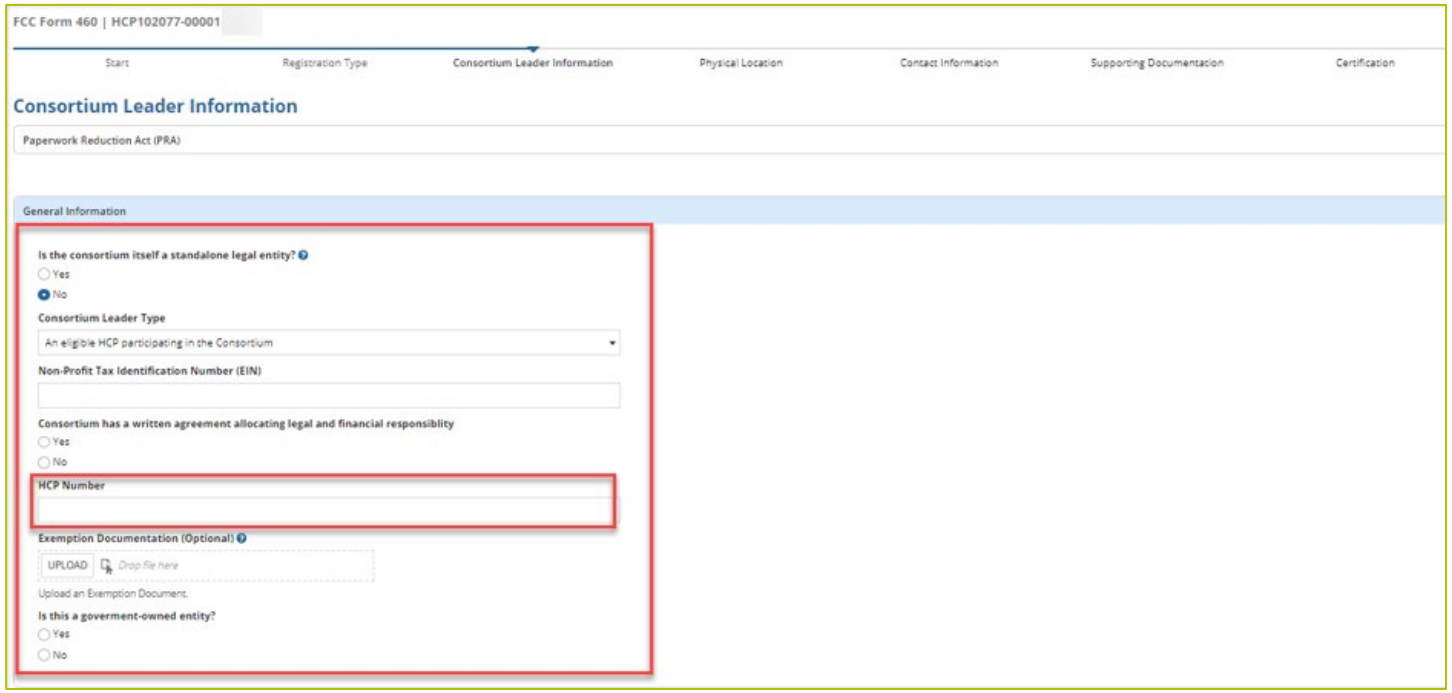
Determine Eligibility of a Consortium (continued)

- Select **Yes** or **No** for the question “Is the consortium itself a standalone legal entity?" then select the **Consortium Leader Type** from the dropdown menu.
- If the **Consortium Leader Type** is “An eligible HCP participating in the Consortium,” enter the member HCP number in the field below.



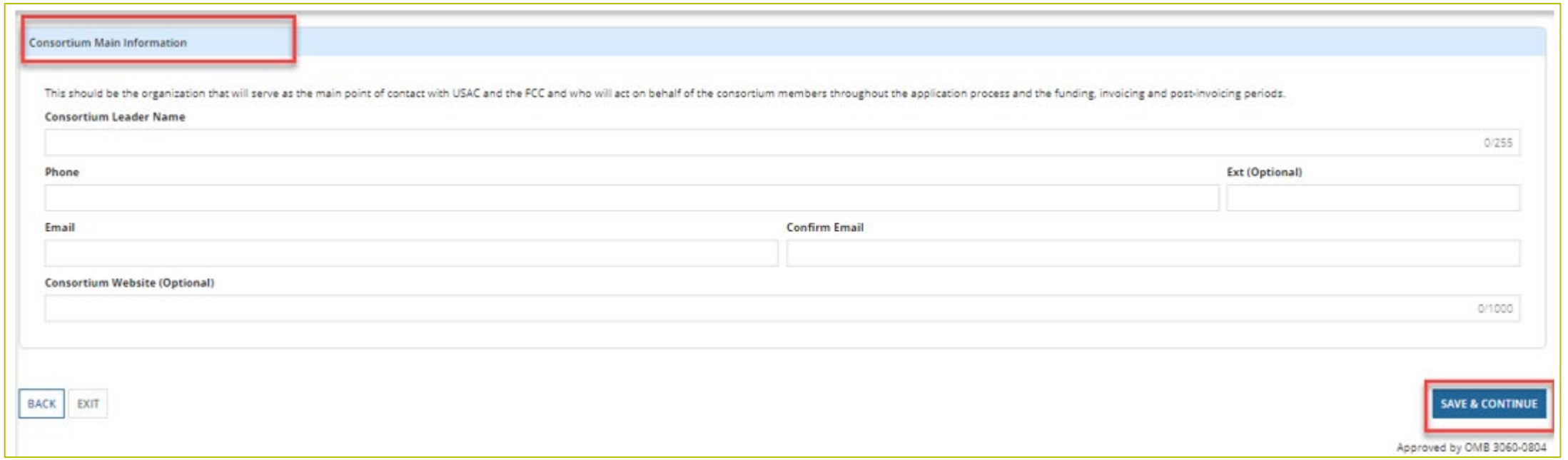
Determine Eligibility of a Consortium (continued)

- Enter the **Non-Profit Tax Identification Number (EIN).**
- Select **Yes** or **No** for “Consortium has a written agreement allocating legal and financial responsibility.” If **Yes** is selected, the **Exemption Document** may be uploaded.
- Select **Yes** or **No** to the question “Is this a government-owned entity?”



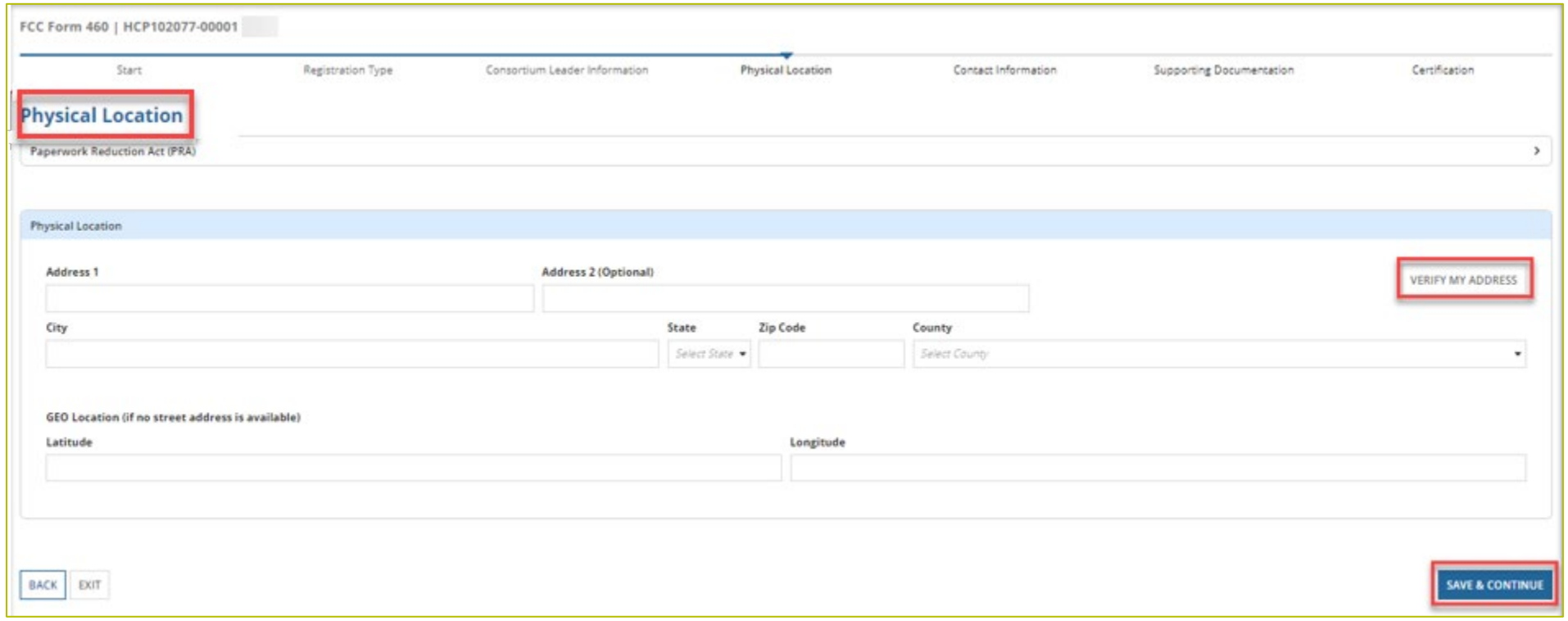
Determine Eligibility of a Consortium (continued)

- Enter information for the **Consortium Leader** and click **Save & Continue**.



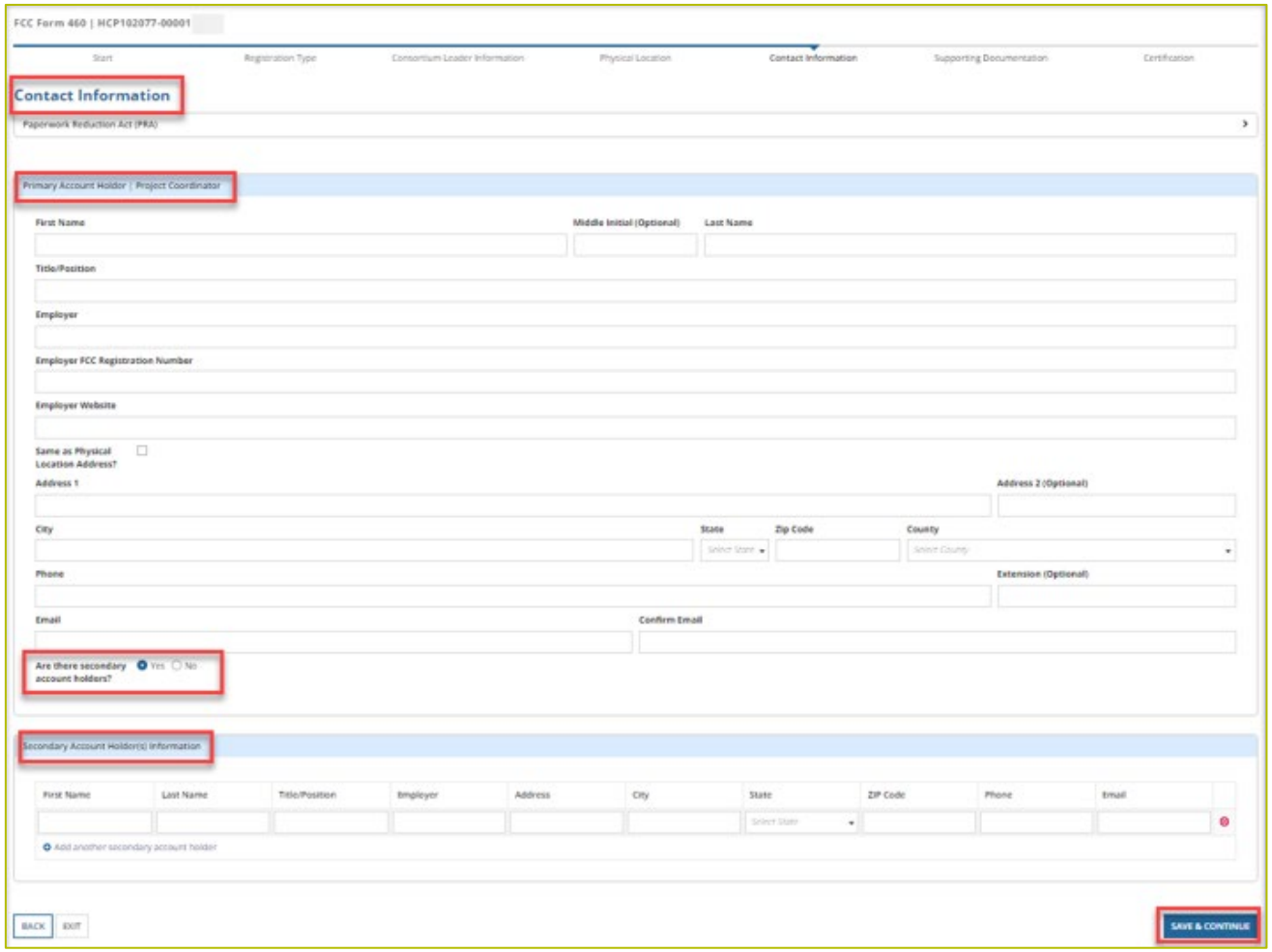
Determine Eligibility of a Consortium (continued)

- Enter the **Physical Location** of the Consortium Leader.
- Click **Verify My Address**, then click **Save & Continue**.



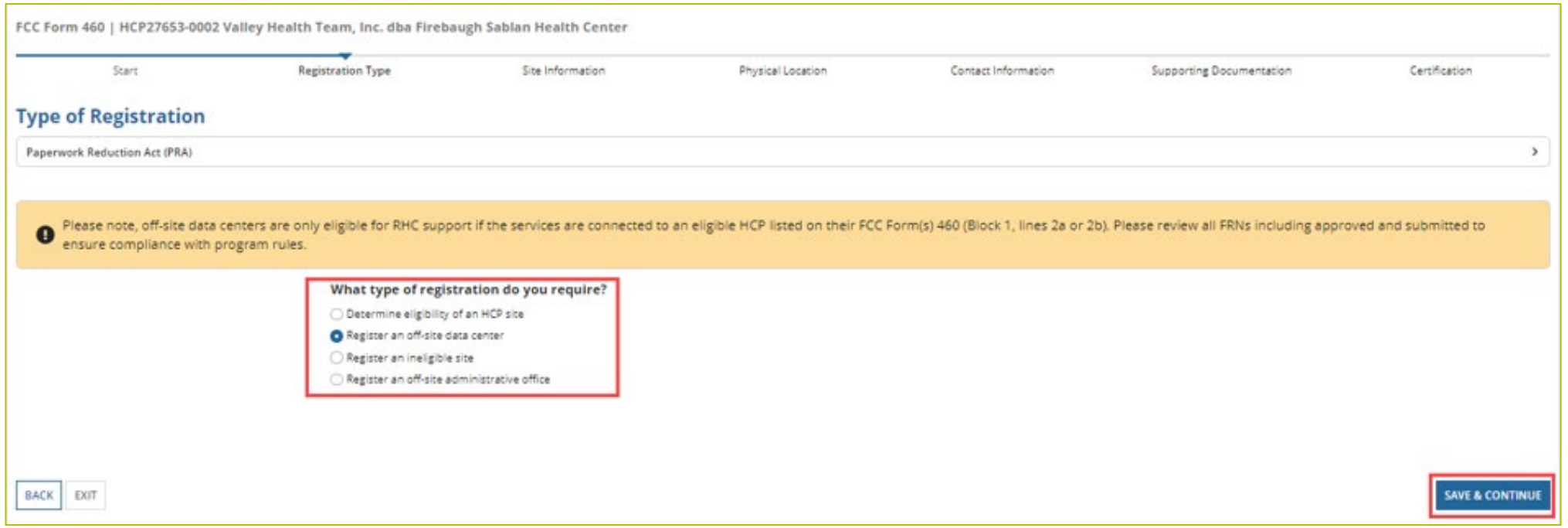
Determine Eligibility of a Consortium (continued)

- Enter information for the **Primary Account Holder/Project Coordinator**.
- To enter **Secondary Account Holders**, select **Yes** at the bottom of the screen and enter their information in the fields.
- Click **Save & Continue.**



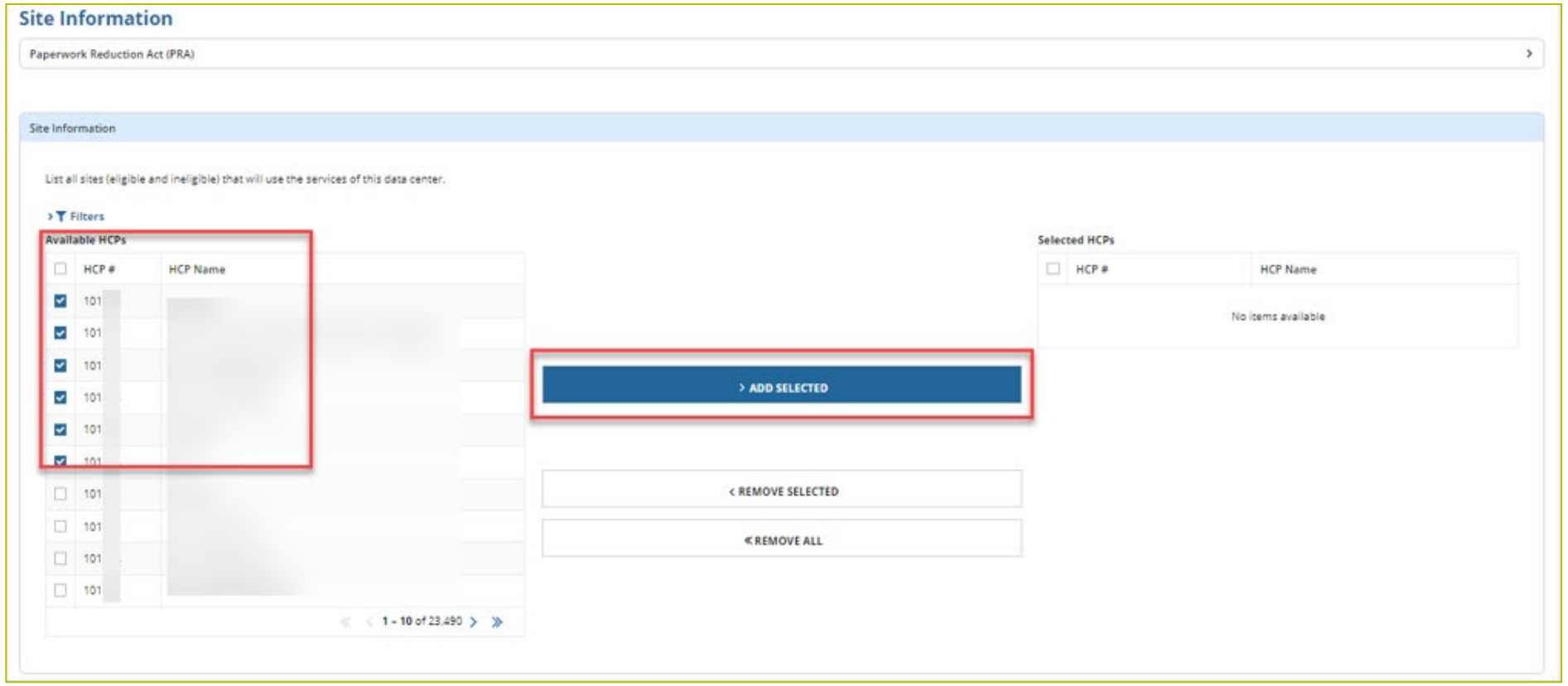
Registering an Off-Site Data Center or Administrative Office

- Note in yellow describes the rules regarding these entity types.
- These entities are only eligible for support if the services are connected to an eligible HCP listed on their FCC Form 460.



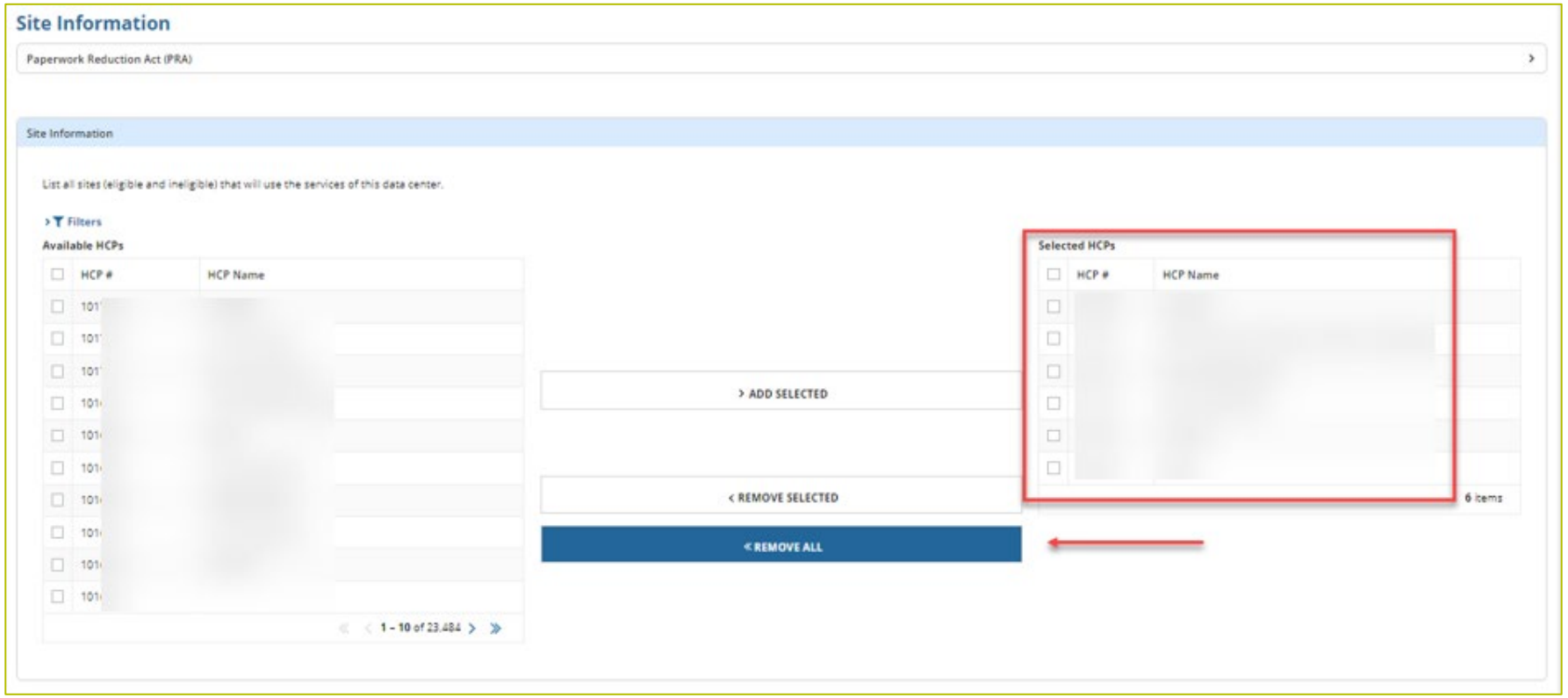
Registering an Off-Site Data Center or Administrative Office

- All eligible and ineligible sites that will use the services of this entity must be listed.
- Check the boxes beside the sites that should be included, then click **Add Selected**.



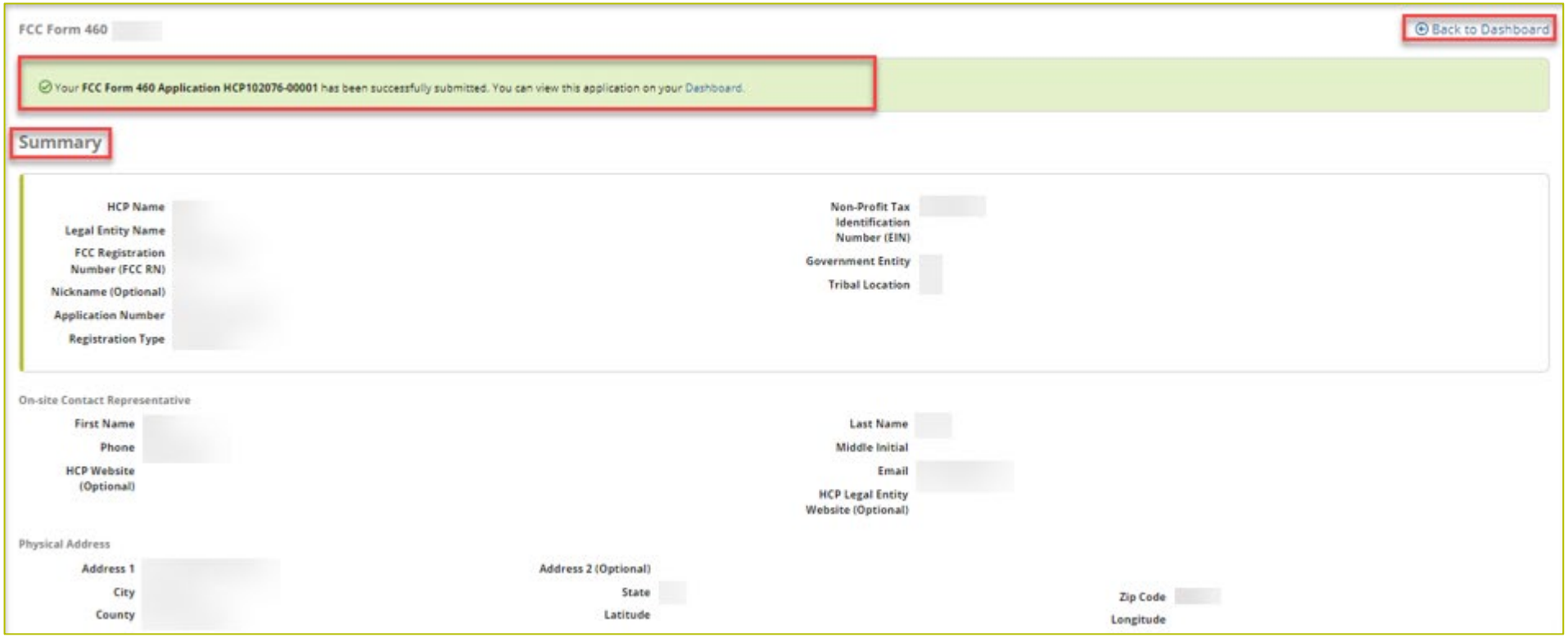
Registering an Off-Site Data Center or Administrative Office

- Once **Add Selected** is clicked, the selected HCPs will move to the right side of the screen.
- Click **Remove Selected** or **Remove All** to remove HCPs from the **Selected HCPs** list.



After Submitting

- Click the hyperlink in the green banner titled **Dashboard** or the **Back to Dashboard** hyperlink.



After Submitting

- An email will be sent confirming that the form was submitted along with a copy of the PDF form.
  - If you do not receive a confirmation email, reach out to the RHC Customer Service Center at RHC-Assist@usac.org.
- Respond to Information Requests within 14 calendar days or by the deadline listed in the Information Request.
  - Failure to respond to the Information Request will result in a denial.
- For FY2025 FCC Forms 460, 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.

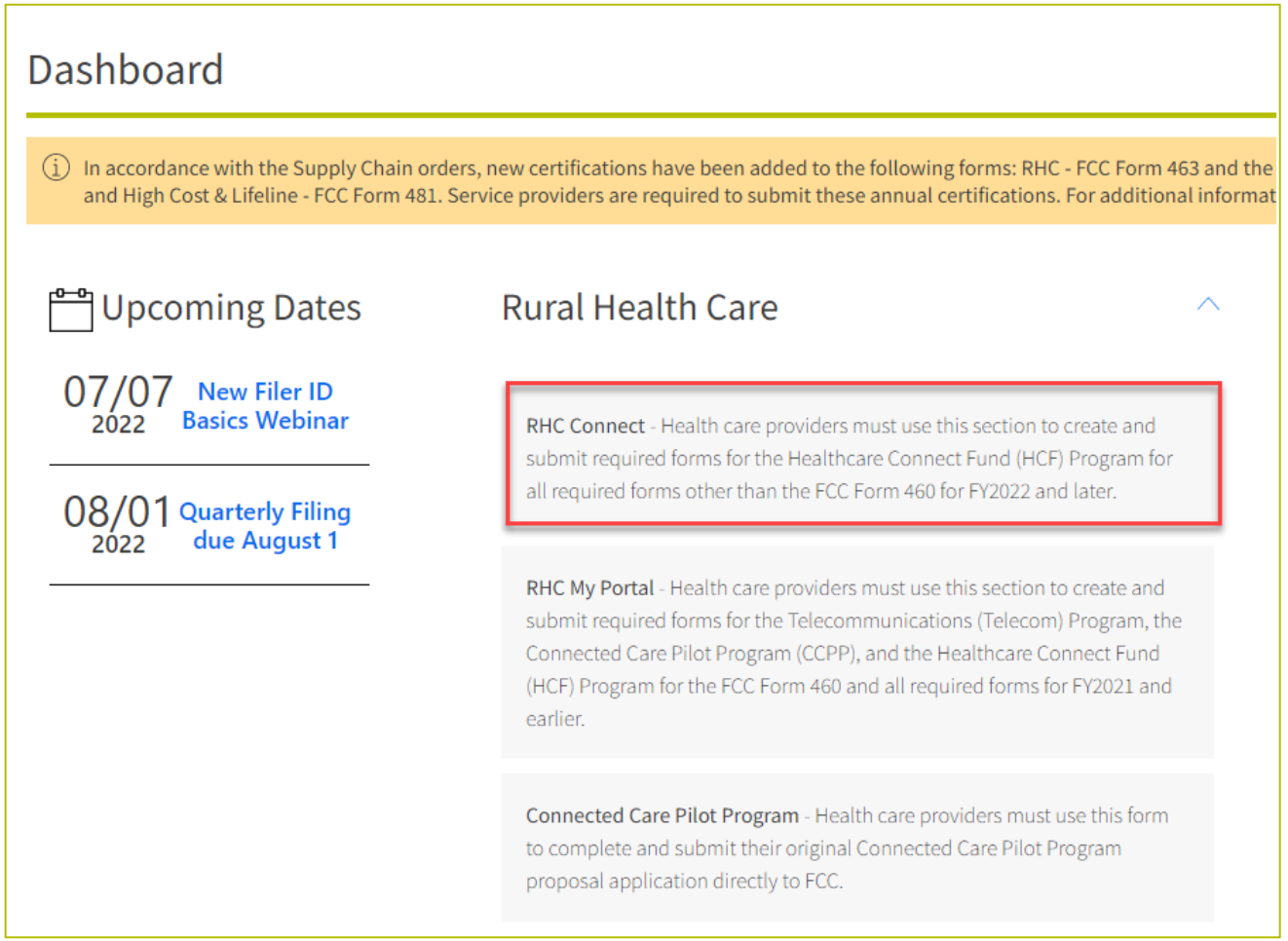
Questions?

Submitting an FCC Form 460 Revision

Submitting the FCC Form 460 in RHC Connect

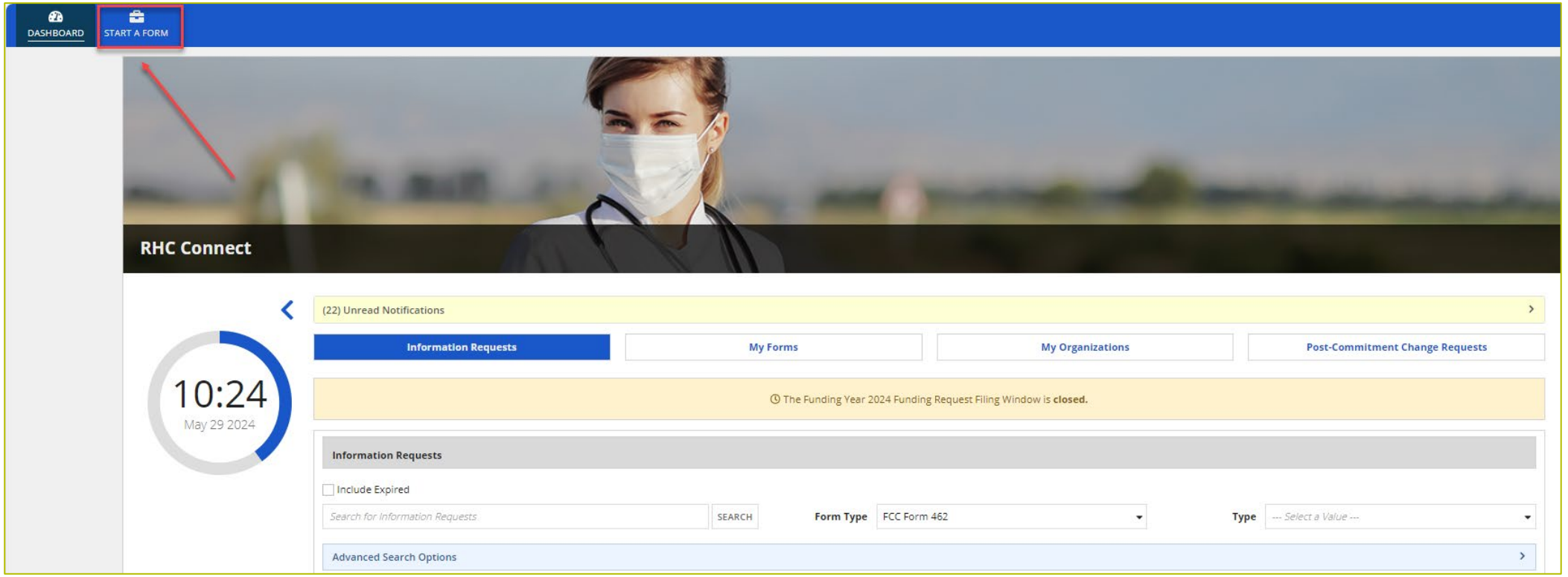
My Portal Landing Page

- Log into My Portal and click on **RHC Connect**.



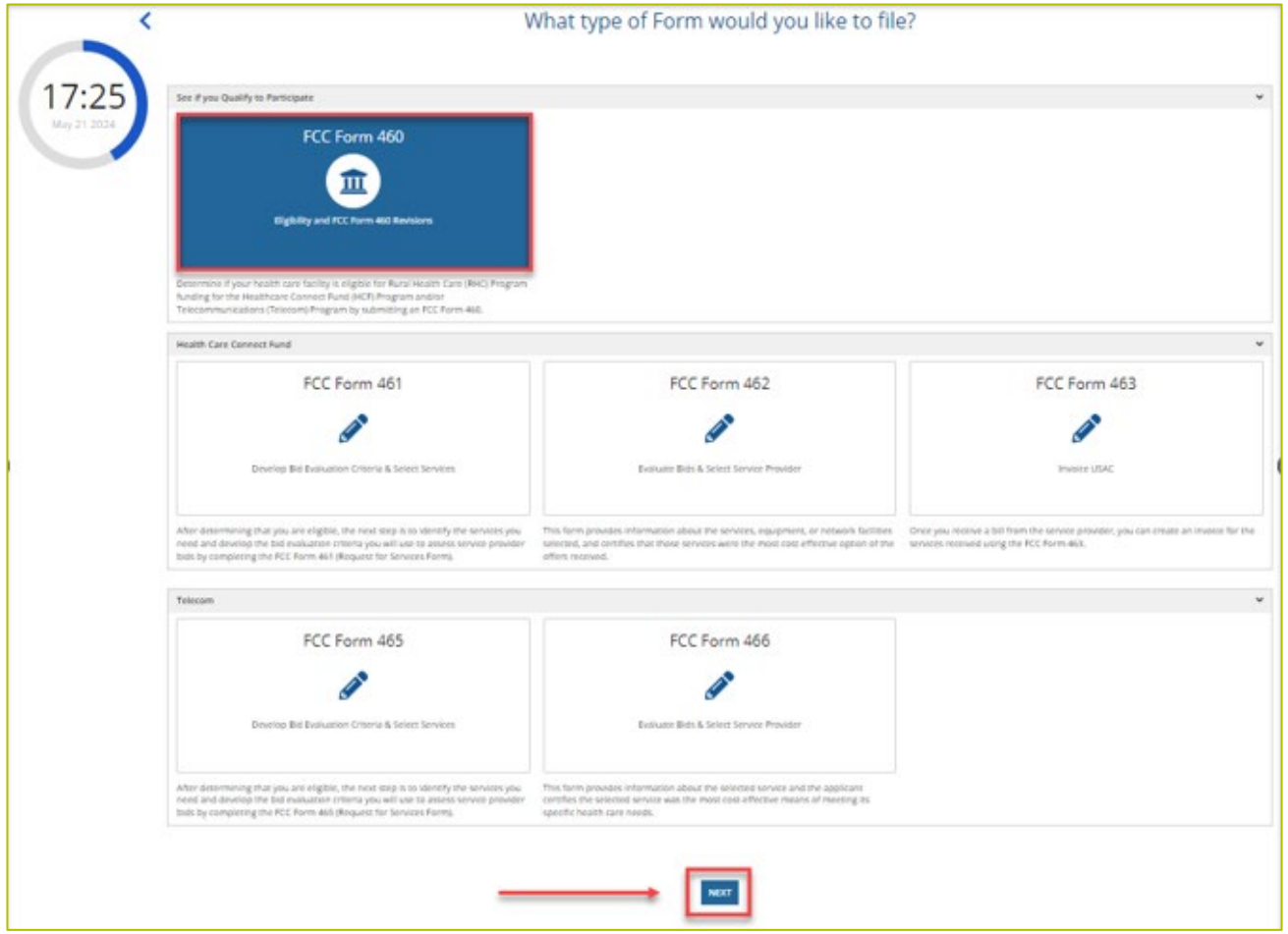
RHC Connect

- Click **Start a Form**.



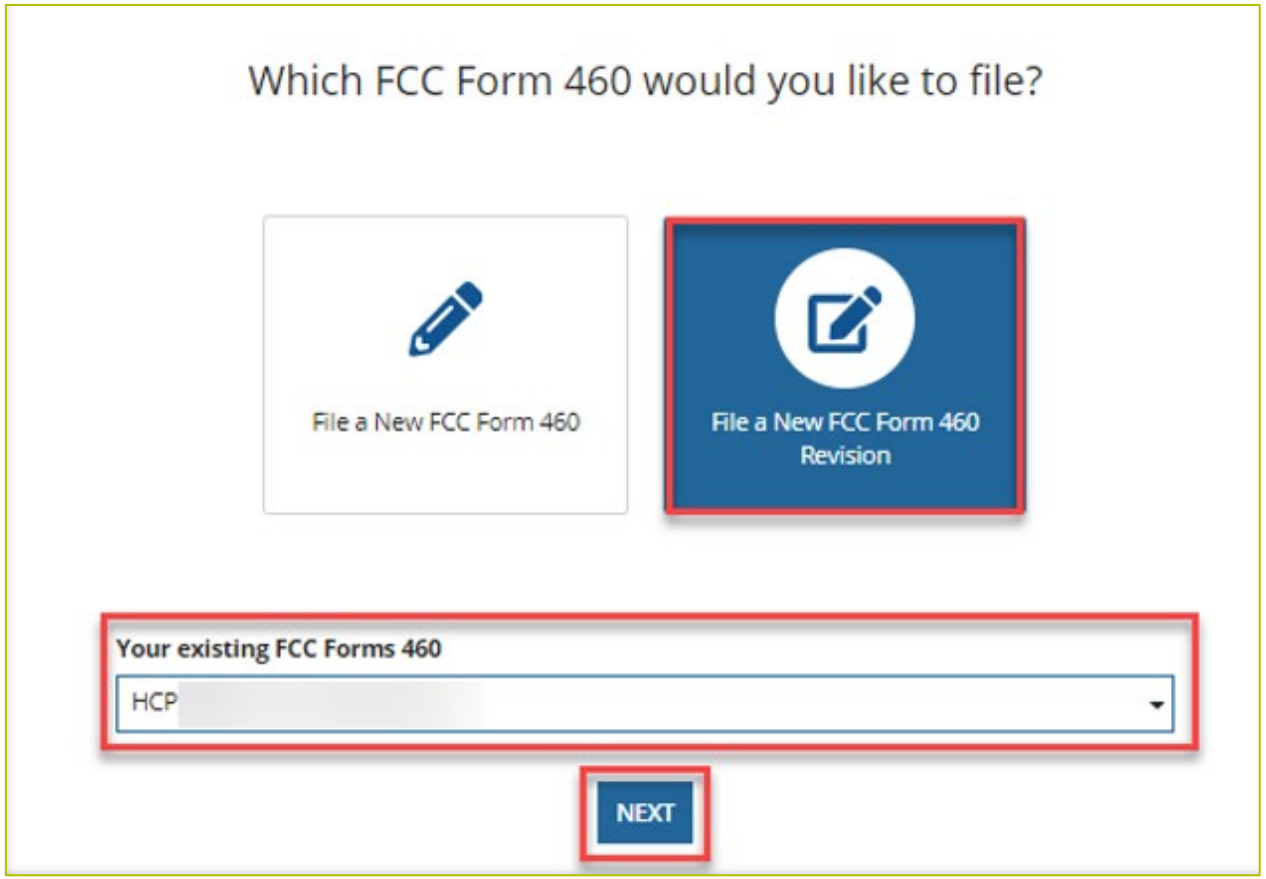
RHC Connect (continued)

- Click **FCC Form 460**, then click **Next**.



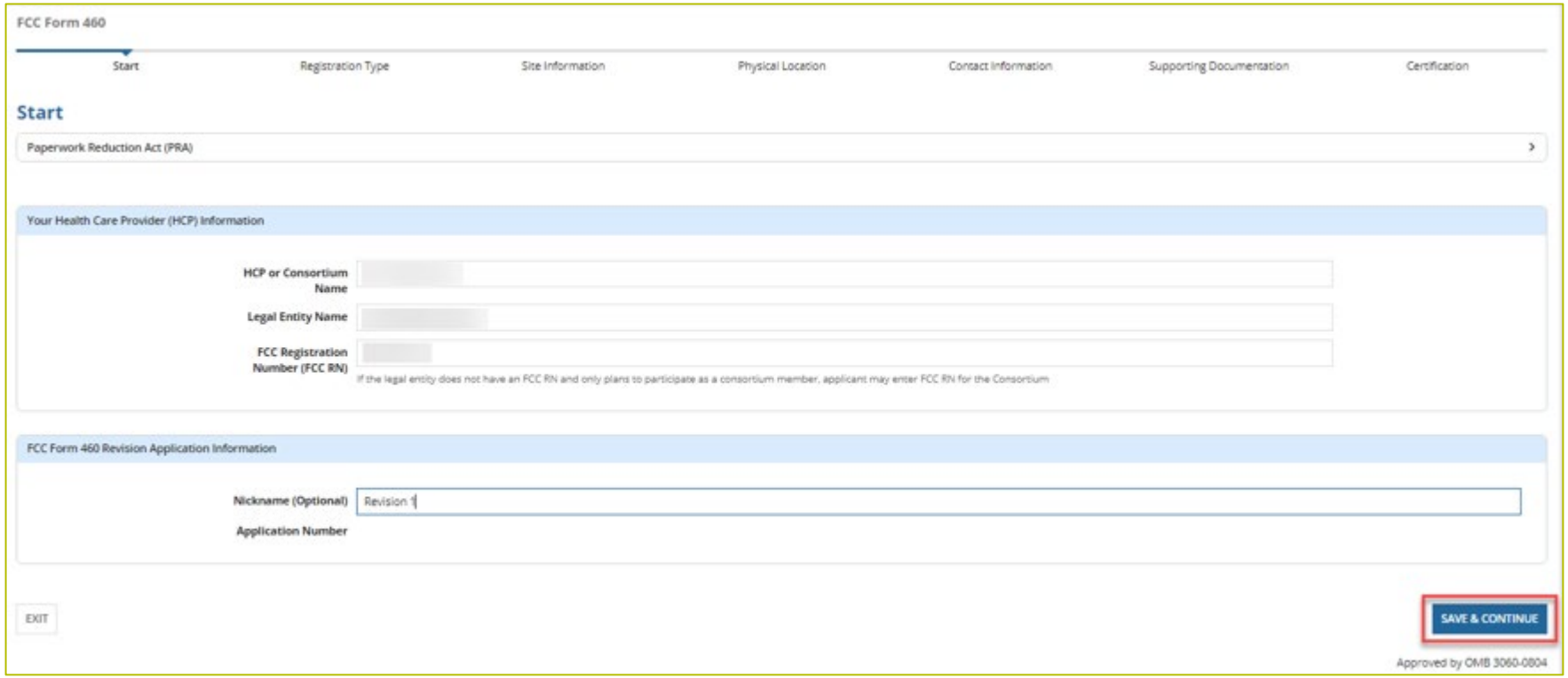
RHC Connect (continued)

- Click **File a New FCC Form 460 Revision**, then click **Next**.



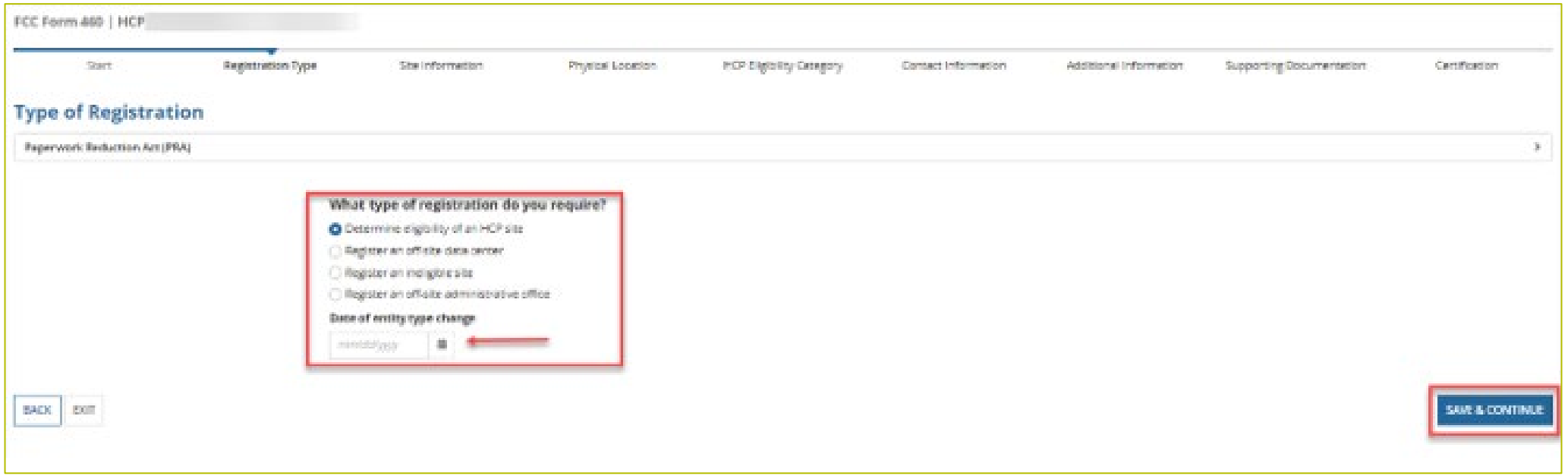
Start

- All fields on the **Start** screen can be edited.
- Click **Save & Continue** when ready to proceed.



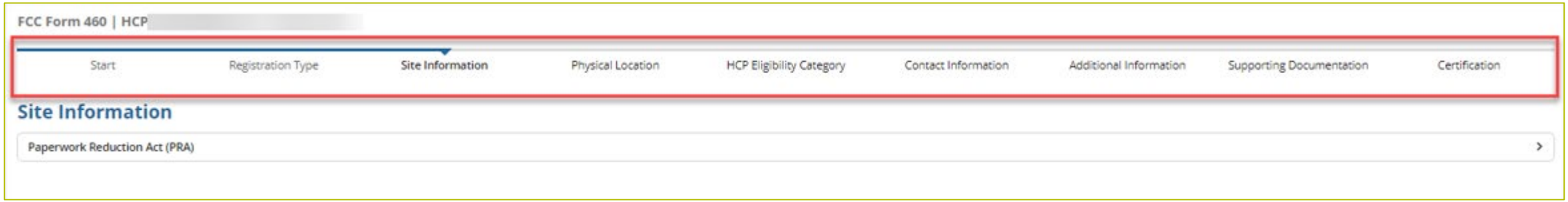
Type of Registration

- If the registration type is changing, click the corrected entity type.
- Enter the date of the entity type change in the field.
- Then click **Save & Continue**.



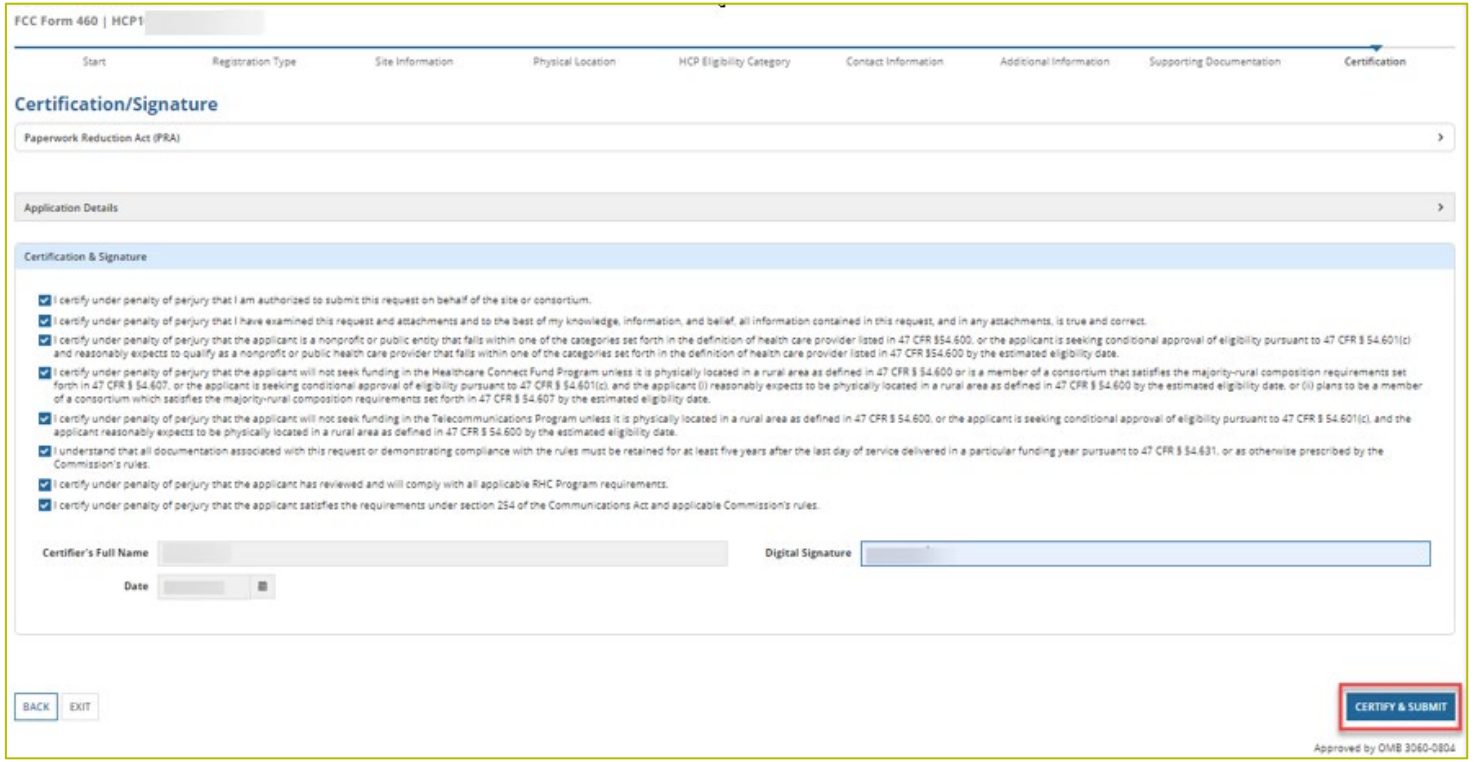
Complete all Revisions

- Since all fields can be edited, navigate through each screen of the FCC Form 460.
- Enter the needed changes.
- Click **Save & Continue** to move forward through each screen.



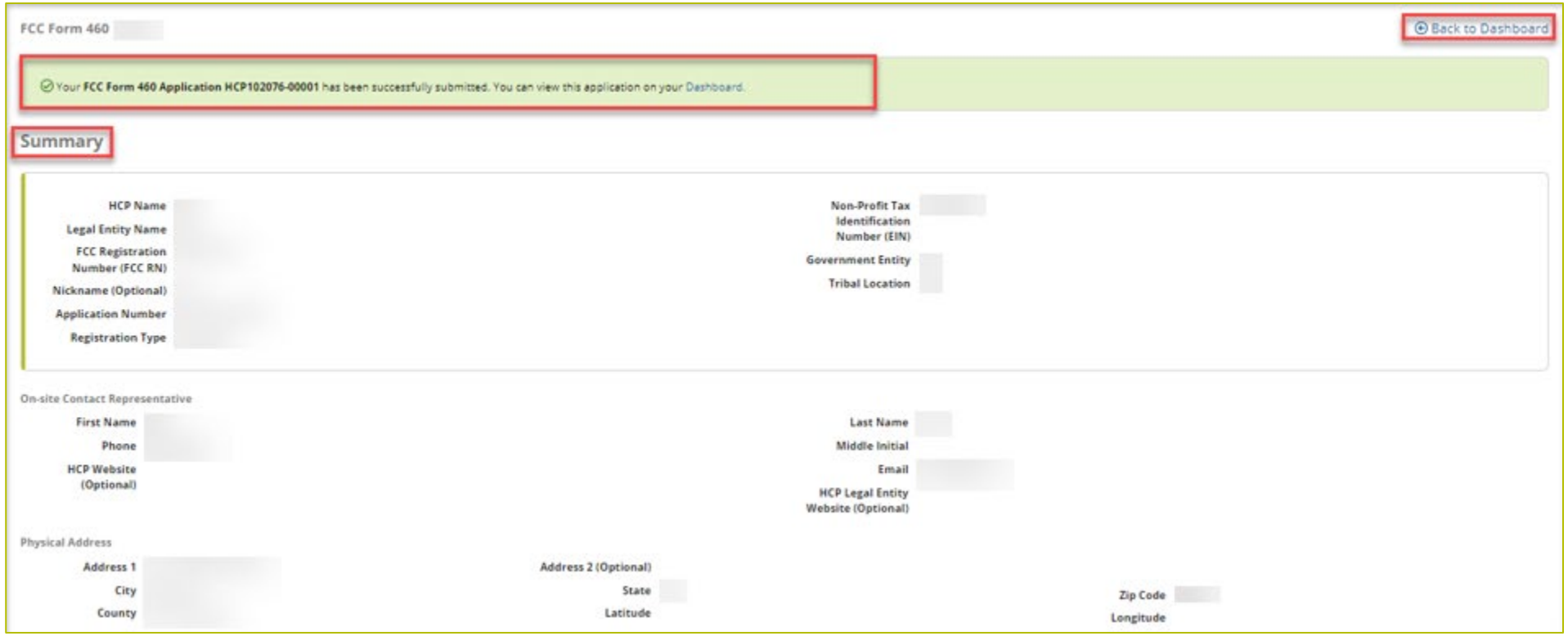
Certifications

- Click all certifications.
- Enter **Certifier's Full Name** as it appears in RHC Connect into the **Digital Signature** field.
- Click **Certify & Submit**.



After Submitting

- Click the hyperlink in the green banner titled **Dashboard** or the **Back to Dashboard** hyperlink.



After Submitting

- An email will be sent confirming that the form was submitted along with a copy of the PDF form.
  - If you do not receive a confirmation email, reach out to the RHC Customer Service Center at RHC-Assist@usac.org.
- Respond to Information Requests within 14 calendar days or by the deadline listed in the Information Request.
  - Failure to respond to the Information Request will result in a denial.
  - For FCC Forms 460, an auto-generated email will be sent directing applicants to RHC Connect to respond.
- **Applicants should respond through RHC Connect only.**

Questions?

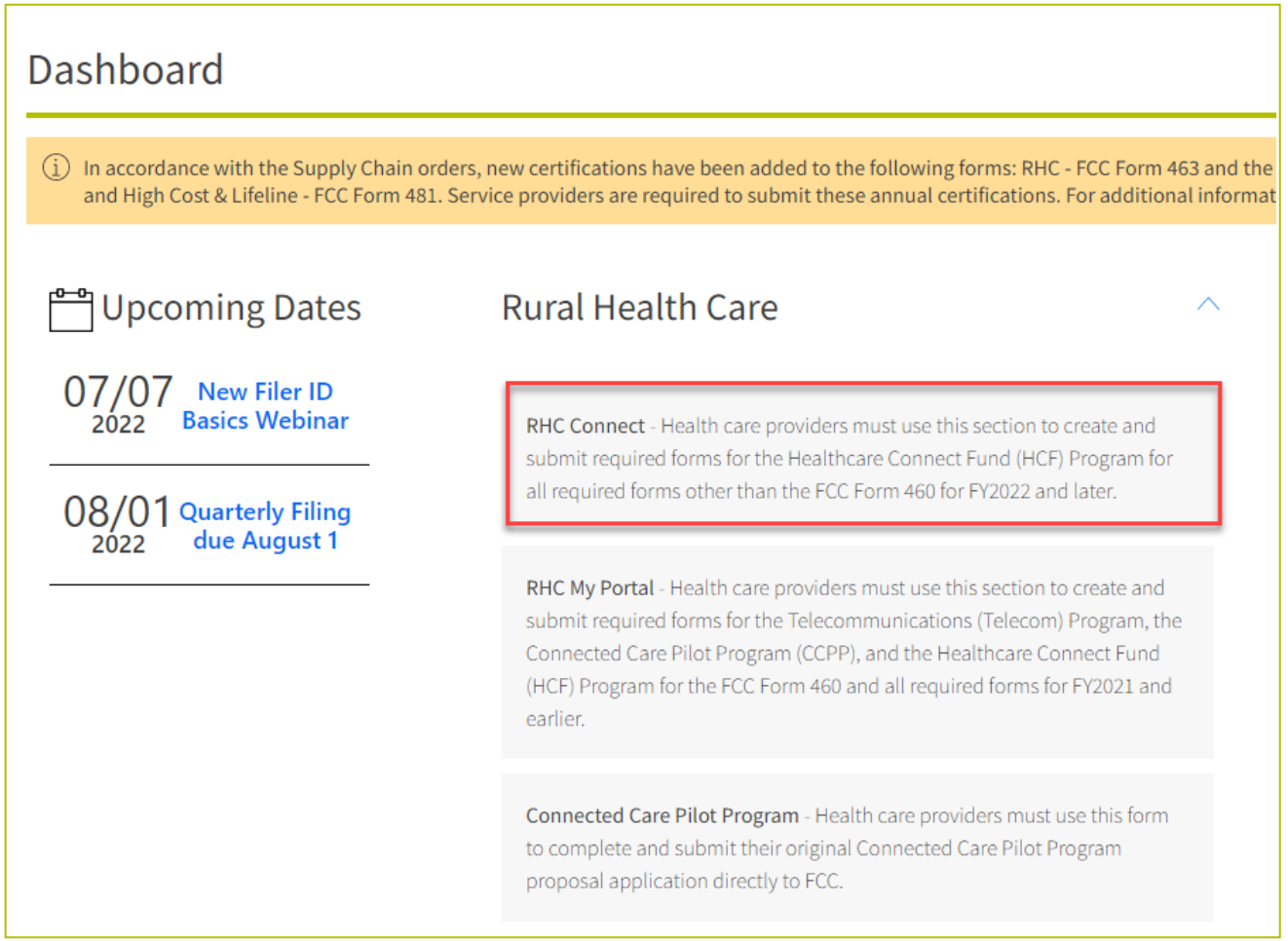
Available for Public Use

Submitting Letters of Agency (LOA) and Letters of Exemption (LOE)

Submitting the FCC Form 460 in RHC Connect

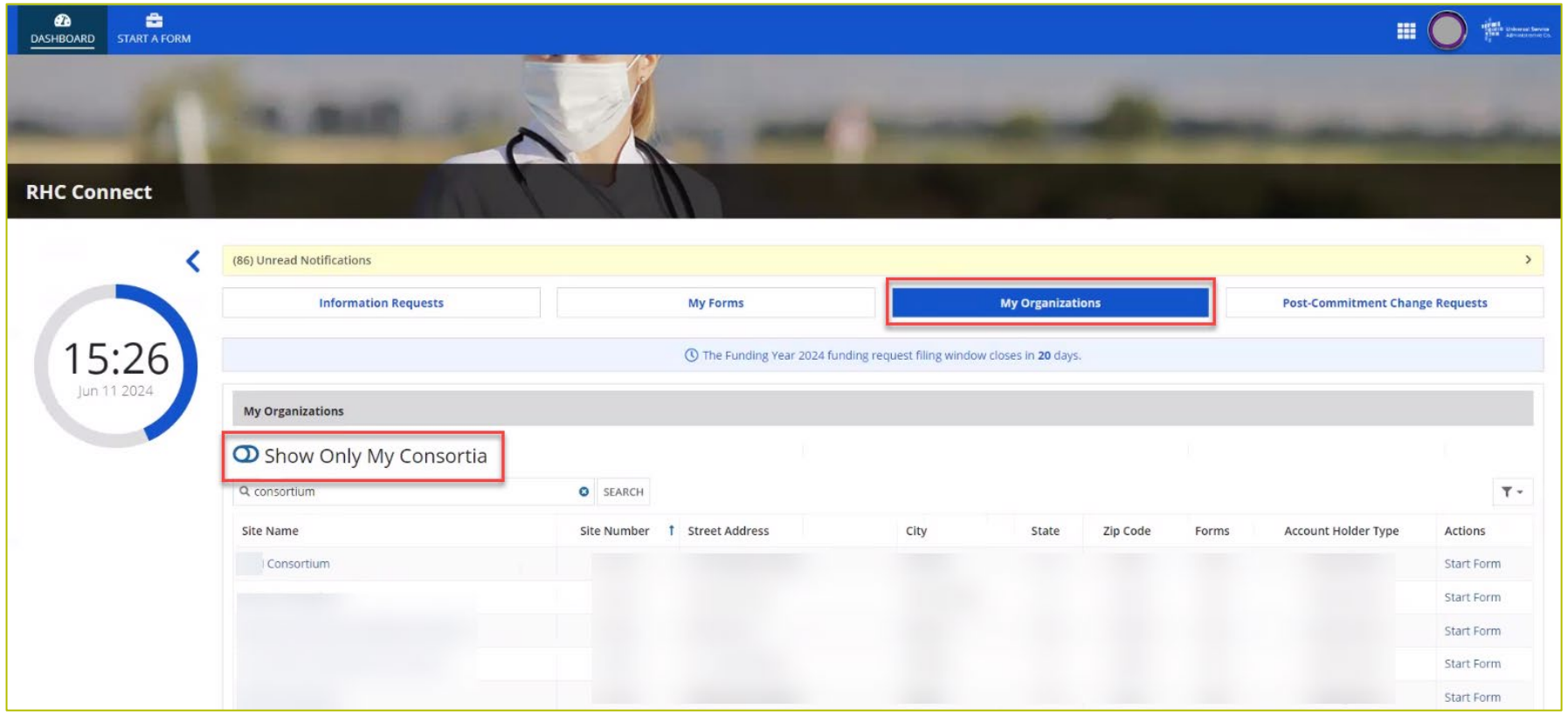
My Portal Landing Page

- Log into My Portal and click on **RHC Connect**.



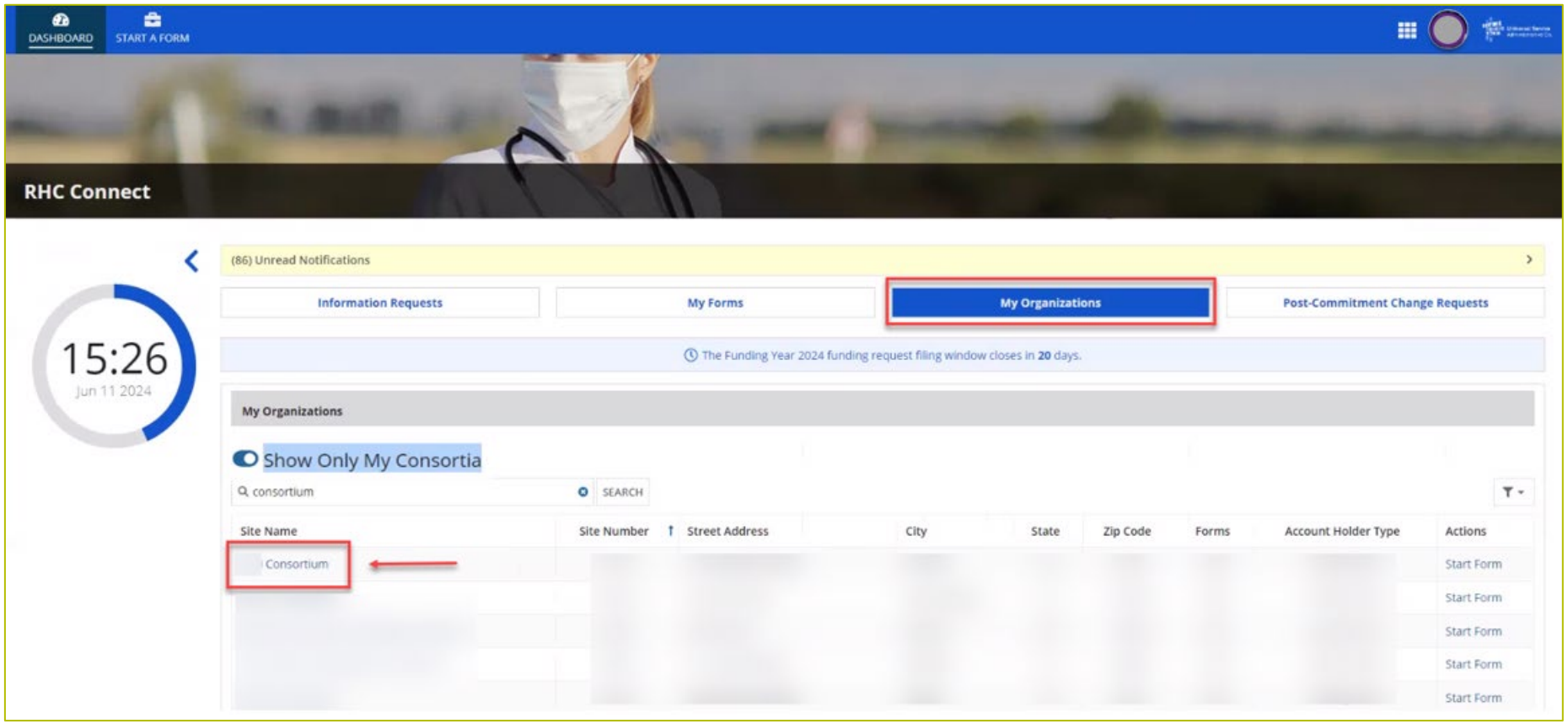
RHC Connect Dashboard

- Click **My Organizations** tab.
- All consortia are displayed when toggle beside **Show Only My Consortia** is closed.



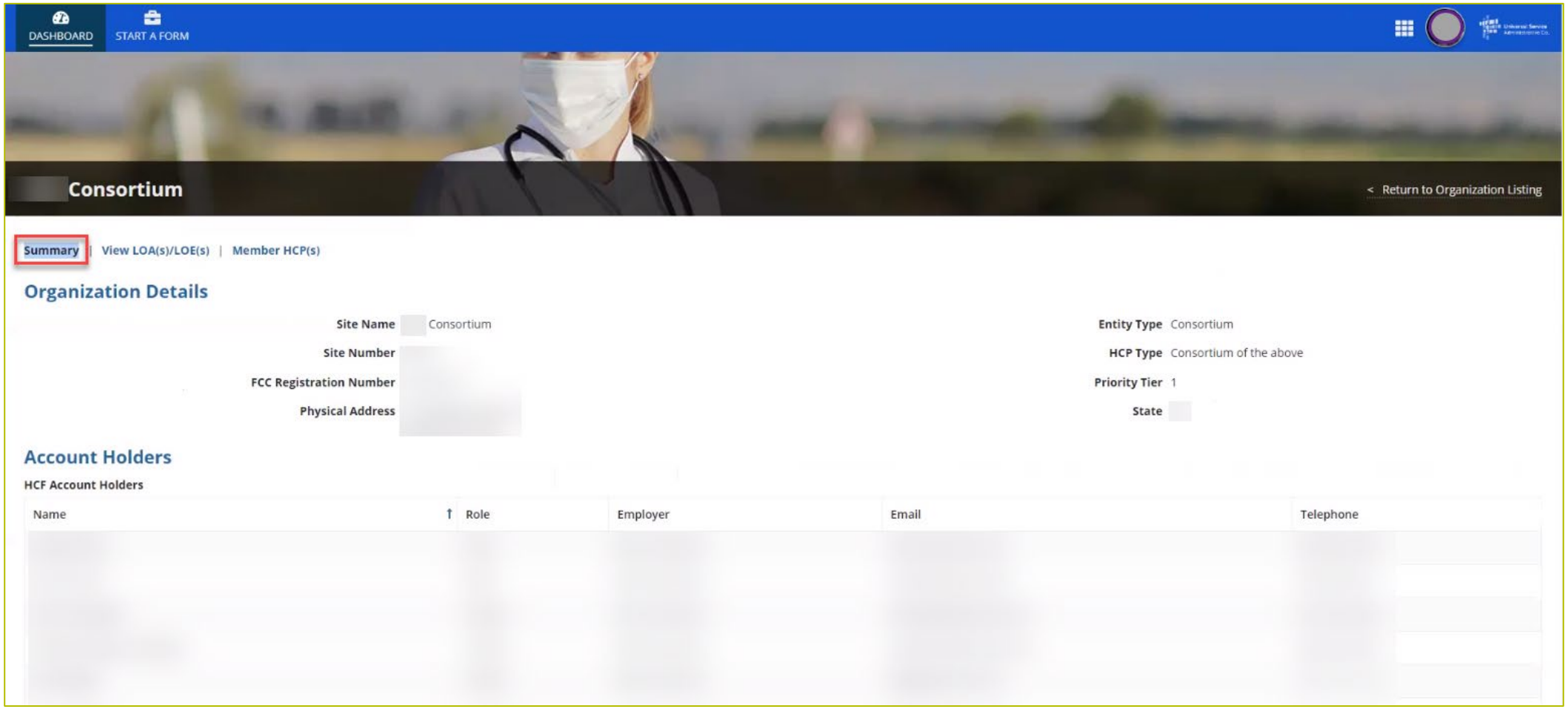
RHC Connect Dashboard (continued)

- Open the toggle beside **Show Only My Consortia** to display your consortia.
- Click hyperlink for consortium the LOA is for.



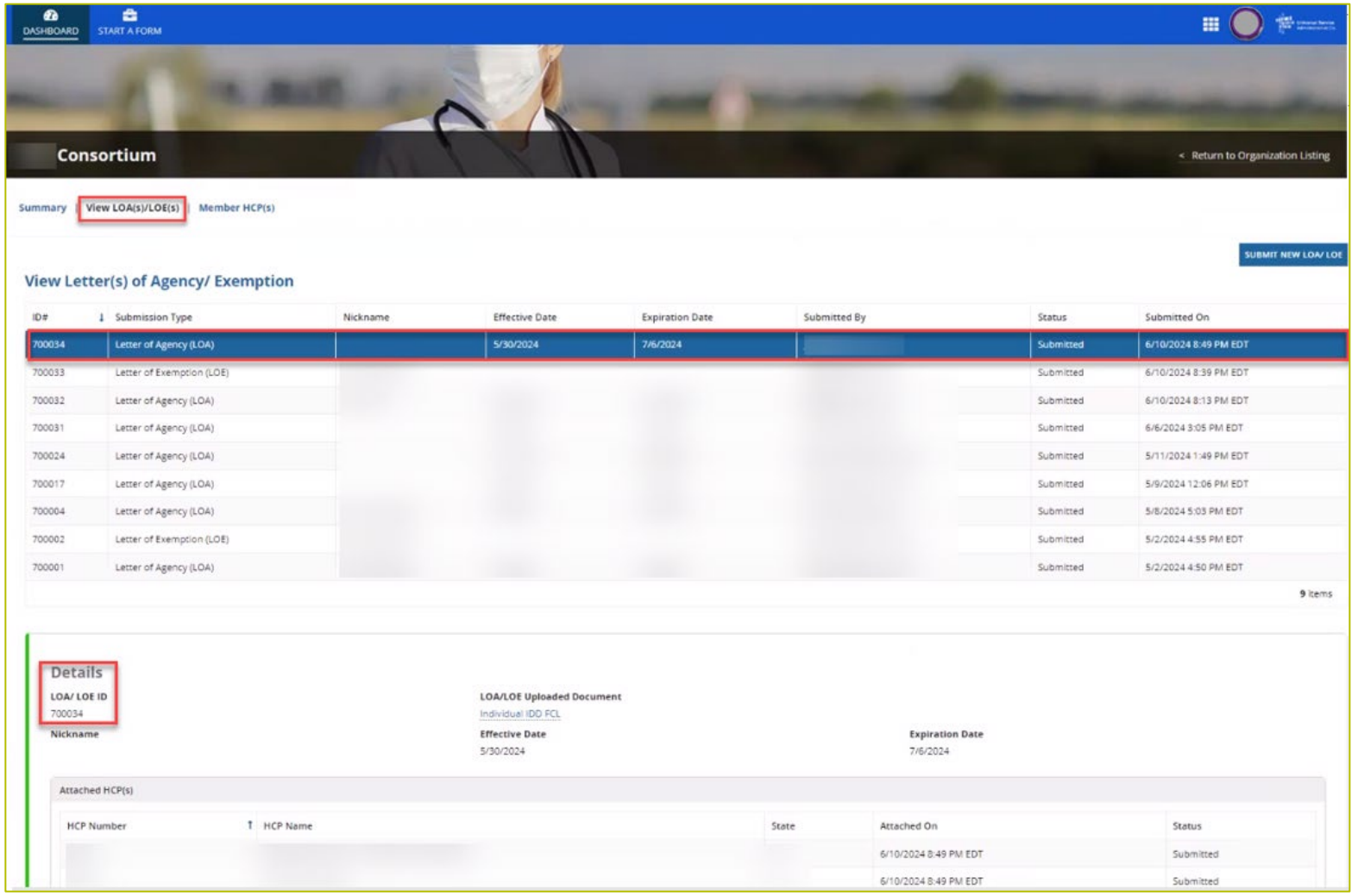
Summary Screen

- Information is displayed about the Consortium Leader and all Account Holders.



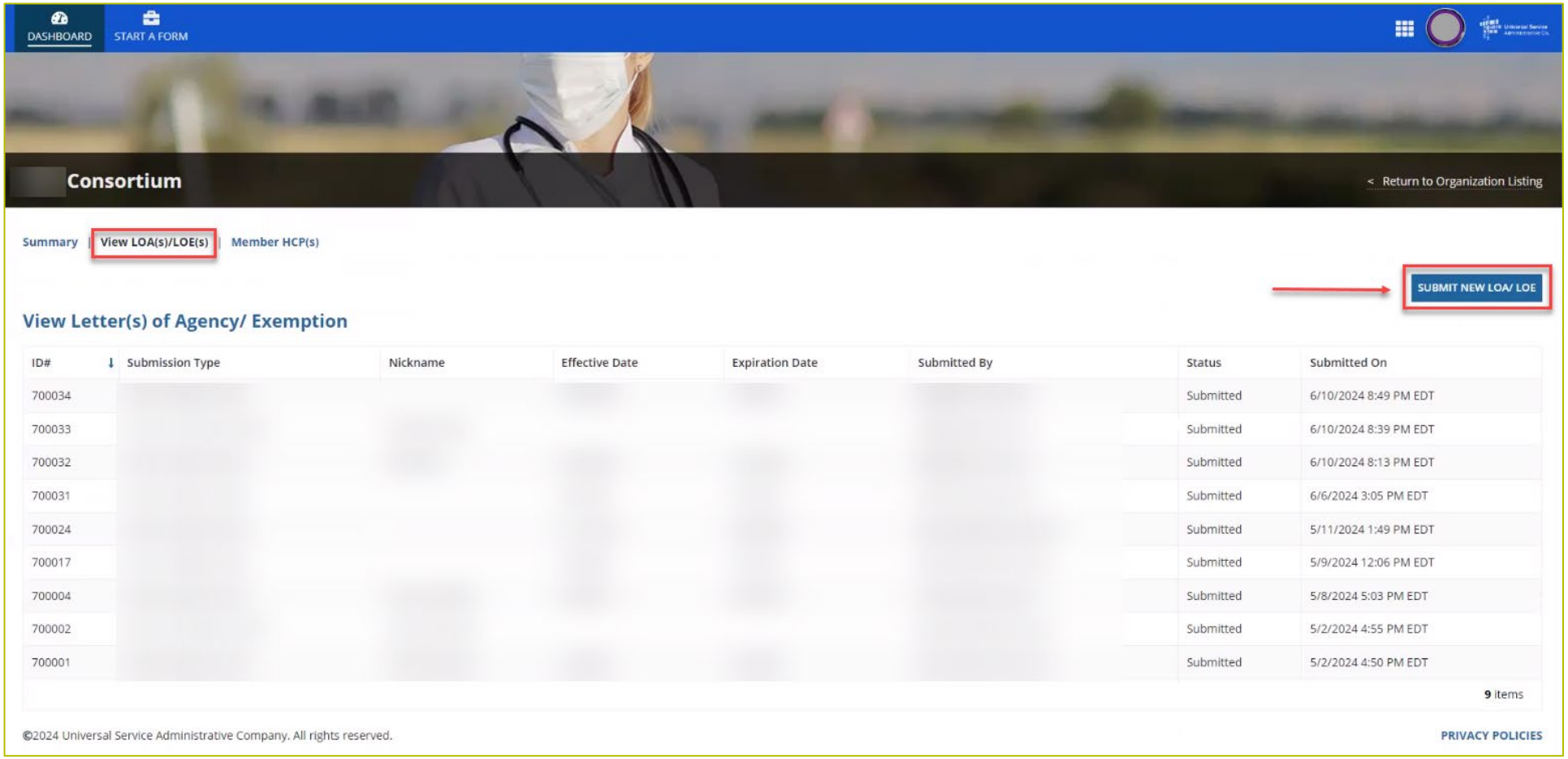
View LOA(s)/LOE(s) Screen

- All LOA(s) and LOE(s) for the consortium are displayed.
- Click on an existing LOA or LOE to view the **Details**.



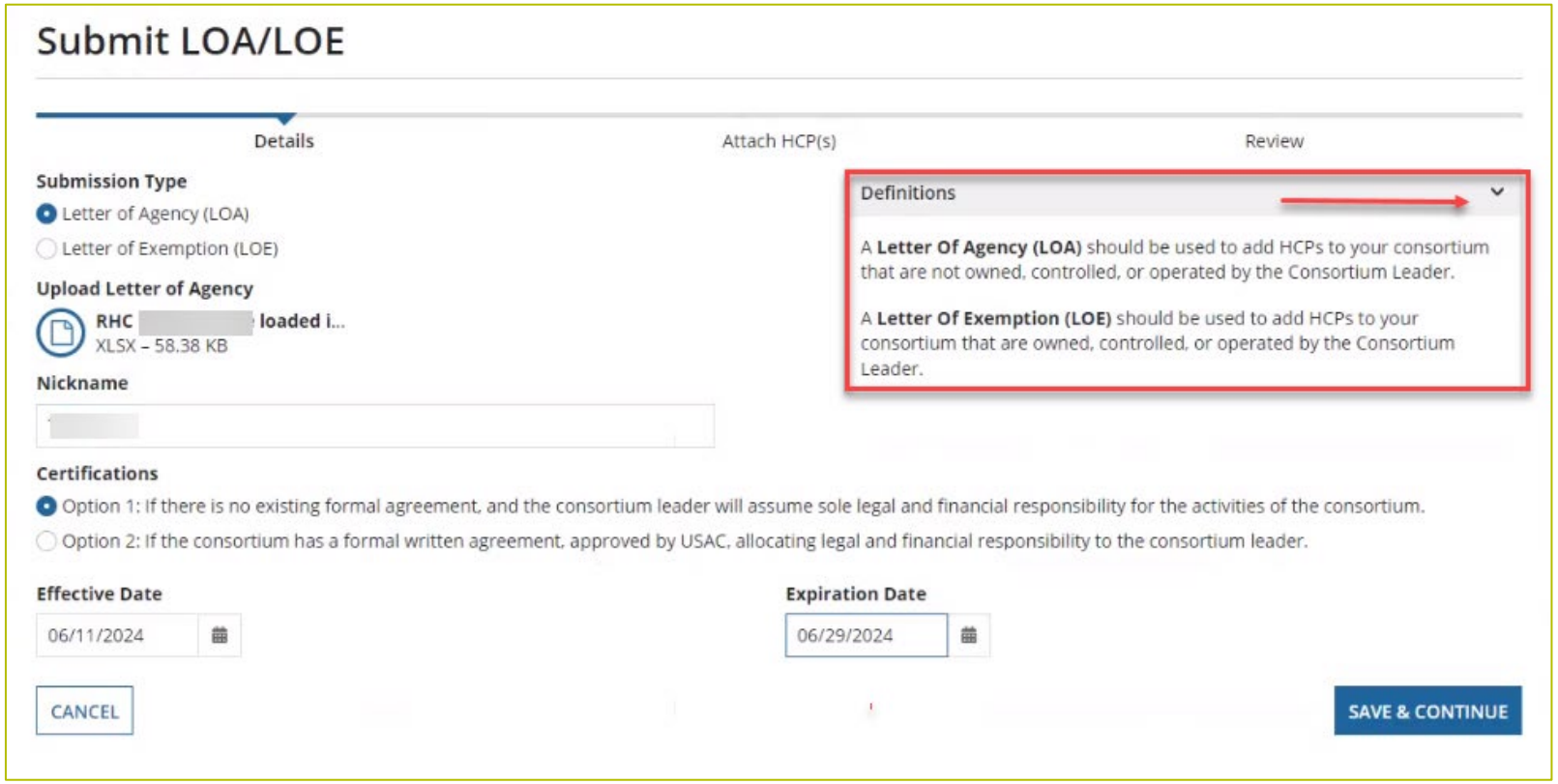
View LOA(s)/LOE(s) Screen (continued)

- Click **Submit New LOA/LOE**.



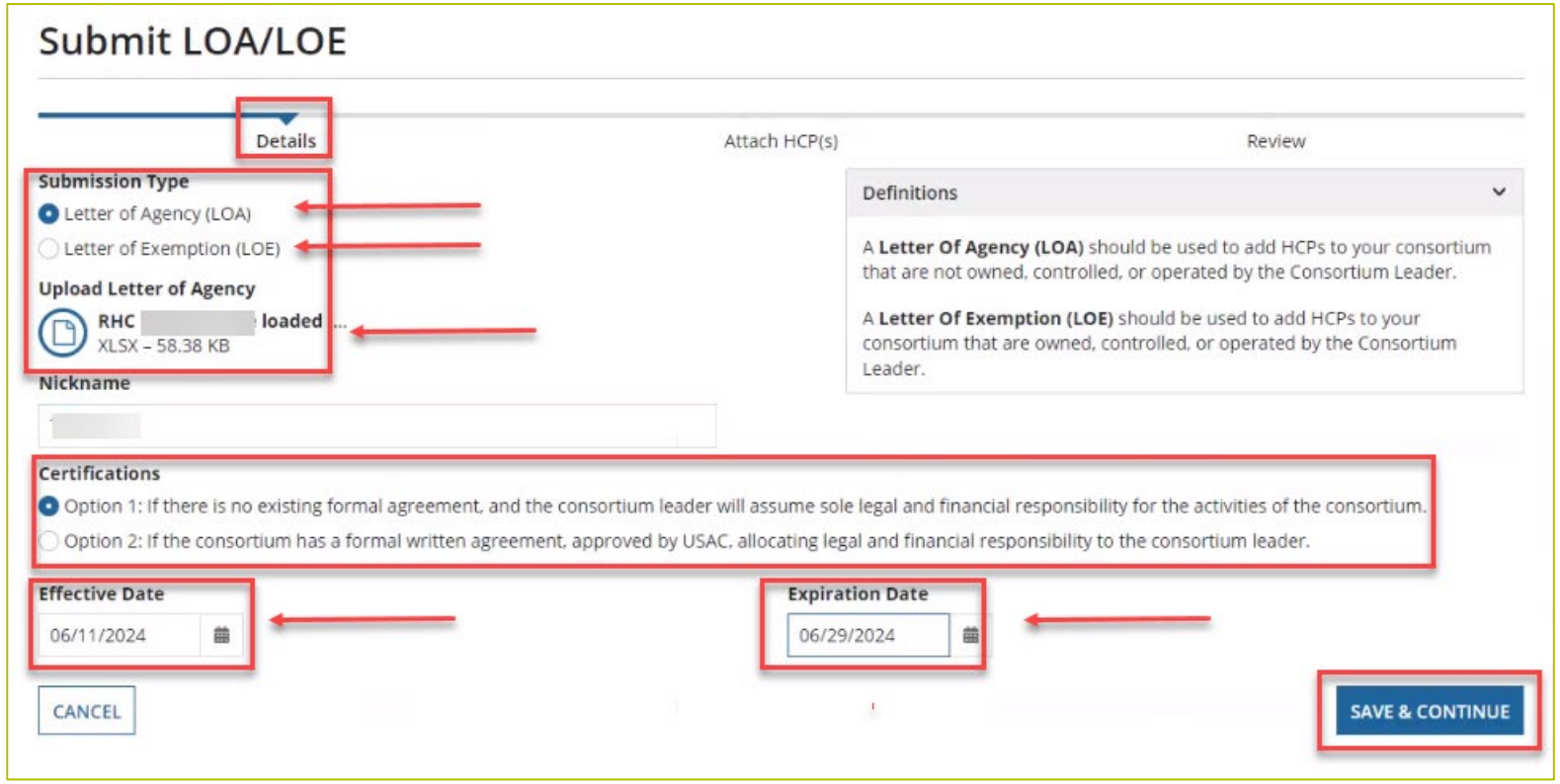
Submit LOA/LOE - Details

- Click the arrow beside **Definitions** to view a description of **Letter of Agency (LOA)** and **Letter of Exemption (LOE)**.



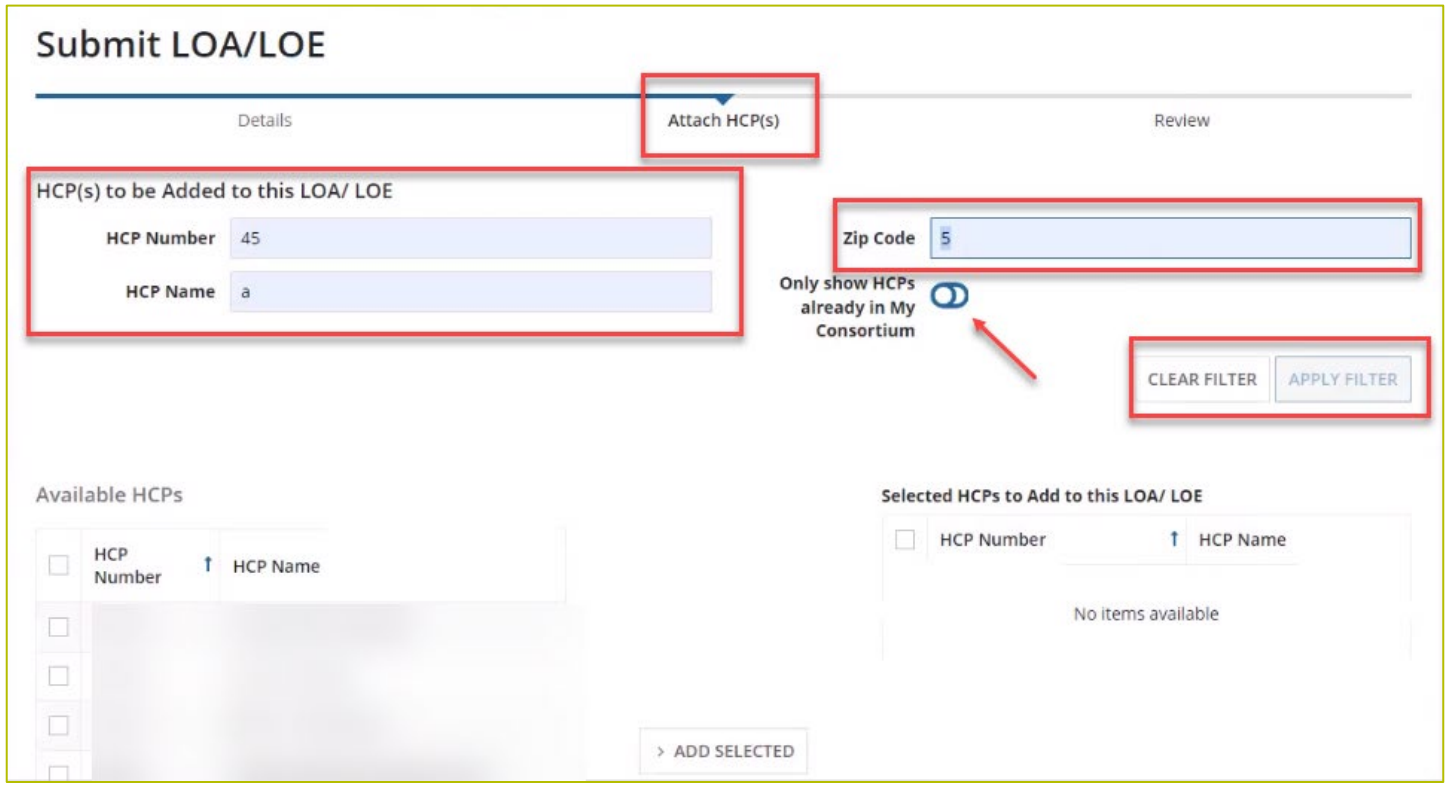
Submit LOA/LOE – Details (continued)

- Click correct radio button under **Submission Type** and upload document.
- Enter a nickname and select **Option 1** or **Option 2** under **Certifications**.
- Select the **Effective Date** and the **Expiration Date** from the dropdown calendar, then click **Save & Continue**.



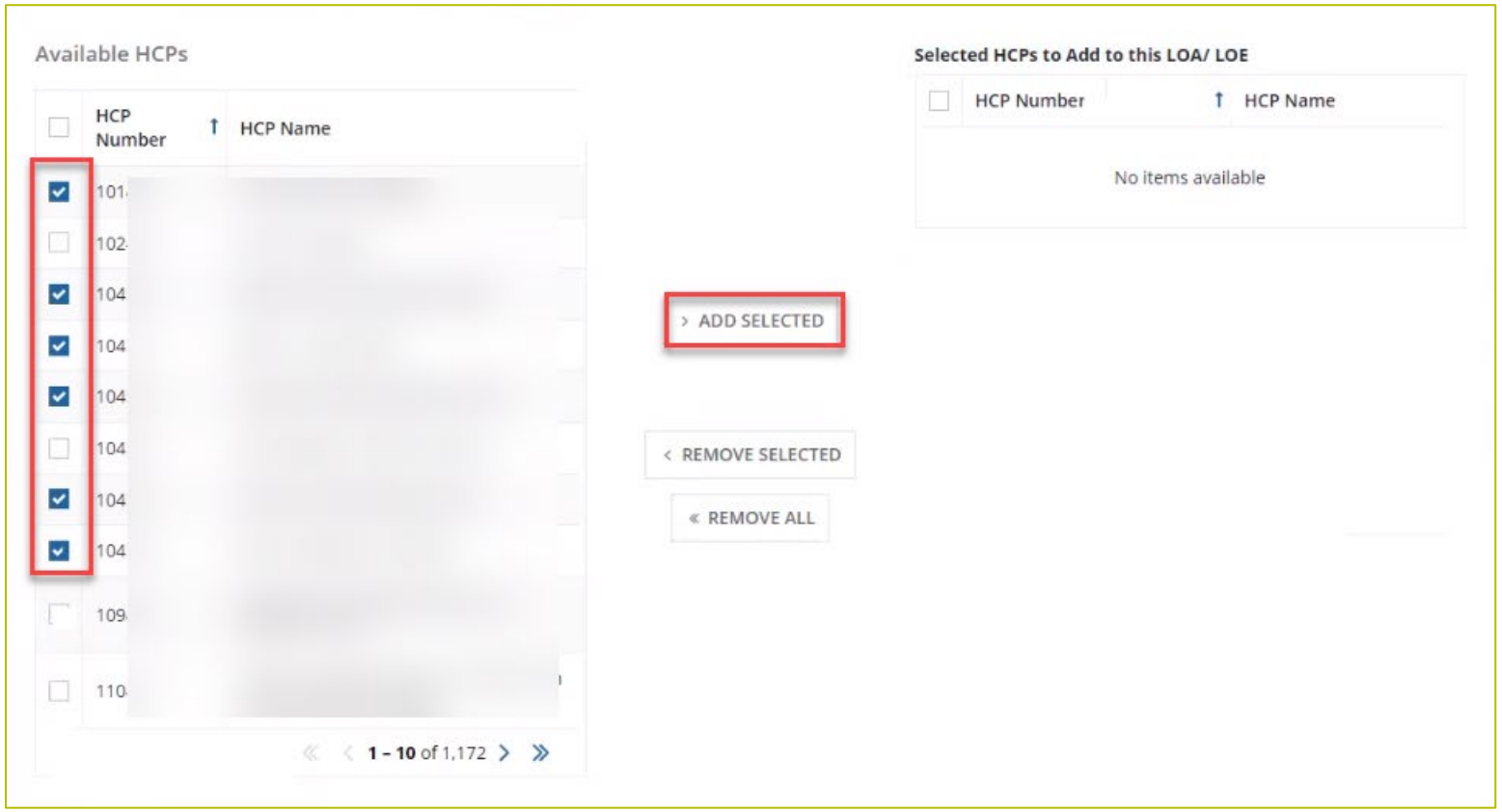
Attach HCP(s)

- Search by **HCP Number**, **HCP Name** or **Zip Code**, then click **Apply Filter**.
- Open the toggle to show sites already in the consortium.



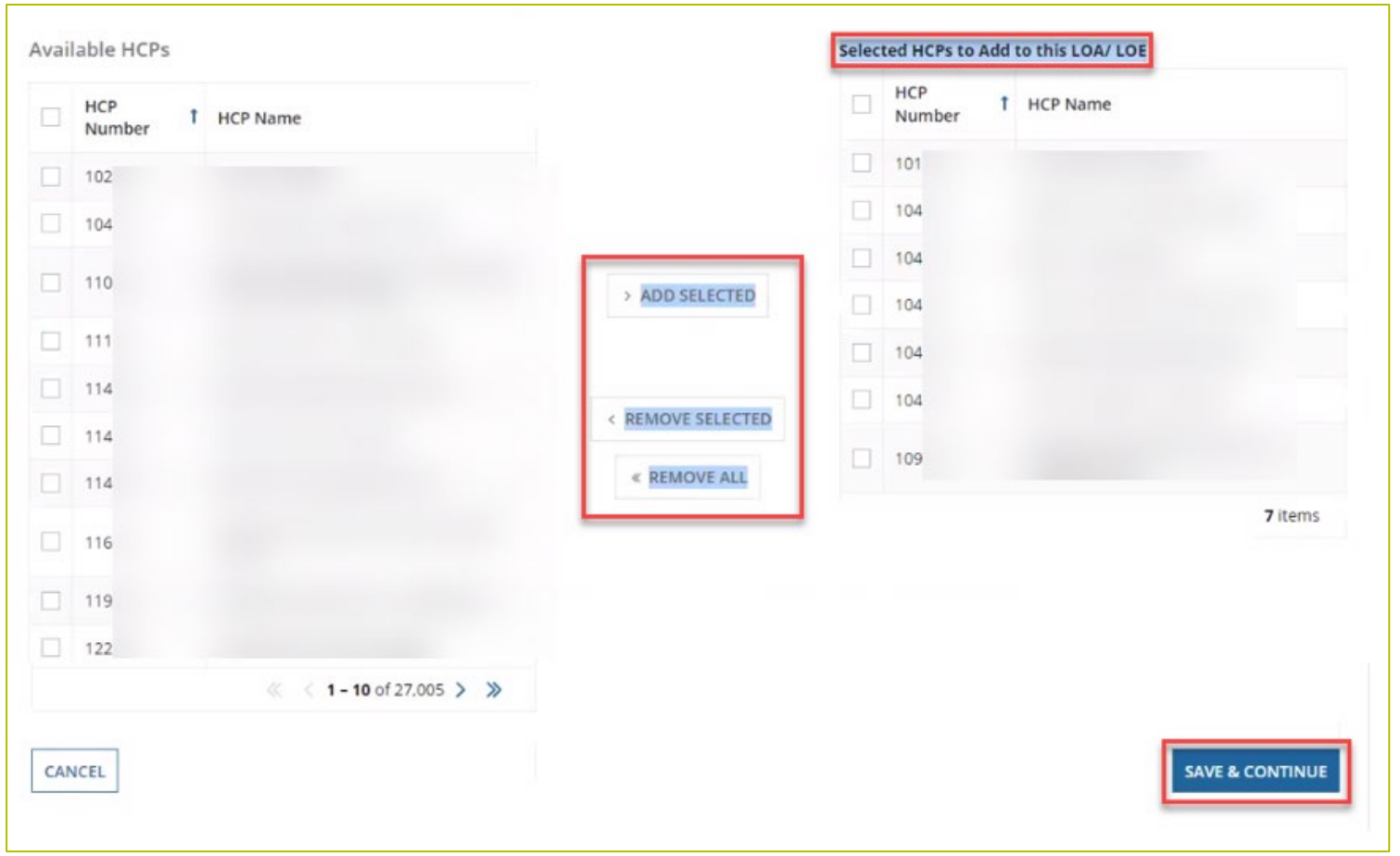
Attach HCPs (continued)

- Select the HCPs to attach, then click **Add Selected**.



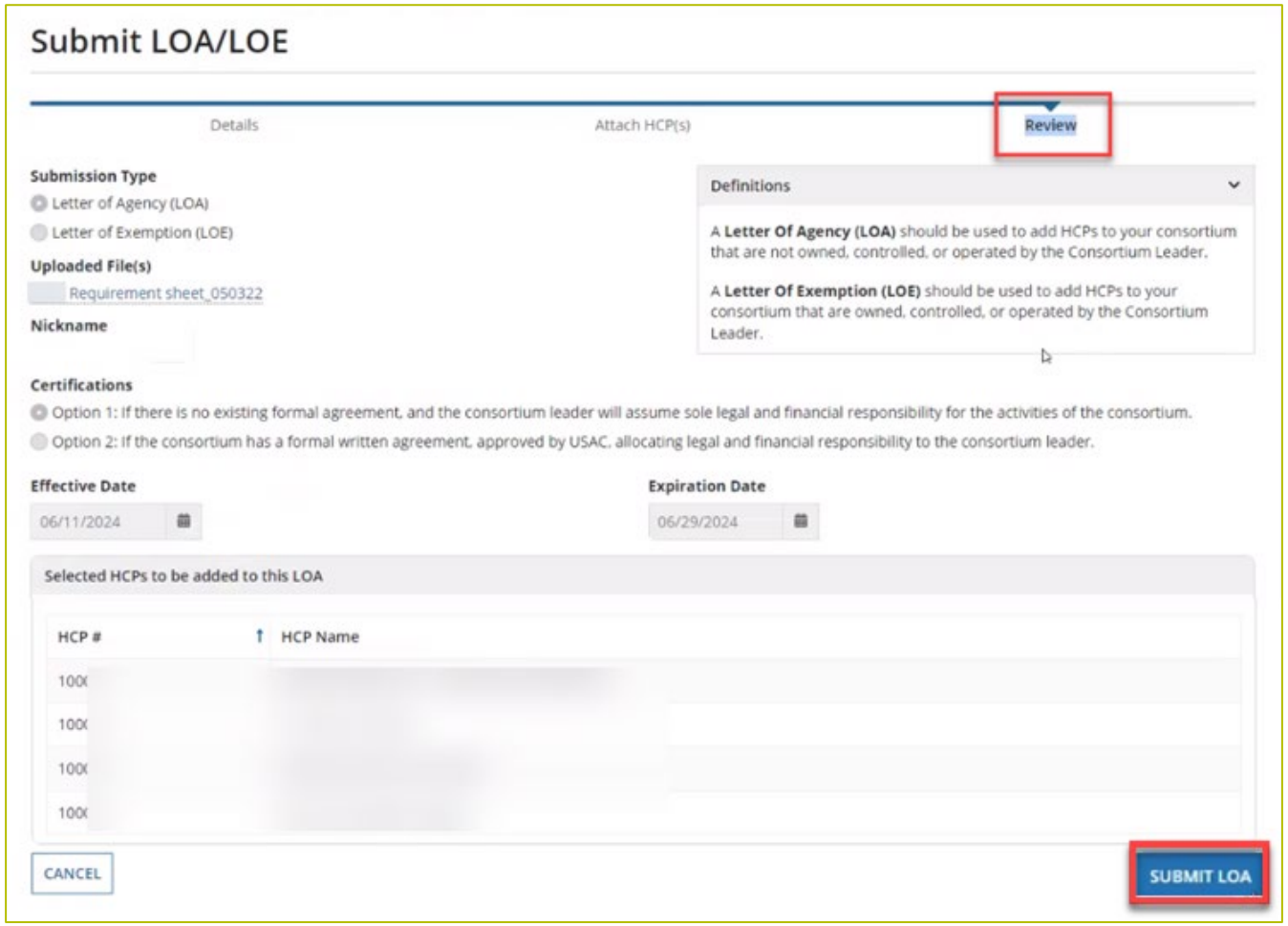
Attach HCPs (continued)

- Selected HCPs will move to column on the right.
- Click **Remove Selected** or **Remove All** if the HCP(s) was selected incorrectly.
- Once all HCPs are added, click **Save & Continue**.



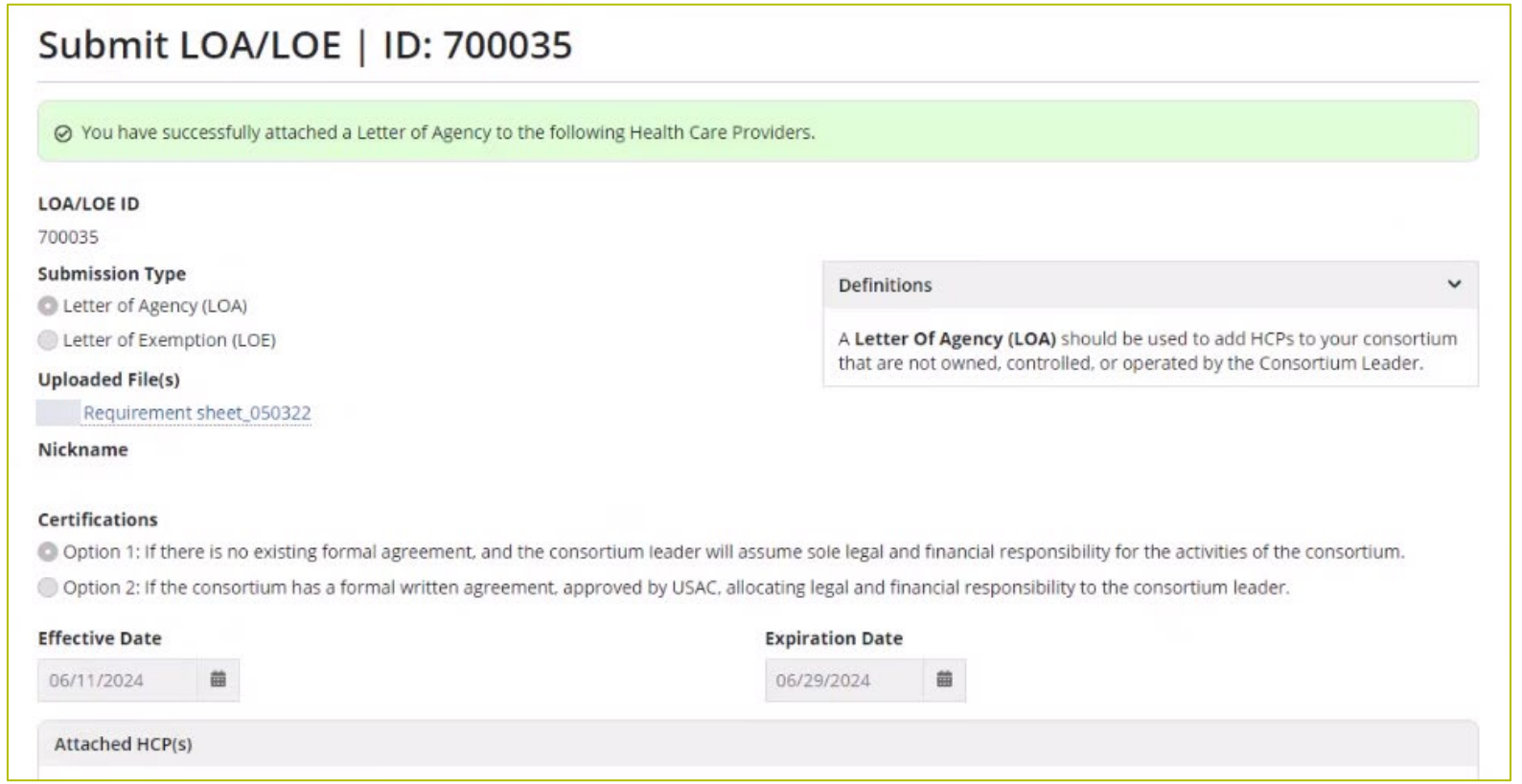
Review

- Review information, then click **Submit LOA**.



After Submitting

- Message in green banner confirms LOA was successfully submitted.



Best Practices and Resources

Submitting the FCC Form 460 in RHC Connect

Milestones to Apply for Funding for FY2025: Recommended Last Day to Submit Forms NOT using a Request for Proposal (RFP)

HCF & Telecom Program Form	Last Day to Submit for Individual HCPs NOT using a Request for Proposal (RFP)
FCC Form 460 (Eligibility)	January 8, 2025 Recommended Date
FCC Form 461 & 465 (Request for Services)	February 10, 2025 Recommended Date
FCC Form 462 & 466 (Funding Request)	April 1, 2025 **Deadline to Submit**

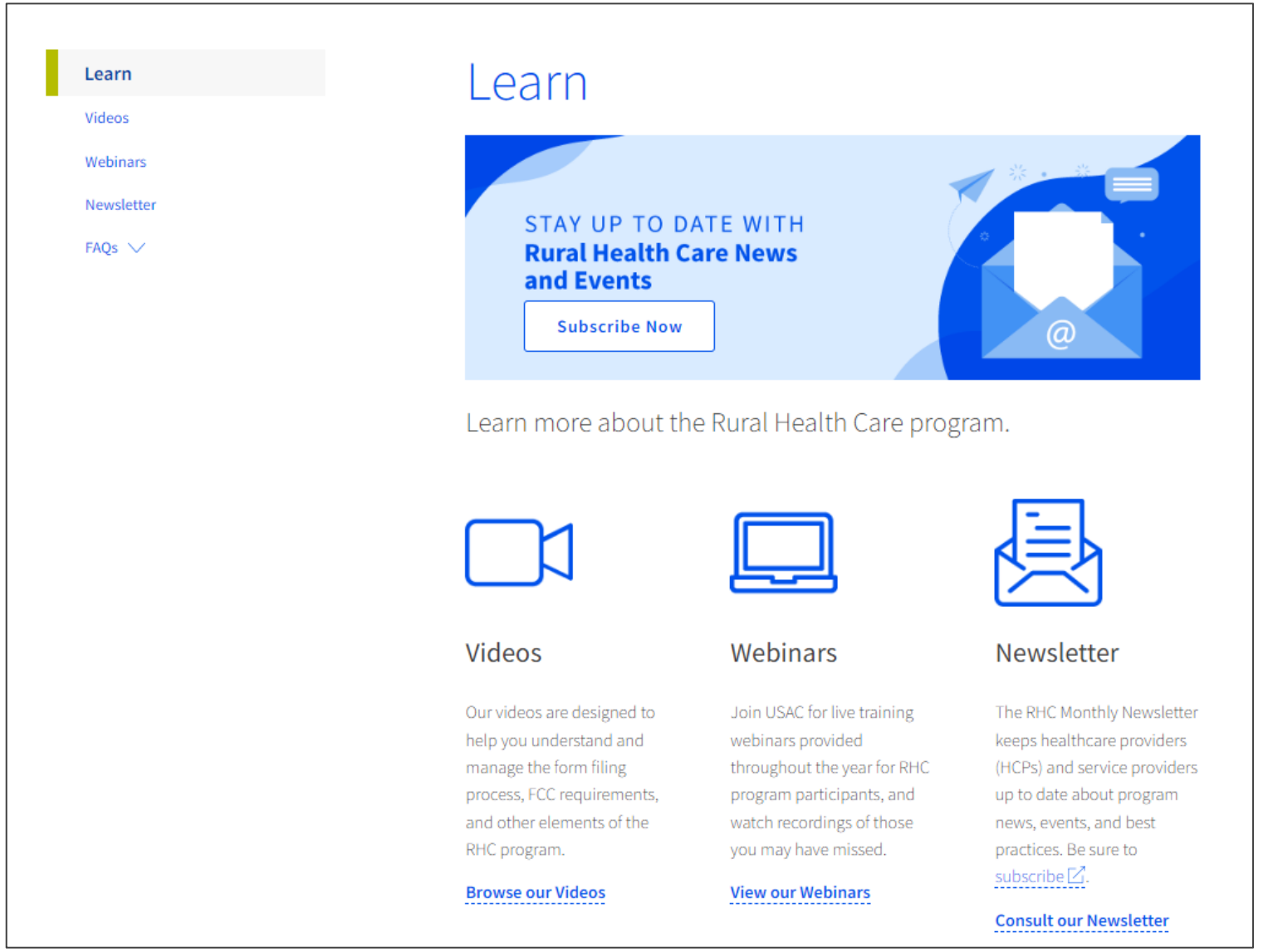
Please note that the FCC Form 460, 461, and 465 submission dates are not mandatory deadlines, but rather recommended milestones to ensure that the FCC Forms 461 and 465 are posted to USAC's website early enough for a 28-day competitive bidding period before the deadline to submit an FCC Form 462 or 466.

Milestones to Apply for Funding for FY2025: Recommended Last Day to Submit Forms using a Request for Proposal (RFP)

HCF & Telecom Program Form	Last Day to Submit for Individual HCPs using a Request for Proposal (RFP)
FCC Form 460 (Eligibility)	January 4, 2025 Recommended Date
FCC Form 461 & 465 (Request for Services)	February 1, 2025 Recommended Date
FCC Form 462 & 466 (Funding Request)	April 1, 2025 **Deadline to Submit**

Please note that the FCC Form 460, 461, and 465 submission dates are not mandatory deadlines, but rather recommended milestones to ensure that the FCC Forms 461 and 465 are posted to USAC's website early enough for a 28-day competitive bidding period before the deadline to submit an FCC Form 462 or 466.

RHC Learn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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

Resources

- Determine Eligibility of Your Site – HCF Program webpage
- What is a Consortium? webpage (HCF only)
- Determine Eligibility of Your Site – Telecom Program webpage
- Welcome to RHC - Connect FCC Form 460 webpage
- RHC Connect User Guide - FCC Form 460
- Information Request tip sheet
- Subscribe to the RHC Monthly 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 Report and Order 19-78 and other FCC Orders	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!

Available for Public Use

Universal Service
Administrative Co.