RHC Program Request for Services

Submitting the FCC Forms 461 and 465
Housekeeping

• Use the “Audio” section of your control panel to select an audio source and connect to sound
  • Turn on your computer’s speakers, or
  • Use the call-in instructions in your confirmation email

• All participants are on mute

• Submit questions at any time using the “Questions” box

• Slides attached to GoToWebinar Panel and posted to the Online Learning Library
MEET OUR PRESENTERS

Annabeth Wonch
Senior Program Manager, RHC Outreach

Nicole Taylor
Program Manager, RHC Outreach

Jennifer Contreras
Senior Program Manager, RHC Outreach
Agenda

1. Overview
2. Competitive Bidding
3. Submitting the FCC Form 461
4. Submitting the FCC Form 465
5. Best Practices & Resources
Request for Services Forms Overview
Rural Healthcare Program
Application Process

1. Determine Eligibility
   Must meet the three initial program criteria and make sure requested services are eligible

2. Develop Evaluation Criteria and Request Services
   Develop scoring criteria to evaluate bids and describe service needs (posted on USAC website)

3. Evaluate Bids and Select a Service Provider
   Choose the "most cost-effective" service provider

4. Submit Funding Request
   Provide information about services and selected service provider

5. Certify Connection
   Confirm service start and end dates

6. Invoice
   Initiate invoicing process and submit to service provider for review (HCF Program)

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Form 465
Form 460
Form 461
Form 466
Form 462
Form 467
N/A
N/A
Form 463

TELECOMMUNICATIONS PROGRAM
HEALTHCARE CONNECT FUND
What is a Request for Services?

- After your eligibility is approved, complete an FCC Form 461 or 465 to let service providers know what types of telecommunications or broadband services you are looking for.
- Service providers use the information on the FCC Forms 461 and 465 to create a bid to provide those services.
- Request for Services Forms:
  - Telecommunications (Telecom) Program – FCC Form 465 (Description of Services Requested and Certification Form)
  - Healthcare Connect Fund (HCF) Program – FCC Form 461 (Request for Services Form)
What is a Request for Services?

• An opportunity for health care providers (HCPs) to seek competitive bids from service providers for the requested services.

• Provides information about the requested services to potential bidders.

• Once a Request for Services is posted, service providers have 28 days to send their bids to the applicant.
  • The applicant and service provider may not enter into an agreement to purchase services until the 28 days is over.
  • After the 28 days is complete, the HCP and service provider are welcome to sign a contract. This day is called the Allowable Contract Sign Date (ACSD).
What is a Request for Services?

- Once a Request for Services is posted, service providers have 28 days to send their bids to the applicant
  - The applicant and service provider may not enter into an agreement to purchase services until the 28 days is over
  - After the 28 days is complete, the HCP and service provider is welcome to sign a contract, this day is called the Allowable Contract Selection Date (ACSD).
Differences Between RHC Programs

- Different services funded: Telecom Program funds Telecommunications Services and HCF Program funds broadband connectivity.
- Different method of calculating discount: Telecom Program funds the up to the difference between the urban and rural rates; HCF Program funds up to a flat 65%.
FUNDING YEAR (FY) 2019

FILING CALENDAR

February 1 - May 31
Initial Funding Request
Filing Window Period
FCC Form 462 or FCC Form 465

January 1
First day applicants may submit Requests for Services
FCC Form 461 or FCC Form 465 for FY 2019

May 3*
Deadline for USAC posting of Request for Services
FCC Form 461 or FCC Form 465 for initial filing window period

July 1, 2019 through June 30, 2020
FUNDING YEAR 2019

Ending December 31, 2020**
Deadline for FCC Form 463 submission for 2019 funding commitments which end on June 30, 2020

*Applicants should allow for processing time between their submission and USAC posting of the form, by this day.
**An invoice must be submitted to the service provider and approved by the deadline.
Competitive Bidding
Competitive Bidding

• The purpose of competitive bidding is to allow all service providers an equal opportunity to understand your service requirements and offer the most cost-effective solution to address those needs.

• RHC Program rules and FCC Orders require that the competitive bidding process be “fair and open.”
Competitive Bidding

• Service providers who plan to bid cannot also simultaneously help you choose a winning bidder or participate in the vendor selection process in any way.

• All potential bidders and service providers must have access to the same information about the service needs and must be treated in the same manner.

• All applicants and service providers must comply with any applicable state or local competitive bidding requirements.
Bid Evaluation Criteria

• The bid evaluation criteria is a list of weighted standards that you will use to determine the most cost-effective bid.

• Each criterion is given a certain weight, and the sum of these weights will equal 100.
  • Examples of evaluation criteria include: Cost, reliability, quality of transmission

• The bid evaluation criteria should address your needs as indicated on the FCC Forms 461 and 465, and be based on the FCC's definition of “cost-effective.”
  • The FCC defines “cost-effective” as the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the health care provider deems relevant to choosing a method of providing the required health care services. 47 CFR 54.603(b)(4) (Telecom Program), 47 CFR 54.642(c) (HCF Program)
Bid Evaluation Criteria – HCF Program

- In the HCF Program, cost must be a primary factor, but need not be the only primary factor. Although other factors may receive the same weight as cost, no single factor can receive a weight that is greater than cost (47 CFR 54.642(d)).
### Example of Evaluation Criteria

**Block 6: Bid Evaluation**

Select selection criteria (and weights assigned to each) that will be used to evaluate bids received as a result of this request for services. Attach supplemental information (if necessary).

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Cost</td>
<td>25</td>
</tr>
<tr>
<td>b. Technical Support</td>
<td>15</td>
</tr>
<tr>
<td>c. Prior experience, including past performance</td>
<td>15</td>
</tr>
<tr>
<td>d. Reliability of Service</td>
<td>20</td>
</tr>
<tr>
<td>e. Other (Single Point of Contact)</td>
<td>25</td>
</tr>
</tbody>
</table>
What is a Competitive Bidding Exemption?

• In some cases, the service needs or contract conditions allow you to be exempt from competitive bidding.

• With a competitive bidding exemption, you will not have to undergo the competitive bidding process, and do not need to create evaluation criteria or collect bids from service providers.

• In some cases, a competitive bidding exemption will allow you to skip the FCC Form 461 or 465 Form entirely.
Competitive Bidding Exemptions – HCF Program

- Under the HCF Program, you must meet one of the following criteria to be exempt from submitting the FCC Form 461 and participating in the competitive bidding process. The applicant is:
  - seeking support for $10,000 or less of total undiscounted eligible expenses for a single year (applicants selecting this option cannot also request multi-year funding commitments);
  - purchasing services from a master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity on its behalf, and which was awarded pursuant to applicable competitive bidding requirements;
  - requesting support using contracts previously endorsed by USAC (MSA under the Pilot Program or the HCF Program);
  - has an active contract endorsed evergreen for the RHC Program (for the life of the contract); or is
    - using a contract negotiated under the Schools and Libraries (E-rate) Program.
  - If you do not meet any of the exemptions above you must competitively bid for services and submit the FCC Form 461.
Competitive Bidding Exemption – Telecom Program

- Under the Telecom Program, you are only exempt from submitting the FCC Form 465 and participating in the competitive bidding process when you have an active contract endorsed as evergreen for the RHC Program (for the life of the contract).
Evergreen Contracts

• You are not required to file an FCC Form 461 or FCC Form 465 or competitively bid for the life of the evergreen contract.

• USAC must have endorsed the contract evergreen prior to submission of the funding request.

• Your contract may be endorsed as “evergreen” if the contract meets all of the following requirements:
  • Both parties are identified
  • Contract specifies the service type, bandwidth, and quantity
  • Contract is signed and dated by the HCP or consortium leader after the Allowable Contract Selection Date (ACSD)
  • Contract specifies the term and cost of service(s)
  • Contract includes the physical addresses of the HCP(s) purchasing from the contract
Evergreen Contracts

- If USAC endorses a contract as “evergreen” under the Telecom Program, that designation will also apply under the HCF Program, and vice versa.
- If you submit a contract as part of the FCC Form 462 and 466 documentation, USAC staff will review this contract for evergreen endorsement.
  - Notification of evergreen endorsement is reflected in the Funding Commitment Letter (FCL).
- HCPs with evergreen contracts must submit the FCC Forms 462 and 463 (HCF Program) and the FCC Forms 466 and 467 (Telecom program) annually for every funding year in which funding is requested under the terms of the contract (unless you have been approved for a multi-year funding commitment under the HCF Program).
Service Providers and Competitive Bidding

• Service providers are prohibited from preparing, signing, or submitting an applicant’s FCC Forms 461 and 465 or any other competitive bidding documents.

• Service providers are prohibited from being involved in developing the bid evaluation criteria, or participating in the vendor selection process in any way.

• If it is determined that a service provider helped an HCP with its request for services and was subsequently chosen to provide services, the HCP will have committed a competitive bidding violation, and the funding request will be denied.
Requests for Proposal

• A request for proposal (RFP) is a comprehensive bidding solicitation that describes your business priorities and functional requirements in sufficient detail to ensure an effective and fair competitive bidding process.

• Per the HCF Order, you are required to submit an RFP if:
  • (A) it is required under applicable State, Tribal, or local procurement rules or regulations;
  • (B) the applicant is a consortium seeking more than $100,000 in program support during the funding year, including applications that seek more than $100,000 in program support for a multi-year commitment; or
  • (C) the applicant is a consortium seeking support for participant-constructed and owned network facilities.
Requests for Proposal

- If you plan to issue an **RFP**, it must be submitted with the FCC Form 461 for USAC review and approval, and it should include, at a minimum:
  - A description of the service needs and a defined scope of the project and network costs (if applicable);
  - The number of days which bids will be accepted (28 days or more);
  - Clearly delineated deliverables; and
  - The bid evaluation criteria, including the weight assigned to each criteria.
Viewing Requests for Services

- All requests for services are posted on the USAC website under “Search Posted Services” for both the HCF and Telecom Programs.
## Search Posted Services

### ABOUT THE PROGRAM
- Process Overview
- Appeals & Audits
- Program Calendar
- Funding Information
- Glossary of Terms (PDF)
- FAQs

### RESOURCES & TOOLS
- Forms
- My Portal
- Tools
- Latest News
- Sample Documents
- FCC Resources
- Trainings & Outreach
- Contact Us

### TOOLS

#### Funding Tool
- **Funding Commitments Search (FY2013 and Later)**
  - The commitments search tool provides Rural Health Care (RHC) Program funding commitment information.

#### Health Care Provider Tool
- **Eligible Rural Areas Search**
  - This tool is a directory of rural areas and will help you determine whether your organization is located in a rural area, as defined by program rules.

#### Service Provider Tool
- **Search Posted Services**
  - This tool allows service providers to view service request information posted by consortia and individual health care providers applying for funding through the Healthcare Connect Fund Program.
Search Posted Services

To search for requests for services, type the full or partial criteria in the appropriate box below.

The search results will show a summary of each HCP whose service request(s) match the search criteria entered, with options to view additional information. View more information about each HCP by clicking "Details" next to each HCP number. All supporting documentation will be available for download on this expanded view.

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<th>Posting End Date Before</th>
<th>Category of Expense</th>
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<td>04/04/2017</td>
<td>05/03/2017</td>
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</tbody>
</table>
FCC Form 461 Rollover for FY2019

• Rollover FY2018 Request for Services for FY2019 Funding Commitment
  • Applicants who submitted a FY2018 FCC Form 461, are allowed to request a rollover for FY2019, under the following conditions:
    • The FCC Form 461 must have been submitted for FY2018, and previously reviewed and approved by RHC in FY2018.
    • The FY2018 FCC Form 461 and/or competitive bidding process must have complied with competitive bidding rules.
    • Request is submitted to RHC-Assist@usac.org
  • The rollover of the FY2018 FCC Form 461 will allow applicants to file a FY2019 FCC Form 462 without undergoing another round of competitive bidding.
RFP Review Opt-Out

- RFP Review Opt-Out
  - Applicants may choose to bypass the formal USAC RFP review. During the formal RFP review, RHC identifies areas of potential non-compliance with competitive bidding requirements and makes recommendations for information to be included with the RFP.
  - If an applicant desires to opt-out of the formal RFP review, an email must be sent at the time of FCC Form 461 submission to RHC-Assist@usac.org.
  - By opting-out of the formal RFP review, applicants are waiving RHC’s full assessment of the RFP.
  - Please note: The RFP will still be compared to the FCC Form 461 for data integrity, regardless of opt-out selection.
Documentation

- All bid correspondence should be handled via email for audit purposes.
- HCPs are required to retain documentation for a period of five years.
Questions?
Submitting the FCC Form 461
Select HCP

- Go to “My HCPs” tab in My Portal and select the HCP for which you would like to file an FCC Form 461.
Create FCC Form 461

- Once the HCP is selected, go to the “Form 460” tab and click “Create Form 461.”
Navigating the FCC Form 461
General Information

- Enter form friendly name (optional).

USAC Internal Use Only

- FCC Form 461 Application Number: 100024109
- FCC Form 460 Number: 10059-00001
- Posting Start Date: [Blank]
- Posting End Date: [Blank]
- Allowable Contract Selection Date (ACSD): [Blank]
- Form 461 Friendly Name: [Blank]
General Information

- General information will prepopulate, as indicated by greyed-out lines.
Individual HCP Site Request for Services

- Indicate if you are using an RFP, and upload.
- Enter number of posting days (minimum of 28 days).
Individual HCP Site Request for Services Cont’d

- Enter in the information for the services you are requesting.
Individual HCP Site Request for Services Cont’d

- Enter contact information.

![Contact Information Form](image-url)
Declaration of Assistance

• List contact information for any assistance received in preparing the FCC Form 461.
Bid Evaluation

- Select your bid evaluation criteria.
- No criteria may outweigh cost; all criteria must equal 100%.
Additional Documentation

- If you have a Network Plan or any additional documentation, upload here by clicking “New Document.”
Required Certifications

- All certifications must be checked.
After Submitting

- You will receive an email confirmation that your form was submitted with a copy of the PDF form.
- Review typically takes around four weeks.
- Respond to any Information Requests within 14 calendar days.
  - Failure to respond to the Information Request will result in a denial
  - Information requests will come from a reviewer using an @usac.org domain address
Consortium FCC Form 461

• When filing a consortium FCC Form 461, you should make sure the FCC Forms 460 and LOAs for all member sites have been approved before filing the consortium FCC Form 461.

• Once the FCC Form 461 is filed, you will not be able to link sites to that FCC Form 461 that are later added to the consortium.

• Additionally, numerous FCC Forms 461 will likely mean numerous ACSDs, which would increase the administrative burden associated with competitive bidding.

• Ensure all of your authorization documents are up to date (i.e., TPA/LOA)
Questions?
Submitting the FCC Form 465
Eligibility Info

• HCP Location Information
  • Address
  • FCC RN

• Mailing Contact
  • Primary Account Holder information

• Eligibility
  • Select HCP Type

• Additional Information
  • EIN, NPI, Taxonomy Code
Enter the posting information for this service request.
Request for Services

- Identify anticipated applications and uses of the supported connection.
Services Drop Down Example

- When selecting a service from the categories, usage level and usage period will appear.
Bid Evaluation

- Add the bid evaluation criteria and weights.
- Select criteria from the drop down.
Declaration of Assistance

- Add the contact information of those who assisted in the preparation of the form (if applicable).
Certification

• All certifications must be checked and you must preview the form.

Block 6: Certification

RHC Note: Read the information in each certification carefully before certifying, signing, and submitting this form. If you are unsure about any of the information you should contact the RHC team prior to submitting.

- Line 31: I certify that I am authorized to submit this request on behalf of the above-named entity or entities, that I have examined this request, and that to the best of my knowledge, information, and belief, all statements of fact contained herein are true.
- Line 32: I certify that the health care provider has followed any applicable State or local procurement rules.
- Line 33: I certify that the telecommunications services and/or Internet access charges that the HCP receives at reduced rates as a result of the HCPs’ participation in this program, pursuant to 47 U.S.C. Sec. 254 as implemented by the Federal Communications Commission, will be used solely for purposes reasonably related to the provision of health care service or instruction that the HCP is legally authorized to provide under the law of the state in which the services are provided and will not be sold, resold, or transferred in consideration for money or any other thing of value.
- Line 34: I certify that the health care provider is a nonprofit or public entity.
- Line 35: I certify that the health care provider is located in a rural area. Visit the RHCD website: (http://www.usac.rhcd/tools/shrcdfRural2005/search.aspx) or contact RHCD at 1-800-229-6476 for a listing of rural areas.
- Line 36: Pursuant to 47 C.F.R. Secs. 54.601 and 54.603, I certify that the HCP or consortium that I am representing satisfies all of the requirements herein and will abide by all of the relevant requirements, including all applicable FCC rules, with respect to funding provided under 47 U.S.C. Sec. 254.

Consultants (fee for service): Upload an LOA with the HCP to verify you are authorized to access the HCP’s account information.

Attach Supporting Documentation

You have successfully completed all items on this page.

Previous Preview FCC Form 465 Cancel Changes
Preview FCC Form 465

- Must select “I have reviewed the form and have no changes.” to proceed.
Required Certification

Block 6: Certification

RHC Note: By completing this section, you are electronically signing this form. Your electronic signature is the same as your hand-written signature would be on this form. By typing your password in the signature field below, and clicking on the “Certify & Submit” button, you will have electronically signed the form. The complete Terms and Conditions that govern the user of this system can be found by clicking on the Terms and Conditions link below.

You must select “Accept” to move to the signature block. Selecting “Reject” will return you to My Portal, where this form will be saved in draft status under the My Forms tab.

Accept  Reject
Required Certification

- Your signature is your My Portal password.

RHC Note: Enter your password (not your name or User ID) in the Signature field below, then click on the "Certify & Submit" button to electronically sign, certify, and submit this form.

Line 37: Signature
Line 38: Date: Mar-17-17
Line 39: Printed name of authorized person
Line 40: Title or position of authorized person: CEO
Line 41: Employer of authorized person
Line 42: Employer's FCC RN

Please remember:
- Form 465 is the first step a health care provider must take in order to receive the benefit of reduced rates resulting from participation in this universal service support program.
- After the HCP submits a complete and accurate Form 465, the RHCD will post it on the RHCD website for 28 days.
- HCPs may not enter into agreements to purchase eligible services from service providers before the 28 days expire.
- After the HCP selects a service provider, the HCP must initiate the next step in the application process, the filing of Form 466 and/or 466A.

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act, 47 U.S.C. Secs. 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. Sec. 1001.
After Submitting

Your FCC Form 465 has been submitted to RHC. You will receive a confirmation email with a PDF copy of the submitted form and additional information about the application process.
Questions?
Best Practices & Resources
Best Practices: Communicating with Your Service Provider

• Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
  • E.g. Urban/Rural Rate documentation (Telecom Program)

• Include language in your bid documentation that confirms your service provider will act in compliance with all RHC Program rules and FCC Orders.

• Include your service provider when you reply to Information Requests via email.
### Milestones to Receive Funding for FY2019: HCF Program

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

<table>
<thead>
<tr>
<th>HCF Program Form</th>
<th>Last Day to Submit for Individual HCPs NOT using a Request for Proposal (RFP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC Form 460 - Eligibility</td>
<td>March 14, 2019 Recommended Date</td>
</tr>
<tr>
<td>FCC Form 461 – Request for Services</td>
<td>April 15, 2019 Recommended Date</td>
</tr>
<tr>
<td>FCC Form 462 – Funding Request</td>
<td>May 31, 2019 <strong>Deadline to Submit</strong></td>
</tr>
</tbody>
</table>

Please note that these dates (with the exception of the FCC Form 462 filing window deadline of May 31) are not deadlines enforced by the HCF Order, but rather suggested milestones to meet the close of the filing window.
## Milestones to Receive Funding for FY2019: HCF Program

Recommended Last Day to Submit for Individual HCPs USING a Request for Proposal (RFP)

<table>
<thead>
<tr>
<th>HCF Program Form</th>
<th>Last Day to Submit for Individual HCPs NOT using a Request for Proposal (RFP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC Form 460 - Eligibility</td>
<td>March 7, 2019 Recommended Date</td>
</tr>
<tr>
<td>FCC Form 461 – Request for Services</td>
<td>April 1, 2019 Recommended Date</td>
</tr>
<tr>
<td>FCC Form 462 – Funding Request</td>
<td>May 31, 2019 <strong>Deadline to Submit</strong>*</td>
</tr>
</tbody>
</table>

Please note that these dates (with the exception of the FCC Form 462 filing window deadline of May 31) are not deadlines enforced by the HCF Order, but rather suggested milestones to meet the close of the filing window.
# Milestones to Receive Funding for FY2019: Telecom Program

<table>
<thead>
<tr>
<th>Telecom Program Form</th>
<th>Last Day to Submit for Individual HCPs NOT using a Request for Proposal (RFP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC Form 465 – Eligibility &amp; Request for Services</td>
<td>April 15, 2019 Recommended Date</td>
</tr>
<tr>
<td>FCC Form 466 – Funding Request</td>
<td>May 31, 2019 <strong>Deadline to Submit</strong>*</td>
</tr>
</tbody>
</table>

Please note that these dates (with the exception of the FCC Form 466 filing window deadline of May 31) are not deadlines enforced by the HCF Order, but rather suggested milestones to meet the close of the filing window.
Resources Available – HCF Program

- Use the RFP Checklist and Network Plan Checklist guides on USAC’s website to ensure you have all necessary information.
Online Learning Library

TRAININGS & OUTREACH

<table>
<thead>
<tr>
<th>Online Learning Library</th>
<th>Handouts &amp; Reference</th>
<th>Webinars</th>
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</thead>
<tbody>
<tr>
<td>All Training Events</td>
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Online Learning Library

These learning tools are designed to help you understand and manage the form filing process, FCC requirements, and other elements of the Healthcare Connect Fund (HCF) Program. Tools include videos, recorded webinars, and interactive modules.

FCC Form 463

Individual HCP Invoicing Video Series
5 videos | Created November 2016, Up to Date for FY2016 Invoicing Deadline (December 31, 2017)

Consortia Invoicing Video Series
5 videos | Created November 2016, Up to Date for FY2016 Invoicing Deadline of (December 31, 2017)

More Topics

<table>
<thead>
<tr>
<th>HCF Program Invoicing Best Practices</th>
<th>October 2017 Filing Window Update</th>
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<tbody>
<tr>
<td>34:43 minutes</td>
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</table>

Funding Request Forms and Best Practices Webinar
Request for Services Webinar
36:48 minutes | April 2017
Subscribe to the Monthly Newsletter
Questions?
Thank you for joining us today!

- **RHC Help Desk**
  - Call (800) 453-1546
  - Email [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org)

- **Next Webinar - Funding Request Best Practices**
  - January 16, 2018 2:00 p.m. ET
  - [Register here!](#)