



Rural Health Care Training

May 5, 2013



Rural Health Care Program My Service Provider Portal

May 5, 2013

Agenda

- **Introducing My Portal for service providers**
- Search Posted Services: new functionality
- Logging into My SP Portal
- Navigating My SP Portal
- Creating an online invoice
- After an invoice has been submitted/approved

Acronyms Defined

ACSD – Allowable Contract Selection Date

BAN – Billing Account Number

FCL – Funding Commitment Letter

FRN – Funding Request Number

HCP – Health Care Provider

HSS – HCP Support Schedule

SP – Service Provider

SPIN – Service Provider Identification Number

It's more than just invoicing

- Manage all SPINs (designated on the FCC Form 498) to which you have access
- Online invoicing replacing paper invoices
- Structure is similar to the Applicant My Portal – tabs include:
 - My Invoices
 - My Documents
 - My \$
 - My SPINs
- Funding Request Number (FRN) details include the Billing Account Number (BAN), service type and bandwidth, and the Funding Commitment Letter (FCL) date

Contact RHC



- Send an email to RHC from within your SP Portal
- Select a topic
- Type in your message
- Even upload a file

A screenshot of a web form titled 'Send a message to RHC Help Desk'. The form includes a phone number, an email input field with 'sprovider@sp.com', a subject dropdown menu with 'Choose a topic' selected, a SPIN (optional) input field, a large text area for the message, and an 'Attach a file' section with an 'Upload...' button. At the bottom are 'Send Message' and 'Clear' buttons. A red arrow points from the subject dropdown to a list of topics: 'Online Registration (My Portal)', 'Using My Portal', 'Program Compliance/Rules Form 465', 'Eligibility', 'Competitive Bidding/Bids Form 466 or 466A', 'Required Documentation', 'Contracts Form 467', 'Invoicing', 'Service Provider or SPIN', 'Billing Account Number', 'Appeals', 'Change My Information', and 'Other'.

About My Portal

Contact RHC [About My Portal](#)

- “About My Portal” provides details on each tab of the SP Portal at any time

Welcome to the Rural Health Care My Portal for Service Providers!

The Rural Health Care (RHC) created *My Portal* to allow Service Providers (SPs) to manage:

- Easy access to all Service Provider Identification Numbers (SPINs) for which you have authorization
- Submitted invoices or invoices in draft mode
- Documentation related to submitted invoices
- Financial information related to Funding Request Numbers (FRNs) associated with one of your SPINs

My Portal main page has four main tabs: *My SPINs*, *My Invoices*, *My Documents*, and *My \$*.

My SPINs lists the SPINs to which you have been granted authority to access. All accounts are viewable by SPIN and SP Name, and SP Address. To access a specific account, search by SPIN or SP Name (or scroll down the list of SPINs), then click on the SPIN hyperlink.

My Invoices is where you will find all invoices associated with a specific SPIN. Within *My Invoices*, you may:

- Create and view (by calendar year) all invoices for a specific SPIN
- View when and by whom the invoices were last edited
- View the current status of an invoice
- View any Action Required before an invoice is able to be processed by RHC

My Documents is where you may access:

- Documentation related to the SP's invoices, including automated emails from RHC, Invoice Status Reports, client Funding Commitment Letters (FCLs), and HCP Support Schedules (HSS)
- Documentation related to client-submitted FCC Forms, such as FCLs, weekly FCL summaries, HCP Support Schedules, and weekly HSS summaries
- Correspondence between the SP and the RHC Division related to a specific SPIN's invoice

My \$ provides commitment and invoicing data including:

More than Just Invoicing

- SPIN information always shows on upper right corner
- Search and sorting capabilities for most data

User: [sprovider@sp.com](#) | [Logout](#)

SPIN: 143000531
Name: Crook County RSA Limited Partnership dba U.S. Cellular

2013 - Calendar Year					Date Processed	Invoice Status Report
RHC Invoice #	SP Invoice #	Last Edited By	Last Edited Date	Status		
22316651	dgf	Service Provider	22-Apr-2013	Draft		Edit draft

- Each tab includes explanatory text

My Documents allows you to view invoice-related documentation for a specific SPIN (Service Provider Invoice Number). Documentation is stored by calendar year, and may include folders for the following:

- Submitted invoices stored by month (i.e. 012014 = January, 2014) and related automated emails from RHC
- Email correspondence with USAC
- Commitment information, including:
 - Copies of applicant Funding Commitment Letters (FCLs) stored by HCP Number
 - Applicant HCP Support Schedules (HSS) sorted by HCP Number

MY INVOICES
MY \$
MY DOCUMENTS
MY SPINS

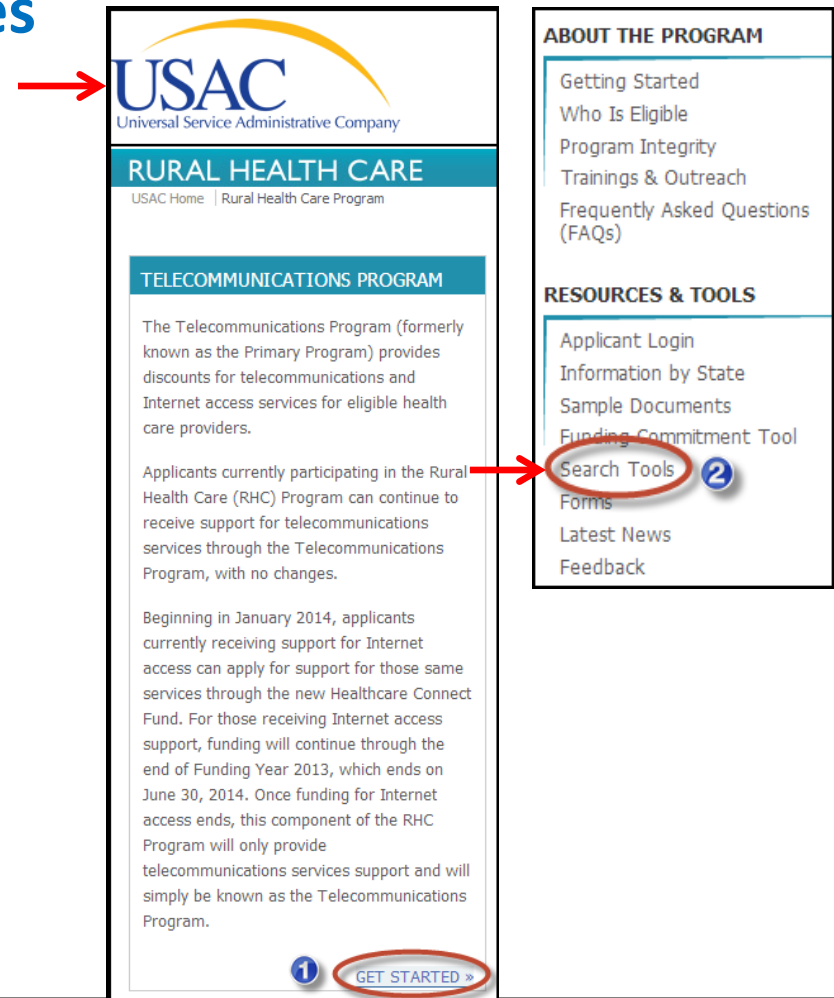
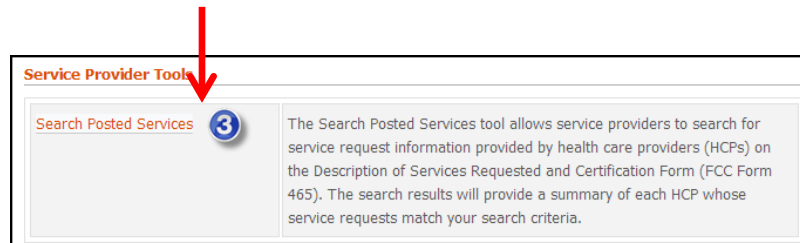
Scroll to read

Agenda

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- **Search Posted Services: new functionality**
- Logging into My SP Portal
- Navigating My SP Portal
- Creating an online invoice
- After an invoice has been submitted/approved

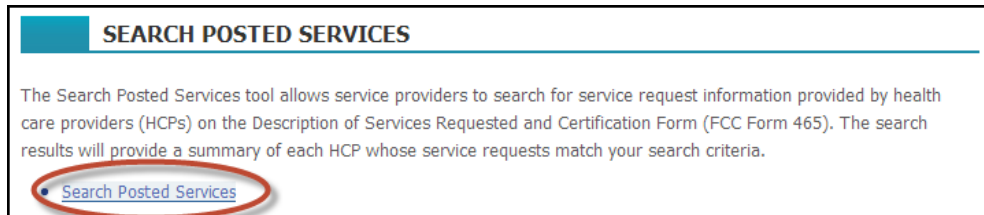
Getting to Search Posted Services

1. From the main RHC home page, click on “Get Started”
2. Find the “Search Tools” option from the left-hand navigation page
3. Select the “Search Posted Services” link to open

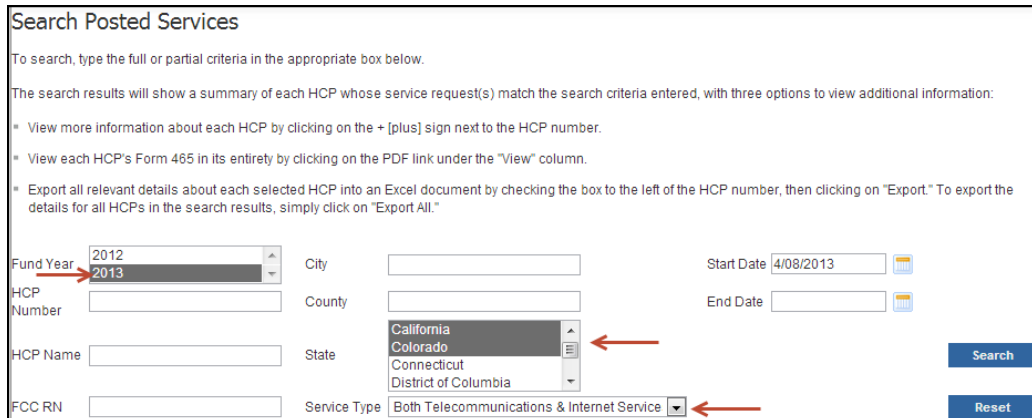


Getting to Search Posted Services


- Click on the link to open Search Posted Services for My Portal (FY 2012 and 2013)

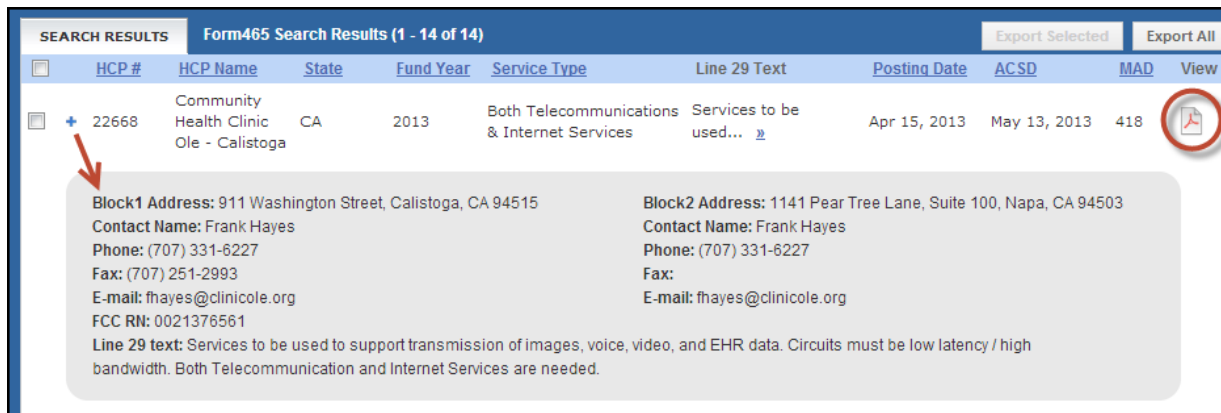


- Enter search criteria




Search Results

- Click on **+** for HCP details, and Line 29 text
- Click on  to open the PDF of the entire FCC Form 465



SEARCH RESULTS Form465 Search Results (1 - 14 of 14) Export Selected Export All

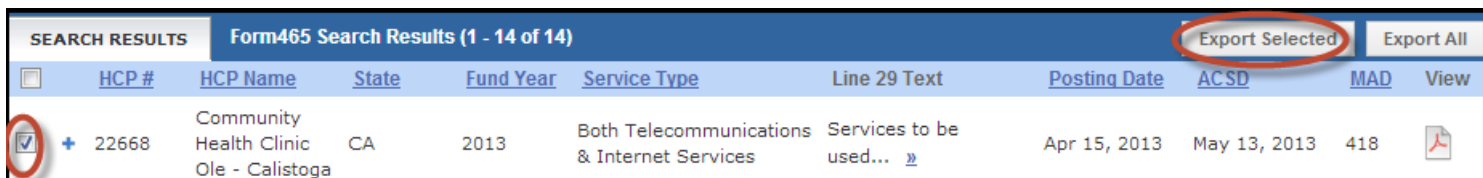
<input type="checkbox"/>	HCP #	HCP Name	State	Fund Year	Service Type	Line 29 Text	Posting Date	ACSD	MAD	View
<input checked="" type="checkbox"/>	22668	Community Health Clinic Ole - Calistoga	CA	2013	Both Telecommunications & Internet Services	Services to be used... »	Apr 15, 2013	May 13, 2013	418	

Block1 Address: 911 Washington Street, Calistoga, CA 94515
Contact Name: Frank Hayes
Phone: (707) 331-6227
Fax: (707) 251-2993
E-mail: fhayes@clinicole.org
FCC RN: 0021376561


Block2 Address: 1141 Pear Tree Lane, Suite 100, Napa, CA 94503
Contact Name: Frank Hayes
Phone: (707) 331-6227
Fax:
E-mail: fhayes@clinicole.org

Line 29 text: Services to be used to support transmission of images, voice, video, and EHR data. Circuits must be low latency / high bandwidth. Both Telecommunication and Internet Services are needed.

- For additional details, click on one of the “Export” buttons



SEARCH RESULTS Form465 Search Results (1 - 14 of 14) Export Selected Export All

<input type="checkbox"/>	HCP #	HCP Name	State	Fund Year	Service Type	Line 29 Text	Posting Date	ACSD	MAD	View
<input checked="" type="checkbox"/>	22668	Community Health Clinic Ole - Calistoga	CA	2013	Both Telecommunications & Internet Services	Services to be used... »	Apr 15, 2013	May 13, 2013	418	

Exported Details

- HCP name
- HCP name
- Fund Year
- Service Type (Telecom or Internet or both)
- Line 29 text
- Form posted date
- ACSD
- Maximum Allowable Distance (MAD)
- FCC Registration Number
- HCP site location address
- Block 2 contact information

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SPIN Updated on FCC Form 498?

- Ensure the SPIN's FCC Form 498 Rural Health Care Program section is completed
- The FCC Form 498 collects contact and **remittance** information for the Rural Health Care Program

This page is for Rural Health Care Support participants only.	
For more information about Rural Health Care Support, please refer to: http://www.usac.org/rhc/	
Block 10: Rural Health Care Support Financial Institution and Remittance Information [ALL Fields REQUIRED]	
<i>See Instruction Section III.K</i>	
<input type="checkbox"/> Check this box to discontinue use of this SPIN for Rural Health Care Support.	
<i>Financial institution information is required. Electronic payment of universal service support payments is mandated by the Debt Collection Improvement Act of 1996, Pub. Law 104-134, 110 Stat. 1321-358.</i>	
<input type="checkbox"/> Check this box if this information is the same as the General Contact information (Block 2) and complete lines 81-83.	
71	Remittance Company Name, if different from Company Name
	Last
	73

Access Through E-File

- Log in on USAC's main page
- Enter your User ID (email) and password, click the box to accept the terms, and click on "Login"
- Select "Rural Health Care – Invoicing"

Contributors | Service Providers | Subscribe | Contact Us

USAC
Universal Service Administrative Company

Helping Keep Americans Connected

Search [] GO

E-FILE | MAKING PAYMENTS | FORMS | TOOLS

ABOUT USAC

He
for

E-File Sign In

User ID:

Password:

[Forgot password](#)

Click the box to accept.

New users, please select from the options below:

- [New Service Provider](#)
- [New Contributor](#)
- [New RHC Applicant](#)

IMPORTANT SYSTEM NOTICE - This system is the property of the Universal Service Administrative Company (USAC) and is to be used to assist individuals with managing their entity's involvement in federal universal service programs. This system may be accessed by authorized users only. By logging in, the user represents himself or herself as an authorized user. This system is monitored, recorded and subject to audit. Any unauthorized use or misuse of this system is strictly prohibited and subject to legal action, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms and system monitoring and recording.

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My SPINs

- Lists all Service Provider Identification Numbers (SPIN) to which you have been given authority
- Search and sort by SPIN or service provider name
- Click on the SPIN to go to “My Invoices”

MY INVOICES MY \$ MY DOCUMENTS MY SPINS

Select a SPIN and you'll be taken to My Invoices

Search by SPIN Search by SP Name

	Address	City	State
143000531	Crook County RSA Limited Partnership dba U.S. Cellular	Chicago	IL
143000097	Pacific Lightnet, Inc. - Wavecom Solutions	Honolulu	HI
143000093	XO Inc. - XO Communication Services, Inc.	Nashville	TN

My Invoices

- Contains all invoices and statuses including date invoice was processed
- Search and sort capabilities
- Excel link to open the invoice status report
- Click on “New FCC Invoice” to create and submit an invoice – will only show if FRNs are available for invoicing



RHC Invoice #	SP Invoice #	Last Edited By	Last Edited Date	Status	Date Processed
22116063	sdfsdf	Tess Ellis	11-Apr-2013	Approved	11-Apr-2013
22316641	frfff	Service Provider	19-Apr-2013	Draft	

My Invoices – Invoice Status Report

- Invoice reviews by FRN

RHCD SERVICE PROVIDER INVOICE STATUS REPORT								
Service Provider Name Pacific Lightnet, Inc. - Wavecom Solutions SPIN 143000097 Service Provider Invoice Number sdfsd Invoice Date to RHCD (mm/dd/yy) 02/05/2013 Total Invoice Amount \$24,324.00				FOR RHCD USE ONLY RHCD Processed Date 04/11/2013 Number of Records 1 Number of Records Approved 1 RHCD Approved Total Amount \$53,287.75				
	Funding Year (yyyy)	HCP #	Funding Request #	Billing Account #	Multiple Months (Y or N)	Support Date (mmyyyy)	Support Amount to be Paid by USAC	Code
1	2012	26465	12210001	324324	Y	032013	\$53,287.75	A - Approved

My \$

- Follows the FRNs associated with your SPIN from invoice through to disbursement
- Search and sort options include: Funding Request Number (FCL), HCP information, the BAN, and others

MY INVOICES												
MY \$												
MY DOCUMENTS												
MY SPINS												
FRN	HCP #	HCP Name	BAN	Service Type	Bandwidth	Lines	FCL Date	Committed \$	Scheduled \$	Invoiced \$	Approved Invoiced \$	Authorized \$
12102671	30946	Zombie's HCP	4543	Channelized T1	1.544 Mbps		Jan 4, 2013	\$1,148.16	\$1,145.07	\$858.03	\$858.03	\$858.03
12105591	30946	Zombie's HCP	A11	Satellite Service	50 Mbps		Nov 28, 2012	\$3.75	\$2.68	\$2.68	\$2.50	\$2.50
12105751	26465	Health Family Care Center - Laconia	9848838383	Channelized T1	1.544 Mbps		Feb 4, 2013	\$10,185.47	\$10,185.47	\$2,234.94	\$2,234.94	\$2,234.94
12106361	26465	Health Family Care Center - Laconia	221	Internet			Apr 23, 2013	\$3,210.90	\$			
12210021	26465	Health Family Care Center - Laconia	324	Internet			Feb 4, 2013	\$12.18	\$9.43			

My Documents

- View all documents related to invoicing (by SPIN)
- Invoices stored by funding year (FY), then by month
- Commitments stored by FY, then by HCP Number:
 - Funding Commitments (FCLs)
 - HCP Support Schedules (HSS)
 - Weekly FCL and HSS summaries



My Documents – More Info in the FCL

- FCL now includes the applicant contact information
- Contract endorsement specified in the FCL

Date: 23-Apr-2013

Funding Year: 2012

Health Care Provider (HCP) Name: Health Family Care Center - Laconia

HCP Number: 26465

HCP Contact Name: Karyn L Sowa

HCP Contact Email: sowakarl@benefis.org

HCP Contact Phone: (973) 581-6727

FCC Form 465 Application Number: 2117860

Funding Request Number: 12106361

HCP Contact Info now included

The Rural Health Care (RHC) division of the Universal Service Administrative Company (USAC) has completed the review of the *Internet Service Funding Request and Certification Form (FCC Form 466-A)* submitted on behalf of the Health Care Provider (HCP) named above. Based on the information provided, RHC has determined that the HCP is eligible for the estimated support listed below. Additionally, if the HCP submitted a contract or service agreement with the form, the outcome of the contract review is included in this letter.

HCP Physical Location: 22 Stratford Street, Laconia, NH, 03246

Service Type: Internet

Bandwidth:

Service Provider Name: Pacific Lightnet, Inc. - Wavecom Solutions

Service Provider Identification Number (SPIN): 143000097

Billing Account Number: 22

Funding Start Date	Funding End Date	Months of Support	Non-Recurring Support Amount	Monthly Recurring Support Amount	Total Support Amount
01-Jul-2012	30-Jun-2013	12.00000	\$0.90	\$0.94	\$12.18

It is the HCP's responsibility to review and verify that all information on this FCL is accurate. All account holders and the service provider listed on the form have received a copy of this FCL. A copy is also saved in the *My Documents* section of *My Portal*.

Contract/Service Agreement Endorsement Determination: **Non-Evergreen/MTM**

Contract endorsement details now included

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My Invoices

- From “My Invoices” tab, click on “New FCC Invoice” to start

The screenshot shows the 'My Invoices' section of a web portal. At the top, there are navigation tabs: 'MY INVOICES', 'MY \$', 'MY DOCUMENTS', and 'MY SPINS'. The 'MY INVOICES' tab is selected. Below the tabs, there is a blue bar with a 'New FCC Invoice' button, which is circled in red. Below this bar, there is a section titled '2013 - Calendar Year' containing a table of invoices.

<u>RHC Invoice #</u>	<u>SP Invoice #</u>	<u>Last Edited By</u>	<u>Last Edited Date</u>	<u>Status</u>	<u>Date Processed</u>	<u>Invoice Status Report</u>
22116063	sdfsdf	Tess Ellis	11-Apr-2013	Approved	11-Apr-2013	
22316641	frfff	Service Provider	19-Apr-2013	Draft		<input type="button" value="Edit draft"/>

- Only one invoice can be in draft mode at a time

My Invoices – Housekeeping

- Navigation buttons at the top let you move from screen to screen and indicate completion level
- Preview official FCC invoice at any time
- Instructions available on each screen



My Invoices – Create the Invoice

- SPIN and service provider names prepopulated
- Enter the SP invoice number
- Save and continue
- \$0.00 in will update once FRNs are added to the invoice

RHCD Service Provider Invoice [Preview form](#) [Instructions](#)

Click on the instructions [?](#) button on each screen for line-by-line instructions. Approved by OMB
3060-0804

Header

Service Provider Name:	XO Inc. - XO Communication Services, Inc.	✓
SPIN:	143000093	✓
Enter a unique Service Provider Invoice #:	<input type="text" value="XO2013-1"/>	✓
Invoice Date to RHCD:	Apr 22, 2013	✓
Total Invoice Amount:	\$0.00	✓

RHC Note: The "Invoice Date to RHCD" is the date the invoice is certified, signed, and submitted to RHC. The "Total Invoice Amount" is the total of all FRNs added to the invoice.

You have successfully completed all items on this page.

[Save and Continue](#) [Save and Exit](#) [Cancel Changes](#)

My Invoices – Create the Invoice

- Enter search criteria to find FRNs available for invoicing
- Leave all fields blank to see all available FRNs
- Can only invoice up to (but not including) current month

FRNs

RHC Note: Use the search capabilities below to locate an FRN for invoicing. To display all FRNs available for invoicing, leave all search fields blank and click on the "Search" button. If searching for a specific FRN, use the search criteria to narrow the search results.

Under Support Date, you may select the latest date shown in the drop down menu to invoice all available months up to and including the month selected.

Funding Request #:

Funding Year:

HCP #:

HCP Name:

HCP State:

Service Type:

Billing Account #:

Support Date:

Note: The search will only return FRNs that have a positive balance available for invoicing.

My Invoices – FRN Search Results

- Enter search criteria to find FRNs available for invoicing
- Leave all fields blank to see all available FRNs
- Can only invoice up to (but not including) current month
- Confirm the correct FRN, select month for invoicing, then click “Add” to add FRN to the invoice

Funding Request #	Funding Year	HCP #	HCP Name	HCP State	Service Type/Bandwidth	Billing Account #	Support Date	Support Schedule Balance	Invoice
12104751	2012	12212	COLORADO RIVER INDIAN TRIBES	AZ	Virtual Private Network (VPN) / 1.544 Mbps	3	Mar 2013	\$53.00	Added
12102991	2012	12212	COLORADO RIVER INDIAN TRIBES	AZ		34rbaaB	Mar 2013	\$685.26	Added

My Invoices – Review FRNs

- “Remove” any unneeded FRNs
- Add more FRNs by clicking on the “Add More FRNs”
- If everything is correct, click on “Save and Continue”

Review

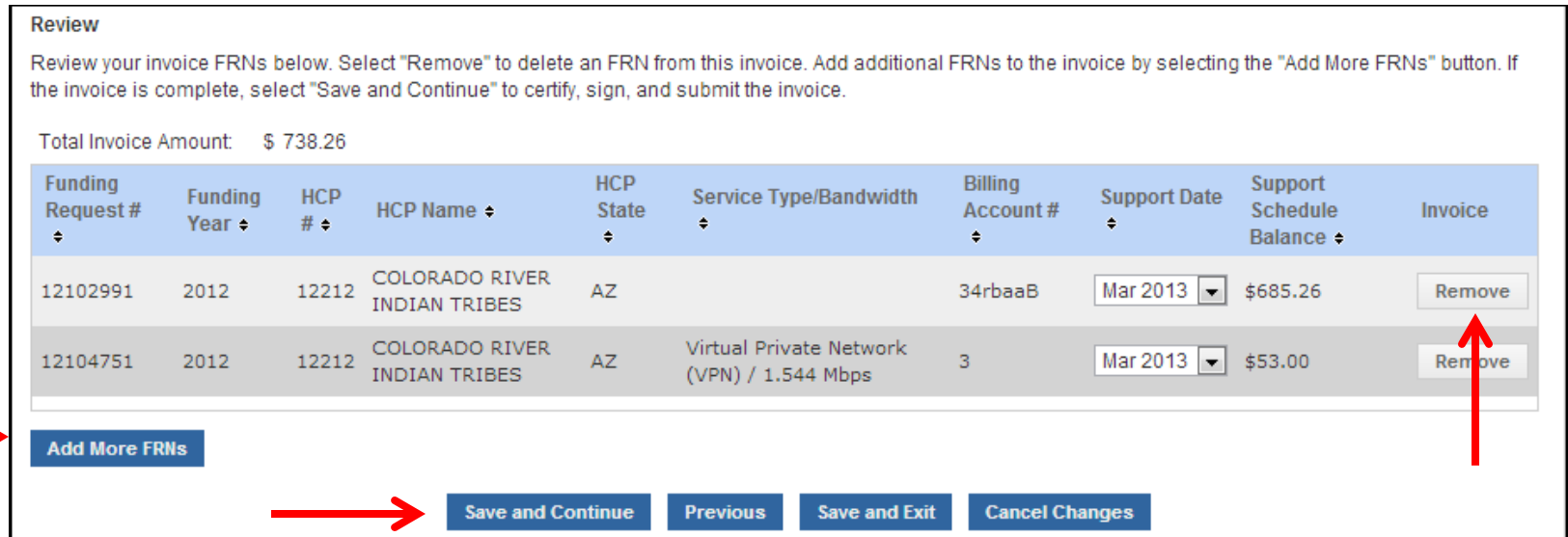
Review your invoice FRNs below. Select "Remove" to delete an FRN from this invoice. Add additional FRNs to the invoice by selecting the "Add More FRNs" button. If the invoice is complete, select "Save and Continue" to certify, sign, and submit the invoice.

Total Invoice Amount: \$ 738.26

Funding Request #	Funding Year	HCP #	HCP Name	HCP State	Service Type/Bandwidth	Billing Account #	Support Date	Support Schedule Balance	Invoice
12102991	2012	12212	COLORADO RIVER INDIAN TRIBES	AZ		34rbaaB	Mar 2013	\$685.26	Remove
12104751	2012	12212	COLORADO RIVER INDIAN TRIBES	AZ	Virtual Private Network (VPN) / 1.544 Mbps	3	Mar 2013	\$53.00	Remove

Add More FRNs

Save and Continue **Previous** **Save and Exit** **Cancel Changes**



My Invoices – Certify

- Review and check the certification that you have credited the HCP with the amount being invoiced

✓ HEADER ✓ FRNS ✓ REVIEW ● CERTIFICATION

Certification [? Instructions](#)

Approved by OMB
3060-0804

RHC Notes: Read the information in the 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.

I certify that the information contained in this invoice is correct and that the health care providers and Billed Account Numbers listed above have been credited with the amount shown under "Support Amount to be Paid by USAC."

[Previous](#) [Preview FCC Invoice](#) [Cancel Changes](#)

Persons willfully making false statements on the invoice 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.

- Preview the OMB-approved form before submitting to USAC

My Invoices – Review OMB-approved Form

- Final chance to review before the invoice is submitted

HEADER
 FRNS
 REVIEW
 CERTIFICATION

Certification

RHC Note: Review all the information entered on this FCC Invoice. If changes need to be made, select the "Previous" button to go back and edit your invoice. If no changes need to be made and you are ready to submit the invoice to RHC for review, click on the radio button, "I have reviewed the invoice and have no changes" at the bottom of the invoice, and then select the "Save and Continue" button, which will take you to the page where you will sign and submit this form to RHC.

Approved by OMB
3060-0804

RHCD SERVICE PROVIDER INVOICE STATUS REPORT

	Service Provider Name XO Inc. - XO Communication Services, Inc.	<p style="text-align: center;">FOR RHCD USE ONLY</p> RHCD Processed Date _____ Number of records _____ 2 _____ Number of records approved _____ RHCD approved total amount _____
	SPIN 143000093	
	Service Provider Invoice Number XO2013-1	
	Invoice Date to RHCD 22-Apr-2013	
	Total Invoice Amount \$738.26	

#	Funding Year	HCP #	Funding Request #	Billing Account #	Multiple Months?	Support Date (mmyyyy)	Support Amount to be Paid by USAC	Code
1	2012	12212	12102991	34rbaaB	Y	032013	\$685.26	
2	2012	12212	12104751	3	Y	032013	\$53.00	

My Invoices – Sign and Submit

- Enter your password (not your name) and click on “Certify & Submit” to complete the process
- You must enter your phone number (if missing) to submit

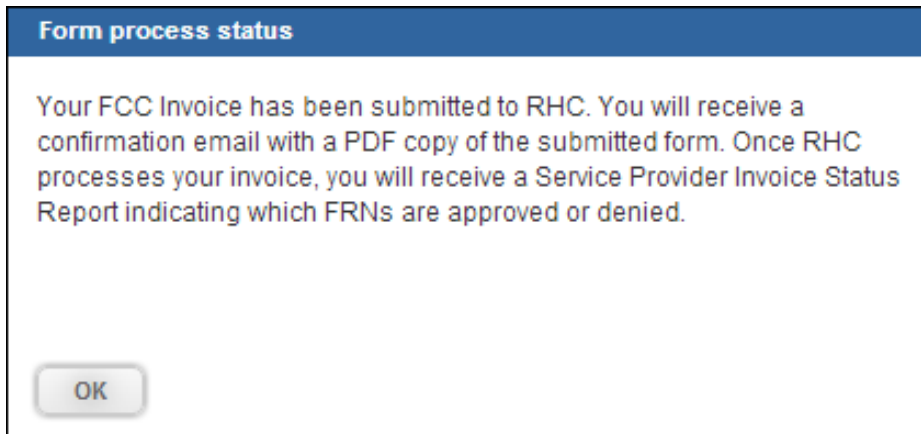
The screenshot shows a web form titled "Certification" with a progress bar at the top indicating steps: HEADER (checked), FRNS (checked), REVIEW (checked), and CERTIFICATION (selected). The form includes a "Certification" section with a warning message: "You are reminded that your electronic signature is the same as your hand written signature on this form. By typing your password in the Signature block below and clicking the 'Certify & Submit' button, you have electronically signed the form. To see a copy of the complete Terms and Conditions that govern the user of this system, click on the Terms and Conditions link below." A yellow highlighted box contains the instruction: "You must select 'Accept' to sign, certify, and submit the form. Selecting 'Reject' will return you to your My Portal where this form will be saved in draft status under the My Invoices tab. Enter your E-File password then select Certify & Submit." Below this are "Accept" and "Reject" buttons. A "Signature" field is followed by a "Certify & Submit" button. Other fields include "Date" (Apr-22-2013), "Printed name" (Service Provider), "Telephone" ((123) 444-5555), and "Email" (sprovider2@sp.com). At the bottom are "Previous" and "Cancel Changes" buttons.

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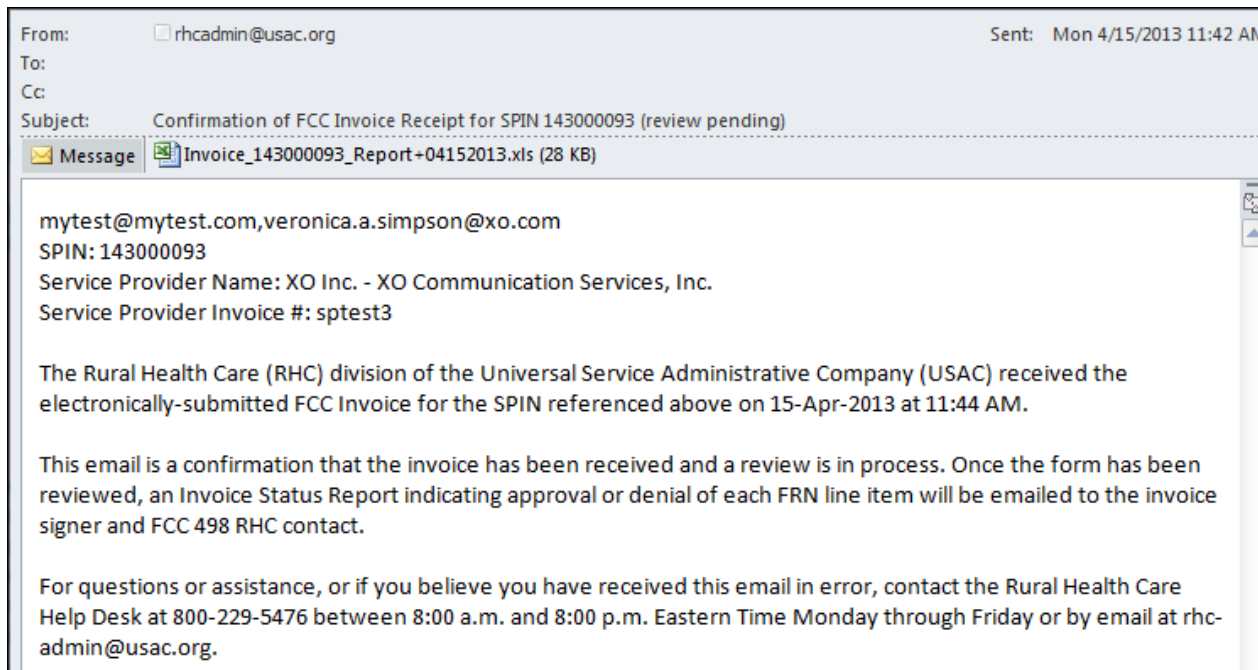
Invoice Submission

- Once the “Certify & Submit” button has been selected, you should see a confirmation note:



Confirmation of Receipt

- Once received by USAC, a confirmation email is sent and a copy of the invoice is saved in “My Documents”



Invoice Status Report

- Invoice reviews by FRN
- Will show “Approved,” or if “Denied,” will explain the reason for the denial

RHCD SERVICE PROVIDER INVOICE STATUS REPORT								
Service Provider Name				Pacific Lightnet, Inc. - Wavecom Solutions				
SPIN				143000097				
Service Provider Invoice Number				sdfsdf				
Invoice Date to RHCD (mm/dd/yy)				02/05/2013				
Total Invoice Amount				\$24,324.00				
FOR RHCD USE ONLY								
RHCD Processed Date				04/11/2013				
Number of Records				1				
Number of Records Approved				1				
RHCD Approved Total Amount				\$53,287.75				
	Funding Year (yyyy)	HCP #	Funding Request #	Billing Account #	Multiple Months (Y or N)	Support Date (mm/yyyy)	Support Amount to be Paid by USAC	Code
1	2012	26465	12210001	324324	Y	032013	\$53,287.75	A - Approved

- After payment file has been approved, a credit will be made (or check issued) to service provider’s USF account

Ongoing Improvements

We welcome your continued feedback and suggestions at:
RHC-suggestions@usac.org

Thanks!