

Rural Health Care Monthly Conference Call: December 8, 2011 – 2:00PM

Agenda

- Appeals
 - Data Cleanup
 - Funding Update
 - Questions and Answer Session
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1. Appeals

All USAC decisions are appealable. These decisions include:

- Eligibility Denials based on:
 - HCP Type
 - Rurality
- Funding decisions based on:
 - Amount
 - Duration - funding start and end dates
- Funding denials based on:
 - Missing forms
 - Deadlines
 - Bidding violation/Line 29 languages

Any impacted party may appeal a USAC decision. Decisions may be appealed to USAC, or directly to the FCC.

In both cases, appeals must be made in writing, and must include all relevant information, including:

- HCP name and #
- Funding Year
- Packet #, FRN#
- Appeal Contact, phone, and email
- Reason for appeal and desired outcome
- Supporting documentation, including copies of all forms, HSS, FCLs, service contracts, relevant correspondence.

Appeals must be postmarked or date-stamped w/in 60 days of the date of the decision. Decisions typically come in letter form such as a Denial letter or Funding Support Schedule or Funding Commitment letter. The appeal deadline is 60 days after the date of that letter. Any appeal received beyond the deadline will be denied. No exceptions.

Upon receipt of appeal, we'll let you know that we have it, and will begin the research/investigation. It may or may not be necessary to contact you during this process.

Appeals are taken very seriously at USAC. Carolyn McCornack, the program manager responsible for appeals, works with colleagues, management, and the legal department to prepare and recommend a decision to the Appeals Team, who ultimately confirms or rejects the recommendation. The appeals team includes USAC's General Counsel, COO, and CEO.

We will respond to appeals within 90 days of receipt.

What happens next? We'll send you a decision letter by email and certified USPS. If your appeal is granted, we will instruct our processing office to create the necessary documentation to execute the decision. If your appeal is denied, you may appeal this decision to the FCC. Instructions for filing an appeal (USAC and FCC) can be found [on our website on the "About Rural Health Care" section](#).

2. Data Cleanup

RHC is conducting outreach to HCPs to update contact information for FCC Form 465 Blocks 1, 2, and 6. Please respond to any phone calls or emails requesting confirmation of contact information. If you have not yet received an email or a phone call about the data cleanup and have changes, send your updates to rhc-admin@usac.org

3. Funding Update

- 2010
 - More than \$85M in committed support
 - Only about 500 packets left to be processed
- 2011
 - Approximately \$4M in committed support

4. Other: Discussion about the FCC Order

Has not yet been released. [July 2010 Rural Health Care NPRM](#)