

# USER GUIDE:

Submitting a Letter of Agency (LOA) or Letter of Exemption (LOE) in My Portal

Consortium leaders are required to submit either an LOA or LOE for each membersite of their consortium. The LOA and LOE authorize the consortium leader to submit forms on their behalf. Visit the [Authorizations](#) page to learn more.

## Step 1: Log in

Log into My Portal with your Username (email address) and password.

**Username**

**Password**

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

[Sign In](#)

## Step 2: Select “Consortium Project Coordinator”

From the list provided, select “Consortium Project Coordinator – Healthcare Connect Fund.”

### RURAL HEALTH CARE

Welcome to the Rural Health Care **My Portal**. You have authorization to access one or more Health Care Provider (HCP) accounts in the Telecommunications and Internet Access programs and the Healthcare Connect Fund program. Select the program you wish to enter from the options below.

You may switch programs at any time by returning to your My Portal tab and selecting another option:

- [Telecommunications and/or Internet Access program \(Forms 465, 466, 466-A, 467\)](#)
- [Individual Applicant - Healthcare Connect Fund \(Forms 460, 461, 462, 463\)](#)
- [Consortium Project Coordinator - Healthcare Connect Fund](#)

### Step 3: Select Consortium HCP Number

After selecting the option for “Consortium Project Coordinator,” you will be directed to a page listing the consortium HCPs under the “My Consortia” tab. Select a consortium HCP number to add member HCPs to that consortium.

**RURAL HEALTH CARE**
Return to My Portal

The *My Consortia* tab provides a high-level overview of all consortia in the Healthcare Connect Fund which you manage or have account access to, including:

- HCP Number and HCP Name
- Street Address
- Account Holder Type (Primary, Secondary, Tertiary, Draft)

To access a specific consortium, search by HCP Number or HCP Name (or simply scroll down the list of consortia), then click on the HCP Number. Once you have selected a consortium, you will be taken to that consortium's My Consortium tab, and information on all other tabs will now be specific to that consortium. To access information about another HCP, go to the *My Consortia* tab and select the new consortium.

[File a Form 460 for a new Consortium](#)

**My Consortia**

**Account Holders**

Search By HCP Number	Search By HCP Name	Account Holder Type	Address	City	State	Zip
1142047	MKD Health System	Primary	123 Ocean Drive	Avalon	NJ	08202

### Step 4: Upload LOA or LOE Document

Select the “My LOAs” tab and then click on the “Add LOA” button to upload LOAs or LOEs.

**RURAL HEALTH CARE**
Return to My Consortia

**My Consortium**

**My LOAs**

Documents

Account Holders

Forms

RHC Note: All consortium members must have an HCP # and a submitted Form 460. Click on the 'File Member Form 460' button to create a new HCP or file a Form 460 for an existing Rural Health Care participant.

LOA ID:

Friendly Name:

HCP Number:

Status:

[Search](#)

[Clear](#)

[LOA Instructions](#)

**Add LOA**

LOA ID   - Approved

HCP Number	HCP Name	Authorization Level	Status

Document Uploads

[View LOA Details](#)

[First](#)
[◀](#)
4 of 4
 [▶](#)
[Last](#)

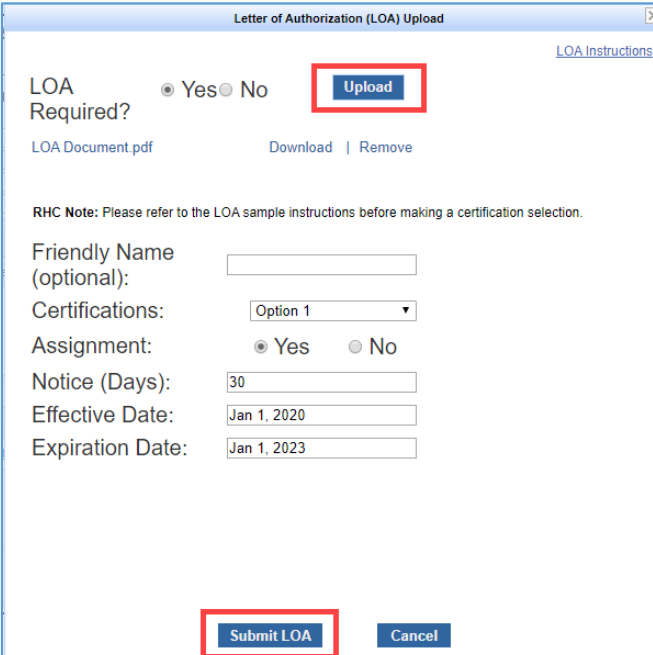
(4 Records)

A “Letter of Agency (LOA) Upload” pop-up box will appear where an applicant can upload a scanned copy of the LOA or LOE.

LOA/LOE Submission Guide | Rural Health Care Program

## Step 4a: Upload an LOA

To submit a Letter of Agency (LOA), select the “Yes” radio button next to “LOA Required?” and then click the “Upload” button to upload a scanned copy of the signed paper document. To learn more about what needs to be included in your LOA, visit the [Letter of Agency](#) web page.



Letter of Authorization (LOA) Upload

LOA Required?  Yes  No

LOA Document.pdf Download | Remove

[LOA Instructions](#)

RHC Note: Please refer to the LOA sample instructions before making a certification selection.

Friendly Name (optional):

Certifications:

Assignment:  Yes  No

Notice (Days):

Effective Date:

Expiration Date:

Complete the LOA upload screen:

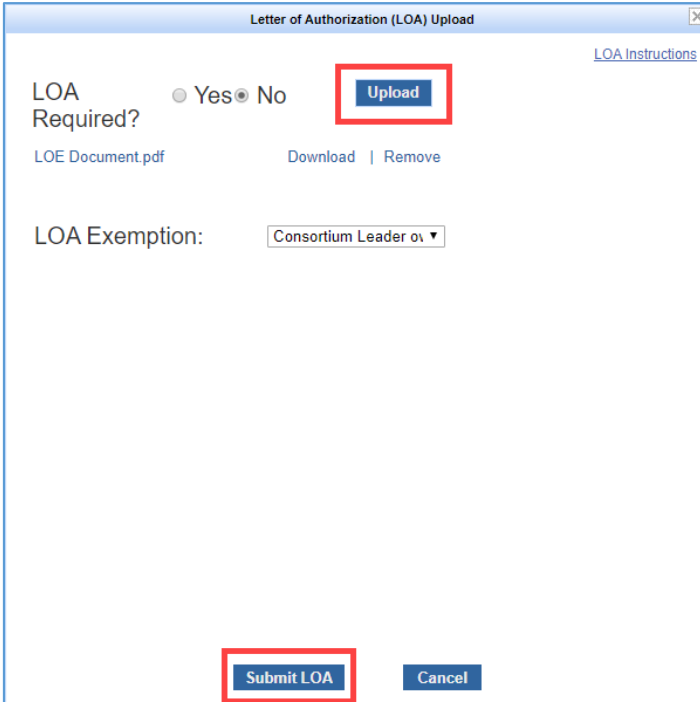
- For the “Certifications” drop down menu:
  - Select “Option 1” if there is no existing formal agreement, and the consortium leader will assume sole legal and financial responsibility for the activities of the consortium.
  - Select “Option 2” if the consortium has a formal written agreement, approved by USAC, allocating legal and financial responsibility to the consortium leader.
- The “Assignment” radio buttons refer to whether or not the consortium leader is permitted to assign a new consortium leader.
  - If the “Yes” radio button is selected, the applicant must enter a number in the “Notice (Days)” field. This identifies the number of days in advance a consortium leader must notify the member HCPs if the consortium leader is changing.
- Enter in the effective date and expiration date for the LOA.

When completed, select the “Submit LOA” button.

## Step 4b: Upload an LOE

To submit a Letter of Exemption (LOE), select the “No” radio button next to “LOA Required?” and click the “Upload” button to upload a scanned copy of the signed paper document. To learn more about what needs to be included in your LOE, visit the [Letter of Exemption](#) web page.

For the “LOA Exemption” drop down menu, choose the exemption reason. When completed, select the “Submit LOA” button.



Letter of Authorization (LOA) Upload

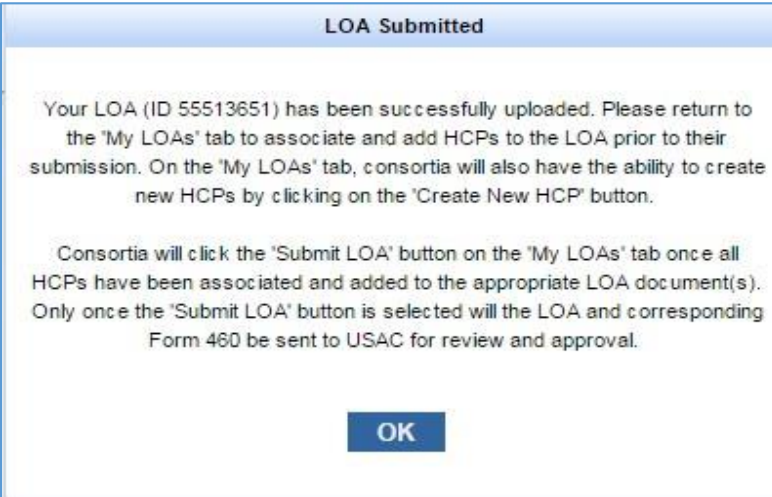
[LOA Instructions](#)

LOA Required?  Yes  No

LOE Document.pdf Download | Remove

LOA Exemption: Consortium Leader or ▼

After the LOA or LOE has been submitted, a prompt will appear to confirm the submission was successful, and provide the LOA ID. Click “OK” to return to the “My LOAs” tab.



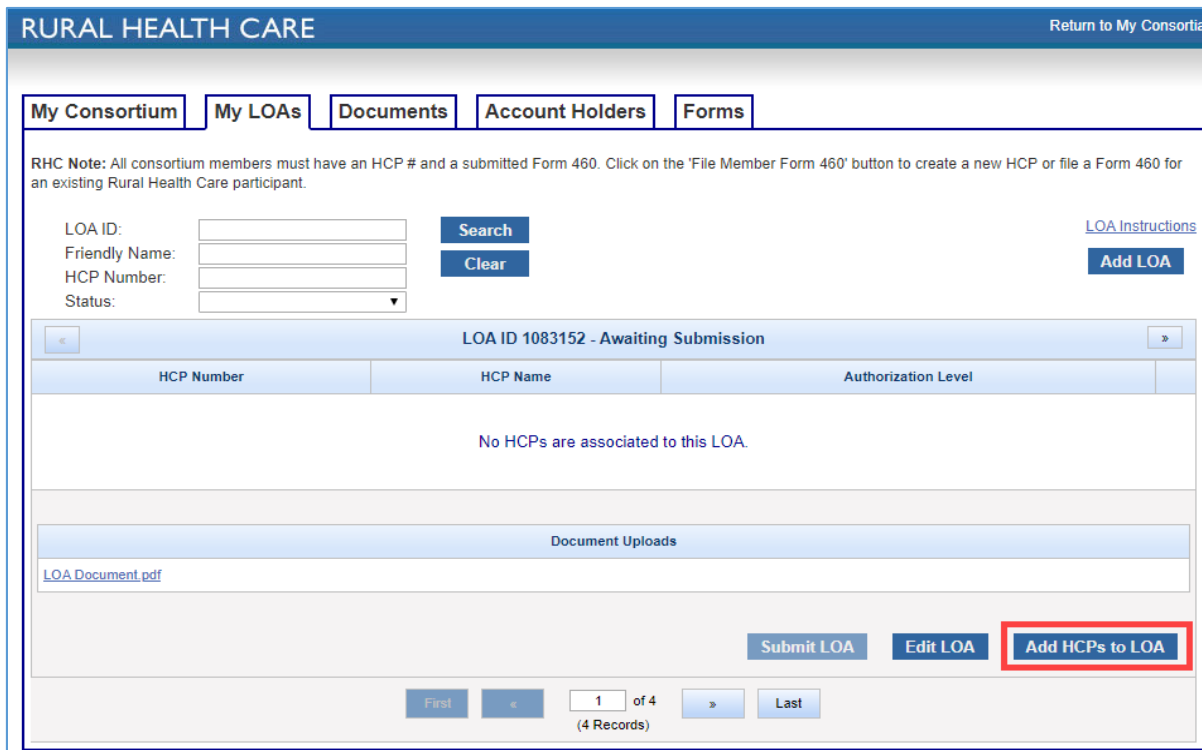
**LOA Submitted**

Your LOA (ID 55513651) has been successfully uploaded. Please return to the 'My LOAs' tab to associate and add HCPs to the LOA prior to their submission. On the 'My LOAs' tab, consortia will also have the ability to create new HCPs by clicking on the 'Create New HCP' button.

Consortia will click the 'Submit LOA' button on the 'My LOAs' tab once all HCPs have been associated and added to the appropriate LOA document(s). Only once the 'Submit LOA' button is selected will the LOA and corresponding Form 460 be sent to USAC for review and approval.

## Step 5: Add Member HCPs to LOA or LOE

In this step, you will identify the member HCPs that are associated with this LOA/LOE. Select the “Add HCPs to LOA” button.



**RURAL HEALTH CARE** Return to My Consortia

[My Consortium](#) | [My LOAs](#) | [Documents](#) | [Account Holders](#) | [Forms](#)

**RHC Note:** All consortium members must have an HCP # and a submitted Form 460. Click on the 'File Member Form 460' button to create a new HCP or file a Form 460 for an existing Rural Health Care participant.

LOA ID:  [Search](#) [LOA Instructions](#)  
 Friendly Name:  [Clear](#) [Add LOA](#)  
 HCP Number:   
 Status:

LOA ID 1083152 - Awaiting Submission

HCP Number	HCP Name	Authorization Level
No HCPs are associated to this LOA.		

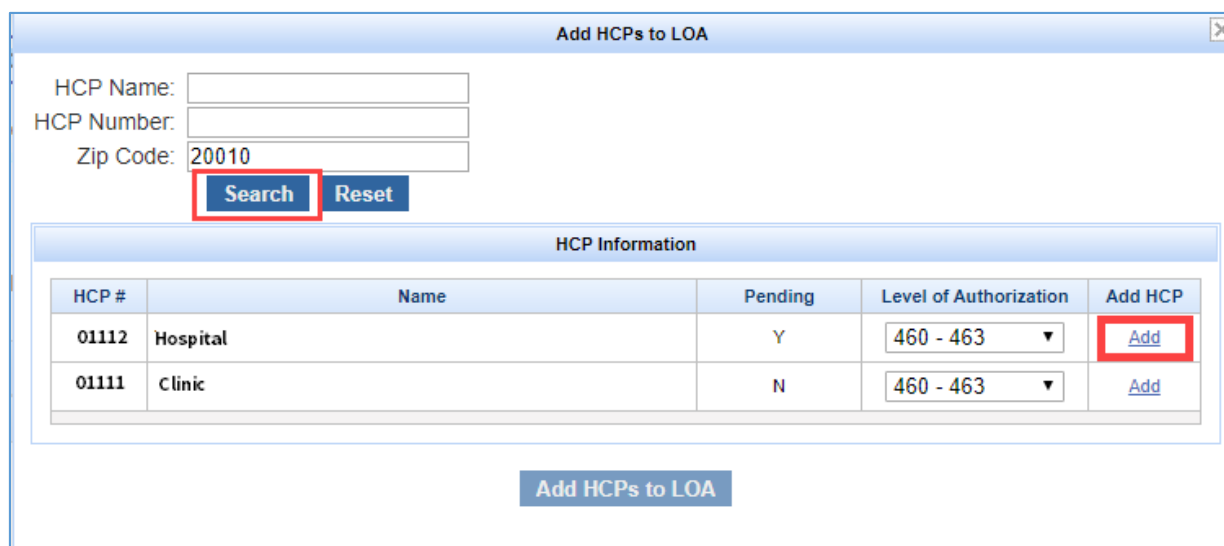
Document Uploads

[LOA Document.pdf](#)

[Submit LOA](#) | [Edit LOA](#) | [Add HCPs to LOA](#)

[First](#) | [←](#) | 1 of 4 | [→](#) | [Last](#)  
 (4 Records)

Build the list of member HCPs to be added to this LOA/LOE by using the search function. You can type in multiple search criteria in any of the three fields for HCP name, HCP number, or ZIP code to search. To add an HCP, click the “Add” link in the “Add HCP” column. You can add multiple HCPs at one time.



**Add HCPs to LOA**

HCP Name:   
 HCP Number:   
 Zip Code: 20010

[Search](#) | [Reset](#)

HCP Information				
HCP #	Name	Pending	Level of Authorization	Add HCP
01112	Hospital	Y	460 - 463 ▼	<a href="#">Add</a>
01111	Clinic	N	460 - 463 ▼	<a href="#">Add</a>

[Add HCPs to LOA](#)

Once an HCP has been added, the “Add” link will change to “Unselect.” Click the “Unselect” link if you wish to remove the HCP from the list.

Use the “Reset” button to continue searching for HCPs. Once you have added each of the member HCPs associated with the LOA/LOE, click the “Add HCPs to LOA” button to connect the member HCPs to the LOA/LOE.

Add HCPs to LOA ✕

HCP Name:

HCP Number:

Zip Code:

HCP Information

HCP #	Name	Pending	Level of Authorization	Add HCP
01112	Hospital	Y	460 - 463 ▼	<a href="#">Unselect</a>
01111	Clinic	N	460 - 463 ▼	<a href="#">Add</a>

## Step 6: Submit the LOA or LOE

Once the list of HCPs is complete and accurate, click the “Submit LOA” button.

RURAL HEALTH CARE
Return to My Consortia

My Consortium
My LOAs
Documents
Account Holders
Forms

**RHC Note:** All consortium members must have an HCP # and a submitted Form 460. Click on the 'File Member Form 460' button to create a new HCP or file a Form 460 for an existing Rural Health Care participant.

LOA ID:   [LOA Instructions](#)  
 Friendly Name:     
 HCP Number:   
 Status:

LOA ID 1083153 - Awaiting Submission

HCP Number	HCP Name	Authorization Level	
01112	Hospital	460 - 463 ▼	<a href="#">Remove</a>

Document Uploads

[LOA Document.pdf](#)

First  1 of 5  Last  
 (5 Records)

## Step 7: Confirm Successful Submission

Once the LOA/LOE has been successfully submitted, the LOA ID status bar will display “Submitted”. In addition, the Project Coordinator will receive an email notification that the LOA/LOE was submitted successfully.

**RURAL HEALTH CARE**
Return to My Consortia

My Consortium
My LOAs
Documents
Account Holders
Forms

**RHC Note:** All consortium members must have an HCP # and a submitted Form 460. Click on the 'File Member Form 460' button to create a new HCP or file a Form 460 for an existing Rural Health Care participant.

LOA ID:

Friendly Name:

HCP Number:

Status:

**Search**

**Clear**

[LOA Instructions](#)

**Add LOA**

«
LOA ID 1083153 - **Submitted**
»

HCP Number	HCP Name	Authorization Level
01112	Hospital	460 - 463

Document Uploads

[LOA Document.pdf](#)

**View LOA Details**

First
«
1 of 5
 »
Last

(5 Records)