



# **OREGON HEALTH NETWORK**

## *Orientation 4: Invoicing & Billing*

# Agenda

1. **Welcome & FCC Project Status**
2. **RHCPP Invoicing**
  - *Non-recurring*
  - *Recurring*
4. **Demo and use of Site Portal for Invoice Review/Approval**
5. **Recap & Next Steps**
  - *Resources*

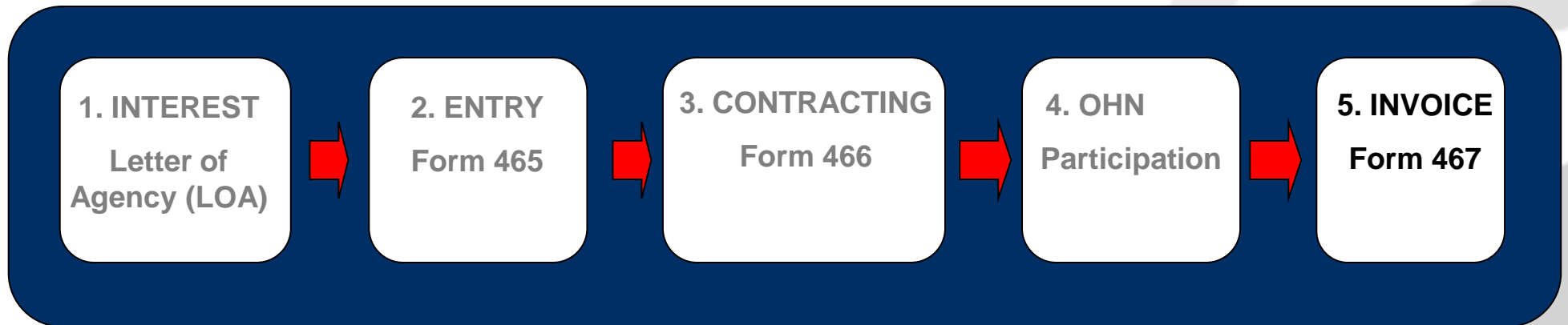
# ***Oregon Health Network***

*Welcome & FCC Project Status Overview*

*Kim Klupenger, Operations Director*



# FCC RHCPP: Project Status Overview



**Your are *HERE!***

- ✓ You have participated in an RFP
- ✓ You have received proposals (bids) from vendors
- ✓ A winning bid has been selected
- ✓ You have an approved vendor contract
- ✓ Your installation is in the works or completed
- ✓ You have signed an OHN Participation Agreement

# ***RHCPP: Invoicing and Billing***

*Overview of FCC mandated process*

*Kim Klupenger, Operations Director*

*Deb Galiel, Associate Project Coordinator & Office Manager*

# ***RHCPP: Overview of Requirements***

## **1. FCC RHCPP Requirements**

- Very strict rules and processes designed to ensure proper use and dissemination of RHCPP subsidy funds. OHN has limited-to-no influence on modifying these processes and requirements
- Dictates implementation and use of their customized content & layout of invoices and review/approval process; no exceptions
- Final approver of invoices and payout to vendors

# ***RHCPP: Our Goals & Key Roles***

## ***1. OHN Goals***

- Minimize and automate (whenever possible) USAC's very time consuming and manual process through OHN's site and vendor portals
- Provide participating sites and vendors with real-time information on where FCC invoices are at in the internal review/approval process
- Get vendors paid in a very timely manner

## ***2. Role & Responsibilities***

- Responsible for insuring that the vendor invoices and processes adhere to all FCC requirements and to meet annual audits
- Insuring that the vendors are performing up to their contractual agreements with you; If not, OHN can withhold payment to the vendor until the issue is resolved to meet contractual standards

# RHCPP: Invoicing & Reimbursement

## 1. Two Invoices

- **Non-recurring:** 1 x broadband connection installation charge, reimbursed 100% by FCC RHCPP & OHN matching funds
  - 85% reimbursed to the vendor utilizing FCC funds
  - 15% reimbursed to the vendor utilizing OHN funds
- **Recurring:** Monthly telecommunication charge
  - 85% reimbursed to the vendor utilizing FCC funds on a monthly basis
  - 15% - **you pay** the vendor directly on a monthly basis

## 2. Invoice Information (minimum) Required by USAC/FCC

- Invoice number
- SPIN #
- BAN #
- Dates of services
- Type of service
- Total amount of invoice
- Breakdown of 85% of total (to be paid by FCC) & 15% of total (to be paid by OHN for non-recurring and you for monthly recurring)
- Signature of your legal signatory for the site
- Copy of either OHN's/your 15% payment

# RHCPP: Non-Recurring Invoicing

## 1 x Installation Charge

### STEP 1: Your Telco Vendor

- ✓ Your approved telecommunications vendor invoices you directly for the one-time broadband installation charge. The invoice describes work performed and breaks it down into 85%/15% reimbursement schedule
  - You **don't** pay anything

### STEP 2: You

- ✓ You approve and sign the invoice, and then send to OHN (currently in PDF but soon electronically through OHN Site Portal)

### STEP 3: OHN & Vendor

- ✓ OHN reviews, approves and processes the invoice to USAC/FCC with the 15% OHN match fund check, which includes:
  - Downloading, completing and sending an electronic invoice (template) from/to USAC
  - Attaching a copy of OHN's 15% payment (check)
  - Sending a copy of all the above to the vendor for their review, signature/approval
  - USAC reviews, approves and process the 85% payment directly to vendor

# RHCPP: Monthly-Recurring Invoicing

## Monthly Invoices through May 2014 (5 month RHCPP)

### STEP1: Your Telco Vendor

- ✓ Your approved telecommunications vendor invoices you directly for your monthly, contracted telecommunications charges. The invoice describes work performed and breaks it down into 85%/15% reimbursement schedule
  - **You are responsible for 15%, the FCC pays the remaining 85%**

### STEP 2: You

- ✓ You approve, sign and process your 15% payment of the invoice
  - You send your payment to your vendor directly and,
  - Provide a copy of the check with the signed invoice to OHN (currently in PDF, but soon will be electronically through the OHN Site Portal)

### STEP 3: OHN & Vendor

- ✓ OHN reviews, approves and processes the invoice to USAC/FCC, which includes:
  - Downloading, completing and sending an electronic invoice (template) from/to USAC
  - Attaching a copy/proof of your 15% payment (check)
  - Sending a copy of all the above to the vendor for their review, signature/approval
  - USAC reviews, approves and process the 85% payment directly to vendor

# *Using your OHN Site Portal for invoicing*

*Kim Klupenger, Operations Manager*

*Deb Galiel, Associate Project Coord. & Office Manager*

# ***OHN: Site Portal Demo***

***1. Link to live site***

# ***Recap & Next Steps***

*Kim Klupenger, Operations Director*

# Next Steps!

- 1. Communicate with your accounting staff to reduce confusion and eliminate delays and extra work by your staff, your vendor and OHN**
  - Who is OHN?
  - What is the FCC RHCPP?
  - Invoicing process
- 2. Your vendor = your contract = your responsibility**
  - Insure that the vendor is living up to their contractual requirements per their agreement with you BEFORE signing off on their invoice
  - If there are issues with the vendor, contact them immediately/directly
- 3. Always call us/OHN if you have any questions**
  - OHN resources to help you and your team
    - 4 Orientations (have the right people attend them all!):  
<http://www.oregonhealthnet.org/resources/siteorientations>
    - Staff (see next slide for roles and contact information)

# Resources

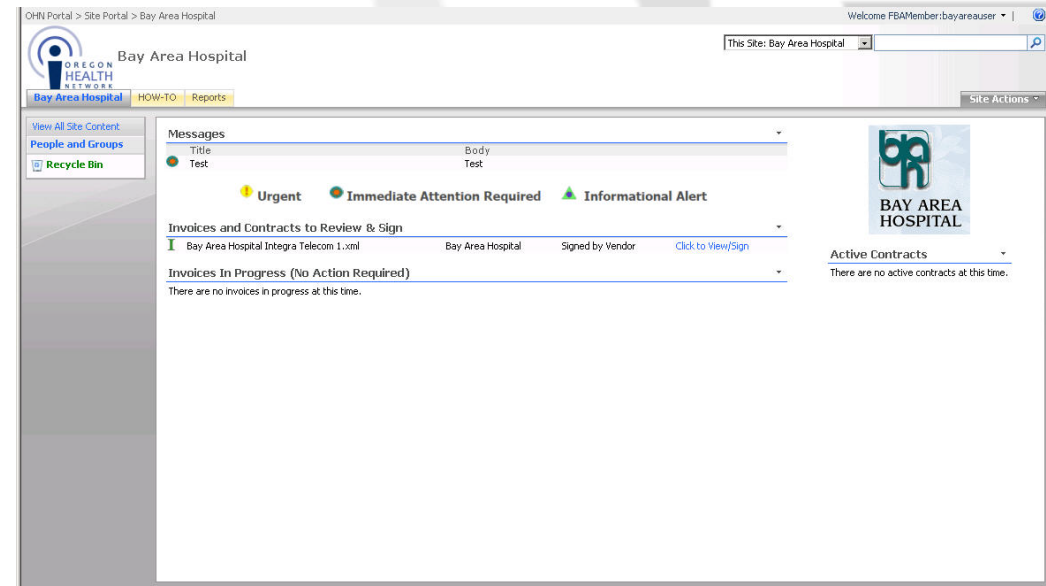
## 1. Web:

[www.oregonhealthnet.org](http://www.oregonhealthnet.org)

## 2. OHN Participant (Site) portals

- Secure, authorized permission site. Login information is issued to pre-identified contacts within your organization.

## 3. OHN Staff



# OHN Staff Contact Information

## General Account & RHCPP Questions:

Kim Klupenger  
[kklupenger@oregonhealthnet.org](mailto:kklupenger@oregonhealthnet.org)  
503.781.7929

## Information Technology and Technical Questions:

Peter Trnavskis  
[ptrnavskis@oregonhealthnet.org](mailto:ptrnavskis@oregonhealthnet.org)  
(503) 344-3744

## RFP Vendor Award Process Questions:

Peter Trnavskis  
[ptrnavskis@oregonhealthnet.org](mailto:ptrnavskis@oregonhealthnet.org)  
(503) 344-3744

## Post RFP Award Process Questions:

Deborah Galiel  
[dgaliel@oregonhealthnet.org](mailto:dgaliel@oregonhealthnet.org)  
503-344-3741

## Legal/ Contract Questions:

Kim Klupenger  
[kklupenger@oregonhealthnet.org](mailto:kklupenger@oregonhealthnet.org)  
503.781.7929

## General OHN/Program Questions:

Kim Klupenger  
[kklupenger@oregonhealthnet.org](mailto:kklupenger@oregonhealthnet.org)  
503.781.7929

## Network Service Issues:

NOC Helpdesk  
[ohnnoc@easystreet.com](mailto:ohnnoc@easystreet.com)

## OHN Participation Fees & Billing Questions:

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[kklupenger@oregonhealthnet.org](mailto:kklupenger@oregonhealthnet.org)  
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