



# RHC Service Provider Training

Best Practices for Service Providers

June 18, 2025

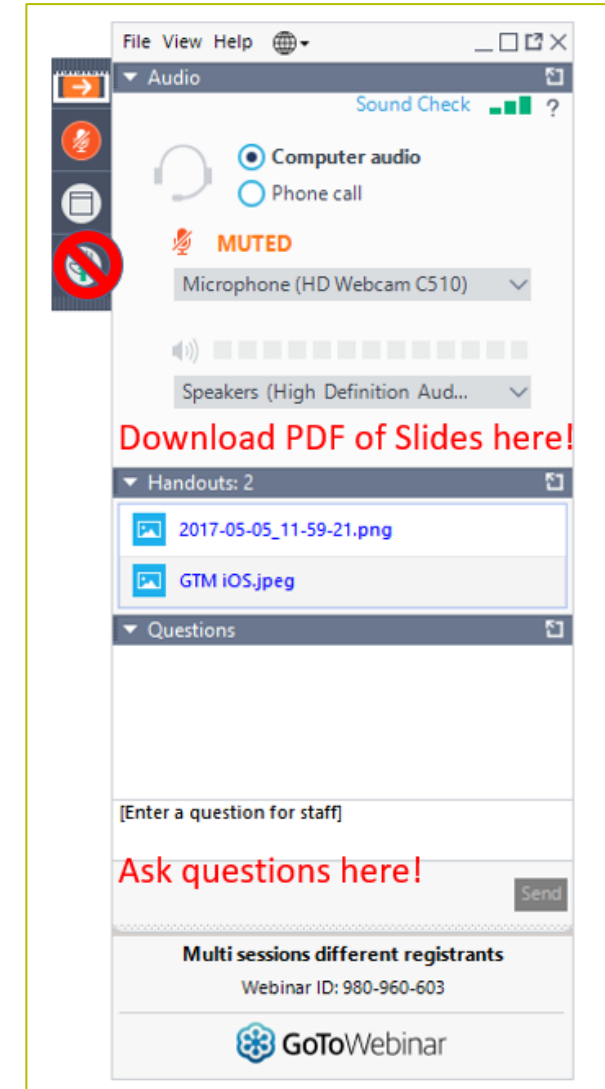
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# Housekeeping

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  - 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 will be posted with the recording to the [Webinars](#) webpage



# Meet Our Team



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# Agenda

- RHC Program Basics
- Program Updates
- Competitive Bidding
- Funding Requests
- Invoicing in HCF and Telecom Programs
- Disbursements and Post-Commitment Actions
- Resources

# By the end of this webinar you will be able to...

- *Understand the application process for RHC programs from eligibility through invoicing*
- *Understand the difference between the two RHC programs*
- *Learn about RHC program updates for FY2025*
- *Understand competitive bidding requirements*
- *Understand funding requests*
- *Understand invoicing and disbursement processes*
- *Understand best practices for service providers*

# Program Glossary

Acronym	Meaning
<b>FCC</b>	Federal Communications Commission
<b>HCP</b>	Health Care Provider (the site receiving services)
<b>SP</b>	Telco company providing services (you)
<b>HCF program</b>	Healthcare Connect Fund program
<b>Telecom program</b>	Telecommunications program
<b>SPIN/498 ID</b>	Service Provider Identification Number
<b>ACSD</b>	Allowable Contract Selection Date
<b>FRN</b>	Funding Request Number
<b>FY</b>	Funding Year

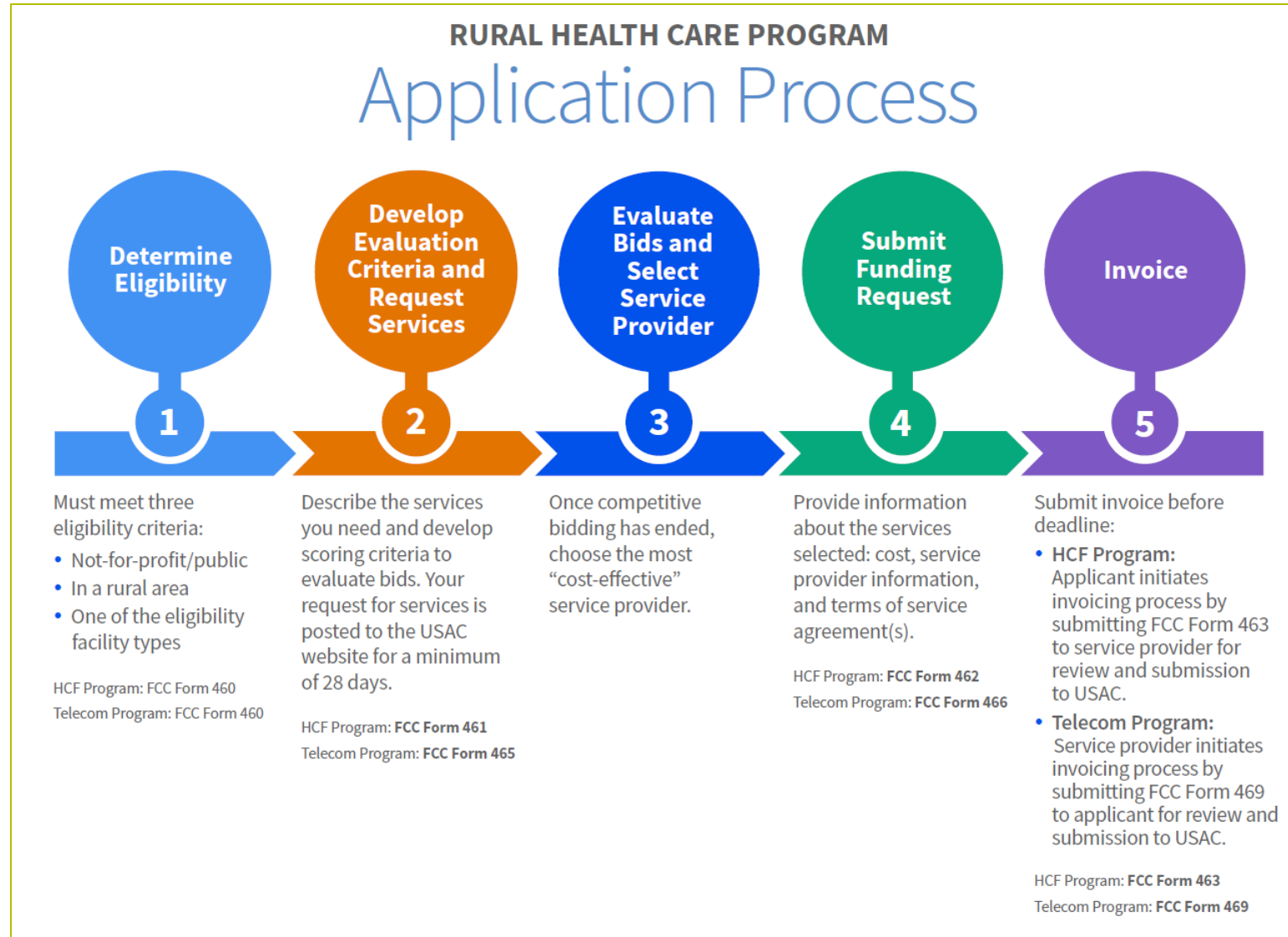
# **Program Basics**

## Best Practices for Service Providers



# RHC Program Comparison

Telecom Program	HCF Program
<p>Funds telecommunications services.</p> <ul style="list-style-type: none"><li>• Does <b>not</b> include equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.</li></ul>	<p>Funds advanced telecommunications and information services for broadband connectivity.</p> <ul style="list-style-type: none"><li>• <b>Includes</b> equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.</li></ul>
<p>Single year funding requests for eligible services.</p>	<p>Can be a multi-year request (up to three years) for eligible products and services.</p>
<p>Funds the difference between the urban and rural rates.</p>	<p>Provides a flat 65% discount.</p>



## Rural Health Care Program: **Funding Year 2026**

**FY2026: JULY 1, 2026 - JUNE 30, 2027**



**JULY 1, 2025: First Day to Submit Request for Services Form**

- **FCC Form 461** HCF Program
- **FCC Form 465** Telecom Program
- Request for services must be posted to USAC's website by March 3, 2026



**DEC 1, 2025 - April 1, 2026: Funding Request Filing Window**

- **FCC Form 462** HCF Program
- **FCC Form 466** Telecom Program



**OCT 28, 2027: Invoice Filing Deadline**

- **FCC Form 463** HCF Program
- **FCC Form 469** Telecom Program

# Telecom Program – FCC Forms

- FCC Form 460 (Eligibility)
- FCC Form 465 (Request for Services):
  - Submit bids for services included on the posted Request for Services forms.
- FCC Form 466 (Funding Request and Certification Form):
  - Provide supporting documentation or necessary information (e.g., bills, invoices, a contract) to the HCP during the application (Funding Request) process.
- FCC Form 469 (Invoice) FY2024 and forward:
  - Service provider submits the FCC Form 469 after the HCP pays the urban rate.
  - HCP validates the FCC Form 469 and certifies that the information is correct.

# HCF Program – FCC Forms

- FCC Form 460 (Eligibility):
  - Determine-eligibility of HCP - Submitted by HCP.
- FCC Form 461 (Request for Services):
  - Submit bids for services included on the posted Request for Services forms.
- FCC Form 462 (Request for Funding):
  - Provide information and supporting documentation to the HCP during the application process.
- FCC Form 463 (Invoice):
  - HCP submits invoice once they have paid their 35% contribution.
  - Service provider validates the FCC Form 463 and certifies that the information is correct.

# **RHC Program Updates**

## Best Practices for Service Providers

# RHC Connect Update – Telecom Program

- Service substitutions are now available for the Telecom Program in RHC Connect.
- The following post-commitment change requests for the Telecom Program will move to RHC Connect in August or September ahead of the October 28 invoice filing deadline for FY2024 funding commitments.
  - SPIN Changes
  - Invoice filing deadline extensions for HCPs and Service Providers.
- Please hold off on submitting these post-commitment change requests for FY2024 commitments until they have moved to RHC Connect.
- A complete step-by-step RHC Connect Post-Commitment Change Request User Guide will be posted on the USAC website.
- A new [Post-Commitment Actions](#) webpage for the Telecom Program is now posted on the USAC website.

# RHC Connect Update – HCF Program

- Post-commitment change requests are submitted in RHC Connect.
- The following functionality is available:
  - SPIN changes (operational and corrective) for applicants
  - Site and service substitutions for applicants
  - Service delivery deadline extension requests for non-recurring expenses for applicants
  - Invoice filing deadline extension requests for applicants and service providers
- A step-by-step [Invoice Filing Deadline Extension Request User Guide](#) for service providers and a [Post-Commitment Actions](#) webpage is posted on the USAC website.



# FCC 23-110 Third Report and Order

- On December 14, 2023, the FCC released [Order FCC 23-110](#). This order improves RHC program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding, aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes. Changes to RHC program rules are as follows:
  - Permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination.
  - Provides health care providers more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline.
  - Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the rule for determining urban rates in the Telecommunications (Telecom) program.
  - Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment.
  - Adopts the FCC Form 460 for eligibility determinations in the Telecom program, which will eliminate the need for Telecom program participants to seek an eligibility determination every time they engage in competitive bidding.

# FCC Order DA 23-6

- On January 26, 2023, the FCC released Order DA 23-6, waiving the requirement that HCPs and service providers participating in the Telecom program use the Rates Database to calculate urban and rural rates for **FY2024 and FY2025**.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
  - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
  - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
  - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.
- **The FCC has not yet provided guidance for FY2026.**

# Supply Chain Order

- As a reminder, when service providers login to [My Portal and RHC Connect](#) they will see two supply chain certifications included in the FCC Form 463 and Telecom program invoice.
- The first certification affirms compliance with the [Section 54.9](#) prohibition on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with [Section 54.10](#), which prohibits the use of any Federal subsidies on any communications equipment and services on the [Covered List](#).
- If you provided services or equipment that contain components of products produced by any of the listed covered companies or any of their parents, affiliates or subsidiaries, an invoice can't be submitted for these funds.
- Instead, the HCP should immediately request a [service substitution](#).
- As you proceed with competitive bidding, please ensure you are not submitting bids for services or equipment from listed covered companies or any of their parents, affiliates or subsidiaries.

# Supply Chain Web Page

- [Supply Chain webpage](#)



# Key Takeaways for Service Providers

- Telecom program – Use of the Rates database to calculate discounts is eliminated for FY2024 and 2025.
  - Method for determining rates is described in [FCC Order 23-6](#).
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.
- No guidance yet for FY2026.
- Submit invoice filing deadline extension requests in RHC Connect for FY2024 single year funding requests.
- Applicants and service providers must ensure they are not requesting funding for services or equipment from any company identified on the FCC-issued [Covered List](#).

# Questions?

# **Competitive Bidding**

## Best Practices for Service Providers

# What is a Request for Services?

- The Request for Services form is used by HCPs to let service providers know what services they are seeking, and it starts the competitive bidding process.
  - FCC Form 461 – HCF program
  - FCC Form 465 – Telecom program
- Service providers use the information on the form to create a responsive bid to provide the requested services.



# Competitive Bidding

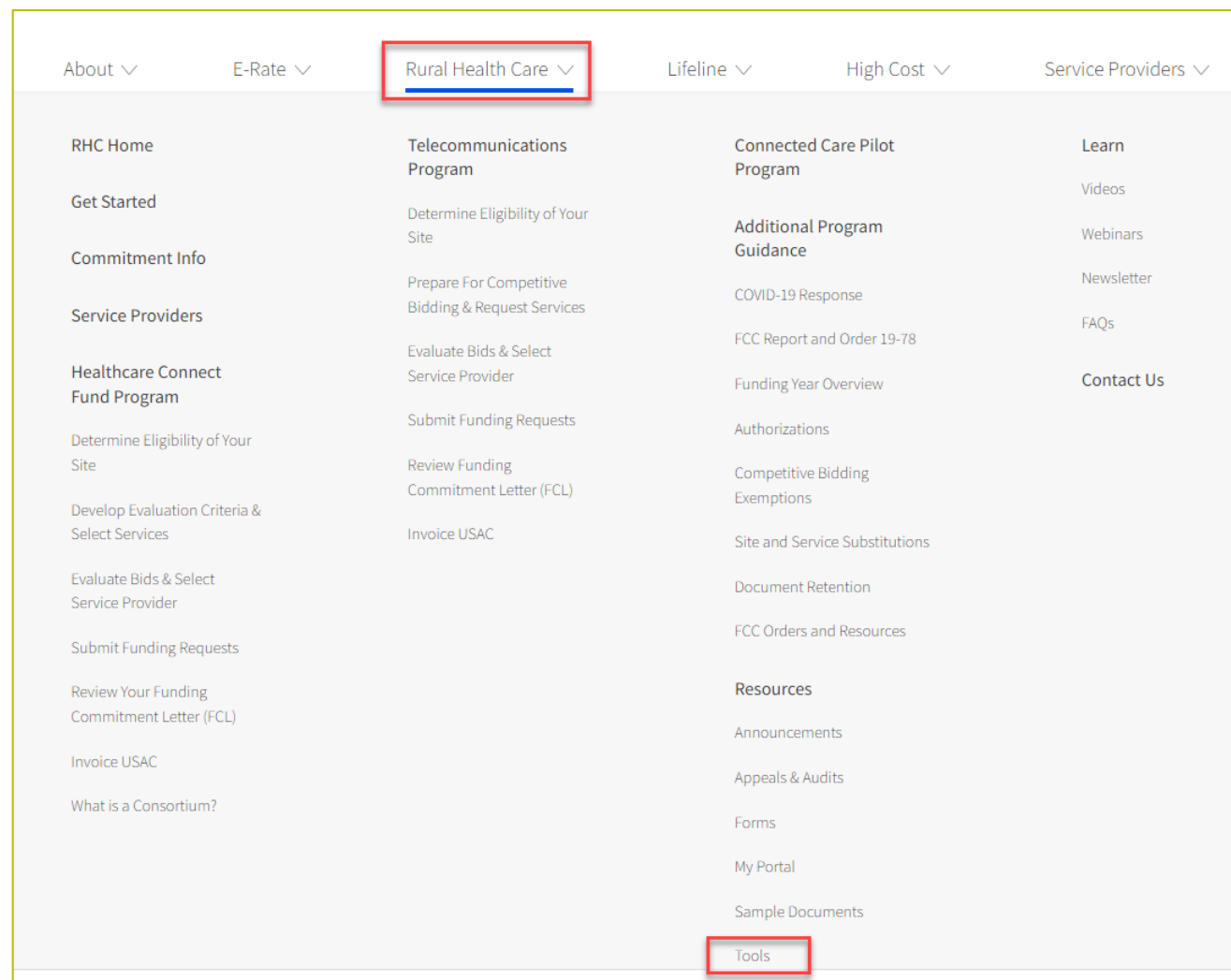
- RHC program rules and FCC Orders require that the competitive bidding process be “fair and open.”
  - The process must allow all service providers an equal opportunity to understand the HCP’s service requirements and offer the most cost-effective solution to address those needs.
  - All potential bidders and service providers must have access to the same information about the HCP’s service needs and must be treated in the same manner.
- Service providers who plan to bid cannot also simultaneously help the HCP choose a winning bidder or participate in the vendor selection process in any way.
- All applicants and service providers must comply with FCC rules and any applicable state or local competitive bidding requirements.

# Search Posted Services Tool

- An enhanced [Search Posted Services](#) tool is now available.
- This tool, and the underlying [data set](#), have replaced the HCF [Search Posted Services tool](#) for Funding Year (FY) 2023 and forward.
- The [data set](#) contains data from the FCC Forms 461 and 465, i.e., services requested for current and past funding years.
- For the Connected Care Pilot Program, please continue to use the original [Search Posted Services tool](#) on the USAC website.

# Search Posted Services




- Click on “Tools” on the mega menu for Rural Health Care



# Search Posted Services (continued)

- Click “Requests for Services” under the Open Data section.

## Open Data

<a href="#">Funding Commitments</a> 	Look up funding commitments (FCC Form 462 and 466) information for both the HCF and Telecom Programs.
<a href="#">Requests for Services</a> 	Look up request for services (FCC Form 461 and 465) information for both the HCF and Telecom Program. Please keep in mind that this information is updated daily, so if your requests for services was approved today, it will appear in the Open Dataset tomorrow.
<a href="#">Request for Services Data Set</a> 	The Request for Services data set is also available in the USAC Open Data Portal. In this data set you can view both HCF and Telecom program information for FCC Forms 461 and 465 for current and past funding years. Please note that the data set contains the previous day's data.

# Search Posted Services (continued)

USAC Open Data Dataset Catalog Video Trainings Release Notes FAQs

## RHC Posted Services Tool

**How to use this Feature >**

The Search Posted Services Tool allows service providers to view service request information provided by individual health care providers (HCPs) and consortia applying for funding through the Healthcare Connect Fund (HCF) and Telecommunications Program. Requests for services may include the following information:

- **Posting Start Date:** Date that the request for services is posted to this page.
- **Posting End Date:** Date that the request for service posting will expire - applicants are required to post for a minimum of 28 days but may choose to post for a period exceeding 28 days.
- **ACSD:** The Allowable Contract Selection Date (ACSD) is the date that the applicant can enter into a contract with the selected service provider.
- **Other Documentation:** Links to documents related to the request for services as submitted by the applicant, such as FCC Form 461, Request for Proposal (RFP), Network Plan. The FCC Form 461, the RFP and any additional documents uploaded, by the applicant, can be accessed using the hyperlinks in the columns with their respective names.

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 on the corresponding row in the search results. All supporting documentation will be available for download on this expanded view.

- Apply Filters to narrow search.

Filters Clear All

Funding Year Select...

Program Select... HCP Number Select... Application Number Select... Site State Select... Site County Select... Site City Select... Posting Start Date Select... More

Funding Year IS

Search all values

HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract ...	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
17224	Indiana Telehealth N...	2023	CONSORTIUM		2022-11-07	2022-12-07	2022-12-08	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
17264	Utah Telehealth Net...	2023	CONSORTIUM		2022-10-10	2022-11-07	2022-11-08	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	

# Search Posted Services (continued)

- Click on hyperlink to download a PDF copy of the FCC Form 461 or 465 and RFP

Filters (1)

Clear All

Funding Year

2023

Program

Select...

HCP Number

Select...

Application Number

Select...

Site State

Select...

Site County

Select...

Site City

Select...

Posting Start Date

Select...

More

Program	Application Number	HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract ...	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
HCF	RHC46100001047	17224	Indiana Telehealth N...	2023	CONSORTIUM		2022-11-07	2022-12-07	2022-12-08	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	
HCF	RHC46100000800	17264	Utah Telehealth Net...	2023	CONSORTIUM		2022-10-10	2022-11-07	2022-11-08	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	
HCF	RHC46100000729	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	
HCF	RHC46100000730	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	
HCF	RHC46100000731	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	
HCF	RHC46100000732	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	
HCF	RHC46100000869	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-19	2022-11-16	2022-11-17	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	
HCF	RHC46100000871	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-19	2022-11-16	2022-11-17	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	
HCF	RHC46100001518	45560	Northwest Hospital ...	2023	CONSORTIUM		2022-11-07	2022-12-05	2022-12-06	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	
HCF	RHC46100001160	49488	Ballad Health	2023	CONSORTIUM		2022-11-07	2022-12-05	2022-12-06	<a href="http://publicdata.usa...">http://publicdata.usa...</a>		<a href="http://p...">http://p...</a>	

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# Search Posted Services (continued)

- Click on arrow at the top right to download data in Excel
- Click hyperlinks on the bottom right to view more postings

<div> <div>Filters (1)</div> <div>Clear All</div> <div>Funding Year</div> <div>2023</div> <div>Program</div> <div>Select...</div> <div>HCP Number</div> <div>Select...</div> <div>Application Number</div> <div>Select...</div> <div>Site State</div> <div>Select...</div> <div>Site County</div> <div>Select...</div> <div>Site City</div> <div>Select...</div> <div>Posting Start Date</div> <div>Select...</div> <div>More</div> </div>													
Program	Application Number	HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract ...	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
HCF	RHC46100001047	17224	Indiana Telehealth N...	2023	CONSORTIUM		2022-11-07	2022-12-07	2022-12-08	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
HCF	RHC46100000800	17264	Utah Telehealth Net...	2023	CONSORTIUM		2022-10-10	2022-11-07	2022-11-08	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
HCF	RHC46100000729	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
HCF	RHC46100000730	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
HCF	RHC46100000731	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
HCF	RHC46100000732	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
HCF	RHC46100000869	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-19	2022-11-16	2022-11-17	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
HCF	RHC46100000871	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-19	2022-11-16	2022-11-17	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
HCF	RHC46100001518	45560	Northwest Hospital ...	2023	CONSORTIUM		2022-11-07	2022-12-05	2022-12-06	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	
HCF	RHC46100001160	49488	Ballad Health	2023	CONSORTIUM		2022-11-07	2022-12-05	2022-12-06	<a href="http://publicdata.usa...">http://publicdata.usa...</a>	1	<a href="http://p...">http://p...</a>	

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# Bid Evaluation Criteria Process

- The bid evaluation criteria is a list of weighted standards that HCPs will use to determine the most cost-effective bid. Service providers cannot assist with this process.
- Each criterion is given a certain weight, and the sum of these weights will equal 100.
  - Price must be a primary factor for evaluating HCF program bids.
  - Examples of evaluation criteria include price, reliability, quality of transmission.
- The bid evaluation criteria should address the HCP's needs, as indicated on the FCC Form 461 or 465, and be based on the FCC's definition of "cost-effective."



# When Can a Contract Be Signed?

- Allowable Contract Selection Date (ACSD): Once a Request for Services is publicly posted on the USAC website, service providers have at least 28 days to submit their bids to the applicant.
  - The HCP and service provider may not enter into an agreement to purchase services until the 29<sup>th</sup> day from the first date of posting the FCC Form 461 or 465 on USAC's website.
  - After the 28-day period ends, the HCP and the selected service provider may sign a contract.

JANUARY 2025						
SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2 Posted	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30 ACSD	31	1

# Competitive Bidding Exemptions

Per RHC program rules, applicants are exempt from competitive bidding under the following circumstances:

- **For HCF program only:** Applicants seeking support for \$10,000 or less of total undiscounted eligible expenses for a single year;
- Applicants that are purchasing services from a government 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;
- Applicants that are requesting support using contracts previously approved by USAC (MSA under the RHC Pilot program or the HCF program);
- Applicants that are using an active multi-year contract designated as evergreen for the RHC program (exemption applies for the life of the contract plus up to five years of voluntary extensions); or
- Applicants that are using a contract approved under the E-rate program.

# Competitive Bidding Exemptions - Evergreen Contracts

- A contract is considered “evergreen” when it covers more than one funding year and is granted evergreen status by USAC.
- An evergreen contract exempts the HCP from seeking bids for services requested under the contract for the life of the contract, including voluntary extensions not to exceed five years in the aggregate (or until the contract is modified).
- A contract is reviewed for evergreen designation at the time of the FCC Form 462/466 submission.
- The contract may be designated as “evergreen” if the contract meets all of the following requirements:
  - Both parties 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); and
  - Contract includes the physical addresses of the HCP(s) purchasing from the contract.

# Documentation

- All bid correspondence and supporting documentation should be sent via email for audit purposes.
- All communications with the HCP regarding the discounted services, facilities, or equipment should be in writing and retained.
- All documentation related to the delivery of discounted services, facilities, or equipment must be retained for at least five years after the last day of delivery of discounted services, facilities or equipment (47 CFR § 54.631(b)(1)(iii) & (2)(ii)).

# Key Takeaways for Service Providers

- RHC program rules and FCC Orders require that the competitive bidding process be “fair and open.”
  - All potential bidders and service providers must have access to the same information about the HCP’s service needs and must be treated in the same manner.
  - Use [Search Posted Services](#) to download Request for Services forms to provide the applicant with a bid.
- **Service providers who plan to bid cannot also simultaneously help the HCP choose a winning bidder or participate in the vendor selection process in any way.**
- The HCP and service provider may not enter into an agreement to purchase services until after 28 days from the date the FCC Form 461/465 is posted on USAC’s website.
  - After the 28-day period ends, the HCP and the selected service provider may sign a contract.
- All bid correspondence and supporting documentation should be handled via email for audit purposes.
- All documentation related to the delivery of discounted services, facilities, or equipment must be retained for at least five years after the last day of delivery of discounted services.

# Questions?

# **Funding Requests**

## Best Practices for Service Providers

# What is a Funding Request?

- Once a service provider is selected, the HCP submits a funding request (FCC Form 462/466) to USAC.
- Specifies the type of service(s) ordered, cost, name of service provider(s), and terms of the service agreement(s).
- HCP must demonstrate that selected services are the most cost-effective option of the offers received.
- The FCC Forms 462/466 must be submitted by the close of the [filing window](#) to be considered for funding.
  - The FY2025 filing window opened on December 1, 2024, and closed on June 2, 2025, at 11:59 p.m. ET.



# FCC Order DA 24-366

- On April 23, 2024, the FCC released Order [DA 24-366](#) waiving the application filing window deadline and directing USAC to allow health care providers to submit funding requests for the RHC program for 30 days after the close of each application filing window.
  - RHC Connect will allow applicants to submit FCC Forms 462 and 466 thirty days beyond June 2, the filing window deadline.
  - Applicants must submit a request for waiver of the RHC filing window deadline directly to the FCC using the FCC's [Electronic Comment Filing System \(ECFS\)](#).
  - The request for waiver must be submitted within 60 days of the close of the filing window and should include the following:
    - Rural Health Care program: WC Docket No. 02-60
    - Late submitted specific FRNs
    - Brief explanation about why the FRNs were not able to be submitted prior to the close of the filing window.
  - If the FCC grants the request for waiver, the FRN(s) will be processed with all FY2025 funding request.
- For more information about filing an appeal or waiver request with the FCC, please use the [Appeals](#) page on the USAC website as a resources.

# Funding Requests and Service Providers

- It is the responsibility of the HCP to ensure all forms submitted are accurate and complete.
- The service providers must provide the HCP with any additional information needed by USAC to complete the form review.
- The HCP and service provider should work together to ensure that Information Requests are answered before their deadline (within 14 days).
- All information on approved funding requests will be used for invoicing.
  - Be sure to work with the HCP to make sure everything entered into the FCC Forms 462/466 is accurate.

# Telecom Program Rural Rate

- Your customer may not have the information needed to document that the rural rate on the FCC Form 466 is compliant with the rule.
  - You should check the rural rate for a service before you submit a bid in response to the FCC Form 465.
  - Carriers should not begin the process of determining a rural rate when they submit a bid. They should already know what their rural rates are.
- Be sure that the correct contact person is on the FCC Form 498 (Service Provider Identification Number and General Contact Information Form) so that Information Requests that require the service provider's input are received in a timely manner.
- In the rare case where you deem the information provided to USAC as confidential, please mark it clearly as confidential in the subject line and take the appropriate measures to protect the email correspondence.

# Calculating Urban and Rural Rates

- On January 26, 2023, the FCC released Order DA 23-6, waiving the requirement that HCPs and service providers participating in the Telecom program use the Rates Database to calculate urban and rural rates for **FY2024 and FY2025**.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
  - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
  - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
  - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
  - Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.
- We will post an announcement on the [Announcements](#) webpage once FCC provides guidance about urban and rural rates for FY2026.

# Information Requests

- FCC Forms with missing or incomplete information or documentation cannot be processed.
- USAC will send out an Information Request to an applicant when it requires information that cannot be located on the submitted supporting documentation.
- Information Requests for both the HCF and Telecom Programs will be sent via RHC Connect
- In the Telecom Program, the reviewer may reach out directly to either the HCP or the service provider.
- Applicants and service providers are given 14 calendar days to provide a response to the Information Request.
- Information Requests not responded to within 14 calendar days will result in a denial of that form.

# Common Errors

- Once a funding request is approved, all information entered on the FCC Form 462 and 466 must match documentation associated with the FCC Form 463 and the Telecom invoice/FCC Form 469.
- Common discrepancies:
  - Incorrect bandwidth
  - Incorrect expense type
- Correction to discrepancies must be made prior to approving an invoice or that FCC Form 463 or Telecom invoice/FCC Form 469 will be denied.
- Work with the applicant to ensure that information on the bill, invoice, and/or contract correctly reflects the service. Example:
  - FCC Form 462 – expense type is listed as MPLS as shown on the contract submitted and approved with the form.
  - FCC Form 463 – expense type is listed as ethernet as shown on the bill when the form is submitted.

# Key Takeaways for Service Providers

- It is the responsibility of the HCP to ensure all forms submitted are accurate and complete.
- Once you are selected to provide services, work closely with the HCP to provide information needed to submit accurate information to USAC.
- Service providers must provide the HCP with any additional information needed by USAC to complete the form review.
- Your customer may not have the information needed to document that the rural rate on the FCC Form 466 is compliant with the rule.
  - Check the rural rate for a service before you submit a bid in response to the FCC Form 465.
- All information on approved funding requests will be used for invoicing.
  - Be sure to work with the HCP to make sure everything entered into the FCC Forms 462/466 is accurate.
- Be sure that the correct contact person is on the FCC Form 498 (Service Provider Identification Number and General Contact Information Form) so that Information Requests that require the service provider's input are received in a timely manner.

# Questions?



# **Invoicing in the HCF and Telecom Programs**

Best Practices for Service Providers

# HCF Program Invoicing

- The FCC Form 463 is not considered submitted until both the **HCP and service provider** have certified and signed the form.
- The HCP initiates the invoicing process after it receives an approved FCC Form 462 funding commitment letter (FCL) and services have been rendered.
- Service providers must review, certify, and sign the FCC Form 463 in My Portal\*.
- Once an FCC Form 463 is approved, USAC disburses funds to the service provider.
- The **invoice filing deadline will be four months (120 days) from the service delivery deadline**. The service delivery deadline is June 30 of the funding year for which program support is sought.
- All single-year FY2024 HCF FRNs have an invoice filing deadline of **October 28, 2025**.
- Applicants and service providers may request and receive a one-time 120-day extension to the invoice filing deadline.
- Invoice filing deadline extension requests should be submitted in RHC Connect.
- Use the [Invoice Filing Extension Request – Service Providers](#) user guide as a resource.

# Telecom Program Invoicing

- For FY2024 and forward, service providers will use the FCC Form 469 to submit invoices to USAC.
  - The service provider submits the FCC Form 469 after the HCP pays the urban rate.
  - The HCP validates the FCC Form 469, certifies that the information is correct, and submits the form to USAC.
  - The FCC Form 469 is not considered submitted until both the **HCP and service provider** have certified and signed the form.
- Once the Telecom program invoice is approved by USAC, funds are disbursed to the service provider.
- The invoice filing deadline will be four months (120 days) from the service delivery deadline. The service delivery deadline is June 30 of the funding year for which program support is sought.
- All FY2024 Telecom FRNs have an invoice filing deadline of **October 28, 2025**.
- Applicants and service providers may request and receive a one-time 120-day extension to the invoice filing deadline.
- Invoice filing deadline extension requests should be submitted in RHC Connect once that function is available.

# RHC Connect for Service Providers - Reminders

- The General Contact on the FCC Form 498 is the only user for the company who can create additional logins for other users.
- If you have trouble accessing RHC Connect, it may be a result of outdated information on the FCC Form 498 (Service Provider and Billed Entity Identification Number and General Contact Information Form). To correct the issue, please update your [FCC Form 498](#) as soon as possible.
- You may need to update your Unique Entity Identifier (UEI) on the [SAM.GOV](#) webpage.
- A [user guide for the FCC Form 463](#) specifically for service providers is available on the [Step 5: Invoice USAC](#) webpage in the RHC service provider section of the USAC website.

# What to Expect After Submitting to USAC

- An invoice is not considered submitted until approved by the HCP and received by USAC.
- With no Information Requests, the review generally takes about 30 days.
- If an Information Request is sent, it will come from [rhcadmin@usac.org](mailto:rhcadmin@usac.org).
  - Respond to the Information Request in RHC Connect.
  - Email notifications sent from RHC Connect are from an unattended mailbox.
  - Use the [Information Request tip sheet](#) on the USAC website as a resource.
- Approval will be held until response is received and reviewed.
- Email notification of invoice approval will be sent from [rhcadmin@usac.org](mailto:rhcadmin@usac.org) to all account holders.

# Best Practices for Creating the FCC Forms 463 & 469

- Consolidate invoices.
- Use calendar drop down for billing start and end dates.
- Identify eligible amount for chosen period.
- Common issues:
  - Expense items unavailable to invoice
  - \$0.00 in the USF Support Amount to be Paid column
  - Error Messages

# Common Errors

- Once a funding request is approved, all information entered on the FCC Form 462 and 466 must match documentation associated with the FCC Form 463 and the Telecom invoice/FCC Form 469.
- Common discrepancies:
  - Incorrect bandwidth
  - Incorrect expense type
- Correction to discrepancies must be made prior to approving an invoice or that FCC Form 463 or Telecom invoice/FCC Form 469 will be denied.
- Work with the applicant to ensure that information on the bill, invoice, and/or contract correctly reflects the service. Example:
  - FCC Form 462 – expense type is listed as MPLS as shown on the contract submitted and approved with the form.
  - FCC Form 463 – expense type is listed as ethernet as shown on the bill when the form is submitted.

# Reminder: Invoice Filing Deadlines

- Per FCC [Report and Order 19-78](#), the invoice filing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom programs, which is normally October 28 of the funding year.
- The invoice filing deadline is displayed on the Funding Commitment Letter (FCL).
- Please use the [RHC Invoicing Deadline Tool](#) in the Open Data section of the USAC website to look up invoice filing deadlines.
- For more information, please see the [HCF invoice page](#) and [Telecom invoice page](#).
- Please use the [RHC Connect User Guide – Invoice Filing Deadline for Service Providers](#) in the [Invoice USAC](#) section on the USAC website to help you submit your request to extend the deadline.



# Key Takeaways for Service Providers

- Telecom Program:
  - For FY2024 and forward, the FCC Form 469 will be used to submit invoices.
  - Invoicing is completed when both the HCP and service provider have certified and signed the FCC Form 469 and submitted it to USAC.
  - For a walk through of how to submit the FCC Form 469, please use the [Telecom Program Invoicing \(FCC Form 469\)](#) training module on the USAC website.
- HCF Program:
  - The HCP submits the FCC Form 463, and the service provider confirms the information on the form.
  - Invoicing is completed when both the HCP and service provider have certified and signed the FCC Form 463 and submitted it to USAC.
  - For a walk through of how to submit the FCC Form 463, please use [the How to File the FCC Form 463](#) training module on the USAC website.

# Questions?

# **Disbursements and Post-Commitment Actions**

Best Practices for Service Providers

# Invoicing & Disbursement

- If supporting documentation is found to be insufficient or does not confirm approved services, a reviewer will send an Information Request.
  - If a discrepancy is discovered, the FCC Form 463 or 469 may be denied.
- USAC pays invoices in batches on the sixth and the 21st day of each month.
  - If the payment batch falls on a weekend or a holiday, the payment batch will be completed on the next business day.
- Service providers can expect payment of the approved invoice to arrive in their bank accounts three to five business days after the payment batch date.
- The online invoice status report is sent to the service provider point of contact (POC) on the payment batch date.
- The report explains which invoiced line items were accepted and denied (if any).

# Post-Commitment Change Requests – Telecom Program

- Service substitutions are now available for the Telecom Program in RHC Connect.
- The following post-commitment change requests for the Telecom Program will move to RHC Connect in August or September ahead of the October 28 invoice filing deadline for FY2024 funding commitments.
  - SPIN Changes
  - Invoice filing deadline extensions for HCPs and Service Providers.
- Please hold off on submitting these post-commitment change requests for FY2024 commitments until they have moved to RHC Connect.
- A new Post-Commitment Actions webpage has been posted on the USAC website and a complete step-by-step [RHC Connect Post-Commitment Change Request User Guide](#), will be posted on the USAC website for HCPs and service providers once all post-commitment change requests have moved to RHC Connect.

# Post-Commitment Change Requests – HCF Program

- Post-commitment change requests are now in RHC Connect.
- The following functionality is available:
  - SPIN changes (operational and corrective)
  - Site and service substitutions
  - Service delivery deadline extension requests for non-recurring expenses
  - Invoice filing deadline extension requests
- A step-by-step [RHC Connect Post-Commitment Change Request User Guide](#) and a new [Post-Commitment Actions](#) webpage is posted on the USAC website.

# Red Light Status and Voluntary Netting

- Red Light status
  - Contact Customer Support: (888) 641-8722
- Voluntary Netting

<p><b>Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants</b></p> <p style="text-align: right;"><i>See Instruction Section III.O</i></p> <p>The following information pertains only to telecommunications companies participating in the Rural Health Care Program. In accordance with FCC rule section 54.679 regarding Rural Health Care payments, a telecommunications company may choose to offset its payment against its Federal universal service contribution. A telecommunications company must have an FCC Form 499 Filer ID number in order to offset its Rural Health Care Program payments against its Federal universal service contribution. In order to obtain an FCC Form 499 Filer ID number, visit <a href="http://www.usac.org/cont/tools/forms/default.aspx">http://www.usac.org/cont/tools/forms/default.aspx</a> and select FCC Form 499. You do not need an FCC Form 499 Filer ID in order to be issued a FCC Form 498 ID.</p> <p>94 <input type="checkbox"/> Yes, I want my Rural Health Care Program disbursement payments to be offset against my Federal universal service contribution obligations. This box must be checked in order to receive offsets. The Default is "No."</p>
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# Record Keeping and Audits

- Record-keeping and Audits:
  - Both the HCP and service provider are required to maintain records regarding billing and invoices to USAC for a term of at least five years after the last day of delivery of discounted services.
  - Both HCPs and service providers may be subject to audits regarding participation in the RHC program.



# Key Takeaways for Service Providers

- Funds are disbursed to the service provider on the 6th and 21st of each month, barring weekends and holidays.
- The HCP and service provider must work together to ensure invoices are submitted to USAC prior to their invoice filing deadline.
  - The invoice filing deadline for single-year FY2024 FRNs is October 28, 2025.
  - Applicants and service providers may request and receive a one-time 120 extension in RHC Connect.
- All documentation related to the delivery of discounted services must be retained for at least five years after the last day of delivery of discounted services (47 CFR § 54.631(b)(2)(ii)).

# Questions?

# **RHC Program Resources**

## Best Practices for Service Providers

# Online Resources

- [Service Providers](#)
- [Search Posted Services](#) – HCF and Telecom programs
- [Step 5: Invoice USAC](#) - HCF program
- [Step 5: Invoice USAC](#) – Telecom program
- [RHC Connect User Guide FCC Form 463 User Guide](#)
- [RHC Connect User Guide Invoice Filing Deadline Extension](#)
- [RHC Connect FCC Form 463](#) self-paced video training guide
- [RHC Connect User Guide FCC Form 469](#)
- [RHC Connect FCC Form 469](#) self-paced video training guide
- [Webinars](#)

# RHC Program Customer Service Center



Email: [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org)

- Include in your email:

- HCP Number
- FRN Number



- Phone: **(800) 453-1546**

- Hours are 8 a.m. – 8 p.m. ET
- Monday- Friday

# Customer Service Center

<b>The Customer Service Center CAN</b>	<b>The Customer Service Center CANNOT</b>
Answer general questions regarding both programs.	Determine eligibility of a specific site or service before an official form submission.
Provide account holder information for an HCP.	Review a form or document for accuracy before an official submission.
Provide clarity regarding FCC Report and Order 19-78.	Contact a service provider or other account holder on someone else's behalf.
Provide helpful resources and best practices for forms.	Provide documents that are not already accessible in My Portal and/or RHC Connect.
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer.

# Questions?

**Thank You!**







**Universal Service**  
Administrative Co.