Rural Health Care (RHC) Program – Funding Year (FY) 2025 Updates

September 17, 2025

Universal Service
Administrative Co.

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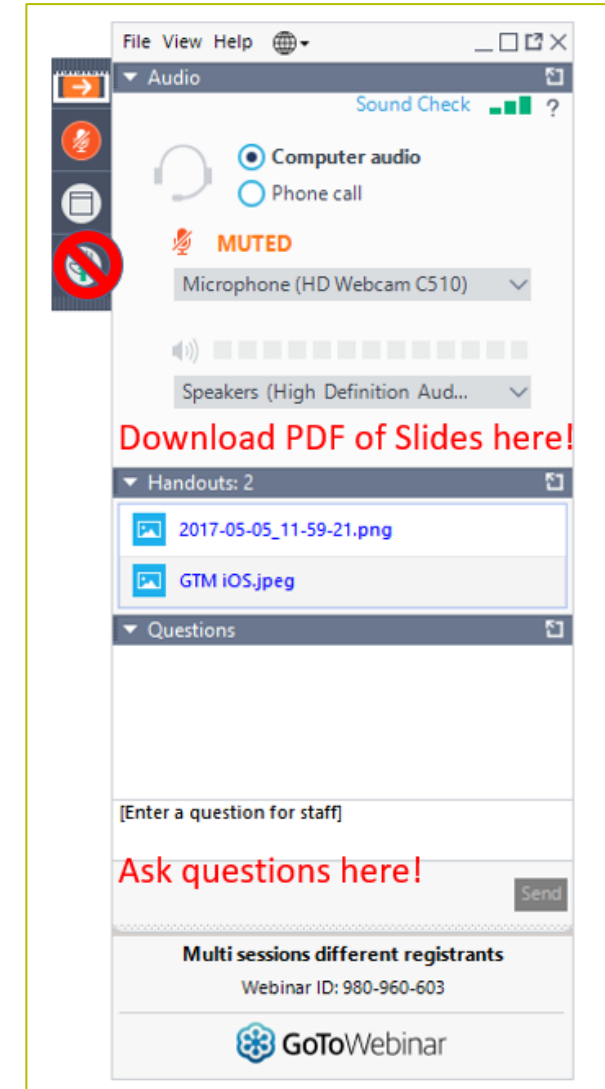
Meet Our Team

Blythe Albert

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Agenda

- RHC Program Updates for FY2025

- Next Steps for FY2025

- RHC Connect Updates

- Important Reminders

- Upcoming Training

Glossary

Acronym	Definition
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
PAH	Primary Account Holder
FRN	Funding Request Number
FCL	Funding Commitment Letter
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number
FCCRN	FCC Registration Number (Referred to as FRN on FCC website)

RHC Program Updates for FY2025

Funding Year 2025 Updates Webinar

FCC Report and Order 25-224

- On March 13, 2025, the FCC released [FCC Order DA 25-224](#) extending the deadline for the FY2024 Application Filing Window to June 2, 2025.

- Applicants were given a 62-day extension from the original filing deadline of April 1, 2025.

- All funding requests (FCC Forms 462 or 466) must have been submitted no later than 11:59 p.m. ET on June 2, 2025, for the initial filing window period.

- Visit USAC's website for more information about [filing windows](#).

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 HCPs 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 HCPs to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination.
    - Provides HCPs 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 Telecom Program.
    - Allows HCPs 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 eliminates 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.

FY2025 Funding Requests

- The FY2025 filing window closed on June 2, 2025.

    - No further FY2025 funding requests (FCC Forms 462 and 466) will be accepted.

- Funding Request reviews started early!

    - RHC began reviewing funding requests before the filing window closed.

    - The first FY2025 funding commitments were issued on July 2, 2025, 30 days after the close of the filing window

- Due to the demand for RHC program funds, there will not be a second filing window for FY2025.

- The RHC program will not accept additional funding requests (FCC Forms 462 or 466) for FY2025.

FY2025 Funding Demand

- On June 25, 2025, the FCC Wireline Competition Bureau directed USAC to carry forward up to $129.30 million in unused funds from prior funding years to the extent necessary to satisfy FY2025 demand for the RHC program.

- For more information, read Public Notice DA 25-547.

- All approved Telecom Program and HCF Program funding requests will be fully funded.

FY2025 Funding Request Review Status

- As of September 12, 2025:
  - FY2025 HCF – 70% of FCC Forms 462 are processed (approved, denied or withdrawn)
  - FY2025 Telecom – 83.5% of FCC Forms 466 are processed (approved, denied or withdrawn)

Next Steps for FY2025

Funding Year 2025 Updates Webinar

Next Steps for Approved FY2025 Commitments

- When you receive a Funding Commitment Letter (FCL):

  - Review details carefully including funding start and end dates, cost of service, and contract information.

- Prepare to submit invoices:

  - The invoice filing deadline for Telecom and single-year HCF FY2025 commitments is **October 28, 2026**.

  - Your invoice filing deadline appears on your FCL.

  - In addition, use the Invoice Filing Deadline Tool or the Rural Health Care Commitments and Disbursements (FCC Form 462/466/466A) on the Open Data platform of the USAC website.

  - To locate your invoice filing deadline, search by FRN and your invoice filing deadline will be on the far right of the screen.

Next Steps for FY2025 Applicants - Appeals

- If you disagree with a final decision from USAC, please use the [Appeals](#) webpage on the USAC website as a resource.

    - You must file your appeal (or, if submitting by mail, it must be postmarked) within 60 days of the date when USAC issued the decision you are appealing.

    - Note: If that day falls on a weekend or on a federal holiday, the appeal is also considered on time if you file it (or it is postmarked) by the first business day following that weekend or holiday.

- Unless you're appealing a program deadline, all appeals must be submitted to RHC before submitting to the FCC.

    - If you are appealing a deadline or any other rule, you must file a petition to request a waiver of the RHC rule with the FCC on the [Electronic Comment Filing System](#).
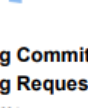
Awaiting Decision on FY2025

- If you are waiting on an FY2025 evergreen determination as of December 1, 2025, we recommend submitting an FCC Form 461 or 465 to competitively bid for FY2026.

- If you are waiting for a final decision on a multiyear commitment for FY2025, we recommend submitting a funding request for FY2026.

- **Applicants planning to apply for FY2026 funding should submit their forms prior to the window close, regardless of their FY2025 pending form status.**

  - FY2026 Filing Window: December 1, 2025 – April 1, 2026, at 11:59 p.m. ET.

- Please be sure to include a cover letter when you submit your FY2026 funding request explaining your competitive bidding process and include the associated FY2025 FRN for reference.

  - Without an explanation, your FY2026 funding request could be perceived as a duplicate request and denied as such.

  - RHC reviewers will work directly with applicants on specific applications.

Example of FY2025 Single Expense FCL

- General information including:
  - FRN info
  - Listed contact information
  - Service provider information
  - Service delivery deadline
  - Invoice filing deadline

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Privileged and Contains Confidential Information

Funding Commitment Letter (FCL) Date:	08/14/
Funding Request Number (FRN):	
Program:	Healthcare Connect Fund
Funding Year (FY):	
Service Delivery Deadline:	
Invoice Filing Deadline:	
Competitive Bidding Exemption:	
Health Care Provider (HCP) Name:	
HCP Number:	
HCP Contact Name:	
HCP Contact Email:	
HCP Contact Phone:	

The Rural Health Care (RHC) Division of the Universal Service Administrative Company (USAC) has completed its review of the FCC Form 462 (Funding Request Form) and supporting documentation submitted by the HCP referenced above. Based on the information provided, RHC has made a funding decision for the expense items described 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.

Total Committed Funding:	
HCP Physical Location:	0
Service Provider Name:	
SPIN/498 ID:	
Billing Account Number (BAN):	

Expense Item Decisions

Expense Item	Site Number	Decision	Pro-Rated Committed Funding Amount
1		Approved	

Example of FY2025 Multiple Expense FCL

- General information including:
  - FRN info
  - Contact information
  - Service provider information
  - Service delivery deadline
  - Invoice filing deadline

Universal Service Administrative Co.

Privileged and Contains Confidential Information

Funding Commitment Letter (FCL) Date:	07/10/
Funding Request Number (FRN):	
Program:	Healthcare Connect Fund
Funding Year (FY):	
Service Delivery Deadline:	
Invoice Filing Deadline:	
FCC Form 461 Application Number:	
Health Care Provider (HCP) Name:	
HCP Number:	
HCP Contact Name:	
HCP Contact Email:	
HCP Contact Phone:	

The Rural Health Care (RHC) Division of the Universal Service Administrative Company (USAC) has completed its review of the FCC Form 462 (Funding Request Form) and supporting documentation submitted by the HCP referenced above. Based on the information provided, RHC has made a funding decision for the expense items described 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.

Total Committed Funding:	
HCP Physical Location:	
Service Provider Name:	
SPIN/498 ID:	
Billing Account Number (BAN):	Multiple

Expense Item Decisions

Expense Item	Site Number	Decision	Pro-Rated Committed Funding Amount
1		Approved	
2		Approved	

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Best Practices: Communicating With Your Service Provider

- Ensure your service provider is aware of all the necessary documentation needed for future steps in the funding process.

- All bid correspondence should be handled via email for audit purposes.

- HCPs and service providers are required to retain documentation for a minimum of five years.

Supply Chain Order

- As a reminder, when service providers log into My Portal and RHC Connect, they will see two new supply chain certifications included in the FCC Form 463 and Telecom Program invoice/FCC Form 469.

- 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 requested services or equipment that contain components of products produced by any of the listed covered companies or their parents, affiliates or subsidiaries in FY2024, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).

- As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates or subsidiaries.

Supply Chain Web Page

- [Supply Chain webpage](#)

Site and Service Substitutions

- Site and service substitutions allow you to reallocate un-invoiced committed funds to substitute for other services, modify the services, or provide the requested services to other eligible sites.

- You may request a site or service substitution if:

  - The substitution is stated in the contract, within the change clause, or constitutes a minor modification;

  - The requested change, e.g., adding sites or upgrading services, is clearly stated in the Request for Services, including any applicable Requests for Proposal (RFP) used in the competitive bidding process;

  - The substitution does not violate any contract provision or state, Tribal, or local procurement laws; and

  - The site is an eligible HCP, and the service must be eligible under the Telecom or HCF Program.

- HCPs using month-to-month service agreements are not eligible for site and service substitutions.

- For more information, visit our [Site and Service Substitutions](#) webpage.

- Site and service substitutions must be submitted by the service delivery deadline.

Questions?

FY2025 RHC Connect Updates

Funding Year 2025 Updates Webinar

Information Request Reminders – RHC Connect

- Account holders will receive RHC program Information Requests through RHC Connect.

- An auto-generated email will be sent directing applicants to RHC Connect to respond.

- **Applicants should respond through RHC Connect only.**

- Please use the [Information Request tip sheet](#) as a resource.

- On the rare occasion that an Information Request is received by email, click "Reply All" to respond.

RHC Connect - TPA and User Management

- Moved to RHC Connect.

- Do not submit third-party authorizations (TPAs) in My Portal or through the RHC Customer Service Center.

- Submit all TPAs and manage Consultant Groups using the following online resources:
  - RHC Webinars webpage – Authorizations and User Management Webinar (March 5, 2025)
  - RHC Connect User Guide - TPA

- The decommissioning of My Portal has been pushed back to the middle of calendar year (CY) 2026.
  - Third-party authorizations (TPAs) will not be migrated to RHC Connect.
  - All TPAs must be moved into RHC Connect by November 30, 2025.
  - This deadline has been pushed back due to this delay.
  - The RHC outreach team will continue to provide information about important deadlines and the decommissioning of My Portal.

Post-Commitment Change Requests for Telecom

- Service Substitutions

    - Service substitutions are available in RHC Connect.

- SPIN Changes – Corrective and Operational

    - SPIN changes are available in RHC Connect.

- Invoice Filing Deadline Extensions

    - Invoice filing deadline extension requests will move to RHC Connect ahead of the invoice filing deadline of October 28, 2025, for single-year funding commitments.

- A user guide will be posted once all Post-Commitment Actions have moved to RHC Connect.

- For more information, please visit the Post-Commitment Actions webpage for the Telecom program.

RHC Connect Enhancements – Start a Form

- Reduction in the number of clicks to **Start a Form**.
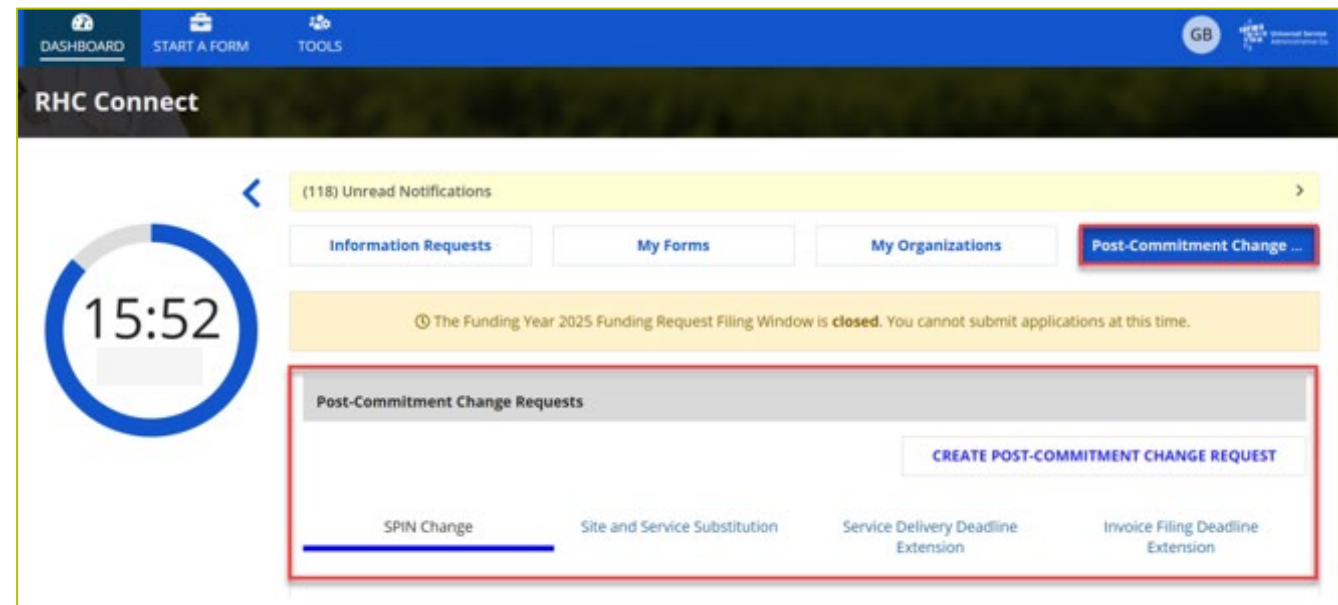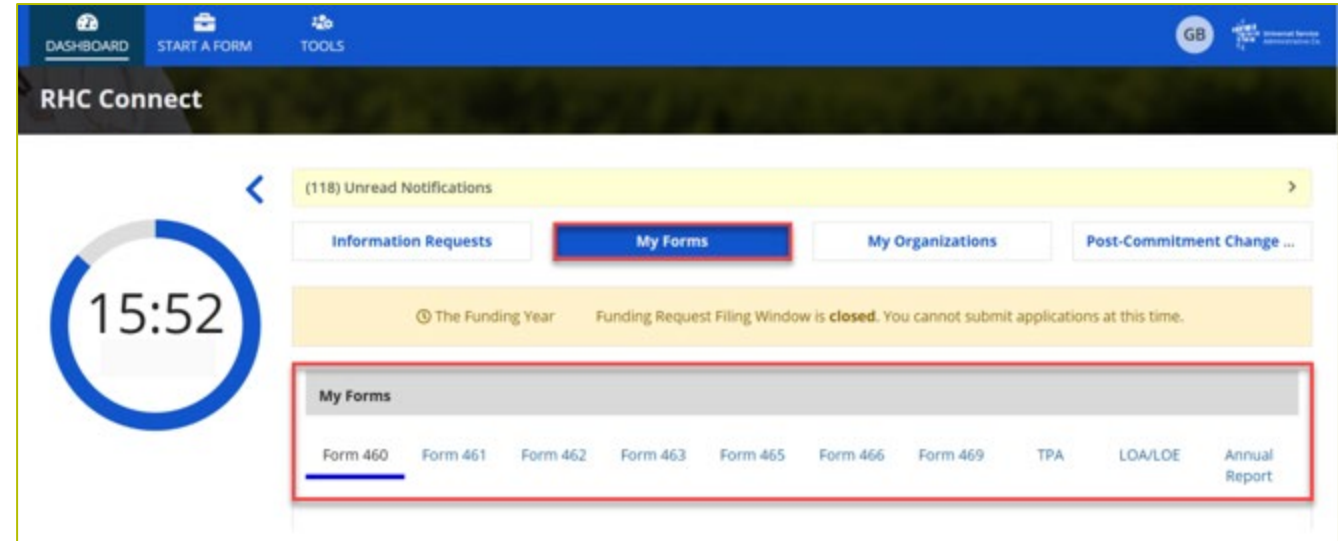
RHC Connect Enhancements – Duplicate Check

- Applicants are shown potential duplicate HCPs when submitting an FCC Form 460.

RHC Connect Enhancements – Quick Select

- Quick select rather than dropdown menu to access a form.
  - **My Forms** tab
  - **Post-Commitment Change Requests** tab

RHC Connect Update – HCF Program Resources

- [Welcome to RHC Connect FCC Form – 460](#) - webpage

- [Welcome to RHC Connect FCC - Form 461](#) - webpage

- [Welcome to RHC Connect - FCC Form 462](#) - webpage

- [Welcome to RHC Connect - FCC Form 463](#) – webpage

  - [RHC Connect User Guide (HCPs)](#) – FCC Form 463

  - [RHC Connect User Guide (Service providers)](#)– FCC Form 463

- [Post-Commitment Actions](#) - webpage

RHC Connect Update – Telecom Program Resources

- Welcome to RHC Connect - FCC Form 460 - webpage

- Welcome to RHC Connect - FCC Form 465 - webpage

- Welcome to RHC Connect - FCC Form 466 - webpage

- Welcome to RHC Connect - FCC Form 469 - webpage

  - RHC Connect User Guide (HCPs) – FCC Form 469

  - RHC Connect User Guide (Service providers) – FCC Form 469

- Post-Commitment Actions – webpage

- Coming soon! Post-commitment Change Requests user guides

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Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed.

- If required information cannot be located on the submitted supporting documentation, USAC will send an **Information Request.**

- Information Requests are sent to all account holders.

- Account holders are given 14 calendar days to provide a response to the Information Request.

  - 11:59 p.m. ET on the 14th day is the deadline to respond to the Information Request.

- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.

- [Information Requests in RHC Connect](#) – tip sheet

Questions?

Important Reminders

FY2025 Updates Webinar

FCC Form 469 – Telecom Program

- The FCC Form 469 is the new form for the Telecom Program.

- Per FCC Order 23-6, it's aligned with the FCC Form 463.

- One key difference is that the service provider will submit the FCC Form 469 in RHC Connect, the applicant will receive an email alerting them of the submission, and the applicant will officially submit the form to USAC by certifying and signing the form.

- The FCC Form 467, the Healthcare Provider Support Schedule (HSS), and the Telecom invoice have been eliminated in the Telecom Program.

- For more information, please visit the Welcome to RHC Connect - FCC Form 469 webpage.

Post-Commitment Changes to Approved Funding

- If the address of your site changes or the primary account holder no longer works for the HCP, you must submit an FCC Form 460 revision for HCF and Telecom within 30 days of the change.

    - This is for all changes **including those that occur post-commitment**.

- If you don't use all approved funding, you can request a decrease in your approved funding by sending an email to RHC-Invoicing@usac.org.

    - You must include your HCP name and number, the affected Funding Request Number (FRN) and the amount you would like to reduce in the commitment.

    - USAC will complete a **partial** de-commitment for that FRN in that amount.

- If you'd like to re-allocate funds within your approved FRN, you can submit a Site and Service Substitution.

- If you will not be using **any** of the funds in your approved funding commitment, you can return the approved and invoiced funds to USAC. For more information, use the Returning Program Funding webpage as a resource.

Account Holder Management

- Please ensure all account holders are up to date for all HCPs at all times.

- We recommend having at least one secondary account holder per HCP.

- Automatic emails and Information Requests are sent directly to all account holders.

- If a PAH needs to be changed, the current PAH should submit an FCC Form 460 revision.

- Resources about account holder changes are available for the FCC Form 460 and account holder management functions in RHC Connect.

  - [Welcome to RHC Connect - FCC Form 460 User Guide](#)

  - [RHC Connect User Guide – Third-Party Authorizations](#)

Information Requests

- Forms with missing or incomplete information or documentation cannot be processed.

- If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an **Information Request.**

- All account holders will receive all Information Requests.

- Account holders are given 14 calendar days to provide a response to the Information Request.

  - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.

- Information Requests not responded to within 14 calendar days **will result in a denial** of that form or expense item.

Information Request Reminders – RHC Connect

- Account holders can receive Information Requests through RHC Connect or in rare cases, by email.

- For all forms that have migrated to RHC Connect, an auto-generated email will be sent directing applicants to RHC Connect to respond.

- **Applicants should respond through RHC Connect only.**

- Please use the Information Request tip sheet as a resource.

- If an Information Request is received by email, click "Reply All" to respond.

Questions?

Upcoming Trainings and Resources

Funding Year 2025 Update Webinar

Upcoming Webinars

- Post-Commitment Change Requests for HCF and Telecom

  - October 1, 2025, at 2 p.m. ET - Register

- Service Provider Training (Q4)

  - October 8, 2025, 2-3 p.m. ET - Register

- All RHC trainings are posted on the Upcoming Dates webpage on the USAC website.

Resources – HCF Program

- [Examples of Common Products and Services](#) - HCF Program

- [RHC Connect User Guide](#) – FCC Form 461

- [RHC Connect User Guide](#) – FCC Form 462

- [RHC Connect User Guide](#) – FCC Form 463

- [RHC Connect FCC Form 461](#) – self-guided training video

- [RHC Connect FCC Form 462](#) – self-guided training video

- [RHC Connect FCC Form 463](#) – self-guided training video

- [Post-Commitment Change Requests](#) – self-guided training video

- [Information Requests in RHC Connect](#) – tip sheet

Resources – Telecom Program

- Examples of Common Services - Telecom Program

- RHC Connect User Guide – FCC Form 465

- RHC Connect User Guide – FCC Form 466

- RHC Connect User Guide – FCC Form 469

- RHC Connect FCC Form 465 - self-guided training video

- RHC Connect FCC Form 466 - self-guided training video

- RHC Connect FCC Form 469 - self-guided training video

- Rural and Urban Rate Information for FY2024 and FY2025

- Information Requests in RHC Connect – tip sheet

- Coming Soon! Post-Commitment Change Request – User guide

RHC Learn

- [Webinars](#)

- [RHC Monthly Newsletter](#)

- [Videos](#)

RHC Program Customer Service Center

Email: 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

RHC Customer Service Center

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
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 all FCC orders	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 RHC Connect
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer

Questions?