



HCF Program Invoicing Best Practices

September 3, 2025

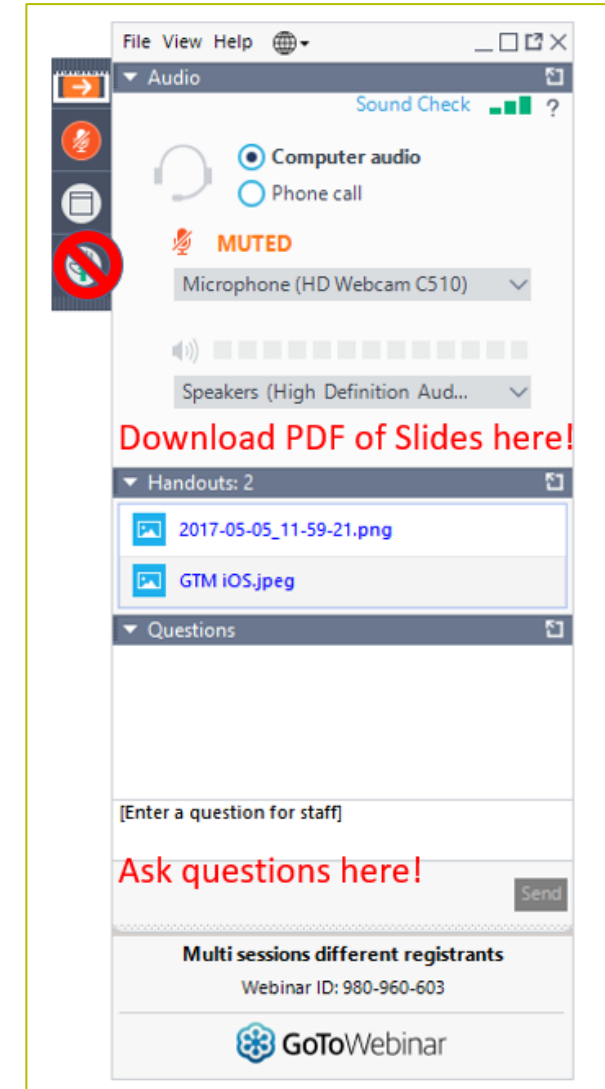
DISCLAIMER:

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Please be aware that this webinar will be recorded.

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
 - Turn on your computer’s speakers, or
 - 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



Blythe Albert

Advisor of Program Management |
RHC Outreach



Ecatarina Grant

Manager of Communications |
RHC Outreach

Agenda

- Invoicing Overview and Program Updates
- Invoicing Process HCF Program
 - Submitting the FCC Form 463 – RHC Account Holders
 - Submitting the FCC Form 463 – Service Providers
- Disbursement Process
- Resources

By the end of the webinar, you will be able to...

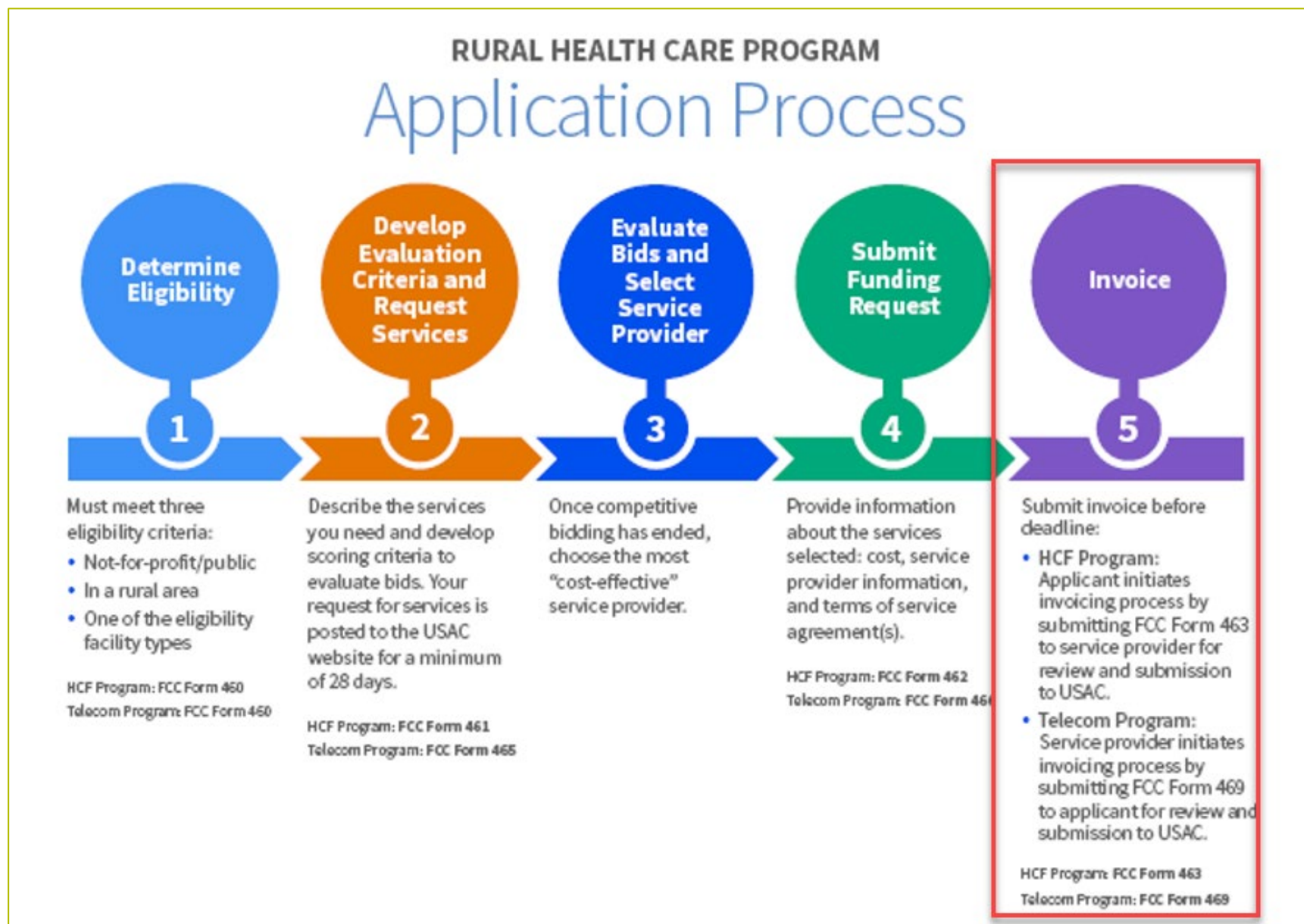
- *Understand the Healthcare Connect Fund (HCF) invoicing process and deadlines*
- *Mark your calendars with upcoming invoice filing deadlines*
- *Identify the steps to submit the FCC Form 463 invoice for USAC review*
- *Identify resources to help you submit the FCC Form 463 invoice*
- *For service providers, understand how to approve the FCC Form 463*
- *Understand the disbursement process*

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)

Invoicing Overview and Program Updates

HCF Program Invoicing Best Practices



RHC Connect

- FCC Form 463 for approved FRNs are submitted in RHC Connect.
- In addition, all post-commitment change requests should be submitted in RHC Connect.
 - SPIN Changes
 - Site and Service Substitutions
 - Service Delivery Deadline Extensions
 - Invoice Filing Deadline Extensions
- All Connected Care Pilot Program (CCPP) forms will remain in My Portal.

Invoice Filing Deadlines

- The invoice filing deadline, per FCC [Report and Order 19-78](#), is four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs.
- To find your invoice filing deadline, use the [RHC Invoice Filing Deadline Tool](#) on the USAC website.
- Invoice filing deadlines can also be found on our website by going to the Open Data platform and clicking on the [Rural Health Care Commitments and Disbursements \(FCC Form 462/466/466A\)](#) webpage.
 - The invoice filing deadline can be found in the last column of the searchable table when viewing data or in Column BE of the Excel spreadsheet.
- For more information, please see the [HCF Step 5: Invoice USAC](#) webpage.

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.

Supply Chain Order

- As a reminder, when service providers login to [My Portal and RHC Connect](#) they will see two new 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 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 for FY2026, 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](#)



The screenshot shows the FCC's Supply Chain webpage. At the top is a navigation bar with links: About (highlighted with an orange arrow), E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below this is a breadcrumb trail: USAC | About | Reports & Orders | **Supply Chain**. On the left is a sidebar menu with links: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and **Supply Chain** (highlighted with a green bar). The main content area has the title "Supply Chain" in large blue font. The text below states: "Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#) . The FCC's actions can be found at www.fcc.gov/supplychain .

In November 2019, the FCC released the [Supply Chain First Report and Order](#)  adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.

Questions?

Submitting the FCC Form 463 – HCF Applicants

HCF Program Invoicing Best Practices

My Portal Landing Page

- Log in to My Portal and click **RHC Connect**.

The screenshot displays the 'Dashboard' of the My Portal. At the top, there is a yellow notification bar with an information icon and text: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informa'. Below this, the dashboard is divided into two main sections: 'Upcoming Dates' (with a calendar icon) and 'Rural Health Care' (with an upward arrow icon). The 'Rural Health Care' section contains three sub-sections. The first, 'RHC Connect', is highlighted with a red border and contains the text: 'RHC Connect - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.' The second sub-section, 'RHC My Portal', contains the text: 'RHC My Portal - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.' The third sub-section, 'Connected Care Pilot Program', contains the text: 'Connected Care Pilot Program - Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.'

Dashboard

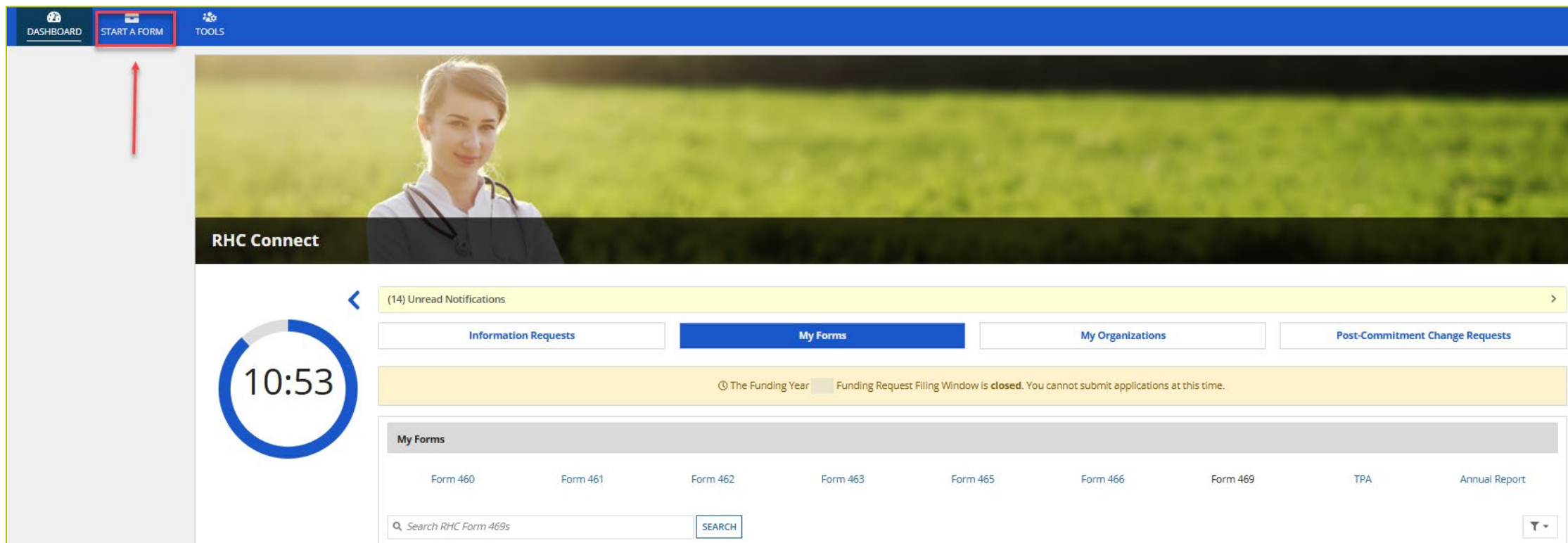
- On the **My Forms** tab, you can view the status of all forms.
- Navigate to each form.
- Click the icons to view, continue with a draft form, discard a form, view a PDF copy or view the email for a processed invoice.

The screenshot shows the RHC Connect dashboard. At the top, there's a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS'. Below this is a banner image of a healthcare worker. The main content area has a sidebar on the left with a clock showing 10:53. The central part of the dashboard features a 'My Forms' tab, which is highlighted with a red box. Below the tab, there's a search bar and a table of forms. The table has columns for Site Name, Site Number, Invoice Number, Nickname, Form, Last Update, Status, and Related Invoice. A red box highlights the 'Actions' column, which contains icons for viewing, editing, deleting, and emailing forms. The table shows four entries for Form 463, with statuses of Draft, Approved, Approved, and SP Review.

Site Name	Site Number	Invoice Number	Nickname	Form	Last Update	Status	Related Invoice	Actions
				Form 463		Draft		View, Edit, Delete, Email
				Form 463		Approved		View, Edit, Delete, Email
				Form 463		Approved		View, Edit, Delete, Email
				Form 463		SP Review		View

Dashboard (continued)

- Click **START A FORM**.



The screenshot shows the RHC Connect dashboard interface. At the top, there is a blue navigation bar with three tabs: 'DASHBOARD', 'START A FORM' (highlighted with a red box and a red arrow pointing to it), and 'TOOLS'. Below the navigation bar is a large banner image of a healthcare professional. The main content area features a circular clock showing '10:53' on the left. To the right of the clock is a yellow notification bar indicating '(14) Unread Notifications'. Below the notification bar are four tabs: 'Information Requests', 'My Forms' (selected), 'My Organizations', and 'Post-Commitment Change Requests'. A yellow warning message states: 'The Funding Year Funding Request Filing Window is closed. You cannot submit applications at this time.' Below the warning is a section titled 'My Forms' containing a list of forms: Form 460, Form 461, Form 462, Form 463, Form 465, Form 466, Form 469, TPA, and Annual Report. At the bottom of the 'My Forms' section is a search bar with the placeholder text 'Search RHC Form 469s' and a 'SEARCH' button.

Starting a Form


- Click the box titled **FCC Form 463** and then click **Next**.

What type of Form would you like to file?

11:08

See if you Qualify to Participate

FCC Form 460




Eligibility and FCC Form 460 Revisions

Determine if your health care facility is eligible for Rural Health Care (RHC) Program funding for the Healthcare Connect Fund (HCF) Program and/or Telecommunications (Telecom) Program by submitting an FCC Form 460.

Health Care Connect Fund


FCC Form 461



Develop Bid Evaluation Criteria & Select Services

After determining that you are eligible, the next step is to identify the services you need and develop the bid evaluation criteria you will use to assess service provider bids by completing the FCC Form 461 (Request for Services Form).


FCC Form 462



Evaluate Bids & Select Service Provider

This form provides information about the services, equipment, or network facilities selected, and certifies that those services were the most cost-effective option of the offers received.

FCC Form 463



Invoice USAC

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463.

General Information

- Select the HCP or consortium from the dropdown menu and then select the FRN.
- Enter a **Nickname** for the FCC Form 463.
- Click **Save & Continue**.

The screenshot shows the 'General Information' tab of the 'FCC FORM 463' application. The page has a navigation bar with tabs: 'General Information' (highlighted with a red box), 'Invoice Line Items', 'Supporting Documentation', 'Certifications', and 'Signature'. Below the tabs, the title 'FCC FORM 463' is displayed. The 'General Information' section includes a 'Paperwork Reduction Act (PRA)' dropdown, a yellow note box stating: '⚠ Note: Once you select an HCP or Consortium and corresponding FCC Form 462 and click continue, you will not be able to change your selection.', and several input fields. Red arrows point to the 'HCP or Consortium' dropdown, the '* Form 462 Selection' dropdown, and the '* Nickname' text input field (which is also highlighted with a red box). Other fields include 'RHC Invoice Number', 'Funding Year', 'SPIN/498 ID', and 'Vendor Name'. At the bottom left is an 'EXIT' button, and at the bottom right is a 'SAVE & CONTINUE' button (highlighted with a red box and a red arrow). Below the 'SAVE & CONTINUE' button is the text 'Approved by OMB 3060-0804'. At the very bottom, there is a footer with contact information: 'If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.', a copyright notice '©2025 Universal Service Administrative Company. All rights reserved.', and a link to 'PRIVACY POLICIES'.

General Information Invoice Line Items Supporting Documentation Certifications Signature

FCC FORM 463

General Information

Paperwork Reduction Act (PRA)

⚠ Note: Once you select an HCP or Consortium and corresponding FCC Form 462 and click continue, you will not be able to change your selection.

HCP or Consortium

* Form 462 Selection

RHC Invoice Number

Funding Year

* Nickname

SPIN/498 ID

Vendor Name

EXIT

SAVE & CONTINUE

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

©2025 Universal Service Administrative Company. All rights reserved.

PRIVACY POLICIES

Invoice Line Items

- Click the **Ready** hyperlink under the **Status** column for the first line item.

HCP

Hospital - RHC_INV202

General Information

Invoice Line Items

Supporting Documentation

Certifications

Signature

FCC FORM 463

Advanced Features

Generate Template

Upload Completed Template

Invoice Line Items

Select the approved line items from Form 462 that you would like to add to this invoice.

Search

SEARCH

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1				Data	Internet Access	Monthly	100 Mbps/100 Mbps	\$11,000.00			Ready

EXIT

BACK

SAVE & CONTINUE

Approved by OMB 3060-0804

Invoice Line Items (continued)

- To use an Excel template to enter the information, navigate to the **Invoice Line Items** tab.
- Under **Advanced Features**, on the right side of the screen, click **Generate Template**.
- Open Excel spreadsheet and save it on your computer.
- Enter all information and click **Upload Completed Template**.

The screenshot shows the 'FCC FORM 463' interface. The 'Invoice Line Items' tab is selected in the top navigation bar. On the right side, under the 'Advanced Features' dropdown menu, the 'Generate Template' button is highlighted with a red box and a red arrow. Below this, the 'Upload Completed Template' button is also visible. At the bottom, there is a search bar with the text 'Select the approved line items from Form 462 [redacted] that you would like to add to this invoice.' and a 'SEARCH' button.

Invoice Line Items (continued)

- If this is the first FCC Form 463 submission, enter the **Service Start Date** using the drop-down calendar.
- Enter the **Billing Period Start Date** and the **Billing Period End Date**.
- Enter **Total Cost Invoiced (Undiscounted)** and click **Add to 463**.

RHC_INV2022

General Information Invoice Line Items Supporting Documentation Certifications Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 that you would like to add to this invoice.

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
2				Equipment	Channel Service Unit / Data Service Unit (CSU/DSU) and Switches (leased)	Monthly		\$600,000.00			Ready
3				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
4	555			Equipment	Fiber Network Transport Equipment	One Time		\$12,500.00	\$4,166.67	\$2,708.33	Added

LINE ITEM: 2 | Monthly Expense

Total Cost Remaining to invoice \$600,000.00

Billing Account Number 12345

Item Quantity Invoiced 1

Maximum Amount for Chosen Period \$50,000.00

Service Start Date

Billing Period Start Date

Billing Period End Date

Total Cost Invoiced (Undiscounted) \$50,000.00

Today's Potential Reimbursement \$32,500.00

Show Calculations

CANCEL ADD TO 463

Invoice Line Items (continued)

- Click **Show Calculations** to show the calculation based on entered information.
- Follow prior steps to add each line item to the FCC Form 463.

RHC_INV202

General Information Invoice Line Items Supporting Documentation Certifications Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 that you would like to add to this invoice.

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
2				Equipment	Channel Service Unit / Data Service Unit (CSU/DSU) and Switches (leased)	Monthly		\$600,000.00			Ready
3				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
4	555			Equipment	Fiber Network Transport Equipment	One Time		\$12,500.00	\$4,166.67	\$2,708.33	Added

LINE ITEM: 2 | Monthly Expense

Total Cost Remaining to Invoice: \$600,000.00

Billing Account Number: Service Start Date:

Billing Period Start Date: Billing Period End Date:

Item Quantity Invoiced:

Maximum Amount for Chosen Period: \$50,000.00

Total Cost Invoiced (Undiscounted):

Today's Potential Reimbursement: \$32,500.00

Show Calculations

Total Undiscounted Cost From Approved FCC Form 462: \$600,000.00

Total Commitment From Approved FCC Form 462: \$390,000.00

The total commitment from your approved FCC Form 462 includes all reduction factors, including the percent eligible for support, the 65 percent HCP program discount, commitment capping, and proration.

Today's Cost Invoiced (Undiscounted): \$50,000.00

Today's Potential Reimbursement: \$32,500.00

You're invoicing for 8.33% of the line item's total cost (\$50,000.00/\$600,000.00).

Your Potential Reimbursement of \$32,500.00 is 8.33% of your Commitment Amount (\$390,000.00).

Supporting Documentation

- Use the **Upload** button to upload supporting documentation including, at minimum, a vendor invoice and a proof of payment document.
- Click **Add Documents** and use the **upload** button for each document.
- Select the associated line item (s) from the drop-down menu.
- Click **Save & Continue**.

RHC_INV202 RETURN OR FINALIZE

Summary Invoice Line Items **Supporting Documentation** Applicant Certifications Applicant Signature

FCC FORM 463

Supporting Documentation

Document Type	Description	Upload File	Line Item(s)
Invoice		Test Invoice	Line 1
Proof of Payment		Test Proof of Payment	Line 1

ADD SERVICE PROVIDER COMMENT (Optional)

Comment History
No comment history available

Approved by OMB 3060-0804

Certifications

- Read and click all certifications.
- You will be unable to move forward until all certifications are clicked.
- Click **Save & Continue**.

RHC_INV202

Summary Invoice Line Items Supporting Documentation **Applicant Certifications** Applicant Signature

FCC FORM 463

Certifications

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.

☒ I certify under penalty of perjury that I have examined this form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.

☒ I certify under penalty of perjury that the applicant or consortium members have received the related services, network equipment, and/or facilities itemized on the invoice form.

☒ I certify under penalty of perjury that the required 35% minimum contribution for each item on the FCC Form 463 was funded by eligible sources as defined in the FCC rules and that the required contribution was remitted to the service provider.

☒ I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR § 54.631.

Approved by OMB 3060-0804

Signature

- Type your full name into the **Digital Signature** field and then click **Certify & Submit**.

RHC_INV202

Summary Invoice Line Items Supporting Documentation Applicant Certifications **Applicant Signature**

FCC FORM 463

Signature

User Information

Name
Email
Phone
Employer
Title
Employer's FCC RN

Signature

Certifier's Full Name
Digital Signature
Date

Approved by OMB 3060-0804

Best Practices for Creating the FCC Form 463

- 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

Commonly Asked Questions

- *The total amount of funds invoiced is less than what is listed on the FCL. I divided the total amount by 12 months, which is one year of funding. How do I invoice for the full amount?*
 - USAC calculates the monthly recurring rate based on full months as they vary in the numbers of days, as opposed to the 365/366 days in a year.
 - For instance, January has 31 days and April has 30 days.
 - If you invoice for all committed funding dates consecutively, then you will receive the full committed funding amount as listed on your FCL.

USAC Monthly Recurring Cost Calculation Example

- Entered billing dates of (September 24, 2024 - October 23, 2024)
 - Individual day calculations are different for September and October
- Line item 1 = \$100.00 monthly
- September (30 days): $100 / 30 = \text{\$3.33 per day}$
 - $\text{\$3.33} \times 7 \text{ days (September 24 – 30)} = \text{\$23.31}$
- October (31 days): $100 / 31 = \text{\$3.23 per day}$
 - $\text{\$3.23} \times 23 \text{ days (October 1 – 23)} = \text{\$74.29}$
- Total amount for billing period = **\\$97.60** not \$100.00

Commonly Asked Questions (continued)

- *Why is the service start date greyed out?*
 - When you file the first FCC Form 463 for an FRN, you are prompted you to enter a date into the service start date field.
 - Once USAC approves an FCC Form 463 with a service start date, neither USAC nor the account holder can modify that date at a later time.

Commonly Asked Questions (continued)

- *Why is USAC requesting supporting documentation for my FCC Form 463?*
 - USAC must ensure that an invoice accurately reflects the services an HCP is receiving and the support due to the service provider.
 - RHC is requesting supporting documentation to verify the services that were submitted on the FCC Form 463 and confirm eligibility for payment for the requested billing period.
 - This validation ensures that HCPs receive accurate funding for approved services and eliminates the risk of fraud, waste, and abuse of program funds.

Supporting Documentation – Best Practices

When responding to Information Requests, please submit the following documentation:

- **Copies of billing documentation** for the referenced billing period with the following information highlighted:
 - HCP Name
 - Circuit Location(s)
 - Billing Account Number (BAN)
 - Bandwidth
 - Circuit ID
 - Service Type
 - Monthly Recurring Charges (MRC)

Supporting Documentation – Best Practices (continued)

- **Proof of payment** for the requested billing period, e.g., check, bank statement, or a printout from the accounts payable system. Proof of payment must show 35% of the MRC has been paid.
 - In the absence of payment or if no payment was made as a result of **credits** on an account, please provide an explanation of what action resulted from the credits.
- If these details can't be identified on an invoice or proof of payment document, please provide the contract or service agreement.
- Supporting documents must be submitted by the deadline on the Information Request.
- Requests for deadline extensions must be submitted **prior to the original deadline**.

Supporting Documentation - Examples

- Marked up invoice that clearly reflects HCP, Billing Account Number (BAN) Circuit Location(s), Bandwidth, Service Type, and Monthly Recurring Charge (MRC).

Account Number 9001		Billing Account Number		Invoice Number	
Service Details Expense Type/Circuit ID					
Ethernet Network Service : 62.					
Location A:		Hospital,			
Summary of Charges					
Service Charges					
Recurring Charges		HCP name and service location		1,896.04	
Total Service Charges				1,896.04	
Total Charges				1,896.04	
Recurring Charges		Bandwidth		Billing Period	
Description		Date Range		Amount	
Port - - Gig E		Aug 1, to Aug 31		463.32	
Regional Bandwidth - - 1000 Mbps - Basic CoS		Aug 1, to Aug 31		1,432.72	
Total Recurring Charges				1,896.04	

Supporting Documentation – Examples (continued)

- Proof of payment using an accounts payable statement.

Accounts Payable Statement

Company	[REDACTED]	Payment Terms	Net 1	Ship-To Address	(empty)
Supplier	[REDACTED]	Discount Date	(empty)	Settlement Runs	[REDACTED]
Currency	USD	Due Date	06/18/2021	On Hold	No
Invoice Date	06/17/2021	Default Payment Type	PayMode Direct Deposit	Supplier Document Received	No
Invoice Received Date	07/02/2021	Default Tax Option	Enter Tax Due to Supplier	Supplier's Invoice Number	[REDACTED] Proof of payment matches invoice number
Total Invoice Amount	154.94			External PO Number	(empty)
Amount Due	0.00			Referenced Invoices	(empty)
				Statutory Invoice Type	[REDACTED] United States of America

Invoice Lines **Activity** Process History

Turn on the new tables view

Payments 1 item

Supplier Payment	Payment Date Payment date	Status	Reconciliation Status	Company	Transaction Reference	Payment amount Payment Amount	Discount Taken
[REDACTED]	[REDACTED]	Complete	Reconciled	[REDACTED]	[REDACTED]	154.94	0.00

Supporting Documentation – Examples (continued)

- Proof of payment by check.

General Operating Account

HCP

PROSPERITY BANK
647 CITY, TEXAS

CHECK NO. [REDACTED]
VENDOR NO. [REDACTED]

CHECK DATE
06/25/ [REDACTED]

SEVEN THOUSAND SIX HUNDRED TWENTY-SIX 16/100

AMOUNT
*****\$7,626.15

Pay TO THE ORDER OF [REDACTED]

NEAT SENSITIVE
FOR AREA TO REUSE

Proof of payment matches invoice number

CHECK DATE 06/25/
CHECK NO. [REDACTED]

INVOICE NO.	DATE	DESCRIPTION	GROSS AMOUNT	DISCOUNT	NET PAY
[REDACTED]	06/11/ [REDACTED]	BAN	4498.80	0.00	4498.80
			3127.35	0.00	3127.35
					Amount paid

Supporting Documentation

- 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 invoice may be returned for corrections or denied.
 - Discrepancies can occur when the service approved on the FCC Form 462 is not the same service as what is in use and being billed by the service provider.
 - Example: The bandwidth for an expense increased from 25 Mbps to 50 Mbps, **even if there is no change to the monthly recurring charge.**
- Any pending issues about services must be resolved prior to submitting an invoice to USAC.
 - If an HCP is in dispute with its service provider, an invoice **should not** be submitted to USAC until the dispute has been resolved.

Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed.
- If USAC requires information that cannot be located on the submitted supporting documentation, you will receive an Information Request.
- All account holders will receive all Information Requests.
- Account holders have 14 calendar days to answer the Information Request.
 - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.
- Forms are denied if Information Requests are not answered within 14 calendar days.

Questions?

Filing the FCC Form 463 – HCF Service Providers

HCF Program Invoicing Best Practices

Service Provider Review

- An email notification will be sent stating that there's an invoice available for review.
- Log in to RHC Connect.
- Carefully review form for accuracy.
 - Confirm billing period and invoiced amount.
 - If inaccurate, return invoice to HCP.
- Certify and sign the FCC Form 463.

My Portal Landing Page

- Log in to My Portal and click **Rural Health Care**.

Universal Service Administrative Co. Sign Out

Dashboard

Notification: In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates	High Cost	Help?
09/14	Lifeline	Send us a message Click here
09/21	Rural Health Care	Call us (888) 641-8722
09/30	Schools and Libraries	
	Service Providers	
	USAC Customer Service Portal	

[see full calendar](#)

My Portal Landing Page (continued)

- Click **RHC Connect**.

The screenshot shows a dashboard titled "Dashboard" with a user profile icon in the top right. A yellow notification banner at the top states: "In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page." Below the banner, the dashboard is organized into three columns. The left column, "Upcoming Dates", lists dates 09/14, 09/21, and 09/30, with a "see full calendar" link at the bottom. The middle column, "High Cost", "Lifeline", and "Rural Health Care", each has a dropdown arrow. Under "Rural Health Care", there are three boxes: "Telecom Invoice" (for submitting and managing invoices in the Telecommunications Program), "My Portal FCC Form 463" (for submitting and managing invoices in the Healthcare Connect Fund (HCF) Program for FY2021 and earlier, and the Connected Care Pilot Program (CCPP)), and "RHC Connect" (for submitting and managing invoices in the HCF Program for FY2022 and later). The "RHC Connect" box is highlighted with a red border. The right column, "Help?", includes links to "Send us a message" (Click here) and "Call us" ((888) 641-8722).

Dashboard

Upcoming Dates

09/14

09/21

09/30

[see full calendar](#)

High Cost

Lifeline

Rural Health Care

Telecom Invoice - Service Providers must use this page to submit and manage invoices in the Telecommunications Program.

My Portal FCC Form 463 - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2021 and earlier, and the Connected Care Pilot Program (CCPP).

RHC Connect - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2022 and later

Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722

Dashboard

- Click the **My Invoices** tab and locate invoice.
- Under **Actions** column, click on **view** icon.

The screenshot displays the RHC Connect dashboard. At the top, there is a header with a woman's image and the text 'RHC Connect'. Below the header, a navigation bar contains four tabs: 'Information Requests', 'My Funding', 'My Invoices' (highlighted with a red box), and 'My SPINs'. To the left of the main content area, there is a circular clock icon showing '12:00'. The main content area is titled 'My FCC Form 463s' and includes a search bar and a table. The table has columns: 'Invoice Number', 'Site Name', 'Site Number', 'Form 462', 'Invoice Filing Deadline', 'Status' (highlighted with a red box), 'Related Invoice', and 'Actions' (highlighted with a red box). The 'Status' column shows 'Submitted' for the first row. The 'Actions' column contains icons for viewing, downloading, and deleting. A red box highlights the first row of the table, and another red box highlights the 'view' icon in the 'Actions' column for that row.

Invoice Number	Site Name	Site Number	Form 462	Invoice Filing Deadline	Status	Related Invoice	Actions
					Submitted		

Summary Section – General Information

- Review information in the **Summary** section.
- Navigate to each section by clicking the hyperlinks at the top of the page.
- Please note the instructions in the yellow box.
- Click **Add service provider comment** at the bottom of each tab if you want to add a comment or upload a document.

RHC_INV202

Summary Invoice Line Items Additional Documentation

Summary

Please review the contents of the **Summary**, **Invoice Line Items**, and **Additional Documentation** tabs. Comments and files may be attached to the bottom of each tab. To return or finalize this FCC Form 463, click the "Return or Finalize" button from the **Invoice Line Items** tab.

Paperwork Reduction Act (PRA)

RHC Invoice Number RHC_

HCP or Consortium

Form 462 Selection

Funding Year

463 Nickname

SPIN/498 ID

Vendor Name

Invoice Line Items

- All expense items are displayed in the **Invoice Line Items** section.
- An overview of each line item is displayed on this page.
- Click on each line item to review all of the data entered by the applicant.

RHC_INV202

RETURN OR FINALIZE

[Summary](#)
Invoice Line Items
[Additional Documentation](#)

[Download an Excel Document Version](#)

Invoice Line Items

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement
1				Equipment	Hardware	One-Time	1200/800 Mbps	\$15,000.00	\$10,500.00	\$8,000.00
5				Service	High Speed Service	Monthly	1200/800 Mbps	\$12,000.00	\$2,300.40	\$1,403.44
7				Equipment	Hardware	One-Time	1200/800 Mbps	\$14,000.00	\$5,403.33	\$2,402.00
10				Service	High Speed Service	Monthly	1200/800 Mbps	\$20,000.00	\$18,034.04	\$15,394.99
16				Equipment	Infrastructure	Quarterly	1200/800 Mbps	\$22,000.00	\$17,402.94	\$14,293.88
18				Equipment	Hardware	One-Time	1200/800 Mbps	\$18,500.00	\$12,394.22	\$10,300.22
21				Equipment	Hardware	One-Time	1200/800 Mbps	\$9,000.00	\$6,400.22	\$4,984.88

Invoice Line Items (continued)

- Review all of the information entered on this page.

RHC_INV202 RETURN OR FINALIZE

Summary **Invoice Line Items** Supporting Documentation Applicant Certifications Applicant Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 RHC2022008969 that you would like to add to this invoice.

Search SEARCH

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,790.00

LINE ITEM: 1 | Monthly Expense

Total Cost Remaining to Invoice: \$7,132,639.54

Billing Account Number: 123456
 Item Quantity Invoiced: All
 Service Start Date:
 Billing Period Start Date:
 Billing Period End Date:

Maximum Amount for Chosen Period: \$208,164.00
 Total Cost Invoiced (Undiscounted): \$135,000.00
 Today's potential Reimbursement: \$87,790.00

Show Calculations

BACK

ADD SERVICE PROVIDER COMMENT (Optional)

Comment History
No comment history available

Approved by OMB 3040-0804

If you have questions please contact our Help Desk at (800) 453-1346 or RHC-Assist@usa.gov 8:00 a.m. - 5:00 p.m. ET Monday through Friday for assistance.

© 2022 Universal Service Administrative Company. All rights reserved. PRIVACY POLICIES

Applicant Certifications

RHC_INV202

Summary Invoice Line Items Supporting Documentation **Applicant Certifications** Applicant Signature

FCC FORM 463

Certifications

- ☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.
- ☒ I certify under penalty of perjury that I have examined this form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.
- ☒ I certify under penalty of perjury that the applicant or consortium members have received the related services, network equipment, and/or facilities itemized on the invoice form.
- ☒ I certify under penalty of perjury that the required 35% minimum contribution for each item on the FCC Form 463 was funded by eligible sources as defined in the FCC rules and that the required contribution was remitted to the service provider.
- ☒ I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR § 54.631.

Approved by OMB 3060-0804

Applicant Signature

RHC_INV202

Summary

Invoice Line Items

Supporting Documentation

Applicant Certifications

Applicant Signature

FCC FORM 463

Signature

User Information

Name

Email

Phone

Employer

Title

Employer's FCC RN

Signature

Certifier's Full Name

Digital Signature

Date

Approved by OMB 3060-0804

Finalizing the FCC Form 463

- Navigate back to the **Invoice Line Items** page.
- Click the **Return or Finalize** button.

RHC_INV202

Summary **Invoice Line Items** Additional Documentation

Invoice Line Items

Search

Advanced Option [Download an Excel Document Version](#)

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement
1				Equipment	Hardware	One-Time	1200/800 Mbps	\$15,000.00	\$10,500.00	\$8,000.00
5				Service	High Speed Service	Monthly	1200/800 Mbps	\$12,000.00	\$2,300.40	\$1,403.44
7				Equipment	Hardware	One-Time	1200/800 Mbps	\$14,000.00	\$5,403.33	\$2,402.00
10				Service	High Speed Service	Monthly	1200/800 Mbps	\$20,000.00	\$18,034.04	\$15,394.99
16				Equipment	Infrastructure	Quarterly	1200/800 Mbps	\$22,000.00	\$17,402.94	\$14,293.88
18				Equipment	Hardware	One-Time	1200/800 Mbps	\$18,500.00	\$12,394.22	\$10,300.22
21				Equipment	Hardware	One-Time	1200/800 Mbps	\$9,000.00	\$6,400.22	\$4,984.88

Return to HCP

- If there is incorrect information entered in the FCC Form 463, return the form to the HCP.
- You must leave comments for the HCP, directing them to the incorrect information.
- The **Return Form** button will not be activated until at least one comment is entered.

The screenshot displays the 'Review' section of the RHC_INV202 application. At the top, a navigation bar includes 'Summary', 'Invoice Line Items', 'Supporting Documentation', 'Applicant Certifications', and 'Applicant Signature'. Below this, a yellow warning box states: '⚠ If you choose to **Return for Changes**, the application will be returned to the Health Care Provider and you will be taken back to the landing page.' The main heading reads 'I have reviewed this FCC Form 463 and I would like to ...'. Below this heading are two buttons: 'RETURN FORM' (highlighted with a red box) and 'FINALIZE'. A red-bordered box contains a note: 'ⓘ Please note: You must write at least one (1) comment on one or more of the prior tabs if you wish to return this FCC Form 463 to the Health Care Provider for changes.' A 'CANCEL' button is located at the bottom left. The footer includes '© 2022 Universal Service Administrative Company. All rights reserved.' and a link to 'PRIVACY POLICIES'.

Return to HCP (continued)

- This message is displayed once the invoice is returned to the HCP.

The screenshot displays a web interface for reviewing an invoice titled "RHC_INV202". At the top, there are three tabs: "Summary", "Invoice Line Items", and "Supporting Documentation". Below the tabs, a "Review" section is visible. Within this section, a yellow message box contains the text: "▲ RHC_INV202 has been returned to the Applicant for changes." The message box is highlighted with a red rectangular border.

Return to HCP (continued)

- When the HCP account holder logs back into RHC Connect, the service provider's comments will be displayed.
- The HCP can leave comments or make corrections.
- HCPs will be required to re-certify the FCC Form 463 before submitting it.
- Once the HCP submits the Form 463, the service provider will be notified.

RHC_INV202

General Information **Invoice Line Items** Supporting Documentation Certifications Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 RHC20220009969 that you would like to add to this invoice.

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,750.00	Added

ADD COMMENT FOR SERVICE PROVIDER

Optional

Comment History

test, incorrect information

Showing 1 - 1 of 1

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

© 2022 Universal Service Administrative Company. All rights reserved. [PRIVACY POLICIES](#)

Finalize Service Provider Review

- Log into RHC Connect to review the corrections.
- All comments are recorded and are displayed under the **Comment History** section.
- Click **Return or Finalize**.

RHC_INV202

Summary **Invoice Line Items** Supporting Documentation Applicant Certifications Applicant Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 RHC202 that you would like to add to this invoice.

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,750.00

Comment History

: correct
 test incorrect information

Showing 1 - 2 of 2

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

© 2022 Universal Service Administrative Company. All rights reserved. [PRIVACY POLICIES](#)

Declaration of Assistance

- Click the correct radio button to indicate whether any third parties were involved during the competitive bidding process.
- Then click **Next**.

The screenshot displays the 'RHC_INV202' application form. At the top, a navigation bar includes links for 'Summary', 'Invoice Line Items', 'Supporting Documentation', 'Applicant Certifications', and 'Applicant Signature'. Below this, a progress bar highlights the 'Declaration of Assistance' step, with 'Certifications' and 'Signature' steps following. The main content area is titled 'FCC FORM 463' and 'Declaration of Assistance'. It contains the question: 'Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program? *'. Below the question are two radio buttons: 'Yes' and 'No'. An 'EXIT' button is located at the bottom left of the form area, and a 'NEXT' button is at the bottom right. At the bottom of the page, there is a footer with the text '© 2022 Universal Service Administrative Company. All rights reserved.' and a link to 'PRIVACY POLICIES'. A small note at the bottom center states: 'If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.' A small approval code 'Approved by OMB 3060-0804' is visible on the right side of the footer area.

Declaration of Assistance (continued)

- If **Yes**, click the **Add Contact** hyperlink and enter information about the third-party assistance.
- Once all fields are complete, click **Save** to continue.

FCC FORM 463

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program? *

☒ Yes ☐ No

Name	Title	Employer	Nature of Relationship	Email	Telephone Number
No items available					

[+ Add Contact](#)

New Contact

First Name Middle Name(Optional) Last Name

Title/Role

Employer

Address 1

Address 2

City State Zip

Email

Phone Extension(Optional)

Nature of Relationship

Declaration of Assistance (continued)

- A pop-up window will appear asking if you are sure you want to save the contact information.
- Click **Yes** to save the information.

The screenshot shows the 'Declaration of Assistance' section of FCC FORM 463. A red-bordered pop-up window is centered on the screen, asking 'Are you sure want to save the contact?' with 'NO' and 'YES' buttons. The 'YES' button is highlighted. Below the pop-up, the form contains a table for listing contacts, which is currently empty with the text 'No items available'. Below the table is a '+ Add Contact' button. At the bottom of the form is a 'New Contact' section with various input fields: First Name (John), Middle Name(Optional), Last Name (Smith), Title/Role (IT consultant), Employer (IT Heaven), Address 1 (1234 Main Street), Address 2, City (Los Angeles), State (Select State), Zip (90028), Email (john.smith@it.com), Phone (8001231234), Extension(Optional), and Nature of Relationship (consultant). At the bottom right of the form are 'CANCEL' and 'SAVE' buttons. At the bottom left is an 'EXIT' button and at the bottom right is a 'NEXT' button.

Declaration of Assistance (continued)

- Once the information is saved, it will be displayed on the screen.
- Click **Next** to continue.

RHC_INV202

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications Signature

FCC FORM 463

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program? *

☒ Yes ☐ No

Name	Title	Employer	Nature of Relationship	Email	Telephone Number
John Smith	IT consultant	IT Heaven	IT consultant	john.smith@it.com	2001231234

+ Add Contact

EXIT

NEXT

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

© 2022 Universal Service Administrative Company. All rights reserved.

[PRIVACY POLICIES](#)

Declaration of Assistance (continued)

- If you click **No**, click **Next** to continue.

The screenshot shows a web form titled "RHC_INV202" with a navigation bar containing "Summary", "Invoice Line Items", "Supporting Documentation", "Applicant Certifications", and "Applicant Signature". Below the navigation bar is a progress indicator with three steps: "Declaration of Assistance" (active), "Certifications", and "Signature". The main section is titled "FCC FORM 463 Declaration of Assistance". It contains the question: "Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program? *". There are two radio button options: "Yes" and "No". The "No" option is selected and highlighted with a red box. To the left of the radio buttons is an "EXIT" button. To the right is a "NEXT" button, also highlighted with a red box. At the bottom right, it says "Approved by OMB 3060-0804".

RHC_INV202

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications Signature

FCC FORM 463

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program? *

☐ Yes

☒ No

EXIT

NEXT

Approved by OMB 3060-0804

Certifications

- Read and click all certifications.
- Forms cannot advance until all certifications are clicked.
- Click **Save & Continue**.

RHC_INV202

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications Signature

FCC FORM 463

Certifications

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider.

☒ I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the data, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

☒ I certify under penalty of perjury, as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding supported equipment, facilities, or services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☒ I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last day of the delivery of supported services, equipment or facilities pursuant to 47 CFR § 54.631.

☒ I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☒ I certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 C.F.R. § 54.10.

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3040-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

© 2022 Universal Service Administrative Company. All rights reserved. [PRIVACY POLICIES](#)

Signature

- Your signature is your full name as it appears in RHC Connect.
- Click **Certify & Submit**.

RHC_INV202

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications **Signature**

FCC FORM 463

Signature

Current User Information

Name	
Email	
SPIN/498 ID	
Service Provider Name	
Service Provider FCC RN	

Signature

Certifier's Full Name

Digital Signature

Date

EXIT

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

© 2022 Universal Service Administrative Company. All rights reserved.

[PRIVACY POLICIES](#)

After Submitting

- Navigate back to the **Dashboard** and the invoice will appear as **Submitted** under the **Status** column.
- Under the **Actions** column, you can view the submitted FCC Form 463 or download a PDF copy of the form.

The screenshot shows the RHC Connect dashboard. At the top, there's a blue header with 'DASHBOARD' and 'START AN FCC FORM 463'. Below this is a banner for 'RHC Connect' featuring a woman. A circular clock shows '13:05'. A yellow notification bar indicates '(0) Unread Notifications'. Below the notifications are four tabs: 'Information Requests', 'My Funding', 'My Invoices' (highlighted with a red box), and 'My SPINs'. The 'My Invoices' tab displays a table of FCC Form 463s. The table has columns: Invoice Number, Site Name, Site Number, Form 462, Invoice Filing Deadline, Status, Related Invoice, and Actions. The 'Status' column shows various statuses like 'Approved', 'Submitted', 'Returned', and 'Partially Approved'. The 'Actions' column contains icons for viewing, downloading, and emailing. A red box highlights the last row, which has a 'Submitted' status.

Invoice Number	Site Name	Site Number	Form 462	Invoice Filing Deadline	Status	Related Invoice	Actions
					Approved		View Download Email
					Approved		View Download Email
					Approved		View Download Email
					Approved		View Download Email
					Submitted		View Download
					Returned		
					Partially Approved		View Download Email
					Submitted		View Download

What to Expect After Submitting to USAC

- An invoice is not considered submitted until approved by the service provider and received by USAC.
- With no Information Requests, the review generally takes less than 10 days.
- If an Information Request is sent, it will come from 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 to all account holders.

Post-Commitment Changes in RHC Connect

- The following operations are now available in RHC Connect for FY2022 and forward for the HCF Program:
 - SPIN changes, both correctional and operational
 - Site and service substitutions
 - Invoice filing deadline extension
 - Service delivery deadline extension for non-recurring costs in HCF
- These post-commitment operations are available in My Portal for funding commitments for FY2021 and prior funding years for HCF, Telecom and CCPP FRNs.
- [Post-Commitment Actions](#) webpage

Questions?

Disbursement Process

HCF Program Invoicing Best Practices

Disbursement Process

- All account holders and service provider will receive email notification from rhcadmin@usac.org once the FCC Form 463 or Telecom invoice is approved.
- Funds are disbursed to the service provider on the sixth and 21st of each month, barring weekends and holidays.
 - For clerical errors, please notify USAC **before** the disbursement date.
- Record-keeping
 - HCPs and service providers are required to maintain records of billing and invoices for at least five years.

Red Light Status and Voluntary Netting

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

<p>Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants</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 http://www.usac.org/cont/tools/forms/default.aspx 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>

Resources

HCF Program Invoicing Best Practices

Invoicing Resources

- [Step 5: Invoice USAC](#) webpage
- [Welcome to RHC Connect – FCC Form 463](#) webpage
- [Welcome to RHC Connect – FCC Form 463](#) user guide
- [How to File the FCC Form 463](#) self-guided training module
- [Post Commitment Actions](#) webpage
- [RHC Connect User Guide – Post Commitment Change Request](#)
- [Invoice Filing Deadline Extension Request \(service providers\)](#) user guide
- [Post Commitment Change Requests](#) self-guided training module

Upcoming Trainings

- Telecom Program Invoicing Best Practices webinar
 - When: Wednesday, September 10, 2025, from 2-3 p.m. ET - [Register](#)
- FY2025 RHC Program Update webinar
 - When: Wednesday, September 17, 2025, from 2-3 p.m. ET - [Register](#)

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 FCC Report and Order 19-78 and other 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?

Thank You!





Universal Service
Administrative Co.