

Information Requests in RHC Connect

Rural Health Care (RHC) program

Available for Public Use



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About RHC Connect for Information Requests

RHC Connect is the web-based system that hosts all Federal Communications Commission (FCC) forms for the Rural Health Care (RHC) program. Information Requests for all FCC forms are sent, submitted, and managed directly in RHC Connect. An email will be sent to all account holders notifying them that they have an Information Request in RHC Connect awaiting their response. Please respond to Information Requests in RHC Connect **only**. The rhcadmin@usac.org mailbox is unattended.

Please Note: The red boxes and arrows in the screenshots that follow do not actually appear in RHC Connect.



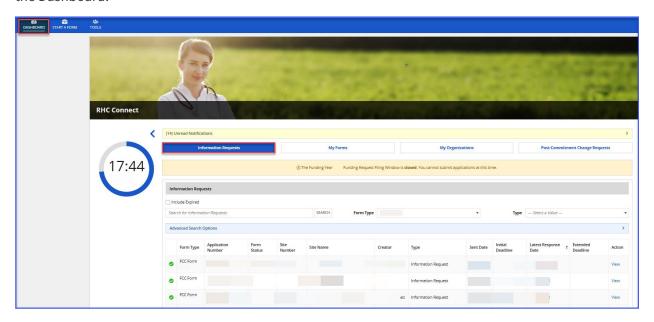
RHC Connect Walkthrough - Information Requests

Accessing Information Requests from the RHC Connect Dashboard

Step 1: Log in to My Portal and click **RHC Connect**.

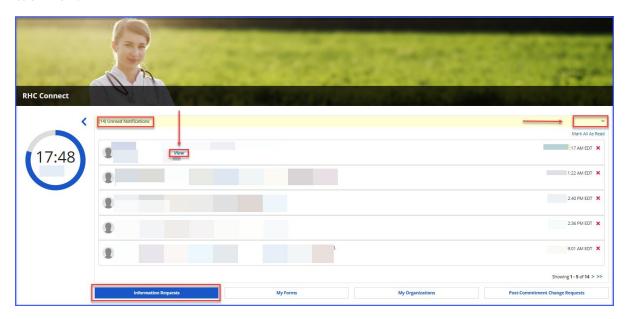


Step 2: You can view all Information Requests and their status on the **Information Requests** tab on the Dashboard.

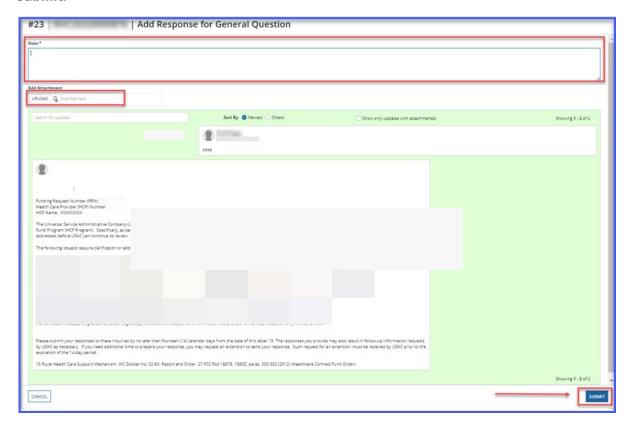




Step 3: All unread notifications will be available in the yellow box. Click **Unread Notifications**, then click **View**.

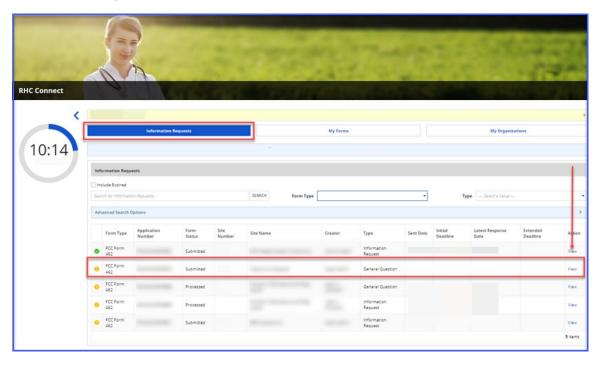


Step 4: Enter your response and, if necessary, upload any additional supporting documentation. Click **Submit**.

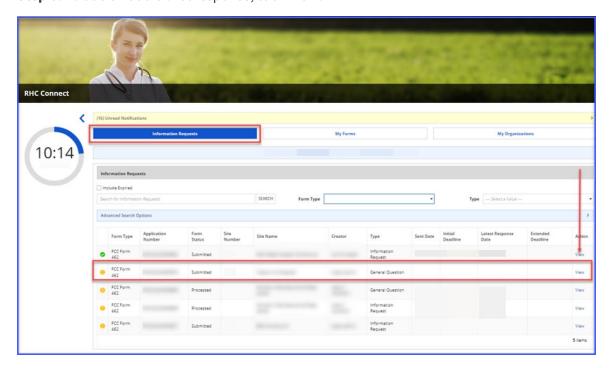




Step 5: Once you click **Submit**, the corresponding Information Request will be updated on the **Information Request** tab.

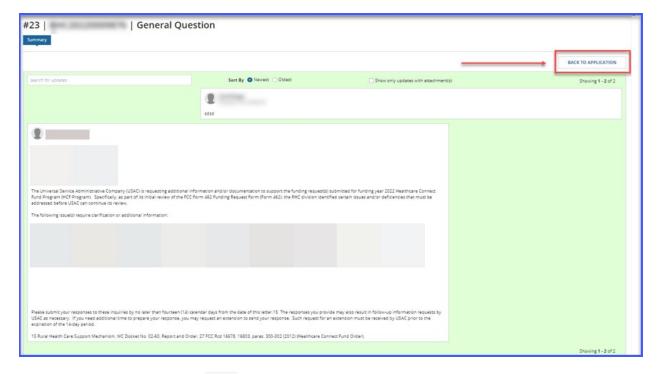


Step 6: To add an additional response, click **View**.

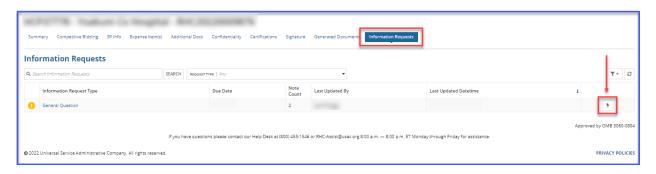




Step 7: Click **Back to Application**.

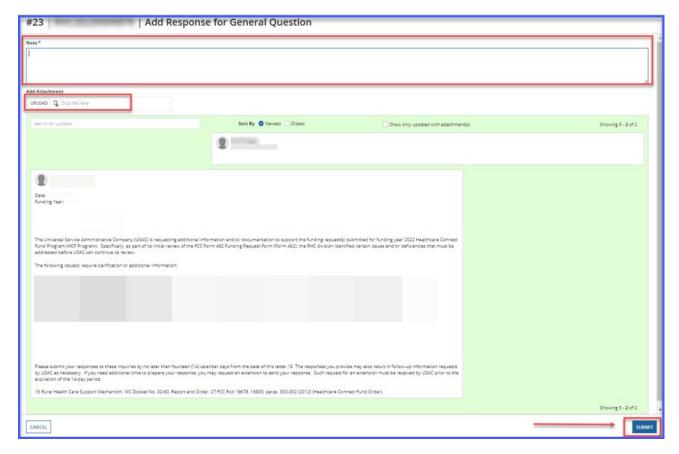


Step 8: Click the respond icon on the **Information Requests** tab.

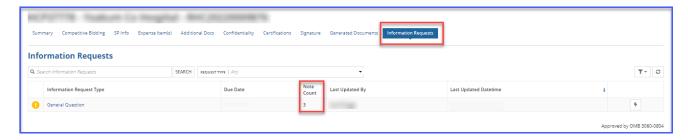


Step 9: Add a response and click Submit.

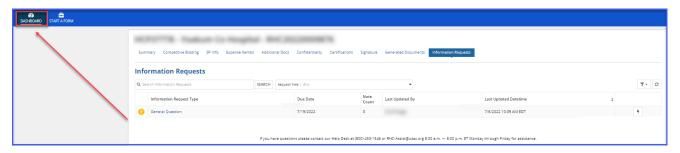




Step 10: Once you click **Submit**, you'll be directed back to the **Information Requests** tab of the form. Check the **Note Count** column and it should reflect the most recent addition.



Step 11: Click **Dashboard** to continue to work in RHC Connect.

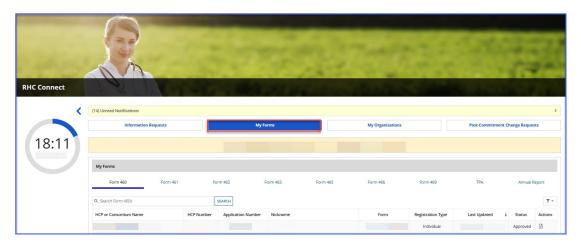




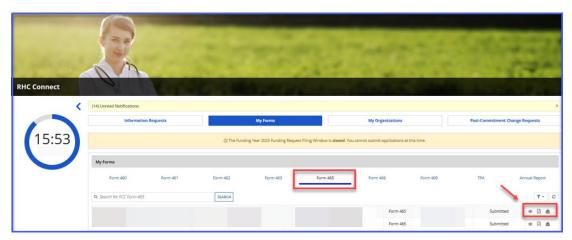
Additional Tips

The next steps are an alternative method for accessing Information Requests in RHC Connect.

Step 1: To locate an application, click the **My Forms** tab.



Step 2: Navigate to the FCC Form type. Click the view icon on the right.

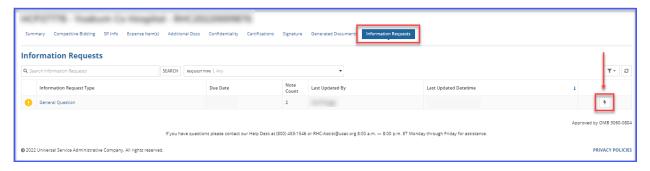


Step 4: Navigate to the **Information Requests** tab.

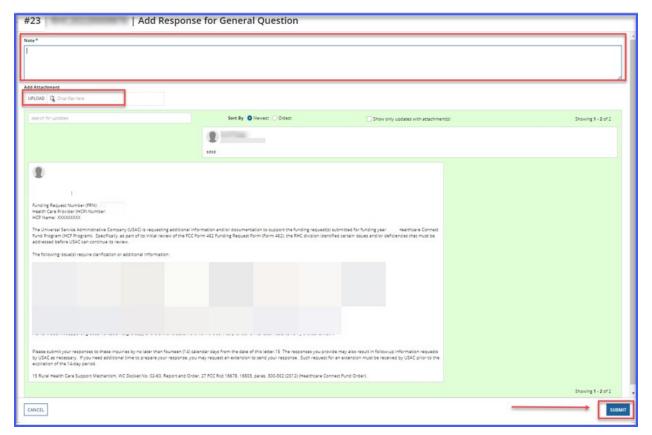
MCPOTTR Tradition to Hospital Bell (COSTREER'S
Summary Competitive Biolicing SP Info Expanse Item(s) Additional Docs Confidentiality Certifications Signature Generated Documents Information Requests
A Note: Once you select HCP, and then Save & Continus, you will not be able to change the HCP. Please select carefully.
Health Care Provider (HCP) Information
HCP or Consortium
FCC Registration
Number
Address
State
Application Basics
Application
Nickname
Funding Year
Application Number
Funding Priority Priority



Step 5: Click the respond icon on the **Information Requests** tab.



Step 6: Add a response and click Submit.





Frequently Asked Questions

What if I miss the 14-day deadline to respond to an Information Request?

Per RHC program rules, applicants have 14 days to respond to an Information Request. They may as for an extension as long as the request to extend is submitted prior to the 14-day deadline. Applicants will be given an extra seven (7) days to respond. If no response is received, the form or expense item will be denied.

Can I still respond to Information Requests via email?

If you receive an Information Request via RHC Connect, all account holders will receive an email alerting them that there's an Information Request awaiting their response. Please do not respond to that email as rhcadmin@usac.org is an unattended mailbox. On the rare occasion that you receive an email from outside of RHC Connect, click "Reply all" to respond.

Who is impacted by this change?

RHC Connect is used for all FCC forms and for all RHC program participants.