

# Submitting the FCC Form 463 in RHC Connect

Rural Health Care (RHC) program

#### Available for Public Use



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### About RHC Connect for the FCC Form 463

**RHC Connect** is the web-based system that hosts the FCC Form 463. Although the look of the application has changed, the FCC Form 463 did not. To submit your FCC Form 463, you will be asked the same questions and are required to provide the same information as in years past. No preparation for this change is required by you.

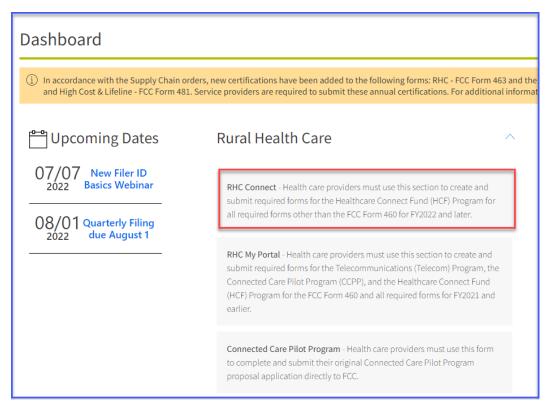
For more information about funding years and filing windows, visit the <u>Funding Year Overview</u> on the USAC website.

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

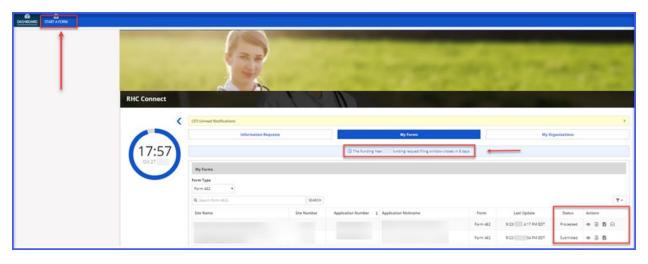


## **RHC Connect Walkthrough for HCPs**

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



Step 2: Click START A FORM.

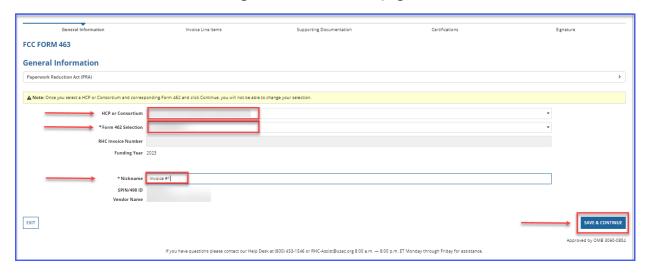


**Step 3:** Click the box titled **FCC Form 463** and then click **Next** in the lower right-hand corner of the page.





**Step 4:** Select the Health Care Provider (HCP) or consortium from the drop-down menu and then select the FRN associated with the invoice being submitted. Enter a **Nickname** for the FCC Form 463. Click **Save & Continue** in the lower right-hand corner of the page.



**Step 5:** To use an Excel template to enter the information, navigate to the **Invoice Line Items** tab in the FCC Form 463. Under **Advanced Features**, on the right side of the screen, click on **Generate Template.** Open Excel spreadsheet and save it on your computer. Enter all information. Click **Upload Completed Template**.

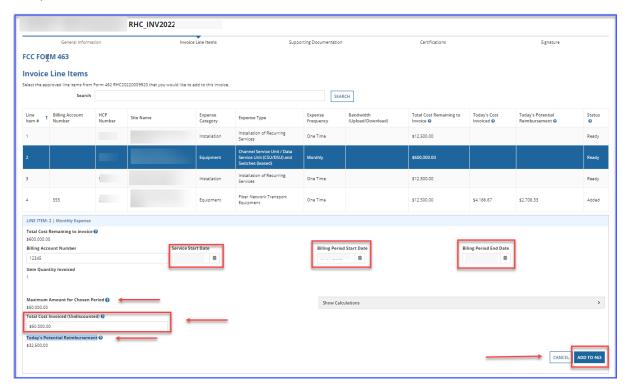
DASHBOARD START A FORM				•
General Information	Invoice Line Items	Supporting Documentation	Certifications	Signature
FCC FORM 463				Advanced Features  Generate Template  Upload Completed Template
Invoice Line Items Select the approved line Items from Form 462 t	hat you would like to add to this invoice.	SEARCH		



**Step 6:** To enter information manually, click the **Ready** hyperlink under the **Status** column for the first line item you would like to invoice.

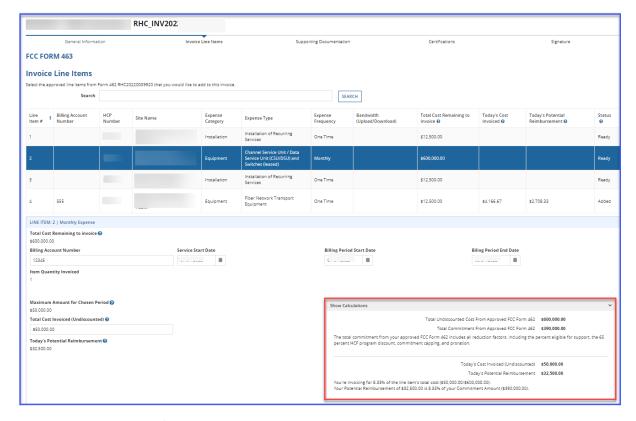
			RHC_INV202								
	General Informa	ition		Invoice Line Items	Supp	orting Documentatio	ın	Certifications		Signature	
CC FO	RM 463										
nvoice	Line Items										
elect the ap	proved line items from	Form 462 RHC	20220009920 that you wou	ald like to add to this invoice.							
	Search					SE	ARCH				
Line Item#	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice 0	Today's Cost Invoiced <b>②</b>	Today's Potential Reimbursement 0	Statu
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			Read
	555			Equipment	Fiber Network Transport Equipment	One Time		\$12.500.00	\$4,166.67	\$2.708.33	Adde

**Step 7:** If this is the first FCC Form 463 submission, enter the **Service Start Date** using the drop-down calendar. Please note, once you enter a date, the date cannot be changed in subsequent FCC Forms 463. Be sure the service start date, on the first FCC Form 463 you submit, is correct and submit invoices in chronological order. Enter the **Billing Period Start Date** and the **Billing Period End Date** using the drop-down calendar. Enter **Total Cost Invoiced (Undiscounted)** and click **Add to 463** when complete.



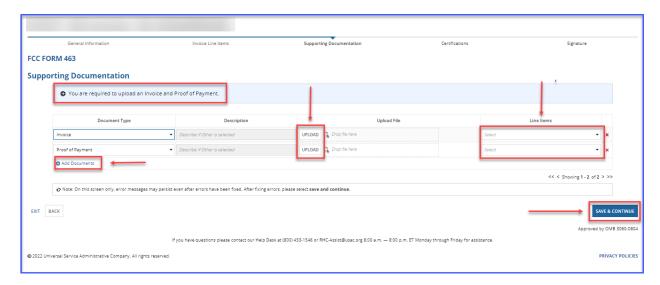
**Step 8:** Click **Show Calculations** to show the calculation based on entered information.





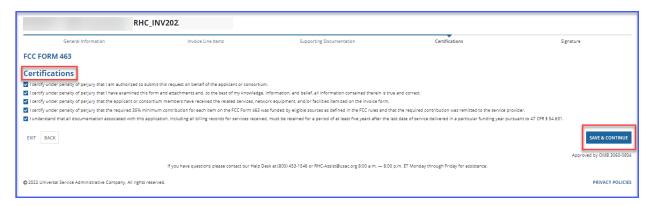
Follow steps 5-8 above for each line item to be added to the FCC Form 463 or use the Excel template.

**Step 9:** Use the **Upload** button to upload supporting documentation including an invoice from the vendor and a proof of payment document at minimum. If there are more documents to add, click **Add Documents** and use the upload button for each document. Select the line item for the associated document. Click **Save & Continue**.

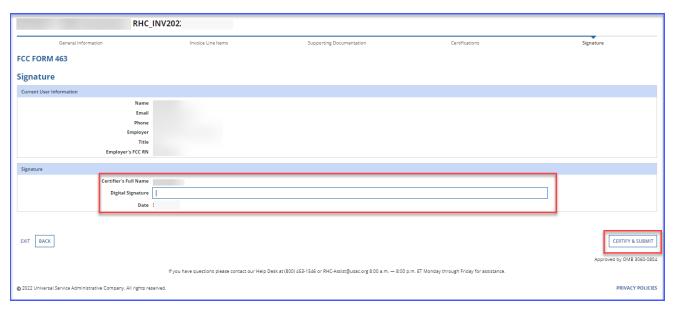




**Step 10:** Read and click all certifications. You will be unable to move forward until all certifications are clicked. Click **Save & Continue**.

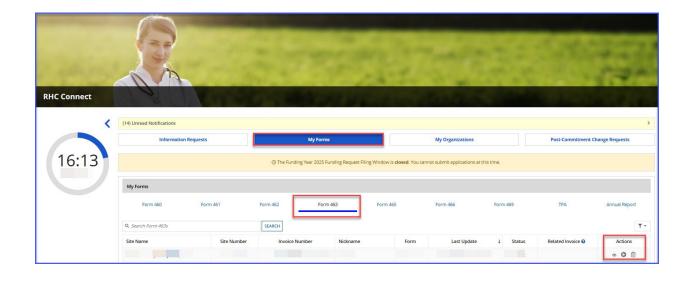


**Step 11:** Type your full name, as it appears in RHC Connect, into the **Digital Signature** field and then click **Certify & Submit**.



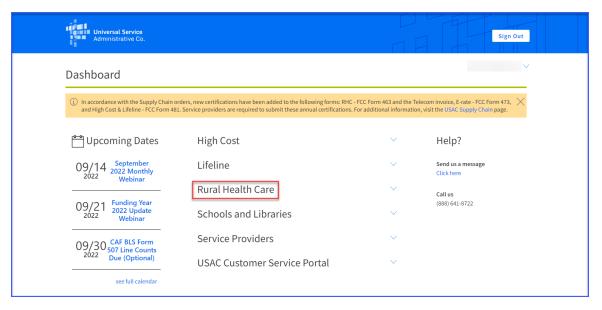
**Step 12:** RHC Connect will direct you back to the Dashboard. Return to the **My Forms** section of the Dashboard to make sure your FCC Form 463 was submitted. To view the submitted FCC Form 463, click on the icon under **Actions**. In the **Status** column. **SP Review** indicates that the service provider has been notified that the FCC Form 463 is awaiting their review.





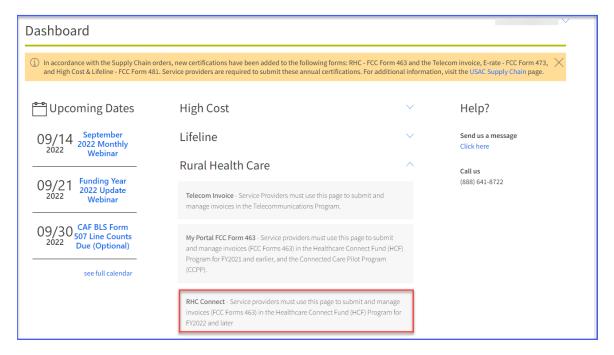
# RHC Connect Walkthrough for Service Providers

Step 1: Log in to My Portal and click Rural Health Care.

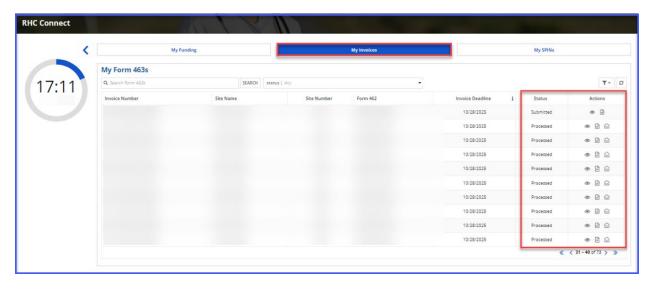


Step 2: Click RHC Connect.





**Step 3:** Click the **My Invoices** tab and locate invoice. Status will be **SP Review**. Under **Actions** column, click on **view** icon ( \*).

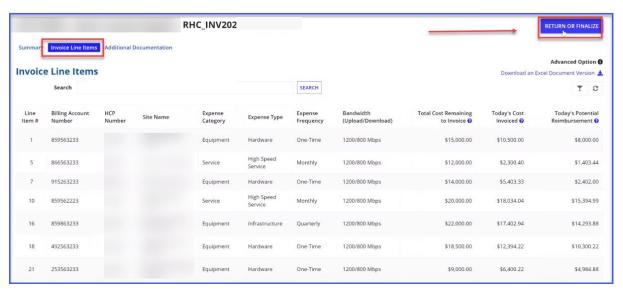


**Step 4:** Review information in the **Summary** section. You can move to each section by clicking the hyperlinks at the top of the page. Please not the instructions in the yellow box. Click **Add service provider comment** at the bottom of each tab if you want to add a comment or if anything in the form is incorrect.



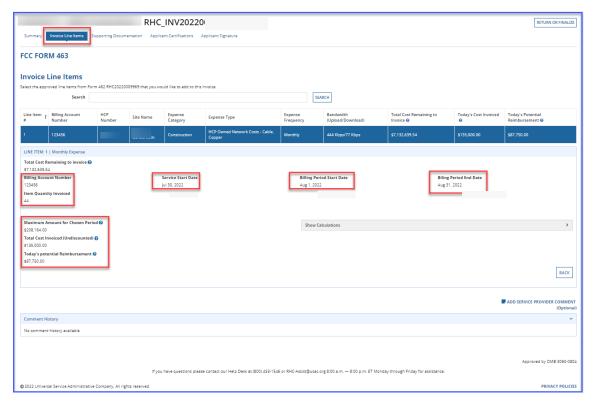


**Step 5:** All expense items are displayed in the **Invoice Line Items** section. An overview of each line item is displayed. Click on each line item to review the data entered by the applicant.

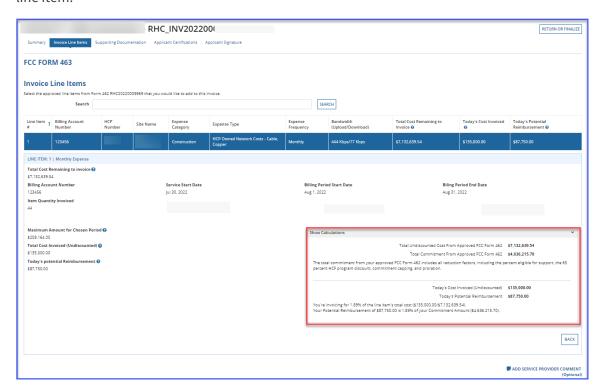


**Step 6:** Review all of the information entered on this page.



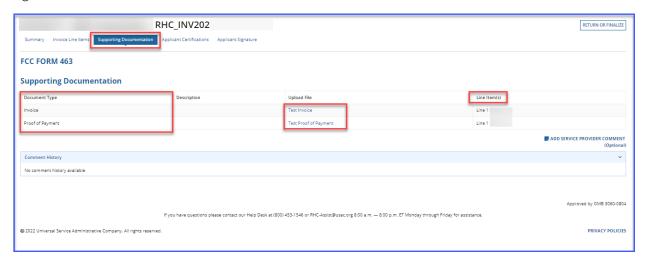


**Step 7:** Click on the **Show Calculations** section to see how the system is calculating support for each line item.





**Step 8:** Click on the **Supporting Documentation** tab to review submitted documents. Applicants must upload, at minimum, invoice and proof of payment documentation. Click on the hyperlink under the **Upload File** column to review the submitted document. The relevant line item is displayed on the right.



**Step 9:** The **Applicant Certifications** section displays the applicant's certifications.



**Step 10:** The **Applicant Signature** displays the applicant's 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
		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.	



**Step 11:** Navigate back to the **Summary** page to return the form to the HCP or finalize and submit the FCC Form 463.



**Step 12:** If the FCC Form 463 has incorrect information entered, return the form to the HCP. You must leave comments for the HCP, directing them to the incorrect information. You must leave at least one comment before the **Return Form** button is activated.

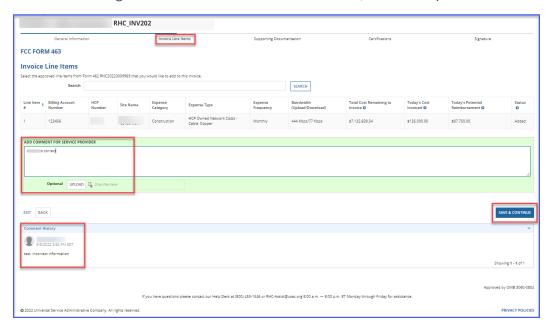


**Step 13:** Once the FCC Form 463 has been returned, you will see this notice on the screen.

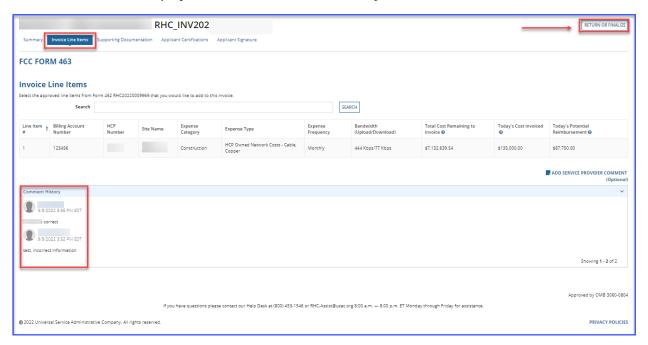
RHC_INV202		
Summary Invoice Line Items Supporting Documentation		
Review		
A RHC_INV20220009969001 has been returned to the Applicant for changes.		



**Step 14:** When the HCP account holder logs back into RHC Connect, they will see the service provider's comments and make corrections. They 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.



**Step 15:** Follow steps 1-3 above to log back into RHC Connect to review the corrections. All comments are recorded and are displayed under the **Comment History** section. Click **Return or Finalize**.

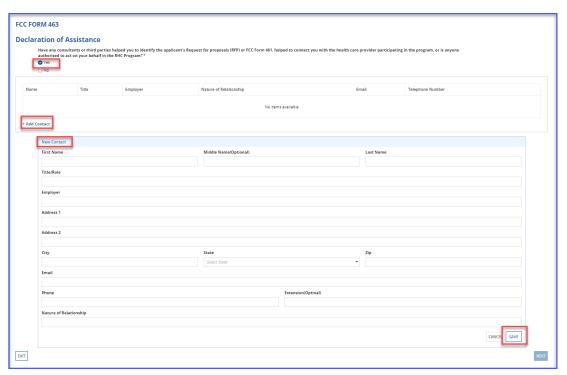




**Step 16:** Click the correct radio button to indicate whether any third parties were involved during the competitive bidding process. Then click **Next**.

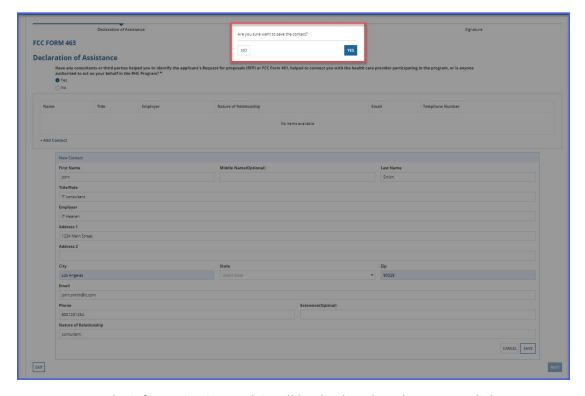


**Step 17:** If you click **Yes**, you will be directed to click the **Add Contact** hyperlink and enter information about the third party who assisted you with any of the described activities. Once all fields are complete, click **Save** to continue.



**Step 18:** Once you click "**Save**," a pop-up window will appear asking if you are sure you want to save the contact information. Click "**Yes**" to save the information.



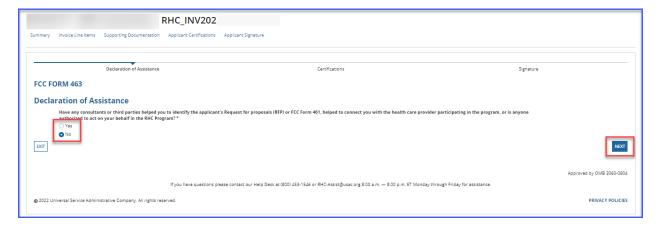


**Step 19:** Once the information is saved, it will be displayed on the screen. Click **Next** to continue.

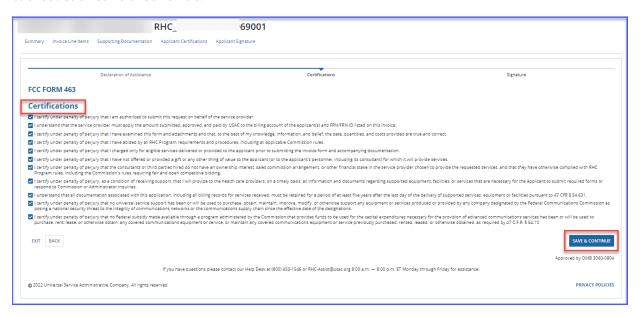


**Step 20:** If you select **No**, click **Next** to continue.



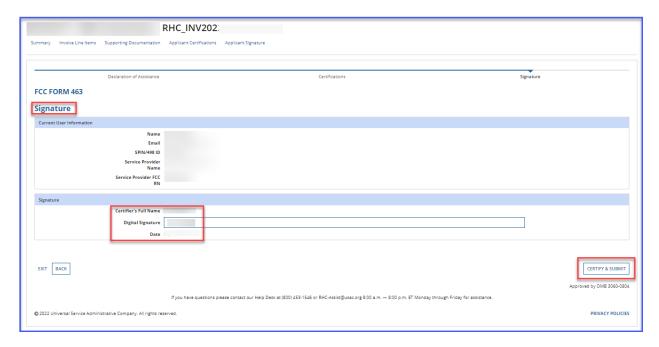


**Step 21:** Read and click all certifications. You will be unable to move forward until all certifications are clicked. Click **Save & Continue**.

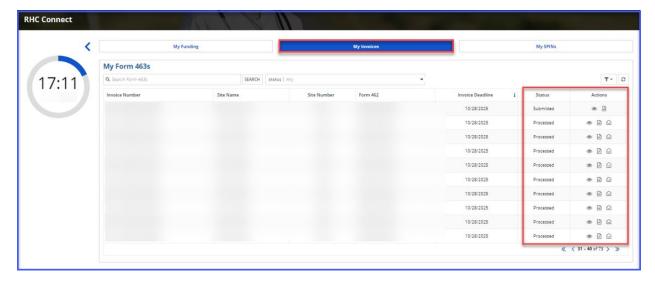


**Step 22:** Type your full name as it appears in RHC Connect into the **Digital Signature** field and then click **Certify & Submit**.





**Step 23:** Navigate back to the **Dashboard.** The invoice should 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.





## **Frequently Asked Questions**

#### What changes were made to RHC Connect?

RHC Connect has a new look and feel that is more intuitive and user-friendly. It is easier to navigate the form for submission, and it is easier for RHC program reviewers to review and approve forms.

#### Did the FCC Form 463 change?

No, the FCC Form 463 itself did not change—only the look and feel has changed. The questions on the form and the information required of applicants remain the same.

#### Who is impacted by this change?

RHC Connect is used for funding year (FY) 2022 and future funding years. Applicants who participate in the Telecom Program began submitting the FCC Form 466 in RHC Connect in FY2024.

#### Resources

For more information, visit the Welcome to RHC Connect – FCC Form 463 webpage.

For questions about the Rural Health Care program, contact <a href="mailto:RHC-Assist@usac.org">RHC-Assist@usac.org</a> or the RHC Customer Service Center at (800) 453-1546 from 8 a.m. – 8 p.m. ET Monday through Friday for assistance. Use the <a href="mailto:RHC Customer Service Center Tip Sheet">RHC Customer Service Center Tip Sheet</a> to learn about what the RHC Customer Service Center can and cannot help you with.