

Submitting the FCC Form 463 in RHC Connect (Service Providers)

Rural Health Care (RHC) program



RHC Connect User Guide – FCC Form 463

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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.





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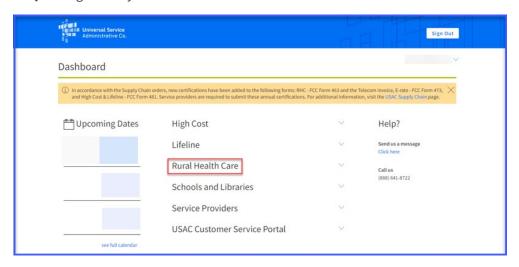


RHC Connect for Service Providers – User Management

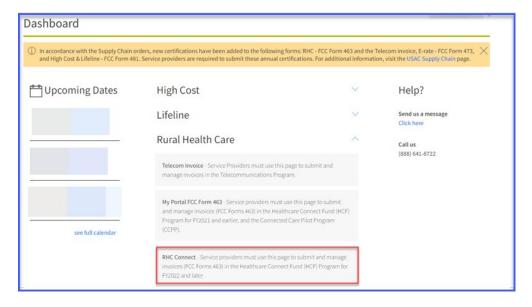
NOTE: If you are having trouble accessing RHC Connect, it may be a result of outdated information on the FCC Form 498 (Service Provider and Billed Entity Identification Number and General Contact Information Form). To correct the issue, please update your FCC Form 498 as soon as possible. For more information, please visit the Manage Your 498 ID webpage on the USAC website.

The person listed as the **General Contact** on the FCC Form 498 will be able to add users and update existing users in RHC Connect.

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

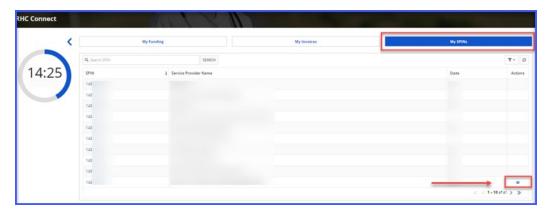


Step 2: Click RHC Connect.

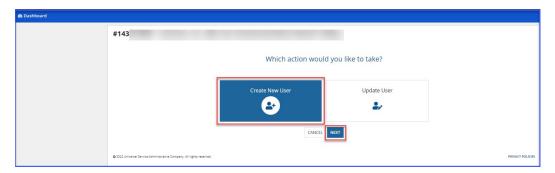




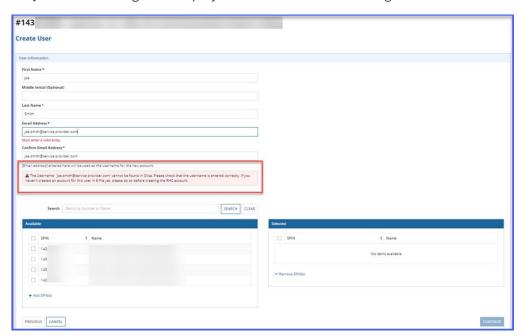
Step 3: Click the My SPINs tab and click the Manage Users icon under Actions.



Step 4: Click **Create New User** or you can update information for an existing user by clicking **Update User.** Then click **Next.**

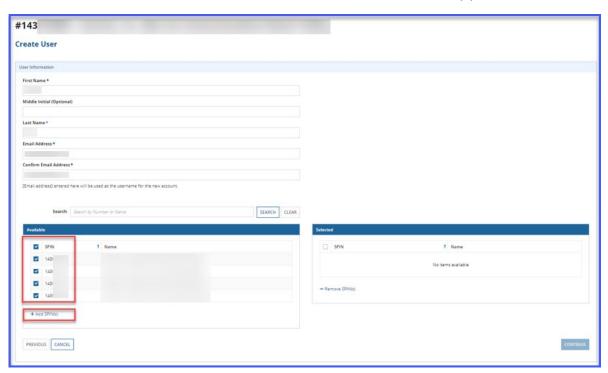


Step 5: Error message will display if the user entered is not registered in E-File.

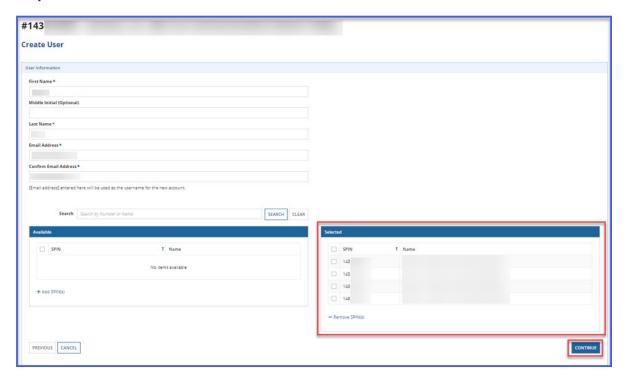




Step 6: Enter information about the user. Then click box beside each SPIN for which the user should have access. Click the box next to **SPIN** to select all. Then Click **+Add SPIN(s)**.



Step 7: Confirm all SPINs selected are moved to **Selected** column. Click **Continue**.





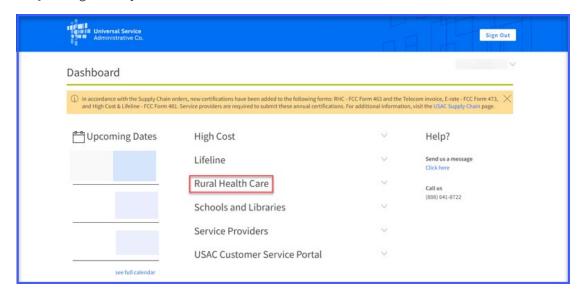
Step 8: Confirm information entered and selected SPINs are correct. Click **Save.**





RHC Connect for Service Providers – Submitting the FCC Form 463

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

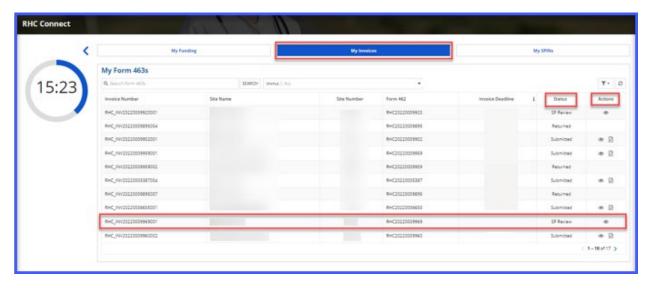


Step 2: Click RHC Connect.





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

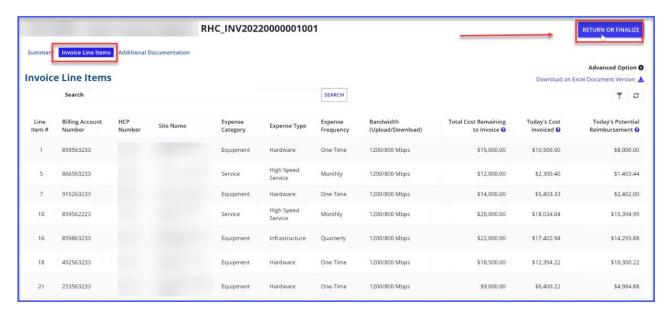


Step 4: Review information in the **Summary** section. You can move to each section by clicking the hyperlinks at the top of the page. Please note the instructions in the yellow box. Click **Add service provider comment** at the bottom of each tab if you want to add a comment or if anything in the form is incorrect.

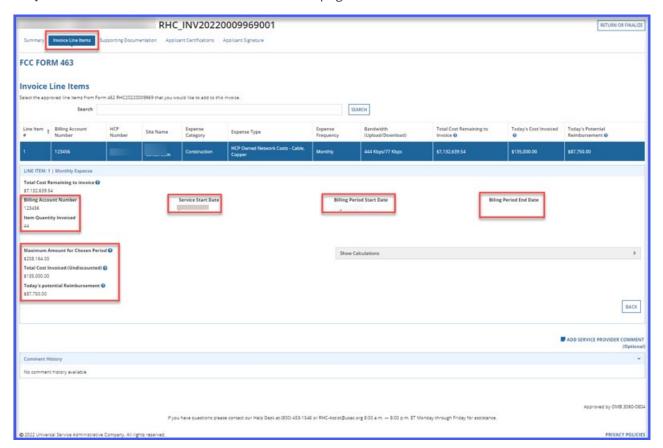


Step 5: All expense items are displayed in the **Invoice Line Items** section. An overview of each line item is displayed. Click on each line item to review the data entered by the applicant.



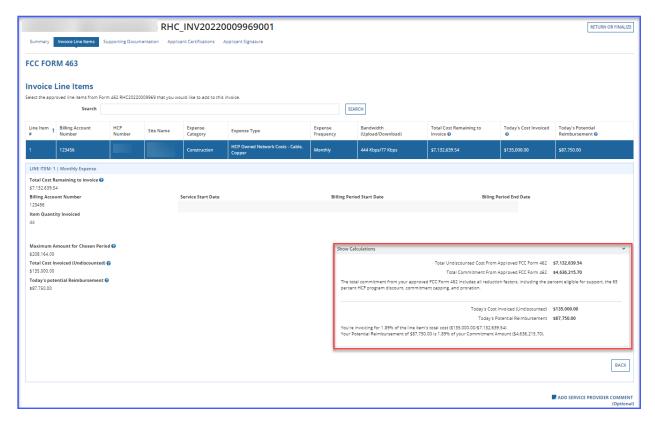


Step 6: Review all the information entered on this page.

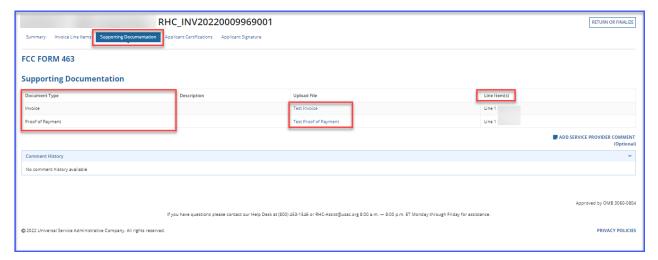




Step 7: Click on the **Show Calculations** section to see how the system is calculating support for each line item.



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.

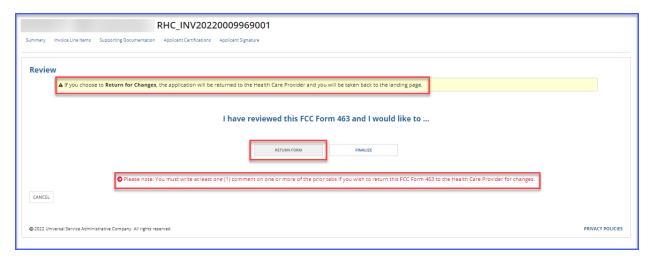


Step 11: Navigate back to the **Summary** page to return the form to the HCP or finalize and submit the FCC Form 463.





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.

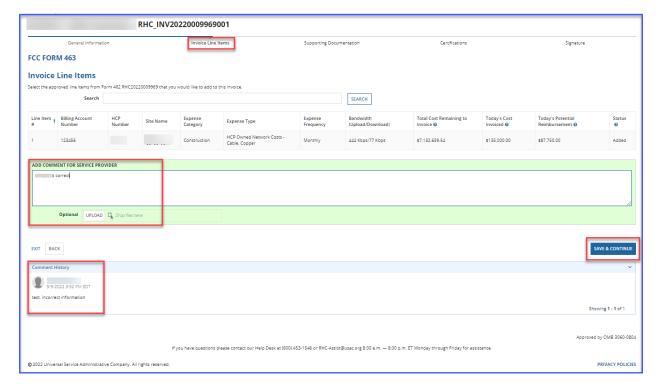


Step 13: Once the FCC Form 463 has been returned, you'll see this notice on the screen.

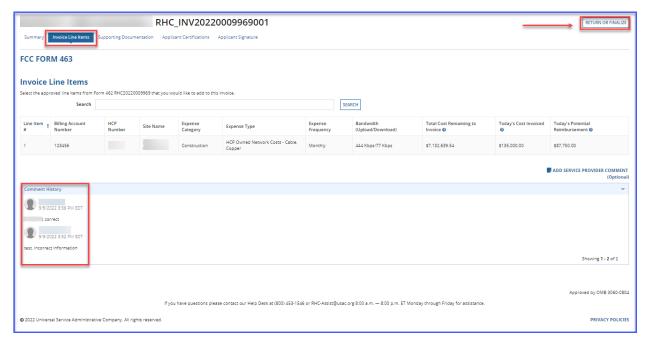


Step 14: When the HCP account holder logs back into RHC Connect, they will see the service provider's comments and make corrections. They will be required to re-certify the FCC Form 463 before submitting it. Once the HCP submits the Form 463, the service provider will be notified.





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**.

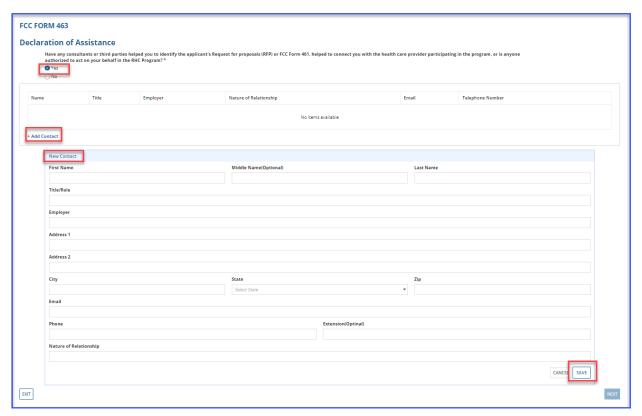




Step 16: Click the correct radio button to indicate whether any third parties were involved during the competitive bidding process. Then click **Next**.

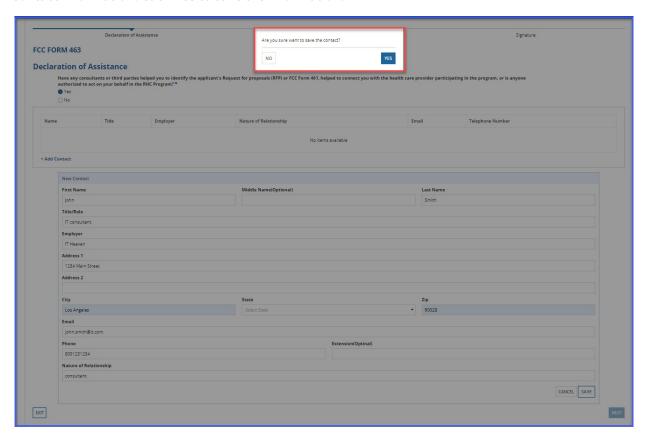


Step 17: If you click **Yes**, you will be directed to click the **Add Contact** hyperlink and enter information about the third party who assisted you with any of the described activities. Once all fields are complete, click **Save** to continue.





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.

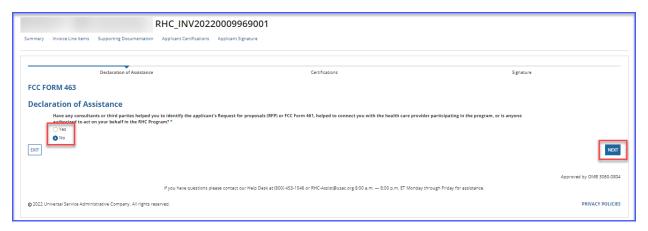


Step 19: Once the information is saved, it will be displayed on the screen. Click **Next** to continue.





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

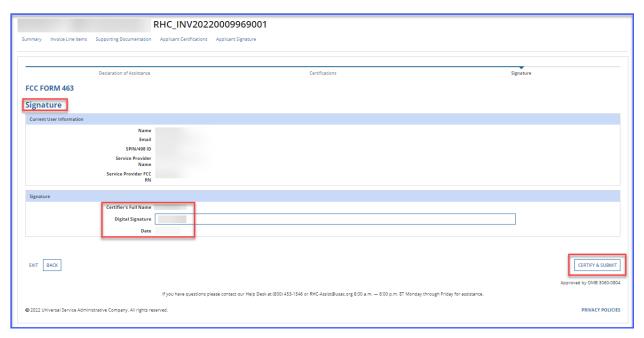


Step 21: Read and click all certifications. You will be unable to move forward until all certifications are clicked. Click **Save & Continue**.

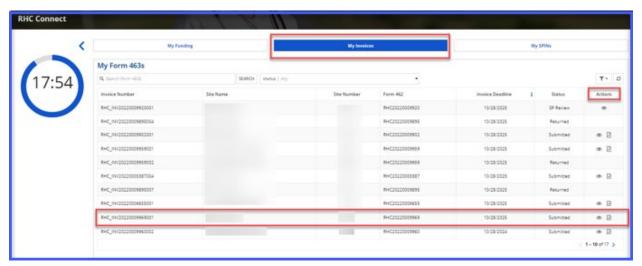




Step 22: Type your full name as it appears in RHC Connect into the **Digital Signature** field and then click **Certify & Submit**.



Step 23: Navigate back to the **Dashboard.** The invoice should appear as **Submitted** under the **Status** column on the **My Invoices** tab. 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 FY2022 and future funding years. Applicants who participate in the Telecom Program will begin submitting the FCC Form 466 in RHC Connect in FY2024. CCPP projects are not impacted unless they also participate in the Healthcare Connect Fund (HCF) Program.

Resources

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

For questions about the Rural Health Care program, contact RHC-Assist@usac.org 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 RHC Customer Service Center Tip Sheet to learn about what the RHC Customer Service Center can and cannot help you with.