Submitting the FCC Form 469 in RHC Connect

Rural Health Care (RHC) program

Revised July 2025

Contents

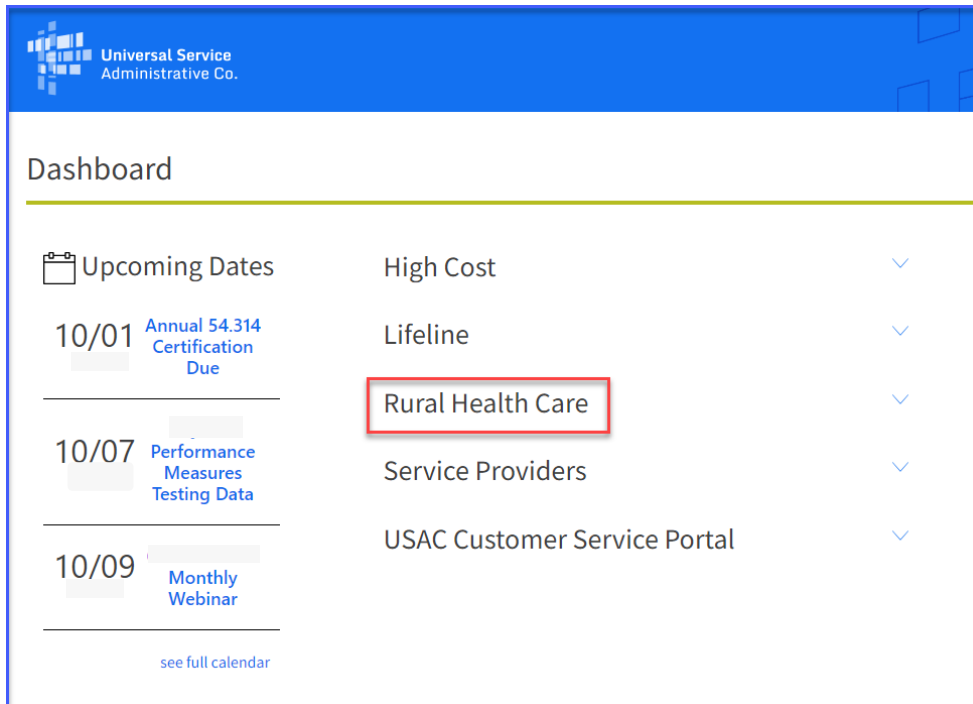# About RHC Connect for the FCC Form 469

RHC Connect is the web-based system that hosts the FCC Form 469 beginning in funding year (FY) 2024. The FCC Form 469 is the new invoicing form for the Telecommunication (Telecom) Program. Per FCC Order 23-6, it's aligned with the FCC Form 463, the invoicing form used for the Healthcare Connect Fund (HCF) Program. One key difference is that the service provider submits the FCC Form 469 in RHC Connect, the applicant receives an email alerting them of the submission, and the applicant will officially submit the form to USAC by certifying and signing the form. For FY2024, the FCC Form 467, the Healthcare Provider Support Schedule (HSS), and the Telecom invoice will be eliminated in the Telecom Program. For information and resources about the FCC Form 469, visit the Welcome to RHC Connect – FCC Form 469 webpage.

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

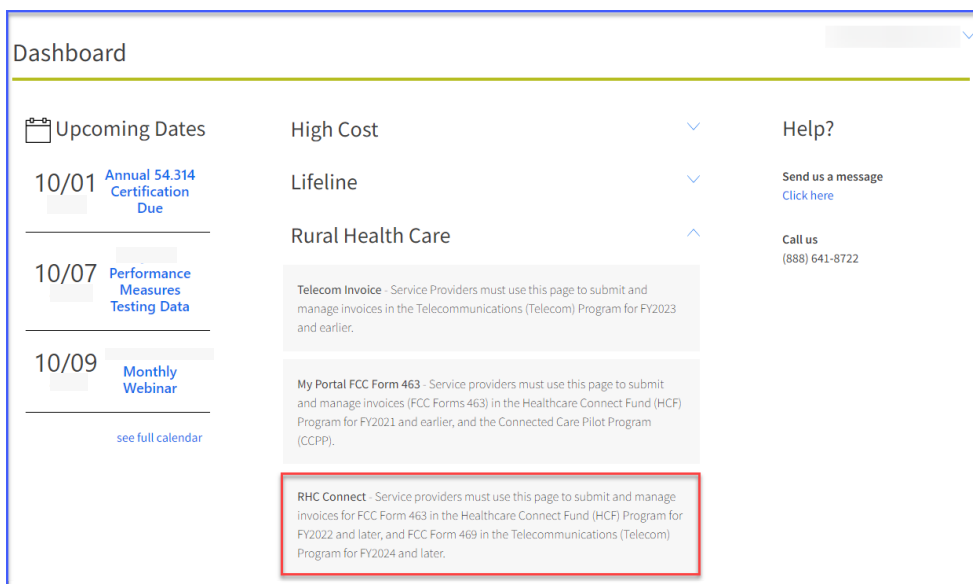**Please Note:** The red boxes and arrows in the screenshots that follow do not actually appear in RHC Connect.

RHC Connect Walkthrough for Service Providers

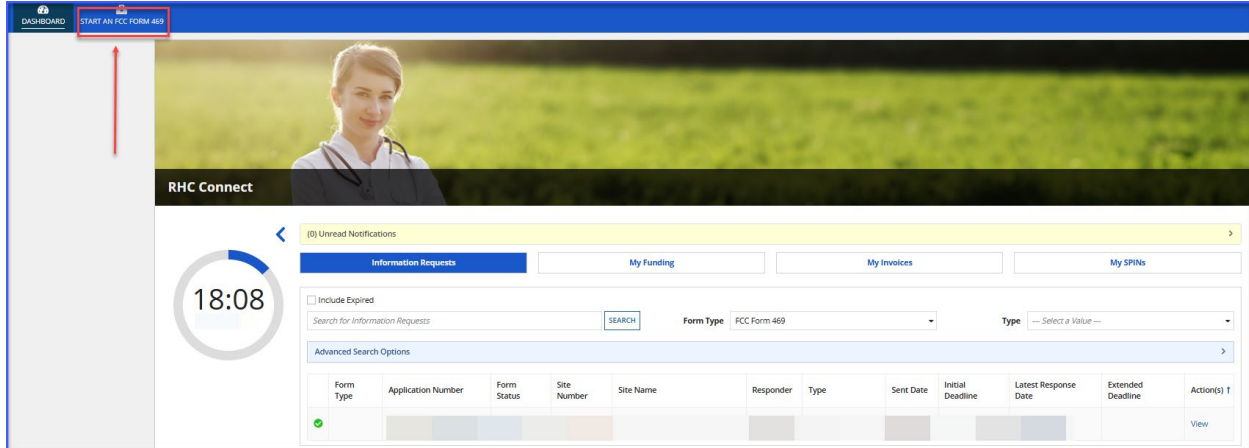**Step 1:** Log in to My Portal and click **Rural Health Care**.

Step 2: Click **RHC Connect**.

Step 3: Click **START AN FCC Form 469.**
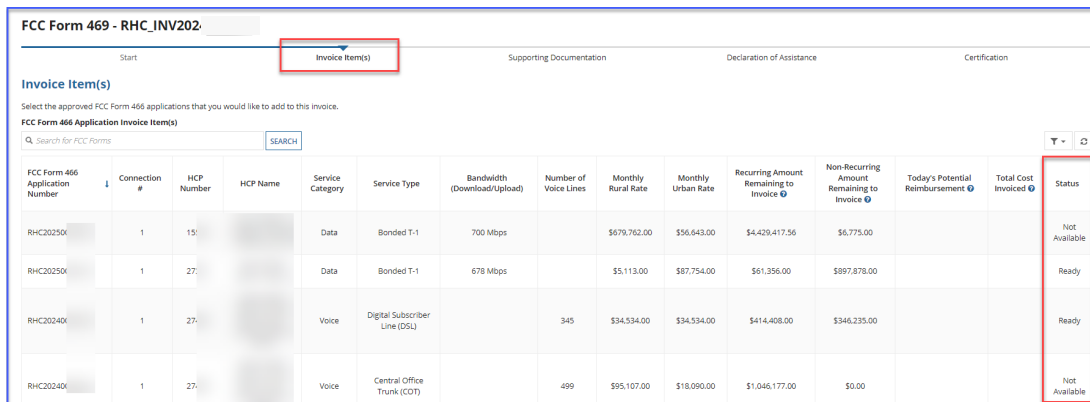
Step 4: Select the **SPIN/498 ID** from the drop-down menu. Note: Once you select a SPIN and click **Save & Continue** you will be unable to change your selection. Click **Save & Continue**.

Step 5: Under the **Status** column, **Not Available** means either the FCC Form 466 is on another submitted FCC Form 469, the FCC Form 466 is on a draft FCC Form 469, or all funds have been invoiced and disbursed. Warning message will be displayed citing reason. **Ready** means the FCC Form 466 may be added to the invoice.

Step 6: Enter information in the fields shown.

Step 7: Enter information about the **Recurring Expense Type** including **Service Start Date**, **Billing Period Start Date**, **Billing Period End Date**, and **Total Cost Invoiced**.

A warning message will be displayed if the amount entered is less than or equal to the **Minimum Amount for Chosen Period**.

Step 8: Click the down arrow beside **Show Calculations** to view the calculation based on entered information.

Step 9: Enter information about the **Non-Recurring Expense Type** including **Service Installation Date**, **Billing Date**, and **Total Cost Invoiced**.

A warning message will be displayed if the amount entered is less or equal to the **Approved One-Time Urban Rate Charge** (as it appears on the FCC Form 466). In addition, a message in the yellow banner will appear reminding service providers may only submit one FCC Form 469 for the total non-recurring cost.

Step 10: Click the down arrow beside **Show Calculations** to view the calculation based on entered information.
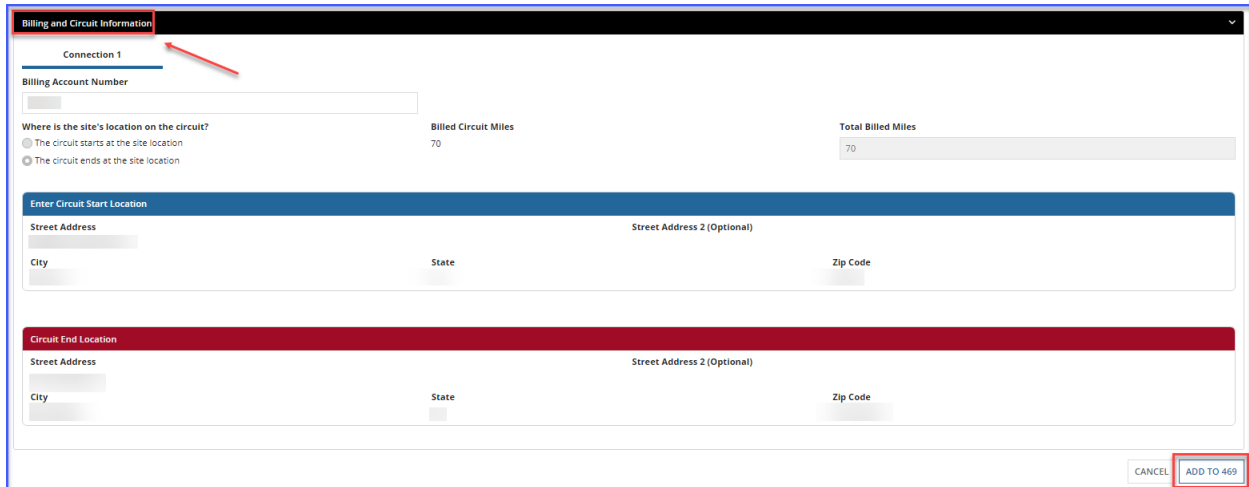
Step 11: Billing and Circuit information is pre-populated based on information in the approved FCC Form 466. If information is correct, click **Add to 469**.

Step 12: If the number of approved voice lines has changed, enter the corrected number in the editable field titled **Number of Voice Lines**. The message in the yellow banner will appear if the value entered is less than the number of voice lines on the approved FCC Form 469. Note: the system will not recalculate the cost so please ensure that the total cost invoiced is correct based on the number of voice lines.

Step 13: Follow steps 6-11 above to add all invoice items. Multiple FCC Forms 466 for multiple HCPs may be added to an FCC Form 469. Once all invoice items have been added, click **Save & Continue**.

Step 14: On the **Supporting Documentation,** page Click **Upload** to upload the first document, then click the plus sign (**+**) to add each additional document. Click **Confirm Document Uploads**.

Step 15: Use the drop-down menu to select **Document Type**. Select **Invoice**, **Proof of Payment**, or **Other** and enter a description. Select the **FCC Form 466 Application** that the document is associated with. Click the red **x** to remove a document, if necessary, then click **Save & Continue**.

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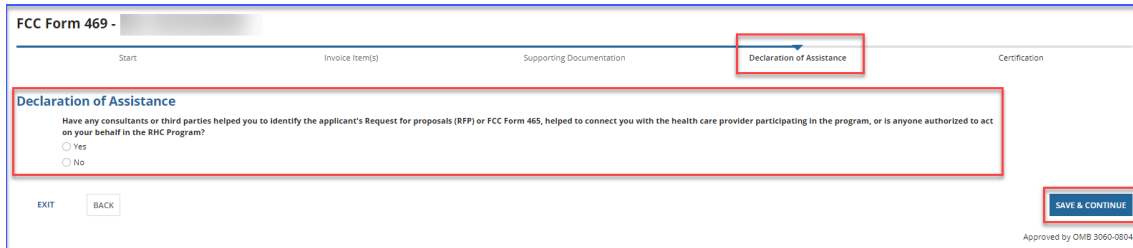
Step 16: On the **Declaration of Assistance** page, select **Yes** or **No** to indicate whether any third parties were involved in the competitive bidding process. If **No** is selected, click **Save & Continue**.
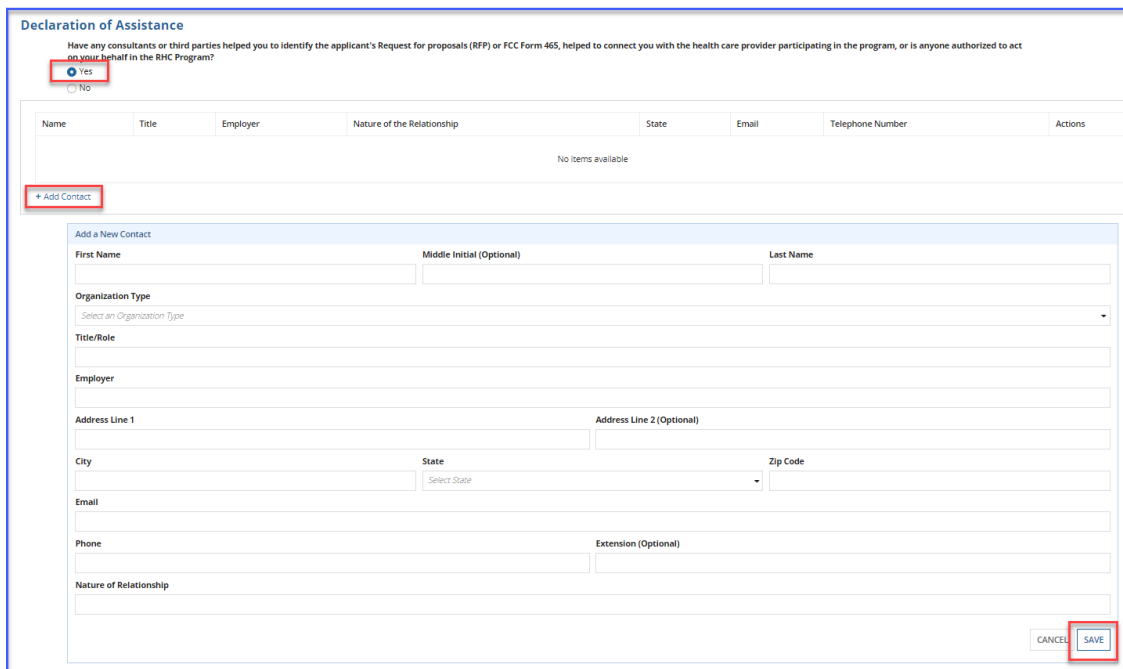
If **Yes** is selected, click on the **Add Contact** hyperlink, and complete all of the information in the fields shown. Then click **Save**.

You can edit or delete the contact by clicking **Edit** or **Delete** under the **Actions** column. Then click **Save & Continue**.

Step 16: Read and click all certifications. All certifications must be clicked to continue. **Service Provider Invoice Nickname** is an optional field that may be used to help identify the invoice. Type your full name as it appears in RHC Connect in the **Digital Signature** field, then click **Certify & Submit**.

Step 17: Once you click **Certify & Submit**, a confirmation message will appear. Click the arrow at the far right to view the **Application Summary**. If there are multiple FCC Forms 466 for multiple HCPs, the system will generate unique invoice numbers based on each unique HCP.

Return to Service Provider – Summary

- If the HCP has found incorrect information in the FCC Form 469 during their review, the form will be returned to the service provider for corrections.
- Authorized users for the service provider will receive an email alerting them that the form has been returned.
- Service providers should log into RHC Connect to review the form and work with the HCP on the correction requests.
- Once everything is corrected, the service provider will re-certify the form and submit it for another HCP review.
- If the HCP agrees with the corrections, they will certify and submit the FCC Form 469 to USAC.

- Only after both parties certify and submit the FCC Form 469, is it considered submitted to USAC.

Step 1: After receiving an email that the FCC Form 469 was returned, navigate to the **My Invoices** tab on the RHC Connect **Dashboard**. **Returned** will appear in the **Status** column. Click an icon to view, resume or delete the FCC Form 469. Click the forward arrow to resume the form.
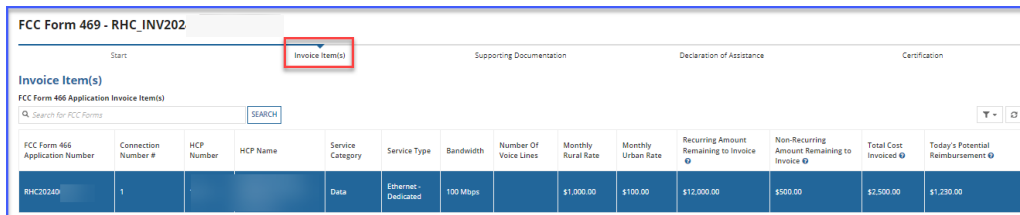
Step 2: Navigate to the Invoice Item(s) page and select **Correction Request**. Select **Application Number** from the drop-down menu.

Step 3: Click the down arrow to view the **General Comment & Correction Requests History** section. Leave a comment and, if necessary, upload a file. Then click **Save & Continue**.

Step 4: Navigate through all tabs correcting information as needed. Click all **Certifications** to recertify corrected information and type your full name in the **Digital Signature** field. Click **Certify & Submit** to return the form to the HCP.

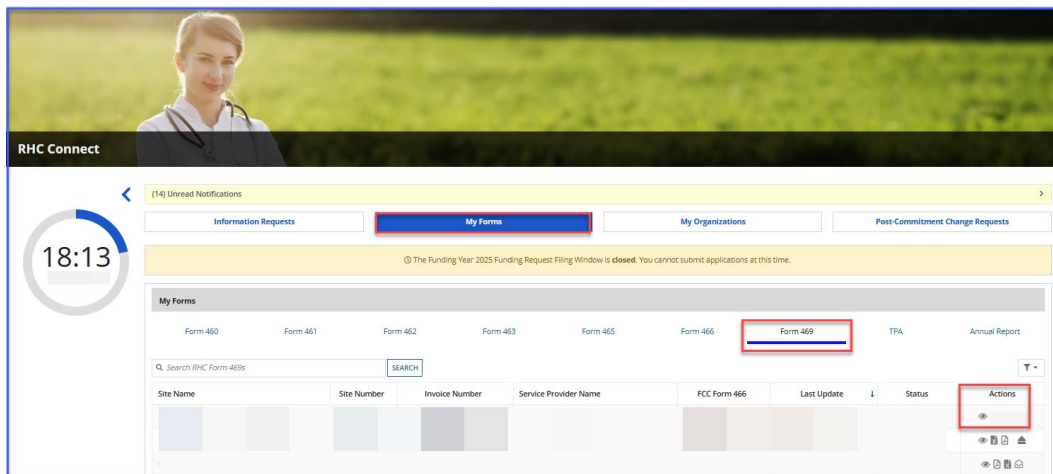# RHC Connect Walkthrough for Health Care Providers

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

Step 2: On the **My Forms** tab of the RHC **Dashboard**, navigate to the **FCC Form 469** tab. **HCP Review** will appear in the **Status** column for all FCC Forms 469 submitted by the service provider and awaiting your review. Click the view icon to continue.

Step 3: On the **Summary** page, the message in the yellow box instructs the HCP to review each tab carefully and make comments or upload files where appropriate. The SPIN used on the FCC Form 466 is displayed in the **SPIN/498 ID** field.

Step 4: On the **Invoice Item(s)** page, click **Return or Finalize** after all information is reviewed to return the FCC Form 469 to the service provider for corrections or to finalize and submit the form to USAC. All data is read-only for the HCP, so the FCC Form 469 must be returned to the service provider to make corrections. Leave a comment or a correction request by clicking the hyperlink titled **General Comment/Correction Request**.

Step 5: To enter a correction request, click **Correction Request**. Select the **Application Number** from the drop-down menu. Enter the details of the correction request in the field and, if necessary, upload a supporting document.
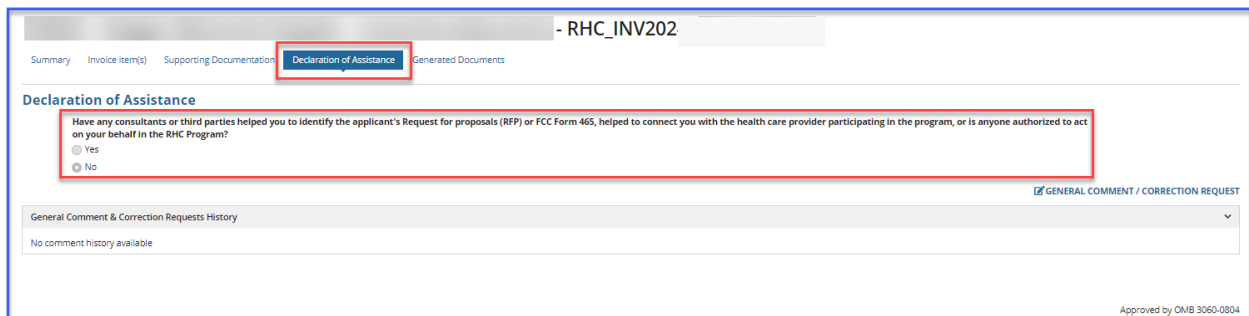
Step 6: If the service provider uploaded documents, they will be visible to download and review on the **Supporting Documentation** page. To upload additional supporting documents, click **General Comment/Correction Request**, select either **General Comment** or **Correction Request**, leave an explanation and upload the supporting document(s) such as proof of payment. Click **Save**.
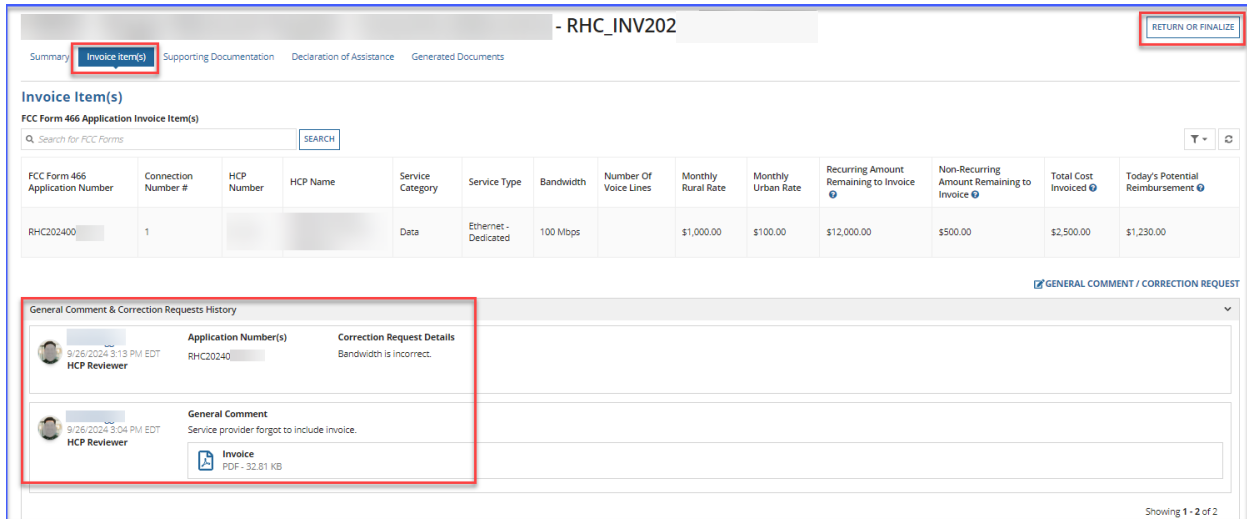
Step 7: The **Declaration of Assistance** question on the FCC Form 469 is answered by the service provider, so the response cannot be edited by the HCP. The HCP can view any information entered by the service provider if they answered **Yes** to the question about outside assistance.

Step 8: The next tab is the **Generated Documents** tab. Once the FCC Form 469 is submitted, a PDF version of the form is generated and can be accessed on the **Generated Documents** tab. The **Generated Documents** tab is the same for both the applicant and the service provider.

Step 9: Navigate back to the **Invoice Item(s)** page. All comments and correction requests are displayed. Click **Return or Finalize**.

Step 10: If corrections are needed, select **Return for Changes to the Service Provider**. You must add at least one comment, then click **Next**. A warning states if **Yes** is selected, this action cannot be reversed. Click **Yes** to continue.
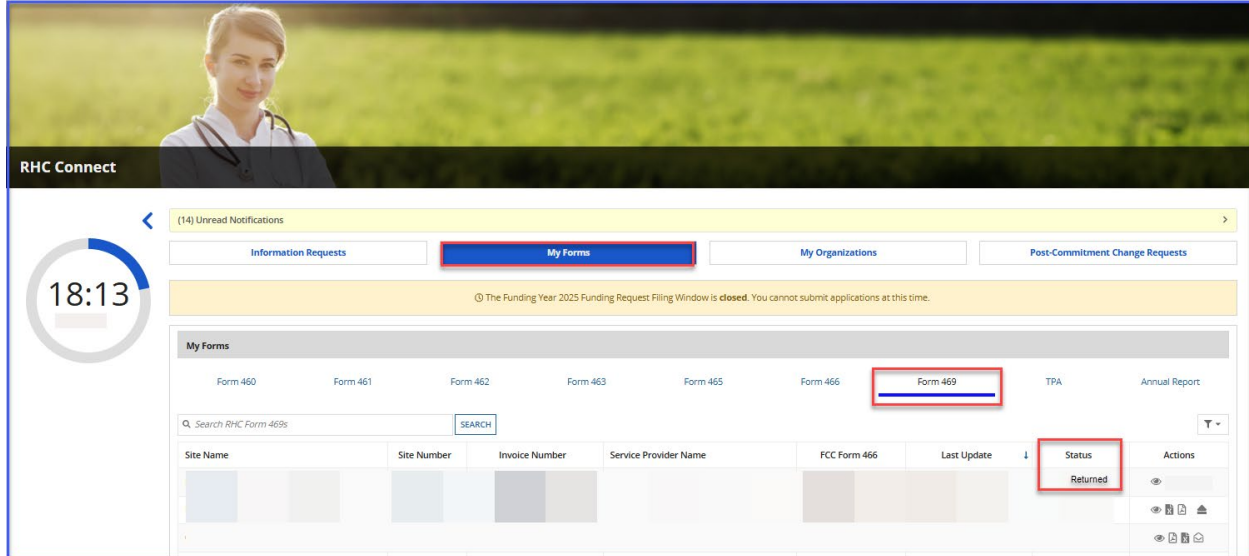
Step 11: The message in the green banner is a confirmation that the invoice has been returned.

The status of the invoice appears on the **My Forms** tab of the **Dashboard**.
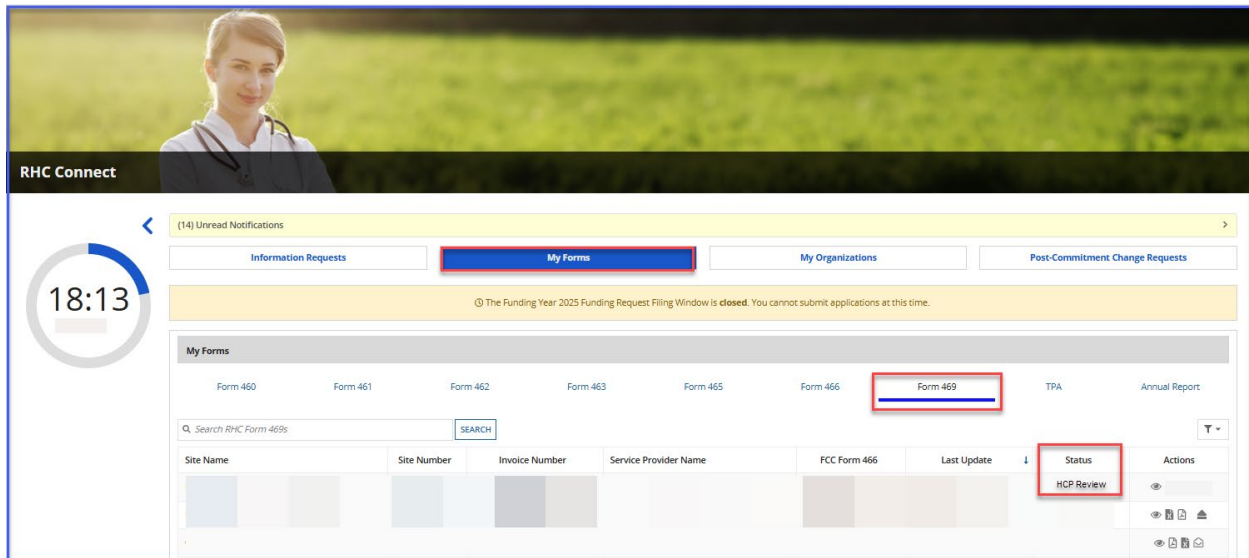
Step 12: Once the service provider addresses the correction request and returns it to the HCP for review, the HCP account holder(s) will receive an email alerting them that there's an FCC Form 469 awaiting their review. Navigate to the **My Forms** tab on the **Dashboard**, select FCC **Form 469** under **Form Type**. The status of the form in the **Status** column will display as **HCP Review**.
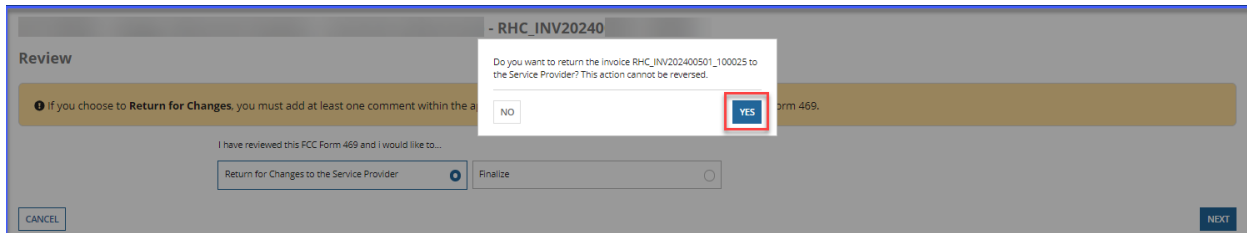

Step 13: To resume the review, navigate to **Invoice Item(s)** and click the down arrow to the right of **General Comment & Request History** to view comments and correction requests. Navigate through all sections to confirm all information is correct. On the **Invoice Item(s)** page, click **Return or Finalize**.

Step 14: If everything is correct, click **Finalize**, then click **Next**.

Step 15: Read and click all **Certifications**. You are unable to move forward until all certifications are clicked. Type your full name as it appears in RHC Connect in the **Digital Signature** field. Click **Certify & Submit**.

Step 16: Once you click **Certify & Submit**, a message indicating that the application was successfully submitted will be displayed.

Navigate to the **My Forms** tab on the **Dashboard** and navigate to the **Form 469** tab. Under the **Status** column, the FCC Form 469 should be displayed as **Submitted**. Click the icons under the **Actions** column to view, download an Excel spreadsheet, or download a PDF version of the FCC Form 469.

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.

What happened to the FCC Form 467, Healthcare Provider Support Schedule (HSS), and the Telecom invoice?
Per FCC Order 23-6, for Funding Year (FY) 2024 and forward, the FCC Form 467, the HSS, and the Telecom invoice will be eliminated in the Telecom Program. The FCC Form 469 is the new form that is used for invoicing in the Telecom program. It's aligned with the FCC Form 463, the invoicing form used for the Healthcare Connect Fund (HCF) Program. One key difference is that the service provider will submit the FCC Form 469 in RHC Connect, the applicant will receive an email alerting them of the submission, and the applicant will officially submit the form to USAC by certifying and signing the form.

Who is impacted by this change?
RHC Connect is used for FY2022 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 469 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.