

Submitting Invoice Filing Deadline Extension Requests in RHC Connect for Service Providers

Healthcare Connect Fund (HCF) and Telecommunications
(Telecom) Program

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About RHC Connect for Invoice Filing Deadline Extension Requests

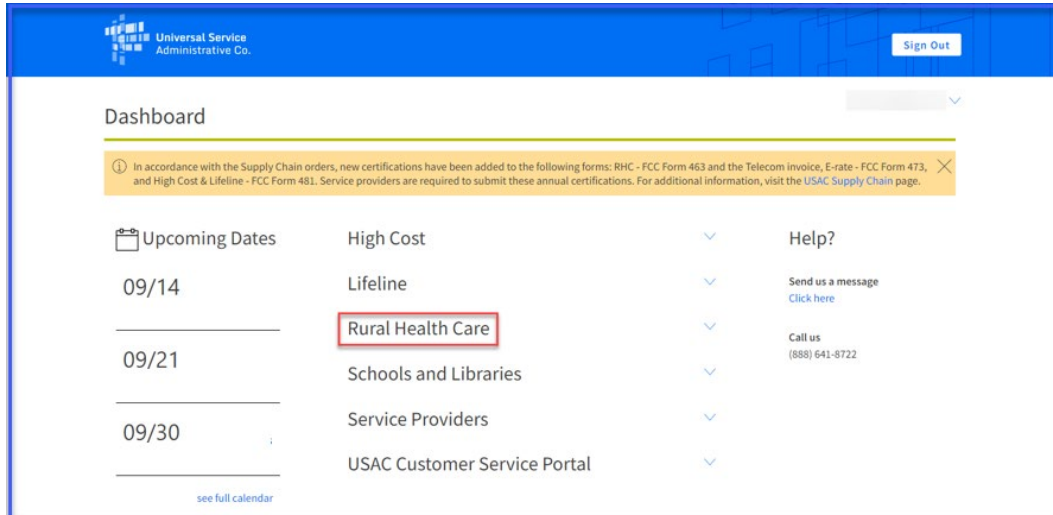
RHC Connect is the web-based system that hosts the FCC forms used in the RHC program. There are several actions that may be required outside of the regular application process. This user guide will walk you through how to submit invoice filing deadline extension requests in RHC Connect for service providers. This guide is only for service providers. For more information, please refer to the following webpages:

- [Post-Commitment Actions](#) – HCF Program
- [Post-Commitment Actions](#) – Telecom Program

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

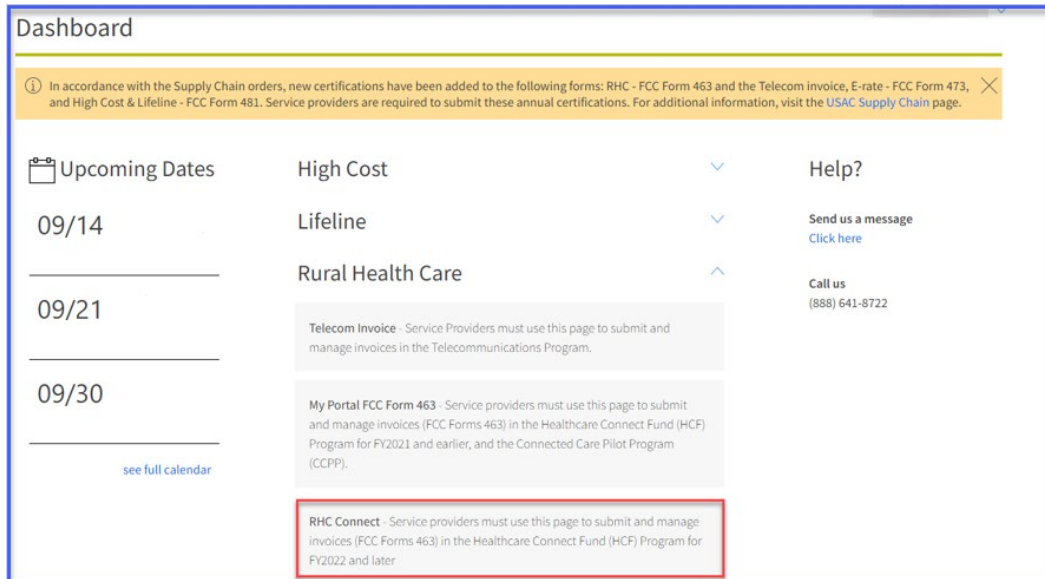
RHC Connect Walkthrough – Invoice Filing Deadline Extension Request (HCF Program)

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



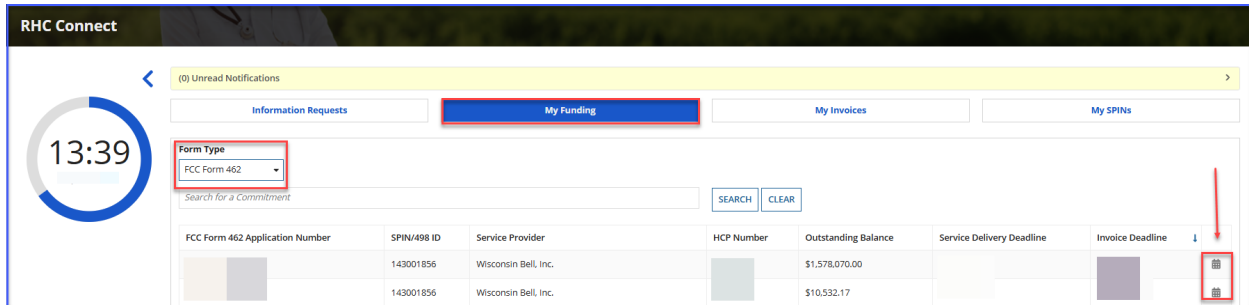
The screenshot shows the dashboard of the Universal Service Administrative Co. portal. At the top, there is a blue header with the logo and a 'Sign Out' button. Below the header, a yellow notification banner provides information about new certifications. The main content area is divided into three columns. The left column, titled 'Upcoming Dates', lists dates 09/14, 09/21, and 09/30. The middle column, titled 'High Cost', lists 'Lifeline', 'Rural Health Care' (which is highlighted with a red box), 'Schools and Libraries', 'Service Providers', and 'USAC Customer Service Portal'. The right column, titled 'Help?', contains links for 'Send us a message', 'Click here', and 'Call us (888) 641-8722'.

Step 2: Click **RHC Connect**.



This screenshot shows the same dashboard as the previous one, but with the 'RHC Connect' link highlighted in the 'High Cost' menu. The 'RHC Connect' link is highlighted with a red box. Below the 'RHC Connect' link, there are two informational boxes. The first box, titled 'Telecom Invoice', states that service providers must use this page to submit and manage invoices in the Telecommunications Program. The second box, titled 'My Portal FCC Form 463', states that 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). The third box, titled 'RHC Connect', states that 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. This box is also highlighted with a red box.

Step 3: Click **My Funding**, select the **FCC Form 462 Application Number**, then click on the calendar icon at the far right of the screen.



RHC Connect

(0) Unread Notifications

Information Requests **My Funding** My Invoices My SPINs

Form Type
FCC Form 462

Search for a Commitment

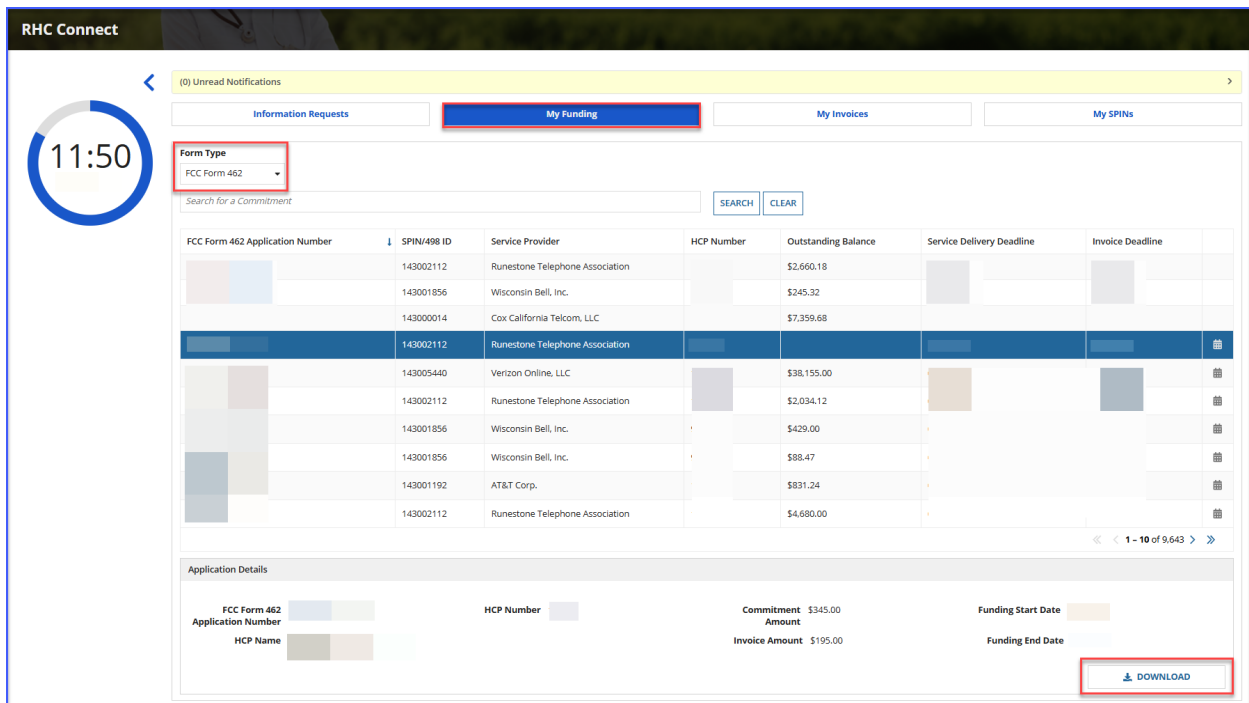
SEARCH CLEAR

FCC Form 462 Application Number	SPIN/498 ID	Service Provider	HCP Number	Outstanding Balance	Service Delivery Deadline	Invoice Deadline
	143001856	Wisconsin Bell, Inc.		\$1,578,070.00		
	143001856	Wisconsin Bell, Inc.		\$10,532.17		

NOTE: If the calendar icon is not visible, the following may have occurred:

- The invoice filing deadline has already passed.
- The one-time automatic invoicing deadline was already requested and granted by the HCP or the service provider.
- The FCC Form 462 was pulled back to review due to a decision from the RHC Appeals team or the FCC.

To download documents, scroll to the bottom of the screen and click the **Download** button on the right.



RHC Connect

(0) Unread Notifications

Information Requests **My Funding** My Invoices My SPINs

Form Type
FCC Form 462

Search for a Commitment

SEARCH CLEAR

FCC Form 462 Application Number	SPIN/498 ID	Service Provider	HCP Number	Outstanding Balance	Service Delivery Deadline	Invoice Deadline
	143002112	Runestone Telephone Association		\$2,660.18		
	143001856	Wisconsin Bell, Inc.		\$245.32		
	143000014	Cox California Telcom, LLC		\$7,359.68		
	143002112	Runestone Telephone Association				
	143005440	Verizon Online, LLC		\$38,155.00		
	143002112	Runestone Telephone Association		\$2,034.12		
	143001856	Wisconsin Bell, Inc.		\$429.00		
	143001856	Wisconsin Bell, Inc.		\$88.47		
	143001192	AT&T Corp.		\$831.24		
	143002112	Runestone Telephone Association		\$4,680.00		

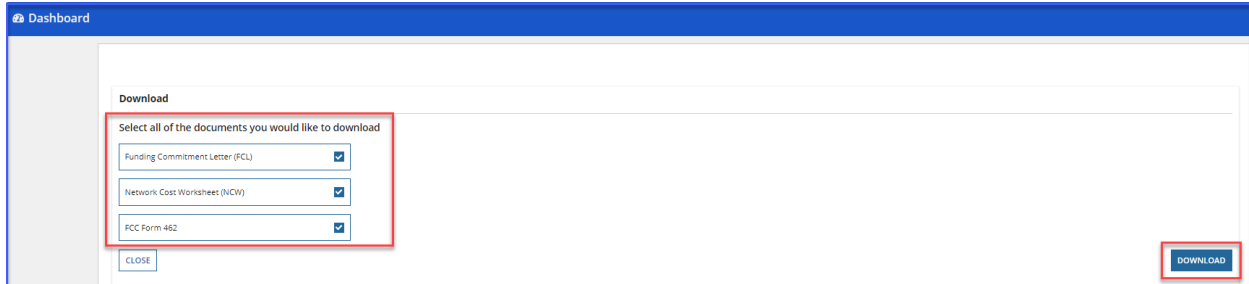
Application Details

FCC Form 462 Application Number HCP Number Commitment Amount \$345.00 Funding Start Date

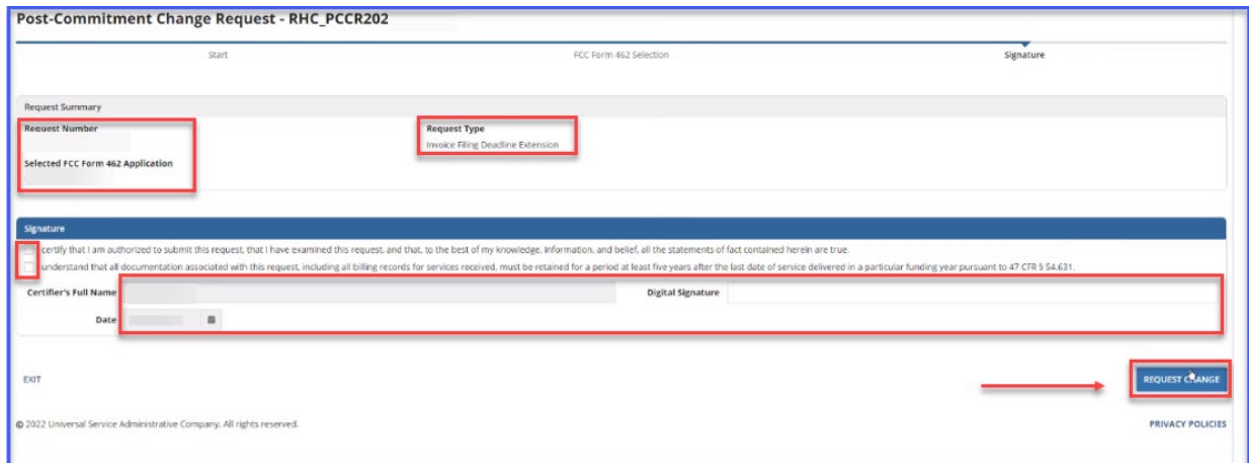
HCP Name Invoice Amount \$195.00 Funding End Date

DOWNLOAD

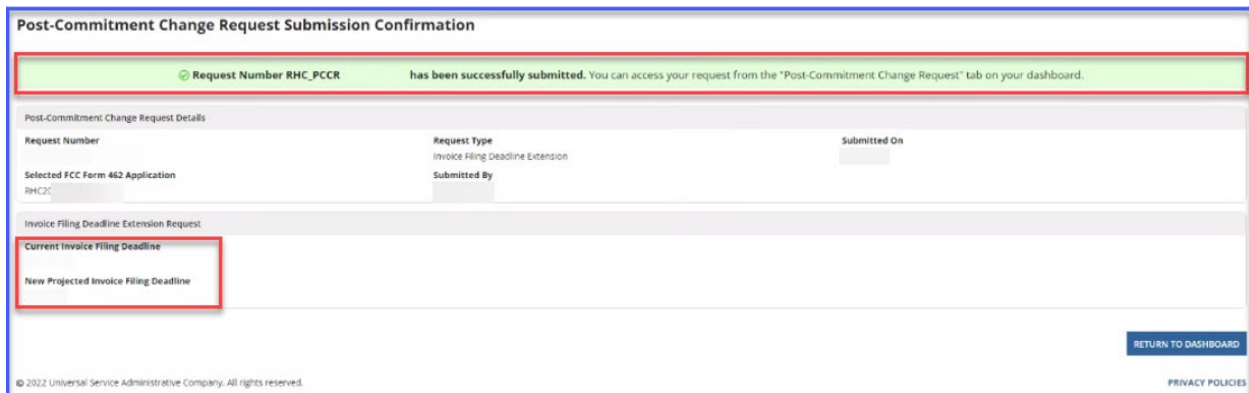
Select the documents you'd like to download and click the **Download** button on the bottom right of the screen.



Step 4: The FCC Form 462 application number and post-commitment change request type are displayed on the **Signature** page. Click the required certifications and sign in the **Digital Signature** field using your full name as it appears in RHC Connect. Click **Request Change**.

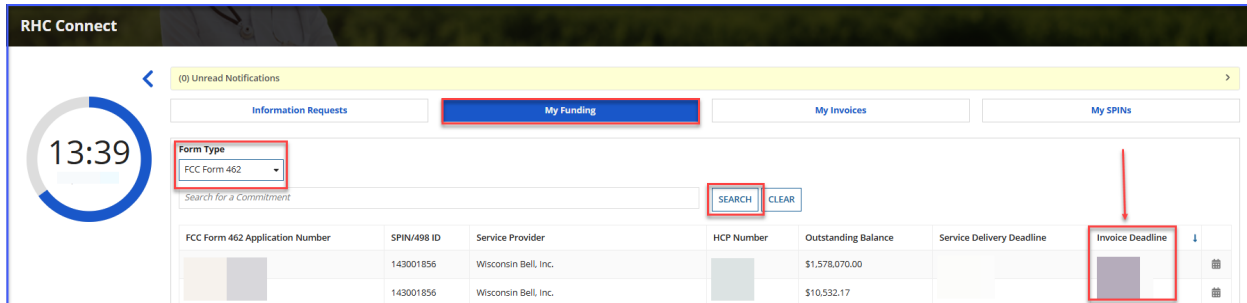


Step 5: Once submitted, the confirmation message in green will display with a summary of the request and the new invoice filing deadline.



Step 6: Return to the **My Funding** tab on the Dashboard and search using the **Post-Commitment Change Request** number in the search field. The new invoice filing deadline will appear in the **Invoice Deadline** column on the right of the screen and the calendar icon will no longer be visible.

Screen shot of the My Funding tab with the search field and the Invoice Deadline column emphasized.



RHC Connect

(0) Unread Notifications

Information Requests | **My Funding** | My Invoices | My SPINs

13:39

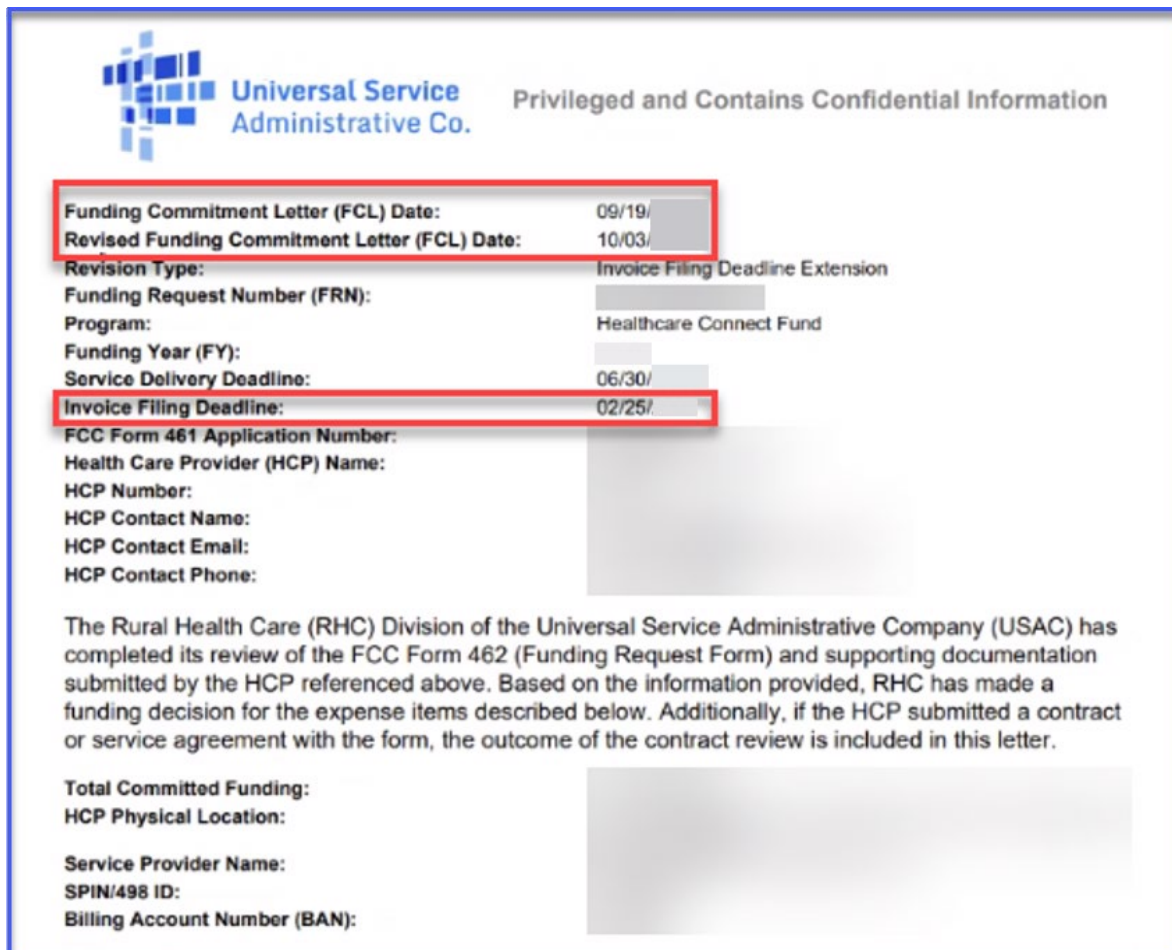
Form Type: FCC Form 462

Search for a Commitment

SEARCH CLEAR

FCC Form 462 Application Number	SPIN/498 ID	Service Provider	HCP Number	Outstanding Balance	Service Delivery Deadline	Invoice Deadline
	143001856	Wisconsin Bell, Inc.		\$1,578,070.00		
	143001856	Wisconsin Bell, Inc.		\$10,532.17		

Step 7: Once processed, an updated Funding Commitment Letter (FCL) will be sent displaying the new invoice filing deadline.



Universal Service Administrative Co. Privileged and Contains Confidential Information

Funding Commitment Letter (FCL) Date: 09/19/

Revised Funding Commitment Letter (FCL) Date: 10/03/

Revision Type: Invoice Filing Deadline Extension

Funding Request Number (FRN):

Program: Healthcare Connect Fund

Funding Year (FY):

Service Delivery Deadline: 06/30/

Invoice Filing Deadline: 02/25/

FCC Form 461 Application Number:

Health Care Provider (HCP) Name:

HCP Number:

HCP Contact Name:

HCP Contact Email:

HCP Contact Phone:

The Rural Health Care (RHC) Division of the Universal Service Administrative Company (USAC) has completed its review of the FCC Form 462 (Funding Request Form) and supporting documentation submitted by the HCP referenced above. Based on the information provided, RHC has made a funding decision for the expense items described below. Additionally, if the HCP submitted a contract or service agreement with the form, the outcome of the contract review is included in this letter.

Total Committed Funding:

HCP Physical Location:

Service Provider Name:

SPIN/498 ID:

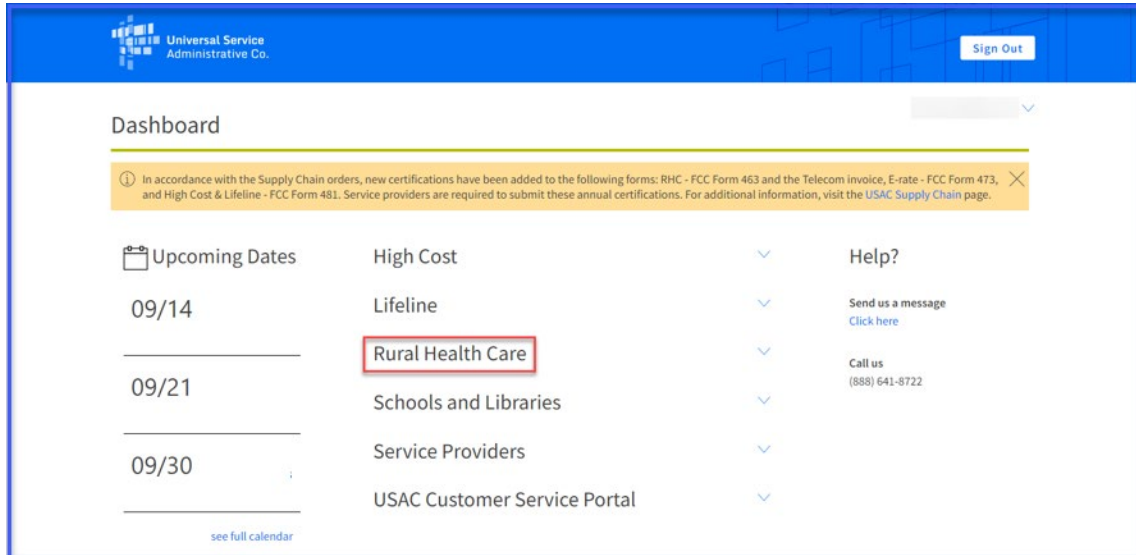
Billing Account Number (BAN):

Tool Tip: To sort invoice filing deadlines for everything in your queue from earliest to latest, click **Invoice Deadline** on the right.

For more information, visit the [Post-Commitment Actions](#) webpage on the USAC website.

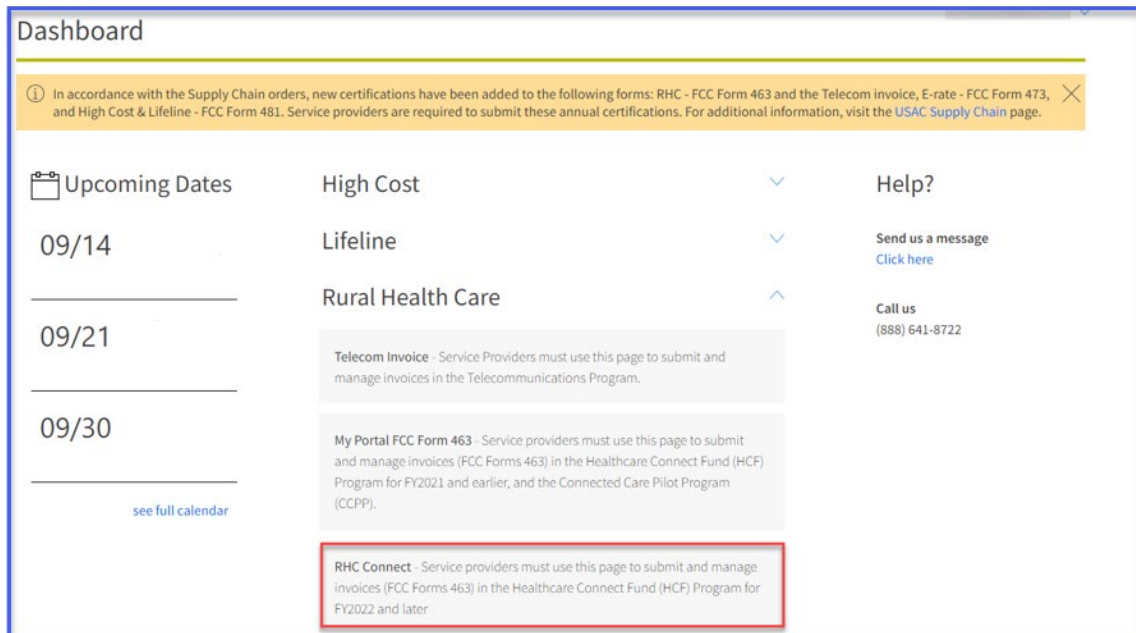
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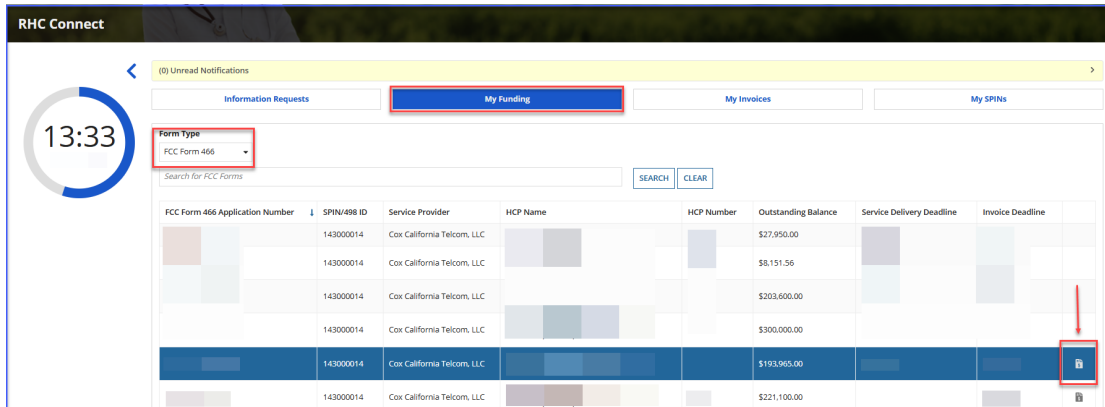
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Step 2: Click **RHC Connect**.



The screenshot shows the Universal Service Administrative Co. dashboard. At the top, there is a blue header with the logo and a 'Sign Out' button. Below the header, a yellow banner contains a notification about new certifications. The main content area is divided into three columns. The left column, titled 'Upcoming Dates', lists dates 09/14, 09/21, and 09/30. The middle column, titled 'High Cost', lists 'Lifeline', 'Rural Health Care', and 'RHC Connect' (highlighted with a red box). The right column, titled 'Help?', contains links for 'Send us a message', 'Call us', and a phone number. The 'RHC Connect' link is highlighted with a red box.

Step 3: Click **My Funding**, select the **FCC Form 466 Application Number**, then click on the calendar icon at the far right of the screen.



RHC Connect

(0) Unread Notifications

Information Requests **My Funding** My Invoices My SPINs

Form Type
FCC Form 466

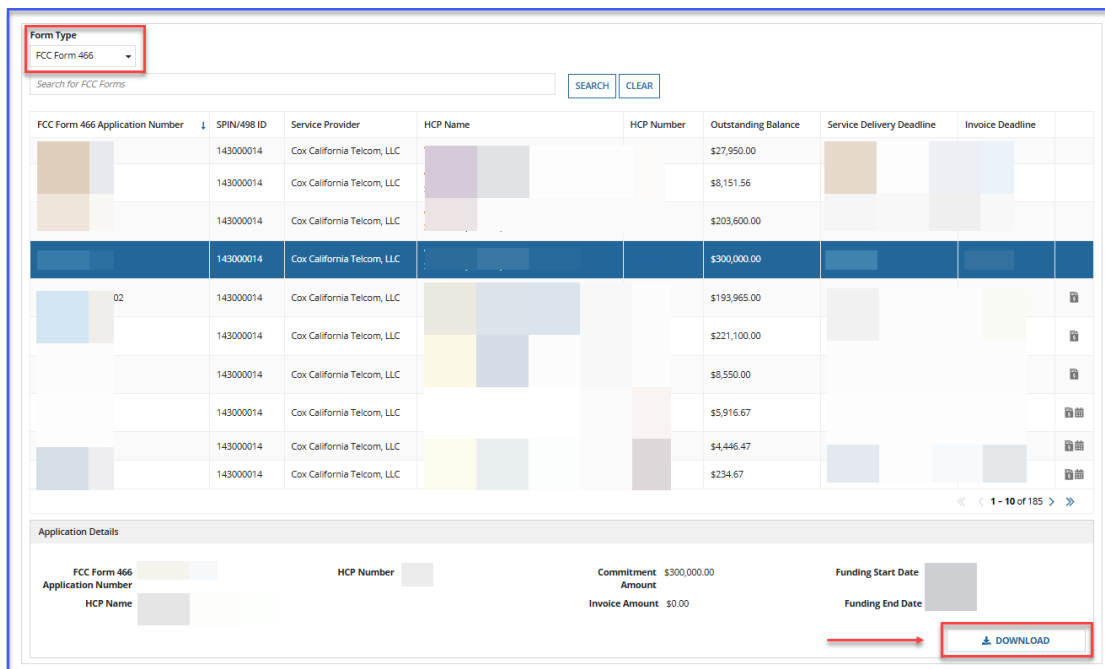
Search for FCC Forms

FCC Form 466 Application Number	SPIN/498 ID	Service Provider	HCP Name	HCP Number	Outstanding Balance	Service Delivery Deadline	Invoice Deadline
	143000014	Cox California Telcom, LLC			\$27,950.00		
	143000014	Cox California Telcom, LLC			\$8,151.56		
	143000014	Cox California Telcom, LLC			\$203,600.00		
	143000014	Cox California Telcom, LLC			\$300,000.00		
	143000014	Cox California Telcom, LLC			\$193,965.00		
	143000014	Cox California Telcom, LLC			\$221,100.00		

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- The one-time automatic invoicing deadline was already requested and granted by the HCP or the service provider.
- The FCC Form 462 was pulled back to review due to a decision from the RHC Appeals team or the FCC.

To download documents, scroll to the bottom of the screen and click the **Download** button on the right.



Form Type
FCC Form 466

Search for FCC Forms

FCC Form 466 Application Number	SPIN/498 ID	Service Provider	HCP Name	HCP Number	Outstanding Balance	Service Delivery Deadline	Invoice Deadline
	143000014	Cox California Telcom, LLC			\$27,950.00		
	143000014	Cox California Telcom, LLC			\$8,151.56		
	143000014	Cox California Telcom, LLC			\$203,600.00		
	143000014	Cox California Telcom, LLC			\$300,000.00		
	143000014	Cox California Telcom, LLC			\$193,965.00		
	143000014	Cox California Telcom, LLC			\$221,100.00		
	143000014	Cox California Telcom, LLC			\$8,550.00		
	143000014	Cox California Telcom, LLC			\$5,916.67		
	143000014	Cox California Telcom, LLC			\$4,446.47		
	143000014	Cox California Telcom, LLC			\$234.67		

Application Details

FCC Form 466 Application Number HCP Name

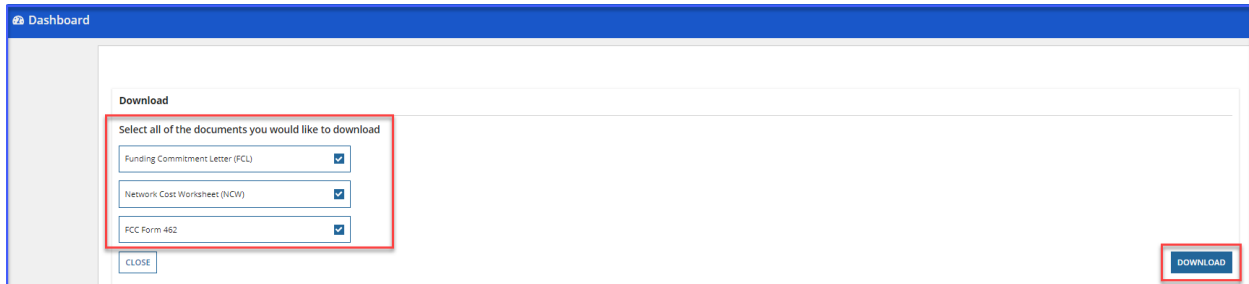
HCP Number

Commitment Amount \$300,000.00
Invoice Amount \$0.00

Funding Start Date
Funding End Date

DOWNLOAD

Select the documents you'd like to download and click the **Download** button on the bottom right of the screen.



Dashboard

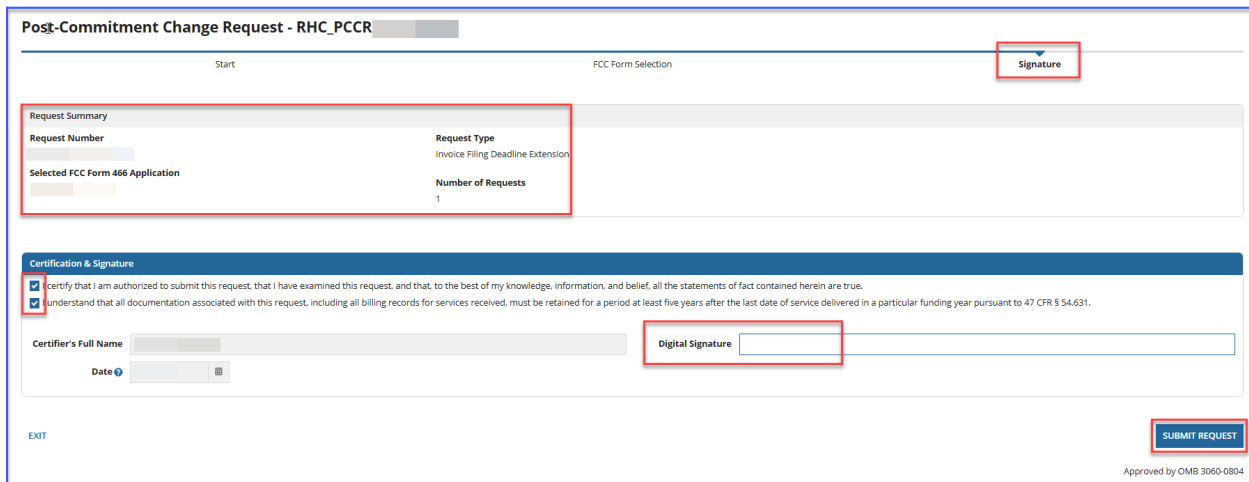
Download

Select all of the documents you would like to download

Funding Commitment Letter (FCL)	<input checked="" type="checkbox"/>
Network Cost Worksheet (NCW)	<input checked="" type="checkbox"/>
FCC Form 462	<input checked="" type="checkbox"/>

[CLOSE](#) [DOWNLOAD](#)

Step 4: The FCC Form 462 application number and post-commitment change request type are displayed on the **Signature** page. Click the required certifications and sign in the **Digital Signature** field using your full name as it appears in RHC Connect. Click **Request Change**.



Post-Commitment Change Request - RHC_PCCR

Start FCC Form Selection **Signature**

Request Summary	
Request Number	Request Type
	Invoice Filing Deadline Extension
Selected FCC Form 466 Application	Number of Requests
	1

Certification & Signature

☒ I certify that I am authorized to submit this request, that I have examined this request, and that, to the best of my knowledge, information, and belief, all the statements of fact contained herein are true.

☒ I understand that all documentation associated with this request, 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.

Certifier's Full Name

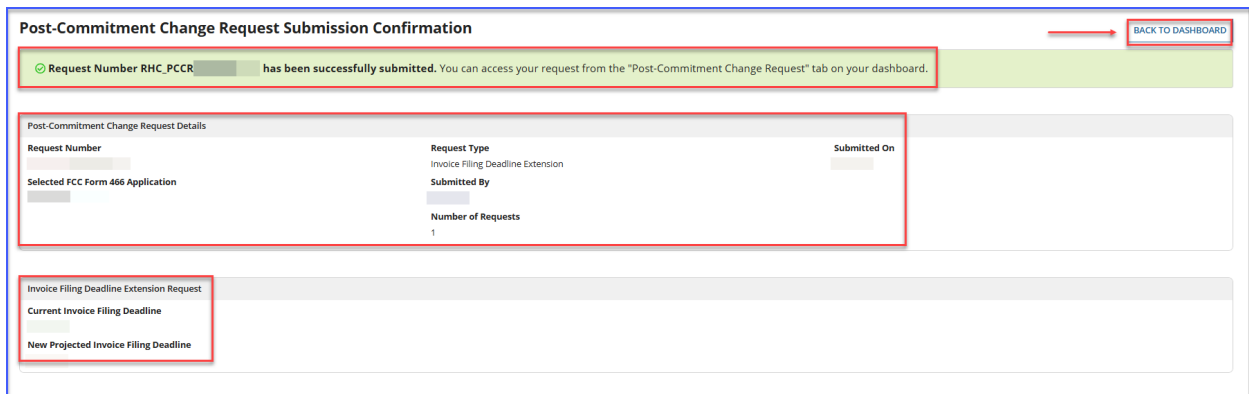
Date

Digital Signature

[EXIT](#) [SUBMIT REQUEST](#)

Approved by OMB 3060-0804

Step 5: Once submitted, the confirmation message in green will display with a summary of the request and the new invoice filing deadline.



Post-Commitment Change Request Submission Confirmation

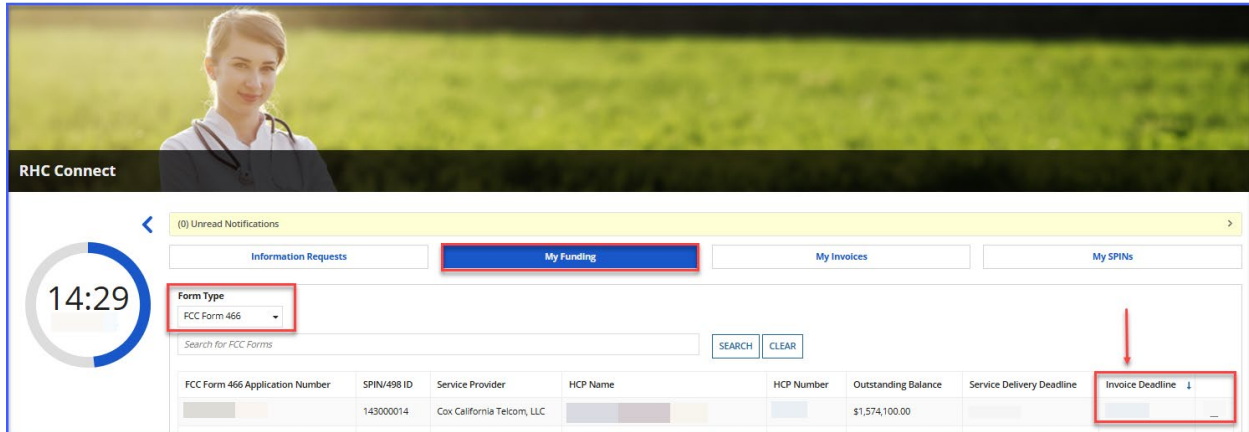
[BACK TO DASHBOARD](#)

Request Number RHC_PCCR has been successfully submitted. You can access your request from the "Post-Commitment Change Request" tab on your dashboard.

Post-Commitment Change Request Details		
Request Number	Request Type	Submitted On
	Invoice Filing Deadline Extension	
Selected FCC Form 466 Application	Submitted By	
	Number of Requests	
	1	

Invoice Filing Deadline Extension Request
Current Invoice Filing Deadline
New Projected Invoice Filing Deadline

Step 6: Return to the Dashboard and search using the **Post-Commitment Change Request** number in the search field. The new invoice filing deadline will appear in the **Invoice Deadline** column on the right of the screen and the calendar icon will no longer be visible.



RHC Connect

(0) Unread Notifications

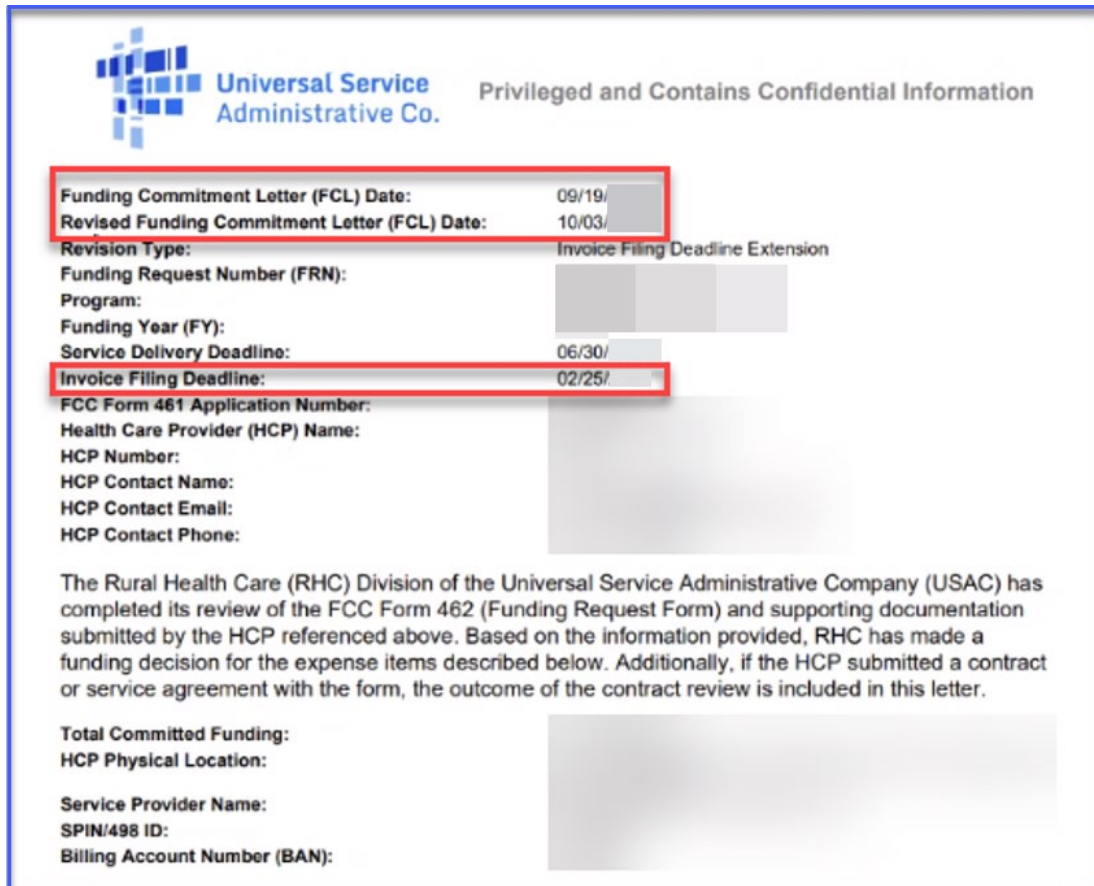
Information Requests | **My Funding** | My Invoices | My SPINs

Form Type: FCC Form 466

Search for FCC Forms: [SEARCH] [CLEAR]

FCC Form 466 Application Number	SPIN/498 ID	Service Provider	HCP Name	HCP Number	Outstanding Balance	Service Delivery Deadline	Invoice Deadline
	143000014	Cox California Telecom, LLC			\$1,574,100.00		02/25/2025

Step 7: Once processed, an updated Funding Commitment Letter (FCL) will be sent displaying the new invoice filing deadline.



Universal Service Administrative Co. Privileged and Contains Confidential Information

Funding Commitment Letter (FCL) Date: 09/19/2024

Revised Funding Commitment Letter (FCL) Date: 10/03/2024

Revision Type: Invoice Filing Deadline Extension

Funding Request Number (FRN): [REDACTED]

Program: [REDACTED]

Funding Year (FY): [REDACTED]

Service Delivery Deadline: 06/30/2025

Invoice Filing Deadline: 02/25/2025

FCC Form 461 Application Number: [REDACTED]

Health Care Provider (HCP) Name: [REDACTED]

HCP Number: [REDACTED]

HCP Contact Name: [REDACTED]

HCP Contact Email: [REDACTED]

HCP Contact Phone: [REDACTED]

The Rural Health Care (RHC) Division of the Universal Service Administrative Company (USAC) has completed its review of the FCC Form 462 (Funding Request Form) and supporting documentation submitted by the HCP referenced above. Based on the information provided, RHC has made a funding decision for the expense items described below. Additionally, if the HCP submitted a contract or service agreement with the form, the outcome of the contract review is included in this letter.

Total Committed Funding: [REDACTED]

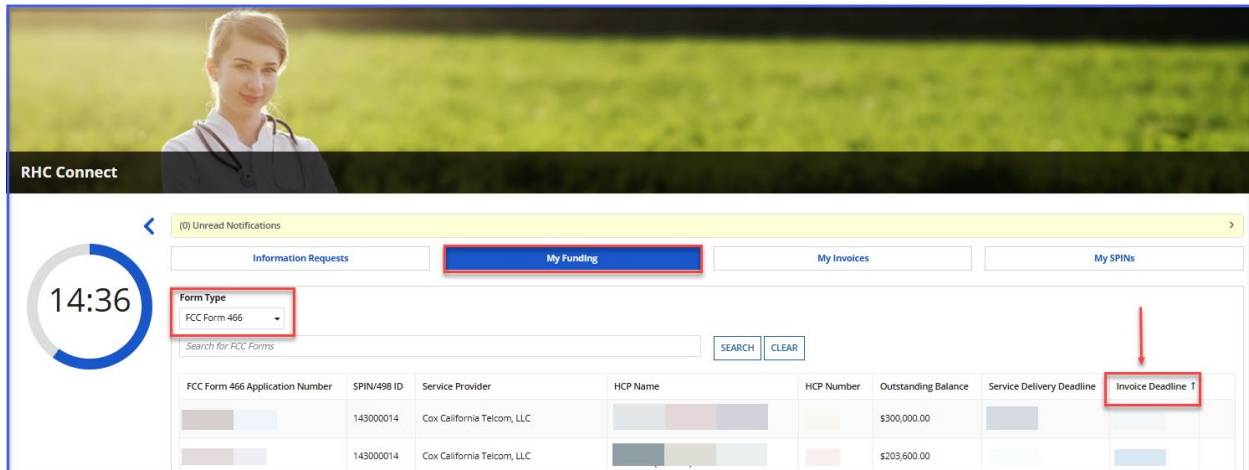
HCP Physical Location: [REDACTED]

Service Provider Name: [REDACTED]

SPIN/498 ID: [REDACTED]

Billing Account Number (BAN): [REDACTED]

Tool Tip: To sort invoice filing deadlines for everything in your queue from earliest to latest, click **Invoice Deadline** on the right.



The screenshot shows the RHC Connect dashboard. At the top, there's a header with a woman's image and the text 'RHC Connect'. Below this is a navigation bar with tabs: 'Information Requests', 'My Funding' (highlighted with a red box), 'My Invoices', and 'My SPINs'. On the left, there's a circular clock showing '14:36'. Below the clock is a 'Form Type' dropdown menu with 'FCC Form 466' selected (highlighted with a red box). To the right of the dropdown is a search bar with 'SEARCH' and 'CLEAR' buttons. Below the search bar is a table with the following columns: 'FCC Form 466 Application Number', 'SPIN/498 ID', 'Service Provider', 'HCP Name', 'HCP Number', 'Outstanding Balance', 'Service Delivery Deadline', and 'Invoice Deadline 1'. The 'Invoice Deadline 1' column is highlighted with a red box and a red arrow pointing to it. The table contains two rows of data for 'Cox California Telcom, LLC'.

FCC Form 466 Application Number	SPIN/498 ID	Service Provider	HCP Name	HCP Number	Outstanding Balance	Service Delivery Deadline	Invoice Deadline 1
	143000014	Cox California Telcom, LLC			\$300,000.00		
	143000014	Cox California Telcom, LLC			\$203,600.00		

For more information, visit the [Post-Commitment Actions](#) webpage on the USAC website.

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 rules for the invoice filing deadline change?

[FCC Order 19-78](#) authorized USAC to grant a single 120-day extension to the invoice filing deadline for HCPs and service providers.

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 HCF Program.

Resources

For more information, visit the following webpages on the USAC website:

- [Post-Commitment Actions](#) – HCF Program
- [Post-Commitment Actions](#) – Telecom Program

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.