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Submitting Third-Party Authorizations (TPAs) in RHC Connect

Rural Health Care (RHC) program

Revised July 2025

RHC Connect User Guide – Third Party Authorization (TPA)

Updated as of July 2025

Contents

General Information

Third Party Authorization (TPA)
A TPA is required if a consultant or other third party, i.e., anyone who is not employed by the health care provider (HCP), will file forms on behalf of a site. A TPA provides written authorization to the third party to complete and submit forms on behalf of the HCP or consortium in the Healthcare Connect Fund (HCF) Program or Telecommunications (Telecom) Program. Download a sample TPA.

Requirements:
A TPA must include:

- The name and contact information of the third party(ies) authorized to submit forms on behalf of the HCP.
- A statement by the third party that the HCP or Consortium Leader accepts any and all potential liability for applicable RHC program rule violations and any errors, omissions, or misrepresentations on the forms or documents submitted by the third party.
- Specific timeframe the TPA covers (start date and end date)
- Signed by an officer, director, or authorized employee of the HCP or the Consortium Leader
- The signature date.
- A list of HCP sites the TPA covers, including the HCP number, name, and address for each site.

Recommendations

- The duration of the authorization is at the discretion of the HCP and the third party, however USAC recommends that the TPA cover a minimum of twelve months or a period long enough to include the invoice filing deadline.
- Identify, if applicable, which FCC forms the TPA covers.

Things to Know

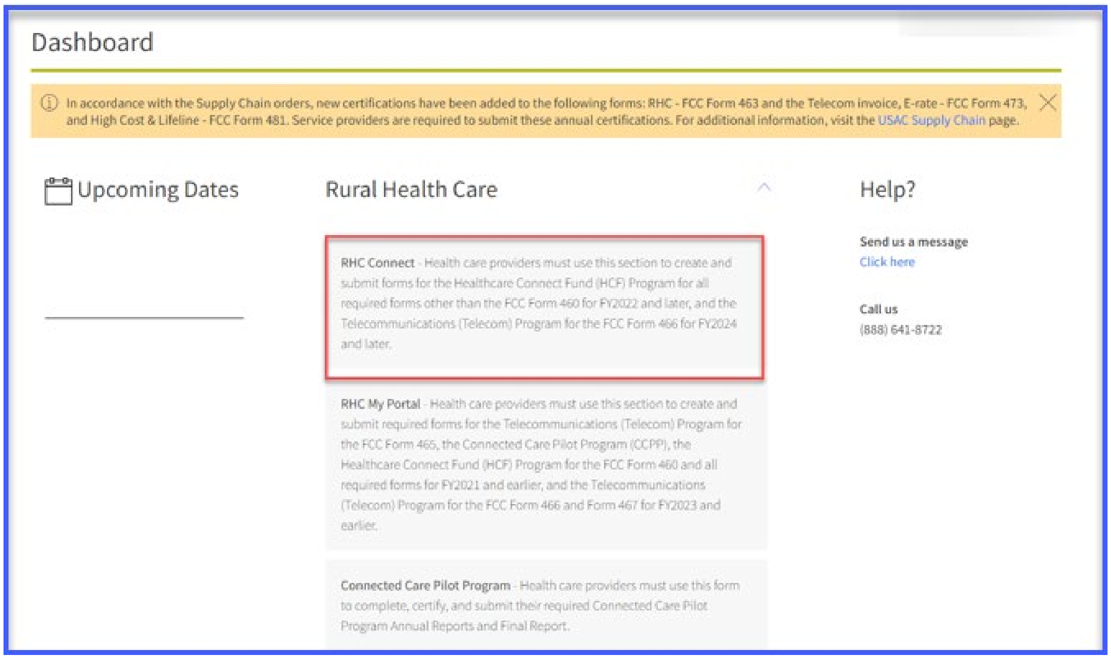
- A third party is defined as any individual who is not an officer, director, or authorized employee of the HCP or Consortium Leader, and may include a consultant, contractor, or attorney.
- If a third-party submits the FCC Form 460 (Eligibility and Registration Form), they must upload the TPA at the time of the filing.

- **Consortia only**: Separate TPAs are not required between consortium members and third parties, as long as the letter of agency (LOA) between the consortium members and consortium leader contains language that specifies that the consortium leader **and its agents** are authorized to act on behalf of the consortium members to submit their forms.

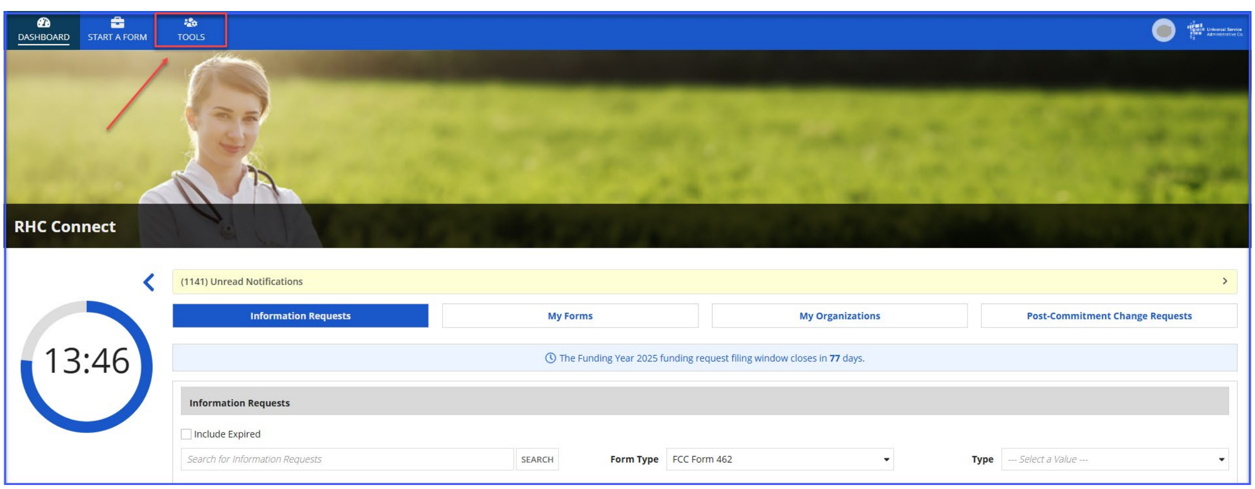
Please Note: The red boxes and arrows in the screenshots that follow do not actually appear in RHC Connect.

Submitting a TPA – Primary and Secondary Account Holders

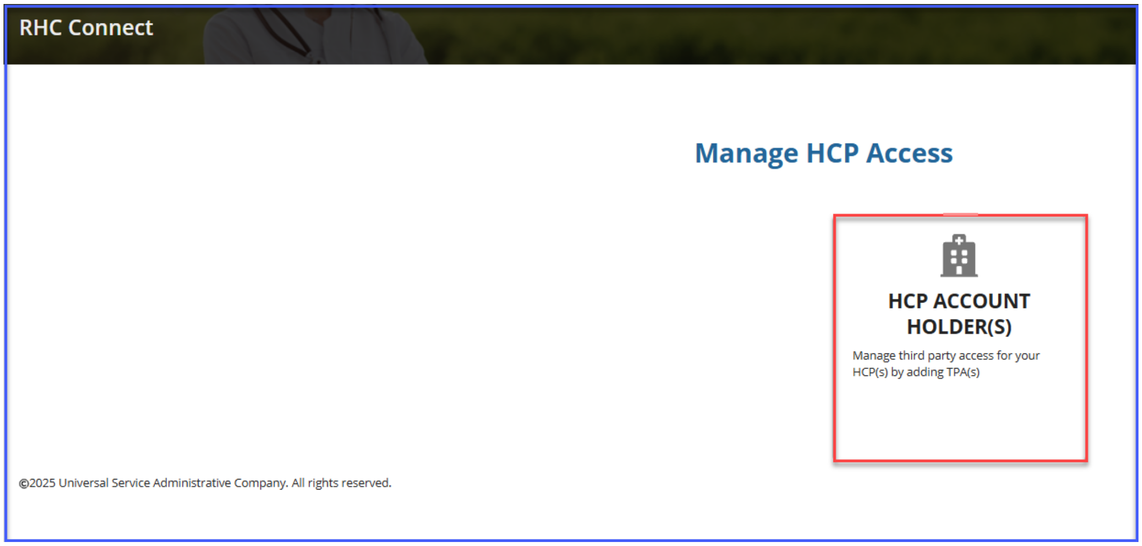
Step 1: Log into My Portal and click **RHC Connect**.



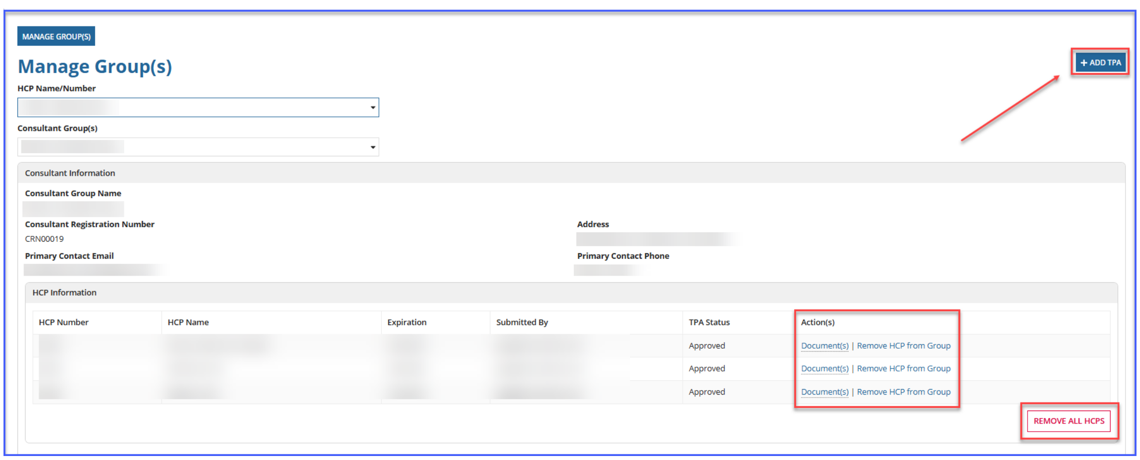
Step 2: On the **Dashboard**, click **Tools**.



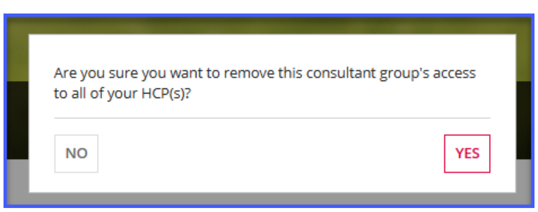
Step 3: Click **HCP Account Holder(s)**.



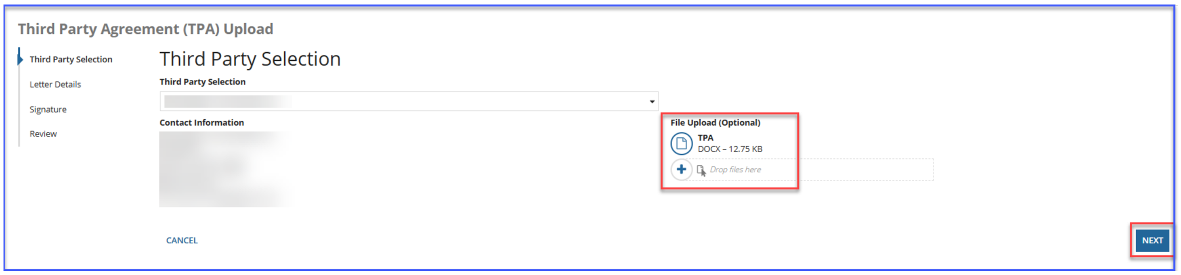
Step 4: Select the HCP(s) you want to add from the dropdown menu. All HCPs that you have access to as a primary or secondary account holder will be available to select. Select the **Consultant Group** from the dropdown menu. Information will be prepopulated with information in the system about that consultant group. Once added, all members of the consultant group will have authorization. To remove an HCP, click the hyperlink under the **Action(s)** column. Click **Remove All HCPs** to remove all HCPs. Click **Add TPA**.



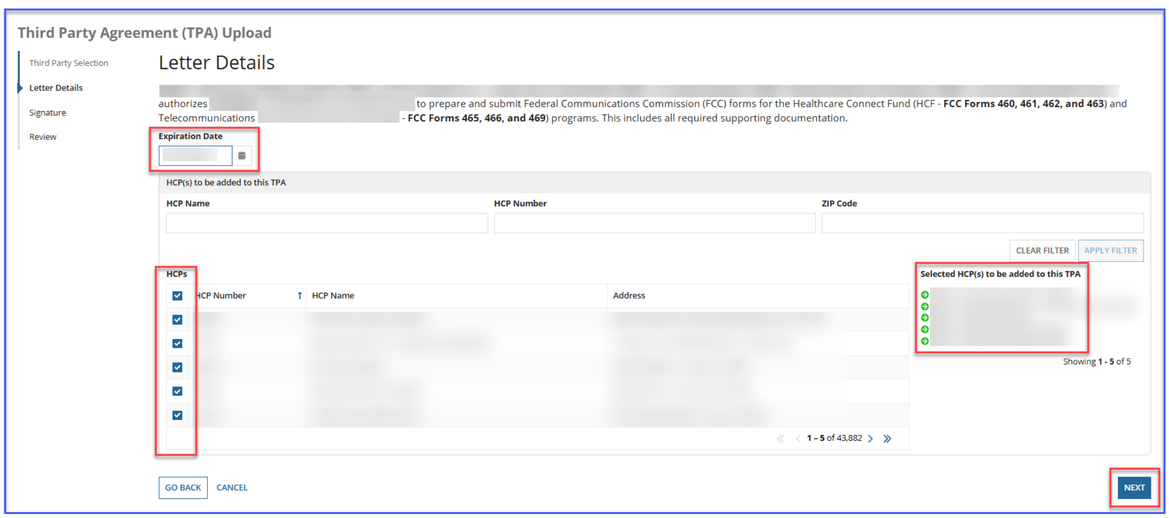
A message will appear to confirm that you want to remove the HCP(s).



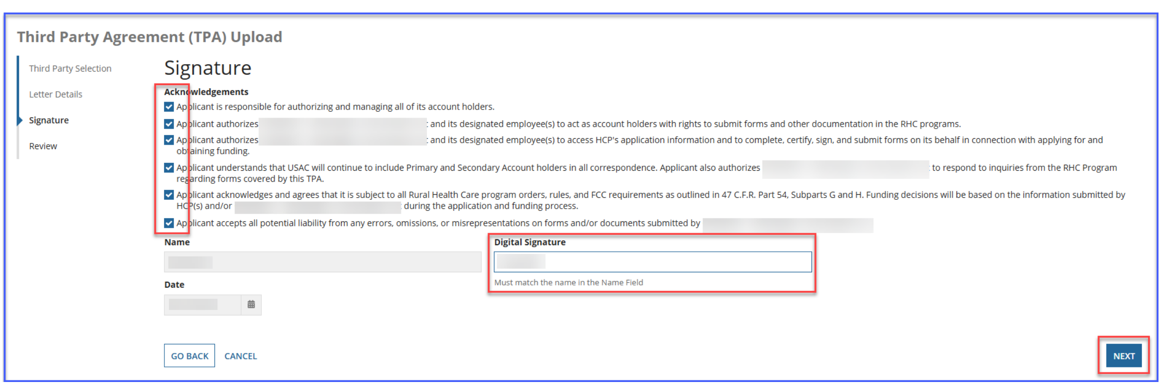
Step 5: Select the consultant group from the **Third-Party Selection** dropdown menu. Information about the consultant group will prepopulate. It's optional to upload the actual document for primary and secondary account holders **only**. Add the document, if desired, under **File Upload (Optional)**. Then click **Next**.



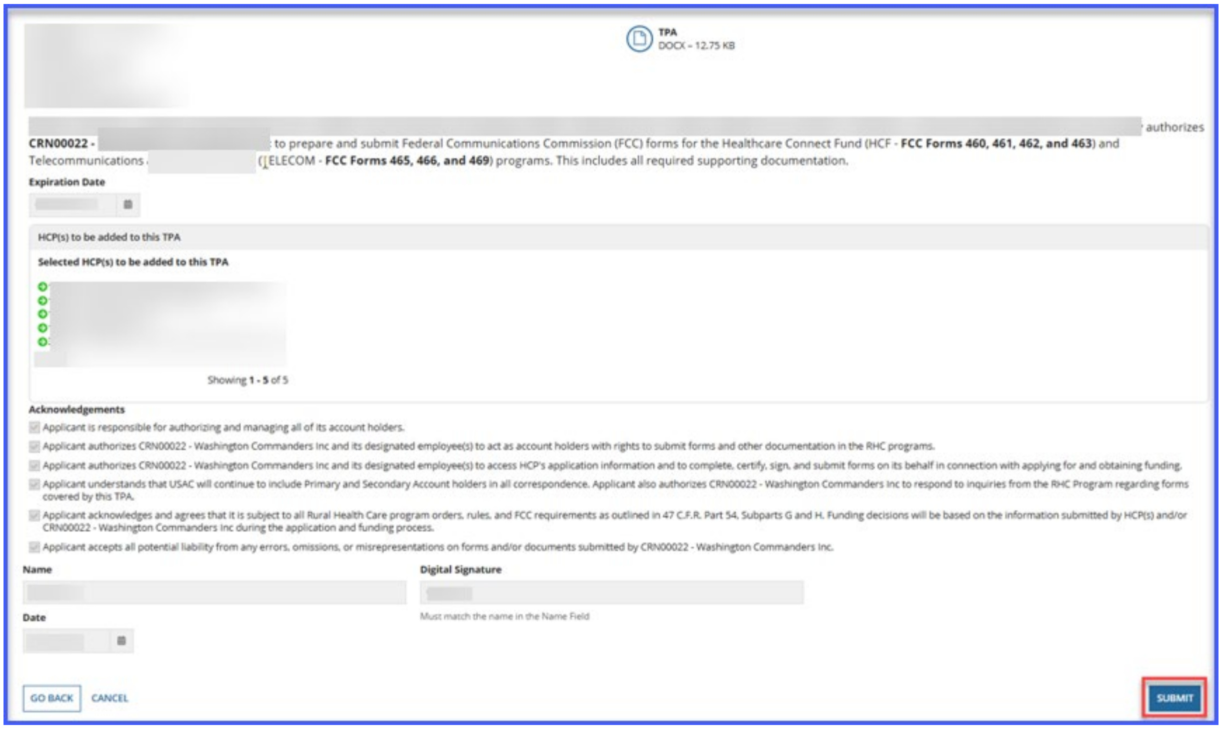
Step 6: Select the **Expiration Date** using the dropdown calendar. Click the box beside each HCP you want to add or click the box next to **HCP Number** to select all. The selected HCPs will appear under **Selected HCP(s) to be added to this TPA**. Then click **Next**.



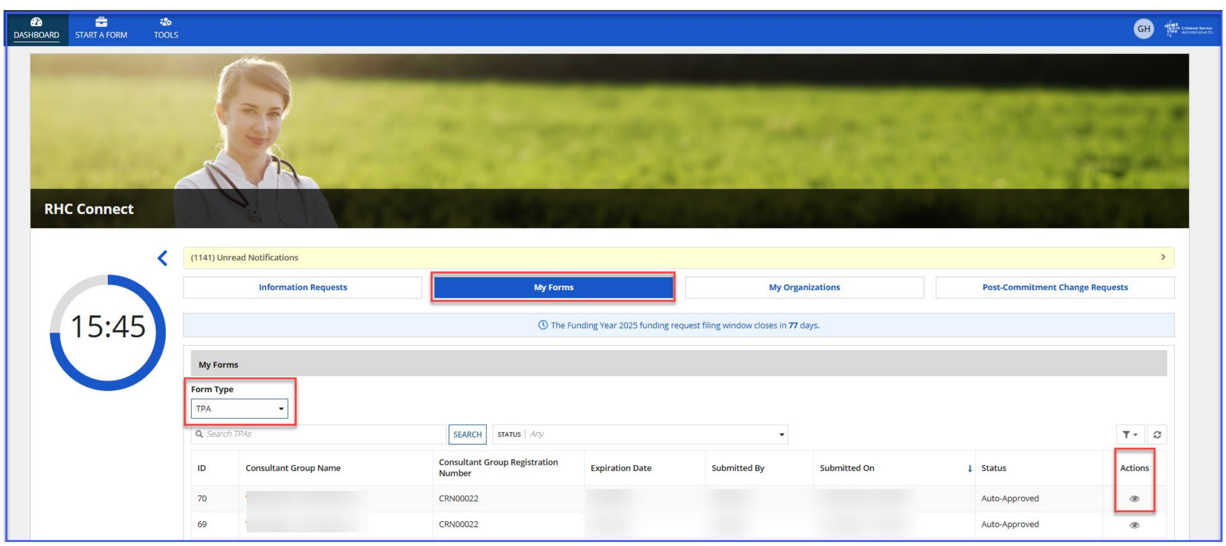
Step 7: Click all of the **Acknowledgements** and type your full name as it appears in RHC Connect in the **Digital Signature** field. Then click **Next**.



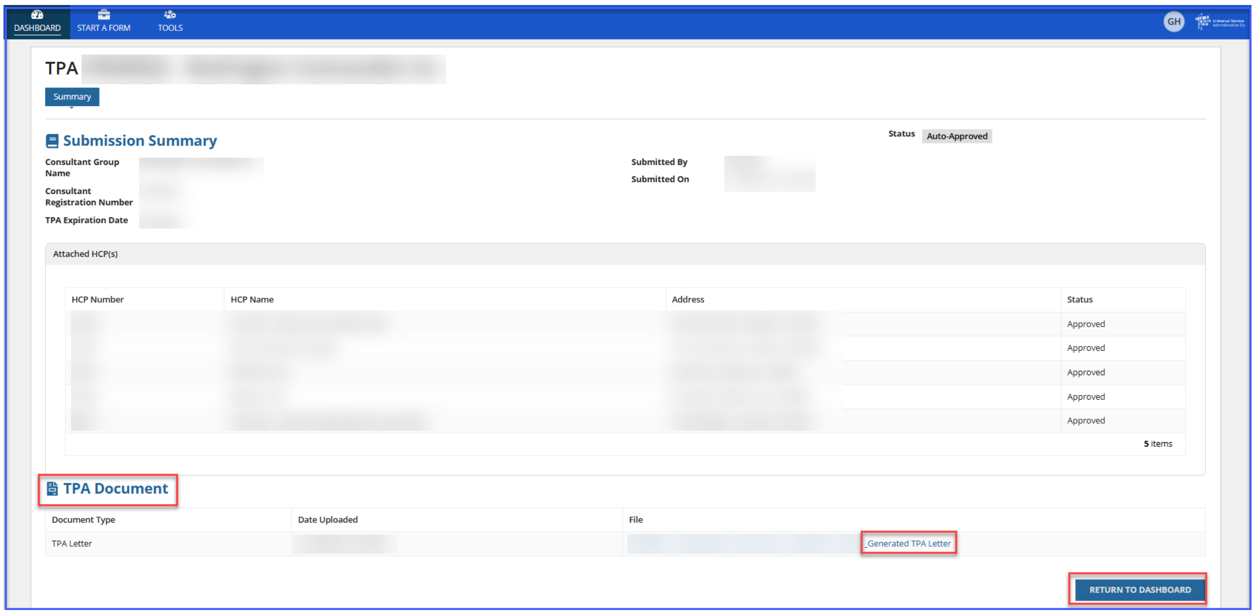
Step 8: Review all of the information, if correct, click **Submit**.



Step 9: To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from the **Form Type** dropdown menu. Click on the "eye" icon under the **Action(s)** column.

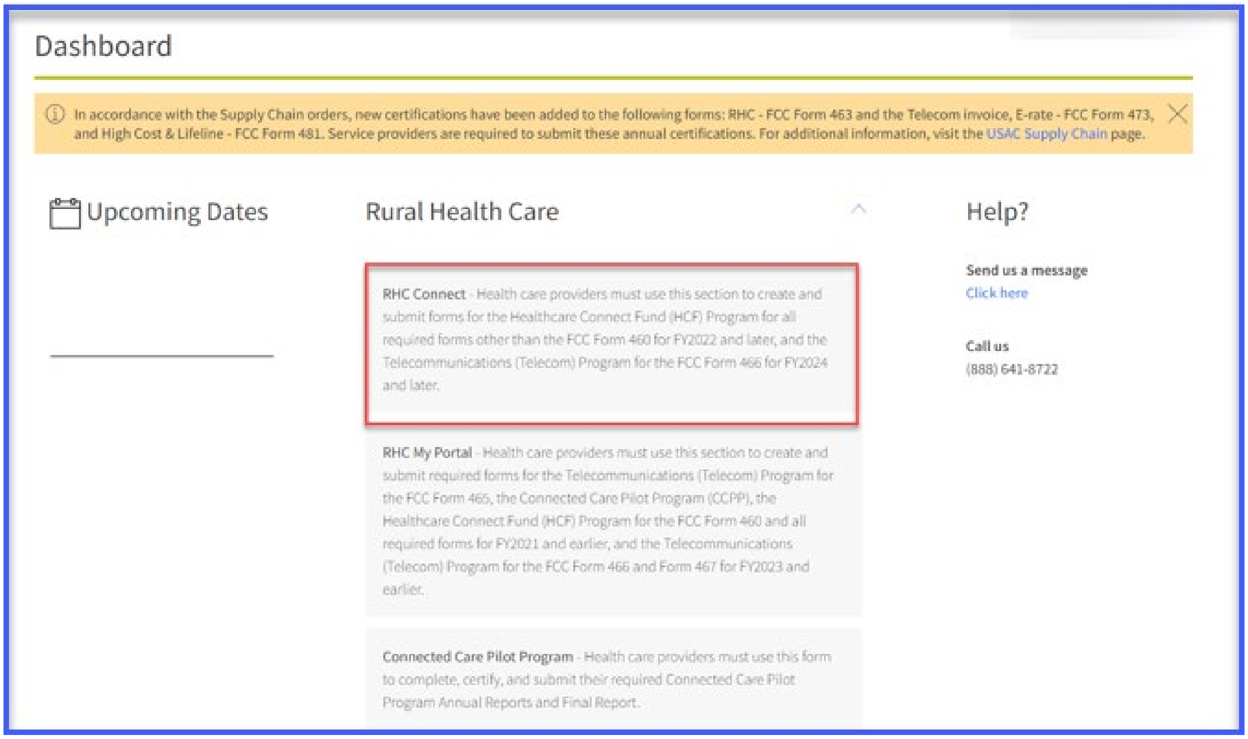


Step 10: To view the system generated TPA, click the hyperlink under the **TPA Document section**. If you uploaded a TPA, that document will also appear in the **TPA Document** section. To return to the **Dashboard**, click **Return to Dashboard**.

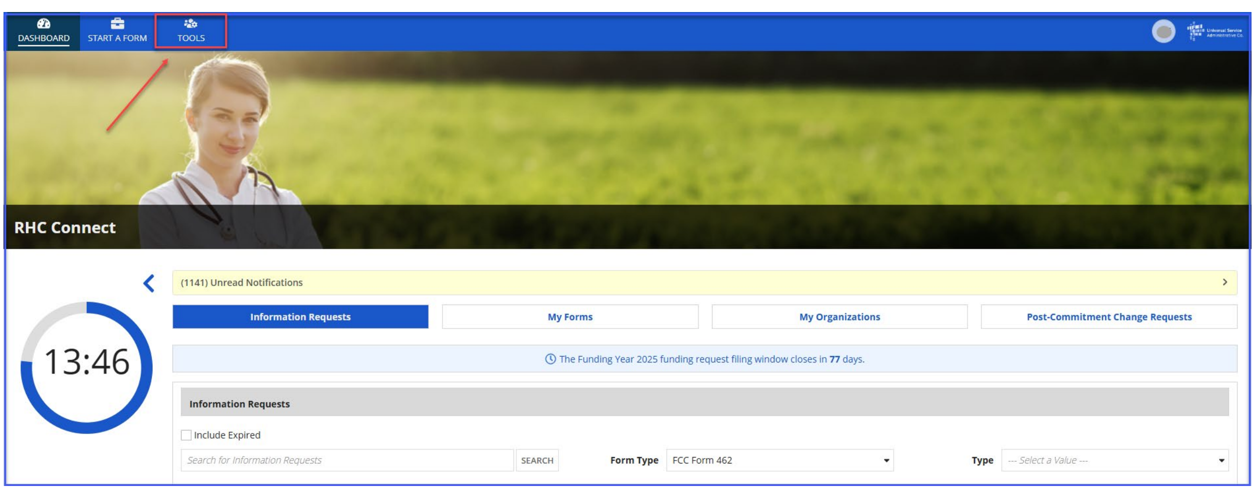


Submitting a TPA – Consultant Group

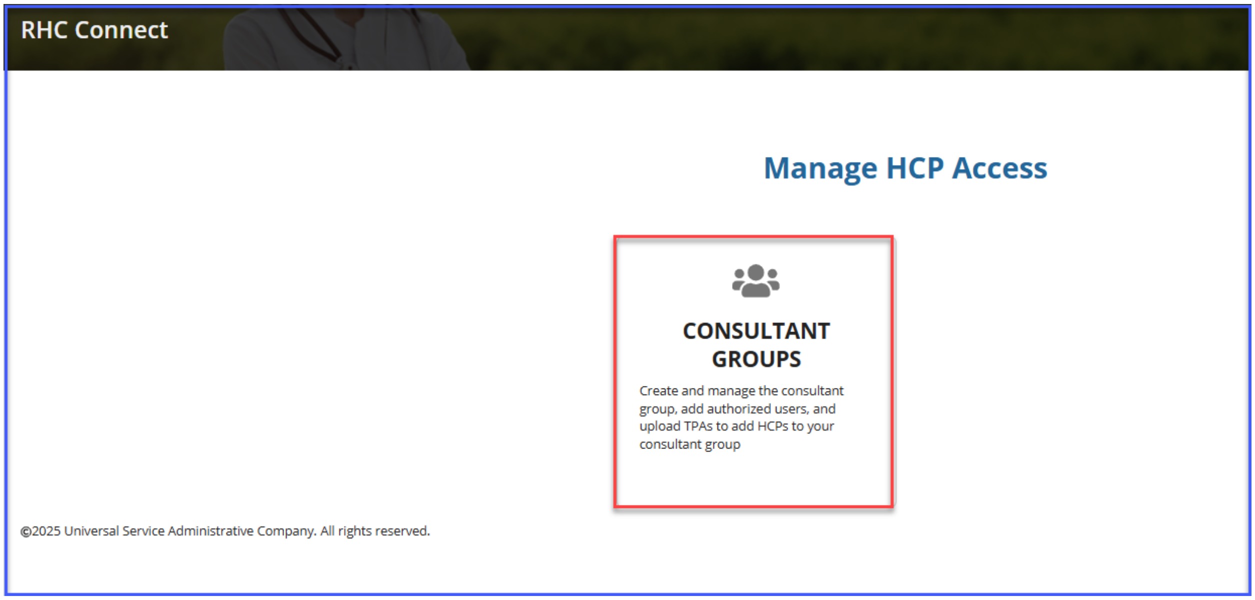
Step 1: Log into My Portal and click **RHC Connect**.



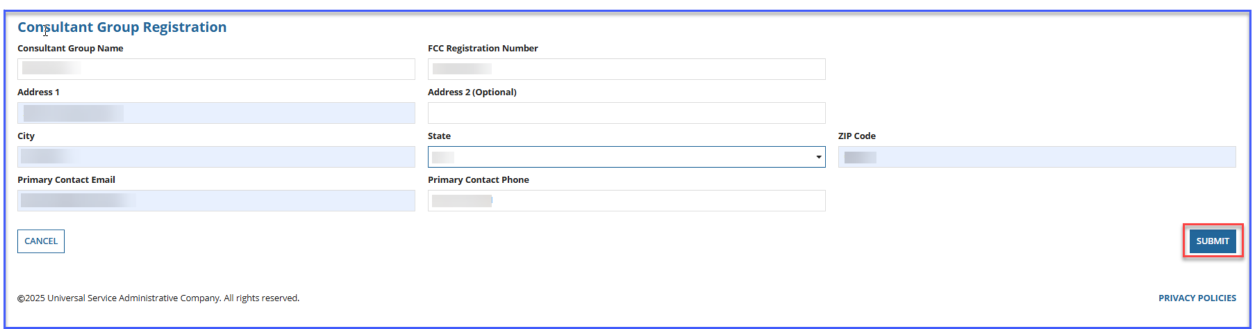
Step 2: On the **Dashboard,** click **Tools**.



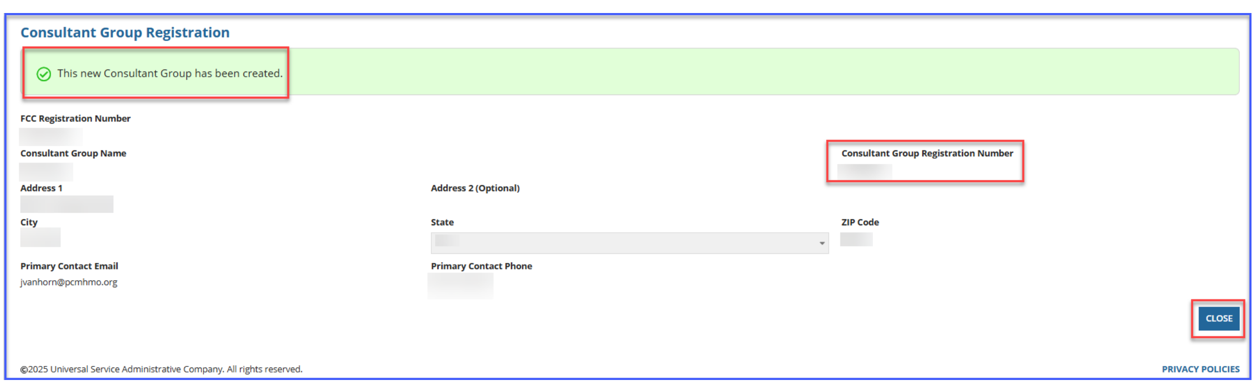
Step 3: Click **Consultant Groups**.



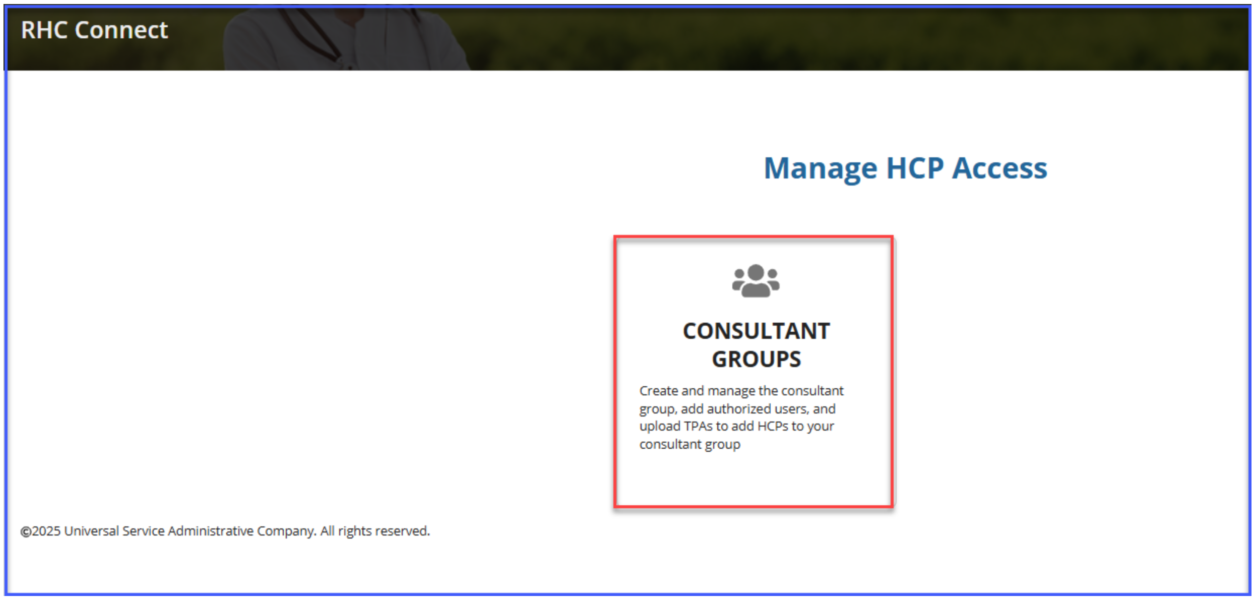
Step 4: When using this feature for the first time, you must register your consultant group. Enter information about the consultant group in the fields, then click **Submit**.



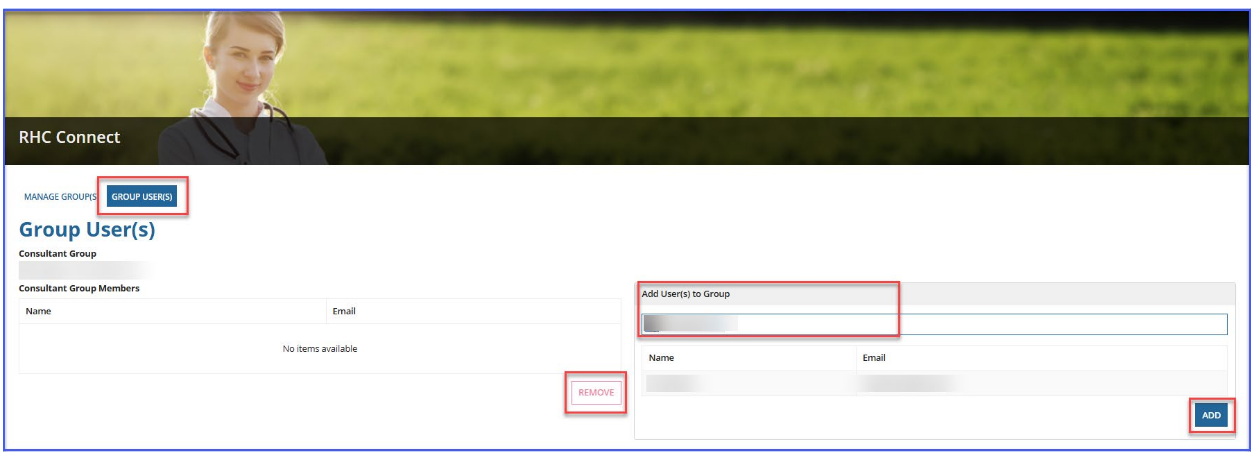
Step 5: Once you click **Submit**, this confirmation page will be displayed. Each consultant group is assigned a **Consultant Group Registration Number**. Click **Close** to continue.



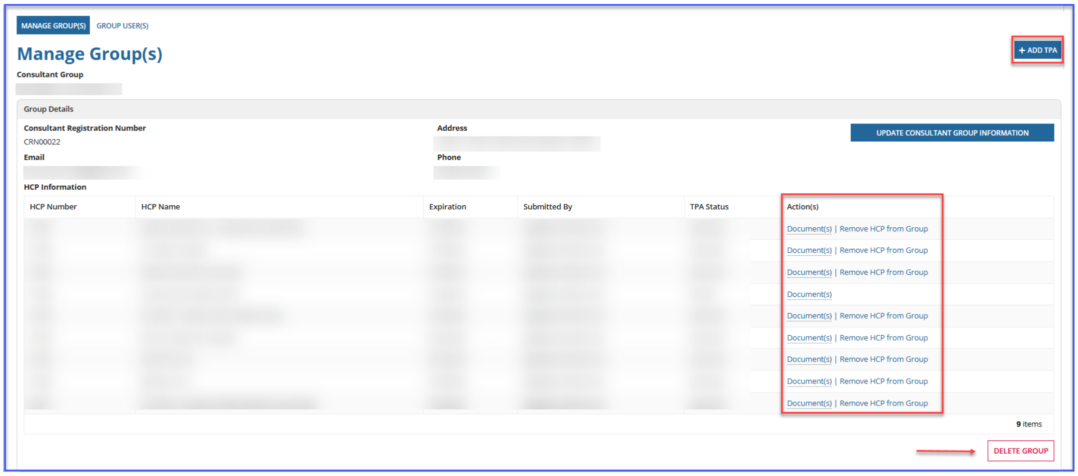
Step 6: Click **Consultant Groups**.



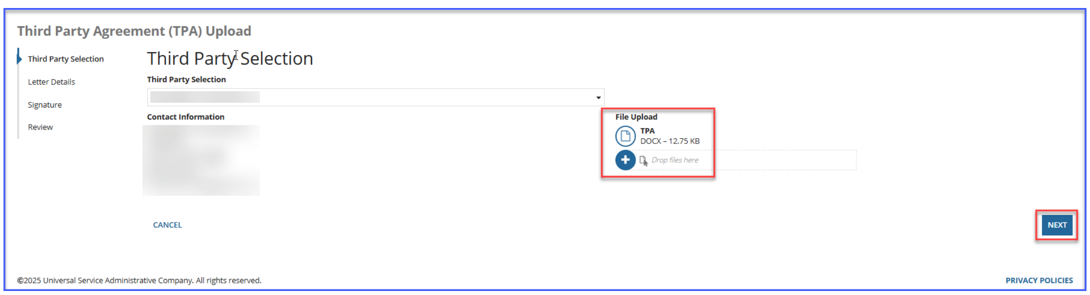
Step 7: To add users, click **Group Users**. Add user information in the **Add User(s) to the Group** field. Please keep in mind that the added user must have created their user profile using Multi-Factor Authentication to be available to select. To remove users, select the user and click **Remove**.



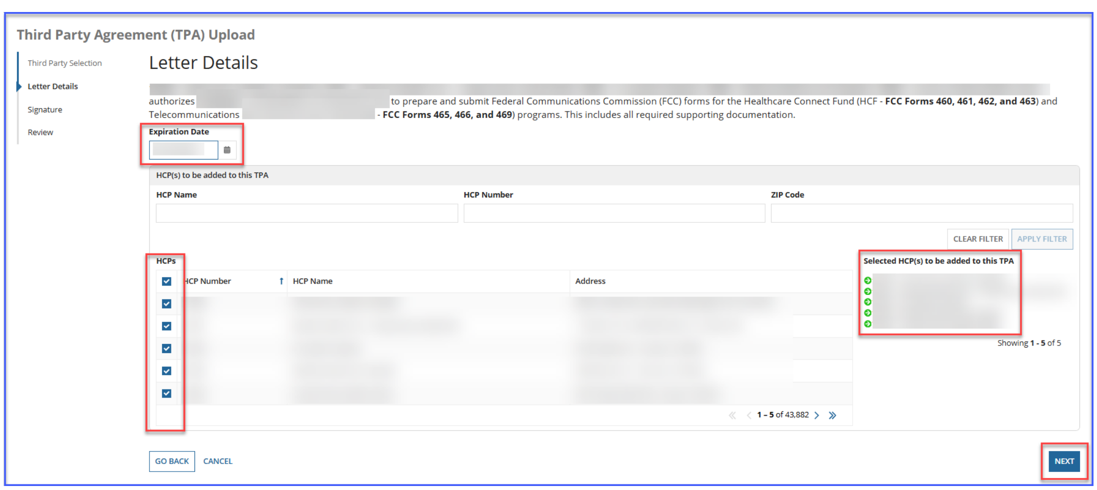
Step 8: Once you have access, all HCPs will be displayed. To view a document or remove an HCP from the group, click the hyperlinks under the **Action(s)** column. To select the consultant group, click **Delete Group**. To add a TPA, click **+Add TPA**.



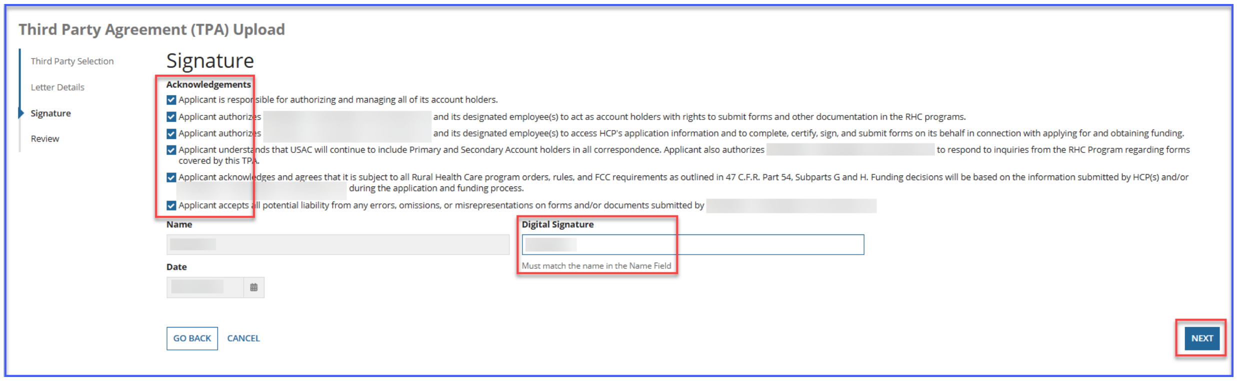
Step 9: Information is prepopulated based on information about the consultant group in the system. Third-parties are required to upload the TPA document. Click upload under **File Upload**. Then click **Next**.



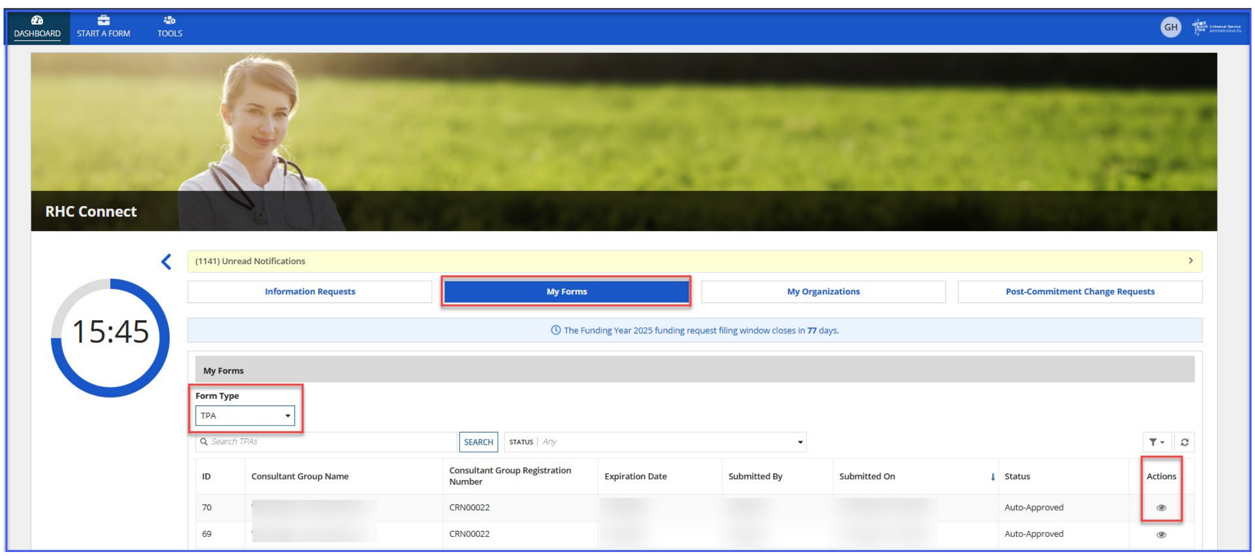
Step 10: Enter the **Expiration Date** using the dropdown calendar, then select HCPs using the filters. If this TPA is between a consortium and the consultant, only the consortium HCP number should be selected and not the member sites (see LOA/LOE user guide). Selected HCPs will appear on the right under **Selected HCP(s) to be added to this TPA**. Click **Next**.



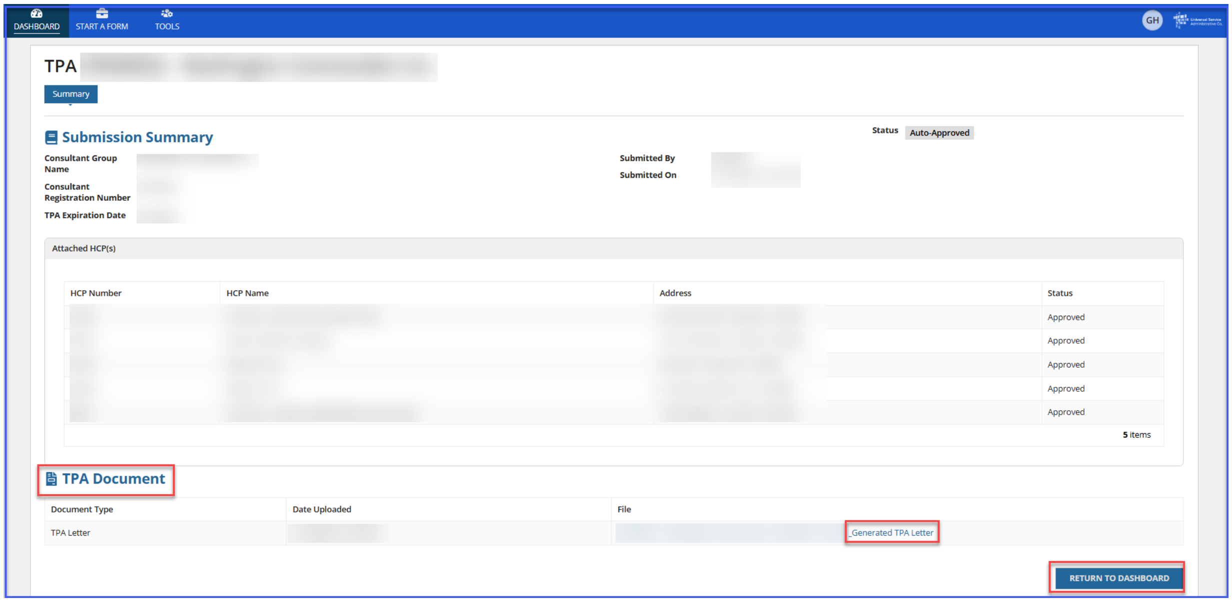
Step 11: Check the box beside all of the **Acknowledgements**, then type your full name as it appears in RHC Connect in the **Digital Signature** field. Click **Next**.



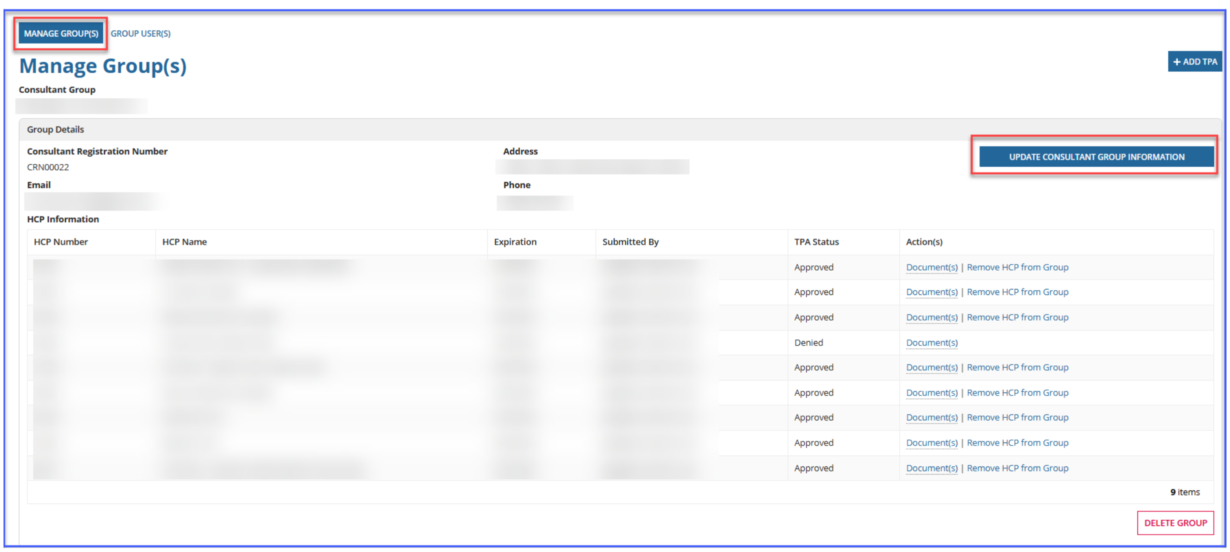
Step 12: To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from the **Form Type** dropdown menu. All TPAs are displayed. Click on the "eye" icon under the **Action(s)** column.



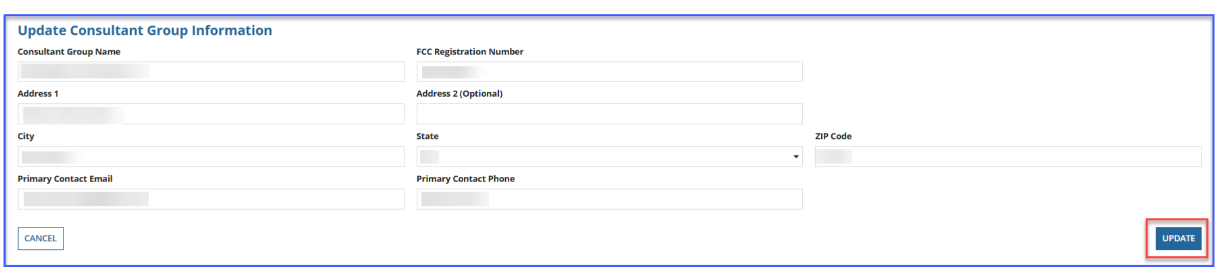
Step 13: To view the system generated TPA, click the hyperlink under the **TPA Document section**. If you uploaded a TPA, that document will also appear in the **TPA Document** section. To return to the **Dashboard**, click **Return to Dashboard**.



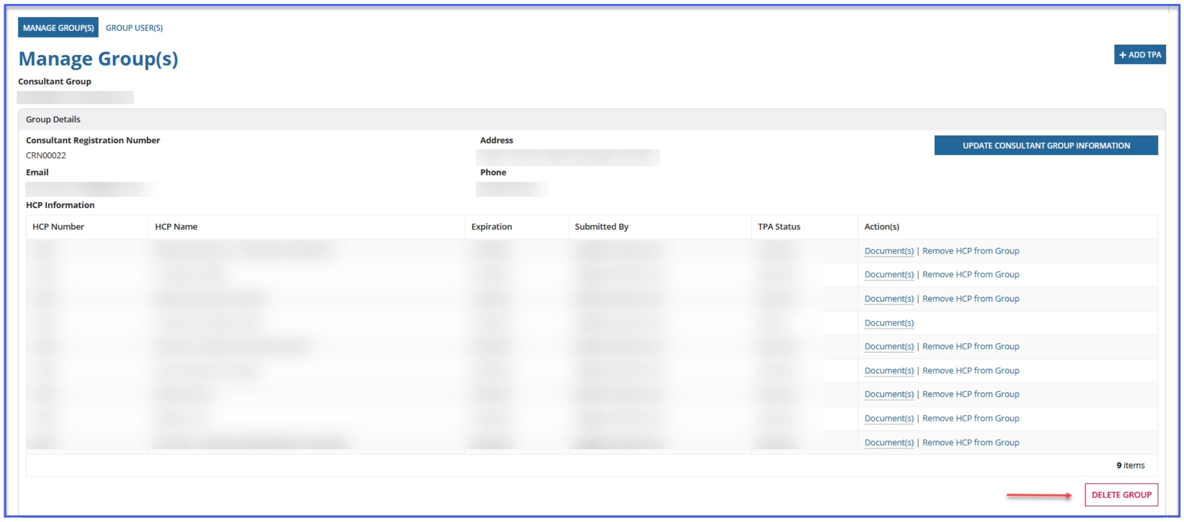
Step 14: To update information about the consultant group, navigate to the **Manage Group(s)** section and click **Update Consultant Group Information**.



Step 15: Edit the information, then click **Update**.



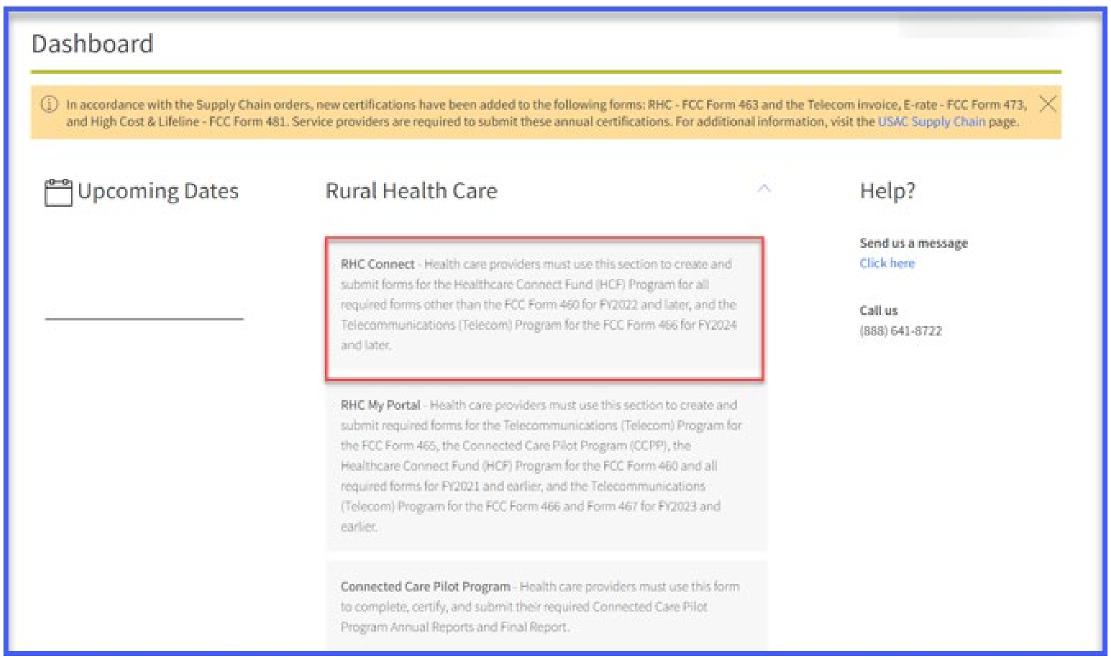
Step 13: To delete a consultant group, click **Delete Group**.



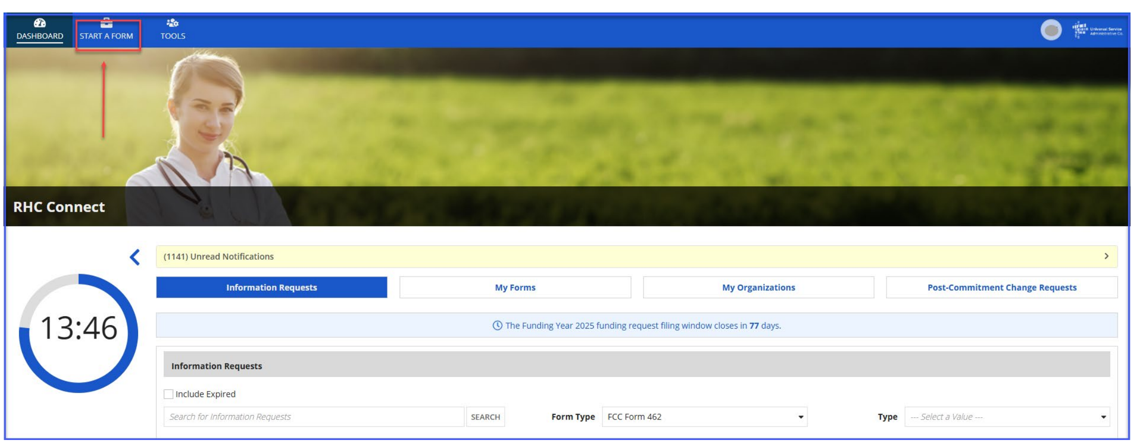
Submitting a TPA Through an FCC Form 460/460 Revision

Please note: If this is the first TPA you're submitting, submit it with the instructions in the section above. Once you are a member of a registered consultant group, you may submit the TPA directly in the FCC Form 460.

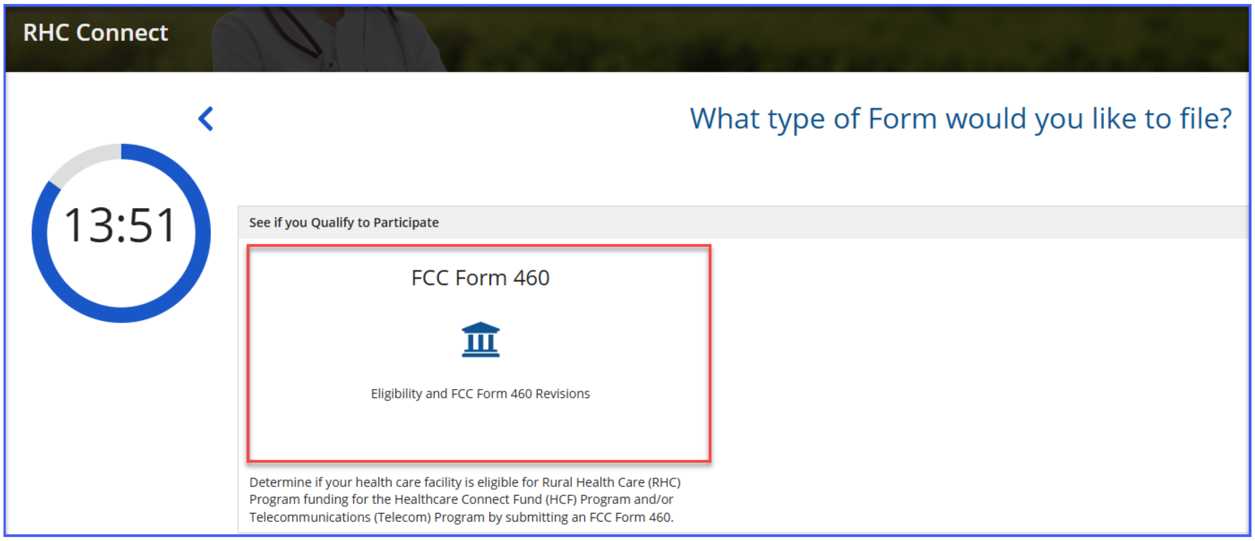
Step 1: Log into My Portal and click **RHC Connect**.



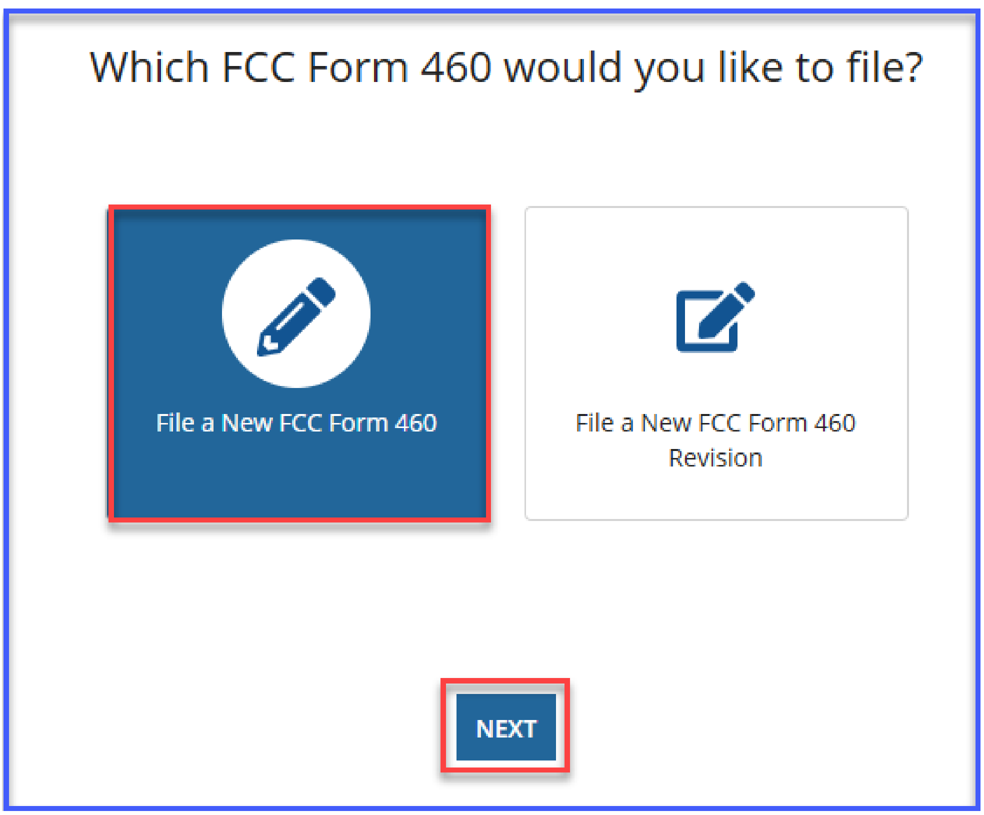
Step 2: On the **Dashboard**, click **Start a Form**.



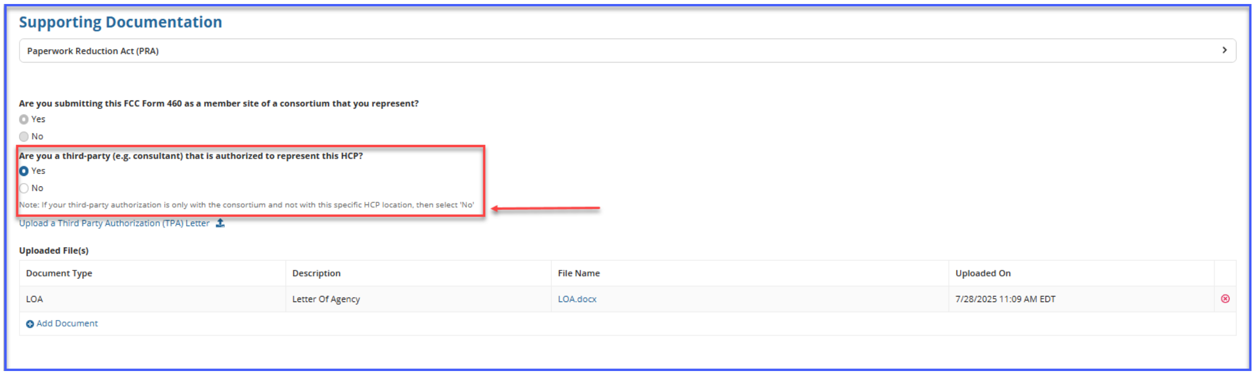
Step 3: Click **FCC Form 460** then click **Next** (bottom right on the screen).



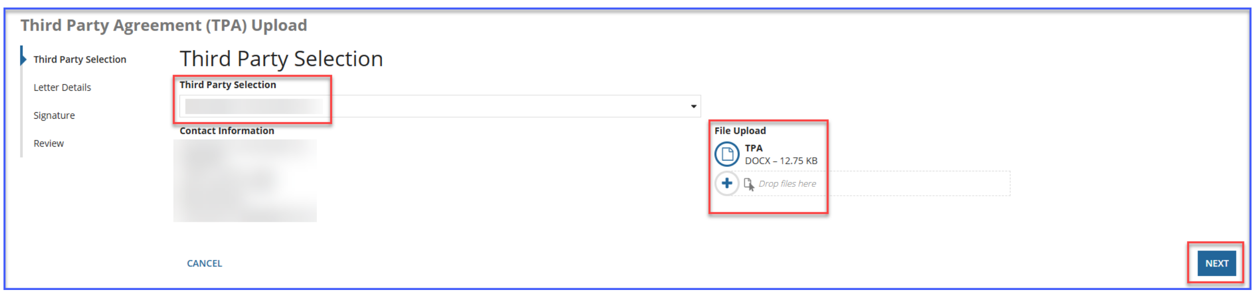
Step 4: Click **File a New FCC Form 460**. Then click **Next**.



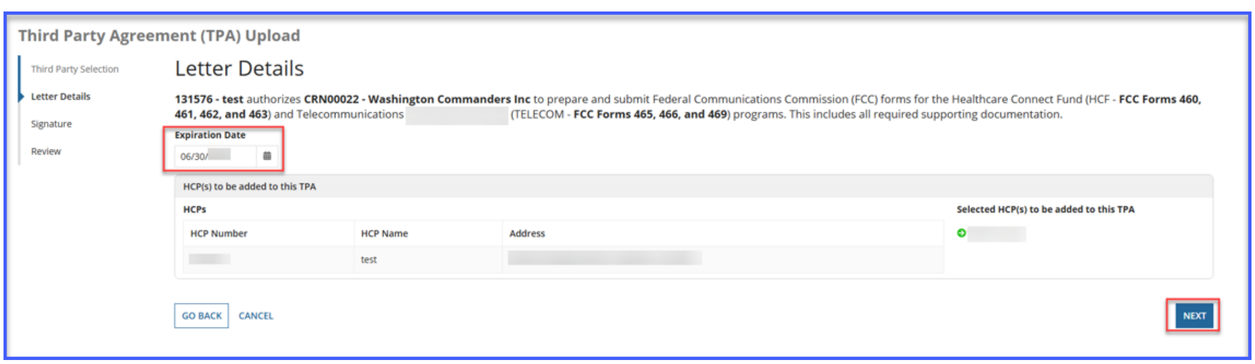
Step 5: Follow all steps for submitting an FCC Form 460 (see Welcome to RHC Connect - FCC Form 460 User Guides). On the **Supporting Documentation** tab, select **Yes** if you are a consultant for the individual HCP on this FCC Form 460. Upload the TPA by clicking the **Add Document** hyperlink.



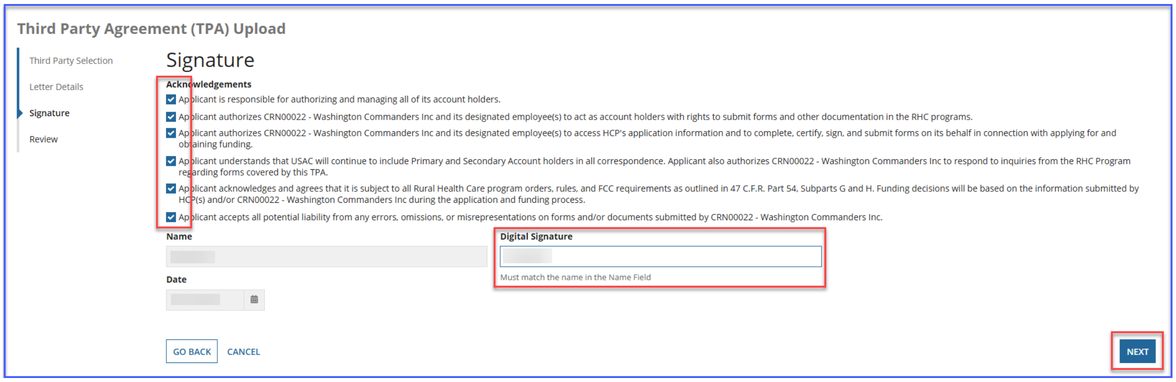
Step 6: Select the **Third Party Selection** from the dropdown menu. Information for the consultant group will be prepopulated. Upload the TPA. Then click **Next**.



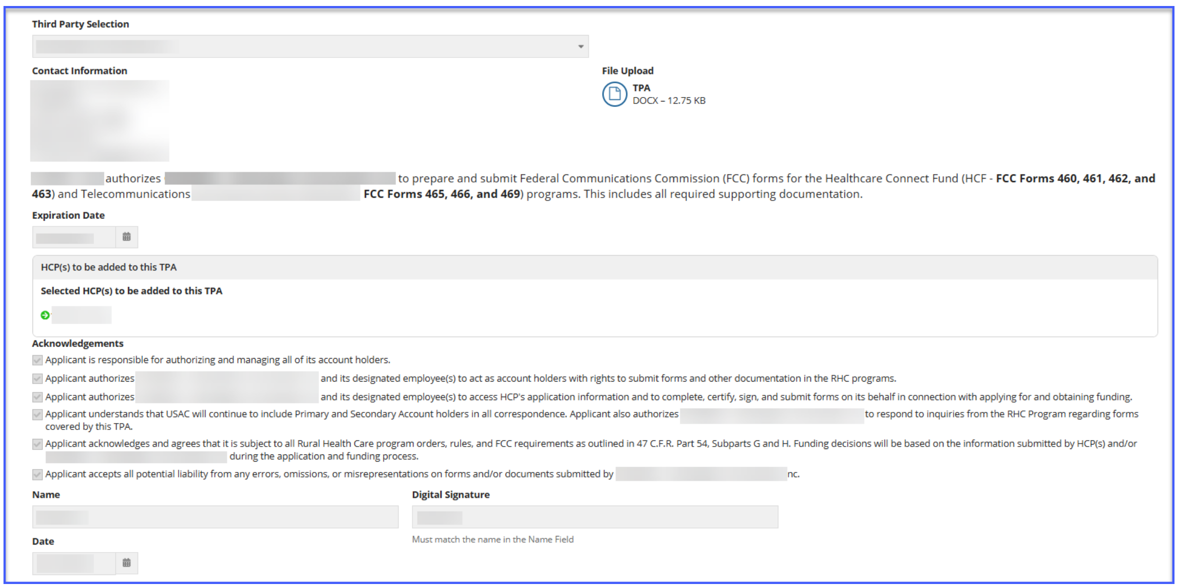
Step 7: Enter the **Expiration Date** using the dropdown calendar. Information for the HCP will be prepopulated. Click **Next**.



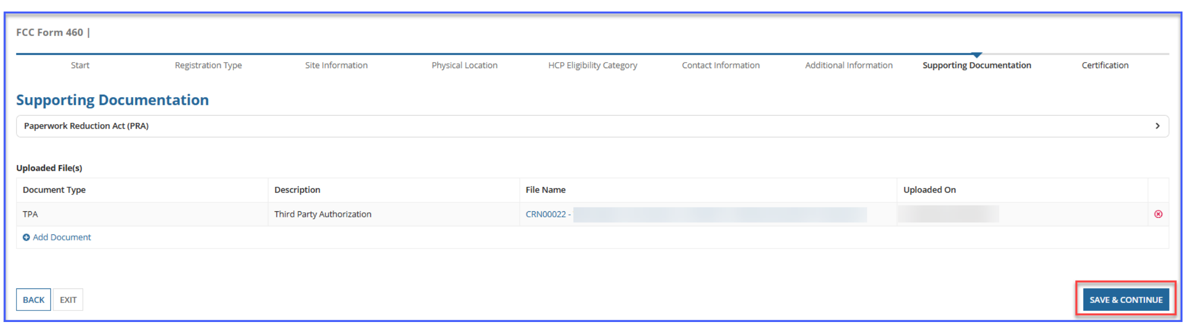
Step 8: Click all of the **Acknowledgements** and type your full name as it appears in RHC Connect in the **Digital Signature** field. Then click **Next**.



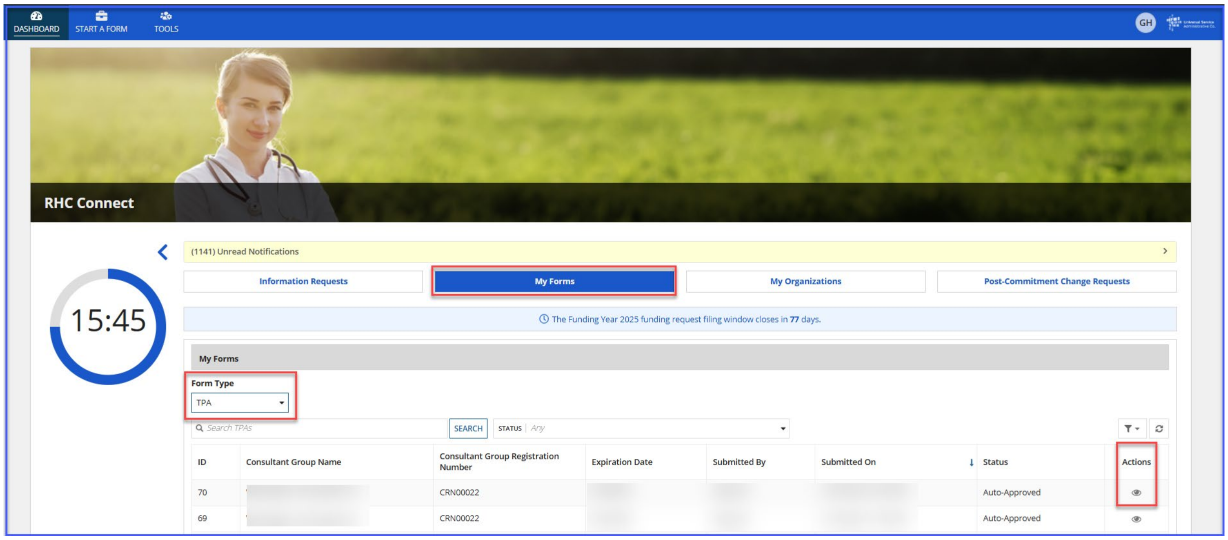
Step 9: Review the information, then click **Submit**.



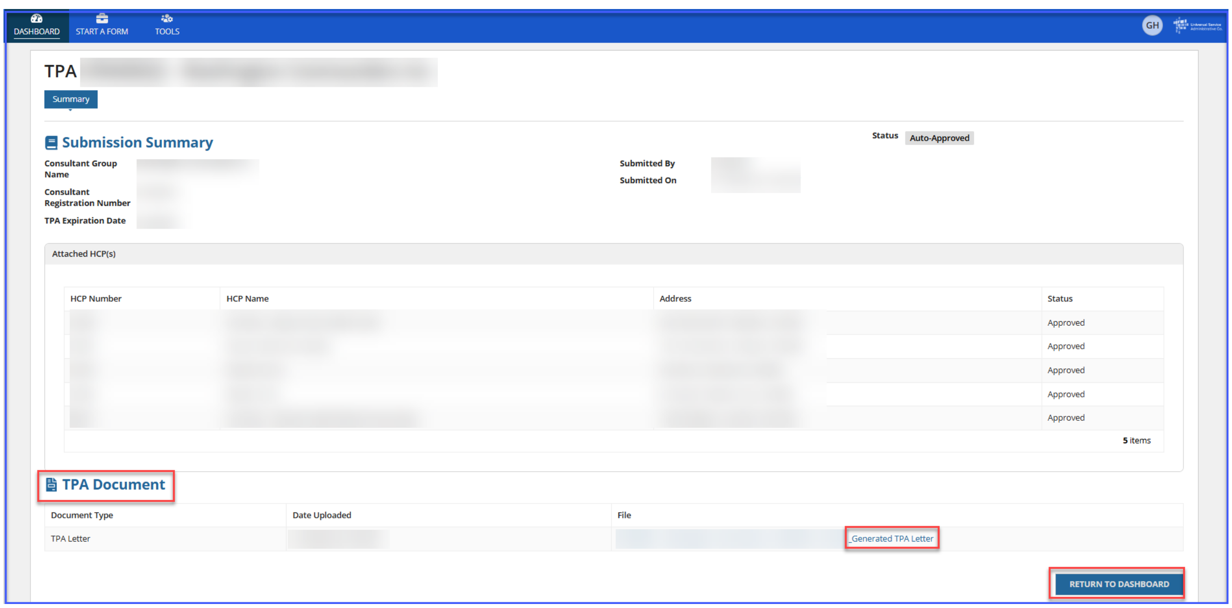
Step 10: Continue with steps to submit the FCC Form 460.



Step 10: To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from **Form Type** dropdown menu. All TPAs are displayed.



Step 11: To view the system generated TPA, click the hyperlink under the **TPA Document section**. If you uploaded a TPA, that document will also appear in the **TPA Document** section. To return to the **Dashboard**, click **Return to Dashboard**.



Frequently Asked Questions

What changes were made from My Portal to the 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 approve funding requests.

Did the requirements for Third-Party Authorizations (TPA) change?
No, the requirements for Third-Party Authorizations (TPA) did not change – only the platform changed.

Who is impacted by this change?
RHC Connect is used for FY2022 and future funding years for the HCF Program and FY2024 and forward for the Telecom Program. Connected Care Pilot Project (CCPP) projects are not impacted unless they also participate in the HCF or Telecom Program.

Resources

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

- Authorizations webpage
- Consultants and Third Parties webpage
- Third-Party Authorization 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.