

Submitting Third-Party Authorizations (TPAs) in RHC Connect

Rural Health Care (RHC) program

Revised December 2025

RHC Connect User Guide – Third Party Authorization (TPA)

Updated as of December 2025

Contents

General Information.....	3
Submitting a TPA – Primary and Secondary Account Holders.....	5
Submitting a TPA – Consultant Group.....	10
Submitting a TPA Through an FCC Form 460/460 Revision.....	17
Frequently Asked Questions.....	22
Resources	22

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.

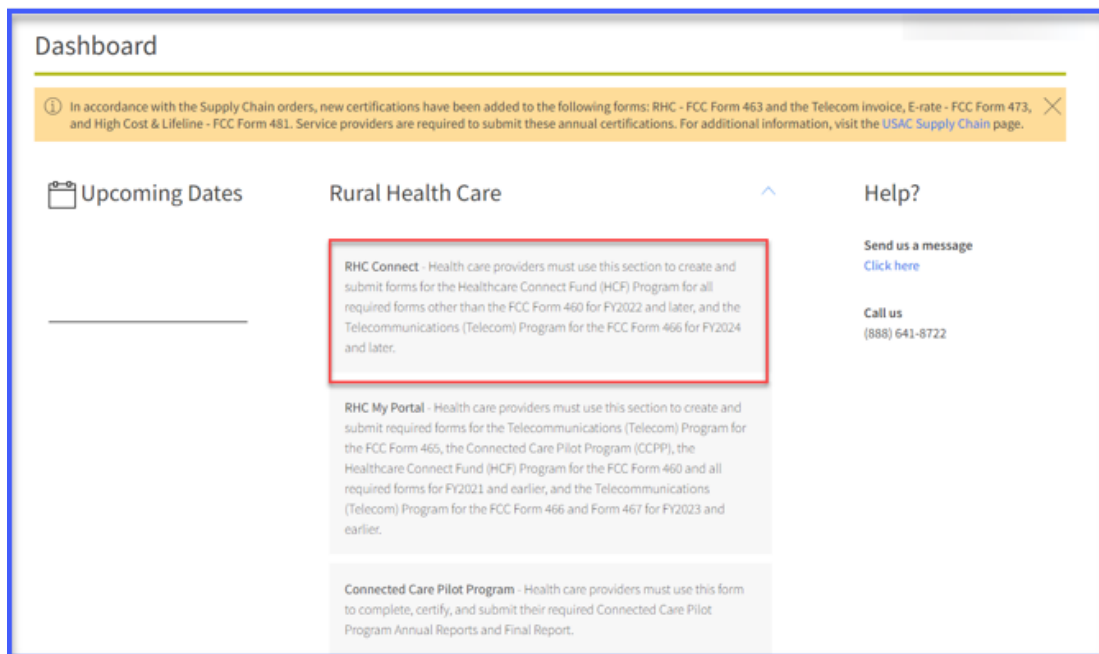
Things to Know

- 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.

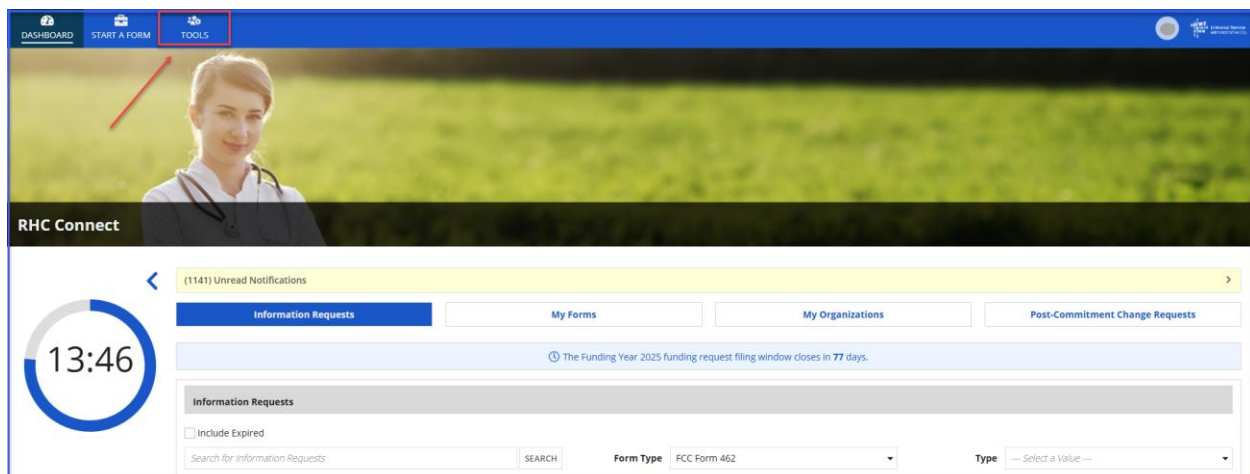
Please Note: The red boxes and arrows in the screenshots that follow do not actually appear in RHC Connect.

Submitting a TPA – Primary and Secondary Account Holders

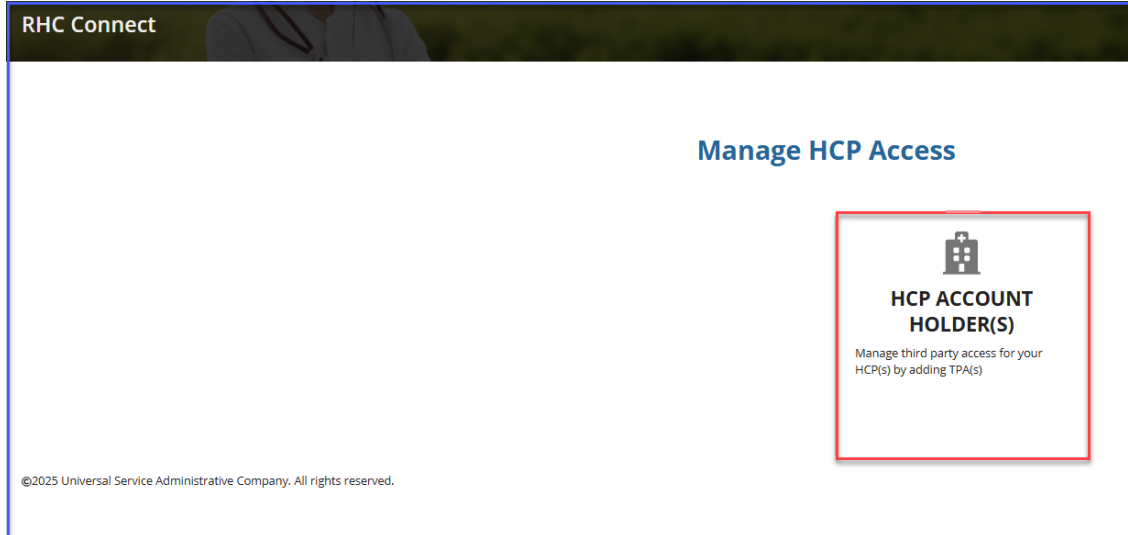
Step 1: Log into My Portal and click **RHC Connect**.



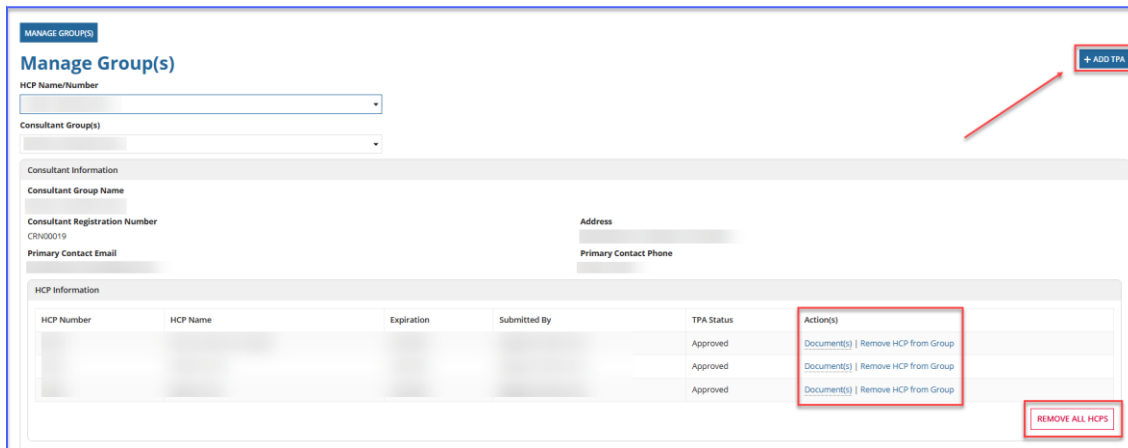
Step 2: On the **Dashboard**, click **Tools**.



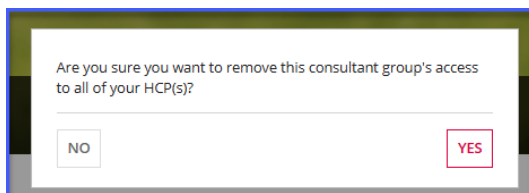
Step 3: Click HCP Account Holder(s).



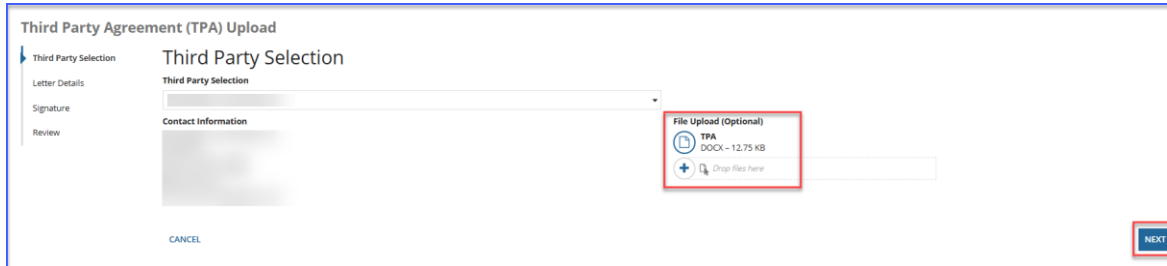
Step 4: Select the HCP(s) you want to add from the dropdown menu. All HCPs that you have access to as a primary or secondary account holder will be available to select. Select the **Consultant Group** from the dropdown menu. Information will be prepopulated with information in the system about that consultant 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**.



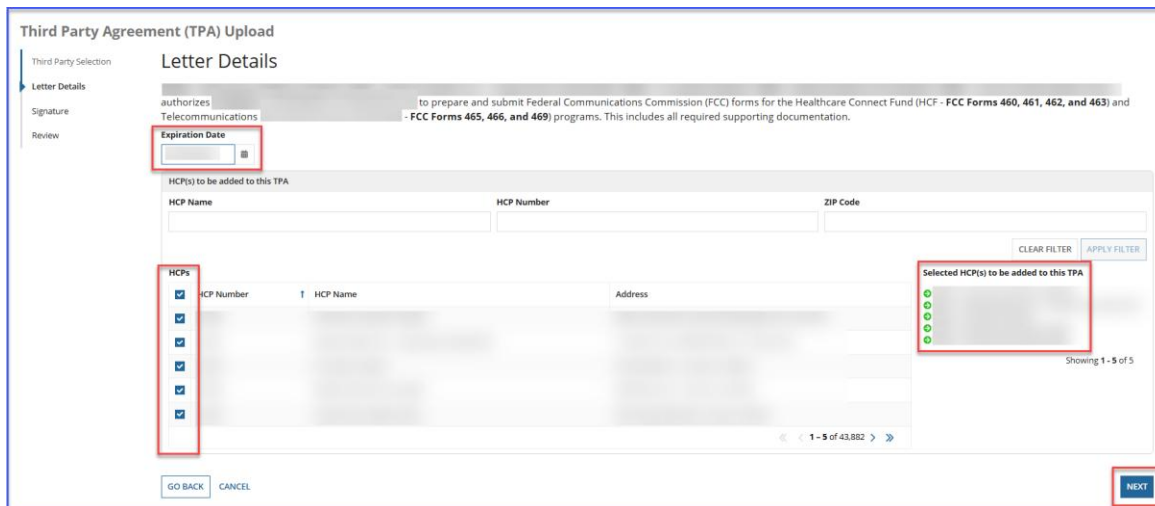
A message will appear to confirm that you want to remove the HCP(s).



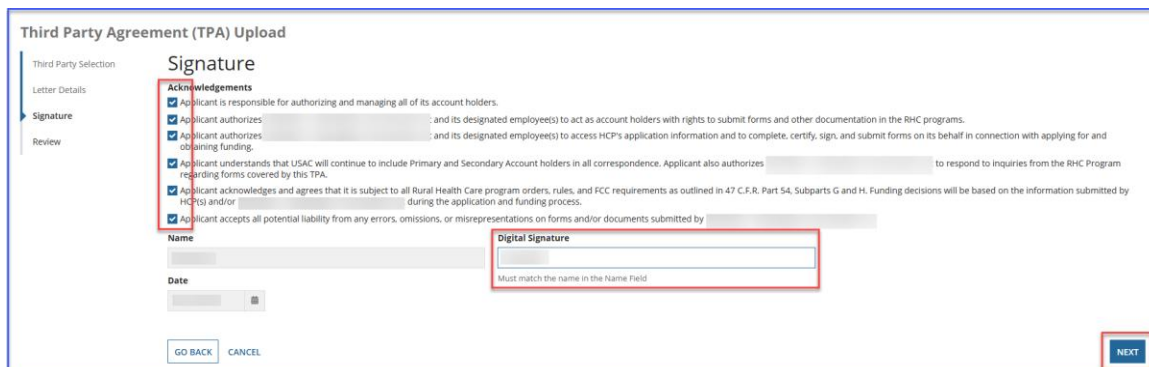
Step 5: Select the consultant group from the **Third-Party Selection** dropdown menu. Information about the consultant group will prepopulate. It's optional to upload the actual document for primary and secondary account holders **only**. Add the document, if desired, under **File Upload (Optional)**.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



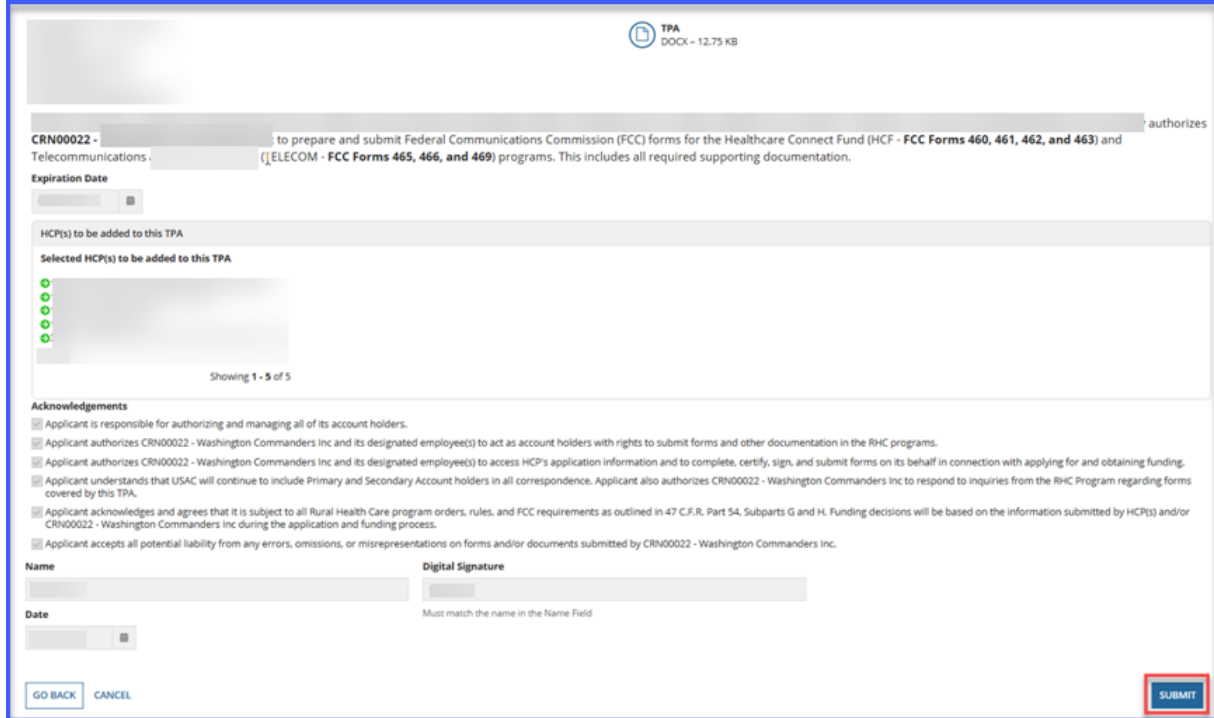
Step 6: Select the **Expiration Date** using the dropdown calendar. Click the box beside each HCP you want to add or click the box next to **HCP Number** to select all. The selected HCPs will appear under **Selected HCP(s) to be added to this TPA**. Then click **Next**.



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**.



TPA
DOCK - 12.75 KB

CRN00022 - [redacted] to prepare and submit Federal Communications Commission (FCC) forms for the Healthcare Connect Fund (HCF - FCC Forms 460, 461, 462, and 463) and Telecommunications - [redacted] (ELECTRONIC - FCC Forms 465, 466, and 469) programs. This includes all required supporting documentation.

Expiration Date
[redacted]

HCP(s) to be added to this TPA

Selected HCP(s) to be added to this TPA

[redacted]

Showing 1 - 5 of 5

Acknowledgements

- ☒ Applicant is responsible for authorizing and managing all of its account holders.
- ☒ Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- ☒ Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to access HCP's application information and to complete, certify, sign, and submit forms on its behalf in connection with applying for and obtaining funding.
- ☒ Applicant understands that USAC will continue to include Primary and Secondary Account holders in all correspondence. Applicant also authorizes CRN00022 - Washington Commanders Inc to respond to inquiries from the RHC Program regarding forms covered by this TPA.
- ☒ Applicant acknowledges and agrees that it is subject to all Rural Health Care program orders, rules, and FCC requirements as outlined in 47 C.F.R. Part 54, Subparts G and H. Funding decisions will be based on the information submitted by HCP(s) and/or CRN00022 - Washington Commanders Inc during the application and funding process.
- ☒ Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by CRN00022 - Washington Commanders Inc.

Name
[redacted]

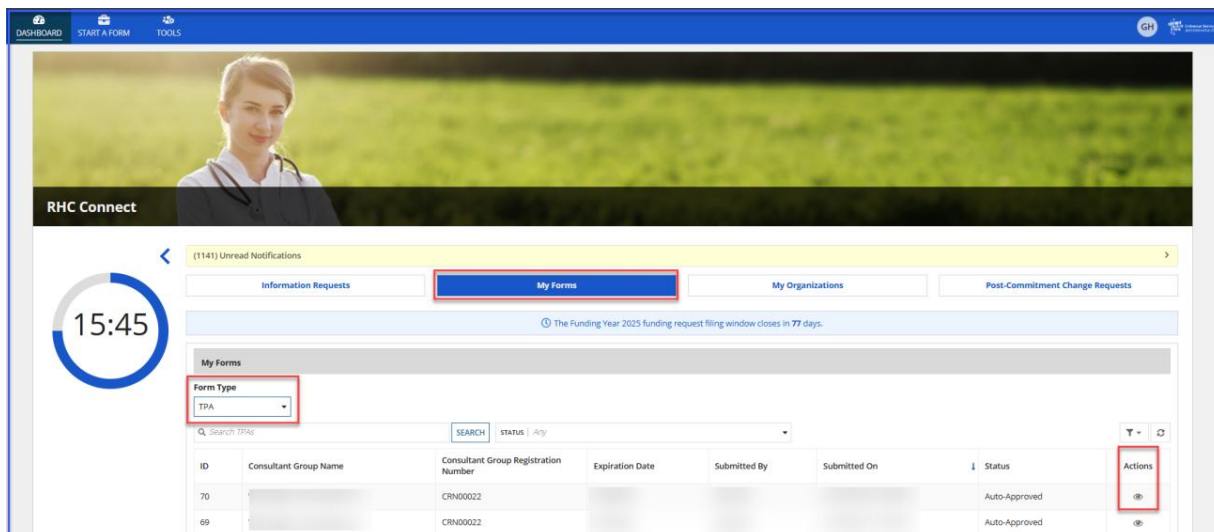
Digital Signature
[redacted]

Date
[redacted]

Must match the name in the Name Field

GO BACK CANCEL **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.



DASHBOARD START A FORM TOOLS

RHC Connect

(1141) Unread Notifications

Information Requests **My Forms** My Organizations Post-Commitment Change Requests

The Funding Year 2025 funding request filing window closes in 77 days.

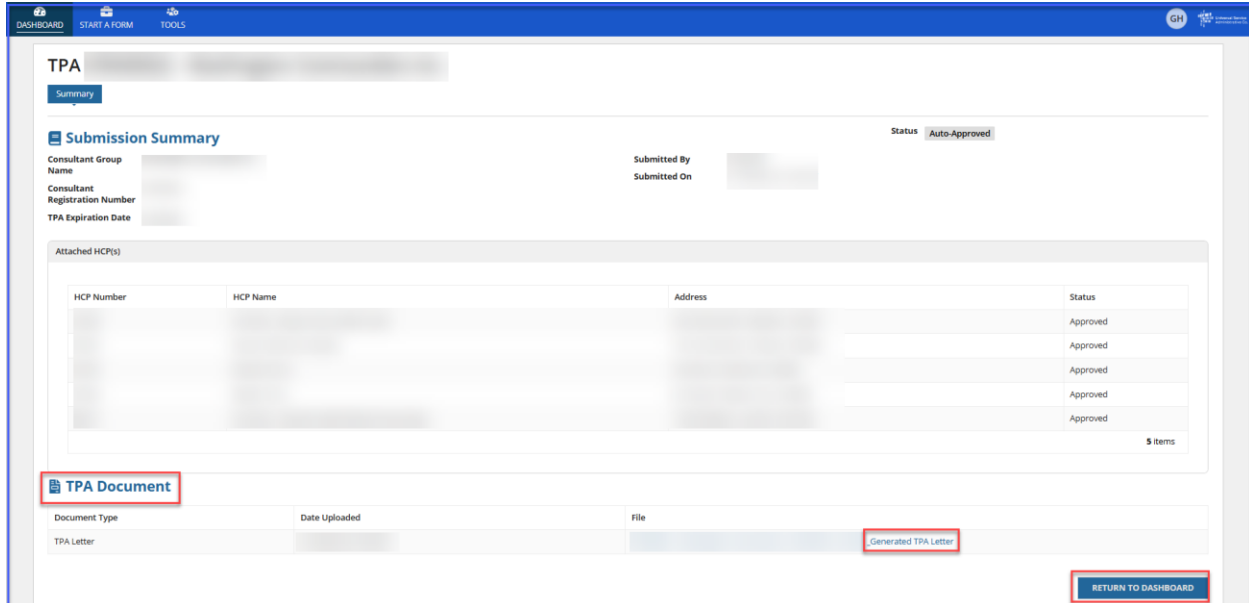
My Forms

Form Type
TPA

SEARCH status | Any

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
70	[redacted]	CRN00022	[redacted]	[redacted]	[redacted]	Auto-Approved	[eye icon]
69	[redacted]	CRN00022	[redacted]	[redacted]	[redacted]	Auto-Approved	[eye icon]

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**.



TPA

Summary

Submission Summary

Status: **Auto-Approved**

Consultant Group Name: [Redacted] Submitted By: [Redacted]
 Consultant Registration Number: [Redacted] Submitted On: [Redacted]
 TPA Expiration Date: [Redacted]

Attached HCP(s)

HCP Number	HCP Name	Address	Status
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved

5 items

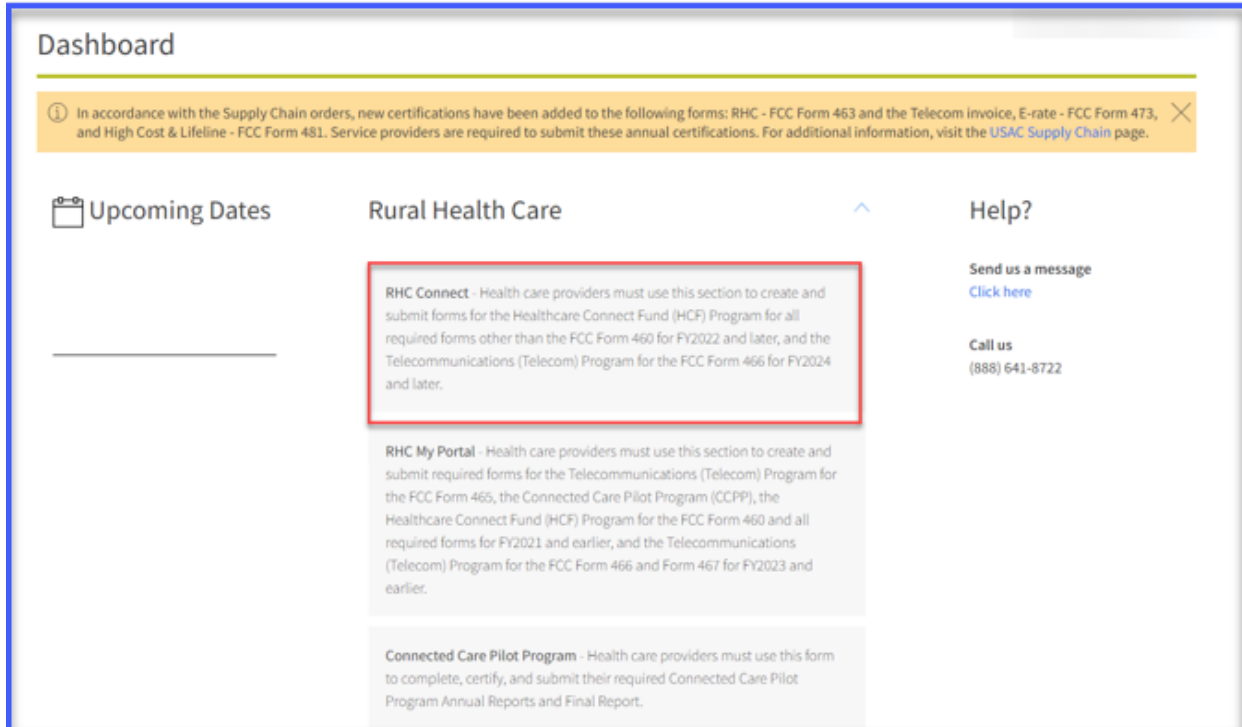
TPA Document

Document Type	Date Uploaded	File
TPA Letter	[Redacted]	[Redacted] Generated TPA Letter

[RETURN TO DASHBOARD](#)

Submitting a TPA – Consultant Group

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



Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

Rural Health Care

RHC Connect - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.

RHC My Portal - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program for the FCC Form 465, the Connected Care Pilot Program (CCPP), the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier, and the Telecommunications (Telecom) Program for the FCC Form 466 and Form 467 for FY2023 and earlier.

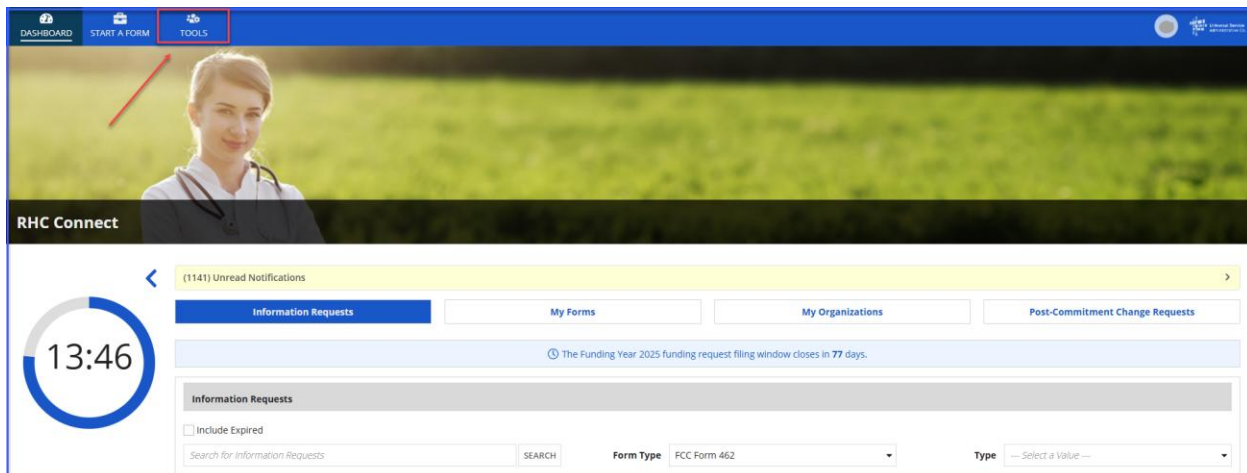
Connected Care Pilot Program - Health care providers must use this form to complete, certify, and submit their required Connected Care Pilot Program Annual Reports and Final Report.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

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



DASHBOARD **START A FORM** **TOOLS**

RHC Connect

(1141) Unread Notifications

Information Requests My Forms My Organizations Post-Commitment Change Requests

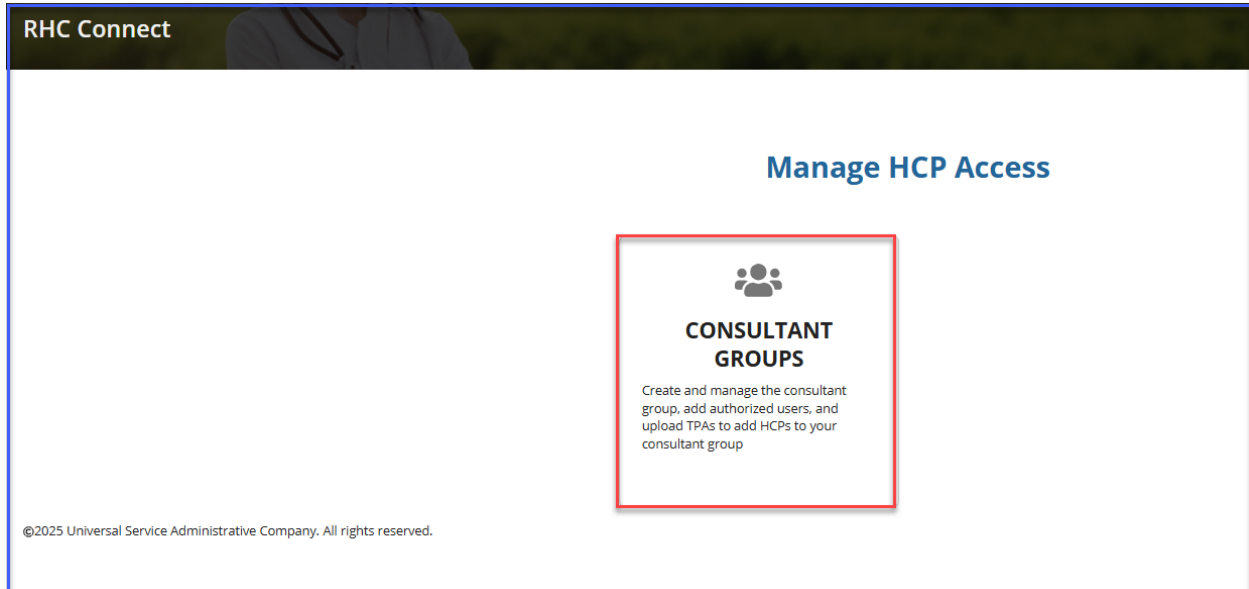
The Funding Year 2025 funding request filing window closes in 77 days.

Information Requests

☐ Include Expired


Search for Information Requests SEARCH Form Type FCC Form 462 Type --- Select a Value ---

Step 3: Click Consultant Groups.



RHC Connect

Manage HCP Access

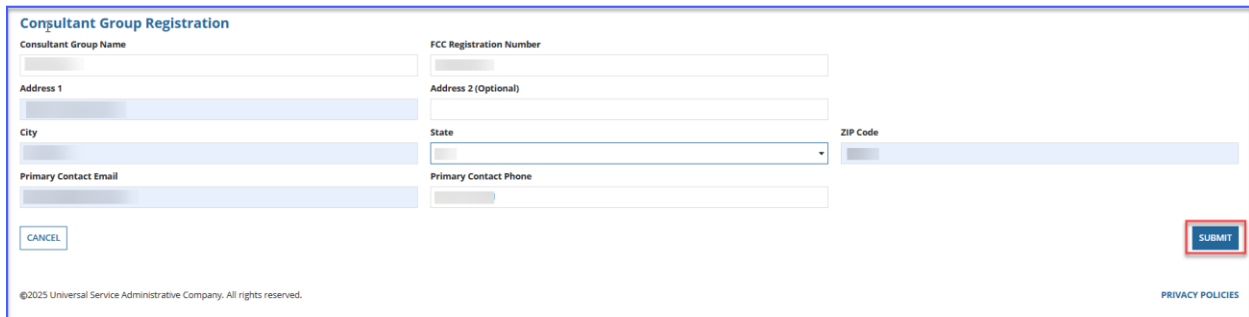


CONSULTANT GROUPS

Create and manage the consultant group, add authorized users, and upload TPAs to add HCPs to your consultant group

©2025 Universal Service Administrative Company. All rights reserved.

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**.

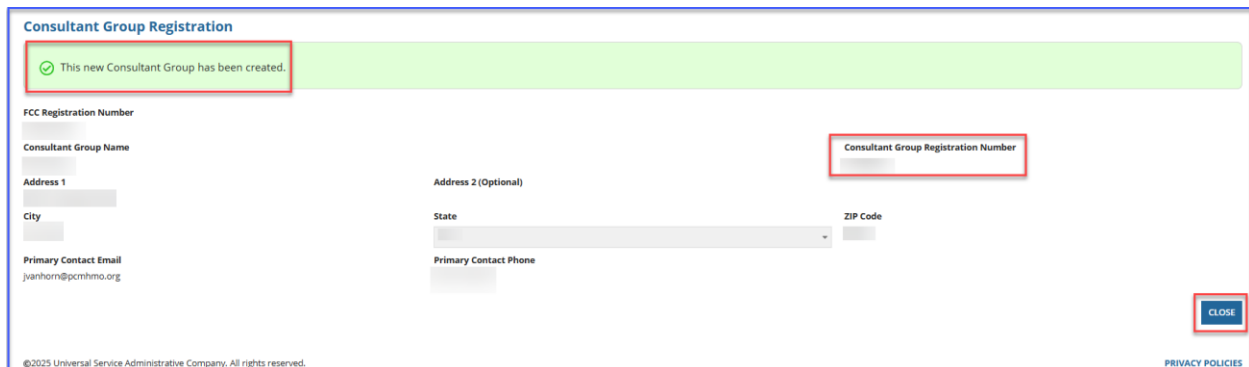


Consultant Group Registration

Consultant Group Name	FCC Registration Number		
Address 1	Address 2 (Optional)		
City	State	ZIP Code	
Primary Contact Email	Primary Contact Phone		

©2025 Universal Service Administrative Company. All rights reserved. [PRIVACY POLICIES](#)

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.



Consultant Group Registration

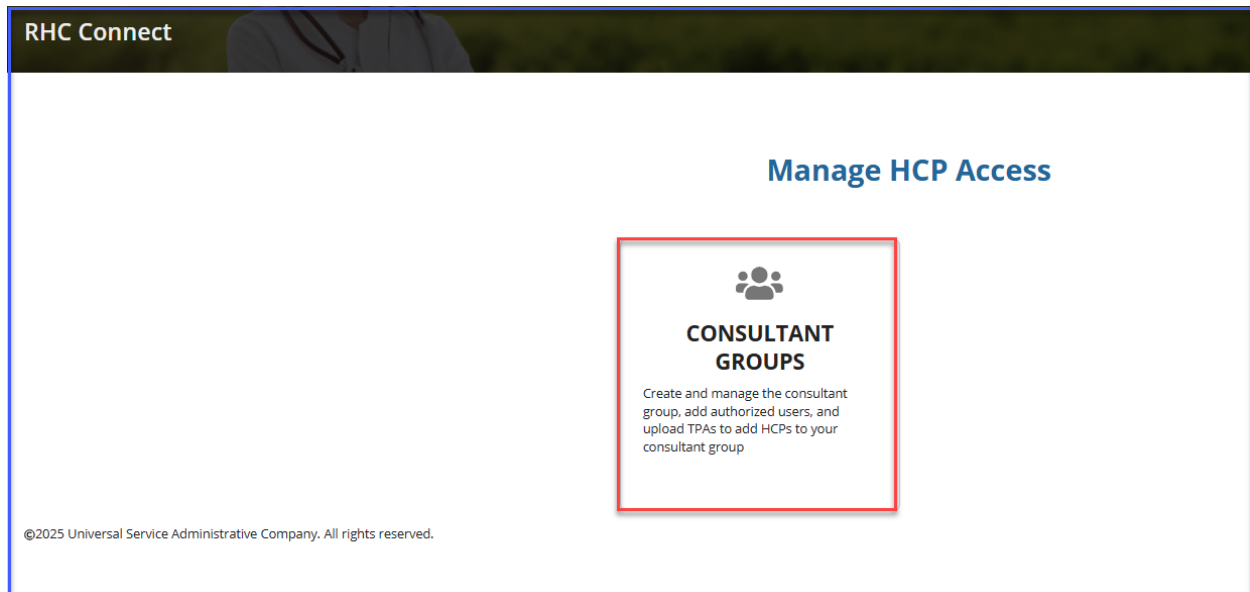
✓ This new Consultant Group has been created.

FCC Registration Number	Consultant Group Registration Number		
Consultant Group Name	Address 2 (Optional)		
Address 1	State		
City	ZIP Code		
Primary Contact Email	Primary Contact Phone		

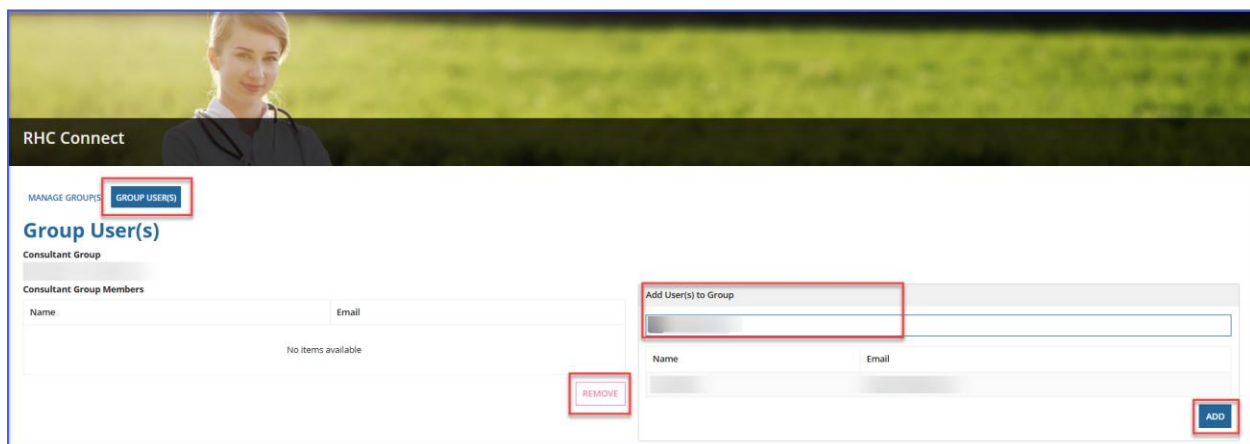
jvanhorn@pcrmho.org

©2025 Universal Service Administrative Company. All rights reserved. [PRIVACY POLICIES](#)

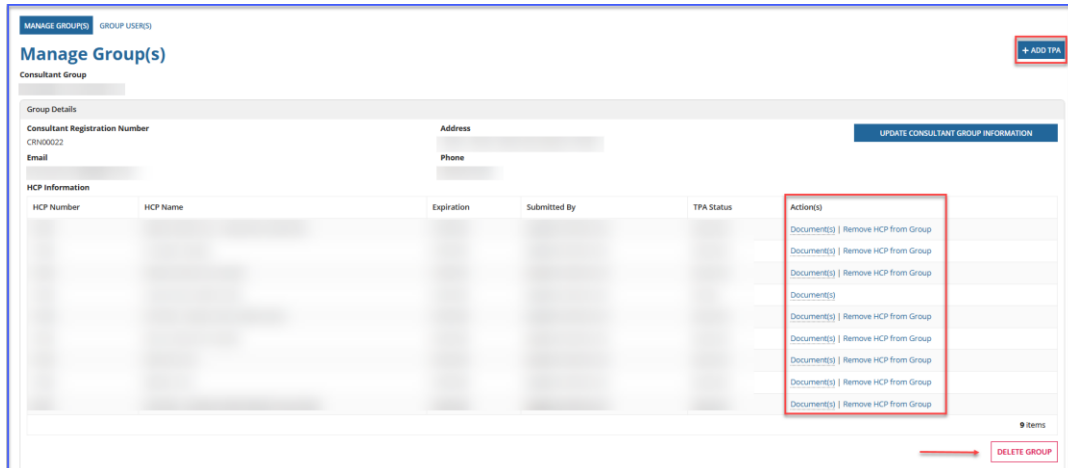
Step 6: Click **Consultant Groups**.



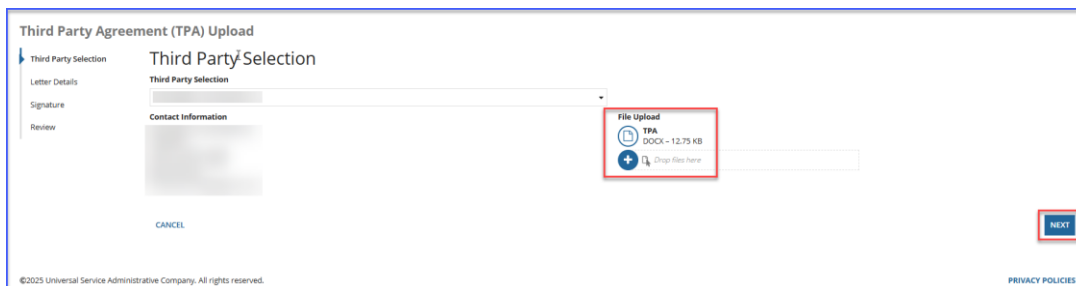
Step 7: To add users, click **Group Users**. Add user information in the **Add User(s) to the Group** field. Please keep in mind that the added user must have created their user profile using [Multi-Factor Authentication](#) to be available to select. To remove users, select the user and click **Remove**.



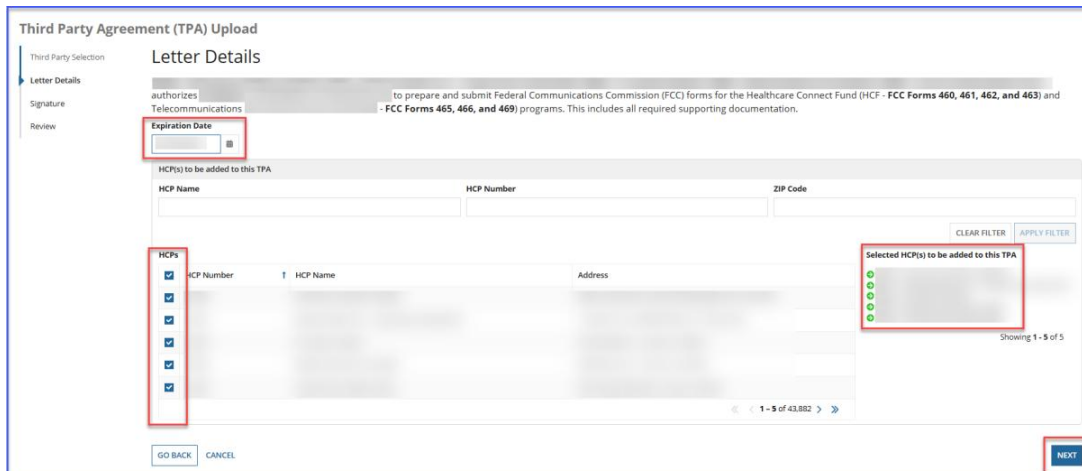
Step 8: Once you have access, all HCPs will be displayed. To view a document or remove an HCP from the group, click the hyperlinks under the **Action(s)** column. To select the consultant group, click **Delete Group**. To add a TPA, click **+Add TPA**.



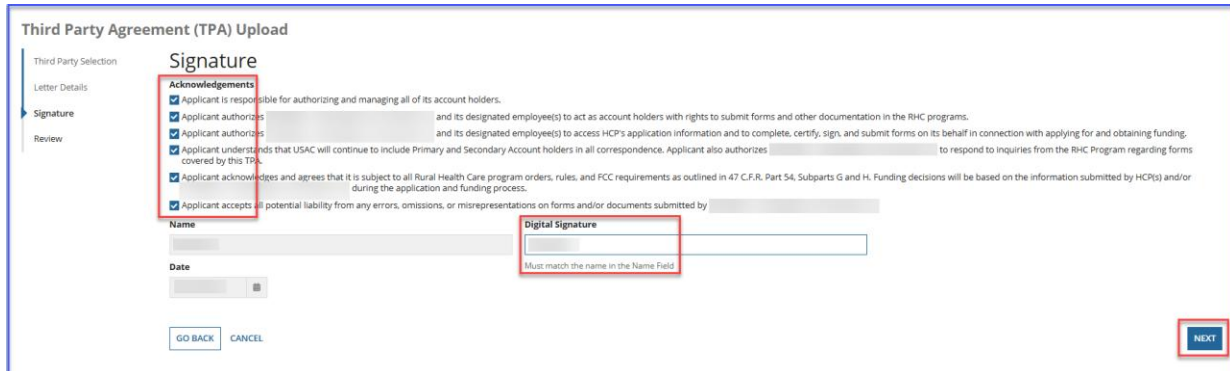
Step 9: Information is prepopulated based on information about the consultant group in the system. Third-parties are required to upload the TPA document. Click upload under **File Upload**. Then click **Next**.



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**.



Third Party Agreement (TPA) Upload

Third Party Selection

Letter Details

Signature

Review

Signature

Acknowledgements

- ☒ Applicant is responsible for authorizing and managing all of its account holders.
- ☒ Applicant authorizes [redacted] and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- ☒ Applicant authorizes [redacted] and its designated employee(s) to access HCP's application information and to complete, certify, sign, and submit forms on its behalf in connection with applying for and obtaining funding.
- ☒ Applicant understands that USAC will continue to include Primary and Secondary Account holders in all correspondence. Applicant also authorizes [redacted] to respond to inquiries from the RHC Program regarding forms covered by this TPA.
- ☒ Applicant acknowledges and agrees that it is subject to all Rural Health Care program orders, rules, and FCC requirements as outlined in 47 C.F.R. Part 54, Subparts G and H. Funding decisions will be based on the information submitted by HCP(s) and/or during the application and funding process.
- ☒ Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by [redacted]

Name

[redacted]

Date

[redacted]

Digital Signature

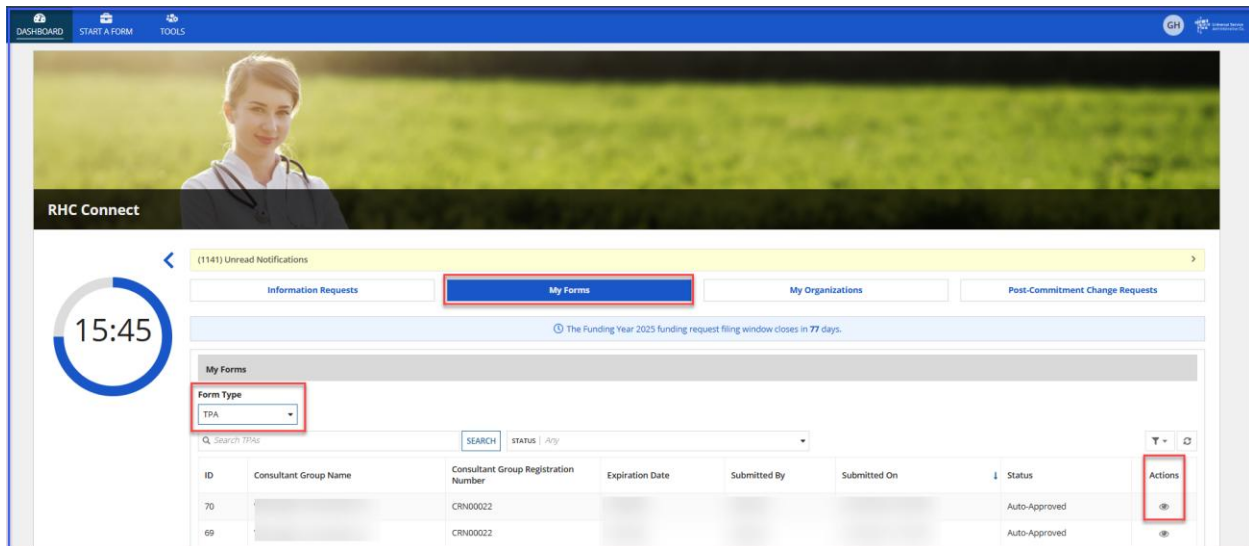
[redacted]

Must match the name in the Name Field

GO BACK CANCEL

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.



DASHBOARD START A FORM TOOLS

RHC Connect

(1141) Unread Notifications

Information Requests **My Forms** My Organizations Post-Commitment Change Requests

The Funding Year 2025 funding request filing window closes in 77 days.

My Forms

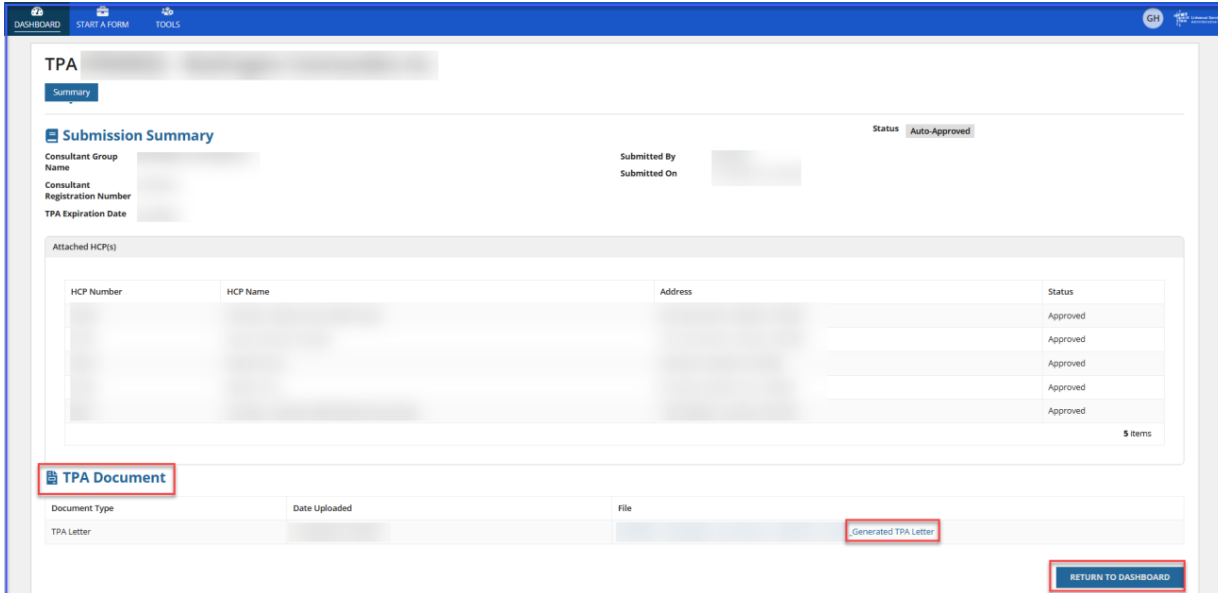
Form Type

TPA

Search TPA SEARCH STATUS Any

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
70	[redacted]	CRN00022	[redacted]	[redacted]	[redacted]	Auto-Approved	
69	[redacted]	CRN00022	[redacted]	[redacted]	[redacted]	Auto-Approved	

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**.



TPA

Summary

Submission Summary

Consultant Group Name

Consultant Registration Number

TPA Expiration Date

Submitted By

Submitted On

Status: Auto-Approved

Attached HCP(s)

HCP Number	HCP Name	Address	Status
			Approved
			Approved
			Approved
			Approved
			Approved

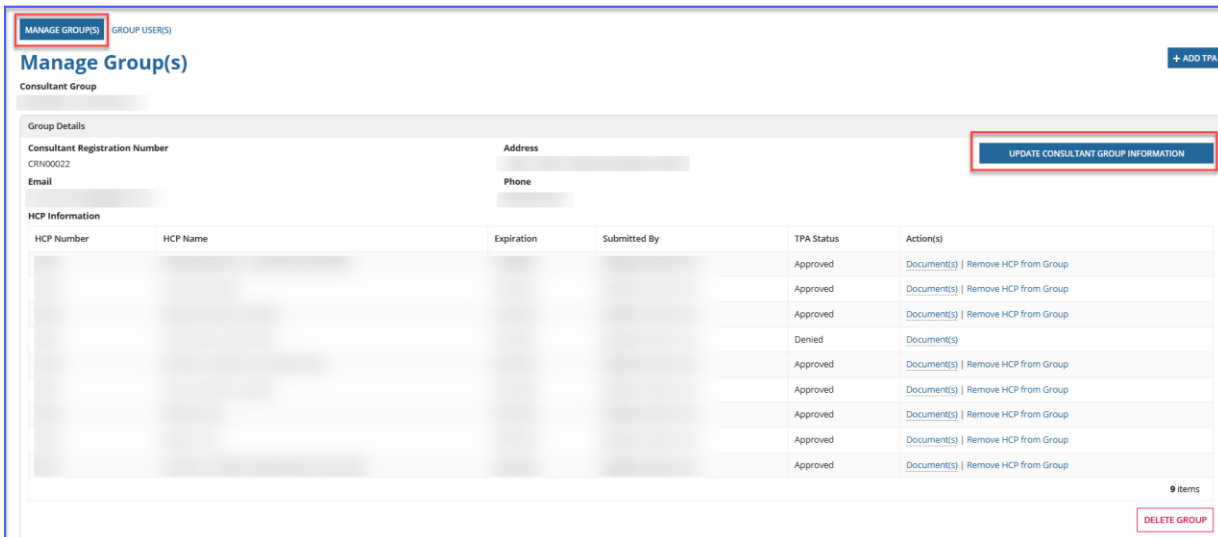
5 Items

TPA Document

Document Type	Date Uploaded	File
TPA Letter		Generated TPA Letter

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**.



MANAGE GROUP(S) GROUP USER(S)

Manage Group(s)

Consultant Group

Group Details

Consultant Registration Number

Address

Email

Phone

UPDATE CONSULTANT GROUP INFORMATION

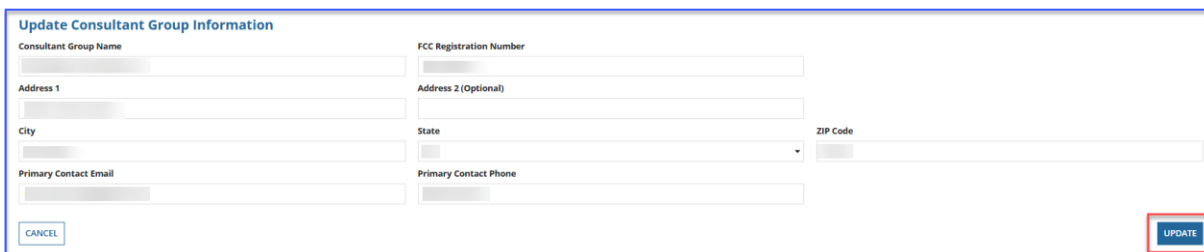
HCP Information

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
				Approved	Document(s) Remove HCP from Group
				Approved	Document(s) Remove HCP from Group
				Approved	Document(s) Remove HCP from Group
				Denied	Document(s)
				Approved	Document(s) Remove HCP from Group
				Approved	Document(s) Remove HCP from Group
				Approved	Document(s) Remove HCP from Group
				Approved	Document(s) Remove HCP from Group
				Approved	Document(s) Remove HCP from Group

9 Items

DELETE GROUP

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



Update Consultant Group Information

Consultant Group Name

FCC Registration Number

Address 1

Address 2 (Optional)

City

State

ZIP Code

Primary Contact Email

Primary Contact Phone

CANCEL

UPDATE

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

MANAGE GROUP(S)
GROUP USER(S)

Manage Group(s)

+ ADD TPA

Consultant Group

Group Details

Consultant Registration Number
CRN00022

Address

Email

Phone

UPDATE CONSULTANT GROUP INFORMATION

HCP Information

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
					Document(s) Remove HCP from Group
					Document(s) Remove HCP from Group
					Document(s) Remove HCP from Group
					Document(s)
					Document(s) Remove HCP from Group
					Document(s) Remove HCP from Group
					Document(s) Remove HCP from Group
					Document(s) Remove HCP from Group
					Document(s) Remove HCP from Group

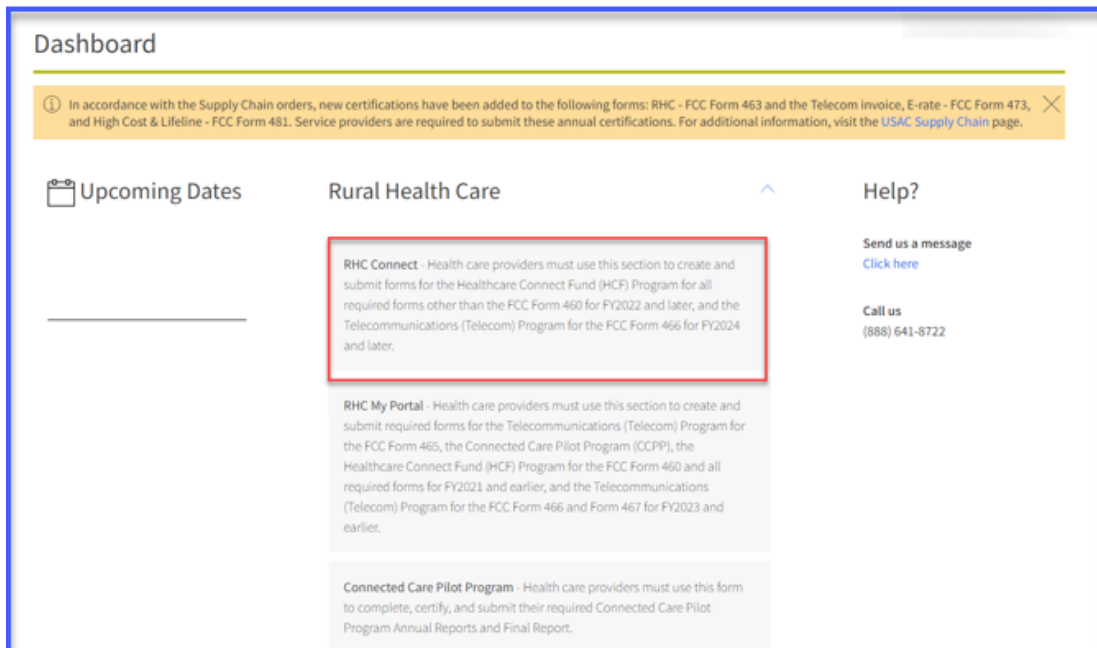
9 items

DELETE GROUP

Submitting a TPA Through an FCC Form 460/460 Revision

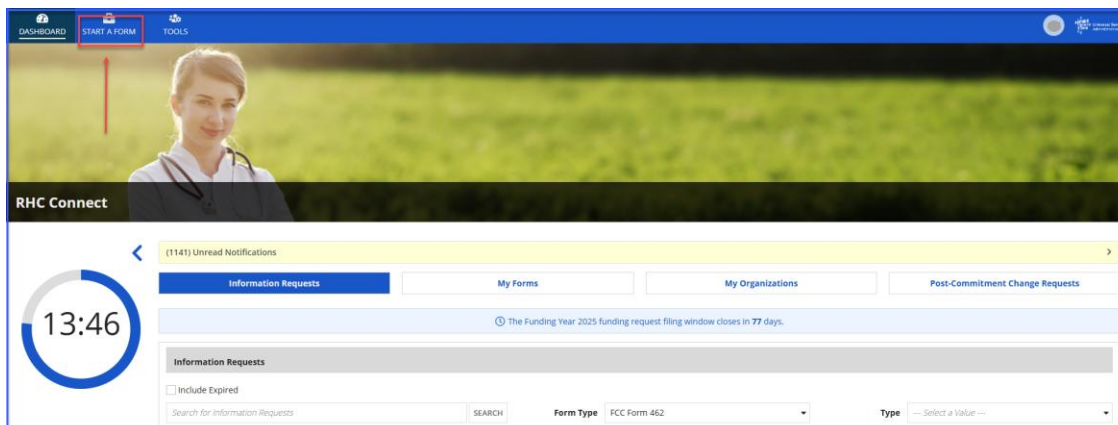
Please note: If this is the first TPA you're submitting, submit it with the instructions in the section above. Once you are a member of a registered consultant group, you may submit the TPA directly in the FCC Form 460.

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



The screenshot shows the 'Dashboard' page of the RHC Connect portal. At the top, there is a yellow banner with an information icon and text: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom Invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.' Below the banner, the dashboard is divided into three main sections: 'Upcoming Dates', 'Rural Health Care', and 'Help?'. The 'Rural Health Care' section is highlighted with a red box and contains the following text: 'RHC Connect - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.' Below this, there is a section for 'RHC My Portal' and a section for 'Connected Care Pilot Program'.

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



The screenshot shows the 'Start a Form' page in the RHC Connect portal. The top navigation bar includes 'DASHBOARD', 'START A FORM' (highlighted with a red box and an arrow), and 'TOOLS'. Below the navigation bar is a large banner image of a healthcare worker. The main content area is titled 'RHC Connect' and features a circular clock icon showing '13:46'. There is a notification bar at the top stating '(1141) Unread Notifications'. Below this, there are four tabs: 'Information Requests' (selected), 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. A message states 'The Funding Year 2025 funding request filing window closes in 77 days.' The 'Information Requests' section includes a search bar, a 'Form Type' dropdown menu set to 'FCC Form 462', and a 'Type' dropdown menu set to 'Select a Value'.

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



RHC Connect

< What type of Form would you like to file?

13:51

See If you Qualify to Participate

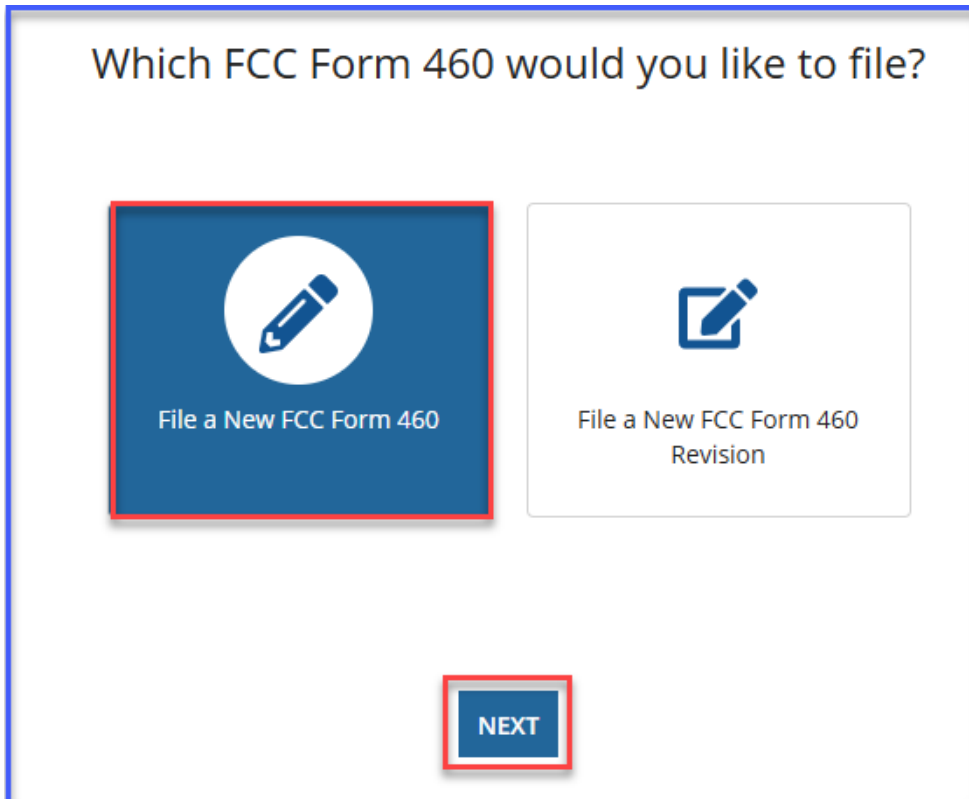
FCC Form 460



Eligibility and FCC Form 460 Revisions

Determine if your health care facility is eligible for Rural Health Care (RHC) Program funding for the Healthcare Connect Fund (HCF) Program and/or Telecommunications (Telecom) Program by submitting an FCC Form 460.

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



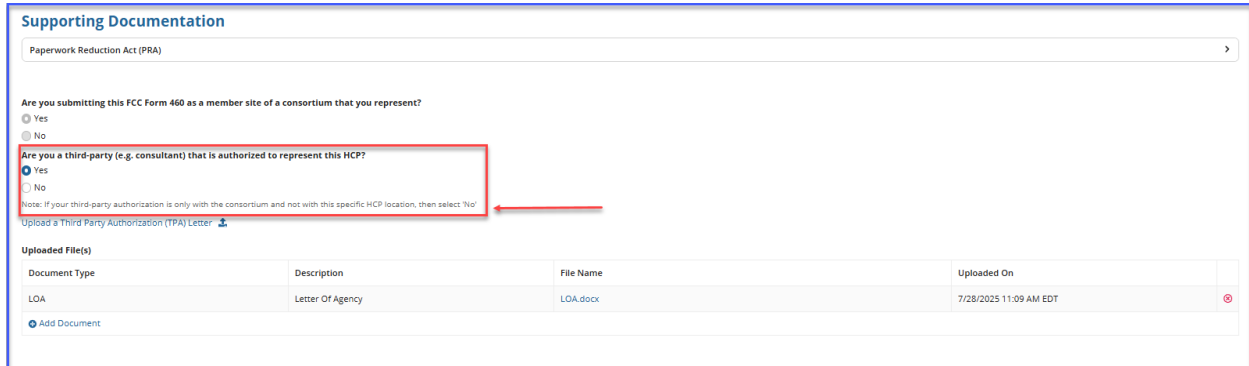
Which FCC Form 460 would you like to file?

File a New FCC Form 460

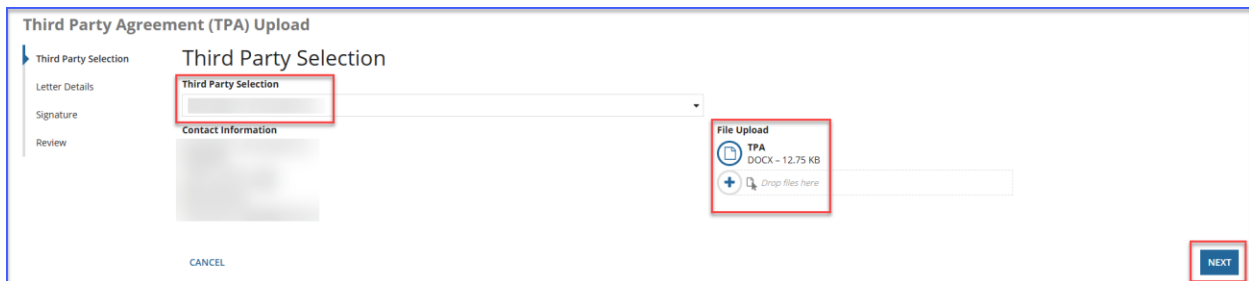
File a New FCC Form 460 Revision

NEXT

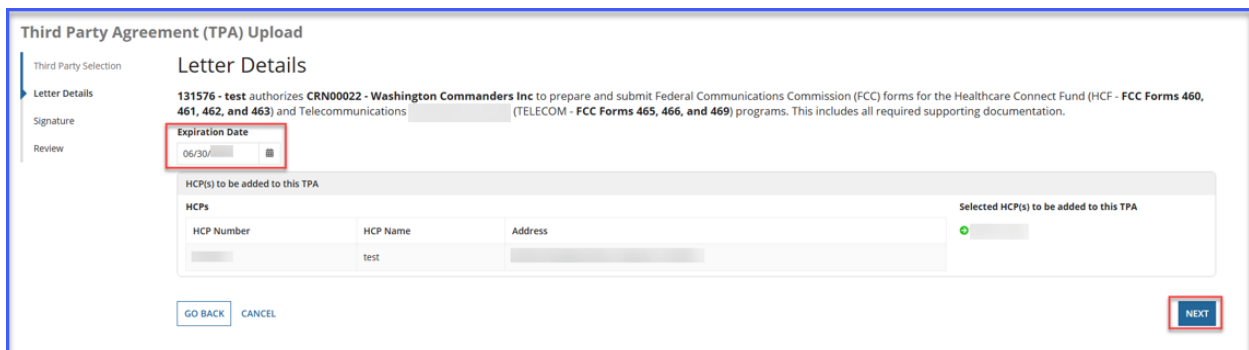
Step 5: Follow all steps for submitting an FCC Form 460 (see [Welcome to RHC Connect - FCC Form 460 User Guides](#)). On the **Supporting Documentation** tab, select **Yes** if you are a consultant for the individual HCP on this FCC Form 460. Upload the TPA by clicking the **Add Document** hyperlink.



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**.

Third Party Agreement (TPA) Upload

Third Party Selection

Letter Details

Signature

Review

Acknowledgements

- ☒ Applicant is responsible for authorizing and managing all of its account holders.
- ☒ Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- ☒ Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to access HCP's application information and to complete, certify, sign, and submit forms on its behalf in connection with applying for and obtaining funding.
- ☒ Applicant understands that USAC will continue to include Primary and Secondary Account holders in all correspondence. Applicant also authorizes CRN00022 - Washington Commanders Inc to respond to inquiries from the RHC Program regarding forms covered by this TPA.
- ☒ Applicant acknowledges and agrees that it is subject to all Rural Health Care program orders, rules, and FCC requirements as outlined in 47 C.F.R. Part 54, Subparts G and H. Funding decisions will be based on the information submitted by HCP(s) and/or CRN00022 - Washington Commanders Inc during the application and funding process.
- ☒ Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by CRN00022 - Washington Commanders Inc.

Name

Date

Digital Signature

Must match the name in the Name Field

GO BACK CANCEL NEXT

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

Third Party Selection

Contact Information

File Upload

TPA
DOCX - 12.75 KB

authorizes to prepare and submit Federal Communications Commission (FCC) forms for the Healthcare Connect Fund (HCF - FCC Forms 460, 461, 462, and 463) and Telecommunications (FCC Forms 465, 466, and 469) programs. This includes all required supporting documentation.

Expiration Date

HCP(s) to be added to this TPA

Selected HCP(s) to be added to this TPA

☒

Acknowledgements

- ☒ Applicant is responsible for authorizing and managing all of its account holders.
- ☒ Applicant authorizes and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- ☒ Applicant authorizes and its designated employee(s) to access HCP's application information and to complete, certify, sign, and submit forms on its behalf in connection with applying for and obtaining funding.
- ☒ Applicant understands that USAC will continue to include Primary and Secondary Account holders in all correspondence. Applicant also authorizes to respond to inquiries from the RHC Program regarding forms covered by this TPA.
- ☒ Applicant acknowledges and agrees that it is subject to all Rural Health Care program orders, rules, and FCC requirements as outlined in 47 C.F.R. Part 54, Subparts G and H. Funding decisions will be based on the information submitted by HCP(s) and/or during the application and funding process.
- ☒ Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by inc.

Name

Digital Signature

Must match the name in the Name Field

Date

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

FCC Form 460 |

Start Registration Type Site Information Physical Location HCP Eligibility Category Contact Information Additional Information **Supporting Documentation** Certification

Supporting Documentation

Paperwork Reduction Act (PRA)

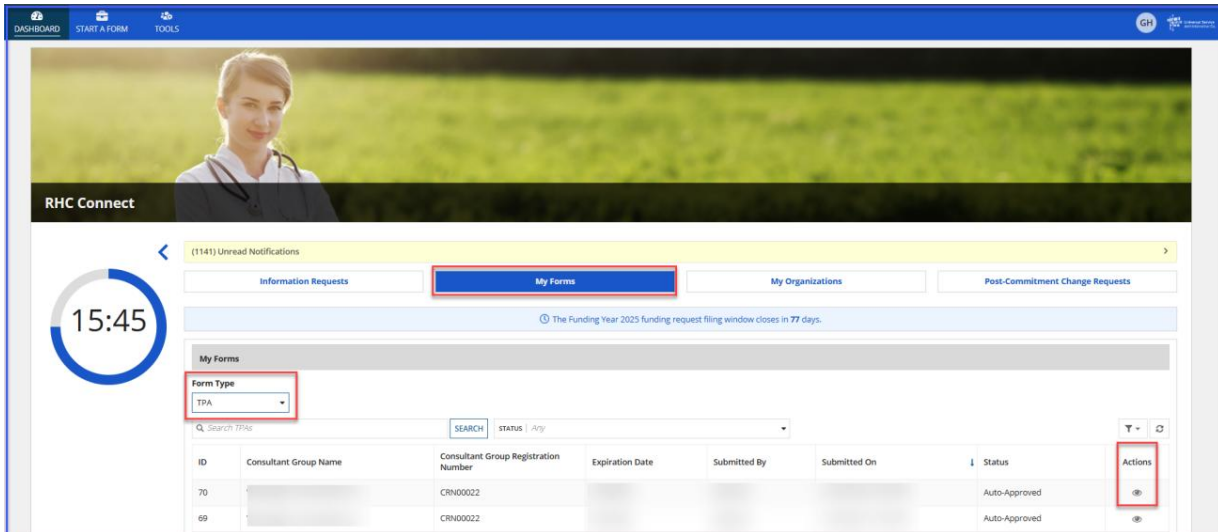
Upload File(s)

Document Type	Description	File Name	Uploaded On
TPA	Third Party Authorization	CRN00022 - <input type="text"/>	<input type="text"/>

[Add Document](#)

BACK EXIT SAVE & CONTINUE

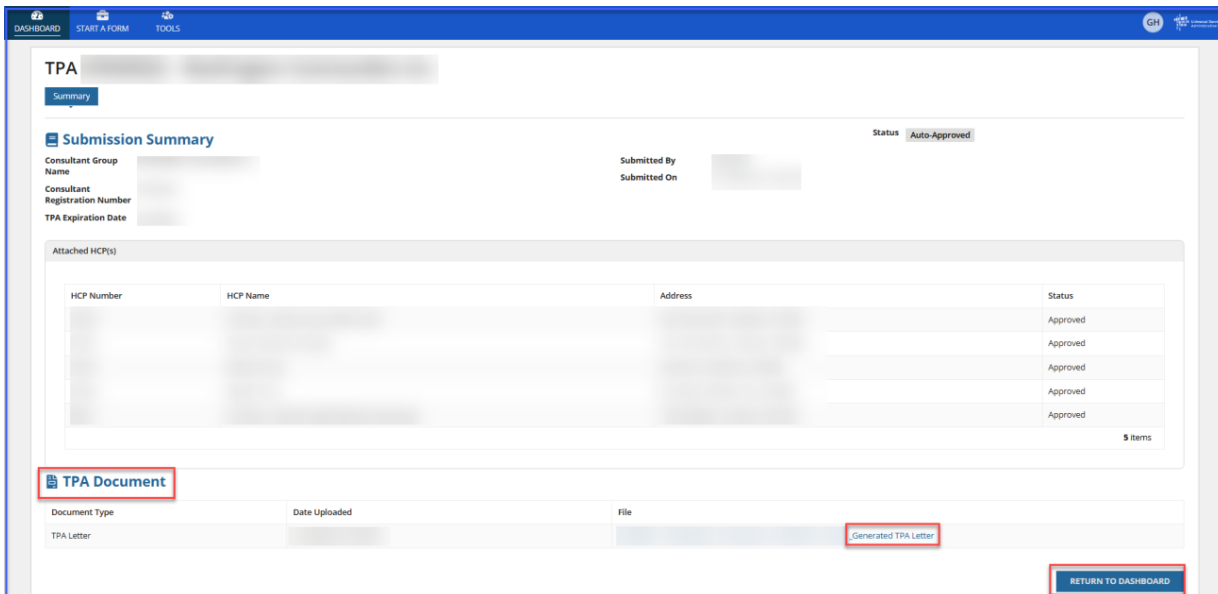
Step 10: To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from **Form Type** dropdown menu. All TPAs are displayed.



The screenshot shows the RHC Connect Dashboard. The 'My Forms' tab is selected. A dropdown menu for 'Form Type' is open, showing 'TPA' as the selected option. Below the dropdown is a table of forms. The table has columns for ID, Consultant Group Name, Consultant Group Registration Number, Expiration Date, Submitted By, Submitted On, Status, and Actions. Two rows are visible, both with a status of 'Auto-Approved'.

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
70		CRN00022				Auto-Approved	
69		CRN00022				Auto-Approved	

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**.



The screenshot shows the TPA Submission Summary page. The 'TPA Document' section is highlighted. It contains a table with columns for Document Type, Date Uploaded, and File. A row is visible with the document type 'TPA Letter' and the file name 'Generated TPA Letter'. A 'RETURN TO DASHBOARD' button is located at the bottom right.

Document Type	Date Uploaded	File
TPA Letter		Generated TPA Letter

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.