



# Telecom Program Invoicing Best Practices

September 10, 2025

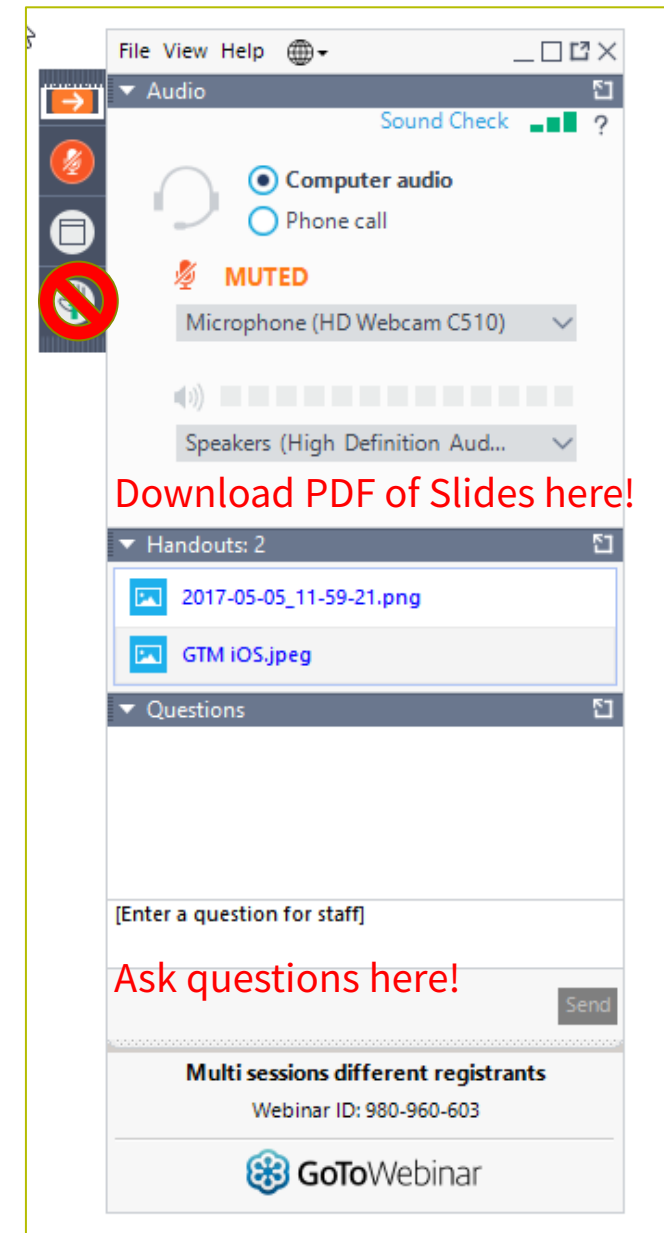
## **DISCLAIMER:**

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Please be aware that this webinar will be recorded.

# Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
  - Turn on your computer’s speakers, or
  - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box



# Meet Our Team



**Blythe Albert**

Advisor of Program Management |  
RHC Outreach



**Ecatarina Grant**

Manager of Communications |  
RHC Outreach

# Agenda

- Invoicing Overview and Program Updates
- Invoicing Process Telecom Program
  - Submitting the FCC Form 469 – Service Providers
  - Submitting the FCC Form 469 – RHC Account Holders
- Disbursement Process
- Resources

# By the end of the webinar, you will be able to...

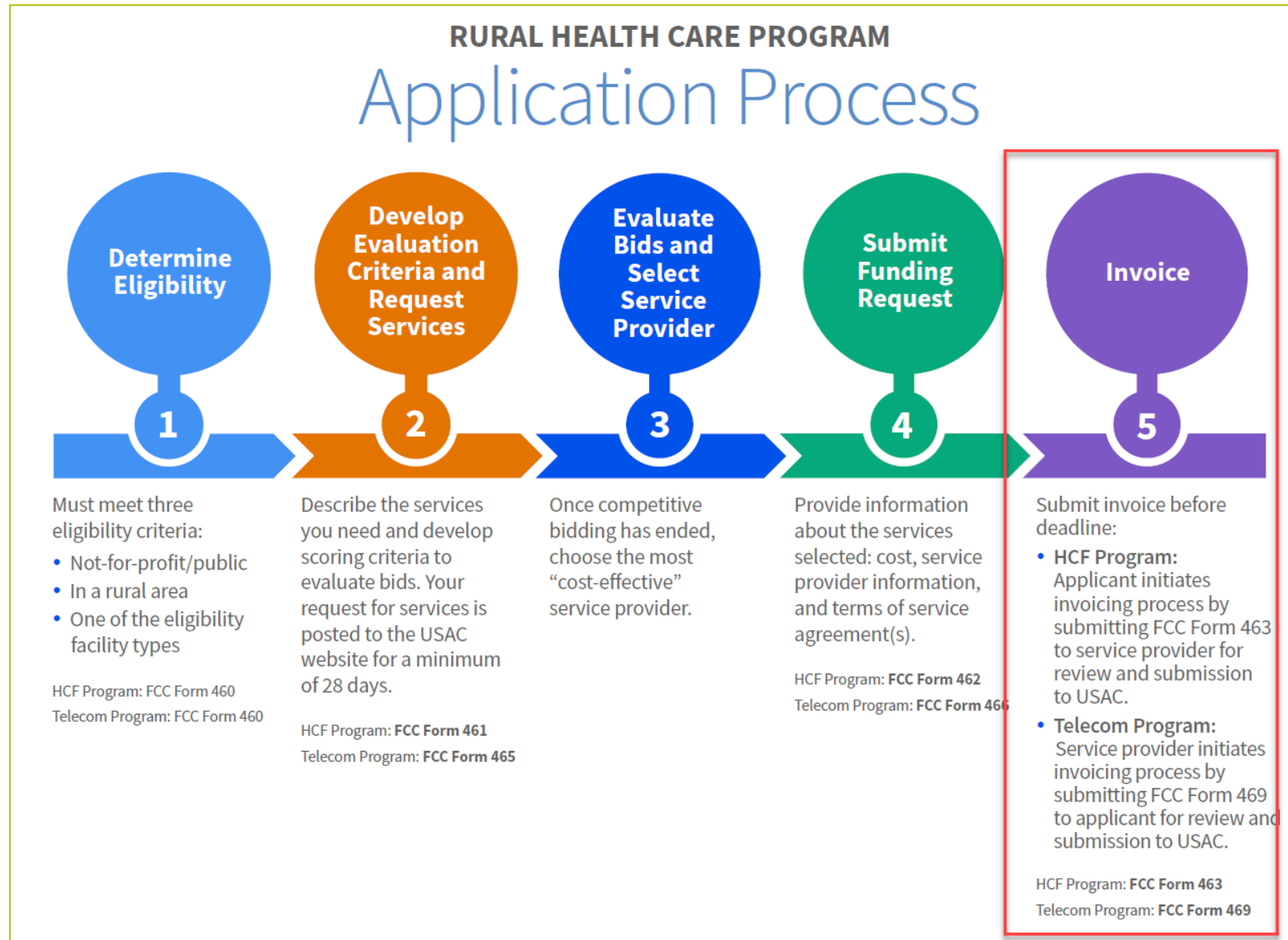
- *Understand the Telecommunications (Telecom) Program invoicing process and deadlines*
- *Mark your calendars with upcoming invoice filing deadlines*
- *Identify the steps to submit the FCC Form 469 invoice for USAC review – service providers*
- *Identify resources to help you submit the FCC Form 469 invoice*
- *For health care providers (HCPs), understand how to approve the FCC Form 469*
- *Understand the disbursement process*

# Glossary

Acronym	Definition
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
PAH	Primary Account Holder
FRN	Funding Request Number
FCL	Funding Commitment Letter
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number
FCCRN	FCC Registration Number (Referred to as FRN on FCC website)

# Invoicing Overview and Program Updates

Telecom Program Invoicing Best  
Practices



# RHC Connect

- For FY2024 and forward, FCC Forms 469 are submitted in RHC Connect.
- In addition, all post-commitment change requests should be submitted in RHC Connect.
  - SPIN Changes
  - Service Substitutions
  - Invoice Filing Deadline Extensions
- Invoice Filing Deadline Extensions for HCPs and service providers will move to RHC Connect ahead of the October 28, 2025, deadline.

# Invoice Filing Deadlines

- The invoice filing deadline, per FCC [Report and Order 19-78](#), is four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs.
- To find your invoice filing deadline, use the [RHC Invoice Filing Deadline Tool](#) on the USAC website.
- Invoice filing deadlines can also be found on our website by going to the Open Data platform and clicking on the [Rural Health Care Commitments and Disbursements \(FCC Form 462/466/466A\)](#) webpage.
  - The invoice filing deadline can be found in the last column of the searchable table when viewing data or in Column BE of the Excel spreadsheet.
- For more information, please see the [HCF Step 5: Invoice USAC](#) webpage.

# FCC 23-110 Third Report and Order

- On December 14, 2023, the FCC released [Order FCC 23-110](#). This order improves RHC program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding, aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes. Changes to RHC program rules are as follows:
  - Permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination.
  - Provides health care providers more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline.
  - Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the rule for determining urban rates in the Telecommunications (Telecom) Program.
  - Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment.
  - Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which will eliminate the need for Telecom Program participants to seek an eligibility determination every time they engage in competitive bidding.

# Supply Chain Order

- As a reminder, when service providers login to [My Portal](#) they will see two supply chain certifications included in the FCC Form 463 and Telecom program invoice.
- The first certification affirms compliance with the [Section 54.9](#) prohibition on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with [Section 54.10](#), which prohibits the use of any Federal subsidies on any communications equipment and services on the [Covered List](#).
- If you requested services or equipment that contain components of products produced by any of the listed covered companies or their parents, affiliates or subsidiaries in FY2024, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- As you proceed with competitive bidding for FY2026, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates or subsidiaries.

# Supply Chain Web Page

- [Supply Chain webpage](#)



The screenshot shows the FCC's Supply Chain webpage. At the top is a navigation bar with links: About (highlighted with an orange arrow), E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below this is a breadcrumb trail: USAC | About | Reports & Orders | **Supply Chain**. On the left is a sidebar menu with links: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and **Supply Chain** (highlighted with a green bar). The main content area has the title "Supply Chain" in large blue font. The text below states: "Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#) . The FCC's actions can be found at [www.fcc.gov/supplychain](http://www.fcc.gov/supplychain) .

In November 2019, the FCC released the [Supply Chain First Report and Order](#)  adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.

# Questions?

# **Submitting the FCC Form 469 – Service Providers**

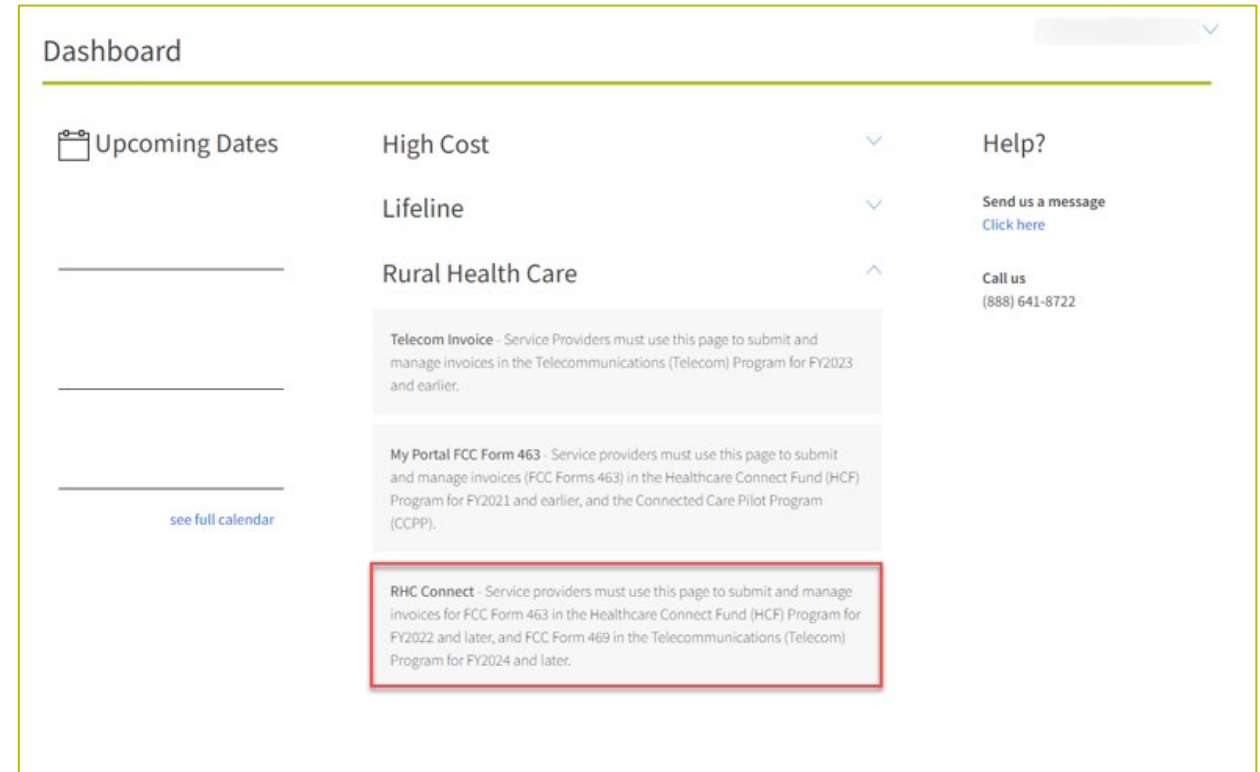
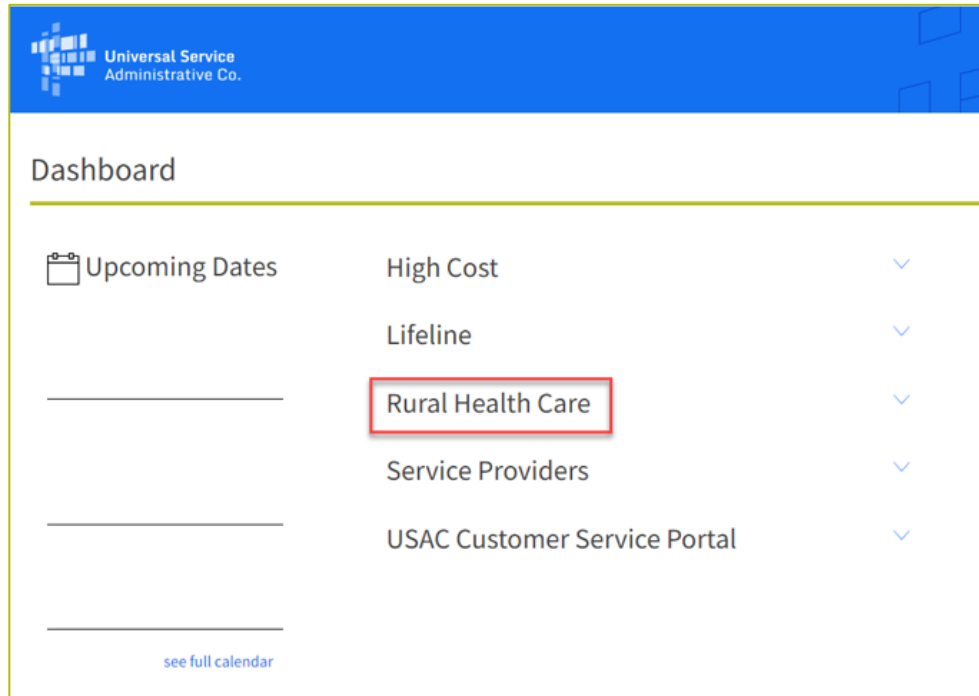
Telecom Program Invoicing Best Practices

# FCC Form 469 – Telecom Program

- The FCC Form 469 is the new form for the Telecom Program.
- Per [FCC Order 23-6](#), it's aligned with the FCC Form 463.
- 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.
- For FY2024, the FCC Form 467, the Healthcare Provider Support Schedule (HSS), and the Telecom invoice will be eliminated in the Telecom Program.

# My Portal Landing Page

- Log in to My Portal and click **Rural Health Care**, then click **RHC Connect**.



# RHC Connect Dashboard

- On the **My Invoices** screen, click **Start an FCC Form 469** or click the **Create an FCC Form 469** button.

The screenshot displays the RHC Connect Dashboard. At the top, a blue header bar contains a 'DASHBOARD' link and a 'START AN FCC FORM 469' button. Below this is a banner image of a healthcare professional. The main content area features a navigation bar with tabs for 'Information Requests', 'My Funding', 'My Invoices', and 'My SPINs'. The 'My Invoices' tab is selected. Below the tabs, there is a 'Form Type' dropdown menu set to 'FCC Form 469'. A search bar labeled 'Search Form 469 - Service Providers' is present. A table of invoices is shown with columns for Invoice Number, Site Name, Site Number, FCC Form 466, Invoice Filing Deadline, Status, and Actions. A red arrow points to a 'CREATE AN FCC FORM 469' button in the top right corner.

Invoice Number	Site Name	Site Number	FCC Form 466	Invoice Filing Deadline	Status	Actions
					Draft	
					Draft	
					Approved	
					Approved	

# Start

- Select the SPIN/498 ID from the drop-down menu, then click **Next**.

DASHBOARD START AN FCC FORM 469

Start Invoice Item(s) Supporting Documentation Declaration of Assistance Certification

Start

Paperwork Reduction Act (PRA)

**Note:** Once you select an SPIN/498 ID and click continue, you will **not** be able to change your selection.

SPIN/498 ID  
143001157 - CenturyLink Qwest Communications Company, LLC

EXIT

SAVE & CONTINUE

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

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PRIVACY POLICIES

# Invoice Items

- Select the FRN or use the **Search** field to select an FRN.
- Under the **Status** column, select any FRN that displays Ready.



**FCC Form 469 - RHC\_INV**

Start **Invoice Item(s)** Supporting Documentation Declaration of Assistance Certification

**Invoice Item(s)**

Select the approved FCC Form 466 applications that you would like to add to this invoice.

**FCC Form 466 Application Invoice Item(s)**

Search for FCC Forms **SEARCH**  

FCC Form 466 Application Number ↓	Connection #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth (Download/Upload)	Number of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice ?	Non-Recurring Amount Remaining to Invoice ?	Today's Potential Reimbursement ?	Total Cost Invoiced ?	Status
	1			Voice	Voice Grade Business Line(s)		2	\$174.08	\$32.49	\$2,088.96	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		12	\$511.88	\$313.89	\$6,142.56	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		36	\$1,367.33	\$169.40	\$16,362.38	\$0.00			Not Available

# Invoice Item(s) (continued)

- If an FRN is selected with **Not Available** in the **Status** column, an error message will be displayed citing the reason it cannot be selected.

**FCC Form 469 - RHC\_INV**

Start **Invoice Item(s)** Supporting Documentation Declaration of Assistance Certification

### Invoice Item(s)

Select the approved FCC Form 466 applications that you would like to add to this invoice.

**FCC Form 466 Application Invoice Item(s)**

Search for FCC Forms

FCC Form 466 Application Number	Connection #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth (Download/Upload)	Number of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Today's Potential Reimbursement	Total Cost Invoiced	Status
	1			Voice	Voice Grade Business Line(s)		2	\$174.08	\$32.49	\$2,088.96	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		12	\$511.88	\$313.89	\$6,142.56	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		36	\$1,367.33	\$169.40	\$16,362.38	\$0.00			Not Available

This FCC Form 466 application is Not Available to be added to the FCC Form 469 due to Connection is already billed on a pending invoice: RHC\_INV202

# Recurring Expense Type – Error Messages

- On the Invoice Line Items screen, enter the **Service Start Date**, the **Billing Period Start and End Dates**, and the **Total Cost Invoiced**.
- An error message will display if dates outside of the commitment are selected.

RHC202 | Connection Number 1

Bandwidth	Funding Start Date	Funding End Date	Remaining Commitment Amount	Number of Voice Lines
	7/1/20	6/30/20	\$1,699.08	2

Recurring Expense Type

Total Cost Remaining to Invoice \$2,088.96

Service Start Date  
07/01/20

Billing Period Start Date  
07/01/20

Billing Period End Date  
06/30/20

Maximum Amount for Chosen Period \$2,088.96

Minimum Amount for Chosen Period \$389.88

Total Cost Invoiced \$2,088.96

Today's Potential Recurring Reimbursement \$1,359.26

Show Calculations for Recurring Expense Type

Today's Total Potential Reimbursement \$1,359.26

RHC202 | Connection Number 1

Bandwidth	Funding Start Date	Funding End Date	Remaining Commitment Amount	Number of Voice Lines
	7/1/20	6/30/20	\$1,699.08	2

Recurring Expense Type

Total Cost Remaining to Invoice \$2,088.96

Service Start Date  
06/30/20

Billing Period Start Date  
06/30/20

Billing Period End Date  
06/30/20

The Billing Period Start Date must be within the approved funding range.

# Recurring Expense Type – Error Messages (continued)

- If the amount entered is equal to or less than the **Minimum Amount for the Chosen Period**, a warning message will be displayed.

RHC202 Connection Number 1

Bandwidth	Funding Start Date 7/1/20	Funding End Date 6/30/20	Remaining Commitment Amount ? \$1,699.08	Number of Voice Lines 2
-----------	------------------------------	-----------------------------	---------------------------------------------	----------------------------

Recurring Expense Type

Total Cost Remaining to Invoice ?  
\$2,088.96

Service Start Date  
07/01/20

Billing Period Start Date  
07/01/20

Billing Period End Date  
06/30/20

Maximum Amount for Chosen Period ?  
\$2,088.96

Minimum Amount for Chosen Period ?  
\$389.88

Total Cost Invoiced ?  
\$389.88

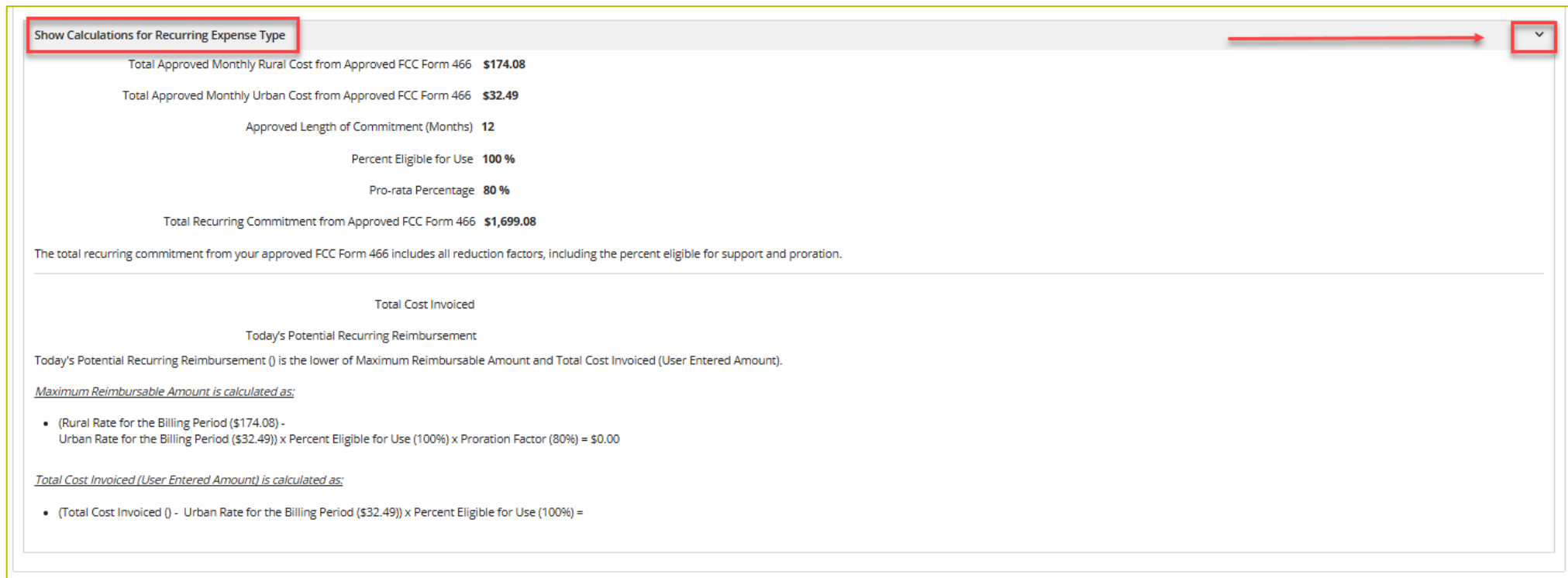
The amount entered cannot be less than or equal to the Minimum Amount for Chosen Period.

Today's Potential Recurring Reimbursement ?  
\$0.00

Show Calculations for Recurring Expense Type

# Recurring Expense Type(continued)

- Click the arrow beside **Show Calculations for Recurring Expense Type** to understand how the system is calculating the potential reimbursement.



**Show Calculations for Recurring Expense Type**

Total Approved Monthly Rural Cost from Approved FCC Form 466 **\$174.08**

Total Approved Monthly Urban Cost from Approved FCC Form 466 **\$32.49**

Approved Length of Commitment (Months) **12**

Percent Eligible for Use **100 %**

Pro-rata Percentage **80 %**

Total Recurring Commitment from Approved FCC Form 466 **\$1,699.08**

The total recurring commitment from your approved FCC Form 466 includes all reduction factors, including the percent eligible for support and proration.

---

Total Cost Invoiced

Today's Potential Recurring Reimbursement

Today's Potential Recurring Reimbursement () is the lower of Maximum Reimbursable Amount and Total Cost Invoiced (User Entered Amount).

Maximum Reimbursable Amount is calculated as:

- (Rural Rate for the Billing Period (\$174.08) - Urban Rate for the Billing Period (\$32.49)) x Percent Eligible for Use (100%) x Proration Factor (80%) = \$0.00

Total Cost Invoiced (User Entered Amount) is calculated as:

- (Total Cost Invoiced () - Urban Rate for the Billing Period (\$32.49)) x Percent Eligible for Use (100%) =

# Non - Recurring Expense Type

- Enter the following information:
  - Service Installation Date
  - Billing Date
  - Total Cost Invoiced
- For non-recurring expense types, only one FCC Form 469 may be submitted.
  - Please wait to submit until you're ready to submit an invoice for the entire charge.


The screenshot shows a web form titled "Non-Recurring Expense Type". It contains the following fields and values:

- Total Cost Remaining to Invoice**: \$500.00
- Service Installation Date**: 07/01/20 (with a calendar icon)
- Billing Date**: 07/08/20 (with a calendar icon)
- Total Cost Invoiced**: \$500.00
- Today's Potential Non-Recurring Reimbursement**: \$150.00

A red rectangular box highlights the "Service Installation Date", "Billing Date", and "Total Cost Invoiced" fields. At the bottom of the form, there is a button labeled "Show Calculations for Non-Recurring Expense Type" with a right-pointing arrow.

# Non-Recurring Expense Type (continued)

- Click the arrow beside **Show Calculations for Non-Recurring Expense Type** to understand how the system is calculating the potential reimbursement.

Show Calculations for Non-Recurring Expense Type 

Total Approved One-time Rural Rate Charge from Approved FCC Form 466 **\$500.00**

Total Approved One-time Urban Rate Charge from Approved FCC Form 466 **\$250.00**

Percent Eligible for Use **60 %**

Pro-rata Percentage **100 %**

Total Non-Recurring Commitment from Approved FCC Form 466 **\$500.00**

The total non-recurring commitment from your approved FCC Form 466 includes all reduction factors, including the percent eligible for support and proration.

Total Cost Invoiced **\$500.00**

Today's Potential Non-Recurring Reimbursement **\$150.00**

Today's Potential Non-Recurring Reimbursement (\$150.00) is the lower of Maximum Reimbursable Amount and Total Cost Invoiced (User Entered Amount).

Maximum Reimbursable Amount is calculated as:

- (One-time Rural Rate (\$500.00) - One-time Urban Rate (\$250.00)) x Percent Eligible for Use (60%) x Proration Factor (100%)

Total Cost Invoiced (User Entered Amount) is calculated as:

- Total Cost Invoiced (\$500.00) - One-time Urban Rate (\$250.00) x Percent Eligible for Use (60%)

# Non-Recurring Expense Type – Error Message

- If the amount entered is equal to or less than the **Total Cost Remaining to Invoice**, a warning message will be displayed since non-recurring costs may only be invoiced once.
- If the amount entered is equal to or less than the **One-Time Urban Rate Charge** on the FCC Form 466, a warning message will be displayed.

The screenshot displays the 'Non-Recurring Expense Type' form. At the top, a yellow warning box states: 'The amount entered is less than the approved one-time rural rate on the FCC Form 466. Please note: You can only invoice once for the total non-recurring cost.' Below this, the 'Total Cost Remaining to Invoice' is \$500.00. The 'Service Installation Date' is 07/01/20 and the 'Billing Date' is 07/08/20. The 'Total Cost Invoiced' is \$100.00, which is highlighted with a red box. A red error message below it reads: 'The amount entered cannot be less than or equal to the Approved One-Time Urban Rate Charge on the FCC Form 466.' The 'Today's Potential Non-Recurring Reimbursement' is \$0.00. At the bottom, there is a button labeled 'Show Calculations for Non-Recurring Expense Type'.

Non-Recurring Expense Type

**ⓘ** The amount entered is less than the approved one-time rural rate on the FCC Form 466. Please note: You can only invoice once for the total non-recurring cost.

**Total Cost Remaining to Invoice ⓘ**  
\$500.00

**Service Installation Date** 07/01/20 **Billing Date** 07/08/20

**Total Cost Invoiced ⓘ**  
\$100.00

The amount entered cannot be less than or equal to the Approved One-Time Urban Rate Charge on the FCC Form 466.

**Today's Potential Non-Recurring Reimbursement ⓘ**  
\$0.00

Show Calculations for Non-Recurring Expense Type >

# Billing and Circuit Information

- Information is pre-populated based on information in the approved FCC Form 466.
- If information is correct, click **Add to 469**.

Billing and Circuit Information

Connection 1

Billing Account Number

Where is the site's location on the circuit?

☒ The circuit starts at the site location

☐ The circuit ends at the site location

Billed Circuit Miles

0

Total Billed Miles

0

Circuit Start Location

Street Address

Street Address 2 (Optional)

City

State

Zip Code

Enter Circuit End Location

Street Address

Street Address 2 (Optional)

City

State

Zip Code

ADD TO FORM 469

# Voice Lines

- If the number of approved voice lines has changed, enter the corrected number in the editable field titled **Number of Voice Lines**.
- Warning message will appear if the value entered is less than the number of voice lines on the committed FCC Form 466.
- Note: the system will not recalculate the cost so the service provider and HCP must ensure the total cost invoiced is correct based the reduced number of lines.

RHC202   Connection Number 1				
Bandwidth	Funding Start Date 7/1/20	Funding End Date 6/30/20	Remaining Commitment Amount ? \$1,699.08	<b>Number of Voice Lines</b> <input type="text" value="2"/>
Recurring Expense Type				
Total Cost Remaining to Invoice ? \$2,088.96				

RHC202   Connection Number 1				
<div>ⓘ Value entered is less than the number of voice lines committed on the FCC Form 466 application. The Maximum Amount for Chosen Period will calculate based on the original FCC Form 466 amounts. Please ensure the Total Cost Invoiced accounts for the actual number of voice lines entered.</div>				
Bandwidth	Funding Start Date 7/1/20	Funding End Date 6/30/20	Remaining Commitment Amount ? \$1,699.08	<b>Number of Voice Lines</b> <input type="text" value="1"/>
Recurring Expense Type				
Total Cost Remaining to Invoice ? \$2,088.96				

# Invoice Item(s)

- Once all invoice items have been added, click **Save & Continue**.
- Note, multiple FRNs for multiple HCPs may be added to an FCC Form 469.

**FCC Form 469 - RHC\_INV202**

Start **Invoice Item(s)** Supporting Documentation Declaration of Assistance Certification

**Invoice Item(s)**

Select the approved FCC Form 466 applications that you would like to add to this invoice.

**FCC Form 466 Application Invoice Item(s)**

Q Search for FCC Forms

FCC Form 466 Application Number	Connection #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth (Download/Upload)	Number of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Today's Potential Reimbursement	Total Cost Invoiced	Status
	1			Voice	Voice Grade Business Line(s)		2	\$174.08	\$32.49	\$2,088.96	\$0.00	\$1,359.26	\$2,088.96	Added
	1			Voice	Voice Grade Business Line(s)		12	\$511.88	\$313.89	\$6,142.56	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		36	\$1,367.33	\$169.40	\$16,362.38	\$0.00			Not Available

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

# Supporting Documentation

- Click **Upload** to upload first document, then click the plus sign (+) to add each additional document.
- Click **Confirm Document Uploads**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) **Supporting Documentation** Declaration of Assistance Certification

### Supporting Documentation

Uploaded File(s)

Document Type	Description	FCC Form 466 Application Number	File Name	Uploaded On
No items available				

**Upload Document(s)**

- Invoice**  
PDF - 32.81 KB
- Proof of Payment**  
PDF - 33.67 KB
- Drop files here

Up to ten (10) documents at a time.

**CONFIRM DOCUMENT UPLOAD(S)**

Note: On this screen only, error messages may persist even after errors have been fixed. After fixing errors, please select **save and continue**.

EXIT BACK **SAVE & CONTINUE**

# Supporting Documentation (continued)

- Use the dropdown menu for **Document Type** to select **Invoice** or **Proof of Payment** or select **Other** and enter a description of the document.
- Select the **FCC Form 466 Application Number**.
- Click the red **x** to remove a document, then click **Save & Continue**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) Supporting Documentation Declaration of Assistance Certification

### Supporting Documentation

Uploaded File(s)

Document Type	Description	FCC Form 466 Application Number	File Name	Uploaded On	
Invoice	Required only for "Other" Document Type	Select a document type	Invoice PDF - 32.81 KB	9/26/2024 12:02 PM EDT	ⓧ
Proof of Payment	Required only for "Other" Document Type	Select a document type	Proof of Payment PDF - 33.67 KB	9/26/2024 12:02 PM EDT	ⓧ

Upload Document(s)

UPLOAD Drop files here

Up to ten (10) documents at a time.

<< < Showing 1 - 2 of 2 > >>

Note: On this screen only, error messages may persist even after errors have been fixed. After fixing errors, please select **save and continue**.

EXIT BACK **SAVE & CONTINUE**

# Declaration of Assistance

- Click the correct radio button to indicate whether any third parties were involved during the competitive bidding process.
- If **No** is selected, click **Save & Continue**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) Supporting Documentation Declaration of Assistance Certification

### Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☐ Yes

☐ No

EXIT BACK

SAVE & CONTINUE

Approved by OMB 3060-0804

# Declaration of Assistance (continued)

- If **Yes** is selected, click the **Add Contact** hyperlink and enter information about the third-party assistance.
- Once all fields are complete, click **Save** to continue.

**Declaration of Assistance**

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☒ Yes  
☐ No

Name	Title	Employer	Nature of the Relationship	State	Email	Telephone Number	Actions
No items available							

[+ Add Contact](#)

**Add a New Contact**

First Name  Middle Initial (Optional)  Last Name

Organization Type

Title/Role

Employer

Address Line 1  Address Line 2 (Optional)

City  State  Zip Code

Email

Phone  Extension (Optional)

Nature of Relationship

# Declaration of Assistance (continued)

- Once the information is saved, it will be displayed on the screen.
- Click **Edit** or **Delete** to remove or make changes, then click **Save & Continue**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) Supporting Documentation **Declaration of Assistance** Certification

### Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☒ Yes ☐ No

Name	Title	Employer	Nature of the Relationship	State	Email	Telephone Number	Actions
john smith	ceo	consultant	smldkemls	AR	john@consultant.com	(202) 555-5555	<a href="#">Edit</a>   <a href="#">Delete</a>

[+ Add Contact](#)

[EXIT](#) [BACK](#) [SAVE & CONTINUE](#)

Approved by OMB 3060-0804

# Certifications

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

**FCC Form 469 - RHC**

Start Invoice Item(s) Supporting Documentation Declaration of Assistance **Certification**

Application Summary

**Certifications**

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
		RHC202400	RHC_INV202400	Q1100

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel), including its consultant for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

☒ I certify under penalty of perjury, as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☒ I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last day of the delivery of supported services pursuant to 47 CFR § 54.631.

☒ I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☒ I certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10

Certifier's Full Name

Date

Digital Signature

EXIT BACK **CERTIFY & SUBMIT**

# After Submitting

- Once you click **Certify & Submit**, this message will appear.
- Click the arrow at the far right to see 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

**FCC Form 469 - RHC\_** [redacted]

Application Summary >

✓ This application has been successfully submitted. [My Forms Dashboard](#)

[Share your feedback \(2-question survey\)](#)

**Certifications**

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
[redacted]	[redacted]	[redacted]	RHC_ [redacted]	

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

# Returned 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.

# Returned to Service Provider

- Navigate to the **Dashboard**.
- Navigate to the **My Invoices** tab and the invoice will appear as **Returned** under the **Status** column.
- Click the icon to view, resume or delete the FCC Form 469.
- Click the forward arrow to resume the form.

The screenshot shows the 'RHC Connect' interface. At the top, there are three tabs: 'My Funding', 'My Invoices' (which is selected and highlighted with a red box), and 'My SPINs'. On the left, there is a circular clock icon showing '15:38'. Below the tabs, there is a 'Form Type' dropdown menu set to 'FCC Form 469'. A search bar with the text 'Search Form 469 - Service Providers' and a 'SEARCH' button is present. To the right of the search bar is a 'STATUS' dropdown menu set to 'Any'. A 'CREATE A FCC FORM 469' button is located in the top right corner. The main area contains a table with the following columns: 'Invoice Number', 'Site Name', 'Site Number', 'FCC Form 466', 'Invoice Filing Deadline', and 'Status'. The table has several rows, with the last row highlighted. In this row, the 'Status' column contains the word 'Returned', which is highlighted with a red box. A red arrow points from the 'Returned' status to the 'FCC Form 466' column. To the right of the 'Returned' status, there are three icons: a magnifying glass, a circular arrow, and a trash can, all of which are also highlighted with a red box.

Invoice Number	Site Name	Site Number	FCC Form 466	Invoice Filing Deadline	Status
					HCP Review
					Submitted
					Submitted
					Submitted
			Multiple		HCP Review
			Multiple		HCP Review
RHC_INV2024006					Returned

# Returned to Service Provider (continued)

- Navigate to the **Invoice Item(s)** page.
- Select **Correction Request** and select the **Application Number**.
- Click the down arrow to view **General Comment & Correction Requests History**.
- Leave a comment and upload a file, if necessary, then click **Save & Continue**.

FCC Form 469 - RHC\_INV202

Starts **Invoice Item(s)** Supporting Documentation Declaration of Assistance Certification

**Invoice Item(s)**

FCC Form 466 Application Invoice Item(s)

Search for FCC Forms  SEARCH

FCC Form 466 Application Number	Connection Number #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth	Number Of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Total Cost Invoiced	Today's Potential Reimbursement
				Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$2,500.00	\$1,730.00

**GENERAL COMMENT** **CORRECTION REQUEST**

Application Number(s)  
RHC202400

**Correction Request Details**  
Bandwidth is correct. Uploaded correct invoice.

File (Optional) Invoice PDF - 32.81 KB

**General Comment & Correction Requests History**

	Application Number(s)	Correction Request Details
9/26/2024 3:13 PM EDT HCP Reviewer	RHC202400	Bandwidth is incorrect.
9/26/2024 3:04 PM EDT HCP Reviewer		General Comment Service provider forgot to include invoice. Invoice PDF - 32.81 KB

Showing 1 - 2 of 2

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

# Returned to Service Provider (continued)

- 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.

**FCC Form 469 - RHC**

Start Invoice Item(s) Supporting Documentation Declaration of Assistance **Certification**

Application Summary >

**Certifications**

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
		RHC202400	RHC_INV202400	0/100

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

☒ I certify under penalty of perjury, as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☒ I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last day of the delivery of supported services pursuant to 47 CFR § 54.631.

☒ I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☒ I certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10

Certifier's Full Name

Date


Digital Signature

EXIT BACK **CERTIFY & SUBMIT**

# After Submitting

- Once you click **Certify & Submit**, this message will appear.
- Click the arrow at the far right. to see the **Application Summary**.

**FCC Form 469 - RHC\_** [redacted]

Application Summary 

✔ This application has been successfully submitted. [My Forms Dashboard](#)

[Share your feedback \(2-question survey\)](#)

### Certifications

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
[redacted]	[redacted]	[redacted]	RHC_ [redacted]	

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

# What to Expect After Submitting to USAC

- An invoice is not considered submitted until approved by the HCP and received by USAC.
- With no Information Requests, the review generally takes about 30 days.
- If an Information Request is sent, it will come from rhcadmin@usac.org.
  - Respond to the Information Request in RHC Connect.
  - Email notifications sent from RHC Connect are from an unattended mailbox.
  - Use the [Information Request tip sheet](#) on the USAC website as a resource.
- Approval will be held until response is received and reviewed.
- Email notification of invoice approval will be sent from [rhcadmin@usac.org](mailto:rhcadmin@usac.org) to all account holders.

**Questions?**

# **Submitting the FCC Form 469 – Applicants**

Telecom Program Invoicing Best  
Practices

# HCP Review

- An email notification will be sent to account holders stating that there's an invoice available for review.
- Log in to RHC Connect.
- Carefully review form for accuracy.
  - Confirm billing period and invoiced amount.
  - If inaccurate, return invoice to the service provider.
- Certify and sign the FCC Form 469.

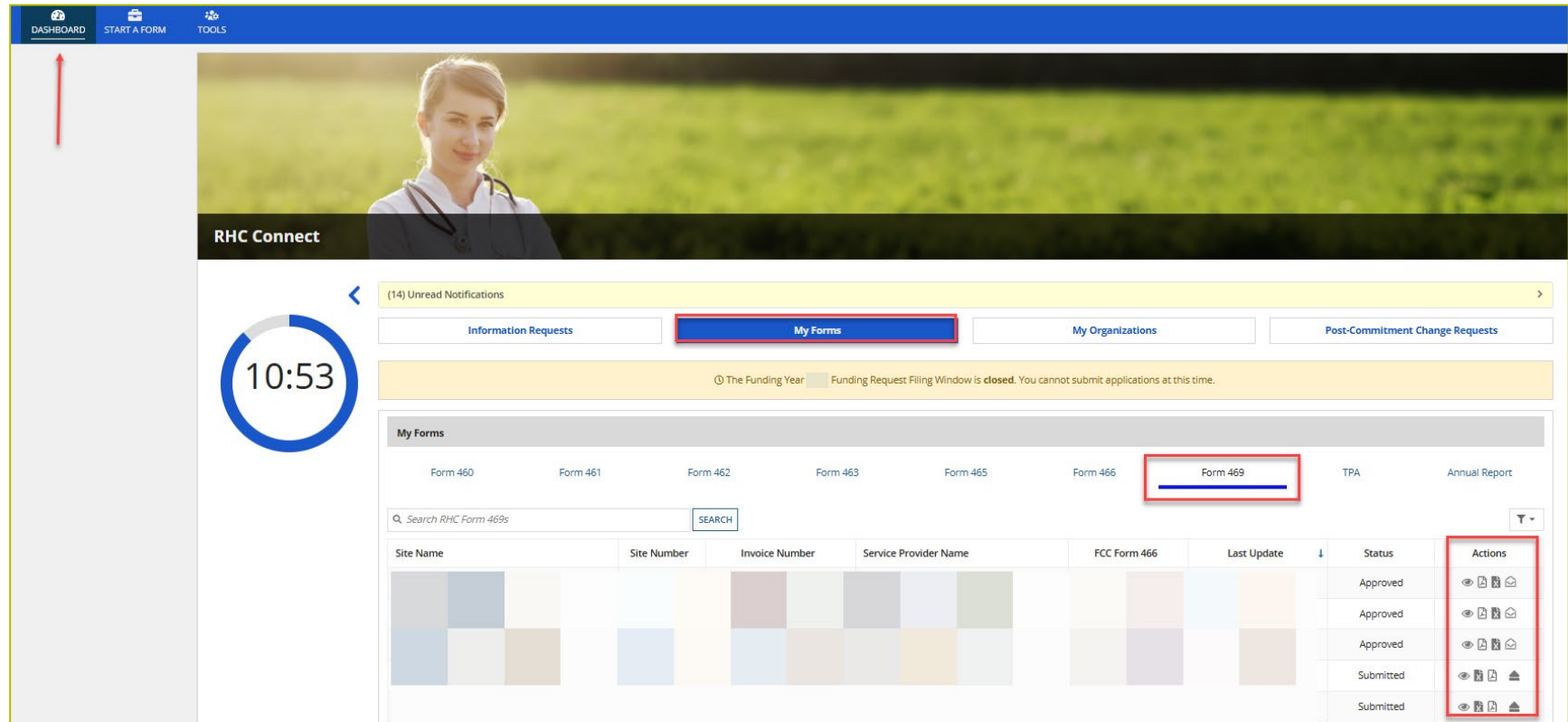
# My Portal Landing Page

- Log in to My Portal and click **RHC Connect**.

The screenshot displays the 'Dashboard' of the My Portal. At the top, there is a yellow notification bar 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 and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informa'. Below this, the dashboard is divided into two main sections. On the left is 'Upcoming Dates' with a calendar icon. On the right is 'Rural Health Care' with an upward arrow icon. Under 'Rural Health Care', there are three cards. The first card, 'RHC Connect', is highlighted with a red border and contains the text: 'RHC Connect - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.' The second card, 'RHC My Portal', contains the text: 'RHC My Portal - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.' The third card, 'Connected Care Pilot Program', contains the text: 'Connected Care Pilot Program - Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.'

# Dashboard

- On the **My Forms** tab, you can view the status of all forms.
- Navigate to each form.
- Click the icons to view, continue with a draft form, discard a form, view a PDF copy or view the email for a processed invoice.

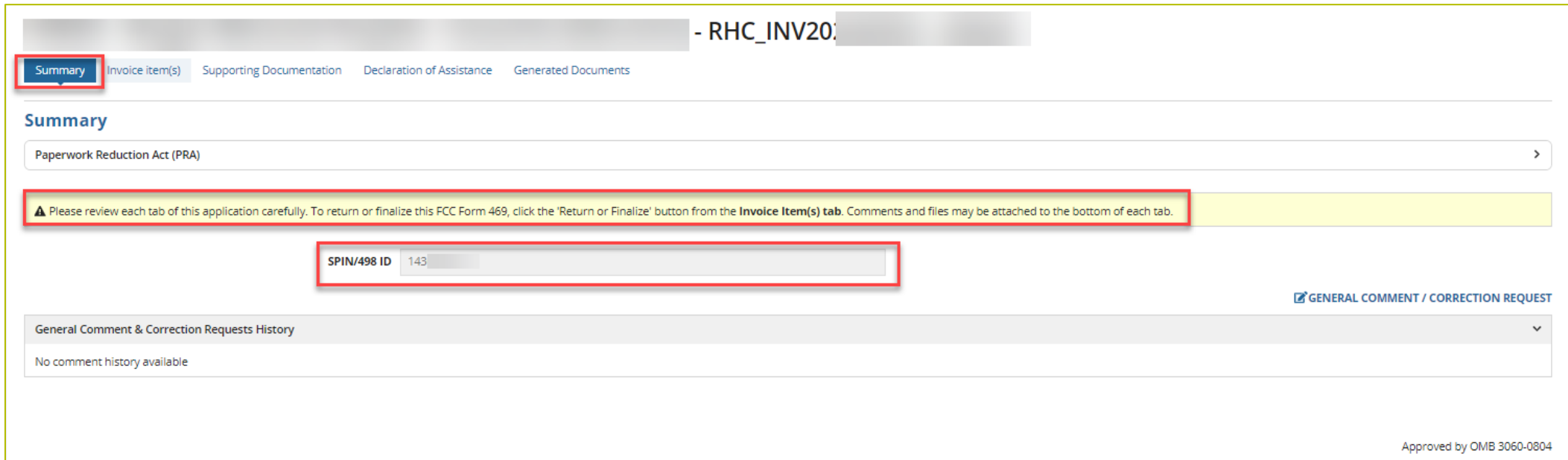


The screenshot shows the RHC Connect dashboard. The top navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. The 'My Forms' tab is selected and highlighted with a red box. A red arrow points to this tab. Below the navigation bar, there is a banner for 'RHC Connect' featuring a woman's portrait. A circular clock shows the time as 10:53. A notification bar indicates '(14) Unread Notifications'. Below this, there are tabs for 'Information Requests', 'My Forms' (selected), 'My Organizations', and 'Post-Commitment Change Requests'. A message states: 'The Funding Year Funding Request Filing Window is closed. You cannot submit applications at this time.' The 'My Forms' section displays a list of forms: Form 460, Form 461, Form 462, Form 463, Form 465, Form 466, Form 469 (highlighted with a red box), TPA, and Annual Report. Below the list is a search bar with the text 'Search RHC Form 469s' and a 'SEARCH' button. A table displays the details of Form 469, with columns for Site Name, Site Number, Invoice Number, Service Provider Name, FCC Form 466, Last Update, Status, and Actions. The 'Actions' column contains icons for viewing, editing, discarding, and emailing forms, which are highlighted with a red box.

Site Name	Site Number	Invoice Number	Service Provider Name	FCC Form 466	Last Update	Status	Actions
						Approved	View, Edit, Discard, Email
						Approved	View, Edit, Discard, Email
						Approved	View, Edit, Discard, Email
						Submitted	View, Edit, Discard, Email
						Submitted	View, Edit, Discard, Email

# Summary Page

- Message in the yellow box instructs HCP to review each tab carefully and make comments or upload files where appropriate.
- SPIN used on the FCC Form 466 for this FRN is displayed.



The screenshot displays the 'Summary' page of the FCC Form 466 application. At the top, a header bar shows the application title '- RHC\_INV20.' followed by a redacted area. Below this, a navigation bar contains five tabs: 'Summary' (highlighted with a red box), 'Invoice item(s)', 'Supporting Documentation', 'Declaration of Assistance', and 'Generated Documents'. The main content area is titled 'Summary' and includes a dropdown menu for 'Paperwork Reduction Act (PRA)'. A prominent yellow warning box with a red border contains the text: '⚠ Please review each tab of this application carefully. To return or finalize this FCC Form 469, click the 'Return or Finalize' button from the **Invoice Item(s)** tab. Comments and files may be attached to the bottom of each tab.' Below the warning box, a red-bordered box highlights the 'SPIN/498 ID' field, which displays the value '143'. To the right of this field is a link labeled 'GENERAL COMMENT / CORRECTION REQUEST'. At the bottom, a section titled 'General Comment & Correction Requests History' shows 'No comment history available'. The footer of the page states 'Approved by OMB 3060-0804'.

- RHC\_INV20.

Summary Invoice item(s) Supporting Documentation Declaration of Assistance Generated Documents

**Summary**

Paperwork Reduction Act (PRA)

⚠ Please review each tab of this application carefully. To return or finalize this FCC Form 469, click the 'Return or Finalize' button from the **Invoice Item(s)** tab. Comments and files may be attached to the bottom of each tab.

SPIN/498 ID 143

[GENERAL COMMENT / CORRECTION REQUEST](#)

General Comment & Correction Requests History

No comment history available

Approved by OMB 3060-0804

# Invoice Item(s)

- 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**.

The screenshot displays the 'Invoice Item(s)' page for FCC Form 466. At the top, there is a breadcrumb trail: Summary, **Invoice Item(s)**, Supporting Documentation, Declaration of Assistance, and Generated Documents. The 'Invoice Item(s)' tab is highlighted. Below the breadcrumb, the title 'Invoice Item(s)' is followed by 'FCC Form 466 Application Invoice Item(s)'. A search bar with the placeholder 'Search for FCC Forms' and a 'SEARCH' button is present. A table with 14 columns lists the invoice items. The first item is highlighted. Below the table, there is a section for 'General Comment & Correction Requests History' which currently shows 'No comment history available'. A red box highlights the 'GENERAL COMMENT / CORRECTION REQUEST' button in the bottom right corner.

FCC Form 466 Application Number	Connection Number #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth	Number Of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Total Cost Invoiced	Today's Potential Reimbursement
	1			Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$2,500.00	\$1,230.00

**GENERAL COMMENT / CORRECTION REQUEST**

General Comment & Correction Requests History

No comment history available

# Invoice Item(s) (continued)

- To enter a correction request, click **Correction Request**.
- Select the **Application Number** from the dropdown menu.
- Enter the details of the correction request in the field and, if necessary, upload a supporting document.

**Invoice Item(s)**  
FCC Form 466 Application Invoice Item(s)

Q Search for FCC Forms SEARCH

FCC Form 466 Application Number	Connection Number #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth	Number Of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Total Cost Invoiced	Today's Potential Reimbursement
	1			Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$2,500.00	\$1,230.00

GENERAL COMMENT **CORRECTION REQUEST**

Application Number(s)  
RHC202

Correction Request Details  
Incorrect bandwidth

File (Optional) **Invoice PDF - 32.81 KB**

19/10000

**SAVE** **CANCEL**

# Invoice Item(s) (continued)

- If the service provider uploaded documents, they will be visible to download and review on the **Supporting Documentation** page.
- To upload supporting documents, click **General Comment/Correction Request**, select either **General Comment** or **Correction Request**, leave an explanation and upload the supporting document(s).
- Click **Save**.

**Supporting Documentation**  
Uploaded File(s)

Document Type	Description	FCC Form 466 Application Number	File Name	Uploaded On
No items available				


**GENERAL COMMENT**

CORRECTION REQUEST

General Comment

Service provider did not upload invoice

40/10000

File (Optional)  Invoice PDF - 32.81 KB

**SAVE** CANCEL

# Declaration of Assistance

- 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 screenshot shows the 'Declaration of Assistance' section of the FCC Form 469. At the top, a header bar displays '- RHC\_INV202'. Below this, a navigation bar contains tabs for 'Summary', 'Invoice Item(s)', 'Supporting Documentation', 'Declaration of Assistance' (which is highlighted with a red box), and 'Generated Documents'. The main content area is titled 'Declaration of Assistance' and contains a question: 'Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?'. Below the question are two radio button options: 'Yes' and 'No', with 'No' being selected. A red box highlights the question and the 'No' option. To the right of the question, there is a link labeled 'GENERAL COMMENT / CORRECTION REQUEST'. Below the question, there is a section titled 'General Comment & Correction Requests History' with a dropdown arrow. Below this section, it states 'No comment history available'. At the bottom right of the form, it says 'Approved by OMB 3060-0804'.

# Generated Documents

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

The screenshot shows the 'Generated Documents' tab for Form 469. The header includes the form title and navigation tabs. A table lists generated documents with columns for Document Type, Date, and Action. The 'Generated Documents' tab is highlighted in the navigation bar. The table contains two rows: 'FCC Form 469 PDF - Submitted' and 'FCC Form 469 Excel - Submitted'. The 'Action' column for the PDF row shows 'View | Download' and for the Excel row shows 'Download'. The footer indicates approval by OMB 3060-0804.

Form 469 - [REDACTED] Hospital - [REDACTED] - RHC\_INV202 [REDACTED]

Summary Invoice Item(s) Supporting Documentation Declaration of Assistance **Generated Documents**

### Generated Documents

FCC FORM 469 GENERATED DOCUMENTS

Document Type	Date	Action
FCC Form 469 PDF - Submitted	[REDACTED]	View   Download
FCC Form 469 Excel - Submitted	[REDACTED]	Download

Approved by OMB 3060-0804

# Invoice Item(s) – Return or Finalize

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

- RHC\_INV202

RETURN OR FINALIZE

Summary
Invoice Item(s)
Supporting Documentation
Declaration of Assistance
Generated Documents

### Invoice Item(s)

FCC Form 466 Application Invoice Item(s)

SEARCH

FCC Form 466 Application Number	Connection Number #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth	Number Of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Total Cost Invoiced	Today's Potential Reimbursement
	1			Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$2,500.00	\$1,230.00

[GENERAL COMMENT / CORRECTION REQUEST](#)

General Comment & Correction Requests History
▼

9/26/2024 3:13 PM EDT

HCP Reviewer

Application Number(s)
Correction Request Details

RHC20240

Bandwidth is incorrect.

9/26/2024 3:04 PM EDT

HCP Reviewer

General Comment

Service provider forgot to include invoice.

Invoice

PDF - 32.81 KB

Showing 1 - 2 of 2

# Invoice Line Items – Return for Changes

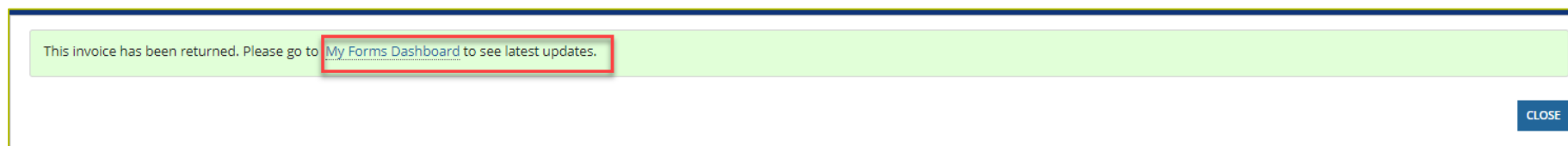
- Select **Return for Changes to the Service Provider**.
- You must add at least one comment, then click **Next**.
- Warning states if **Yes** is selected, this action cannot be reversed.
- Click **Yes** to continue.

The first screenshot shows the 'Review' screen for RHC\_INV202. It includes a warning message: 'If you choose to Return for Changes, you must add at least one comment within the application screens, summarizing the issue(s) within the FCC Form 469.' Below this, there is a section 'I have reviewed this FCC Form 469 and I would like to...' with two radio buttons: 'Return for Changes to the Service Provider' (selected) and 'Finalize'. The 'NEXT' button is highlighted with a red box.

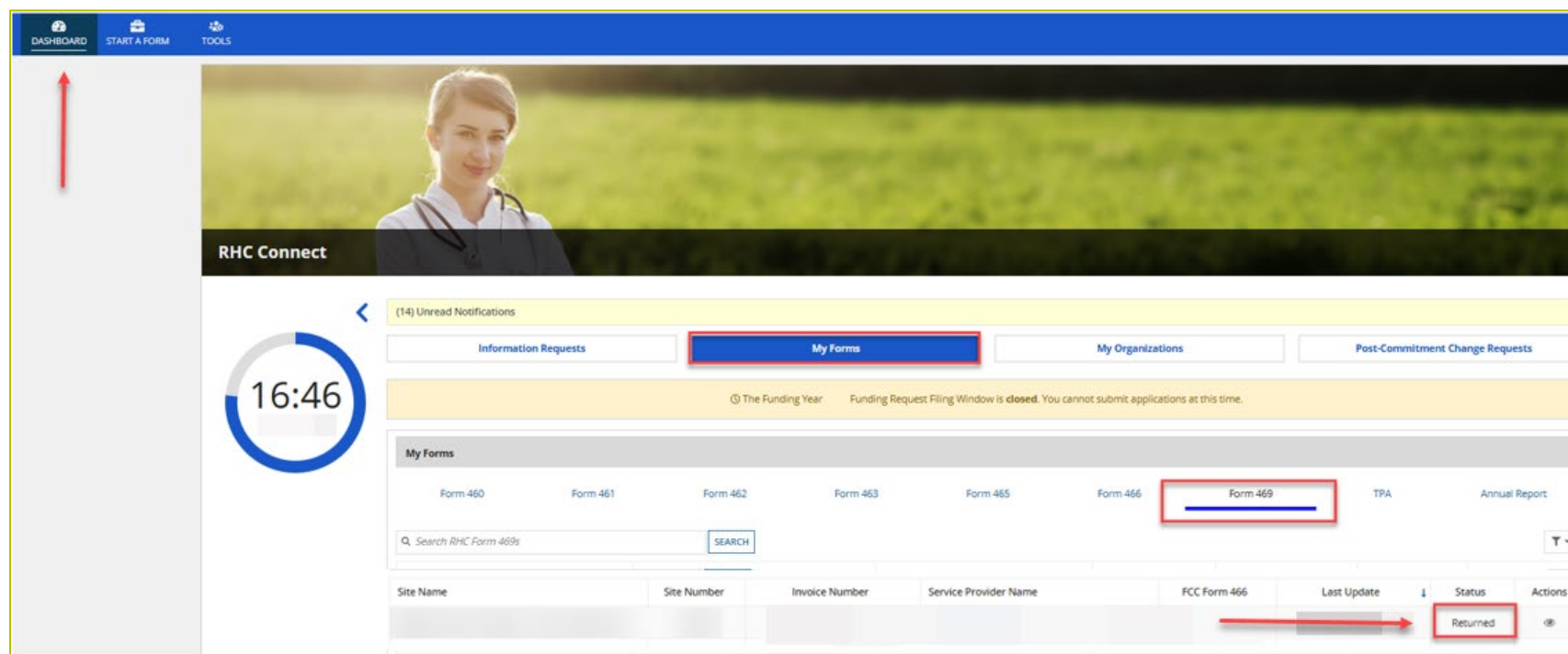
The second screenshot shows the 'Review' screen for RHC\_INV20240. It includes a confirmation dialog box: 'Do you want to return the invoice RHC\_INV202400501\_100025 to the Service Provider? This action cannot be reversed.' with 'NO' and 'YES' buttons. The 'YES' button is highlighted with a red box.

# Invoice Returned

- Confirmation that invoice has been returned.



- Status of invoice appears on the **My Forms** tab of the **Dashboard**.



# Return to HCP

- The HCP account holders will receive an email once the service provider addresses the correction request and returns it to the HCP for review.
- Navigate to the **My Forms** tab on the **Dashboard**, select **FCC Form 469** under **Form Type**, and click the view icon under the **Actions** column of the invoice to be reviewed.

The screenshot displays the RHC Connect dashboard interface. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' tabs. Below this, a large banner image shows a healthcare professional. The main content area features a sidebar on the left with a clock showing '16:46' and a list of tabs: 'Information Requests', 'My Forms' (highlighted with a red box), 'My Organizations', and 'Post-Commitment Change Requests'. Below the tabs, a message states: 'The Funding Year 2025 Funding Request Filing Window is closed. You cannot submit applications at this time.' The 'My Forms' section contains a table with columns for 'Form Type', 'Form Number', 'Status', and 'Actions'. The 'Form Type' column lists various forms, with 'Form 469' highlighted by a red box. The 'Status' column shows 'HCP Review' for the selected form, and the 'Actions' column contains a view icon (represented by a magnifying glass) also highlighted by a red box. A red arrow points from the 'Actions' column to the 'HCP Review' status.

# HCP Review After Return

- 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 **Invoice Item(s)** page, click **Return or Finalize**.

The screenshot displays the 'FCC Form 466 Application Invoice Item(s)' page. At the top, there is a navigation bar with tabs: 'Summary', 'Invoice Item(s)', 'Supporting Documentation', 'Declaration of Assistance', and 'Generated Documents'. The 'Invoice Item(s)' tab is selected and highlighted with a red box. To the right of the tabs is a header '- RHC\_INV202' and a 'RETURN OR FINALIZE' button, also highlighted with a red box. Below the tabs is a search bar and a table of invoice items. The table has columns: FCC Form 466 Application Number, Connection Number #, HCP Number, HCP Name, Service Category, Service Type, Bandwidth, Number Of Voice Lines, Monthly Rural Rate, Monthly Urban Rate, Recurring Amount Remaining to Invoice, Non-Recurring Amount Remaining to Invoice, Total Cost Invoiced, and Today's Potential Reimbursement. Below the table is a section titled 'General Comment & Request History' with a dropdown arrow. This section contains three entries: 'Service Provider' with a correction request for bandwidth, 'HCP Reviewer' with a correction request for bandwidth, and 'HCP Reviewer' with a general comment about a missing invoice. A red arrow points to the dropdown arrow next to the 'General Comment & Request History' section header. The bottom right corner shows 'Showing 1 - 3 of 3'.

# Finalizing the FCC Form 469

- If everything is correct, click **Finalize**, then click **Next**.

The screenshot shows the 'Review' section of the FCC Form 469. At the top, it displays 'HCP [redacted] - RHC\_INV202 [redacted]'. Below this is a yellow banner with an information icon and the text: 'If you choose to Return for Changes, you must add at least one comment within the application screens, summarizing the issue(s) within the FCC Form 469.' Underneath the banner, the text 'I have reviewed this FCC Form 469 and I would like to...' is followed by two radio button options: 'Return for Changes to the Service Provider' and 'Finalize'. The 'Finalize' option is selected and highlighted with a red rectangle. At the bottom left is a 'CANCEL' button, and at the bottom right is a 'NEXT' button, which is also highlighted with a red rectangle.

HCP [redacted] - RHC\_INV202 [redacted]

Review

**i** If you choose to **Return for Changes**, you must add at least one comment within the application screens, summarizing the issue(s) within the FCC Form 469.

I have reviewed this FCC Form 469 and I would like to...

Return for Changes to the Service Provider ☐ **Finalize** ☒

**CANCEL** **NEXT**

# HCP Certifications

- 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**.

FCC Form 469 - RHC\_INV202

Certifications

- ☒ certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant.
- ☒ certify under penalty of perjury that I have examined this form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.
- ☒ certify under penalty of perjury that the applicant has received the related telecommunications services itemized on the invoice form.
- ☒ certify under penalty of perjury that the required urban rate payment for the telecommunications services was remitted to the service provider.
- ☒ understand that all documentation associated with this application, 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   
Enter name exactly as it is listed in the Certifier's Full Name Field

EXIT

**CERTIFY & SUBMIT**

Approved by OMB 3060-0804

# After Submitting

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

FCC Form 469 - RHC\_INV202 [redacted]

✓ This application has been successfully submitted. [My Forms Dashboard](#)

**Certifications**

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant.

☒ I certify under penalty of perjury that I have examined this form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.

☒ I certify under penalty of perjury that the applicant has received the related telecommunications services itemized on the invoice form.

☒ I certify under penalty of perjury that the required urban rate payment for the telecommunications services was remitted to the service provider.

☒ I understand that all documentation associated with this application, 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** [redacted] **Digital Signature** [redacted]

**Date** [redacted] [calendar icon]

Enter name exactly as it is listed in the Certifier's Full Name Field

Approved by OMB 3060-0804

# After Submitting (continued)

- Navigate to the **My Forms** tab on the **Dashboard**, then click on and select **Form 469**.
- 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.

The screenshot shows the RHC Connect dashboard. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS'. A red arrow points to the 'DASHBOARD' tab. Below the navigation bar is a banner image of a woman with a stethoscope, labeled 'RHC Connect'. A clock shows the time as 17:05. Below the banner, there is a section for '(14) Unread Notifications' with tabs for 'Information Requests', 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. The 'My Forms' tab is selected. Below this, there is a message: 'The Funding Year 2025 Funding Request Filing Window is closed. You cannot submit applications at this time.' Underneath, there is a 'My Forms' section with a list of forms: Form 460, Form 461, Form 462, Form 463, Form 465, Form 466, Form 469, TPA, and Annual Report. Form 469 is highlighted with a red box. Below the list, there is a search bar and a table with columns: Site Name, Site Number, Invoice Number, Service Provider Name, FCC Form 466, Last Update, Status, and Actions. The table contains three rows of data. The first row has a status of 'Approved'. The second row has a status of 'Approved'. The third row has a status of 'Submitted', which is highlighted with a red box. The 'Actions' column for the 'Submitted' row contains three icons: a magnifying glass, a download icon, and a PDF icon.

Site Name	Site Number	Invoice Number	Service Provider Name	FCC Form 466	Last Update	Status	Actions
						Approved	View Download PDF
						Approved	View Download PDF
						Submitted	View Download PDF

# Best Practices for Creating the FCC Form 469

- Consolidate invoices.
- Use calendar drop down for billing start and end dates.
- Identify eligible amount for chosen period.
- Common issues:
  - Expense items unavailable to invoice
  - \$0.00 in the USF Support Amount to be Paid column
  - Error Messages

# Commonly Asked Questions

- *Why is the service start date greyed out?*
  - When you file the first FCC Form 469 for an FRN, you are prompted you to enter a date into the service start date field.
  - Once USAC approves an FCC Form 469 with a service start date, neither USAC nor the account holder or service provider can modify that date at a later time.

## Commonly Asked Questions (continued)

- *Why is USAC requesting supporting documentation for my FCC Form 469?*
  - USAC must ensure that an invoice accurately reflects the services an HCP is receiving and the support due to the service provider.
  - RHC is requesting supporting documentation to verify the services that were submitted on the FCC Form 469 and confirm eligibility for payment for the requested billing period.
  - This validation ensures that HCPs receive accurate funding for approved services and eliminates the risk of fraud, waste, and abuse of program funds.

# Supporting Documentation – Best Practices

When responding to Information Requests, please submit the following documentation:

- **Copies of billing documentation** for the referenced billing period with the following information highlighted:
  - HCP Name
  - Circuit Location(s)
  - Billing Account Number (BAN)
  - Bandwidth
  - Circuit ID (if applicable)
  - Service Type
  - Monthly Recurring Charges (MRC)

## Supporting Documentation – Best Practices (continued)

- **Proof of payment** for the requested billing period, e.g., check, bank statement, or a printout from the accounts payable system. Proof of payment must show that the HCP has paid the urban rate.
  - In the absence of payment or if no payment was made as a result of **credits** on an account, please provide an explanation of what action resulted from the credits.
- If these details can't be identified on an invoice or proof of payment document, please provide the contract or service agreement.
- Supporting documents must be submitted by the deadline on the Information Request.
- Requests for deadline extensions must be submitted **prior to the original deadline**.

# Supporting Documentation - Examples

- Marked up invoice that clearly reflects HCP, Billing Account Number (BAN) Circuit Location(s), Bandwidth, Service Type, and Monthly Recurring Charge (MRC).

Account Number	9001	Billing Account Number		Invoice Number	
<b>Service Details</b>		<b>Expense Type/Circuit ID</b>			
Ethernet Network Service :		62.			
Location A:		Hospital,			
<b>Summary of Charges</b>					
<b>Service Charges</b>					
Recurring Charges		<b>HCP name and service location</b>		1,896.04	
Total Service Charges				1,896.04	
Total Charges				1,896.04	
<b>Recurring Charges</b>		<b>Bandwidth</b>	<b>Billing Period</b>		
<b>Description</b>		<b>Date Range</b>		<b>Amount</b>	
Port - - Gig E		Aug 1, to Aug 31		463.32	
Regional Bandwidth - - 1000 Mbps - Basic CoS		Aug 1, to Aug 31		1,432.72	
Total Recurring Charges				1,896.04	
				<b>MRC</b>	

# Supporting Documentation – Examples (continued)

- Proof of payment using an accounts payable statement.

**Accounts Payable Statement**

Company	[REDACTED]	Payment Terms	Net 1	Ship-To Address	(empty)
Supplier	[REDACTED]	Discount Date	(empty)	Settlement Runs	[REDACTED]
Currency	USD	Due Date	06/18/2021	On Hold	No
Invoice Date	06/17/2021	Default Payment Type	PayMode Direct Deposit	Supplier Document Received	No
Invoice Received Date	07/02/2021	Default Tax Option	Enter Tax Due to Supplier	Supplier's Invoice Number	[REDACTED] <b>Proof of payment matches invoice number</b>
Total Invoice Amount	154.94			External PO Number	(empty)
Amount Due	0.00			Referenced Invoices	(empty)
				Statutory Invoice Type	[REDACTED] United States of America

Invoice Lines   **Activity**   Process History

Turn on the new tables view

Payments 1 item

Supplier Payment	Payment Date <b>Payment date</b>	Status	Reconciliation Status	Company	Transaction Reference	<b>Payment amount</b> Payment Amount	Discount Taken
[REDACTED]	[REDACTED]	Complete	Reconciled	[REDACTED]	[REDACTED]	154.94	0.00

# Supporting Documentation – Examples (continued)

- Proof of payment by check.

VOID AND CONTAINS MICROFILM SECURITY FEATURES SEE BACK FOR DETAILS

General Operating Account  
 CHECK DATE 06/25/11  
 CHECK NO. [REDACTED]  
 VENDOR NO. [REDACTED]  
 AMOUNT \*\*\*\*\$7626.15  
 SEVEN THOUSAND SIX HUNDRED TWENTY-SIX 16/100  
 Pay TO THE ORDER OF [REDACTED] AT&T [REDACTED]  
 HCP PROSPERITY BANK BAY CITY, TEXAS  
 HEAT SENSITIVE VOID AREA TO VOID

Proof of payment matches invoice number

INVOICE NO.	DATE	DESCRIPTION	GROSS AMOUNT	DISCOUNT	NET PAY
[REDACTED]	06/11/11	BAN	4498.80	0.00	4498.80
			3127.35	0.00	3127.35
					Amount paid

CHECK DATE 06/25/11  
CHECK NO. [REDACTED]

# Supporting Documentation

- If supporting documentation is found to be insufficient or does not confirm approved services, a reviewer will send an Information Request.
- If a discrepancy is discovered, the invoice may be returned for corrections or denied.
  - Discrepancies can occur when the service approved on the FCC Form 466 is not the same service as what is in use and being billed by the service provider.
    - Example: The bandwidth for an expense increased from 25 Mbps to 50 Mbps, **even if there is no change to the monthly recurring charge.**
- Any pending issues about services must be resolved prior to submitting an invoice to USAC.
  - If a service provider is in dispute with their customer, an invoice **should not** be submitted to USAC until the dispute has been resolved.

# Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed.
- If USAC requires information that cannot be located on the submitted supporting documentation, you will receive an Information Request.
- All account holders will receive all Information Requests.
- Account holders have 14 calendar days to answer the Information Request.
  - 11:59 p.m. ET on the 14<sup>th</sup> day would be the last time to respond to the Information Request.
- Forms are denied if Information Requests are not answered within 14 calendar days.

# **Disbursement Process**

Telecom Program Invoicing Best  
Practices

# Disbursement Process

- All account holders and service provider will receive email notification from [rhcadmin@usac.org](mailto:rhcadmin@usac.org) once the FCC Form 469 is approved.
- Funds are disbursed to the service provider on the sixth and 21st of each month, barring weekends and holidays.
- For clerical errors, please notify USAC **before** the disbursement date.
- HCPs and service providers are required to maintain records of billing and invoices for at least five years.

# Red Light Status and Voluntary Netting

- Red Light status
  - Contact Customer Support: (888) 641-8722
- Voluntary Netting

<p><b>Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants</b></p> <p style="text-align: right;"><i>See Instruction Section III.O</i></p> <p>The following information pertains only to telecommunications companies participating in the Rural Health Care Program. In accordance with FCC rule section 54.679 regarding Rural Health Care payments, a telecommunications company may choose to offset its payment against its Federal universal service contribution. A telecommunications company must have an FCC Form 499 Filer ID number in order to offset its Rural Health Care Program payments against its Federal universal service contribution. In order to obtain an FCC Form 499 Filer ID number, visit <a href="http://www.usac.org/cont/tools/forms/default.aspx">http://www.usac.org/cont/tools/forms/default.aspx</a> and select FCC Form 499. You do not need an FCC Form 499 Filer ID in order to be issued a FCC Form 498 ID.</p> <p>94 <input type="checkbox"/> Yes, I want my Rural Health Care Program disbursement payments to be offset against my Federal universal service contribution obligations. This box must be checked in order to receive offsets. The Default is "No."</p>
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# **Resources**

## Telecom Program Invoicing Best Practices

# Resources

- [Step 5: Invoice USAC](#) webpage (HCP)
- [Step 5: Invoice USAC](#) webpage (service provider)
- [Welcome to RHC Connect – FCC Form 469](#) webpage
- [Welcome to RHC Connect – FCC Form 469 User Guide](#)
- [Telecom Program Invoicing](#) self-guided training module
- [Post-Commitment Actions](#) webpage
- [Information Request Tip Sheet](#)

# Upcoming Trainings

- FY2025 Program Update Webinar
  - When: Wednesday, September 17, 2025, from 2-3 p.m. ET - [Register](#)
- For more information about upcoming webinars and trainings, please visit the [Upcoming Dates](#) webpage.

# RHC Program Customer Service Center



Email: [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org)

- Include in your email
  - HCP Number
  - FRN Number



- Phone: **(800) 453-1546**
  - Hours are 8 a.m. – 8 p.m. ET
  - Monday- Friday

# RHC Customer Service Center

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC Report and Order 19-78 and other FCC Orders	Contact a service provider or other account holder on someone else's behalf
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in My Portal and RHC Connect
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer

# Questions?

**Thank You!**





**Universal Service**  
Administrative Co.