



Authorizations & User Management in RHC Connect

Third-Party Authorizations and Letters of
Agency/Letters of Exemption
April 15, 2026

Housekeeping – Closed Captioning (CC)

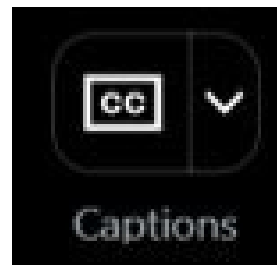
- Attendees control their own captioning.



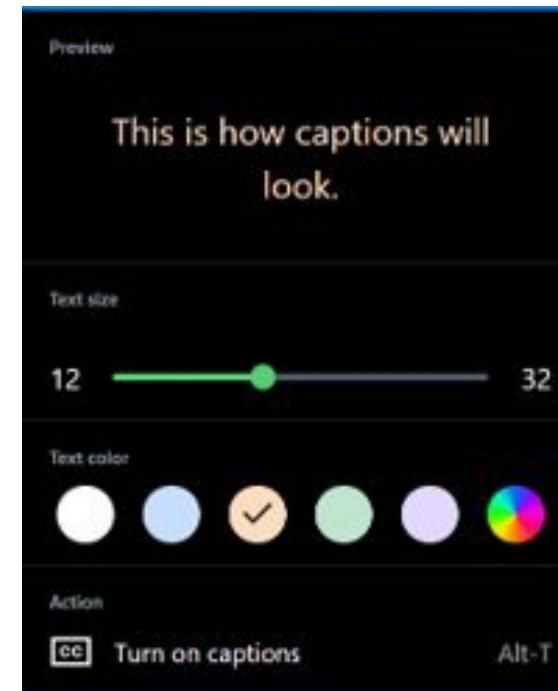
- You control the caption font size and color.
- Toggle CC off and on at your preference.



Captions ON

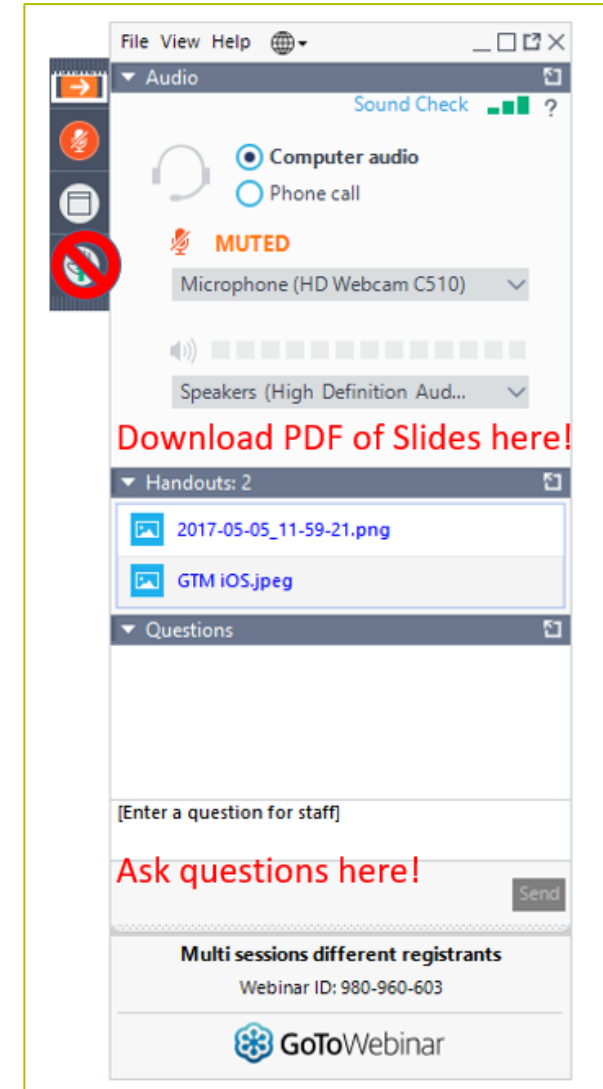


Captions OFF



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
- Slides attached to GoToWebinar Panel and will be posted with the recording to the [Webinars](#) webpage



Meet Our Team



Blythe Albert

Advisor of Program Management |
RHC Outreach



Ecatarina Grant

Manager of Communications |
RHC Outreach

Agenda

- Introduction – Authorizations
- RHC Connect Updates
- Submitting Third-Party Authorizations (TPA) in RHC Connect
 - FCC Form 460 and FCC Form 460 Revision
 - Consultant Groups
 - Primary and Secondary Account Holders
- Submitting Letters of Agency (LOA) and Letters of Exemption (LOE) in RHC Connect
- Best Practices and Resources

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 or consortium
PAH	Primary Account Holder
TPA	Third-Party Authorization
LOA	Letter of Agency
LOE	Letter of Exemption

Introduction - Authorizations

Authorizations & User Management in RHC Connect

Types of Account Holders

Primary Account Holder (PAH)

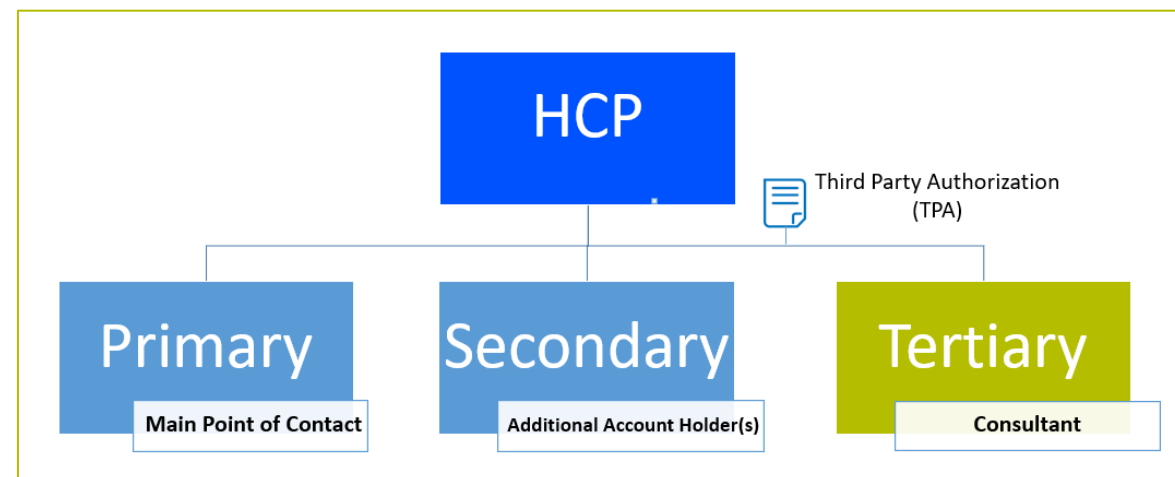
- Must work for the legal entity of the HCP
- Responsible for the accuracy of information submitted to USAC
- Can only be one individual
- Mandatory for every HCP
- Responsible for keeping all account holder information current

Secondary Account Holder

- Must work for the legal entity of the HCP
- Responsible for the accuracy of information submitted to USAC
- Can have multiple secondary account holders

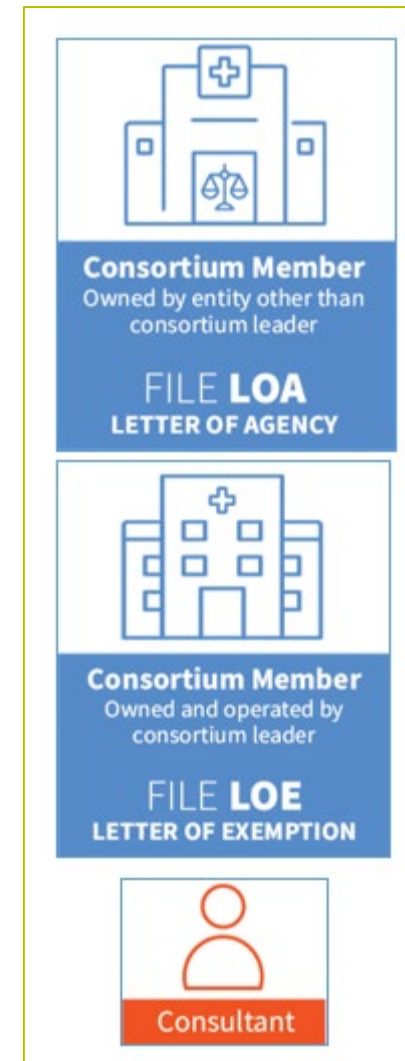
Tertiary Account Holder

- Must have a valid Third-Party Authorization (TPA)
- TPAs are uploaded to the FCC Form 460 upon submission or on their own in RHC Connect



Authorizations

- **Letter of Agency (LOA)** - Provides written authorization for the Project Coordinator to act on behalf of each participating health care provider (HCP) within the consortium.
 - This is mandatory for HCP member sites not owned and operated by the Consortium Leader.
- **Letter of Exemption (LOE)** - Provides written authorization to the Project Coordinator to file forms for sites that are owned and operated by the Consortium Leader.
- **Third Party Authorization (TPA)** - Provides written authorization for a third party/consultant to complete and submit forms on behalf of an HCP.



RHC Connect - Updates

Authorizations & User Management in
RHC Connect

New! Coming Soon!

Duplicate Check FCC Forms 462 & 466

- FCC Form 462/466 duplicate check on intake - FCC Forms 462 and 466 will display a duplicate check on submission.
 - Applicants will see a **Potential Duplicates** table showing forms that match duplicate criteria.
 - Applicants will be able to add comments when the system flags their FCC Form 426 or 466 as a potential duplicate.
 - Duplicate validation on the **Signature** page:
 - The FCC Forms 462 and 466 **Signature** pages will validate against duplicate criteria and display a clear error message when a potential duplicate exists.
 - Applicants will be prevented from completing the FCC Forms 462 and 466 until they review and address duplicate warnings.

New! Coming Soon! (continued)

FCC Form 462 Enhancements

- Clearer Information Request reasons for applicants and reviewers
 - Adding a **Request Reason(s)** field to the **Information Request** table on the **Information Request** tab, visible to both applicants and reviewers, so it is clear why additional information is being requested.
- Easier navigation from the **Information Requests** view back to the application.
 - Adding a **Back to Application** button on the **Information Request** view so users can quickly return to the underlying application after reviewing or responding to a request.

Telecom SPIN Change Information Requests

- Applicants will see all open and past Information Requests related to their Telecom SPIN change in one place, submit responses and upload documentation through RHC Connect.
- Applicants will receive email notifications when there is an Information Request created and when an Information Request deadline is approaching.

TPA REPORT

- Excel download **will no longer be available** on the RHC Dashboard.
- Included information about all HCPs consultants have access to and those that have not yet moved to RHC Connect.

The screenshot displays the RHC Connect dashboard interface. At the top, a blue navigation bar contains the 'DASHBOARD' link (highlighted with a red box and an upward-pointing red arrow), 'START A FORM', and 'TOOLS'. The main content area features a large background image of a healthcare professional. Below this, a dark grey header reads 'RHC Connect'. A prominent notification box contains the following text:

! As part of our ongoing efforts to improve RHC program data integrity, we've made some changes to how Third-Party Authorizations (TPAs) are reflected in RHC Connect. Starting today, only TPAs submitted using the TPA intake tools in RHC Connect will allow consultants to access Healthcare Providers (HCPs). This means that TPAs submitted outside of RHC Connect, including those submitted in the legacy RHC My Portal system, will no longer allow consultants access to RHC Connect to manage HCPs.

To help you understand the impact of this change, we've prepared a report that outlines the access that was removed. Click the link below to generate and view this report.

Please review the report to ensure that you're aware of any changes to your access. You must submit a TPA request in RHC Connect to obtain access to an HCP. If you have questions or concerns, please contact the RHC Customer Service Center at RHC-Assist@usac.org.

This report is not generated yet. → **GENERATE EXCEL REPORT**

On the left side of the notification, there is a circular clock widget showing the time '10:35'.

Decommitments – HCF Program Only

- HCF applicants can start, submit, view, and withdraw decommitment requests.
- Applicants can:
 - Select an FCC Form 462 for partial decommitment from a list of eligible FCC Forms 462.
 - Reduce a specific line item's commitment amount.
 - Select one or multiple FCC Forms 462 for full decommitment from a list of eligible FCC Forms 462.
 - View an explanation when an FCC Form 462 is not available for decommitment.
 - See the funding details of the selected FCC Forms 462.
 - View the details of submitted decommitment requests.
- Please use the [RHC Connect Post-Commitment Change Requests](#) user guide (Pages 27-35) as a resource.

Decommitments – Invoicing & Post-Commitment Actions

- To prevent inconsistent or conflicting requests, additional controls around invoicing and other post-commitment actions have been implemented when decommitments are submitted or processed.
- The system will:
 - Restrict invoicing and other post-commitment actions on an FCC Form 462 while a related decommitment request is in submitted status.
 - Update the commitment amounts available for invoicing after a decommitment has been processed.

Decommitments – Email Notifications

- Emails will be automatically sent to all HCP account holders when the decommitment request is:
 - Submitted
 - Processed
 - Withdrawn
- Emails will include:
 - A PDF copy of the decision
 - A revised FCL for approved partial decommitments

Organizations Report

- Excel download is available on the **My Organizations** tab.
- Includes information about all HCPs consultants have access to.

The screenshot shows the 'My Organizations' tab selected in a web application. The interface includes a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS'. Below the navigation bar, there are four tabs: 'Information Requests', 'My Forms', 'My Organizations' (highlighted with a red box), and 'Post-Commitment Change Requests'. A notification banner indicates that the funding year funding request filing window closes in a certain number of days. The 'My Organizations' section features a filter for 'Show Only My Consortia' (highlighted with a red box) and a 'GENERATE ORGANIZATIONS REPORT' button (also highlighted with a red box). Below the filter is a search bar with the text 'Search My Organizations' and a 'SEARCH' button. A table with columns for Site Name, Site Number, Street Address, City, State, Zip Code, Forms, Entity Type, Account Holder Type, and Actions is visible below the search bar.

Site Name	Site Number	Street Address	City	State	Zip Code	Forms	Entity Type	Account Holder Type	Actions

TPA Information

- For complete information, do not use the TPA page under the **My Forms** tab.
- Navigate to **Tools-> Manage Consultant Groups -> Manage Group**

RHC Connect

MANAGE GROUP GROUP USER(S)

Manage Group

Consultant Group
new cool name

+ ADD TPA

This is a summary of your third party authorizations (TPAs) and consultant access. To see all TPAs, refer to the Applications Tab on the Dashboard.

Group Details

Consultant Registration Number [Redacted] **Address** [Redacted] **UPDATE CONSULTANT GROUP INFORMATION**

Email [Redacted] **Phone** [Redacted]

HCP Information

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
[Redacted]	[Redacted]	3/27/2025	[Redacted]	Denied	Document(s)
[Redacted]	[Redacted]	1/28/2026	[Redacted]	Approved	Document(s)
[Redacted]	[Redacted]	1/28/2026	[Redacted]	Approved	Document(s) Remove HCP from Group
[Redacted]	[Redacted]	3/27/2025	[Redacted]	Denied	Document(s)
[Redacted]	[Redacted]	3/27/2025	[Redacted]	Expired	Document(s) Remove HCP from Group
[Redacted]	[Redacted]	8/26/2025	[Redacted]	Submitted	Document(s)

Submitting TPAs in RHC Connect - FCC Form 460 or FCC Form 460 Revision

Authorizations & User Management in
RHC Connect

My Portal Landing Page

- Log into My Portal and click **RHC Connect**.

The screenshot displays the 'Dashboard' page of the My Portal. At the top, there is a notification banner with an information icon and a close button, stating: '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 organized into three main sections: 'Upcoming Dates', 'Rural Health Care', and 'Help?'. The 'Rural Health Care' section is expanded, showing three sub-sections: 'RHC Connect', 'RHC My Portal', and 'Connected Care Pilot Program'. The 'RHC Connect' section is highlighted with a red border and contains the 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.' The 'RHC My Portal' section contains text about creating and submitting forms for the Telecom Program, CCPP, HCF, and other programs. The 'Connected Care Pilot Program' section contains text about submitting forms for annual reports and final reports. The 'Help?' section includes links for 'Send us a message' and 'Call us'.

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.

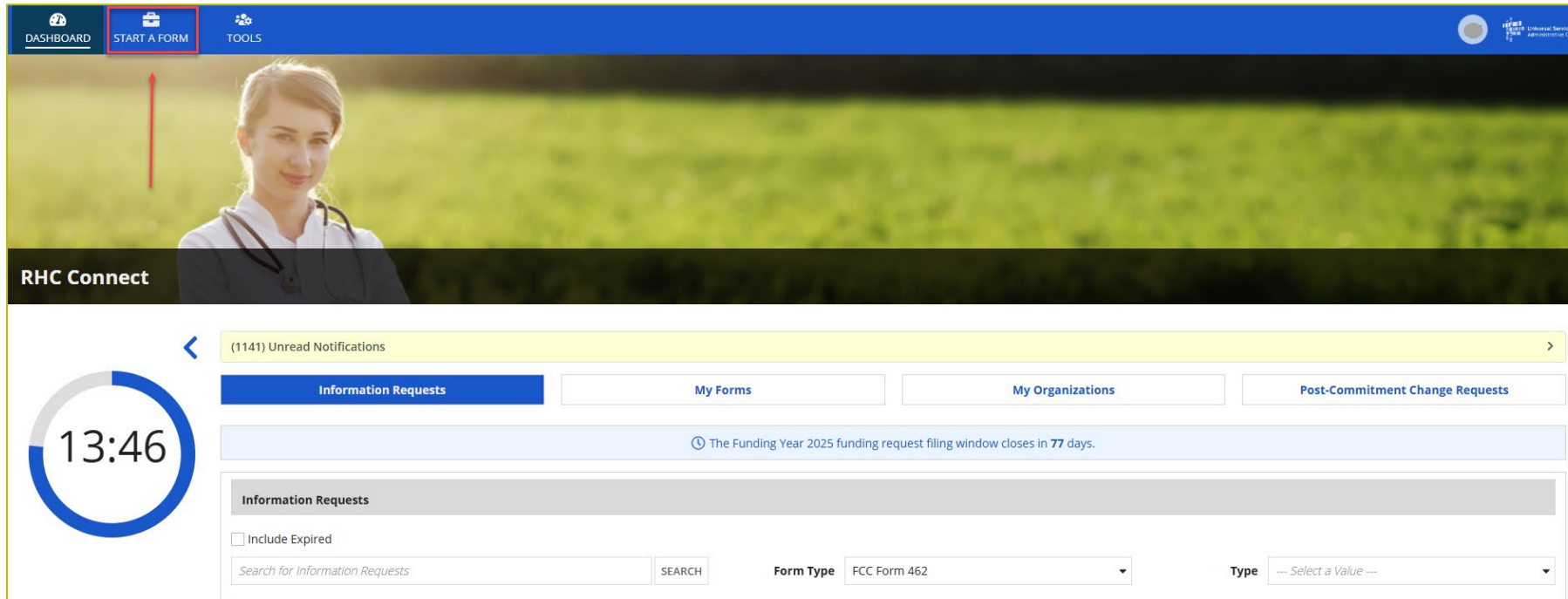
Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

Start a Form

- On the **Dashboard**, click **Start a Form**.



The screenshot displays the RHC Connect dashboard interface. At the top, a blue navigation bar contains three main sections: 'DASHBOARD', 'START A FORM', and 'TOOLS'. The 'START A FORM' button is highlighted with a red box, and a red arrow points to it from below. Below the navigation bar is a large banner image of a woman in a white lab coat with a stethoscope, standing in a field. Underneath the banner, the text 'RHC Connect' is visible. The main content area features a circular clock showing '13:46' on the left. To the right of the clock is a notification bar with '(1141) Unread Notifications'. Below this are four tabs: 'Information Requests' (active), 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. A blue banner below the tabs states: 'The Funding Year 2025 funding request filing window closes in 77 days.' The 'Information Requests' section includes a search bar with the placeholder 'Search for Information Requests', a 'SEARCH' button, a 'Form Type' dropdown menu set to 'FCC Form 462', and a 'Type' dropdown menu set to '--- Select a Value ---'. The top right corner of the dashboard shows a user profile icon and the text 'RHC Connect Universal Service Administration Co.'.

FCC Form 460

- 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.


FCC Form 460

- Click **File a New FCC Form 460**. Then click **Next**.
- Same process for **File a New FCC Form 460 Revision**.

Which FCC Form 460 would you like to file?



File a New FCC Form 460



File a New FCC Form 460
Revision

NEXT

FCC Form 460 – Supporting Documentation

- Follow all steps for submitting an FCC Form 460.
- On the **Supporting Documentation** tab, answer the questions and upload the TPA or LOA as applicable.

FCC Form 460 | [Progress Bar]

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

Supporting Documentation

Paperwork Reduction Act (PRA) >

ALERT. An authorization is required for this submission. ←

Are you submitting this FCC Form 460 as a member site of a consortium that you represent?
 Yes
 No

Are you a third-party (e.g. consultant) that is authorized to represent this HCP?
 Yes
 No

Note: If your third-party authorization is only with the consortium and not with this specific HCP location, then select 'No'

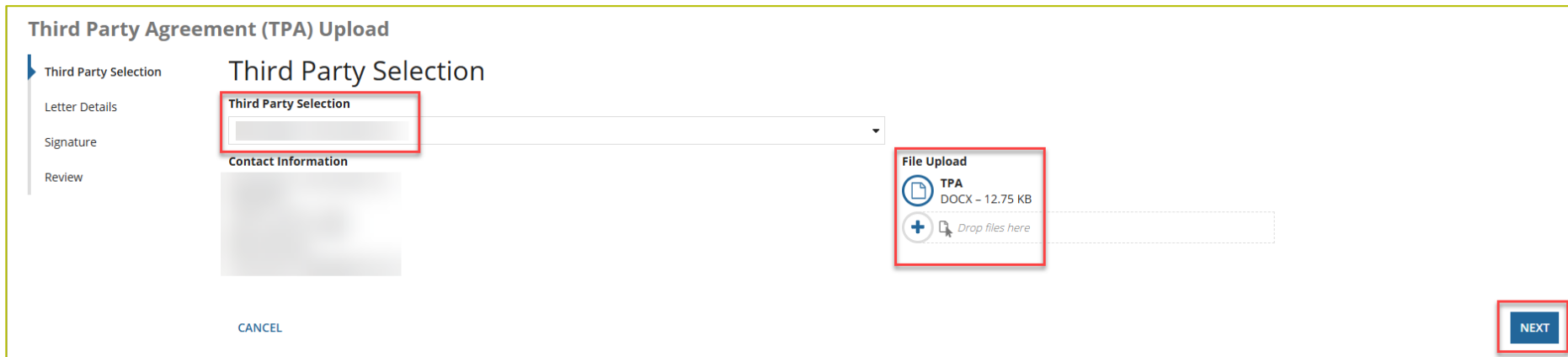
Uploaded File(s)

Document Type	Description	File Name	Uploaded On
No items available			

[Add Document](#)

TPA Upload – Third Party Selection

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



Third Party Agreement (TPA) Upload

Third Party Selection

Third Party Selection

Contact Information

File Upload

TPA
DOCX - 12.75 KB

+ Drop files here

CANCEL

NEXT

TPA Upload – Letter Details

- Enter the **Expiration Date**.
- Information for the HCP will be prepopulated.
- Click **Next**.

Third Party Agreement (TPA) Upload

Third Party Selection

Letter Details

Signature

Review

131576 - test authorizes **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] (TELECOM - FCC Forms 465, 466, and 469) programs. This includes all required supporting documentation.

Expiration Date

06/30/ [REDACTED] [REDACTED]

HCP(s) to be added to this TPA

HCPs			Selected HCP(s) to be added to this TPA
HCP Number	HCP Name	Address	
[REDACTED]	test	[REDACTED]	<input checked="" type="checkbox"/>

GO BACK CANCEL **NEXT**

TPA Upload - Signature

- Click all 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

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 [redacted] 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](#)

Review

- Review the information, then click **Submit**.


Third Party Selection

[Redacted]

Contact Information

[Redacted]

File Upload

 **TPA**
DOCX - 12.75 KB


[Redacted] authorizes [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] (TELECOM - **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]

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 [Redacted] 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] nc.

Name

[Redacted]

Digital Signature

[Redacted]

Date

[Redacted]

Must match the name in the Name Field

Submit FCC Form 460

- 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) >

Uploaded File(s)

Document Type	Description	File Name	Uploaded On
TPA	Third Party Authorization	CRN00022 - [REDACTED]	[REDACTED]

+ Add Document

BACK EXIT **SAVE & CONTINUE**

My Forms Tab

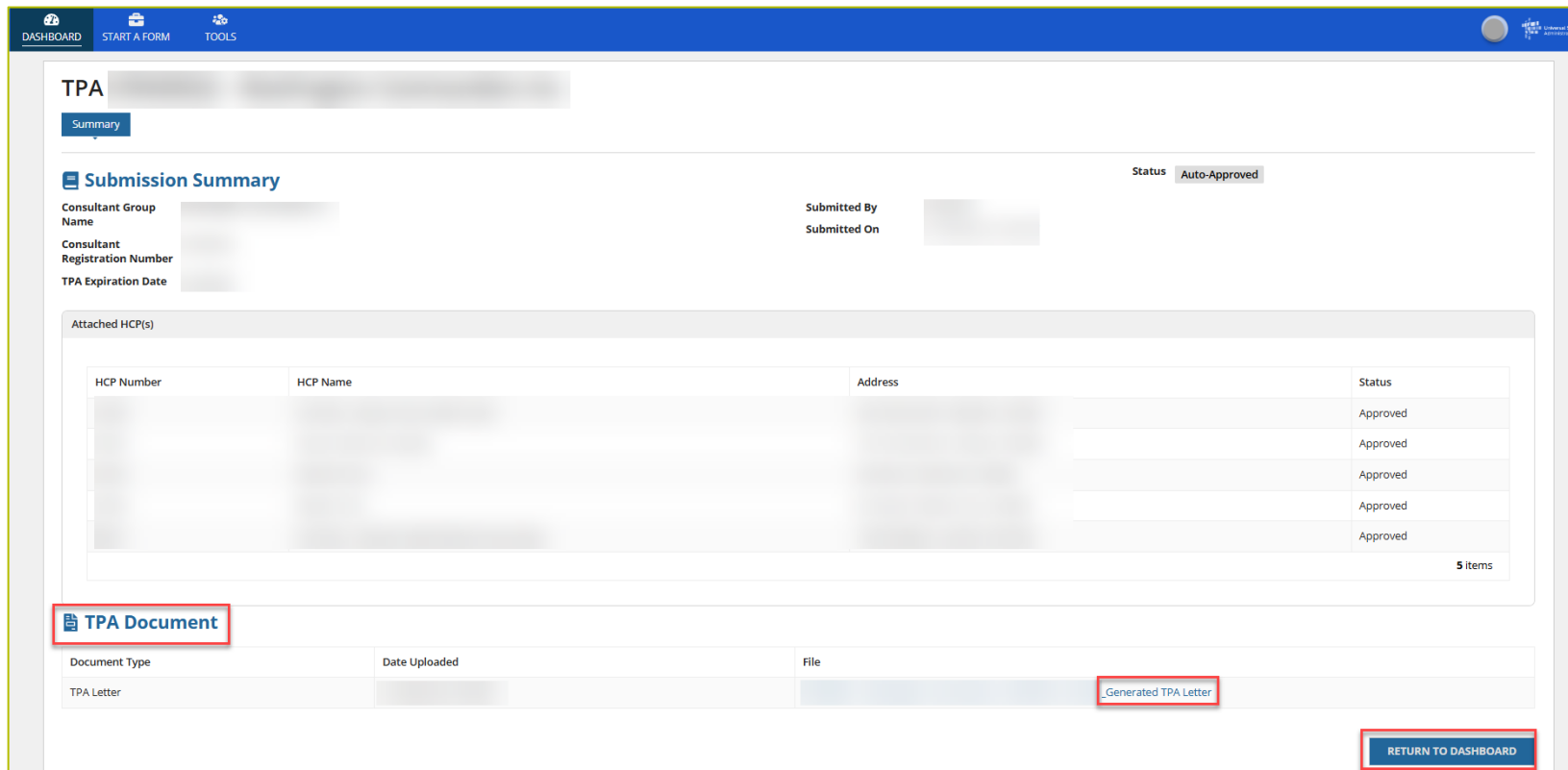
- To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and click on the TPA hyperlink.
- Click on the “eye” icon under the **Action(s)** column.

The screenshot displays the 'My Forms' tab in a dashboard. The 'My Forms' tab is highlighted with a red box. Below it, a navigation bar shows 'TPA' highlighted with a red box. A table below the navigation bar lists forms with columns for ID, Consultant Group Name, Consultant Group Registration Number, Expiration Date, Submitted By, Submitted On, Status, and Actions. The 'Actions' column is highlighted with a red box, showing eye icons for each row.

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
						Approved	
						Approved	
						Submitted	

TPA – Summary Screen

- To view the system generated TPA, click the hyperlink under the **TPA Document section**.
- If you uploaded a TPA, it would also appear in the **TPA Document** section.
- To return to the **Dashboard**, click **Return to Dashboard**.



The screenshot displays the TPA Summary screen. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. The main content area is titled 'TPA' and includes a 'Summary' tab. Below this, the 'Submission Summary' section shows the status as 'Auto-Approved'. It lists fields for 'Consultant Group Name', 'Submitted By', 'Consultant Registration Number', and 'TPA Expiration Date'. A table titled 'Attached HCP(s)' contains five rows, each with columns for 'HCP Number', 'HCP Name', 'Address', and 'Status' (all 'Approved'). At the bottom, the 'TPA Document' section is highlighted with a red box and contains a table with one row: 'TPA Letter' under 'Document Type', a date under 'Date Uploaded', and a file name ending in '_Generated TPA Letter' under 'File'. A 'RETURN TO DASHBOARD' button is located in the bottom right corner.

HCP Number	HCP Name	Address	Status
			Approved
			Approved
			Approved
			Approved
			Approved

Document Type	Date Uploaded	File
TPA Letter		_Generated TPA Letter

Questions?

Submitting TPAs in RHC Connect - Consultant Groups

Authorizations & User Management in
RHC Connect

My Portal Landing Page

- Log into My Portal and click **RHC Connect**.

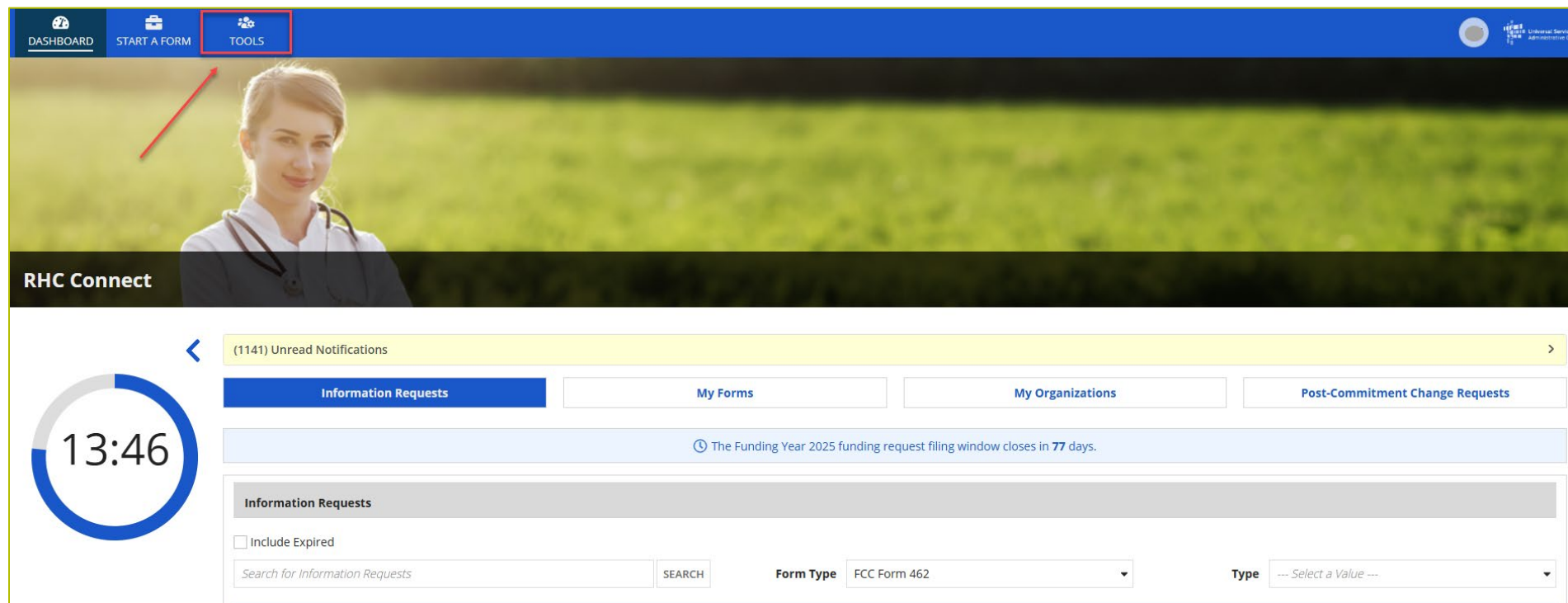
The screenshot displays the 'Dashboard' of the My Portal. At the top, there is a yellow notification banner with an information icon and a close button (X). The banner text reads: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 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 organized into three main sections:

- Upcoming Dates:** Represented by a calendar icon, this section is currently empty.
- Rural Health Care:** This section is expanded, showing a list of links. The first link, **RHC Connect**, is highlighted with a red border. Its description is: '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 it, the **RHC My Portal** link is described as: '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.' The **Connected Care Pilot Program** link is described as: 'Health care providers must use this form to complete, certify, and submit their required Connected Care Pilot Program Annual Reports and Final Report.'
- Help?:** This section includes a 'Send us a message' link (with a sub-link 'Click here') and a 'Call us' number: (888) 641-8722.

RHC Connect Dashboard

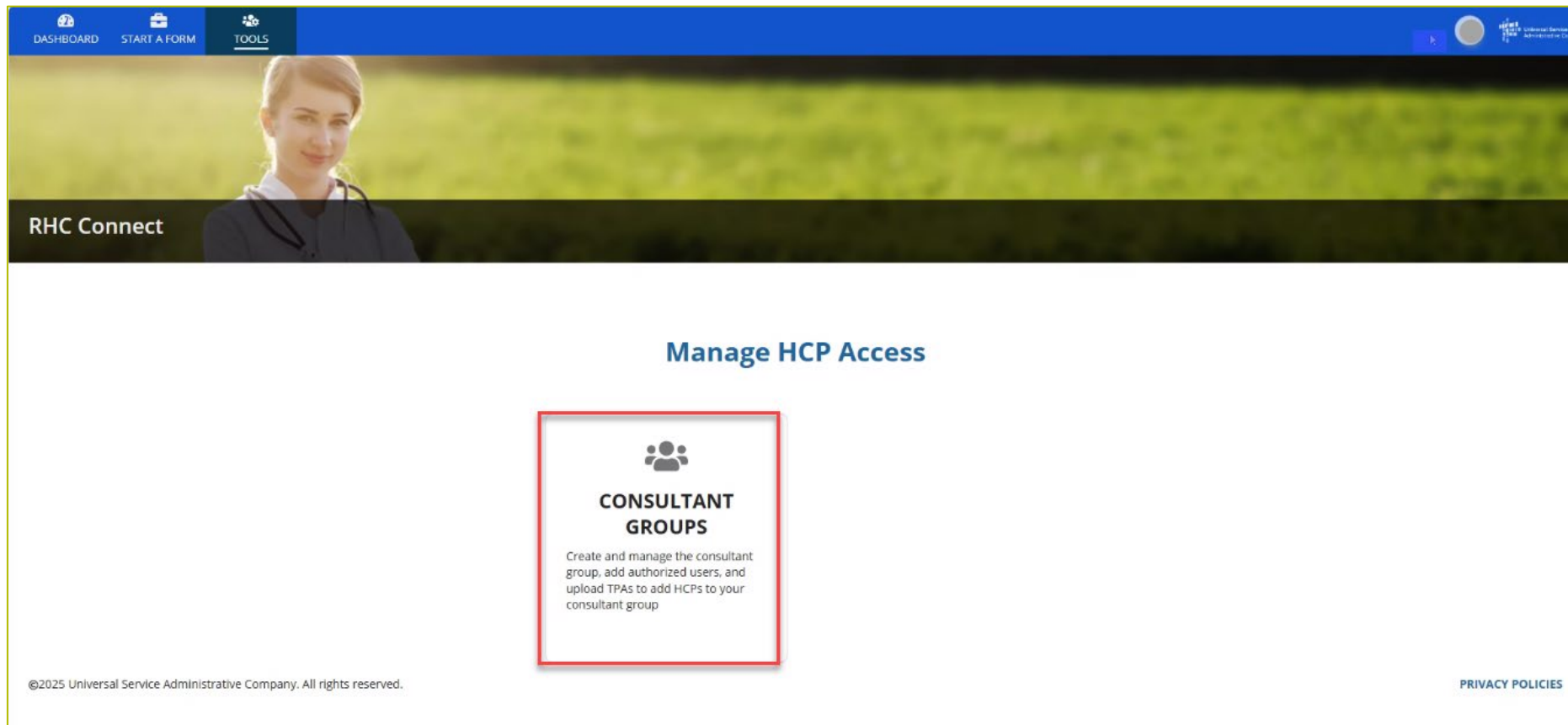
- On the **Dashboard**, click **Tools**.



The screenshot displays the RHC Connect Dashboard interface. At the top, a blue navigation bar contains three main menu items: "DASHBOARD", "START A FORM", and "TOOLS". The "TOOLS" item is highlighted with a red box, and a red arrow points to it from the main content area below. The main content area features a large banner image of a woman in a white lab coat with a stethoscope, set against a green field background. Below the banner, the text "RHC Connect" is visible. The dashboard includes a notification bar at the top left showing "(1141) Unread Notifications". Below this, there are four main navigation buttons: "Information Requests" (highlighted in blue), "My Forms", "My Organizations", and "Post-Commitment Change Requests". A blue banner below these buttons indicates "The Funding Year 2025 funding request filing window closes in 77 days." The "Information Requests" section is expanded, showing a search bar with the placeholder text "Search for Information Requests", a "SEARCH" button, a "Form Type" dropdown menu set to "FCC Form 462", and a "Type" dropdown menu set to "--- Select a Value ---". On the left side of the dashboard, there is a circular clock icon displaying the time "13:46".

Manage HCP Access

- Click **Consultant Groups**.



Consultant Group Registration

- Enter information about the consultant group in the fields, then click **Submit**.

Consultant Group Registration

Consultant Group Name <input type="text"/>	FCC Registration Number <input type="text"/>	
Address 1 <input type="text"/>	Address 2 (Optional) <input type="text"/>	
City <input type="text"/>	State <input type="text" value="Select State"/>	ZIP Code <input type="text"/>
Primary Contact Email <input type="text"/>	Primary Contact Phone <input type="text"/>	

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Consultant Group Registration - Confirmation

- 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
[Redacted]

Consultant Group Name
[Redacted]

Address 1
[Redacted]

City
[Redacted]

Primary Contact Email
[Redacted]

Address 2 (Optional)
[Redacted]

State
[Redacted]

Primary Contact Phone
[Redacted]

ZIP Code
[Redacted]

Consultant Group Registration Number
[Redacted]

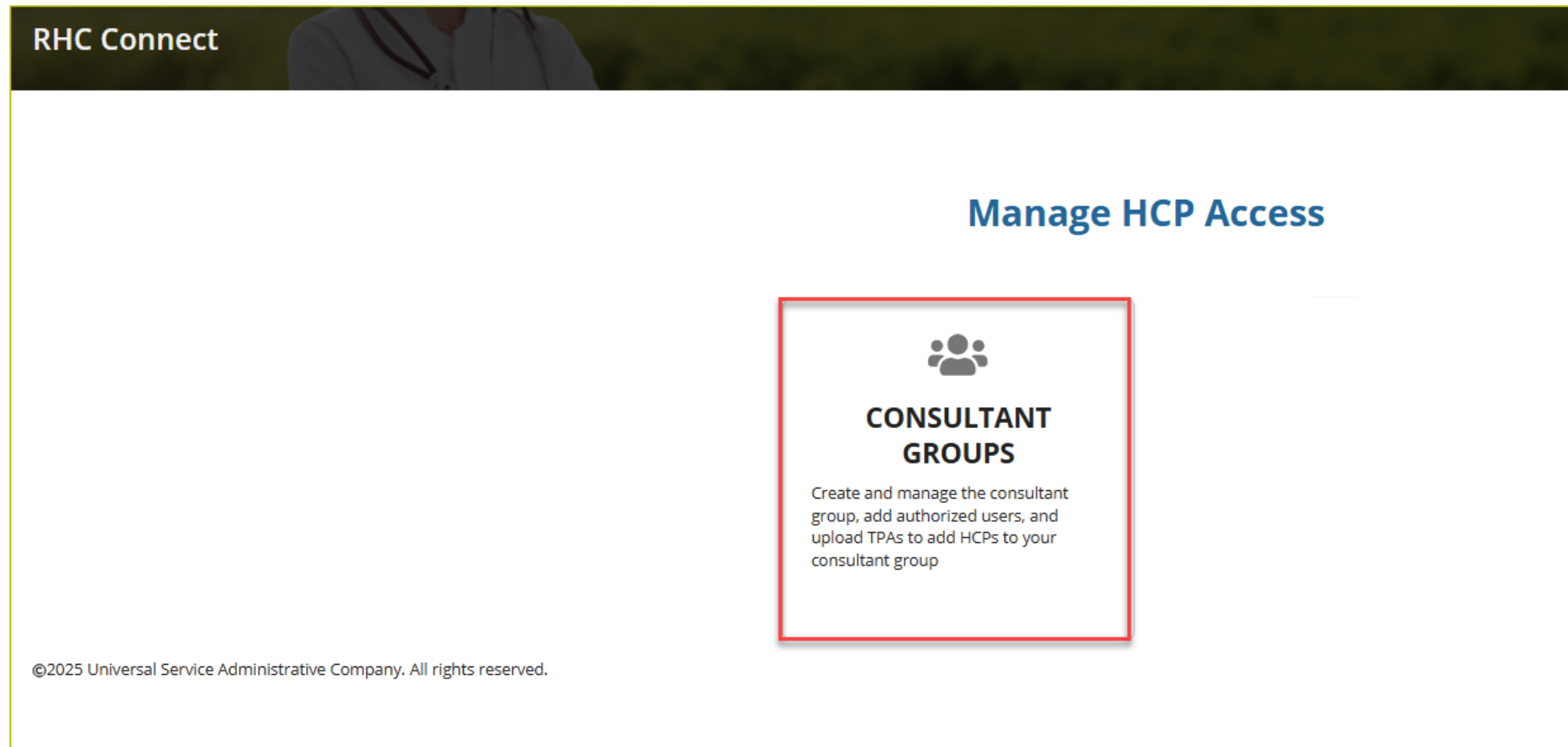
[CLOSE](#)

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[PRIVACY POLICIES](#)

Manage HCP Access

- Click **Consultant Groups**.



Group Users – Adding Users

- Click **Group Users** and enter user information in the **Add User(s) to the Group** field.
- Added user must have created their user profile using [Multi-Factor Authentication](#).
- To remove users, select the user and click **Remove**.

The screenshot shows the RHC Connect interface for managing group users. At the top, there is a header with a woman's portrait and the text "RHC Connect". Below the header, there is a navigation bar with "MANAGE GROUP(S)" and a highlighted "GROUP USER(S)" button. The main content area is titled "Group User(s)" and includes a "Consultant Group" dropdown menu. Below this, there is a section for "Consultant Group Members" with a table that currently shows "No items available". To the right of this table is a "REMOVE" button. Further to the right is a "Add User(s) to Group" form with a text input field and an "ADD" button. The "ADD" button is highlighted with a red box.

Manage Groups Tab

- 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 delete the consultant group, click **Delete Group**.
- To add a TPA, click **+Add TPA**.

The screenshot displays the 'Manage Group(s)' interface. At the top, there are tabs for 'MANAGE GROUP(S)' and 'GROUP USER(S)'. The main title is 'Manage Group(s)'. Below this, there is a 'Consultant Group' section with a 'Group Details' form. The form includes fields for 'Consultant Registration Number' (CRN00022), 'Address', 'Email', and 'Phone'. A 'UPDATE CONSULTANT GROUP INFORMATION' button is located to the right of the form. Below the form is an 'HCP Information' table with columns for 'HCP Number', 'HCP Name', 'Expiration', 'Submitted By', 'TPA Status', and 'Action(s)'. The 'Action(s)' column contains links for 'Document(s)' and 'Remove HCP from Group'. A red box highlights the 'Action(s)' column. At the bottom right, there is a 'DELETE GROUP' button with a red arrow pointing to it. A '+ ADD TPA' button is also visible in the top right corner.

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

TPA Upload – Third Party Selection

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

The screenshot displays the 'Third Party Agreement (TPA) Upload' interface. On the left, a sidebar lists the steps: 'Third Party Selection' (selected), 'Letter Details', 'Signature', and 'Review'. The main content area is titled 'Third Party Selection' and features a dropdown menu for selecting a third party. Below this is a 'Contact Information' section with a blurred area. To the right, the 'File Upload' section shows a file named 'TPA.DOCX' (12.75 KB) and a 'Drop files here' area. A 'NEXT' button is located in the bottom right corner. Red boxes highlight the 'Third Party Selection' dropdown, the 'File Upload' section, and the 'NEXT' button.

TPA Upload - Letter Details

- Enter the **Expiration Date**, then select HCPs using the filters.
- Selected HCPs will appear on the right under **Selected HCP(s) to be added to this TPA**.
- Click **Next**.

Third Party Agreement (TPA) Upload

Letter Details

Third Party Selection
Letter Details
Signature
Review

authorizes [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] - FCC Forms 465, 466, and 469) programs. This includes all required supporting documentation.

Expiration Date
[calendar icon]

HCP(s) to be added to this TPA

HCP Name HCP Number ZIP Code

[input fields]

CLEAR FILTER APPLY FILTER

HCPs

<input checked="" type="checkbox"/>	HCP Number	HCP Name	Address
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]

Selected HCP(s) to be added to this TPA

[green checkmarks]

Showing 1 - 5 of 5

GO BACK CANCEL

NEXT

TPA Upload - Signature

- Click all 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

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 [redacted] 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](#)

Review

- Review the information, then click **Submit**.

TPA
DOCK - 12.75 KB

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

Expiration Date
[Date Picker]

HCP(s) to be added to this TPA

Selected HCP(s) to be added to this TPA

[List of HCPs with green checkmarks]

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
[Text Field]

Digital Signature
[Text Field]

Date
[Date Picker]

Must match the name in the Name Field

GO BACK CANCEL **SUBMIT**

My Forms Tab

- To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and click on the TPA hyperlink.
- Click on the “eye” icon under the **Action(s)** column.

The screenshot shows the 'My Forms' tab selected in a dashboard. Below the navigation bar, a table lists various forms. The 'TPA' link is highlighted. Below the table, a search bar and a status dropdown are visible. The table has columns for ID, Consultant Group Name, Consultant Group Registration Number, Expiration Date, Submitted By, Submitted On, Status, and Actions. The 'Actions' column is highlighted, showing three rows with 'Approved' and 'Submitted' statuses, each with an eye icon.

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
						Approved	
						Approved	
						Submitted	

TPA – Summary Screen

- To view the system generated TPA, click the hyperlink under the **TPA Document section**.
- Uploaded TPA, it will also appear in the **TPA Document** section.
- To return to the **Dashboard**, click **Return to Dashboard**.

TPA [Redacted]

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](#)

Update Consultant Group Information

- Go to the **Manage Group(s)** section and click **Update Consultant Group Information**.
- Edit the information, then click **Update**.

MANAGE GROUP(S) GROUP USER(S)

Manage Group(s)

+ ADD TPA

Consultant Group

Group Details

Consultant Registration Number: CRN00022

Address: [Redacted]

Email: [Redacted]

Phone: [Redacted]

UPDATE CONSULTANT GROUP INFORMATION

HCP Information

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

9 items

DELETE GROUP

Update Consultant Group Information

Consultant Group Name: [Redacted]

FCC Registration Number: [Redacted]

Address 1: [Redacted]

Address 2 (Optional): [Redacted]

City: [Redacted]

State: [Redacted]

ZIP Code: [Redacted]

Primary Contact Email: [Redacted]

Primary Contact Phone: [Redacted]

CANCEL

UPDATE

Delete Consultant Group

- To delete a consultant group, click **Delete Group**.

The screenshot displays the 'Manage Group(s)' interface. At the top left, there are two buttons: 'MANAGE GROUP(S)' (highlighted with a red box) and 'GROUP USER(S)'. The main title is 'Manage Group(s)' with a '+ ADD TPA' button on the right. Below the title, there is a 'Consultant Group' section with a blurred input field. The 'Group Details' section contains fields for 'Consultant Registration Number' (CRN00022), 'Address', 'Email', and 'Phone', with a 'UPDATE CONSULTANT GROUP INFORMATION' button on the right. The 'HCP Information' section is a table with columns: HCP Number, HCP Name, Expiration, Submitted By, TPA Status, and Action(s). The table contains 9 rows of data, each with a 'Document(s) | Remove HCP from Group' link in the Action(s) column. At the bottom right, there is a '9 items' label and a 'DELETE GROUP' button, which is highlighted with a red arrow.

MANAGE GROUP(S) GROUP USER(S)

Manage Group(s)

+ ADD TPA

Consultant Group

Group Details

Consultant Registration Number
CRN00022

Address

UPDATE CONSULTANT GROUP INFORMATION

Email

Phone

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

Questions?

Submitting TPAs in RHC Connect - Primary & Secondary Account Holders

Authorizations & User Management in
RHC Connect

My Portal Landing Page

- Log into My Portal and click **RHC Connect**.

The screenshot displays the 'Dashboard' page of the My Portal. At the top, there is a notification banner with an information icon and a close button (X). The banner text reads: '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 organized into three main sections: 'Upcoming Dates' (with a calendar icon), 'Rural Health Care' (with an upward arrow icon), and 'Help?'. The 'Rural Health Care' section contains three sub-sections: 'RHC Connect', 'RHC My Portal', and 'Connected Care Pilot Program'. The 'RHC Connect' section is highlighted with a red rectangular border. The 'Help?' section includes links for 'Send us a message' (with a 'Click here' link) and 'Call us' (with the phone number '(888) 641-8722').

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.

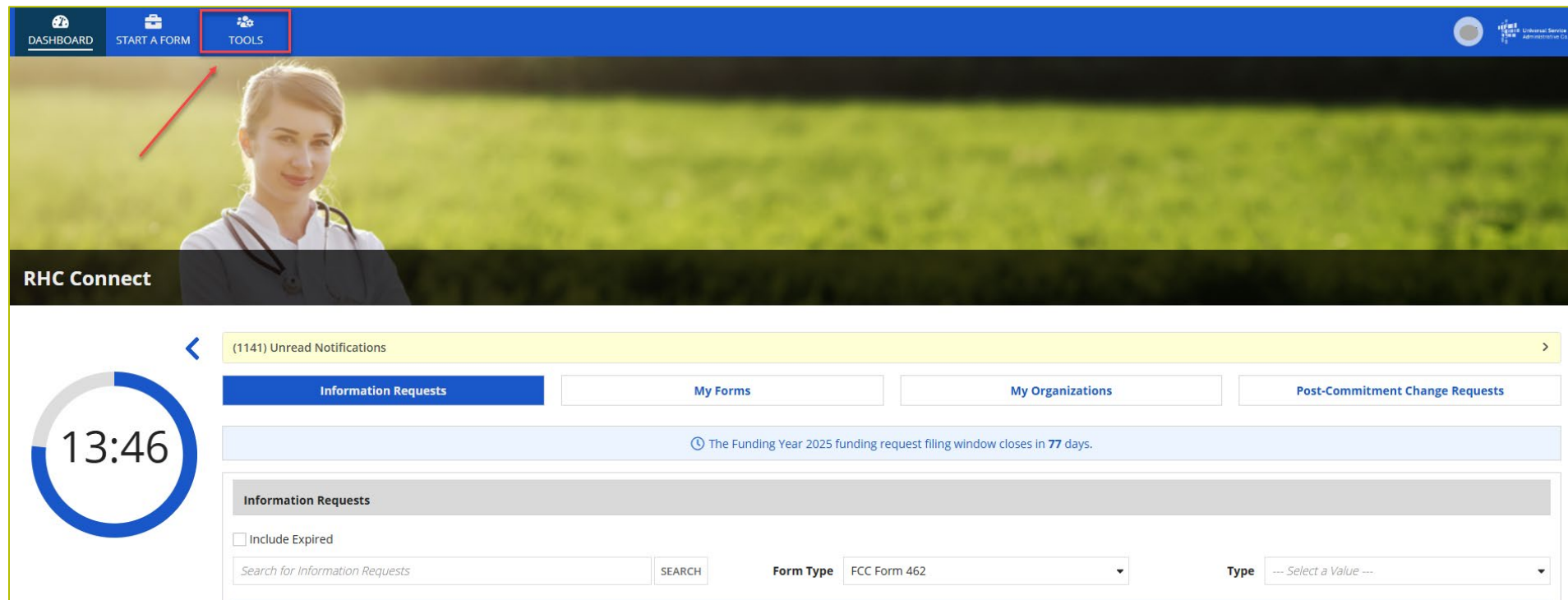
Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

RHC Connect Dashboard

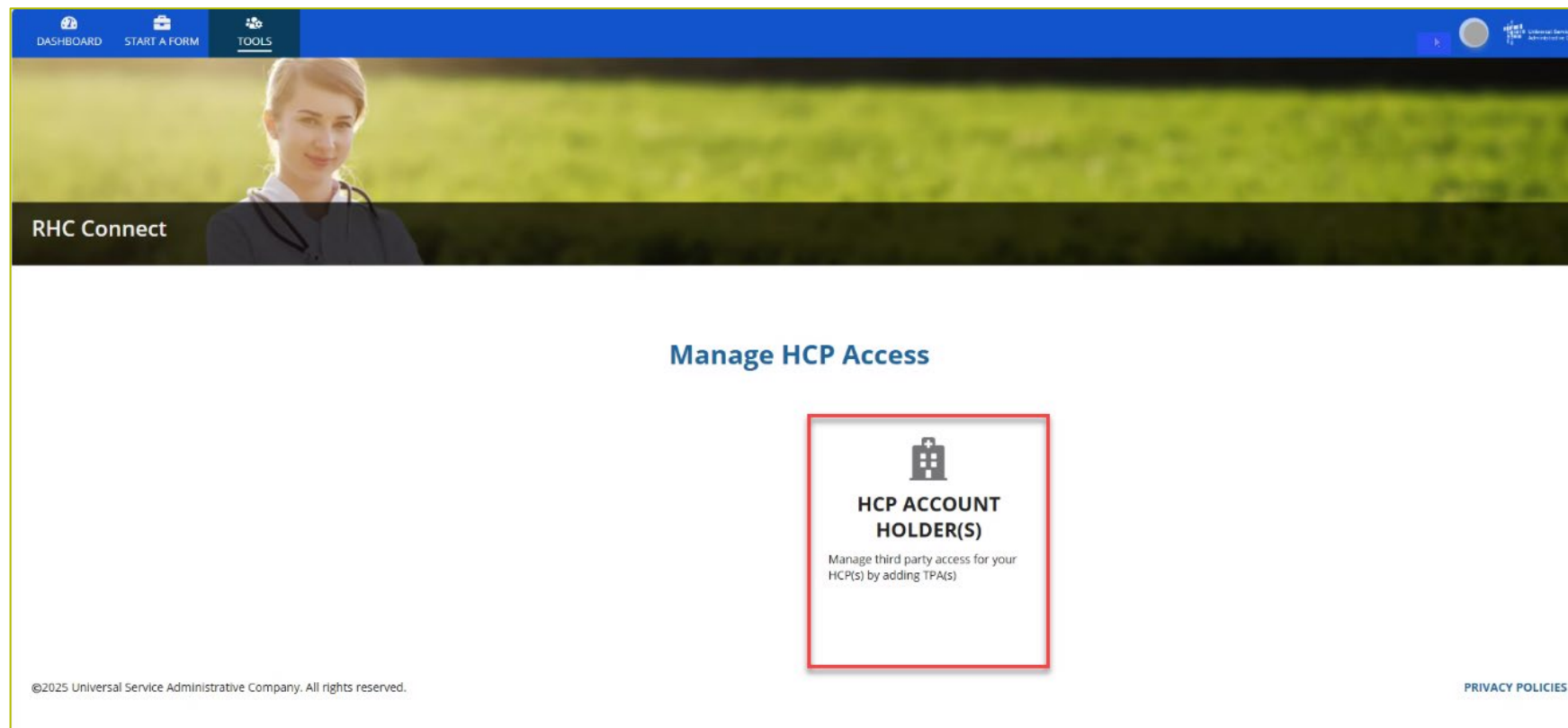
- On the **Dashboard**, click **Tools**.



The screenshot displays the RHC Connect Dashboard interface. At the top, a blue navigation bar contains three main menu items: **DASHBOARD**, **START A FORM**, and **TOOLS**. The **TOOLS** menu item is highlighted with a red rectangular box, and a red arrow points from this box to the main content area below. The main content area features a large banner image of a woman in a white lab coat with a stethoscope, set against a blurred green field background. Below the banner, the text **RHC Connect** is visible. The dashboard includes a notification bar at the top left showing **(1141) Unread Notifications**. Below this, there are four primary navigation buttons: **Information Requests** (highlighted in blue), **My Forms**, **My Organizations**, and **Post-Commitment Change Requests**. A blue banner below these buttons contains a clock icon and the text: **The Funding Year 2025 funding request filing window closes in 77 days.** On the left side, there is a circular clock widget displaying the time **13:46**. The main content area is titled **Information Requests** and includes a checkbox for **Include Expired**. Below this, there is a search bar with the placeholder text *Search for Information Requests* and a **SEARCH** button. To the right of the search bar, there are two dropdown menus: **Form Type** (set to **FCC Form 462**) and **Type** (set to **--- Select a Value ---**).

Manage HCP Access

- Click **HCP Account Holder(s)**.



Manage Groups

- Select the HCP(s) from the dropdown menu.
- Select the **Consultant Group** from the dropdown menu.
- To remove an HCP, click the hyperlink under the **Action(s)** column.
- Click **Remove All HCPs** to remove all HCPs.
- Click **Add TPA**.

RHC Connect

MANAGE GROUP(S)

Manage Group(s)

HCP Name/Number

Consultant Group(s)

+ ADD TPA

Consultant Information

Consultant Group Name

Consultant Registration Number
CRN00019

Primary Contact Email

Address

Primary Contact Phone

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
				Approved	Document(s) Remove HCP from Group

REMOVE ALL HCPs

TPA Upload – Third Party Selection

- Select the consultant group from the **Third-Party Selection** dropdown menu.
- Information about the consultant group will prepopulate.
- Uploading the TPA document is optional for the Primary and Secondary Account Holders.
- Add the document, then click **Next**.

Third Party Agreement (TPA) Upload

Third Party Selection

Third Party Selection

Third Party Selection

Contact Information

File Upload

TPA
DOCX - 12.75 KB

Drop files here

CANCEL

NEXT

TPA Upload – Letter Details

- Select the **Expiration Date** using the dropdown calendar.
- To add HCPs to the TPA, click the box beside each HCP or click the box next to **HCP Number** to select all.
- The selected HCPs will appear under **Selected HCP(s)**, then click **Next**.

Third Party Agreement (TPA) Upload

Third Party Selection

Letter Details

Signature

Review

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

Expiration Date

HCP(s) to be added to this TPA

HCP Name	HCP Number	ZIP Code
[redacted]	[redacted]	[redacted]

CLEAR FILTER APPLY FILTER

HCPs	HCP Number	HCP Name	Address
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]

Selected HCP(s) to be added to this TPA

Showing 1 - 5 of 5

Showing 1 - 5 of 8

GO BACK CANCEL NEXT

TPA Upload - Signature

- Click all 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

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 [redacted] 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](#)

Review

- Review the information, then click **Submit**.

TPA
DOCK - 12.75 KB

CRN00022 - [redacted] authorizes [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] (ELECOM - 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

[redacted]

[GO BACK](#) [CANCEL](#) [SUBMIT](#)

My Forms Tab

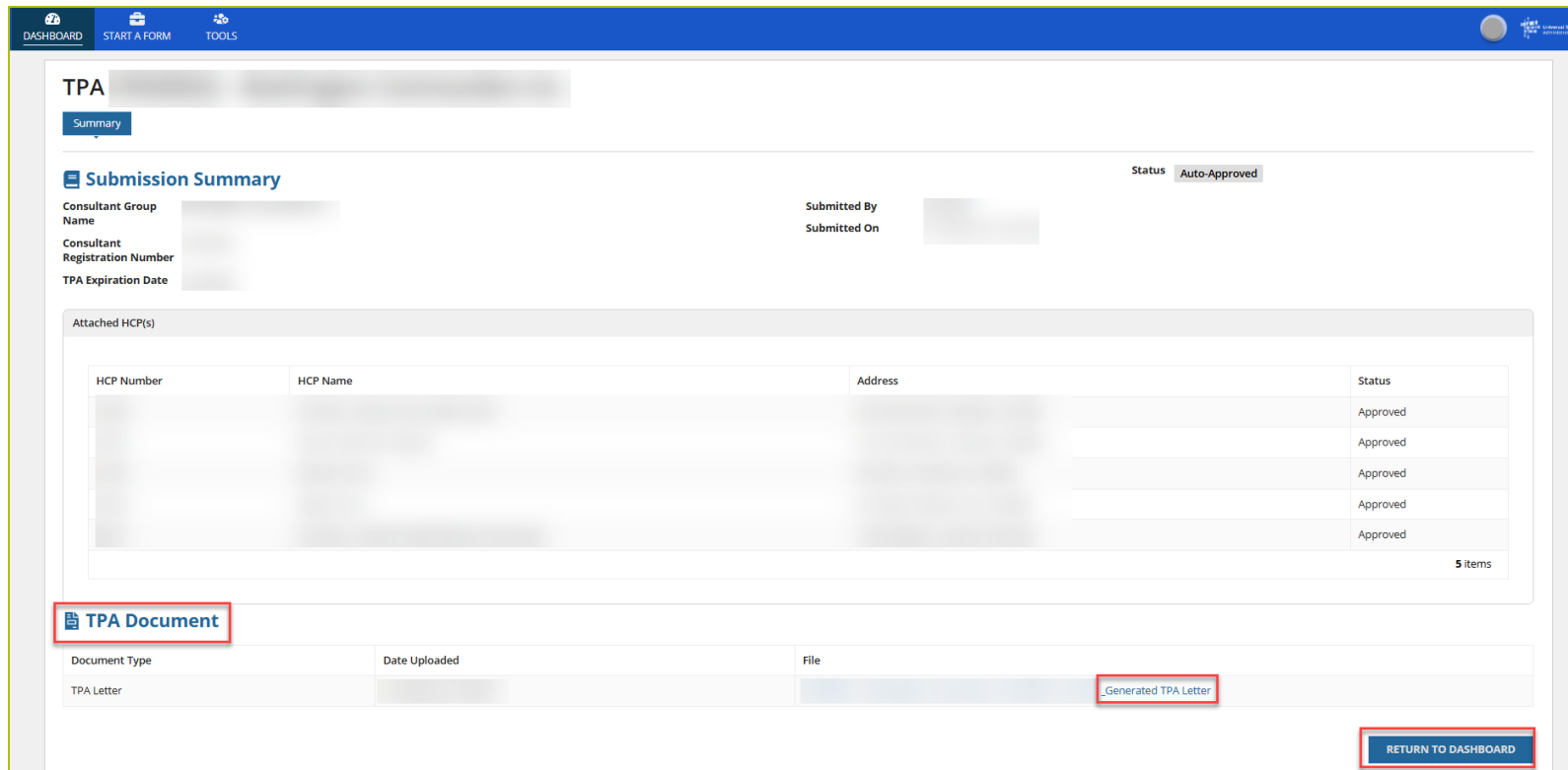
- To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and click on the TPA hyperlink.
- Click on the “eye” icon under the **Action(s)** column.

The screenshot shows the 'My Forms' tab selected in the dashboard. Below the navigation bar, the 'TPA' link is highlighted. The table below shows the following data:

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
						Approved	
						Approved	
						Submitted	

TPA – Summary Screen

- To view the system generated TPA, click the hyperlink under the **TPA Document section**.
- If you uploaded a TPA, it would also appear in the **TPA Document** section.
- To return to the **Dashboard**, click **Return to Dashboard**.



The screenshot displays the TPA Summary screen. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS'. The main content area is titled 'TPA' and includes a 'Summary' tab. Below this, the 'Submission Summary' section shows the status as 'Auto-Approved'. It lists fields for 'Consultant Group Name', 'Submitted By', 'Consultant Registration Number', and 'TPA Expiration Date'. A table titled 'Attached HCP(s)' contains five rows, each with columns for 'HCP Number', 'HCP Name', 'Address', and 'Status', all of which are 'Approved'. At the bottom, the 'TPA Document' section shows a table with columns for 'Document Type', 'Date Uploaded', and 'File'. A document titled '_Generated TPA Letter' is listed. A 'RETURN TO DASHBOARD' button is located in the bottom right corner.

HCP Number	HCP Name	Address	Status
			Approved
			Approved
			Approved
			Approved
			Approved

Document Type	Date Uploaded	File
TPA Letter		_Generated TPA Letter

Questions?

Submitting LOAs and LOEs in RHC Connect

Authorizations & User Management
in RHC Connect

My Portal Landing Page

- Log into My Portal and click on **RHC Connect**.

The screenshot shows a dashboard with a yellow notification bar at the top. Below the notification, there are two main sections: 'Upcoming Dates' with a calendar icon and 'Rural Health Care' with an upward arrow icon. Under 'Rural Health Care', there are three distinct boxes: a red-bordered box for 'RHC Connect', a grey-bordered box for 'RHC My Portal', and another grey-bordered box for 'Connected Care Pilot Program'.

Dashboard

Notification: 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 informat

Upcoming Dates

Rural Health Care

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.

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.

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.

RHC Connect Dashboard

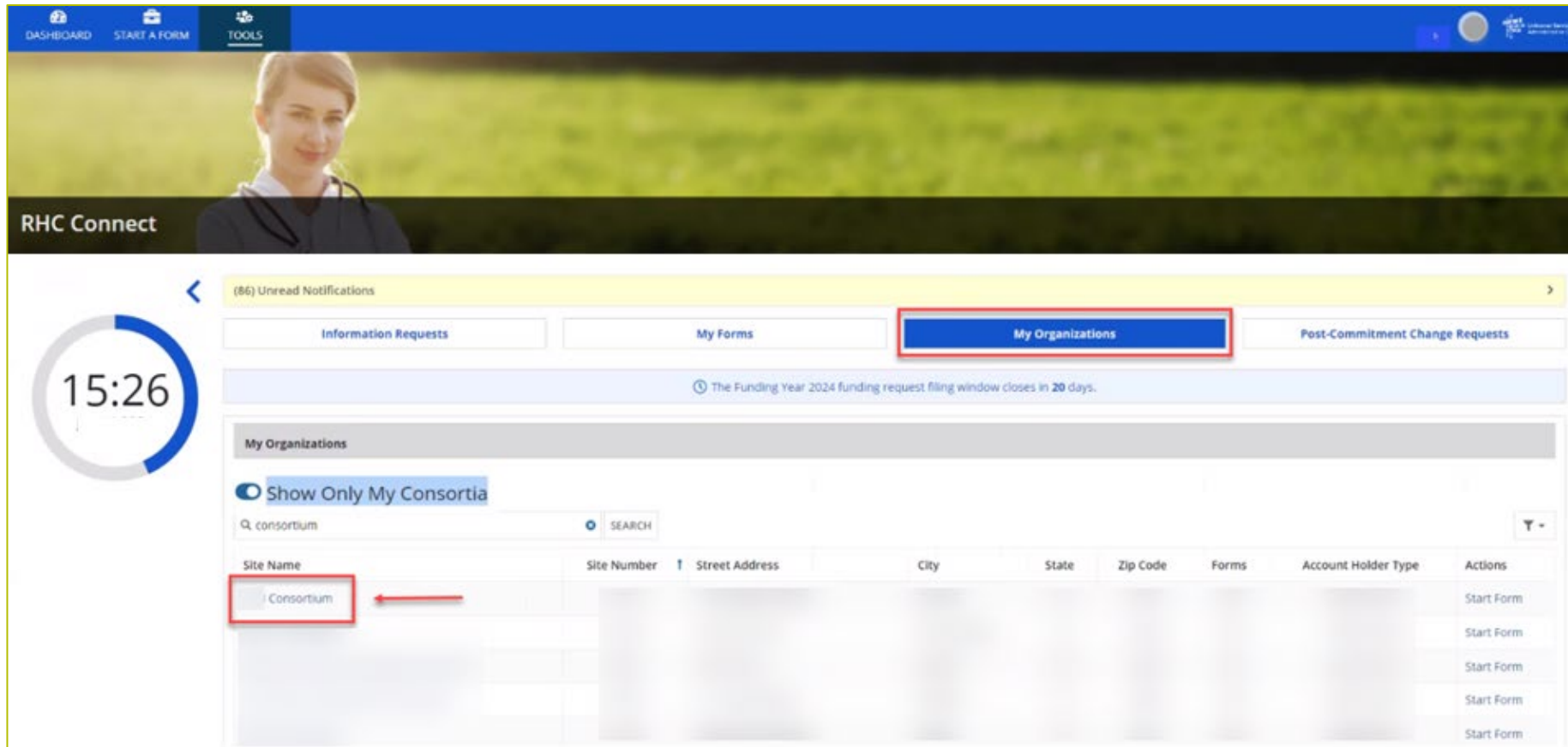
- Click **My Organizations** tab.
- All consortia are displayed when toggle beside **Show Only My Consortia** is closed.

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 is a banner image of a woman in a white lab coat. The main content area features a navigation menu with 'Information Requests', 'My Forms', 'My Organizations' (highlighted with a red box), and 'Post-Commitment Change Requests'. A notification bar indicates '(86) Unread Notifications'. A large circular clock shows the time '15:26'. A blue banner states 'The Funding Year 2024 funding request filing window closes in 20 days.' Below this, the 'My Organizations' section has a toggle switch for 'Show Only My Consortia' (highlighted with a red box) which is currently turned off. A search bar contains the text 'consortium'. A table lists organizations with columns for Site Name, Site Number, Street Address, City, State, Zip Code, Forms, Account Holder Type, and Actions. The table contains one row with a 'Start Form' button.

Site Name	Site Number	Street Address	City	State	Zip Code	Forms	Account Holder Type	Actions
Consortium								Start Form

RHC Connect Dashboard (continued)

- Open the toggle beside **Show Only My Consortia** to display your consortia.
- Click hyperlink for consortium the LOA is for.



The screenshot displays the RHC Connect dashboard interface. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. Below this is a banner image of a woman in a lab coat. The main content area features a navigation menu with 'Information Requests', 'My Forms', 'My Organizations' (highlighted with a red box), and 'Post-Commitment Change Requests'. A notification bar indicates '(86) Unread Notifications' and a message about the 'Funding Year 2024 funding request filing window closes in 20 days'. The 'My Organizations' section includes a toggle for 'Show Only My Consortia' (checked) and a search bar containing 'consortium'. Below the search bar is a table with columns: Site Name, Site Number, Street Address, City, State, Zip Code, Forms, Account Holder Type, and Actions. The first row in the table has 'Consortium' in the Site Name column, which is highlighted with a red box and a red arrow pointing to it. The Actions column for this row contains a 'Start Form' button.

Site Name	Site Number	Street Address	City	State	Zip Code	Forms	Account Holder Type	Actions
Consortium								Start Form
								Start Form
								Start Form
								Start Form
								Start Form

Summary Screen

- Information is displayed about the Consortium Leader and all Account Holders.

The screenshot displays the RHC Connect Summary screen. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. Below the navigation bar is a banner image of a woman in a stethoscope. The main content area is titled 'RHC Connect' and features a 'Summary' tab (highlighted with a red box) and links for 'View LOA(s)/LOE(s)' and 'Member HCP(s)'. The 'Organization Details' section includes fields for Site Name (Consortium), Site Number, FCC Registration Number, Physical Address, Entity Type (Consortium), HCP Type (Consortium of the above), Priority Tier (1), and State. Below this is the 'Account Holders' section, which includes a table for 'HCF Account Holders' with columns for Name, Role, Employer, Email, and Telephone.

Organization Details

Site Name	Consortium	Entity Type	Consortium
Site Number		HCP Type	Consortium of the above
FCC Registration Number		Priority Tier	1
Physical Address		State	

Account Holders

HCF Account Holders

Name	Role	Employer	Email	Telephone

View LOA(s)/LOE(s) Screen

- All LOA(s) and LOE(s) for the consortium are displayed.
- Click on an existing LOA or LOE to view the **Details**.

The screenshot displays a web application interface for viewing LOA(s) and LOE(s). The top navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. The main header shows 'Consortium' with a 'Return to Organization Listing' link. Below the header, there are tabs for 'Summary', 'View LOA(s)/LOE(s)', and 'Member HCP(s)'. A 'SUBMIT NEW LOA/LOE' button is visible on the right.

The 'View Letter(s) of Agency/ Exemption' section contains a table with the following columns: ID#, Submission Type, Nickname, Effective Date, Expiration Date, Submitted By, Status, and Submitted On. The table lists several entries, including LOA and LOE types, all with a status of 'Submitted'.

The 'Details' section for LOA/LOE ID 700034 is shown below. It includes fields for 'LOA/LOE ID', 'Nickname', 'LOA/LOE Uploaded Document', 'Effective Date', and 'Expiration Date'. Below this, there is a table for 'Attached HCP(s)' with columns for HCP Number, HCP Name, State, Attached On, and Status.

ID#	Submission Type	Nickname	Effective Date	Expiration Date	Submitted By	Status	Submitted On
700034	Letter of Agency (LOA)		1/30/2024	7/6/2024		Submitted	
700033	Letter of Exemption (LOE)					Submitted	
700032	Letter of Agency (LOA)					Submitted	
700031	Letter of Agency (LOA)					Submitted	
700024	Letter of Agency (LOA)					Submitted	
700017	Letter of Agency (LOA)					Submitted	
700004	Letter of Agency (LOA)					Submitted	
700002	Letter of Exemption (LOE)					Submitted	
700001	Letter of Agency (LOA)					Submitted	

Details	
LOA/LOE ID	700034
Nickname	
LOA/LOE Uploaded Document	Individual IDO FCL
Effective Date	
Expiration Date	

Attached HCP(s)				
HCP Number	HCP Name	State	Attached On	Status
				Submitted
				Submitted

View LOA(s)/LOE(s) Screen (continued)

- Click **Submit New LOA/LOE**.

DASHBOARD START A FORM TOOLS

Consortium [Return to Organization Listing](#)

Summary **View LOA(s)/LOE(s)** Member HCP(s)

[SUBMIT NEW LOA/LOE](#)

View Letter(s) of Agency/ Exemption

ID#	Submission Type	Nickname	Effective Date	Expiration Date	Submitted By	Status	Submitted On
700034						Submitted	
700033						Submitted	
700032						Submitted	
700031						Submitted	
700024						Submitted	
700017						Submitted	
700004						Submitted	
700002						Submitted	
700001						Submitted	

9 Items

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Submit LOA/LOE - Details

- Click the arrow beside **Definitions** to view a description of **Letter of Agency (LOA)** and **Letter of Exemption (LOE)**.


Submit LOA/LOE

Details Attach HCP(s) Review

Submission Type

Letter of Agency (LOA)
 Letter of Exemption (LOE)

Upload Letter of Agency



 RHC [redacted] loaded i...
XLSX - 58.38 KB


Nickname

Certifications

Option 1: If there is no existing formal agreement, and the consortium leader will assume sole legal and financial responsibility for the activities of the consortium.
 Option 2: If the consortium has a formal written agreement, approved by USAC, allocating legal and financial responsibility to the consortium leader.

Effective Date **Expiration Date**

Definitions 

A **Letter Of Agency (LOA)** should be used to add HCPs to your consortium that are not owned, controlled, or operated by the Consortium Leader.

A **Letter Of Exemption (LOE)** should be used to add HCPs to your consortium that are owned, controlled, or operated by the Consortium Leader.

Submit LOA/LOE – Details (continued)

- Click correct radio button under **Submission Type** and upload document.
- Enter a nickname and select **Option 1** or **Option 2** under **Certifications**.
- Select the **Effective Date** and the **Expiration Date** from the dropdown calendar, then click **Save & Continue**.

The screenshot shows the 'Submit LOA/LOE' form with the following elements highlighted by red boxes and arrows:

- Submission Type:** A red box highlights the radio buttons for 'Letter of Agency (LOA)' (selected) and 'Letter of Exemption (LOE)'. Red arrows point to each.
- Upload Letter of Agency:** A red box highlights the upload area showing a file named 'RHC [redacted].XLSX - 58.38 KB' with a 'loaded' status. A red arrow points to the file name.
- Certifications:** A red box highlights the two radio button options: 'Option 1: If there is no existing formal agreement...' (selected) and 'Option 2: If the consortium has a formal written agreement...'
- Effective Date:** A red box highlights the date picker field. A red arrow points to it.
- Expiration Date:** A red box highlights the date picker field. A red arrow points to it.
- Buttons:** A red box highlights the 'SAVE & CONTINUE' button at the bottom right.

The form also includes a progress bar at the top with 'Details' selected, and a 'Definitions' section on the right explaining LOA and LOE.

Attach HCP(s)

- Search by **HCP Number**, **HCP Name** or **Zip Code**, then click **Apply Filter**.
- Open the toggle to show sites already in the consortium.

Submit LOA/LOE

Details **Attach HCP(s)** Review

HCP(s) to be Added to this LOA/ LOE

HCP Number

HCP Name

Zip Code

Only show HCPs already in My Consortium

Available HCPs

<input type="checkbox"/>	HCP Number	HCP Name
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

> ADD SELECTED

Selected HCPs to Add to this LOA/ LOE

<input type="checkbox"/>	HCP Number	HCP Name
No items available		

Attach HCPs (continued)

- Select the HCPs to attach, then click **Add Selected**.

The screenshot displays a web interface for selecting HCPs. It is divided into two main sections: 'Available HCPs' on the left and 'Selected HCPs to Add to this LOA/ LOE' on the right. In the 'Available HCPs' section, a table lists HCPs with columns for 'HCP Number' and 'HCP Name'. A red box highlights the first column, where several rows are checked. The 'Selected HCPs' section is currently empty, showing 'No items available'. Three buttons are located between the sections: '> ADD SELECTED' (highlighted with a red box), '< REMOVE SELECTED', and '<< REMOVE ALL'. At the bottom of the 'Available HCPs' table, there is a pagination control showing '1 - 10 of 1,172'.

<input type="checkbox"/>	HCP Number	HCP Name
<input checked="" type="checkbox"/>	101	
<input type="checkbox"/>	102	
<input checked="" type="checkbox"/>	104	
<input checked="" type="checkbox"/>	104	
<input checked="" type="checkbox"/>	104	
<input type="checkbox"/>	104	
<input checked="" type="checkbox"/>	104	
<input checked="" type="checkbox"/>	104	
<input type="checkbox"/>	109	
<input type="checkbox"/>	110	

<< < 1 - 10 of 1,172 > >>

> ADD SELECTED

< REMOVE SELECTED

<< REMOVE ALL

Selected HCPs to Add to this LOA/ LOE

<input type="checkbox"/>	HCP Number	HCP Name
No items available		

Attach HCPs (continued)

- Selected HCPs will move to column on the right.
- Click **Remove Selected** or **Remove All** if the HCP(s) was selected incorrectly.
- Once all HCPs are added, click **Save & Continue**.

The screenshot displays a user interface for selecting Health Care Professionals (HCPs). It is divided into two main columns:

- Available HCPs:** A table with columns for HCP Number and HCP Name. The table lists HCPs with numbers 102, 104, 110, 111, 114, 114, 114, 116, 119, and 122. A pagination bar at the bottom indicates "1 - 10 of 27,005".
- Selected HCPs to Add to this LOA/ LOE:** A table with columns for HCP Number and HCP Name. It shows 7 items with HCP numbers 101, 104, 104, 104, 104, 104, and 109.

Between the columns are three buttons: "> ADD SELECTED", "< REMOVE SELECTED", and "◀ REMOVE ALL". At the bottom of the interface are two buttons: "CANCEL" and "SAVE & CONTINUE".

Review

- Review information, then click **Submit LOA**.

Submit LOA/LOE

Details Attach HCP(s) **Review**

Submission Type

Letter of Agency (LOA)
 Letter of Exemption (LOE)

Uploaded File(s)

Requirement sheet_050322

Nickname

Certifications

Option 1: If there is no existing formal agreement, and the consortium leader will assume sole legal and financial responsibility for the activities of the consortium.
 Option 2: If the consortium has a formal written agreement, approved by USAC, allocating legal and financial responsibility to the consortium leader.

Effective Date

Expiration Date

Selected HCPs to be added to this LOA

HCP #	HCP Name
100x	
100x	
100x	
100x	

CANCEL **SUBMIT LOA**

After Submitting

- Message in green banner confirms LOA was successfully submitted.

Submit LOA/LOE | ID: 700035

✔ You have successfully attached a Letter of Agency to the following Health Care Providers.

LOA/LOE ID
700035

Submission Type


Letter of Agency (LOA)
 Letter of Exemption (LOE)


Uploaded File(s)
Requirement sheet_050322

Nickname

Certifications

Option 1: If there is no existing formal agreement, and the consortium leader will assume sole legal and financial responsibility for the activities of the consortium.
 Option 2: If the consortium has a formal written agreement, approved by USAC, allocating legal and financial responsibility to the consortium leader.

Effective Date 

Expiration Date 

Attached HCP(s)

Definitions ▼

A **Letter Of Agency (LOA)** should be used to add HCPs to your consortium that are not owned, controlled, or operated by the Consortium Leader.

Best Practices and Resources

Authorizations & User Management in RHC Connect

Best Practices

- Keep all authorizations up to date.
- The PAH is responsible for keeping authorizations current.
- If the PAH is leaving the organization, submit an FCC Form 460 revision to update contact information for the new PAH prior to leaving.
- Be sure all uploaded documents are complete and include all required information.
 - Use online templates.
- USAC cannot make any changes on your behalf.

Online Resources

- **NEW!** [RHC Connect Updates](#) webpage
- [Authorizations](#) webpage
- [Consultants & Third Parties](#) webpage
- [Third Party Authorization](#) webpage
- [RHC Connect User Guide – Third-Party Authorization](#)
- [Letter of Agency](#) webpage
- [Sample LOA](#)
- [Letter of Exemption](#) webpage
- [RHC Connect LOA/LOE Submission User Guide](#)
- [Webinars](#) webpage - Consortium Best Practices webinars

Upcoming Trainings

Please join the RHC Outreach team for the following webinars:

- Consortium Best Practices Webinar:
 - When: Wednesday, April 22, 2026, from 2-3 p.m. ET - [Register](#)
- For a list of upcoming webinars, check the RHC [Upcoming Dates](#) webpage for dates and details.

RHC Program Customer Service Center



Email: 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



The 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 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!





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