



# Post-Commitment Change Requests – Healthcare Connect Fund (HCF) Program

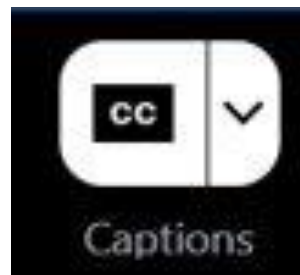
Post-Commitment Change Requests  
May 6, 2026

# Housekeeping – Closed Captioning (CC)

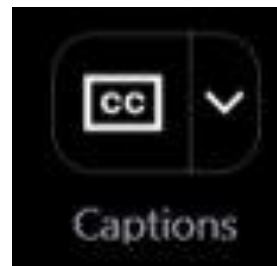
- Attendees control their own captioning.



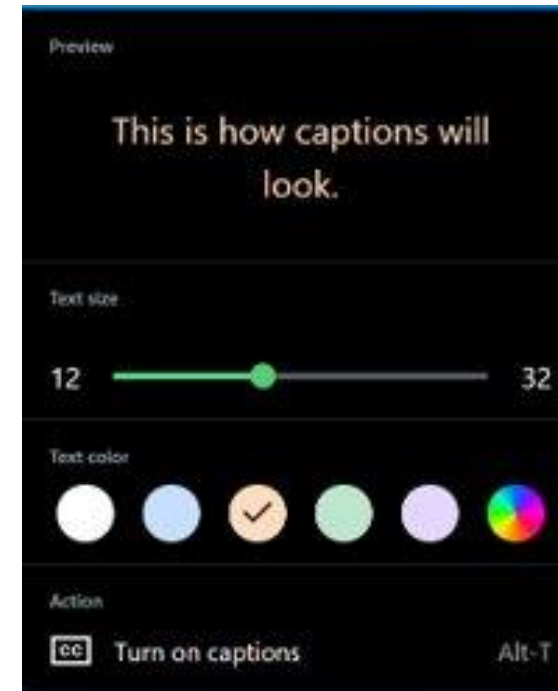
- You control the caption font size and color.
- Toggle CC off and on at your preference.



Captions ON

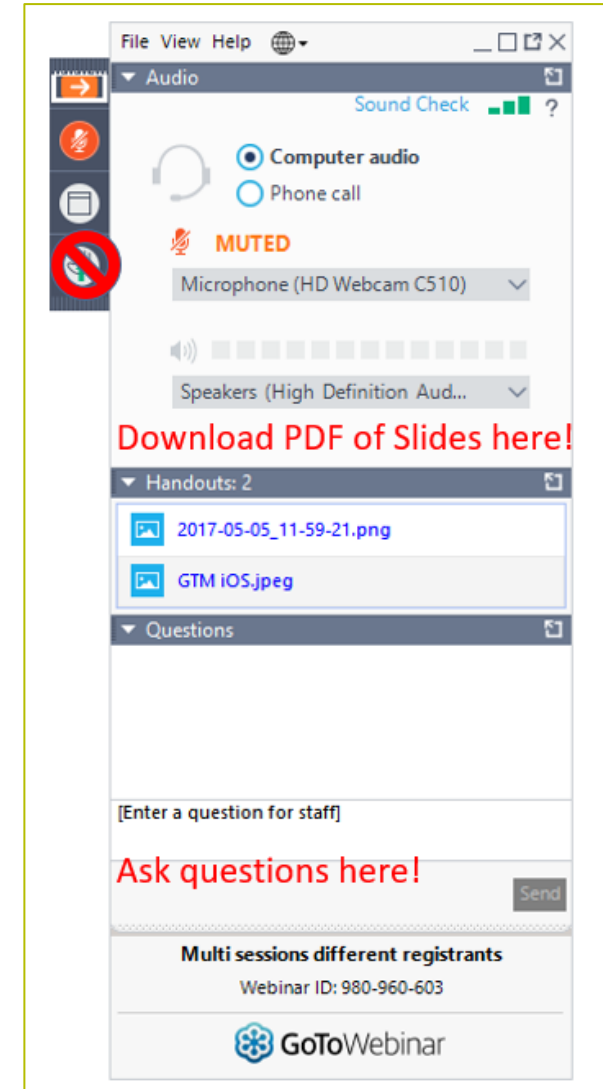


Captions OFF



# 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**

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# Agenda

- RHC Connect Updates
- Post-Commitment Changes Overview
- SPIN Changes
  - Corrective
  - Operational
- Invoice Filing Deadline Extensions
- Site and Service Substitutions
- Important Dates and Resources

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

- Understand each category of post-commitment change requests
- Submit SPIN change requests
- Submit site and service substitutions
- Submit service delivery deadline extension requests (HCF Program only)
- Submit invoice filing deadline extension requests
- Anytime decommitments

# Glossary

<b>Acronym</b>	<b>Definition</b>
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
FCL	Funding Commitment Letter
FRN	Funding Request Number
NCW	Network Cost Worksheet
SPIN/498 ID	Service Provider Identification Number

# **RHC Connect Updates**

## Post-Commitment Change Requests

# Duplicate Check FCC Forms 462 & 466

- FCC Form 462/466 duplicate check on intake - FCC Forms 462 and 466 displays a duplicate check on submission.
- This enhancement includes the following:
  - Applicants will see a **Potential Duplicates** table showing forms that match duplicate criteria.
  - Applicants can 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 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.

# FCC Form 462 & Telecom Program Enhancements

## 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 is no longer be available on the RHC Dashboard.

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 the image, the text 'RHC Connect' is visible. A prominent notification box contains the following information:

- 10:35** (clock icon)
- !** 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](mailto:RHC-Assist@usac.org).

At the bottom right of the notification box, the text 'This report is not generated yet.' is followed by a red arrow pointing to a button labeled 'GENERATE EXCEL REPORT' (which is also highlighted with a red box).

# 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	<a href="#">Document(s)</a>
[REDACTED]	[REDACTED]	1/28/2026	[REDACTED]	Approved	<a href="#">Document(s)</a>
[REDACTED]	[REDACTED]	1/28/2026	[REDACTED]	Approved	<a href="#">Document(s)</a>   Remove HCP from Group
[REDACTED]	[REDACTED]	3/27/2025	[REDACTED]	Denied	<a href="#">Document(s)</a>
[REDACTED]	[REDACTED]	3/27/2025	[REDACTED]	Expired	<a href="#">Document(s)</a>   Remove HCP from Group
[REDACTED]	[REDACTED]	8/26/2025	[REDACTED]	Submitted	<a href="#">Document(s)</a>

# RHC Connect – Post Commitment Change Requests

- Post-commitment change requests are submitted in RHC Connect.
- The following functionality is available:
  - SPIN changes (operational and corrective)
  - Site and service substitutions
  - Invoice filing deadline extension requests
  - Service delivery deadline extension requests for non-recurring expenses
  - Anytime decommitments
  - The following resources are posted on the USAC website:
    - [RHC Connect Post-Commitment Change Request User Guide](#) – HCF
    - [Post-Commitment Actions](#) webpage – HCF

# **SPIN Changes**

## Post-Commitment Change Requests

# SPIN Changes

- [FCC Order 19-78](#) formalized the process to request SPIN changes in the Healthcare Connect Fund (HCF) and Telecommunications (Telecom) Programs.
- Per [FCC Order 23-110](#), the SPIN change request deadline has been moved to align with the invoice filing deadline.
- A SPIN change can be either corrective or operational.
- Once the request is received, USAC will make no additional payments on the FRN until the change is reviewed and either:
  - Approved and the SPIN is changed, or
  - Denied and USAC verifies that additional invoices are for services rendered to the applicant by the original service provider.

# SPIN Changes – Corrective

- A corrective SPIN change is any amendment to the SPIN associated with an FRN that does not involve a change to the service provider associated with that FRN.
- This occurs when:
  - A change is required for clerical or data entry errors (e.g., fixing clerical errors or situations where the applicant names the correct service provider in the funding request but provides the incorrect SPIN).
  - There is an update to a service provider's SPIN that has changed due to the merger of companies or the acquisition of one company by another.
  - Effectuating a change that was not initiated by the applicant.

# SPIN Changes – Operational

- An operational SPIN change is a request to change the actual service provider associated with an FRN.
- This occurs when:
  - The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform); and
  - The applicant's newly selected service provider received the next highest point value in the original bid evaluation, assuming there were multiple bidders.
- **NOTE:** Changing service providers because the services are available at a lower cost from another service provider or because the applicant now wishes to do business with a service provider that did not participate in the competitive bidding process are not considered legitimate reasons for change, and requests citing such reasons will be denied.

# When to File a SPIN Change Request

- A request for a SPIN change must be received **no later than the invoice filing deadline for that FRN.**
- Applicants should notify USAC of their intent to change service providers as soon as the decision is made and should advise USAC of the proposed effective date of the change.
- Applicants should send the request for the change to USAC **before** the change takes place so that USAC has time to process the request before the submission of any invoices for services rendered by the new service provider.
- Once the request is received, USAC will make no additional payments on the FRN until the change is reviewed and either:
  - Approved and the SPIN is changed, or
  - Denied and USAC verifies that additional invoices are for services rendered to the applicant by the original service provider.

# How to File a SPIN Change Request

- If the SPIN change occurs **after** the FRN is approved, applicants should submit SPIN change request as follows:
  - Funding Years 2024 and forward – the applicant should submit the SPIN change request through RHC Connect.
- If a corrective SPIN change is needed **before** an FRN has been committed, applicants should reach out to the RHC Customer Service Center with the request. The affected FRN should be included in the subject line of the email.
- As part of this request, applicants must also certify to the following:
  - The SPIN change is allowed under all applicable state, Tribal, and local procurement rules and under the terms of the contract, if any, between the applicant and its original service provider, and
  - The applicant has notified its original service provider of its intent to change service providers.

**Note:** If the applicant's original service provider is no longer in business, the applicant must instead certify that it attempted to notify its original service provider of its intent to change service providers but could not because the service provider is not available for contact.

# **Site and Service Substitutions - HCF Program**

## Post-Commitment Change Requests

# Site and Service Substitutions - HCF Program

- Site and service substitutions allow the applicant to reallocate un-invoiced committed funds to substitute services, modify or upgrade services, or provide the requested services to other eligible sites (consortia).
- Substitutions provide the flexibility for applicants to spend all of the committed funds, even though USAC-supported services or the service location may change over the course of the funding commitment.
- Substitution modifications cannot exceed the approved funding amount.
- Please keep in mind that site and service substitutions take a minimum of 90 days to process.
- **Substitutions must be submitted by the service delivery deadline.**

# Site and Service Substitutions – Consortia Applicants

- Consortia applicants may request a [Site and Service Substitution](#) if:
  - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification.
  - The requested change is within the scope of the controlling FCC Form 461 (Request for Services Form), including any applicable Request for Proposal (RFP) used in the competitive bidding process.
  - The site is an eligible health care provider (HCP), and the service is an eligible service under the HCF Program, and
  - The substitution does not violate any contract provision or state, Tribal or local procurement laws.

# Service Substitutions – Individual Applicants

- Individual applicants may request a service substitution if:
  - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification.
  - The requested change is within the scope of the controlling request for services, including any applicable request for proposal used in the competitive bidding process.
  - The service is an eligible service under the HCF Program, and
  - The substitution does not violate any contract provision or state, Tribal or local procurement laws.

**Questions?**

# **Invoice Filing Deadline Extension Requests**

Post-Commitment Change Requests

# 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 visit the [HCF Program - Step 5: Invoice USAC](#) webpage.

# Invoice Deadline Extension

- Per [FCC Order 19-78](#), applicants and service providers may request and automatically receive a one-time, 120-day extension of the deadline to file an invoice.
- Invoice filing deadline extension requests must be submitted on or before the original invoice filing deadline.
- The invoice filing deadline is included in the [Funding Commitment Letter \(FCL\)](#).
- Invoice filing deadline extension requests are submitted in RHC Connect by both applicants and service providers for both the HCF and Telecom Programs.

# **Service Delivery Deadline Extension Requests**

Post-Commitment Change Requests

# Service Delivery Deadline Extension

- Per [FCC Order 19-78](#), applicants may request and receive a one-time, one-year extension of the service delivery deadline for non-recurring services if one of the following criteria is met:
  - Applicants whose Funding Commitment Letters (FCLs) are issued on or after March 1 of the funding year for which discounts are authorized.
  - Applicants that receive service provider change authorizations or site and service authorizations from USAC on or after March 1 of the funding year for which discounts are authorized.
  - Applicants whose service providers are unable to complete implementation for reasons beyond the service providers' control; or
  - Applicants whose service providers are unwilling to complete delivery and installation because the applicant's funding request is under review with USAC for program compliance.
- Service delivery deadline extension requests must be submitted on or before the original service deadline.
- The service delivery deadline is included in the [FCL](#).

# **Anytime Decommitment Requests**

Post-Commitment Change Requests

# Decommitments

- There are situations that occur post-commitment that require USAC or applicants to decommit approved funding for HCPs. Here are some examples:
  - The invoice filing deadline has passed and there are funds remaining due to denied or un-invoiced items.
  - Applicants may request a full or partial decommitment of approved funding that has not been disbursed, to avoid duplicate funding on a subsequent funding request, to account for any early disconnect of services or site closures.
  - If during a review of a funding commitment (audits, appeals, whistleblower calls, etc.), USAC discovers that funds were committed in error, a Commitment Adjustment/Demand Letter (COMAD) is sent to both the HCP and service provider.
    - In these instances, COMADs can also result in a de-commitment of funds remaining.

# Decommitments – HCF Program Only

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**Questions?**

# **Important Dates and Resources**

## Post-Commitment Change Requests

# Important Deadlines

<b>What</b>	<b>When</b>
Service delivery deadline for FY2025 single-year funding commitments	June 30, 2026
Invoice filing deadline for FY2025 single-year funding commitments	October 28, 2026
Invoice filing deadline extension for FY2025 single-year funding commitments	February 25, 2027

# Resources - HCF Program

- [Post-Commitment Actions](#) webpage
- [SPIN Change](#) webpage
- [Site and Service Substitution](#) webpage
- [HCF Program Post-Commitment Change Requests](#) self-guided training module
- [RHC Connect User Guide Post-Commitment Change Requests](#)
- [RHC Connect User Guide - Invoice Filing Deadline Extension Requests](#) – Service Providers

# 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. to 8 p.m. ET
  - Monday to Friday



# The RHC Customer Service Center

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## The RHC Customer Service Center CAN

Answer general questions regarding both programs

Provide account holder information for an HCP

Provide clarity regarding FCC Report and Order 19-78 and other FCC orders

Provide helpful resources and best practices for forms

Assist with My Portal and RHC Connect

## The RHC Customer Service Center CANNOT

Determine eligibility of a specific site or service before an official form submission

Review a form or document for accuracy before an official submission

Contact a service provider or other account holder on someone else's behalf

Provide documents that are not already accessible in My Portal and RHC Connect

Transfer a call to a specific form reviewer

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**Questions?**

**Thank You!**





**Universal Service**  
Administrative Co.