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RHC Service Provider Training (Q3)

Best Practices for Service Providers

September 23, 2026

Universal Service Administrative Co.

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Captions ON

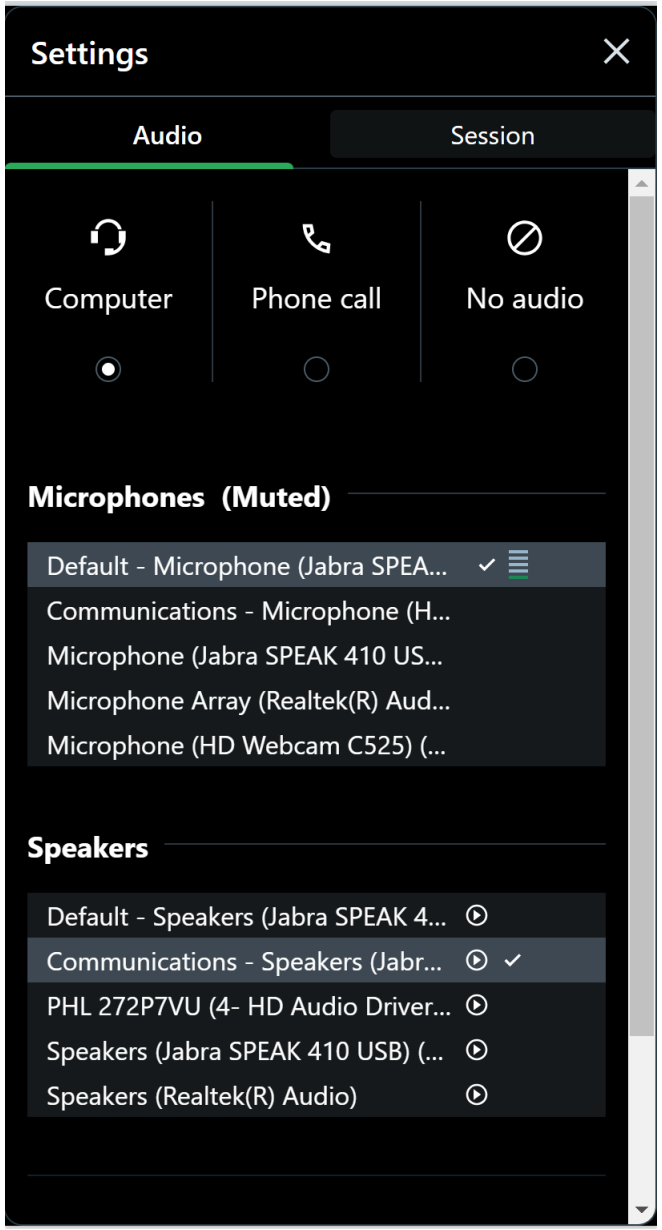


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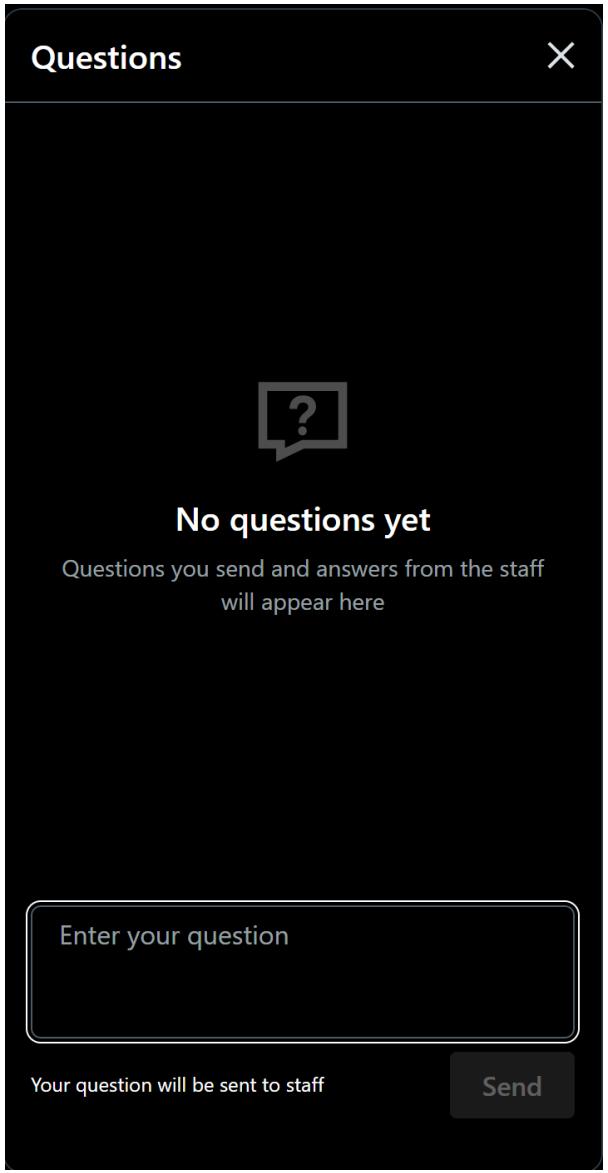


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- A copy of the slide deck is in the **Materials** section of the webinar panel.
- Enter questions at any time using the **Questions** box.
- **This webinar is being recorded.** A copy of the webinar slides and recording will be posted to our Webinars webpage.







Meet Our Team



Blythe Albert

Advisor of Program Management | RHC Outreach

Blythe.Albert@usac.org



Ecatarina Grant

Manager of Communications | RHC Outreach

Ecatarina.Grant@usac.org

Agenda

- RHC Program Basics
- Program Updates
- Competitive Bidding
- Funding Requests
- Invoicing in HCF and Telecom Programs
- Disbursements and Post-Commitment Actions
- Resources

By the end of this webinar you will be able to…

- *Understand the application process for RHC programs from eligibility through invoicing*
- *Understand the difference between the two RHC programs*
- *Learn about RHC program updates for FY2026 and FY2027*
- *Understand competitive bidding requirements*
- *Understand funding requests*
- *Understand invoicing and disbursement processes*
- *Understand best practices for service providers*

Program Glossary

Acronym	Meaning
FCC	Federal Communications Commission
HCP	Health Care Provider (the site receiving services)
SP	Telco company providing services (you)
HCF program	Healthcare Connect Fund program
Telecom program	Telecommunications program
SPIN/498 ID	Service Provider Identification Number
ACSD	Allowable Contract Selection Date
FRN	Funding Request Number
FY	Funding Year

Program Basics

Best Practices for Service Providers

RHC Program Comparison

Telecom Program	HCF Program
Funds telecommunications services. • Does **not** include equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.	Funds advanced telecommunications and information services for broadband connectivity. • **Includes** equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.
Single year funding requests for eligible services.	Can be a multi-year request (up to three years) for eligible products and services.
Funds the difference between the urban and rural rates.	Provides a flat 65% discount.

RURAL HEALTH CARE PROGRAM

Application Process



Must meet three eligibility criteria:

- Not-for-profit/public
- In a rural area
- One of the eligible facility types

HCF Program: **FCC Form 460**
Telecom Program: **FCC Form 460**

Describe the services you need and develop scoring criteria to evaluate bids. Your request for competitive bids for services is posted to the USAC website for a minimum of 28 days.

HCF Program: **FCC Form 461**
Telecom Program: **FCC Form 465**

Once competitive bidding has ended, choose the most cost-effective service provider.

Provide information about the services selected: cost, service provider information, and terms of service agreement(s).

HCF Program: **FCC Form 462**
Telecom Program: **FCC Form 466**

Submit invoice before deadline:

- **HCF Program:** Applicant initiates invoicing process by submitting FCC Form 463 to service provider for review and submission to USAC.
- **Telecom Program:** Service provider initiates invoicing process by submitting FCC Form 469 to applicant for review and submission to USAC.

HCF Program: **FCC Form 463**
Telecom Program: **FCC Form 469**

Funding Year 2026 Calendar



Funding Year 2027 Calendar



Telecom Program – FCC Forms

- FCC Form 460 (Eligibility)
- FCC Form 465 (Request for Services):
  - Submit bids for services included on the posted Request for Services forms.
- FCC Form 466 (Funding Request and Certification Form):
  - Provide supporting documentation or necessary information (e.g., bills, invoices, a contract) to the HCP during the application (Funding Request) process.
- FCC Form 469 (Invoice) FY2024 and forward:
  - Service provider submits the FCC Form 469 after the HCP pays the urban rate.
  - HCP validates the FCC Form 469 and certifies that the information is correct.

HCF Program – FCC Forms

- FCC Form 460 (Eligibility):
  - Determine eligibility of HCP - Submitted by HCP.
- FCC Form 461 (Request for Services):
  - Submit bids for services included on the posted Request for Services forms.
- FCC Form 462 (Request for Funding):
  - Provide information and supporting documentation to the HCP during the application process.
- FCC Form 463 (Invoice):
  - HCP submits invoice once they have paid their 35% contribution.
  - Service provider validates the FCC Form 463 and certifies that the information is correct.

RHC Program Updates

Best Practices for Service Providers

My Portal Decommissioning

- As of July 31, 2026, My Portal is no longer available to external stakeholders.
- User data has been migrated to RHC Connect.
- For information for the last ten funding years, please continue to use Open Data as a resource.
- For questions or concerns, please reach out to the RHC Customer Service Center for assistance.

SAM.gov UEI Requirement

- As of September 8, 2026, USAC began using SAM.gov banking information to remit payment for all Universal Service Fund (USF) invoices.
- All service providers must have an active SAM.gov Unique Entity Identifier (UEI) on their FCC Form 498 **and** must have a valid bank account associated with their UEI.
- Service providers should confirm that their FCC Form 498 includes an active SAM.gov UEI and that it is connected to the correct bank account—specifically, the bank account that is designated to accept USF disbursements.
- Service providers who do not have a current SAM.gov UEI, and those who only have a SAM.gov UEI but no connected bank account, must visit SAM.gov and follow the registration process through to completion.
- **This process can take up to six weeks, so USAC recommends starting as soon as possible.**
- For more information, visit the SAM.gov UEI Requirement webpage.

RHC Connect Updates

- Medically Underserved Area/Population (MUA/P) Yearly Update
  - Funding priority in the RHC program is dependent on two location-based factors, site rurality, and site MUA/P status.
  - The map files that determine MUA/P status for sites on the rurality tier search tool are now up to date with the latest MUA/P area designation snapshot.
- Rurality Tier Search Tool Upgrade
  - The updated summary view now provides greater visibility into the assessment process, including:
    - A map view of the geocoded location
    - The location's geographic coordinates
    - The normalized address used during geolocation
- Link to the advertised rate on substitution
  - The FCC Form 466 substitution intake form now correctly asks the user to enter a link to the advertised rate.

RHC Connect Update – Post-Commitment Changes

- Post-commitment change requests are submitted in RHC Connect.
- The following functionality is available:
  - SPIN changes (operational and corrective) for applicants
  - Site and service substitutions for applicants
  - Service delivery deadline extension requests for non-recurring expenses for applicants (HCF Program only)
  - Invoice filing deadline extension requests for applicants and service providers
- A step-by-step Invoice Filing Deadline Extension Request User Guide for service providers and a Post-Commitment Actions webpage is posted on the USAC website.

FY2027 Urban and Rural Rates

- On August 7, 2026, the FCC released an order, FCC 26-54.
- This order waives the FCC's rules to permit the use of previously approved rural rates from FYs 2024 through 2026 for FY2027 that would otherwise require approval of a cost-based justification using Method 3.
- For more information on rural rates and the waiver, please review FCC 26-54 and USAC's FY2027 Urban and Rural Rate Information tip sheet.

FY2026 Rural and Urban Rates

On November 18, 2025, the FCC released order DA 25-954. This order waives the FCC's rules to permit the use of previously approved rural rates from FYs 2023-2025 for FY2026 that would otherwise require approval of a cost-based justification for FY2026. **This is for Method 3 rates only**.

- For FY2026, rural rates should be calculated as follows:
  - Use Method 1.
  - If you cannot satisfy the requirements, then Method 2.
  - If neither of these methods is feasible, then you must use Method 3.
- For FY2026 urban rates:
  - For urban rates, the process has been simplified.
  - "The urban rate for that service shall be a rate no higher than the highest tariffed or publicly-available rate charged to a commercial customer for a functionally similar service in any city with a population of 50,000 or more in that state, calculated as if it were provided between two points within the city." (47 CFR § 54.604(b))
- Please use the Urban and Rural Rate Information FY2026 tip sheet as a resource.

Supply Chain Order

- As a reminder, when service providers login they will see two supply chain certifications included in the FCC Form 463 and FCC Form 469.
- The first certification affirms compliance with the Section 54.9 prohibition on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with Section 54.10, which prohibits the use of any Federal subsidies on any communications equipment and services on the Covered List.
- If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries, you cannot invoice for these funds. Instead, you should immediately request a service substitution.
- As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.
- Supply Chain webpage

Key Takeaways for Service Providers

- Telecom program
  - Method for determining rates for FY2027 is described in FCC Order FCC 26-54.
  - Method for determining rates for FY2026 is described in FCC Order DA 25-954.
- Resources for urban and rural rates:
  - FY2027 Urban and Rural Rate Information tip sheet
  - FY2026 Urban and Rural Rate Information tip sheet
- Applicants and service providers must ensure they are not requesting funding for services or equipment from any company identified on the FCC-issued Covered List.

Questions?

Available for Public Use

Competitive Bidding

Best Practices for Service Providers

What is a Request for Services?

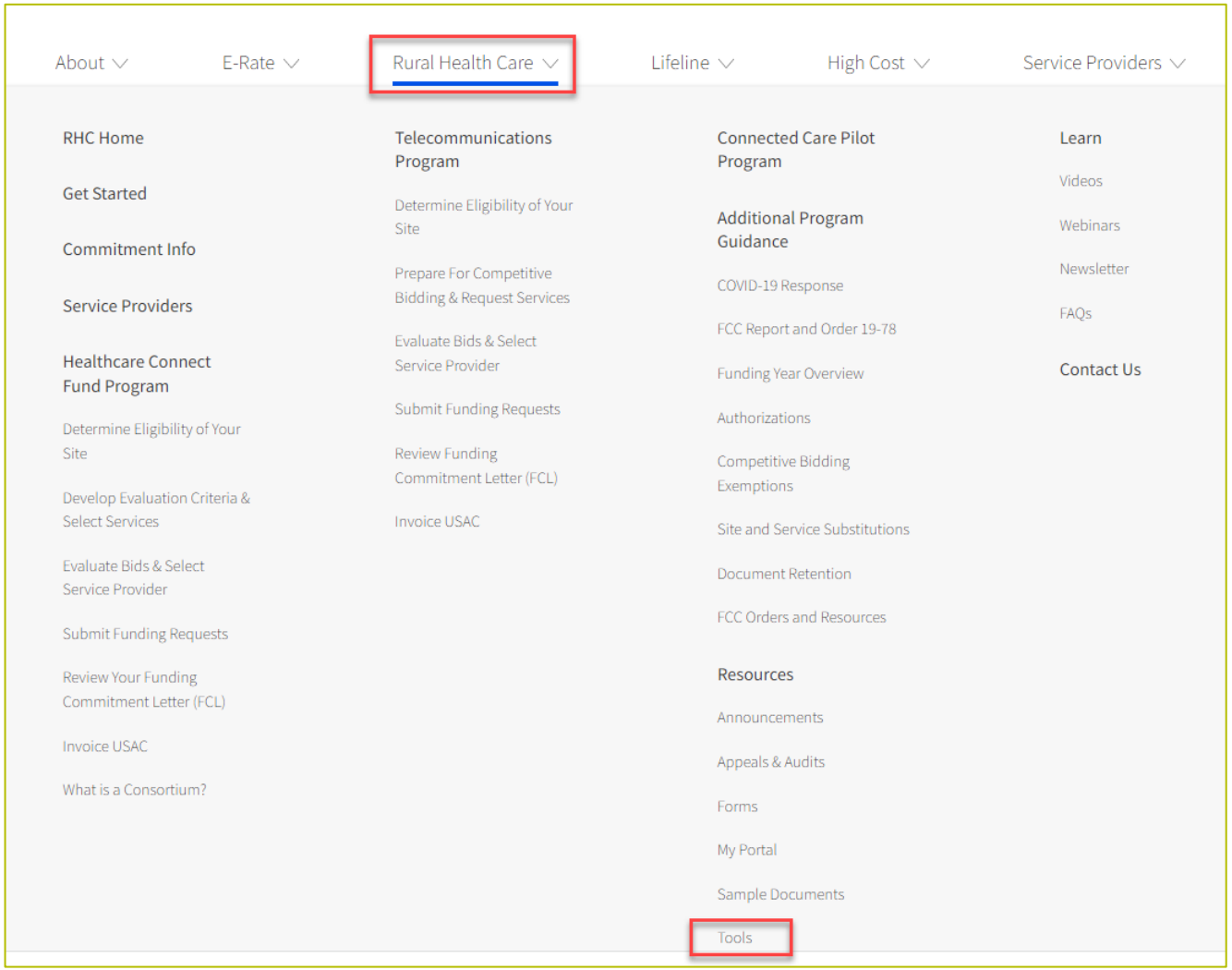
- The Request for Services form is used by HCPs to let service providers know what services they are seeking, and it starts the competitive bidding process.
  - FCC Form 461 – HCF program
  - FCC Form 465 – Telecom program
- Service providers use the information on the form to create a responsive bid to provide the requested services.

Competitive Bidding

- RHC program rules and FCC Orders require that the competitive bidding process be "fair and open."
  - The process must allow all service providers an equal opportunity to understand the HCP's service requirements and offer the most cost-effective solution to address those needs.
  - All potential bidders and service providers must have access to the same information about the HCP's service needs and must be treated in the same manner.
- Service providers who plan to bid cannot also simultaneously help the HCP choose a winning bidder or participate in the vendor selection process in any way.
- All applicants and service providers must comply with FCC rules and any applicable state or local competitive bidding requirements.

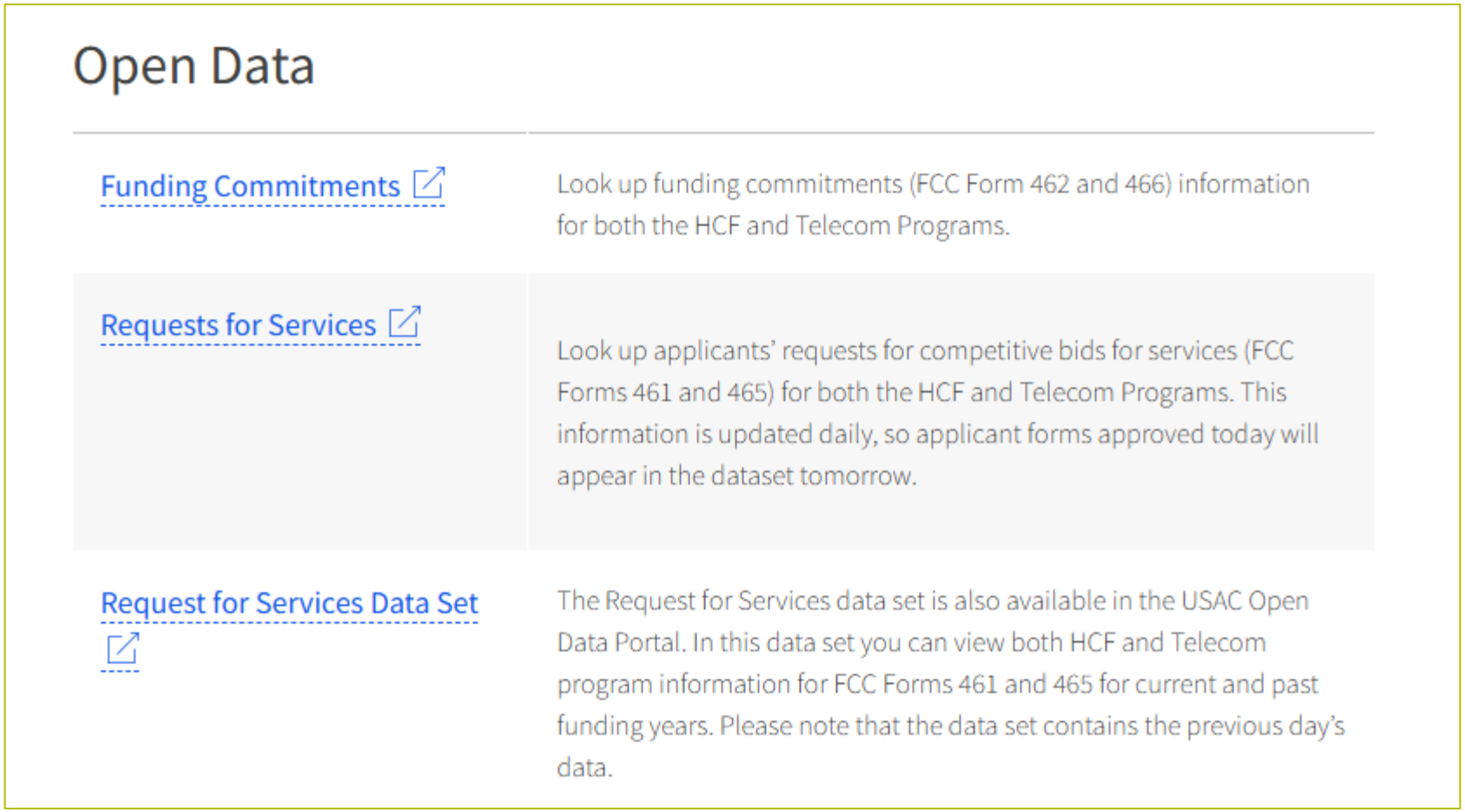
Search Posted Services Tool

- An enhanced Search Posted Services tool is now available.
- The data set contains data from the FCC Forms 461 and 465, i.e., services requested for current and past funding years.
- Click **Tool**s on the mega menu for the Rural Health Care program.

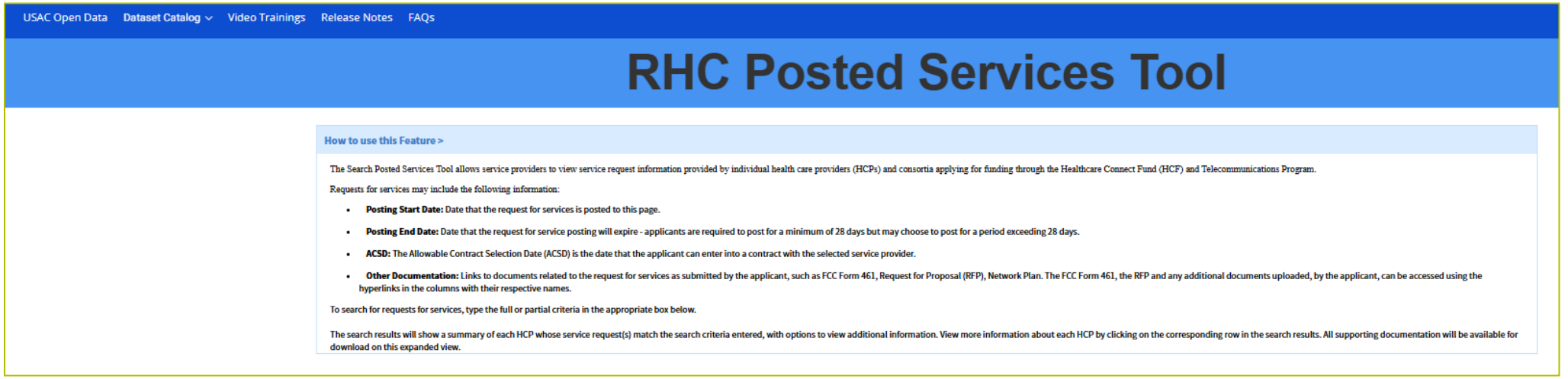


Search Posted Services (continued)

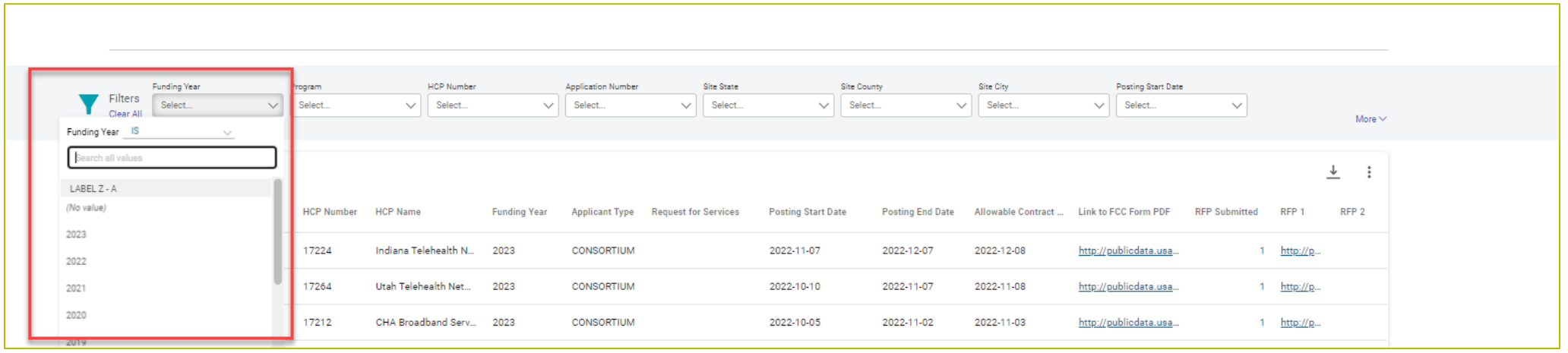
- Click **Requests for Services** under the **Open Data** section.



Search Posted Services (continued)

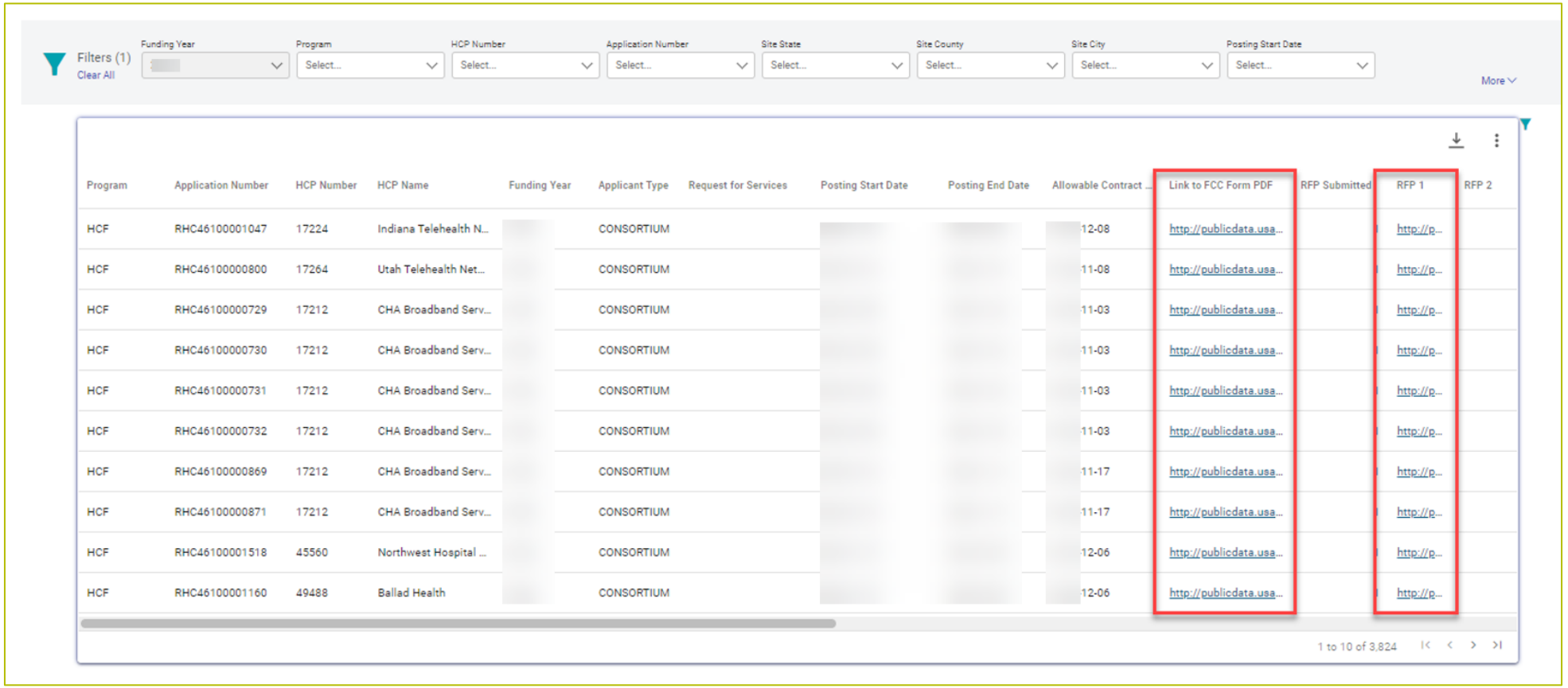


- Apply Filters to narrow search.



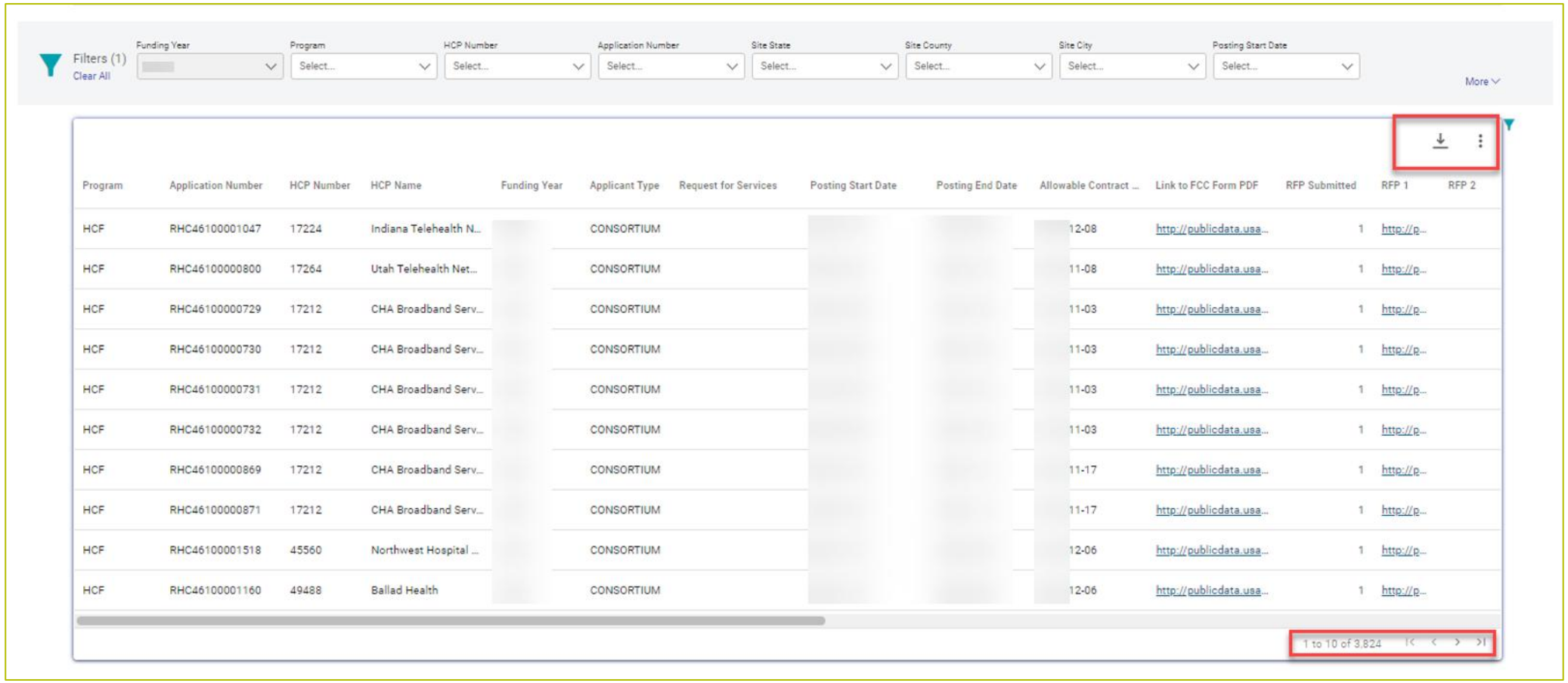
Search Posted Services (continued)

- Click on hyperlink to download a PDF copy of the FCC Form 461 or 465 and RFP



Search Posted Services (continued)

- Click on arrow at the top right to download data in Excel
- Click hyperlinks on the bottom right to view more postings

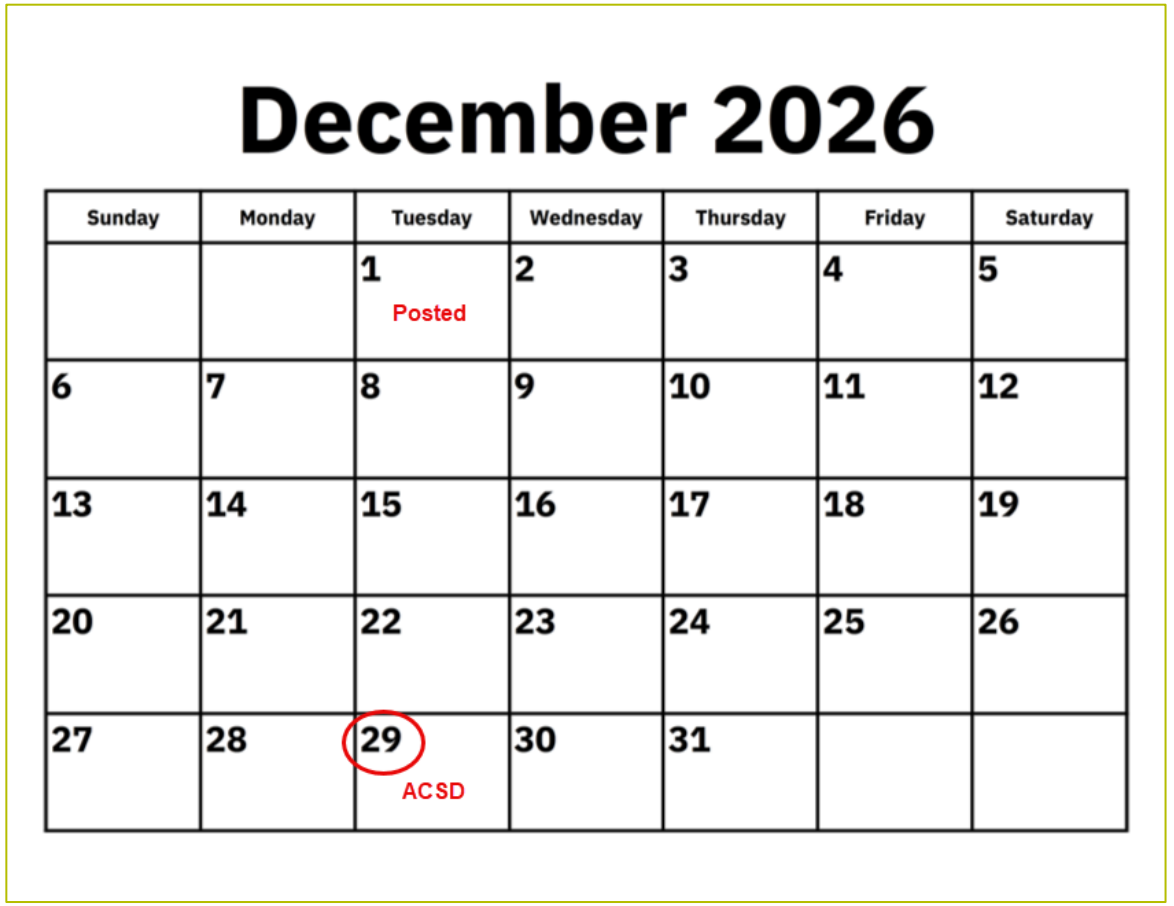


Bid Evaluation Criteria

- The bid evaluation criteria is a list of weighted standards that HCPs will use to determine the most cost-effective bid. Service providers cannot assist with this process.
- Each criterion is given a certain weight, and the sum of these weights will equal 100.
  - Price must be a primary factor for evaluating HCF Program bids.
  - Examples of evaluation criteria include price, reliability, quality of transmission.
- The bid evaluation criteria should address the HCP’s needs, as indicated on the FCC Form 461 or 465, and be based on the FCC's definition of “cost-effective.”
  - The FCC defines this as the method that “costs the least after consideration of the features, quality of transmission, reliability, and other factors that the health care provider (HCP) deems relevant to choosing a method of providing the required health care services.”

When Can a Contract Be Signed?

- Allowable Contract Selection Date (ACSD): Once a Request for Services is publicly posted on the USAC website, service providers have at least 28 days to submit their bids to the applicant.
  - The HCP and service provider may not enter into an agreement to purchase services until the 29th day from the first date of posting the FCC Form 461 or 465 on USAC's website.
  - After the 28-day posting period ends, the HCP and the selected service provider may sign a contract.



Competitive Bidding Exemptions

Per RHC program rules, applicants are exempt from competitive bidding under the following circumstances:

- **For HCF program only:** Applicants seeking support for $10,000 or less of total undiscounted eligible expenses for a single year;
- Applicants that are purchasing services from a government master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity on its behalf, and which was awarded pursuant to applicable competitive bidding requirements;
- Applicants that are requesting support using contracts previously approved by USAC (MSA under the RHC Pilot program or the HCF program);
- Applicants that are using an active multi-year contract designated as evergreen for the RHC program (exemption applies for the life of the contract plus up to five years of voluntary extensions); or
- Applicants that are using a contract approved under the E-rate program.

Competitive Bidding Exemptions - Evergreen Contracts

- A contract is considered “evergreen” when it covers more than one funding year and is granted evergreen status by USAC.
- An evergreen contract exempts the HCP from seeking bids for services requested under the contract for the life of the contract, including voluntary extensions not to exceed five years in the aggregate.
- A contract is reviewed for evergreen designation at the time of the FCC Form 462/466 submission.
- The contract may be designated as “evergreen” if the contract meets all of the following requirements:
  - Both parties identified;
  - Contract specifies the service type, bandwidth, and quantity;
  - Contract is signed and dated by the HCP or consortium leader after the Allowable Contract Selection Date (ACSD);
  - Contract specifies the term and cost of service(s); and
  - Contract includes the physical addresses of the HCP(s) purchasing from the contract.

Documentation

- All bid correspondence and supporting documentation should be sent via email for audit purposes.
- All communications with the HCP regarding the discounted services, facilities, or equipment should be in writing and retained.
- All documentation related to the delivery of discounted services, facilities, or equipment must be retained for at least five years after the last day of delivery of discounted services, facilities or equipment (47 CFR § 54.631(b)(1)(iii) & (2)(ii)).

Key Takeaways for Service Providers

- RHC program rules and FCC Orders require that the competitive bidding process be "fair and open."
  - All potential bidders and service providers must have access to the same information about the HCP's service needs and must be treated in the same manner.
  - Use Search Posted Services to download Request for Services forms in order to provide the applicants with bids.
- **Service providers who plan to bid cannot also simultaneously help the HCP choose a winning bidder or participate in the vendor selection process in any way.**
- The HCP and service provider may not enter into an agreement to purchase services until after 28 days from the date the FCC Form 461/465 is posted on USAC's website.
  - After the 28-day period ends, the HCP and the selected service provider may sign a contract.
- All bid correspondence and supporting documentation should be handled via email for audit purposes.
- All documentation related to the delivery of discounted services, facilities, or equipment must be retained for at least five years after the last day of delivery of discounted services.

Available for Public Use

Questions?

Funding Requests

Best Practices for Service Providers

What is a Funding Request?

- Once a service provider is selected, the HCP submits a funding request (FCC Form 462/466) to USAC.
- Specifies the type of service(s) ordered, cost, name of service provider(s), and terms of the service agreement(s).
- HCP must demonstrate that selected services are the most cost-effective option of the offers received.
- The FCC Forms 462/466 must be submitted by the close of the filing window to be considered for funding.
  - The FY2027 filing window opens on December 1, 2026, and will close on April 1, 2027, at 11:59 p.m. ET.

Funding Requests and Service Providers

- It is the responsibility of the HCP to ensure all forms submitted are accurate and complete.
- The service providers must provide the HCP with any additional information needed by USAC to complete the form review.
- The HCP and service provider should work together to ensure that Information Requests are answered before their deadline (within 14 days).
- All information on approved funding requests will be used for invoicing.
  - Be sure to work with the HCP to make sure everything entered into the FCC Forms 462/466 is accurate.

Telecom Program Rural Rate

- Your customer may not have the information needed to document that the rural rate on the FCC Form 466 is compliant with the rule.
  - Check the rural rate for a service before you submit a bid in response to the FCC Form 465.
  - Carriers should not begin the process of determining a rural rate when they submit a bid. They should already know what their rural rates are.
- Be sure that the correct contact person is on the FCC Form 498 (Service Provider Identification Number and General Contact Information Form) so that Information Requests that require the service provider's input are received in a timely manner.
- In the rare case where you deem the information provided to USAC as confidential, please mark it clearly as confidential in the subject line and take the appropriate measures to protect the email correspondence.

Calculating Urban and Rural Rates – FY2027

On August 7, 2026, the FCC released order FCC 26-54. This order waives the FCC's rules to permit the use of previously approved rural rates from FYs 2024-2026 for FY2027 that would otherwise require approval of a cost-based justification for FY2027. **This is for Method 3 rates only**.

- For FY2027, rural rates should be calculated as follows:
  - Use Method 1.
  - If you cannot satisfy the requirements, then Method 2.
  - If neither of these methods is feasible, then you must use Method 3.
- For FY2027 urban rates:
  - For urban rates, the process has been simplified.
  - "The urban rate for that service shall be a rate no higher than the highest tariffed or publicly-available rate charged to a commercial customer for a functionally similar service in any city with a population of 50,000 or more in that state, calculated as if it were provided between two points within the city." (47 CFR § 54.604(b))
- Please use the FY2027 Urban and Rural Rate Information tip sheet as a resource.

Calculating Urban and Rural Rates – FY2026

On November 18, 2025, the FCC released order DA 25-954. This order waives the FCC's rules to permit the use of previously approved rural rates from FYs 2023-2025 for FY2026 that would otherwise require approval of a cost-based justification for FY2026. **This is for Method 3 rates only**.

- For FY2026, rural rates should be calculated as follows:
  - Use Method 1.
  - If you cannot satisfy the requirements, then Method 2.
  - If neither of these methods is feasible, then you must use Method 3.
- For FY2026 urban rates:
  - For urban rates, the process has been simplified.
  - "The urban rate for that service shall be a rate no higher than the highest tariffed or publicly-available rate charged to a commercial customer for a functionally similar service in any city with a population of 50,000 or more in that state, calculated as if it were provided between two points within the city." (47 CFR § 54.604(b))
- Please use the Urban and Rural Rate Information FY2026 tip sheet as a resource.

Information Requests

- FCC Forms with missing or incomplete information or documentation cannot be processed.
- USAC will send out an Information Request to an applicant when it requires information that cannot be located on the submitted supporting documentation.
- Information Requests for both the HCF and Telecom Programs will be sent via RHC Connect
- In the Telecom Program, the reviewer may reach out directly to either the HCP or the service provider.
- Applicants and service providers are given 14 calendar days to provide a response to the Information Request.
- Information Requests not responded to within 14 calendar days will result in a denial of that form.

Common Errors

- Once a funding request is approved, all information entered on the FCC Form 462 and 466 must match documentation associated with the FCC Form 463 and the FCC Form 469.
- Common discrepancies:
  - Incorrect bandwidth
  - Incorrect expense type
- Correction to discrepancies must be made prior to approving an invoice or that FCC Form 463 or FCC Form 469 will be denied.
- Work with the applicant to ensure that information on the bill, invoice, and/or contract correctly reflects the service. Example:
  - FCC Form 462 – expense type is listed as MPLS as shown on the contract submitted and approved with the form.
  - FCC Form 463 – expense type is listed as ethernet as shown on the bill when the form is submitted.

Key Takeaways for Service Providers

- It is the responsibility of the HCP to ensure all forms submitted are accurate and complete.
- Once you are selected to provide services, work closely with the HCP to provide information needed to submit accurate information to USAC.
- Service providers must provide the HCP with any additional information needed by USAC to complete the form review.
- For the Telecom Program, your customer may not have the information needed to document that the rural rate on the FCC Form 466 is compliant with the rule.
  - Check the rural rate for a service before you submit a bid in response to the FCC Form 465.
- All information on approved funding requests will be used for invoicing.
  - Be sure to work with the HCP to make sure everything entered into the FCC Forms 462/466 is accurate.
- Be sure that the correct contact person is on the FCC Form 498 (Service Provider Identification Number and General Contact Information Form) so that Information Requests that require the service provider's input are received in a timely manner.

Available for Public Use

Questions?

Invoicing in the HCF and Telecom Programs

Best Practices for Service Providers

HCF Program Invoicing

- The FCC Form 463 is not considered submitted until both the **HCP and service provider** have certified and signed the form.
- The HCP initiates the invoicing process after it receives an approved FCC Form 462 funding commitment letter (FCL) and services have been rendered.
- Service providers must review, certify, and sign the FCC Form 463 in RHC Connect.
- Once an FCC Form 463 is approved, USAC disburses funds to the service provider.
- The **invoice filing deadline will be four months (120 days) from the service delivery deadline**. The service delivery deadline is June 30 of the funding year for which program support is sought.
- All single-year FY2025 HCF FRNs have an invoice filing deadline of **October 28, 2026**.
- Applicants and service providers may request and receive a one-time 120-day extension to the invoice filing deadline.
- Invoice filing deadline extension requests should be submitted in RHC Connect.
- Use the Invoice Filing Extension Request – Service Providers user guide as a resource.

Telecom Program Invoicing

- Service providers use the FCC Form 469 to submit invoices to USAC.
  - The service provider submits the FCC Form 469 after the HCP pays the urban rate.
  - The HCP validates the FCC Form 469, certifies that the information is correct, and submits the form to USAC.
  - The FCC Form 469 is not considered submitted until both the **HCP and service provider** have certified and signed the form.
- Once the Telecom program invoice is approved by USAC, funds are disbursed to the service provider.
- The invoice filing deadline will be four months (120 days) from the service delivery deadline. The service delivery deadline is June 30 of the funding year for which program support is sought.
- All FY2025 Telecom FRNs have an invoice filing deadline of **October 28, 2026**.
- Applicants and service providers may request and receive a one-time 120-day extension to the invoice filing deadline.
- Invoice filing deadline extension requests should be submitted in RHC Connect.

RHC Connect for Service Providers - Reminders

- The General Contact on the FCC Form 498 is the only user for the company who can create additional logins for other users.
- If you have trouble accessing RHC Connect, it may be a result of outdated information on the FCC Form 498 (Service Provider and Billed Entity Identification Number and General Contact Information Form). To correct the issue, please update your FCC Form 498 as soon as possible.
- You will need to update your Unique Entity Identifier (UEI) on the SAM.GOV webpage.
- A user guide for the FCC Form 463 (HCF) and a user guide for the FCC Form 469 (Telecom) specifically for service providers is available on the Step 5: Invoice USAC webpage in the RHC service provider section of the USAC website.

What to Expect After Submitting to USAC

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

Best Practices for Creating the FCC Forms 463 & 469

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

Common Errors

- Once a funding request is approved, all information entered on the FCC Form 462 and 466 must match documentation associated with the FCC Form 463 and the Telecom invoice/FCC Form 469.
- Common discrepancies:
  - Incorrect bandwidth
  - Incorrect expense type
- Correction to discrepancies must be made prior to approving an invoice or that FCC Form 463 or Telecom invoice/FCC Form 469 will be denied.
- Work with the applicant to ensure that information on the bill, invoice, and/or contract correctly reflects the service. Example:
  - FCC Form 462 – expense type is listed as MPLS as shown on the contract submitted and approved with the form.
  - FCC Form 463 – expense type is listed as ethernet as shown on the bill when the form is submitted.

Reminder: Invoice Filing Deadlines

- Per FCC Report and Order 19-78, the invoice filing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom programs, which is normally October 28 of the funding year.
- The invoice filing deadline is displayed on the Funding Commitment Letter (FCL).
- Please use the RHC Invoice Filing Deadline Tool in the Open Data section of the USAC website to look up invoice filing deadlines.
- For more information, please see the HCF invoice page and Telecom invoice page.
- For the HCF and Telecom Programs, please use the RHC Connect User Guide – Invoice Filing Deadline for Service Providers in the Invoice USAC section on the USAC website to help you submit your request to extend the deadline.

Invoice Filing Deadline Extension

- Per FCC Order 19-78 (47 CFR § 54.627(b)), 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).
- For more information, please use the following webpages as a resource
  - Post-Commitment Actions (HCF Program) - webpage
  - Post-Commitment Actions (Telecom Program) - webpage
  - Invoice Filing Deadline Extensions (Service Providers) – user guide

Key Takeaways for Service Providers

- Telecom Program:
  - The FCC Form 469 will be used to submit invoices.
  - Invoicing is completed when both the HCP and service provider have certified and signed the FCC Form 469 and submitted it to USAC.
  - For a walk through of how to submit the FCC Form 469, please use the Telecom Program Invoicing (FCC Form 469) training module on the USAC website.
- HCF Program:
  - The HCP submits the FCC Form 463, and the service provider confirms the information on the form.
  - Invoicing is completed when both the HCP and service provider have certified and signed the FCC Form 463 and submitted it to USAC.
  - For a walk through of how to submit the FCC Form 463, please use the How to File the FCC Form 463 training module on the USAC website.

Questions?

Available for Public Use

Disbursements and Post-Commitment Actions

Best Practices for Service Providers

Invoicing & Disbursement

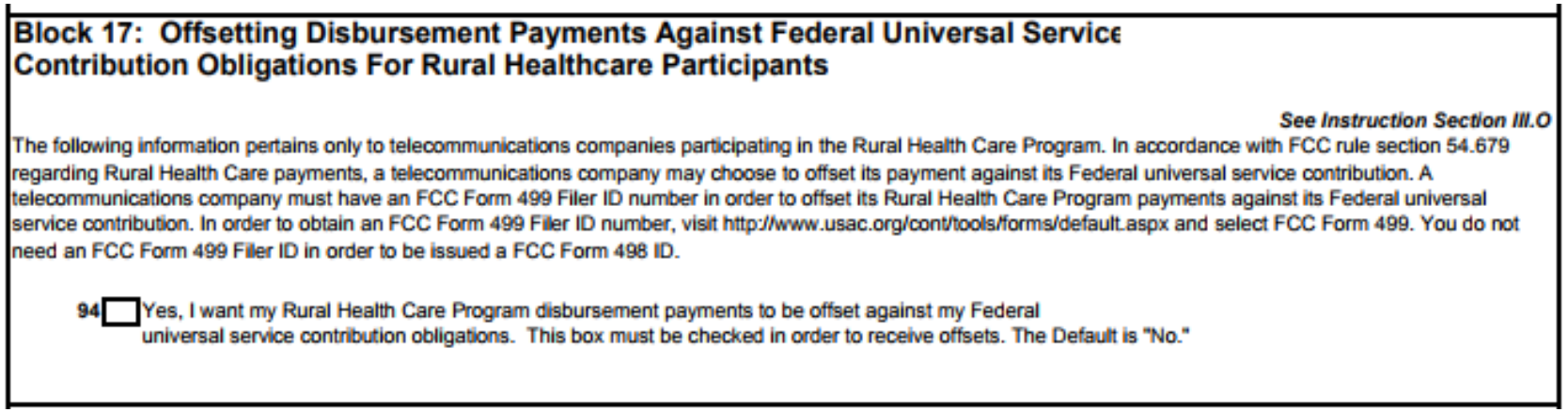
- If supporting documentation is found to be insufficient or does not confirm approved services, a reviewer will send an Information Request.
  - If a discrepancy is discovered, the FCC Form 463 or 469 may be denied.
- USAC pays invoices in batches on the sixth and the 21st day of each month.
  - If the payment batch falls on a weekend or a holiday, the payment batch will be completed on the next business day.
- Service providers can expect payment of the approved invoice to arrive in their bank accounts three to five business days after the payment batch date.
- The online invoice status report is sent to the service provider point of contact (POC) on the payment batch date.
- The report explains which invoiced line items were accepted and denied (if any).

Post-Commitment Change Requests

- Post-commitment change requests are now in RHC Connect for both programs.
- The following functionality is available:
  - SPIN changes (operational and corrective)
  - Site and service substitutions
  - Service delivery deadline extension requests for non-recurring expenses (**HCF Program only**)
  - Invoice filing deadline extension requests for HCPs and service providers
- All post-commitment change requests must be submitted in RHC Connect.

Red Light Status and Voluntary Netting

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



Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants

See Instruction Section III.O

The following information pertains only to telecommunications companies participating in the Rural Health Care Program. In accordance with FCC rule section 54.679 regarding Rural Health Care payments, a telecommunications company may choose to offset its payment against its Federal universal service contribution. A telecommunications company must have an FCC Form 499 Filer ID number in order to offset its Rural Health Care Program payments against its Federal universal service contribution. In order to obtain an FCC Form 499 Filer ID number, visit http://www.usac.org/cont/tools/forms/default.aspx and select FCC Form 499. You do not need an FCC Form 499 Filer ID in order to be issued a FCC Form 498 ID.

94 ☐ Yes, I want my Rural Health Care Program disbursement payments to be offset against my Federal universal service contribution obligations. This box must be checked in order to receive offsets. The Default is "No."

Key Takeaways for Service Providers

- Funds are disbursed to the service provider on the 6th and 21st of each month, barring weekends and holidays.
- The HCP and service provider must work together to ensure invoices are submitted to USAC prior to their invoice filing deadline.
  - The invoice filing deadline for single-year FY2025 FRNs is October 28, 2026.
  - Applicants and service providers may request and receive a one-time 120 extension in RHC Connect.
- All documentation related to the delivery of discounted services must be retained for at least five years after the last day of delivery of discounted services (47 CFR § 54.631(b)).

Questions?

RHC Program Resources

Best Practices for Service Providers

Online Resources

- Service Providers
- Search Posted Services – HCF and Telecom Programs
- Step 5: Invoice USAC – HCF Program
- Step 5: Invoice USAC – Telecom Program
- RHC Connect User Guide FCC Form 463 – HCF Program
- RHC Connect User Guide FCC Form 469 – Telecom Program
- RHC Connect User Guide Invoice Filing Deadline Extension
- RHC Connect FCC Form 463 self-paced video training guide
- RHC Connect FCC Form 469 self-paced video training guide
- Webinars

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

Customer Service Center

The Customer Service Center CAN	The 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 for RHC.	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 RHC Connect.
Assist with RHC Connect and My Portal.	Transfer a call to a specific form reviewer.

Questions?

Thank You!



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