



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

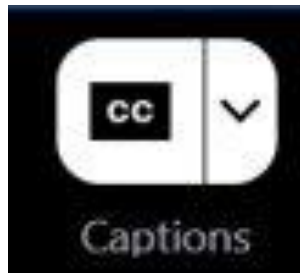
Post-Commitment Change Requests
October 14, 2026

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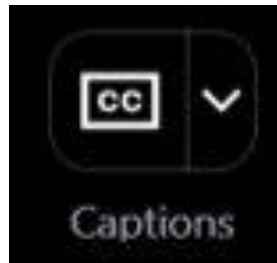
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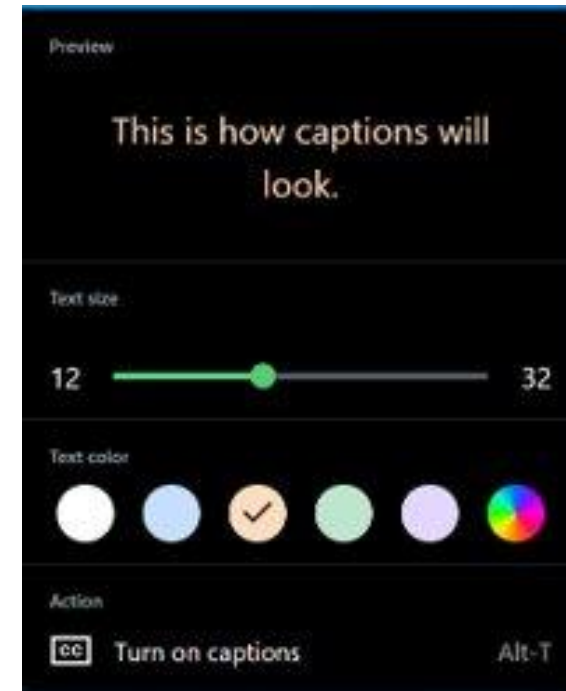
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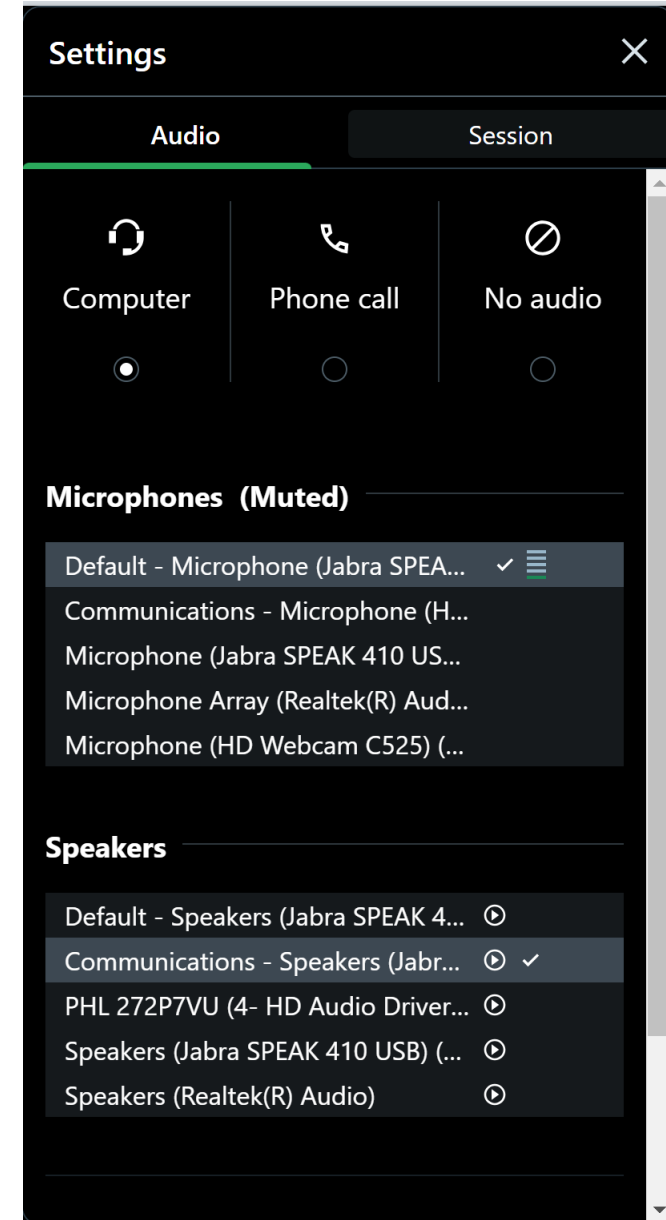


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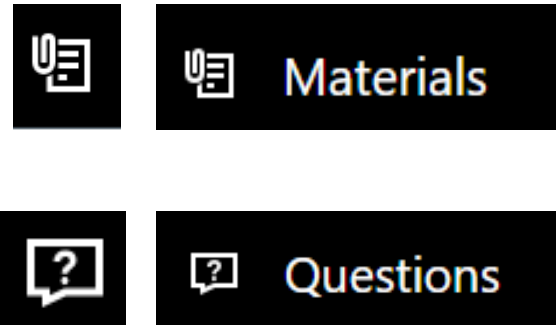
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- A copy of the slide deck is in the **Materials** section of the webinar panel.
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Questions

×



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Questions you send and answers from the staff will appear here

Your question will be sent to staff

Send

Meet Our Team



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Agenda

- RHC Connect Updates
- Post-Commitment Changes Overview
- SPIN Changes
 - Corrective
 - Operational
- Invoice Filing Deadline Extensions
- Site and Service Substitutions
- Service Delivery Deadline Extensions
- Decommitments
- 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
- Submit decommitment requests

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
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

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

RHC Connect Updates (continued)

Organizations Report

- Account holder report displays all users and entities associated with an HCP
- Member HCP report
 - Consortium details
 - Member site details
 - Data points linking a member site to the consortium
 - Pending amount – total committed dollars that have not yet been invoiced or decommitted for each site.

FCC Form 462 – Copy Prior Year Form

- Prepopulate FCC Forms 462 with data from the previous year.
- Reduces manual entry, saves time, and helps prevent input errors by reusing validated information.

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.

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 – 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

Third Party Authorization (TPA) Information

- 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	Address	UPDATE CONSULTANT GROUP INFORMATION
Email	Phone	

HCP Information

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

- Note: For complete information, do not use the TPA page under the **My Forms** tab.

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
 - 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 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.
 - A change occurred 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 Submit a SPIN Change Request

- A SPIN change request 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 Submit a SPIN Change Request

- If the SPIN change occurs **after** the FRN is approved, applicants should submit SPIN change request in 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 their 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.
- 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, 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 [47 CFR 54.627\(a\)](#), is four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs.
- The invoice filing deadline is included in the [Funding Commitment Letter \(FCL\)](#).
- To find your invoice filing deadline, you may also 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.

Invoice Deadline Extension

- 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.
- Invoice filing deadline extension requests are submitted in RHC Connect by either the applicant or the service provider for both the HCF and Telecom Programs.
- The invoice filing deadline is included in your [FCL](#).
- For more information, please visit the [HCF Program - Step 5: Invoice USAC](#) webpage.

Service Delivery Deadline Extension Requests

Post-Commitment Change Requests

Service Delivery Deadline Extension

- Per [FCC Order 19-78](#) and [47 CFR 54.626](#), 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](#).

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 result in a de-commitment of funds remaining.

Decommitments – HCF Program Only

- HCF applicants can start, submit, view, and withdraw decommitment requests.
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 - Reduce a specific line item's commitment amount.
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- 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 RHC Connect 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

Questions?

Important Dates and Resources

Post-Commitment Change Requests

Important Deadlines

What	When
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 if an extension was requested for FY2025 single-year funding commitments	February 25, 2027

Upcoming Webinars

Please join the RHC Outreach team for the following webinars:

- Post Commitment Change Request (Telecom) Webinar:
 - When: Wednesday, October 21, 2026, from 2-3 p.m. ET – [Register](#)
- Service Provider Training (Q4):
 - When: Wednesday, November 4, 2026, from 2-3 p.m. ET – [Register](#)
- For a list of upcoming webinars, check the RHC [Upcoming Dates](#) webpage for dates and details.

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

- 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

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 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 My Portal and RHC Connect.	Transfer a call to a specific form reviewer.

Questions?

Thank You!





Universal Service
Administrative Co.