Tribal Telehealth Conference

August 12, 2025

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Housekeeping – Closed Captioning (CC)
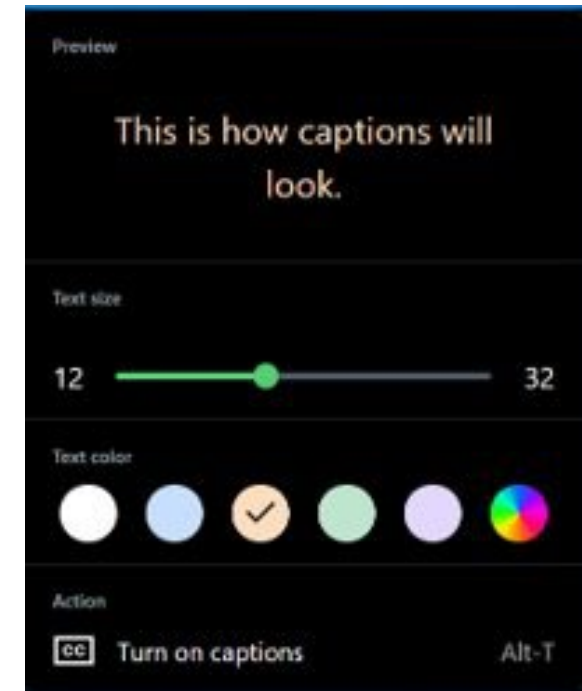
- Attendees control their own captioning.

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Captions ON

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3

Housekeeping – Materials and Questions

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

- Enter questions at any time using the **Questions** box.

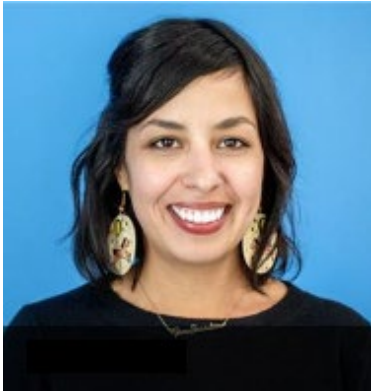- If the slides freeze, restart the webinar.

Meet Our Team

Gem Labarta

Senior Communications Specialist | Shared Services

TribalLiaison@usac.org

Blythe Albert

Advisor of Program Management | RHC Outreach

Blythe.Albert@usac.org

Ecatarina Grant

Manager of Program Management | RHC Outreach

Ecatarina.Grant@usac.org

Upcoming Webinars

- Rural Health Care

  - FY2026 HCF Program Request for Services Webinar – Wednesday, August 13, 2025, at 2 p.m. ET – [Register](#)

  - FY2026 Telecom Program Request for Services Webinar – Wednesday, August 20, 2025, at 2 p.m. ET – [Register](#)

  - Service Provider Training (Q3) – Wednesday, August 27, 2025, at 2 p.m. ET - [Register](#)

- E-Rate

  - In-Person Training Denver, CO – Tuesday, September 9, 2025, 9 a.m. to 4 p.m. MDT – [Register](#)

  - In-Person Training Washington, DC – Tuesday, September 16, 2025, 9 a.m. to 4 p.m. EDT – [Register](#)

- Lifeline

  - August Monthly Webinar – Wednesday, August 13, 2025, at 3 p.m. EDT - [Register](#)

  - September Monthly Webinar – Wednesday, September 10, 2025, at 3 p.m. EDT - [Register](#)

- Tribal Teleconferences

  - Tribal and Lifeline Teleconference – Tuesday, September 9, 2025, at 4 p.m. ET – [Register](#)

Agenda

- Introduction to the RHC Program

- RHC Program Updates

- Application Process – Section Overview

  - Eligibility

  - Competitive Bidding

  - Funding Requests

  - Invoicing

- Submitting Forms in RHC Connect

- Best Practices & Resources

Introduction to the RHC Program

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Glossary

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

Rural Health Care Programs

- Telecom Program

  - The original RHC program established in the 1996 Telecommunications Act

  - Funds urban/rural rate difference for telecommunications services for eligible HCPs

- Healthcare Connect Fund Program

  - Supports broadband connectivity and broadband networks for eligible HCPs

  - Eligible services and equipment receive a 65 percent discount

- Connected Care Pilot Program

  - Three-year pilot program

  - Projects were selected by the FCC

  - Program covers 85 percent of the eligible costs of broadband connectivity, certain network equipment and information services necessary to provide connected care services to the intended patient population

  - Emphasis is on low-income communities and veterans
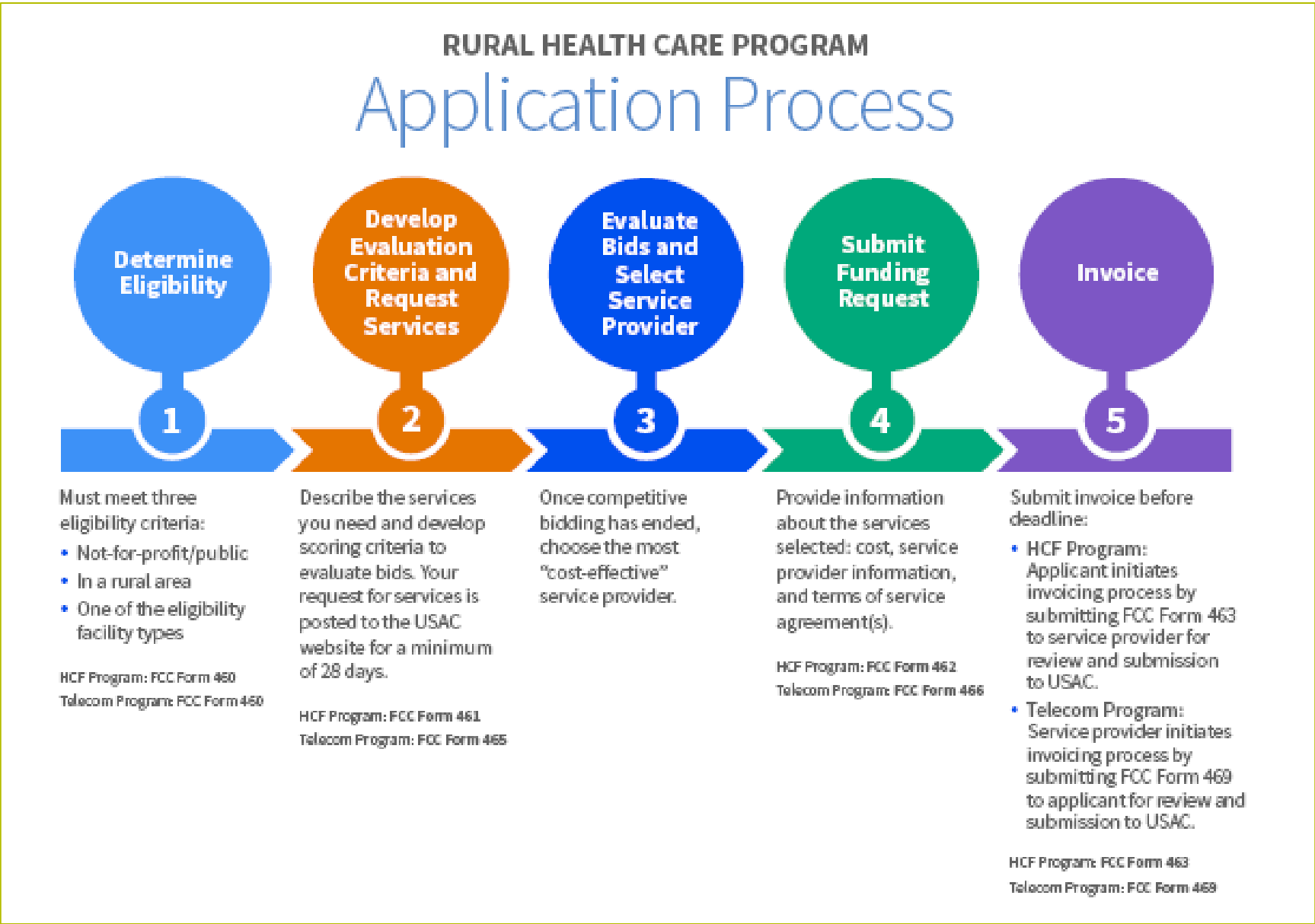
RHC Program Comparison

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.

What does it mean to be rural?

- Rurality is based on the RHC program definition of "rural area" under the FCC's rules ([47 C.F.R. § 54.605(a)](47 C.F.R. § 54.605(a))).

- Non-rural sites may participate in the Healthcare Connect Fund (HCF) Program as a member of a majority rural consortium.

RHC Program – Eligibility

- Must be a non-profit entity or a public entity.

- Must be in a rural area as defined by the FCC. Use the [Rurality Tier Search Tool](#) to check the rurality of a physical location.

- Must be one of the following types of facilities:

  - A post-secondary educational institution offering health care instruction, such as a teaching hospital or medical school

  - A community health center or health center providing health care to migrants

  - A local health department or agency

  - A community mental health center

  - A not-for-profit hospital

  - A rural health clinic

  - A dedicated emergency department of a rural for-profit hospital

  - A part-time eligible entity located in a facility that is ineligible

  - A Skilled Nursing Facility

  - Consortium of the above (**HCF Program only**)

RURAL HEALTH CARE PROGRAM

Application Process

1 — Determine Eligibility

Must meet three eligibility criteria:
- Not-for-profit/public
- In a rural area
- One of the eligibility facility types

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

2 — Develop Evaluation Criteria and Request Services

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

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

3 — Evaluate Bids and Select Service Provider

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

4 — Submit Funding Request

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

5 — Invoice

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 Years and Filing Windows

- Funding Year (FY)
  - From July 1 to June 30 of the subsequent calendar year
  - FY2025 = July 1, 2025, through June 30, 2026

- Filing Windows
  - A fixed period during which all qualifying funding requests (FCC Forms 462 and 466) that are received during a filing window are treated as having been filed simultaneously for purposes of making funding commitment decisions.
  - The FY2025 filing window closed on June 2, 2025.
    - No further FY2025 funding requests (FCC Forms 462 and 466) will be accepted.
  - FY2026 filing window is December 1, 2025, through April 1, 2026.

Rural Health Care Program: **Funding Year 2026**

FY2026: JULY 1, 2026 - JUNE 30, 2027

JULY 1, 2025: First Day to Submit Request for Services Form
- **FCC Form 461** HCF Program
- **FCC Form 465** Telecom Program
- Request for services must be posted to USAC's website by March 3, 2026

DEC 1, 2025 - April 1, 2026: Funding Request Filing Window
- **FCC Form 462** HCF Program
- **FCC Form 466** Telecom Program

OCT 28, 2027: Invoice Filing Deadline
- **FCC Form 463** HCF Program
- **FCC Form 469** Telecom Program

RHC Program – FCC Forms

HCF Program

- FCC Form 460 (Eligibility):

- FCC Form 461 (Request for Services):

    - Submit bids for services included on the posted Request for Services forms.

- FCC Form 462 (Funding Request):

    - Provide supporting documentation and information about services selected and competitive bidding 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.

Telecom Program

- 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):

    - Provide supporting documentation and information about services selected and competitive bidding 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.

RHC Program Updates

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FCC Report and Order 19-78

- FCC Report and Order 19-78 webpage summarizes the Report and Order's major changes and includes the following resources:
  - FCC Report and Order 19-78
  - Public Notice DA 19-1253
  - FCC Report and Order 19-78 Tip Sheet

Additional Program Guidance

COVID-19 Response

FCC Report and Order 19-78

Funding Year Overview

Authorizations ∨

Competitive Bidding Exemptions ∨

Site and Service Substitutions

Document Retention

FCC Orders and Resources

FCC Report and Order 19-78

On August 20, 2019, the Federal Communications Commission (FCC) released a Report and Order reforming the Rural Health Care (RHC) Program to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse. The Report and Order was published in the Federal Register on October 11, 2019 and effective on November 12, 2019. Read the Report and Order here.

While the Report and Order includes a number of changes to the RHC Program, the overall structure of the Program will remain the same. As before, the RHC Program will still have two sub-programs: the Healthcare Connect Fund (HCF) Program and the Telecom Program. Further, applicants will still be required to seek eligibility, submit requests for funding, requests for services, and invoicing forms.

Additional Resources

FCC Report and Order

Report and Order 19-78 Tip Sheet

Summary Webinar

Webinar Slides

Public Notice DA 19-1253

FCC 23-110 Third Report and Order

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

Reminder – FCC Order 23-110

- [FCC Order 23-110](#) permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination.

- Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which will eliminate the need for Telecom Program participants to seek an eligibility determine every time they engage in competitive bidding.

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Supply Chain Order

- As a reminder, when service providers login to My Portal and RHC Connect, they will see two new supply chain certifications included in the FCC Form 463 and Telecom Program invoice/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 that contain components of products produced by any of the listed covered companies or their parents, affiliates or subsidiaries in FY2025, 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 or subsidiaries.

Supply Chain Webpage

- ### Supply Chain webpage

Questions?

Applications and Forms

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Eligibility – FCC Form 460

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RURAL HEALTH CARE PROGRAM

Application Process

1 — Determine Eligibility

Must meet three eligibility criteria:
- Not-for-profit/public
- In a rural area
- One of the eligibility facility types

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

2 — Develop Evaluation Criteria and Request Services

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

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

3 — Evaluate Bids and Select Service Provider

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

4 — Submit Funding Request

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

5 — Invoice

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
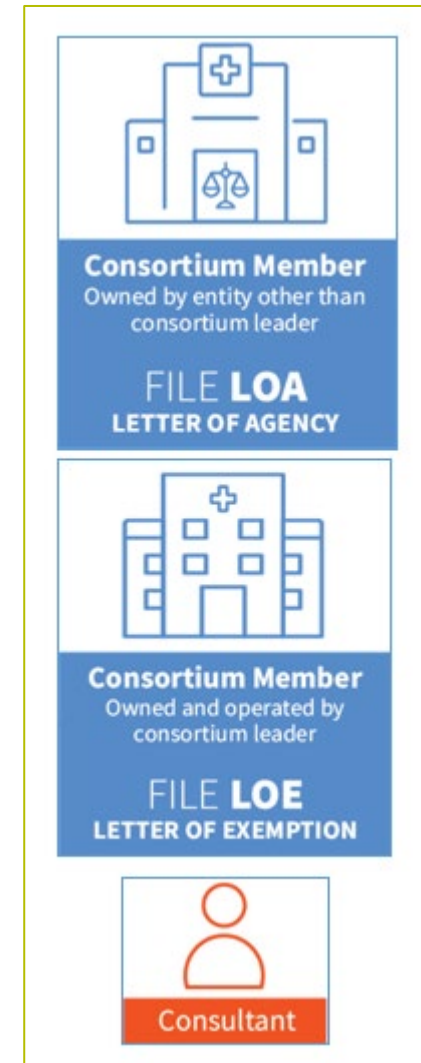Telecom Program: FCC Form 469

HCF Program - Eligibility

- Must be a non-profit entity or a public entity.

- Must be in a rural area as defined by the FCC.
    - Determine the rurality of your site using the [Rurality Tier Search Tool](#).

- Urban sites may participate as a member of a majority rural consortium.

- Must be one of the following eligibility types:

    - Post-secondary educational institution offering health care instruction, such as a teaching hospital or medical school,
    - Community health center or health center providing health care to migrants,
    - Local health department or agency,
    - Community mental health center,
    - Not-for-profit hospital,
    - Rural health clinic,
    - Dedicated emergency department of a rural for-profit hospital,
    - Part-time eligible entity located in a facility that is ineligible,
    - Skilled Nursing Facility, or
    - Consortium of health care providers consisting of one or more entities described in bullets above.

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HCF Program – Consortia

- A consortium is a group of health care sites that apply as one entity.

- Each consortium must designate an eligible entity as the consortium leader who files the required forms on behalf of all individual members of the consortium.

- Each member site must be public or non-profit and be one of the eligible facility types.

- Both rural and non-rural health care facilities can receive funding as members of a consortium as long as **more than** 50 percent of the consortium members are rural sites.

- Each site that receives funding must demonstrate that, by itself, it is an eligible entity.

- Steps to form a consortium:
    - FCC Form 460 must be submitted and approved for the consortium and for each member site.
    - The sites are linked to the consortium by submitting a Letter of Agency or Letter of Exemption.


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Telecom Program - Eligibility

- Must be a non-profit entity or a public entity.

- Must be in a rural area as defined by the FCC.
  - Determine the rurality of your site using the [Rurality Tier Search Tool](#).

- Must be one of the following eligibility types:

  - Post-secondary educational institution offering health care instruction, such as a teaching hospital or medical school,
  - Community health center or health center providing health care to migrants,
  - Local health department or agency,
  - Community mental health center,
  - Not-for-profit hospital,
  - Rural health clinic,
  - Dedicated emergency department of a rural for-profit hospital,
  - Part-time eligible entity located in a facility that is ineligible, or
  - Skilled Nursing Facility

Competitive Bidding – FCC Forms 461/465

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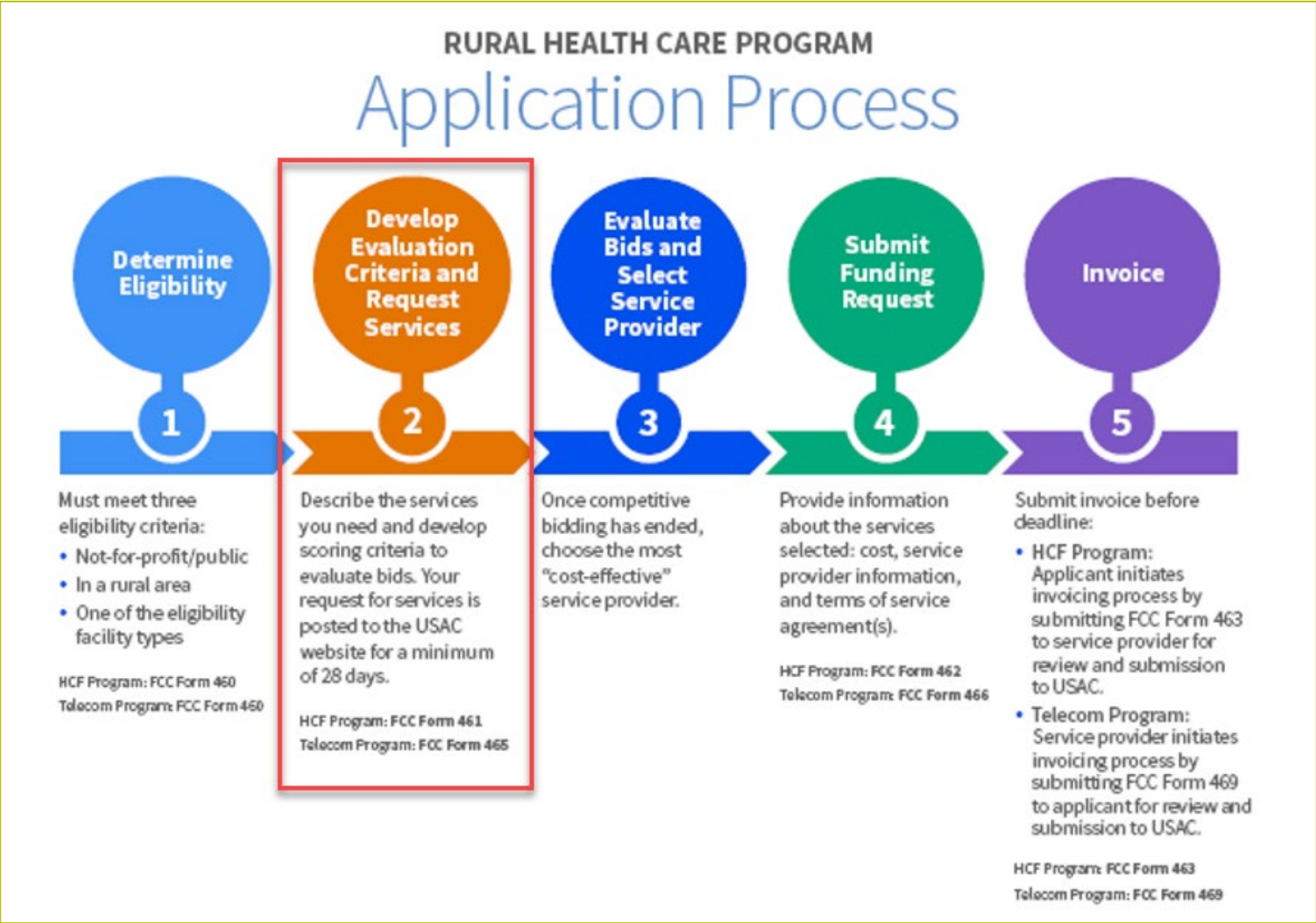
What is a Request for Services?

- 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 and attached request for proposal (RFP), if applicable, to create a bid describing how they will provide the requested services.
- Service providers will submit their bid(s) to the contacts listed on the request for services form.
  - USAC does not collect bids.
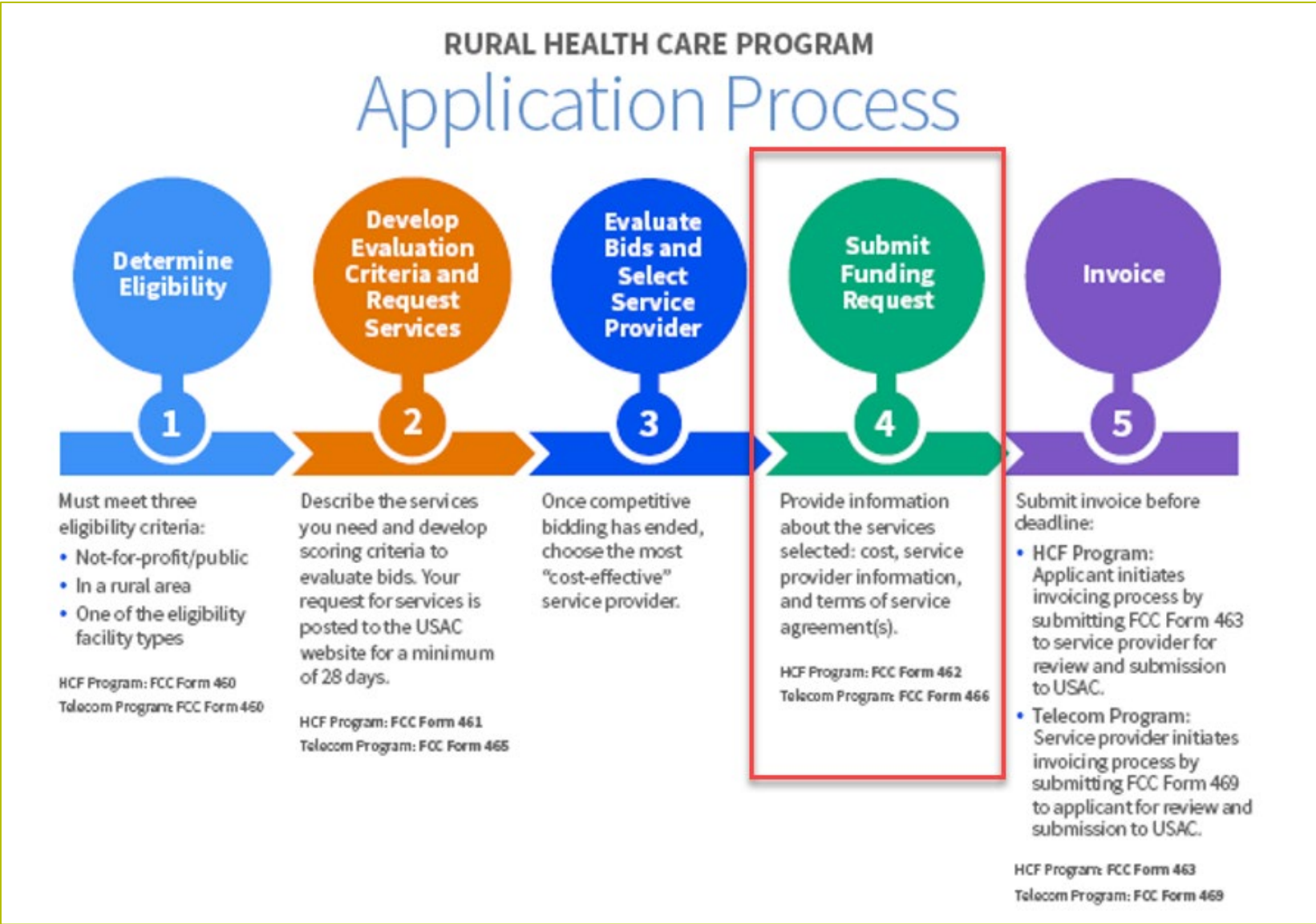
Competitive Bidding

- Per RHC program rules, FCC Forms 461 and 465 are posted to the USAC website, and service providers have a minimum of 28 days to respond to the applicant.
- The applicant and service provider may not enter into an agreement to purchase services until after the bidding period is over.
- On the 29th day, the HCP and service provider can sign a contract; this is the Allowable Contract Selection Date (ACSD).
- Program rules require that the competitive bidding process be "fair and open."
- Service providers that plan to bid cannot help the HCP select a winner nor participate in the vendor selection process.
- All applicants and service providers must comply with applicable state, Tribal, and local competitive bidding requirements.

- Service requests are posted for viewing on USAC's RHC Posted Services Tool on the Open Data webpage.

Competitive Bidding Exemptions

- HCPs are exempt from competitive bidding when:
    - Seeking support for services and equipment purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local governmental entity on the applicant's behalf, and awarded pursuant to those competitive bidding requirements.
    - The HCP is opting into an existing Master Service Agreement (MSA) for services and equipment purchased from an MSA, if it was developed and negotiated in response to a Request for Proposal (RFP) or Request for Services specifically solicited proposals that included language to allow additional sites to the be added to the MSA and was reviewed by USAC and approved for use in the original RHC Pilot program.
    - The HCP has an existing contract already endorsed by USAC as evergreen.
    - The HCP is authorized to purchase off a contract that was negotiated and approved in the E-Rate (Schools and Libraries) program. The contract must comply with RHC program rules.
    - The HCP is seeking support for $10,000 or less of total undiscounted eligible expenses for a single year (HCF program only).

Funding Request – FCC Forms 462/466

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RURAL HEALTH CARE PROGRAM

Application Process

1 — Determine Eligibility

Must meet three eligibility criteria:
- Not-for-profit/public
- In a rural area
- One of the eligibility facility types

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

2 — Develop Evaluation Criteria and Request Services

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

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3 — Evaluate Bids and Select Service Provider

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

4 — Submit Funding Request

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

HCF Program: FCC Form 462
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5 — Invoice

Submit invoice before deadline:
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HCF Program: FCC Form 463
Telecom Program: FCC Form 469

What is a Funding Request?

- Once a service provider is selected, the next step is to submit a funding request to USAC to provide information about the services selected and certify that those services are the most cost-effective option of the offers received.

- Specifies the type of service(s) ordered, cost, name of service provider(s), and terms of the service agreement(s).

- Applicants submit their HCF Program funding request using an FCC Form 462 (Funding Request Form).

- Applicants submit their Telecom Program funding request using an FCC Form 466 (Funding Request Form).

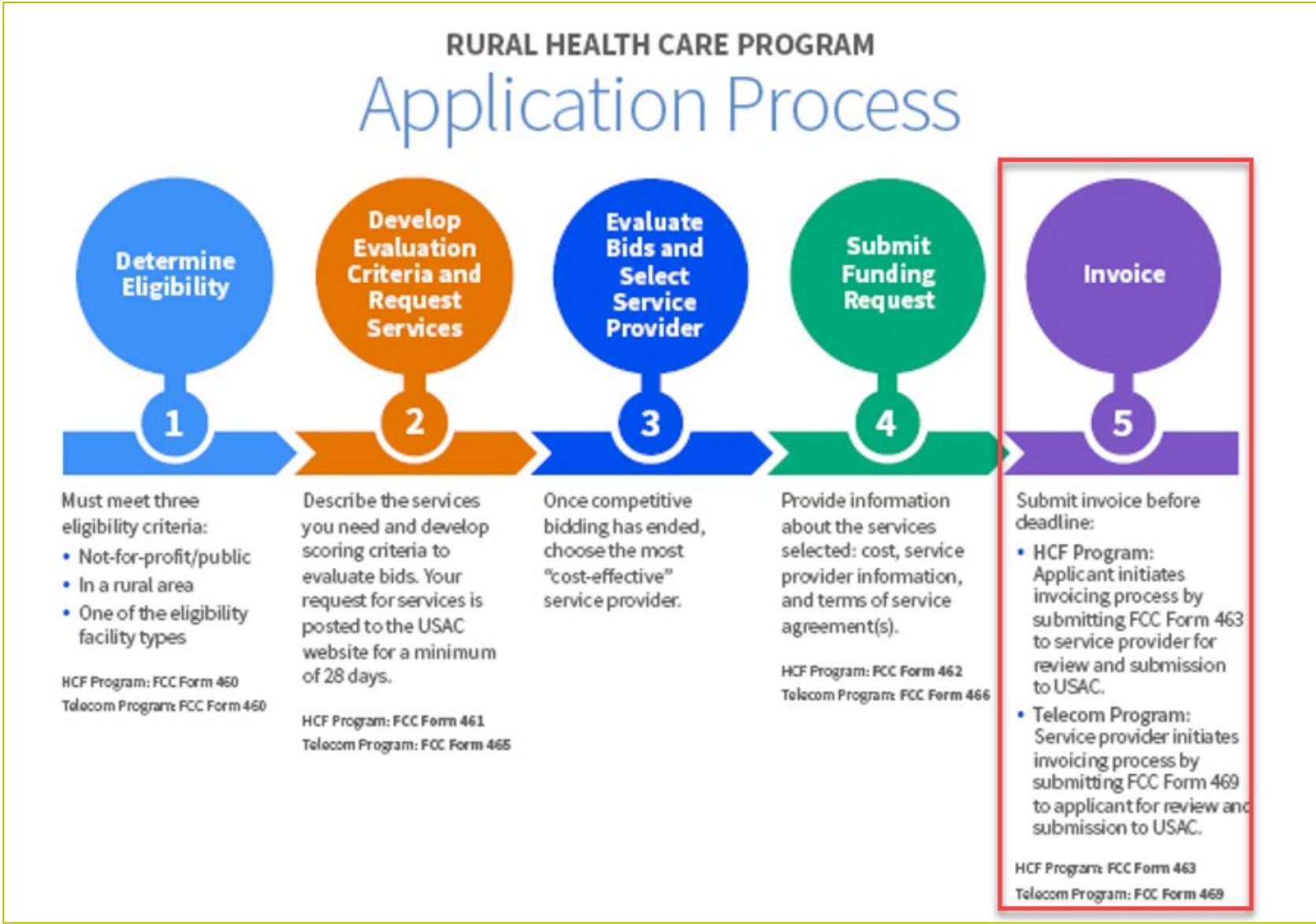# Who Must Submit a Funding Request – HCF Program

- All applicants requesting HCF Program funding must file a separate FCC Form 462 for each service provider for which funding is requested.

    - Multiple circuits and services can be included on one FCC Form 462 if it is for the same service provider.

    - Consortia applicants may file one FCC Form 462 for multiple HCPs if it is for the same service provider.

- HCF Program applicants may submit a multi-year funding request to receive up to three years of funding for one application.

Who Must Submit a Funding Request – Telecom Program

- All applicants requesting funding through the Telecom Program must file a separate FCC Form 466 for each circuit for which funding is requested.

  - If you're submitting an FCC Form 466 for voice services, include all voice grade circuits on one form.

- Telecom Program applicants may only submit funding requests for one HCP and can only receive one year of funding per application.

  - Funding requests must be submitted annually.

Invoicing – FCC Form 463/469

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RURAL HEALTH CARE PROGRAM

Application Process

1 — Determine Eligibility

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- 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

HCF Program Invoicing

- 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.

- The FCC Form 463 is not considered submitted until both the **HCP and service provider** have certified and signed the form.

- Once an FCC Form 463 is approved, USAC disburses funds to the service provider.

- The invoice filing deadline is 120 days after the service delivery deadline (October 28 of a given year).

- 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 following user guides to help submit your request:

  - [RHC User Guide – Post Commitment Change Requests](#)

  - [Invoice Filing Extension Request – Service Providers](#)

Telecom Program Invoicing

- For FY2024 and forward, service providers will use the FCC Form 469 to submit invoices to USAC.

- The FCC Form 469 is not considered submitted until both the **service provider and HCP** have certified and signed the form.

- The service provider initiates the invoicing process after it receives an approved FCC Form 466 funding commitment letter (FCL) and services have been rendered.

- HCPs must review, certify, and sign the FCC Form 469 in RHC Connect

- Once an FCC Form 469 is approved, USAC disburses funds to the service provider.

- The invoice filing deadline is 120 days after the service delivery deadline (October 28 of a given year).

- Applicants and service providers may request and receive a one-time 120-day extension to the invoice filing deadline.

- **Coming Soon!** Invoice Filing Extension Request – user guides.

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).

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.

  - For more information, please see the [HCF invoice page](#) and [Telecom invoice page](#).

  - Invoice filing deadlines can be found on our website by going to the Open Data platform to access the [RHC Invoice Filing Deadline Tool](#).

    - To view the Invoice Filing Deadline, enter the Funding Request Number (FRN) in the filter for each FRN.

Questions?

Submitting FCC Forms in RHC Connect

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RHC Connect

- RHC Connect is the online system used to host the RHC program forms and was updated to improve the user experience.

- All forms for the HCF and Telecom Programs have moved to RHC Connect

- The eligibility form (FCC Form 460) will now be used to determine eligibility for both RHC programs.

- The following resources are available for the FCC Form 460 in RHC Connect:

  - [Welcome to RHC Connect – FCC Form 460](#) webpage

  - [RHC Connect User Guide – FCC Form 460](#)

  - [HCF and Telecom Program FCC Form 460](#) – self-guided training module

- All Connected Care Pilot Program (CCPP) forms will remain in My Portal.

RHC Connect Resources – HCF Program

Competitive bidding

- Welcome to RHC Connect - FCC Form 461 webpage

- RHC Connect User Guide – FCC Form 461

Funding Request

- Welcome to RHC Connect - FCC Form 462 webpage

- RHC Connect User Guide – FCC Form 462

Invoicing

- Welcome to RHC Connect - FCC Form 463 webpage

- RHC Connect User Guide – FCC Form 463

Post-Commitment Change Requests

- Post-Commitment Actions webpage

- RHC Connect User Guide – Post Commitment Change Requests

RHC Connect Resources – Telecom Program

Competitive bidding

- [Welcome to RHC Connect - FCC Form 465](#) webpage

- [RHC Connect User Guide – FCC Form 465](#)

Funding Request

- [Welcome to RHC Connect - FCC Form 466](#) webpage

- [RHC Connect User Guide – FCC Form 466](#)

Invoicing

- [Welcome to RHC Connect - FCC Form 469](#) webpage

- [RHC Connect User Guide – FCC Form 469](#)

Post-Commitment Change Requests

- [Post-Commitment Actions](#) webpage

- Coming Soon! RHC Connect User Guide – Post Commitment Change Requests

Information Requests

- If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an Information Request.

- All account holders will receive all Information Requests.

- Applicants are given 14 calendar days to provide a response to the Information Request.
    - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.

- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.

- An extension request must be received prior to the original 14-day Information Request deadline.

Information Request Reminders – RHC Connect

- Account holders can receive Information Requests through RHC Connect or by email.

- For all forms that have migrated to RHC Connect, an auto-generated email will be sent directing applicants to RHC Connect to respond.

- **Applicants should respond through RHC Connect only.**

- Please use the [Information Request tip sheet](#) as a resource.

- In the rare instance when an Information Request is received by email, click "Reply All" to respond.

Questions?

Best Practices and Resources

Tribal Teleconference

Submission Checklist

❑ Document(s) confirming the monthly cost for your services (e.g., a copy of your bill dated within the requested funding period) or the most currently available bill as the filing window closes before the funding year opens

❑ A copy of all bids that were received for your request for services including the winning bid, all bids that were rejected and any bids that were disqualified and why

❑ A list of the bid evaluation criteria and copy of the bidding evaluation matrix

❑ A list of people who evaluated bids including title, role, and their relationship to the applicant

❑ Internal documents related to the selection of the service provider (upon request)

❑ Copies of any correspondence with service providers prior to and during the competitive bidding process (upon request)

❑ A copy of any new contract signed for your services

❑ Award letter to winning vendor (upon request)

❑ Contact information for the service provider and all responsible account holders

❑ The start and end location of your services.

❑ Urban and Rural Rate documentation – Telecom only

❑ Viable source letter for consortia applicants (35 percent contribution) – HCF only

* Any information that cannot be located on the submitted supporting documentation will result in an Information Request

Best Practices – Competitive Bidding

- Begin your competitive bidding process early.
    - Bidding period opened on July 1, 2025, for FY2026.
- Once the ACSD has passed and you've chosen a service provider, include them when you reply to Information Requests.
- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
- All bid correspondence should be handled via email for audit purposes.
- HCPs and service providers are required to retain documentation for a minimum of five years.

Best Practices –Funding Requests (FCC Forms 462 & 466)

- Do not enter into an agreement with a service provider until after the ACSD has passed.

- Include all required documentation when submitting your FCC Forms 462 and 466.

- Include a cover letter if needed to clarify information entered in the form.

- If submitting funding requests for equipment, data center or administrative offices or network expenses in the HCF Program, tip sheets can be found on the Step 4: Submit Funding Requests webpage under the Additional Resources section.

- Be sure to actually sign, certify and submit all FCC Forms 462 and 466 before 11:59 p.m. ET on April 1, 2026 (Drafts are not considered submitted).

- HCPs and service providers are required to retain documentation for a minimum of five years.

Upcoming Webinars – RHC Program

- Rural Health Care Program

  - HCF Program Request for Services Webinar

    - Wednesday, August 13, 2025, at 2 p.m. ET – [Register](#)

  - Telecom Program Request for Services Webinar

    - Wednesday, August 20, 2025, at 2 p.m. ET – [Register](#)

  - Service Provider Training (Q3)

    - Wednesday, August 27, 2025, at 2 p.m. ET – [Register](#)

- For a list of upcoming webinars, check the RHC [Upcoming Dates](#) webpage for dates and details.

Upcoming Webinars – USAC

- E-Rate
  - In-Person Training Denver, CO
    - Tuesday, September 9, 2025, 9 a.m. to 4 p.m. MDT – Register
  - In-Person Training Washington, DC
    - Tuesday, September 16, 2025, 9 a.m. to 4 p.m. EDT – Register
- Lifeline
  - August Monthly Webinar
    - Wednesday, August 13, 2025, at 3 p.m. EDT - Register
  - September Monthly Webinar
    - Wednesday, September 10, 2025, at 3 p.m. EDT - Register
- Tribal Teleconferences
  - Tribal and Lifeline Teleconference
    - Tuesday, September 9, 2025, at 4 p.m. ET – Register

RHC Learn

Additional Online Resources - HCF Program

- [Competitive Bidding Exemptions](#)

- [Request for Proposals (RFPs)](#)

- [Network Plans](#)

- [Funding Limitations Tip Sheet](#)

- [Off-site Data Centers and Admin Offices Tip Sheet](#)

- [Equipment Tip Sheet](#)

- [Examples of Common Products and Services Tip Sheet](#)

Additional Online Resources – Telecom Program

- [Step 4: Submit Funding Requests](#)

- [Competitive Bidding Exemptions](#)

- [Request for Proposal](#)

- [Contract Modifications](#)

- [Examples of Eligible Products and Services Telecom Program](#)

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 Report and Order 19-78 and other FCC orders	Contact a service provider or other account holder on someone else's behalf
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in RHC Connect
Assist with RHC Connect	Transfer a call to a specific form reviewer

Questions?

Thank You!