RHC Connect User Guide – Healthcare Connect Fund (HCF) Program Annual Report

Updated as of November 2024

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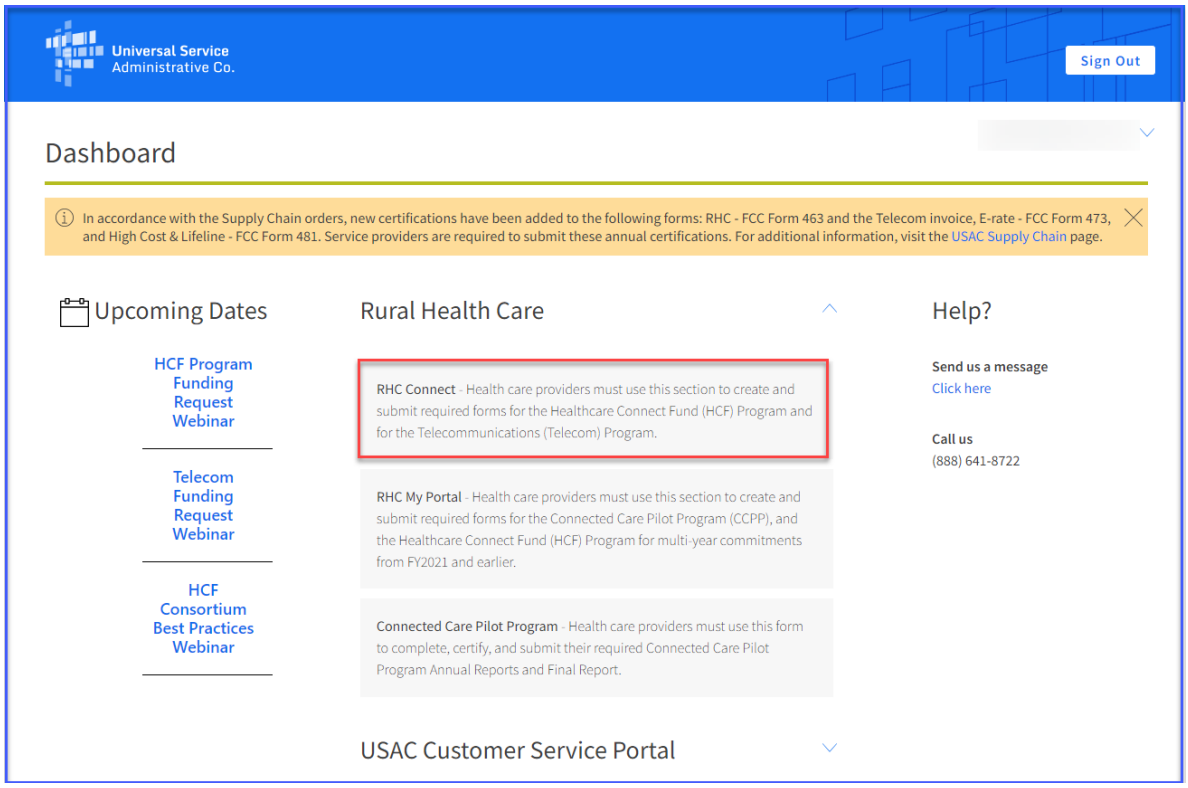
General Information

Per FCC Order 19-78, all health care providers (HCPs) participating in the HCF Program are required to submit an annual report to USAC that includes information allowing the Federal Communication Commission (FCC) to assess progress towards the performance goals and measures of the HCF Program. The HCP must file the annual report on or before September 30 for the preceding funding year. Failure to submit the required annual report(s) by the deadline may result in the denial of program funding.

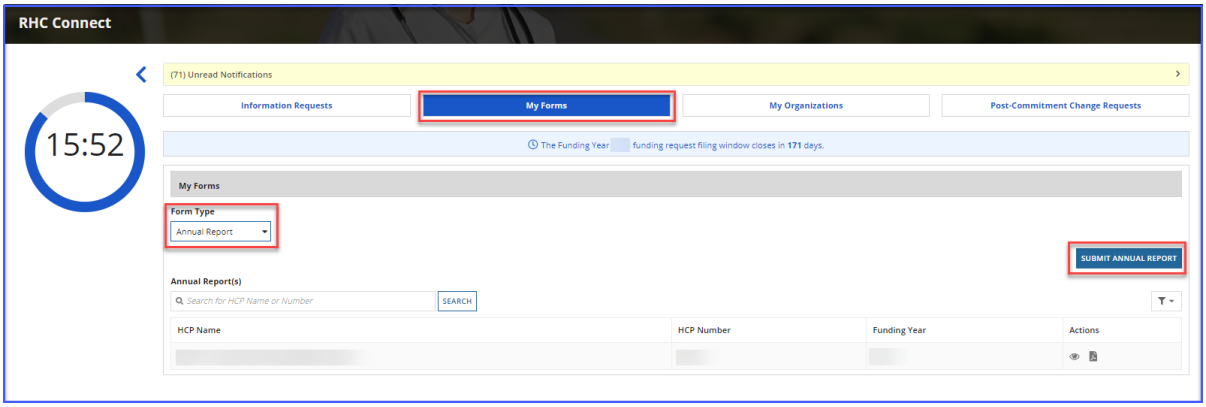
Please Note: The red boxes and arrows in the screenshots that follow do not actually appear in RHC Connect.

RHC Connect Walkthrough

Step 1:
Log into My Portal and click on **RHC Connect**.

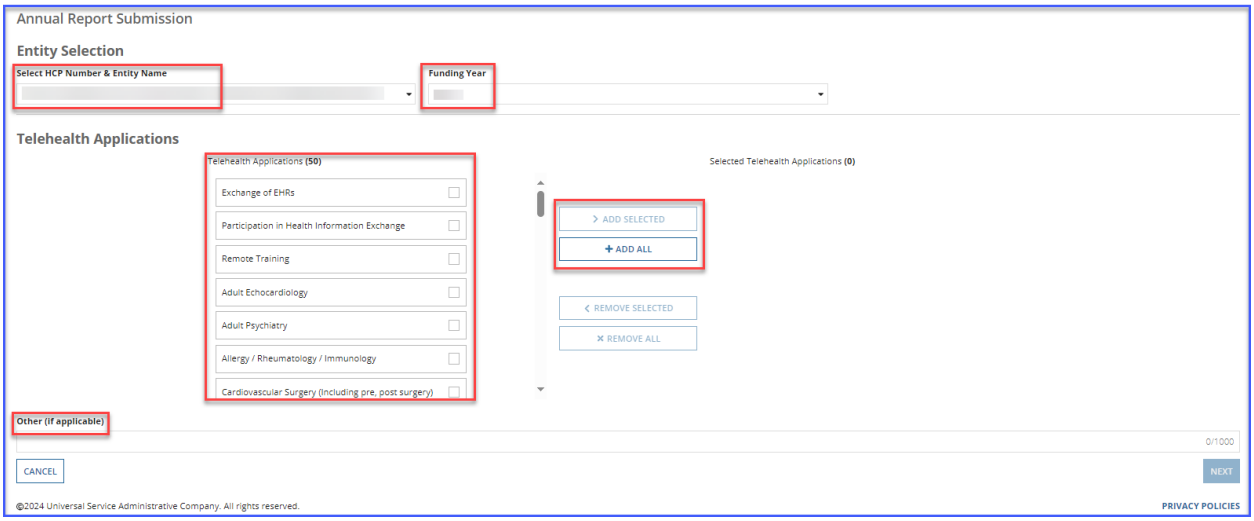


Step 2:
Navigate to the **My Forms** tab on the **RHC Connect Dashboard**. Select **Annual Report** from the dropdown menu under **Form Type**. Click **Submit Annual Report**.



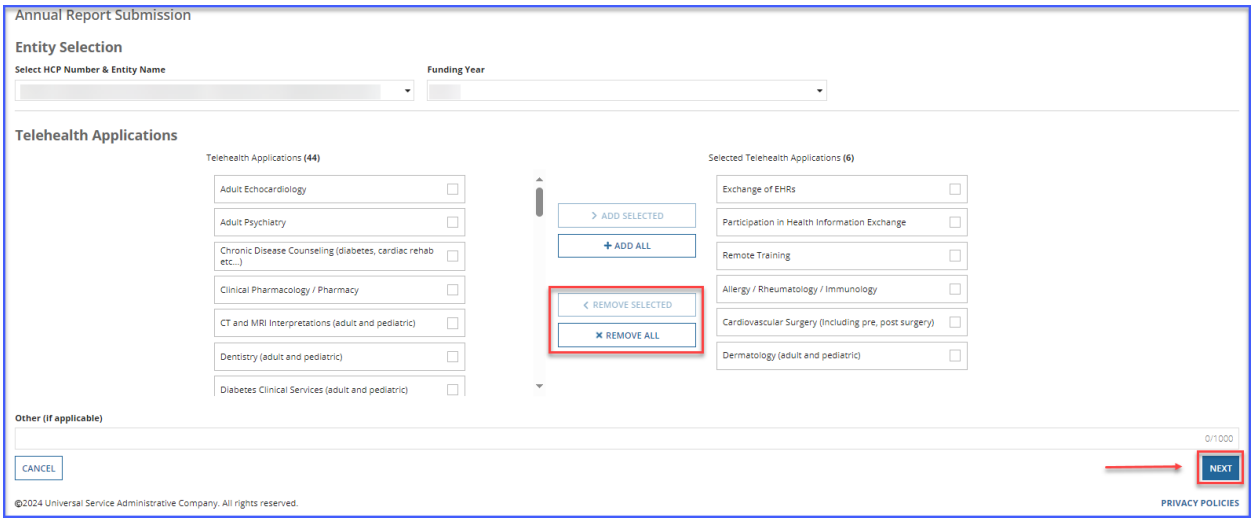
Step 3:

Select the HCP or consortium you're submitting the annual report for from the dropdown menu under **Select HCP Number & Entity Name**, then select the **Funding Year** the annual report is for. Click the box beside all of the Telehealth Applications that the funding supports. . If a telehealth application is not on the list, enter a description of the application under **Other** at the bottom of the screen. **T**hen click **Add Selected** or **Add All**



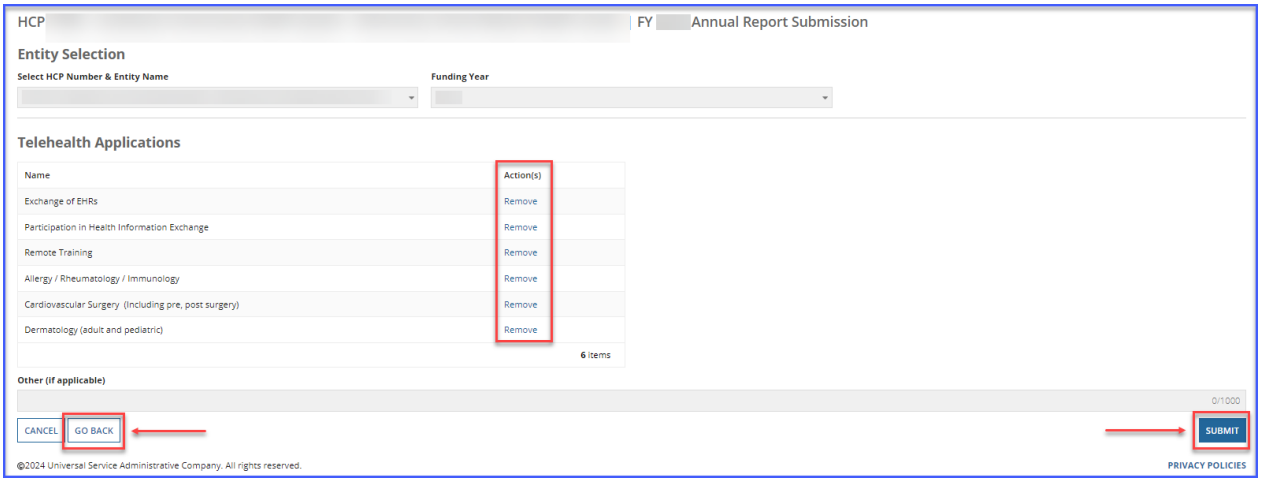
Step 4:

To remove Telehealth Applications, click the boxes next to each application and **click Remove Selected** or click **Remove All**. If everything is correct, click **Next**.



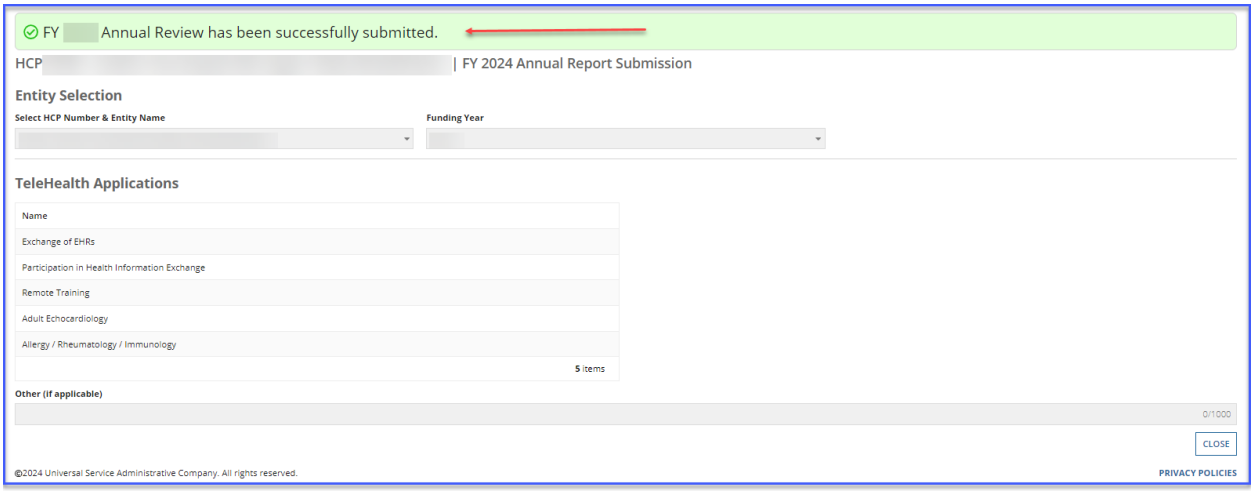
Step 5:

Review the selections. Click **Go Back** to make corrections or click **Submit** to submit the report to USAC. Click the Remove hyperlink under the **Actions** column to remove a telehealth application.



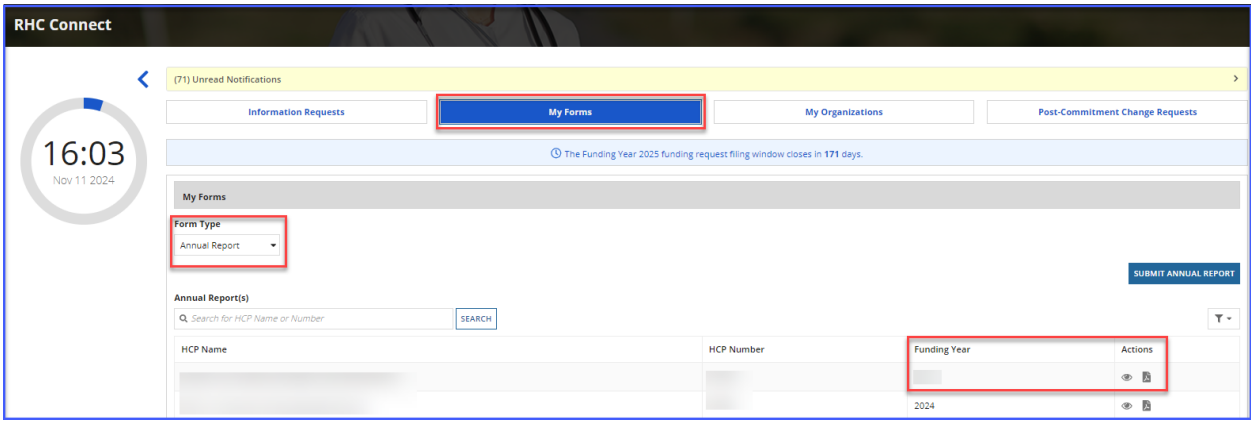
Step 6:

The message in the green banner displayed the message that the annual report is submitted. A summary of the report is displayed.



Step 7:

Return to the RHC Connect Dashboard, click on the **Forms** tab, and select **Annual Report** under Form Type. To view the annual report submission or download a copy of the report, use the icons under the **Actions** column.



Frequently Asked Questions

Do individual HCPs need to submit annual reports? Isn't it only required for consortia?
Per FCC Order 19-78, all HCPs participating in the HCF Program are required to submit an annual report to USAC. Prior to that order, only consortia participants were required to submit annual reports to USAC.

Can I still submit the Excel spreadsheet to RHC-Outreach@usac.org?
No, beginning with annual reports for funding year (FY) 2024, all annual reports must be submitted in RHC Connect.

Who is impacted by this change?
RHC Connect is used for FY2024 and future funding years for all participants (both individual and consortia) in the HCF Program. Telecommunications (Telecom) Program participants are not required to submit annual reports to USAC.

Resources

For more information, visit the Submit Annual Report webpage on the USAC website:

For questions about the Rural Health Care program, contact RHC-Assist@usac.org or the RHC Customer Service Center at (800) 453-1546 from 8 a.m. - 8 p.m. ET Monday through Friday for assistance. Use the RHC Customer Service Center Tip Sheet to learn about what the RHC Customer Service Center can and cannot help you with.