RHC Connect User Guide – FCC Form 462

Updated as of May 2023

Contents
About RHC Connect ................................................................. 2
RHC Connect Walkthrough ..................................................... 3
Frequently Asked Questions .................................................... 18
Resources .............................................................................. 18
**About RHC Connect for the FCC Form 462**

**RHC Connect** is the web-based system that hosts the FCC Form 462. Although the look of the application has changed, the FCC Form 462 did not. To submit your FCC Form 462, you will be asked the same questions and are required to provide the same information as in years past. No preparation for this change is required by you.

The Funding Year (FY) 2024 filing window will open on December 1, 2023, and close on April 1, 2024. Click on the following hyperlink to view the [FY2024 Program Calendar](#). FCC Forms 461 and 462 will be submitted in RHC Connect. Applicants submitting FCC Forms 460 and 463 (for funding commitments prior to FY 2022) will continue to do so in My Portal.

**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:**
Here you can start a new form, resume working on a draft or delete a draft FCC Form 462. There’s a countdown banner displaying the days remaining in the filing window. The clock on the right is the current date and time.
Step 3:
Click “FCC Form 462” then click Next.

Step 4:
Move to the Start page and select the HCP or consortium from the drop-down menu. The information will be prepopulated. Enter an application name as an identifier for the application should you need to exit My Portal and return later. The note at the top in pink is a warning to alert you that once you click save and continue, you will be unable to change the HCP you select.
Step 5: Answer **Yes** if you are exempt from competitive bidding and **No** if you completed your competitive bidding process.

There is a drop-down menu with explanations of each competitive bidding exemption.
Step 6:  
If you are exempt from competitive bidding, select the exemption from the list of eligible exemptions. Click **Add Contract** at the bottom right on the screen.

Step 7: 
If using an evergreen contract, select an existing contract from the drop down menu. For all other exemptions, upload a new contract or choose an existing contract. Enter the relevant information about the contract in the fields. Use the drop-down calendar to enter dates.
Step 8:
Once the contract is selected, click **Save and Continue**.

Step 9:
If an FCC Form 461 was submitted, choose **No** for the question about qualifying for an exemption. Select the related FCC Form 461 from the drop-down menu. All FCC Forms 461 submitted for the HCP will be available. Enter the number of bids received and upload copies of those bids. A red error message will display if you don’t upload the documents.
Step 10:  
Select your service provider’s 498 ID/SPIN. You can search by service provider name or the 489 ID/SPIN.

Step 11:  
Download the NCW Template to populate and upload or enter a new expense item manually. **Note:** If you enter any information manually and then choose to use the NCW template, the NCW will overwrite that information.

Step 12:  
For consortia applicants, all member sites will appear in the drop-down menu. Select a site from the drop-down menu. Answer the question about whether the HCP is submitting this expense with a contract. If No is selected, the application will be processed as month-to-month. Month-to-month funding requests, meaning forms submitted without a contract, are limited to 12 months of funding and competitive bidding is required each year.
Step 13:
For expenses submitted with a contract, select Yes to the question: **Does the HCP have a contract with the service provider.** Enter all information in the required fields. Contract information is entered for each line item.
Step 14:
Enter the contract start date, initial contract end date, contract sign date, and installation date for the requested expense.

Step 15:
Enter the date that you either actually began receiving the service or the date that you expect to receive the service. If it is actually the first day of the funding year, you may to enter July 1 as the expected service start date.
Step 16:
Choose the expense category and the expense type from the drop-down menus. There’s an optional field where an explanation of the eligible expense may be added.
Step 17: Enter the bandwidth for the requested expense. For expenses such as equipment, installation, construction and network management services, bandwidth is not required and fields may be left blank. For all other services, bandwidth is required.
Step 18:
Select **Yes** or **No** to answer the question about whether the requested expense includes a service level agreement and, if yes, enter the information shown.

Step 19:
Enter a circuit ID (optional) and select where the site is located on the requested circuit. This should align with submitted service provider confirmed documentation. Information will pre-populate based on information in the FCC Form 460.
Step 20:
For consortia applicants only: For expenses associated with off-site administrative offices and off-site data centers, the circuit end location is required. If you select Location is a Member Site, a drop-down menu with a list of all HCP sites that appear on the FCC Form 460 for the administrative office or data center will appear. Choose the relevant member site.

Step 21:
Indicate whether there are multiple items being requested, whether you’re asking for multi-year funding, how often the expense is invoiced, and how many expense periods are being requested. Enter the undiscounted cost per expense period, taxes and fees and indicate whether this expense is to be cost-allocated. If No is selected for Is this entire expense eligible for support, enter the eligible percentage and an explanation about how the percent eligible for support was calculated. Upload the document with the explanation where indicated.
Step 22:
Answer the question about how the HCP will cover their costs not covered by Healthcare Connect Fund (HCF) support. Click all that apply.
Step 23:
Continue to add new expenses or move to next steps to complete your form. The total eligible undiscounted cost and total maximum support based on 65 percent of the total undiscounted cost for eligible expenses will be clearly displayed.

Step 24:
Upload all supporting documentation. For consortia applicants, a copy of the viable source letter is required.

Step 25:
Select Yes or No to answer the question about confidentiality. An explanation of why we ask the question can be viewed in the Explanation section.
Step 26:
Each certification must be checked to continue.

Step 27:
Sign the form using your first and last name as it appears in RHC Connect.
Frequently Asked Questions

What changes were made to the RHC Connect?
RHC Connect has a new look and feel that is more intuitive and user-friendly. It is easier to navigate the form for submission, and it is easier for RHC program reviewers to approve funding requests.

Did the FCC Form 462 change?
No, the FCC Form 462 itself did not change – only the platform changed. The questions on the form and the information required of applicants remain the same.

Who is impacted by this change?
RHC Connect is used for FY2022 and future funding years. Applicants who participate in the Telecommunications (Telecom) Program will begin submitting the FCC Form 466 in RHC Connect in FY2024. Connected Care Pilot Project (CCPP) projects are not impacted unless they also participate in the HCF Program.

Can I still make updates or changes to my FCC Forms 460 in My Portal?
Yes, please verify in My Portal that all account holder information is accurate and up to date. USAC will import this data to pre-populate the FCC Forms 462.

How do I access RHC Connect to file my FCC Form 462?
To access RHC Connect, simply use the same log-in credentials you use for My Portal. You can log in and create a draft FCC Form 462 shortly before the beginning of a filing window however you will be unable to submit it until the filing window opens.

Resources

For more information, visit the Welcome to Welcome to RHC Connect - FCC Form 462 webpage.

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