Universal Service Administrative Co.

Available for Public Use

RHC Connect User Guide – FCC Form 466

Updated as of October 2023

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About RHC Connect for the FCC Form 466

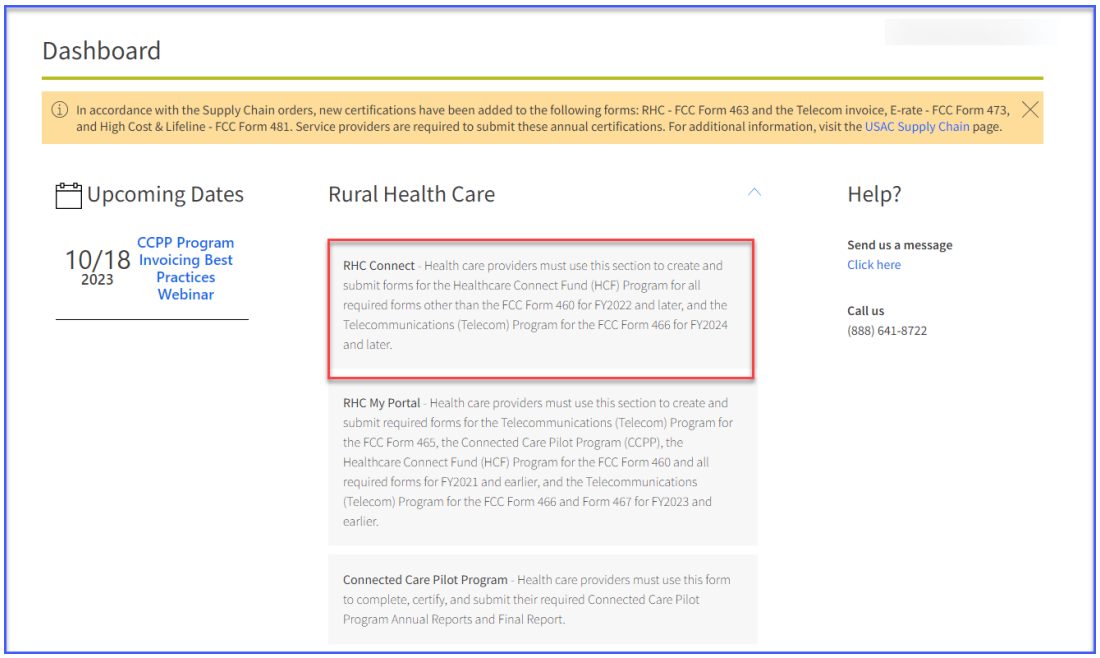
RHC Connect is the web-based system that hosts the FCC Form 466. Although the look of the application has changed, the FCC Form 466 did not. To submit your FCC Form 466, you will be asked the same questions and are required to provide the same information as in years past. No preparation for this change 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. Applicants submitting FCC Forms 467 and the Telecom Invoice (for funding commitments prior to FY2024) will continue to do so in My Portal.

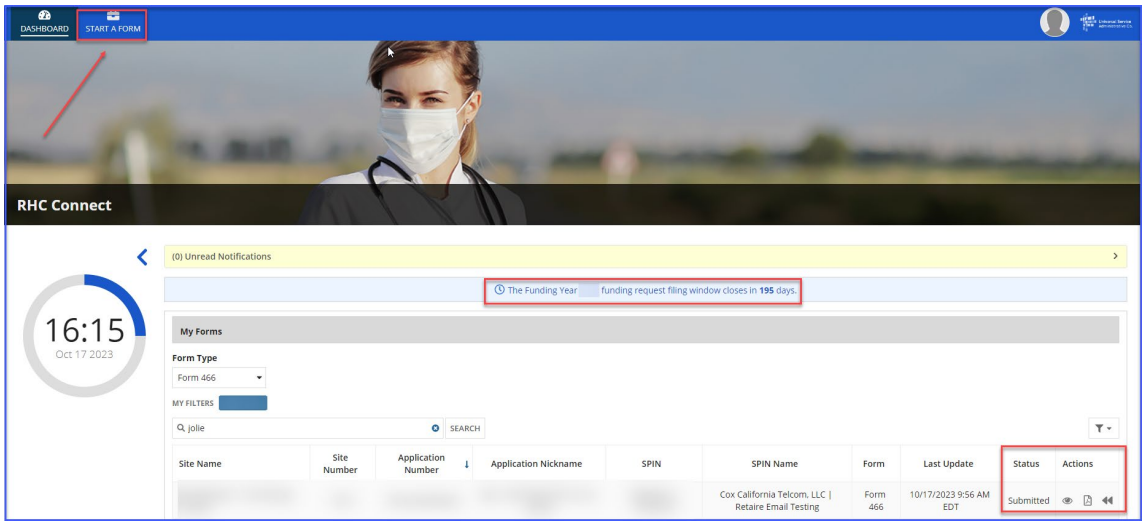
Please Note: The red boxes and arrows in the screenshots that follow do not actually appear in RHC Connect.

RHC Connect Walkthrough

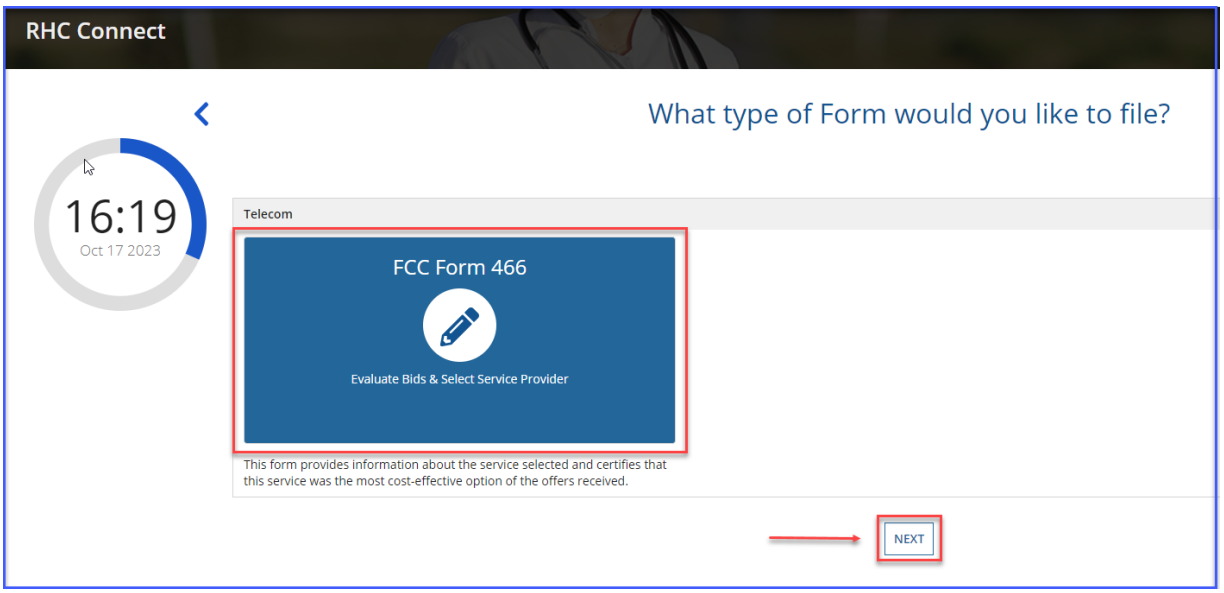
Step 1:
Log into My Portal and click on **RHC Connect**.



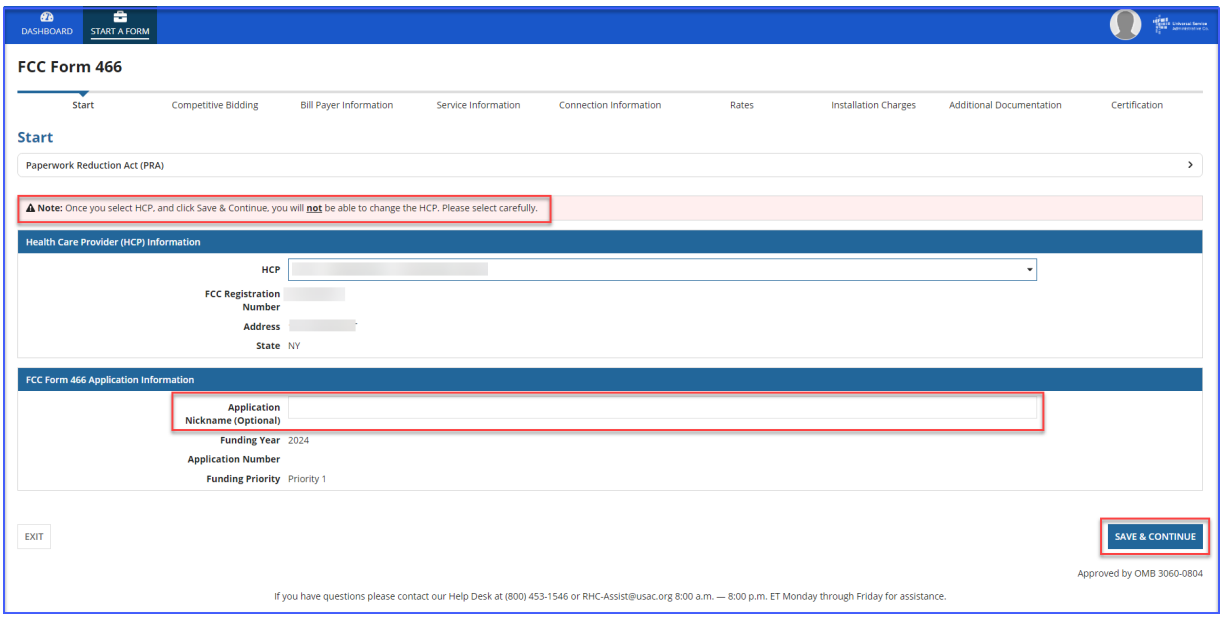
Step 2:
Here you can start a new form, resume working on a draft, or delete a draft FCC Form 466. There's a countdown banner displaying the days remaining in the filing window. The clock on the right is the current date and time.



Step 3:
Click **FCC Form 466.** Then, click **Next.**

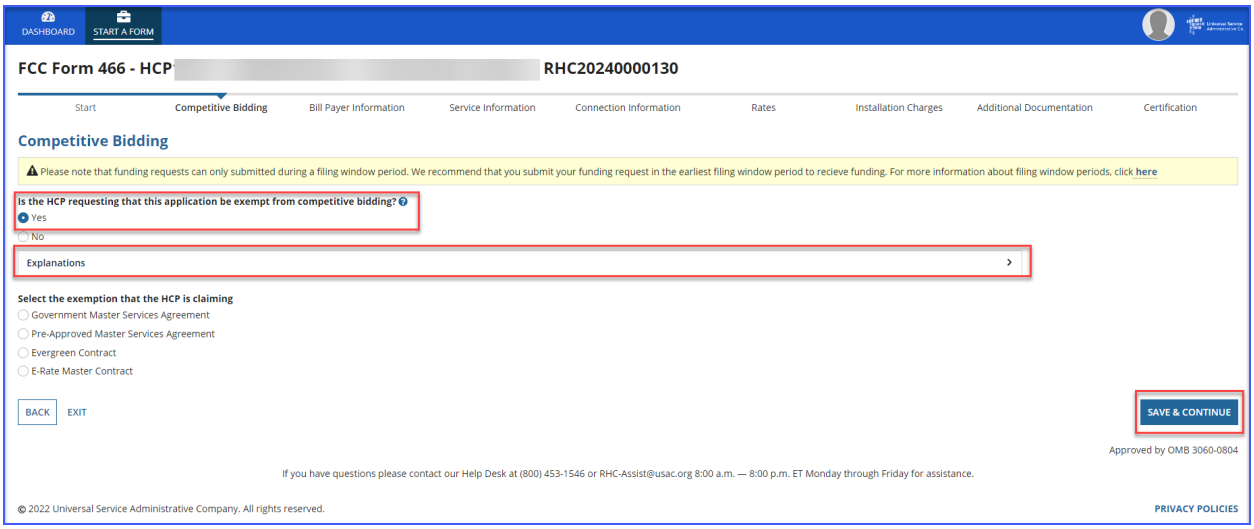


Step 4:
Move to the **Start** page and select the HCP from the drop-down menu. The information will be prepopulated based on information in the FCC Form 465. Enter an **Application Nickname** as an identifier for the application should you need to exit the form and return later. The note at the top in pink is a warning to alert you that once you click **Save and Continue**, you will be unable to change the HCP you select.

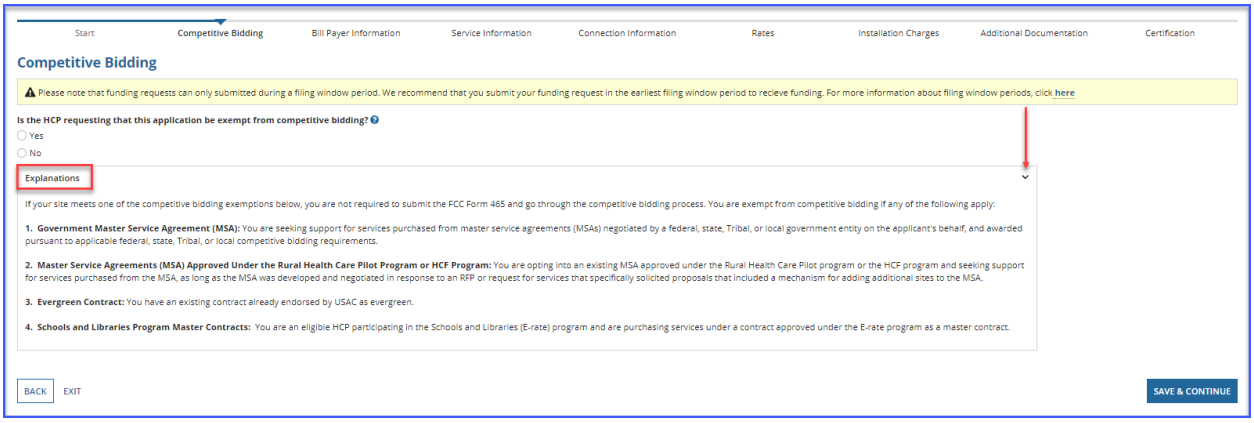


Step 5:

Answer **Yes** if you are exempt from competitive bidding and **No** if you submitted an FCC Form 465 and completed your competitive bidding process.

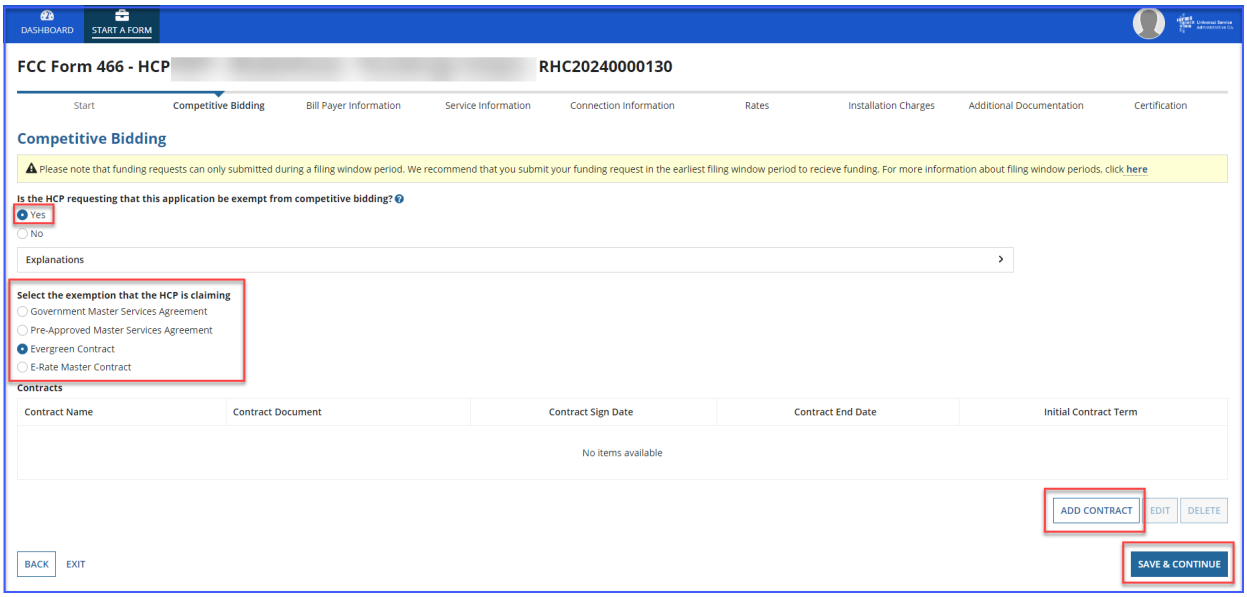


Click the arrow beside **Explanations** to view a description of each competitive bidding exemption.



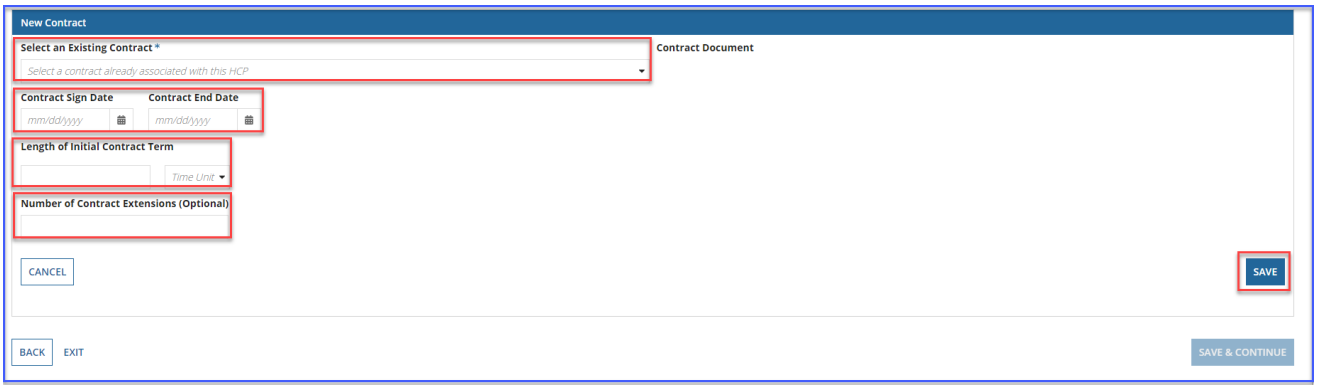
Step 6:

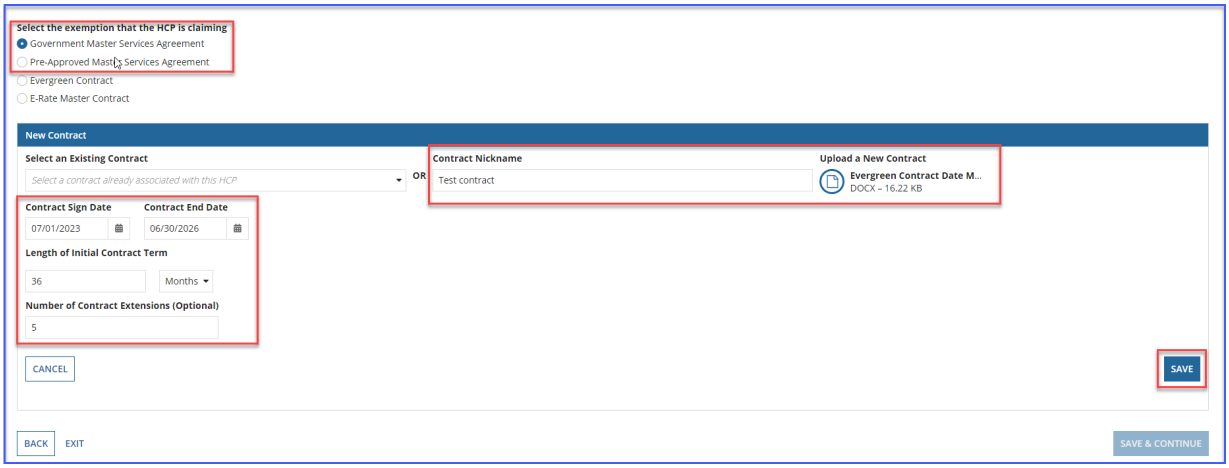
If you are exempt from competitive bidding, select the exemption from the list of eligible exemptions. Click **Add Contract** at the bottom right on the screen.



Step 7:

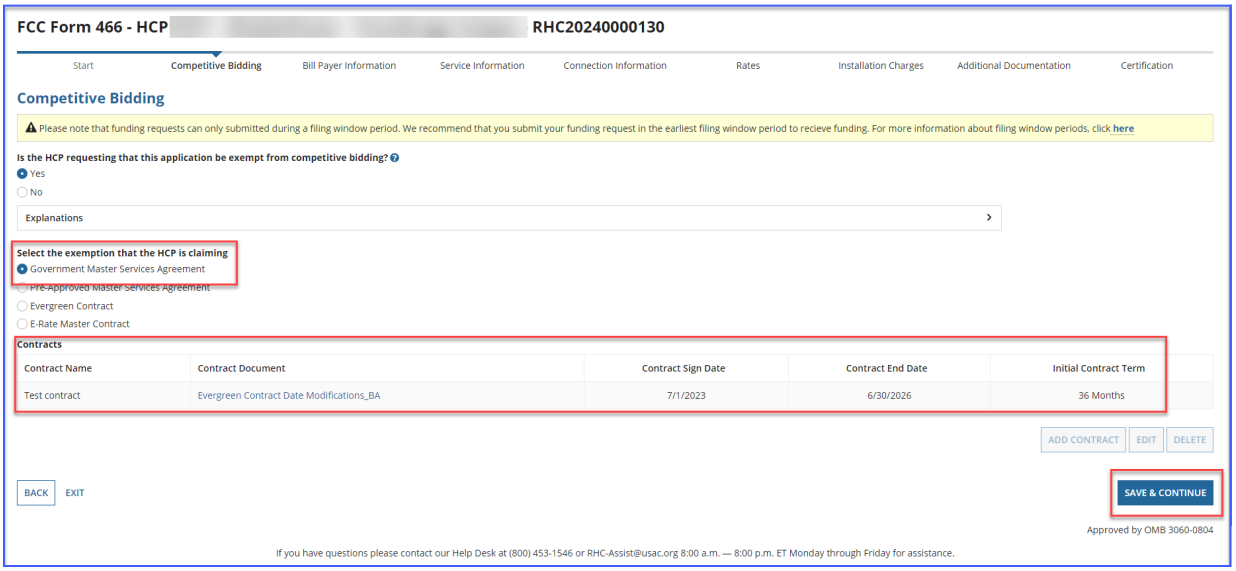
If using an evergreen contract, an existing contract must be selected from the drop-down menu. For all other exemptions, upload a new contract or choose an existing contract. Enter the relevant information about the contract in the fields. Use the drop-down calendar to enter dates. Click **Save**.





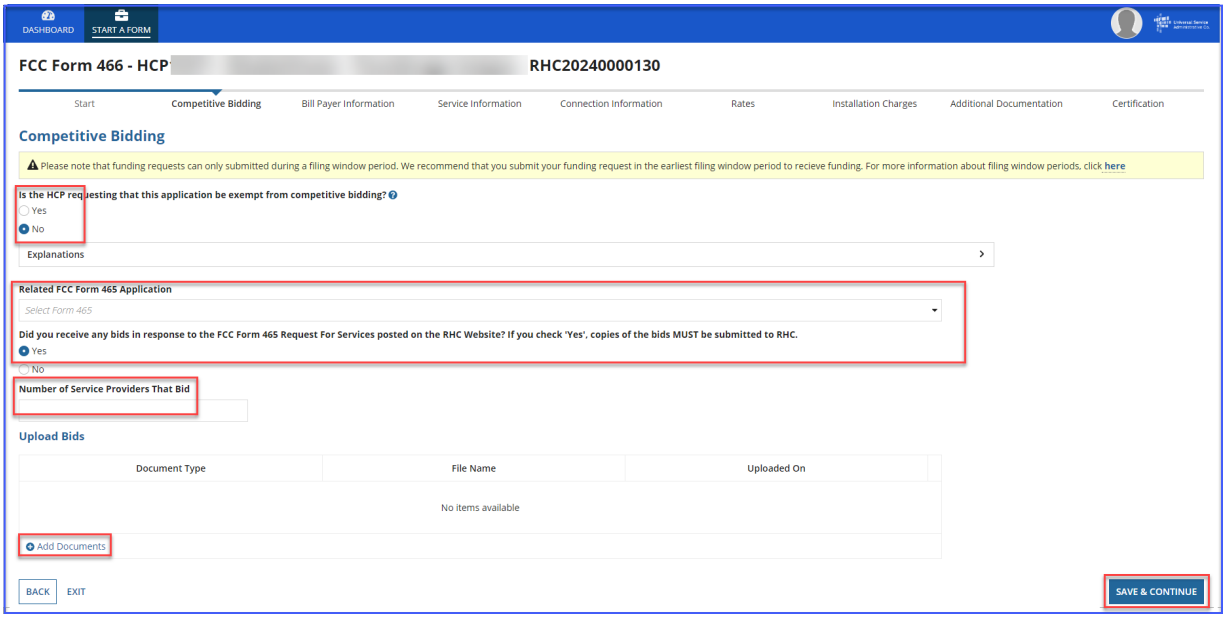
Step 8:

Once the contract is selected and saved, click **Save and Continue.**



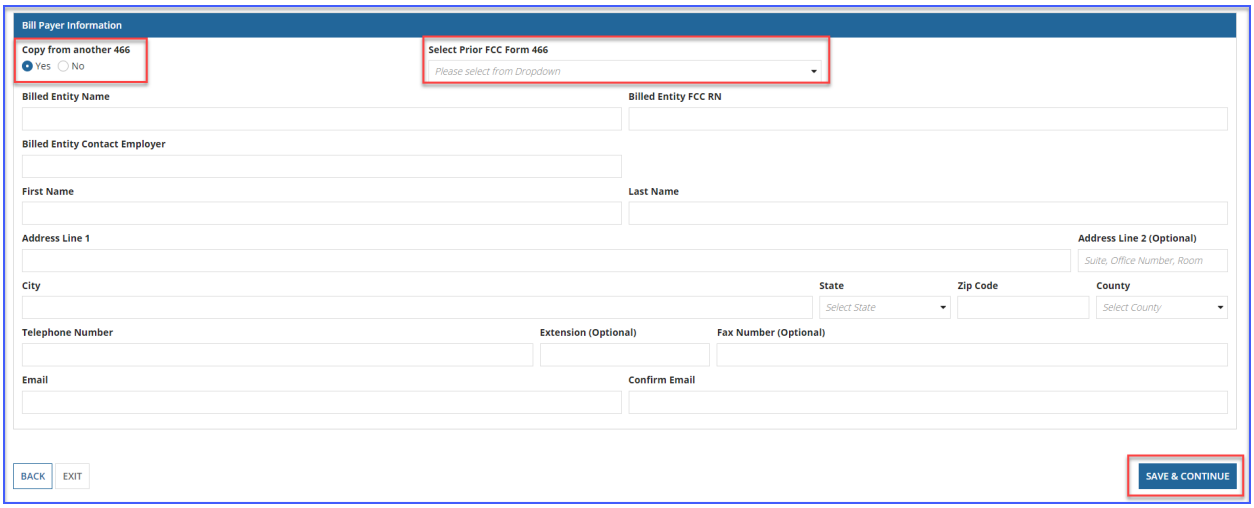
Step 9:

Choose **No** for the question about qualifying for an exemption if the HCP went through the competitive bidding process. Select the related FCC Form 465 from the drop-down menu. All FCC Forms 465 submitted for the HCP will be available. Answer **Yes** or **No** to the question about whether bids were received in response to the posted FCC Form 465. If **Yes**, enter the number of bids received and upload copies of those bids by clicking **Add Documents**. A red error message will display if you don't upload the documents.



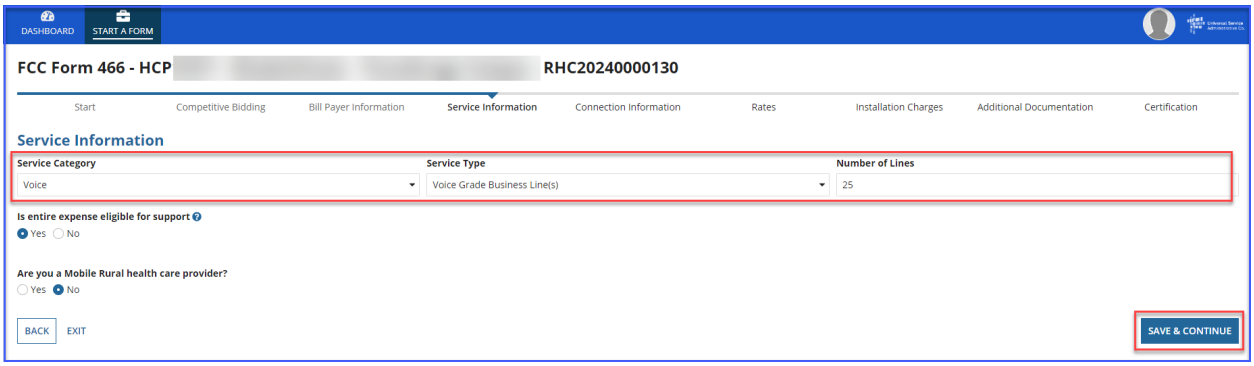
Step 10:

Click **Yes** on the radio button to copy **Bill Payer Information** from another FCC Form 466. Please note, the only FCC Forms 466 that are available are those that have already been submitted in RHC Connect from the same HCP. Click **No** to enter information into required fields. Then click **Save and Continue**.



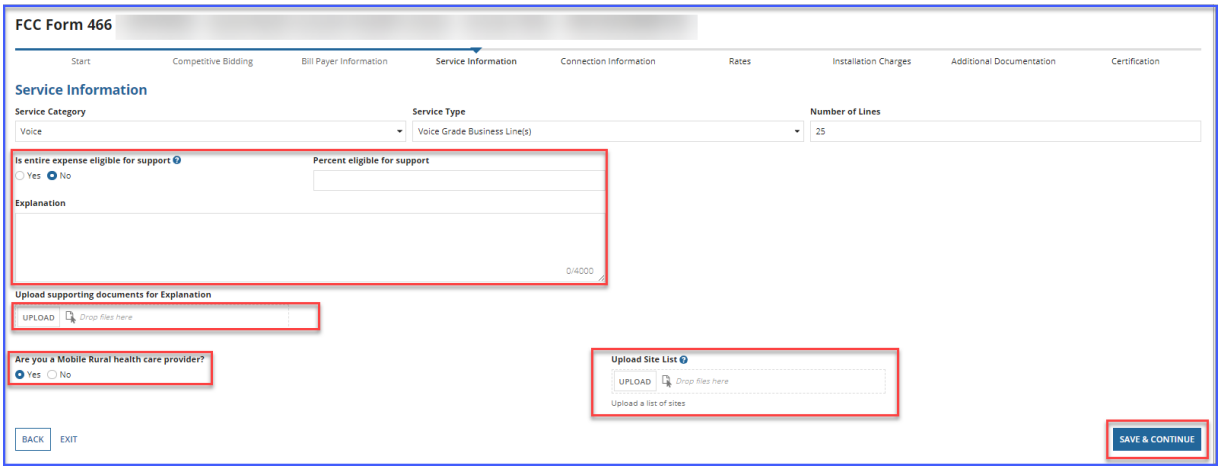
Step 11:

Select the **Service Category** and the **Service Type** from the drop-down menus. For voice services, enter **Number of Lines**. Click **Save and Continue**.



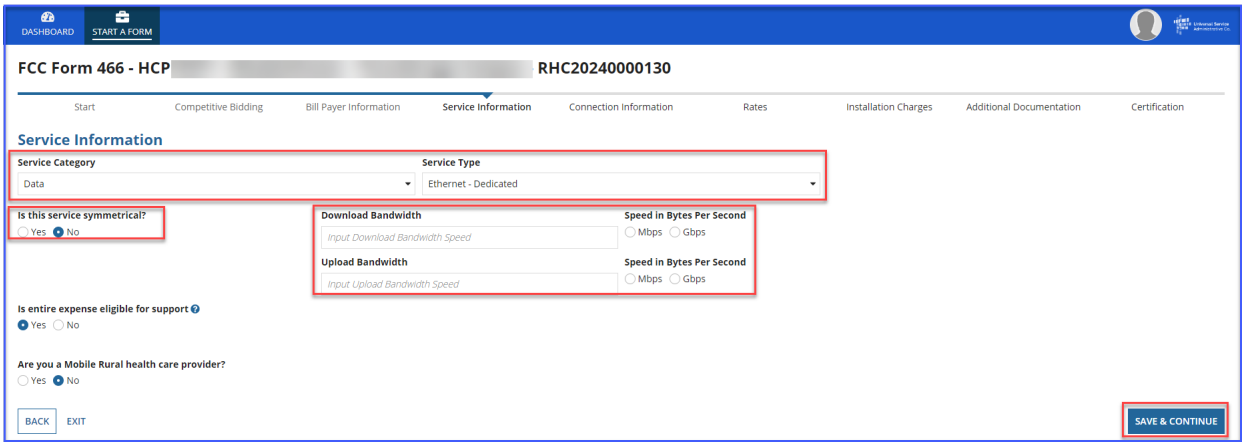
Step 12:

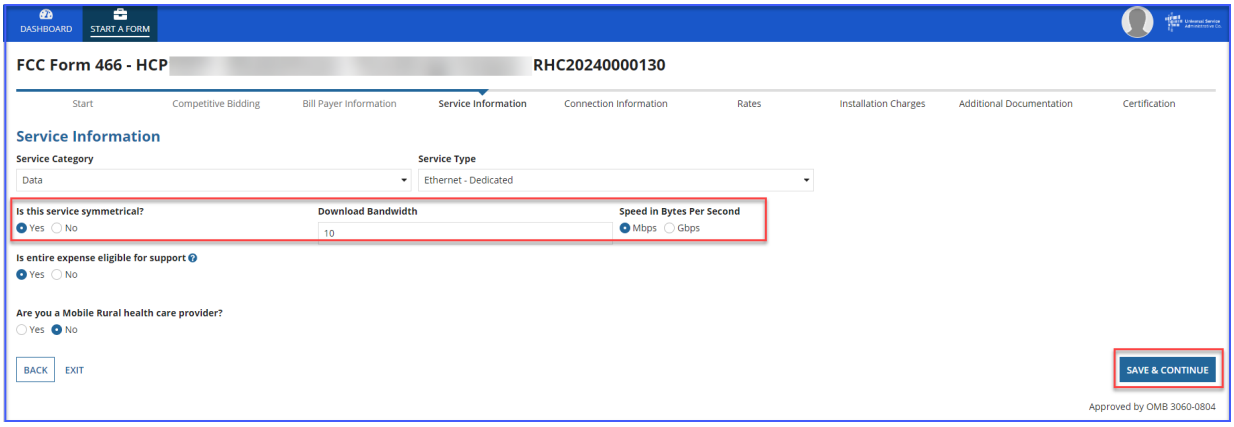
Answer **Yes** or **No** for the question: **Is entire expense eligible for support?** If **No**, enter **Percent eligible for support**, enter an explanation about the eligible percentage calculation, and upload supporting documentation. Answer **Yes** or **No** for the question: **Are you a Mobile Rural health care provider?** If **Yes**, upload the required lists of sites the mobile clinic visits. Click **Save and Continue**.



Step 13:

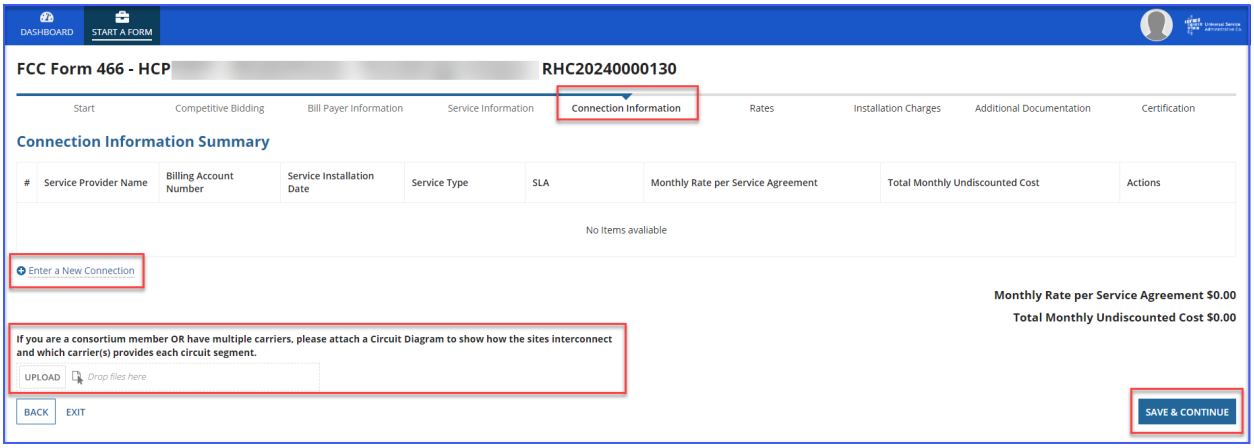
For data services, answer the question: **Is this service symmetrical?** And enter bandwidth. If **No** is selected, enter **Download Bandwidth** and **Upload Bandwidth**. If **Yes** is selected, only one bandwidth is required. Click **Save and Continue**.





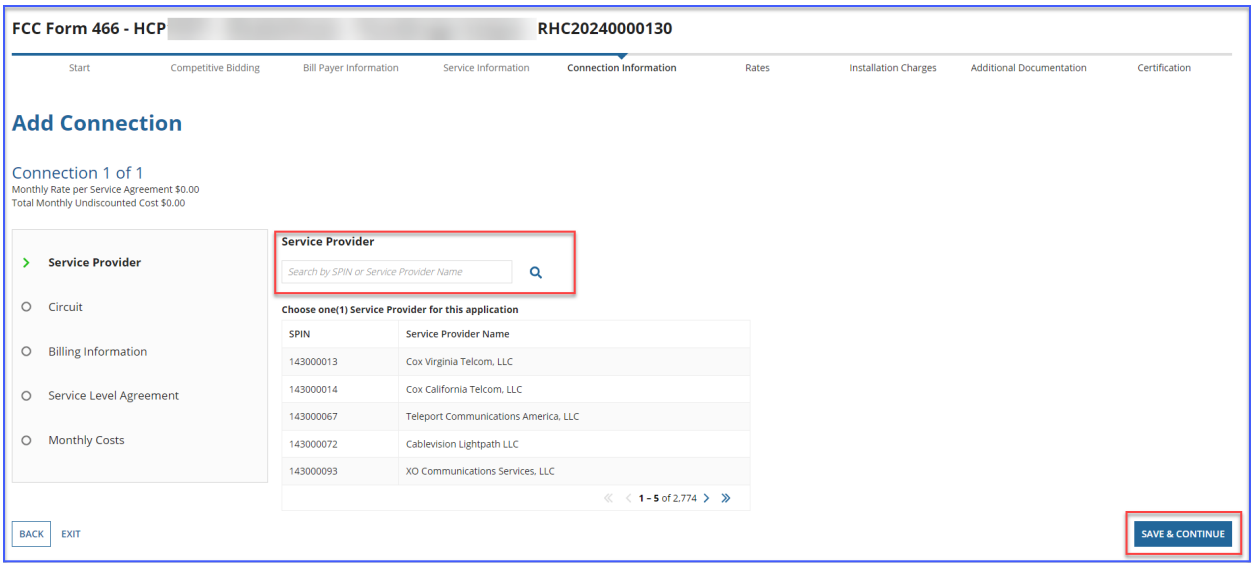
Step 14:

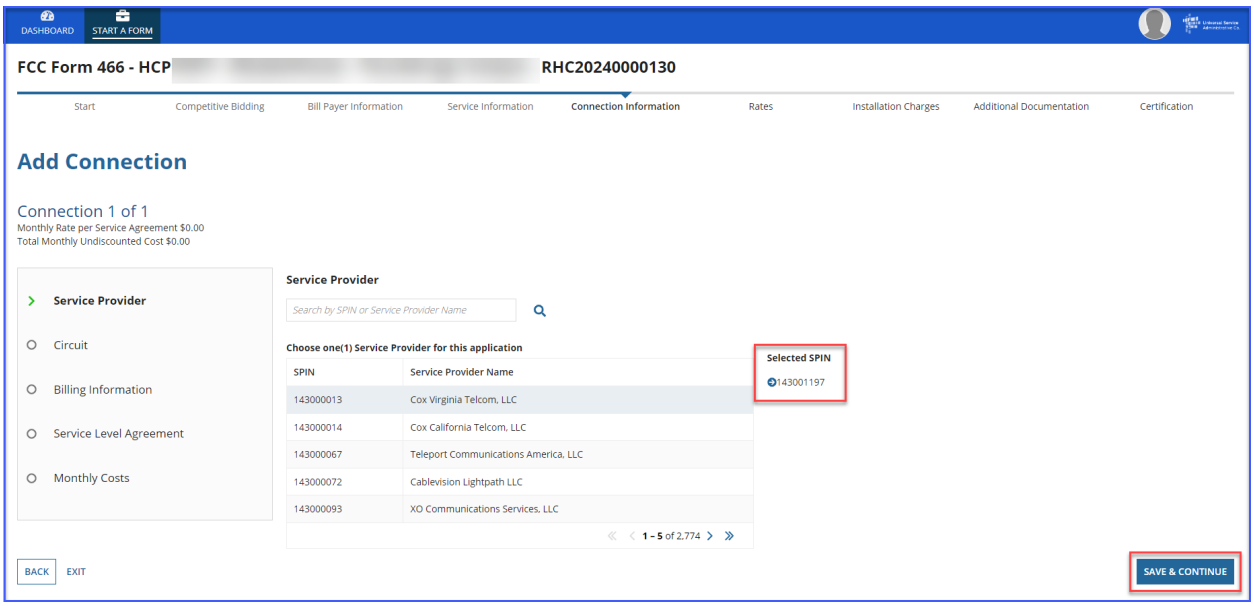
On the **Connection Information** page, click the hyperlink titled **Enter a New Connection**. If the service is a multi-carrier connection, each connection should be added using that hyperlink. If the HCP is a consortium member or the circuit uses more than one carrier, please attach a circuit diagram as indicated on this page. Click **Save and Continue**.



Step 15:

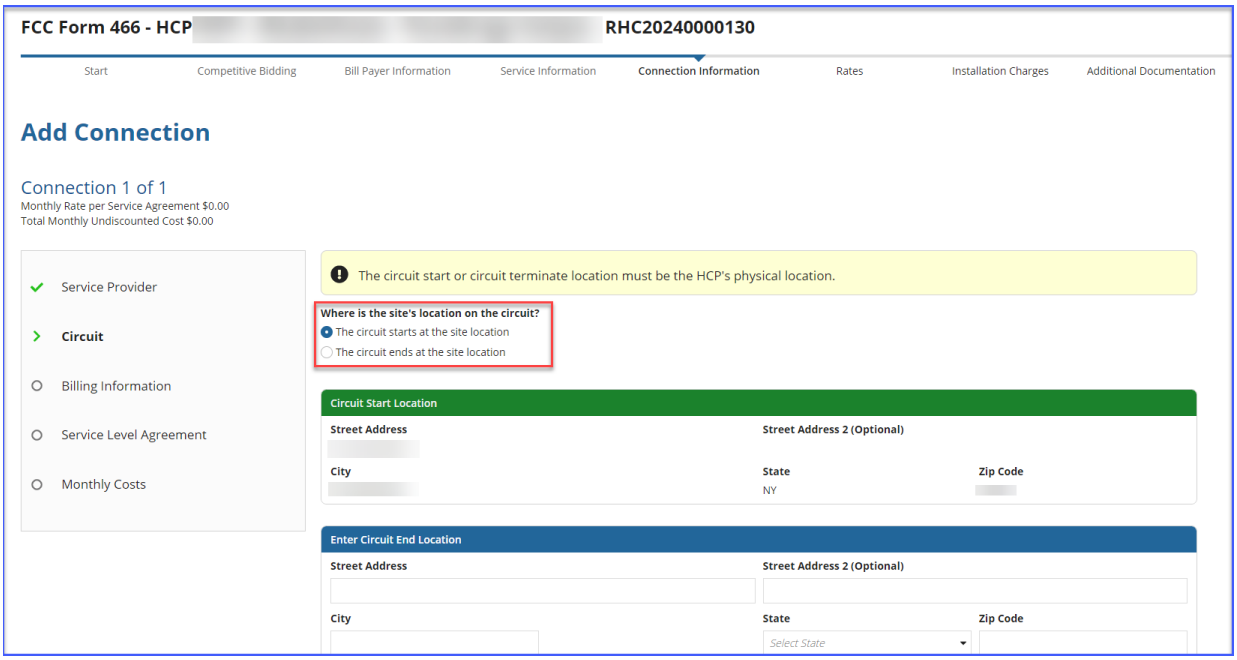
Select your service provider's 498 ID/SPIN. You can search by service provider name or the 498 ID/SPIN.





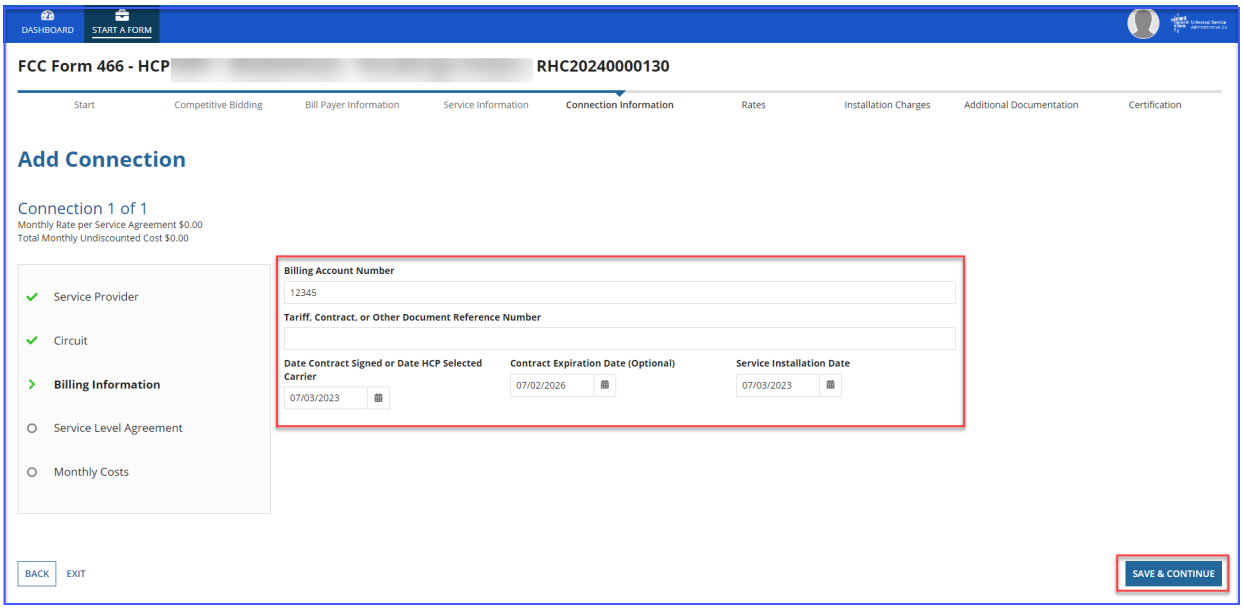
Step 16:

Select the radio button that describes where the site is located on the requested circuit. This should align with the submitted service provider confirmed documentation. Information will pre-populate based on information in the FCC Form 465.



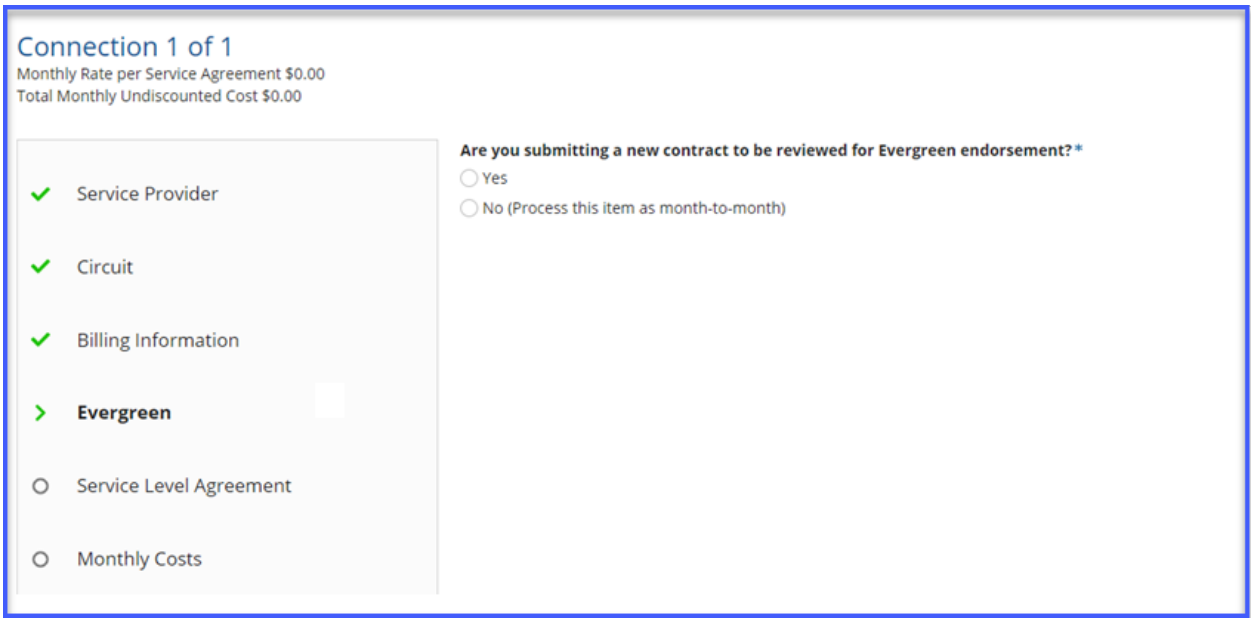
Step 17:

Enter **Billing Information** in fields shown. Click **Save and Continue**.



Step 18:

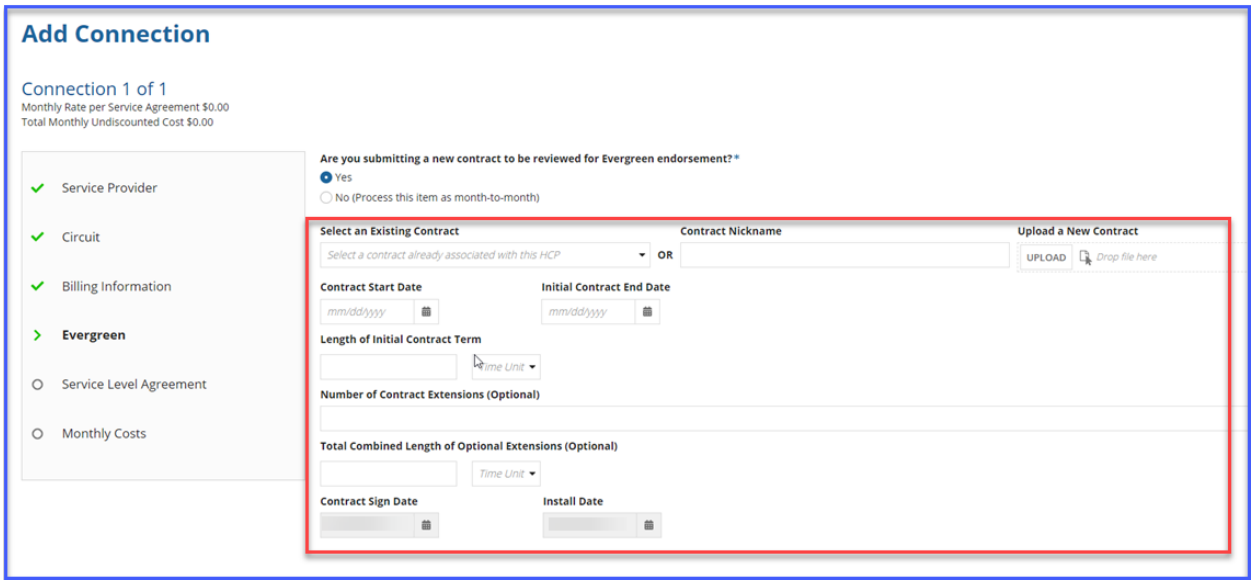
Select **Yes** to the question: **Are you submitting a new contract to be reviewed for Evergreen endorsement?** if submitting application with a new contract. Select **No** if submitting as a month-to-month application.



Step 19:

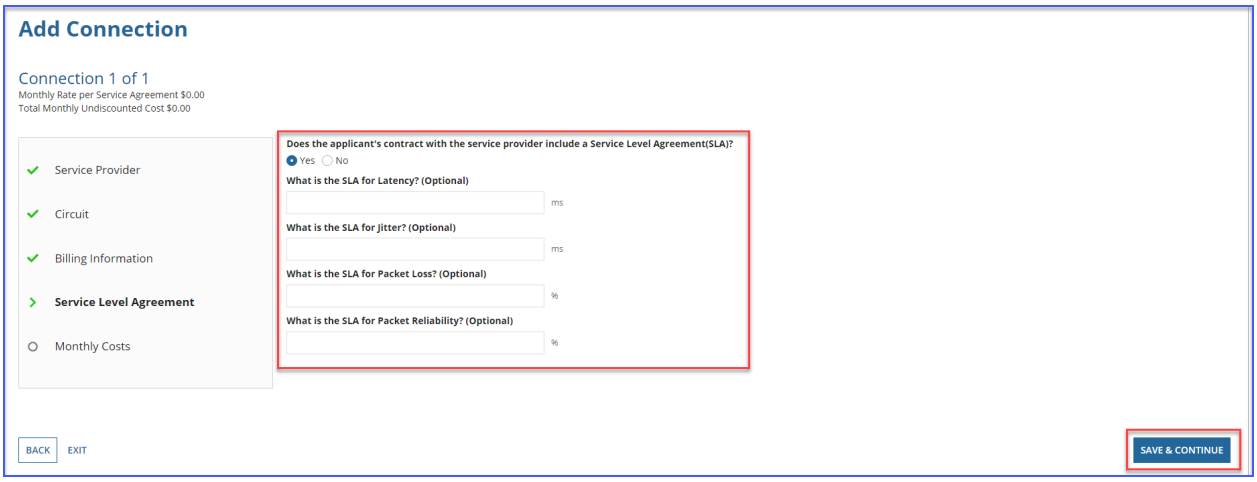
If **Yes,** enter information about the contract in the fields as shown. **Click Save and Continue**.

I



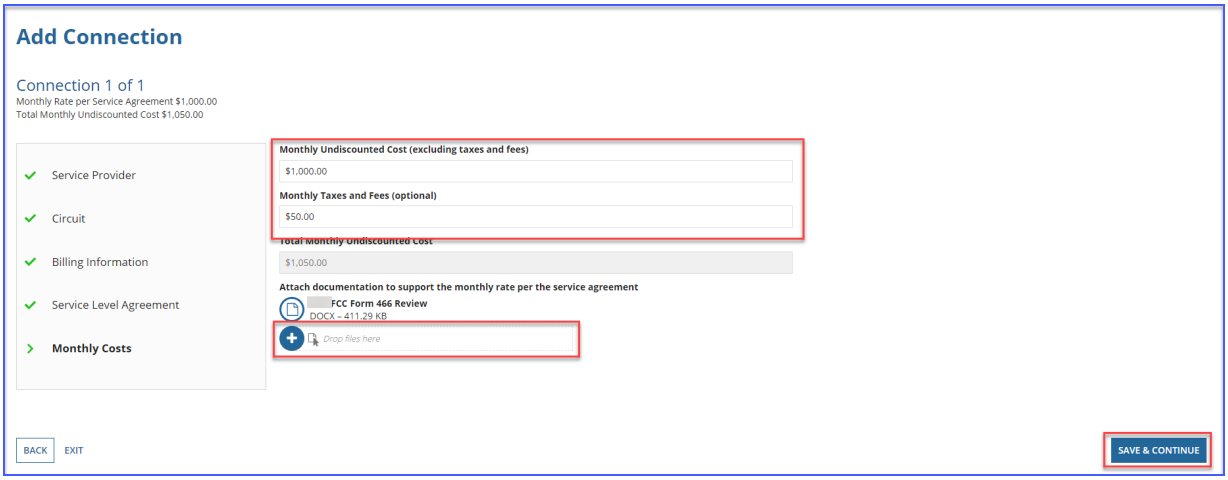
Step 20:

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. Click **Save and Continue**.



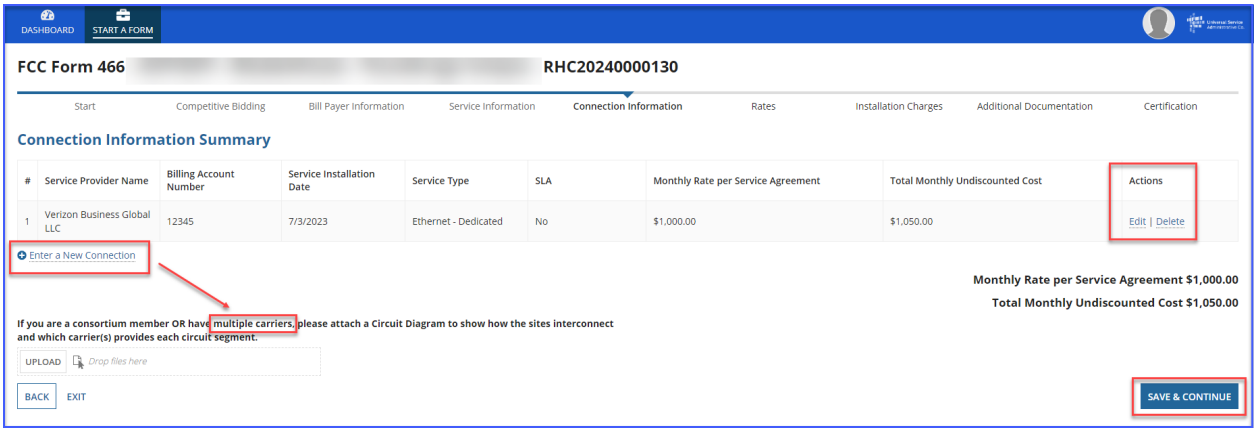
Step 21:

Enter the **Monthly Undiscounted Cost** and **Monthly Taxes and Fees** listed on the bill or invoice and upload the documentation that supports these costs. Click **Save and Continue**.



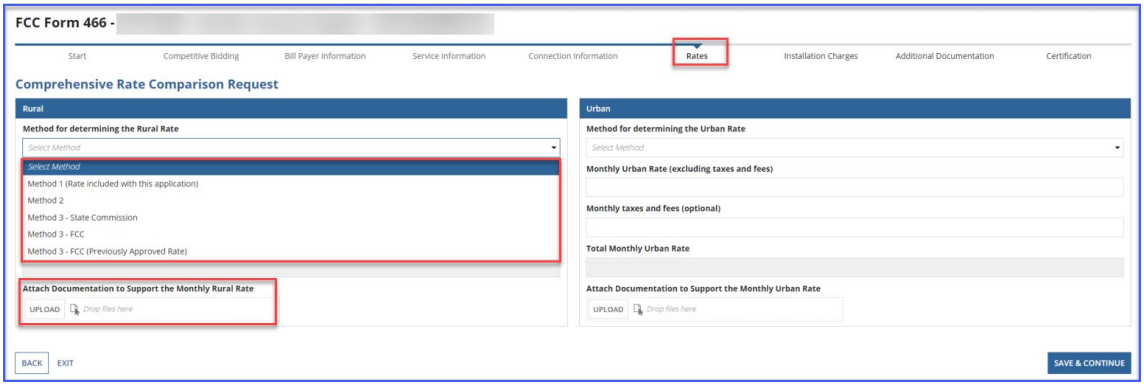
Step 22:

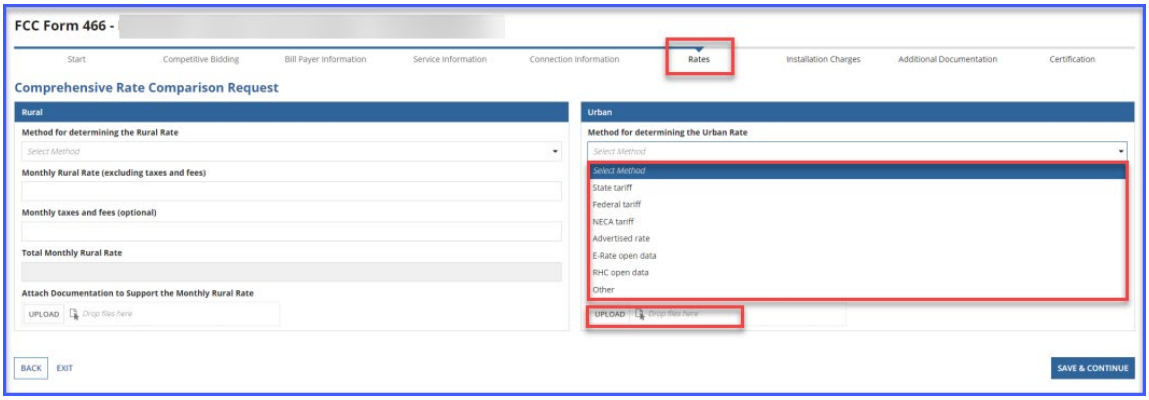
For multiple carrier circuits, enter each section of the service as a new connection by clicking **Enter a New Connection** and upload a Circuit Diagram to support the data entered. Connections may be edited or deleted by clicking the hyperlinks under the **Actions** column. Click **Save and Continue**.

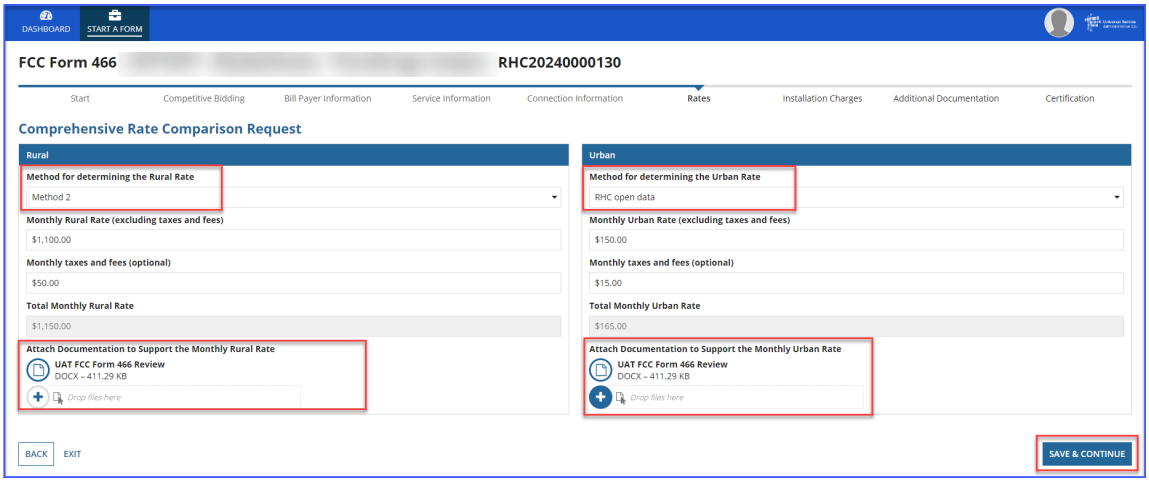


Step 23:

On the **Rates** page, choose the **Method for determining the Rural Rate** and the **Method for determining the Urban Rate** from the drop-down menu and enter the monthly calculated rural and urban rate that comply with the method per Telecom Program rules. Upload documentation to support the rural and urban rates below the data fields on this page. For more information about calculating the rural and urban rate, please use the Urban and Rural Rate Information FY2024-2025 tip sheet on the USAC website. Click **Save and Continue**.

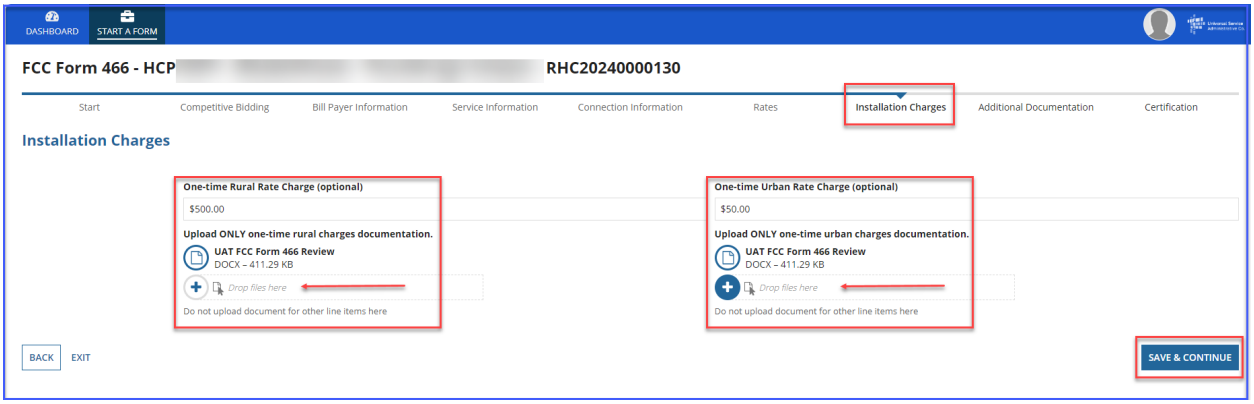






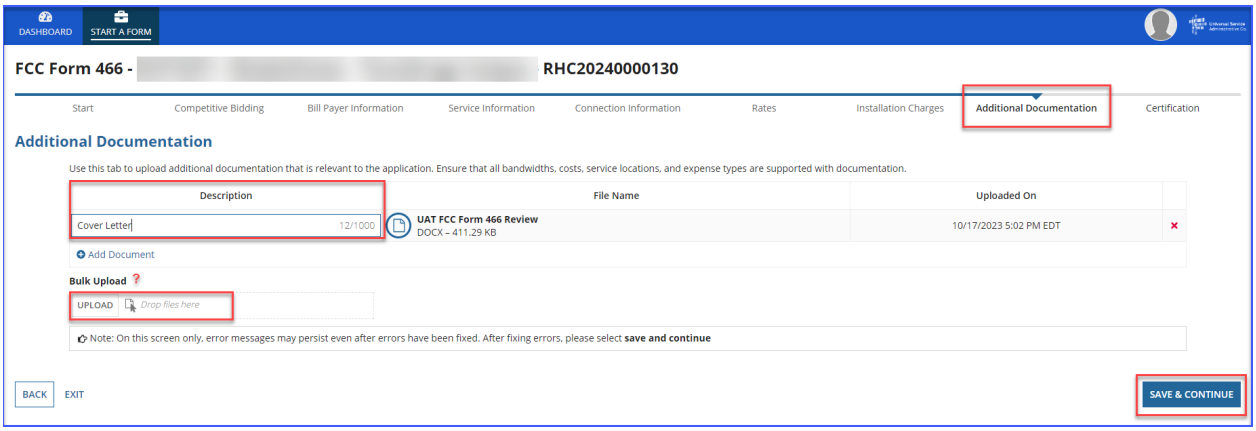
Step 24:

On the **Installation Charges** page, enter **One-time Rural Rate Charge** and **One-time Urban Rate Charge**, if applicable, and upload supporting documentation. Please note, this is optional and can be skipped if no installation costs were incurred. Click **Save and Continue**.

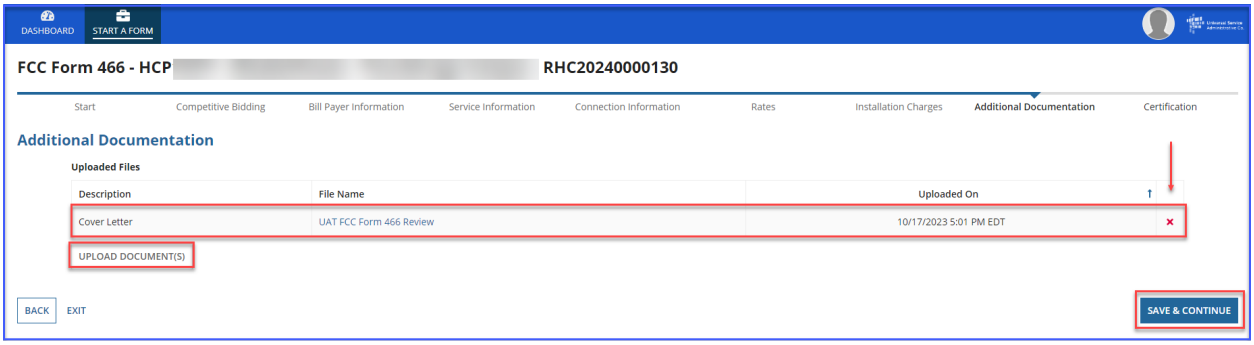


Step 25:

On the **Additional Documentation** page, upload any additional supporting documentation. Add a description of the document in the required field. Click **Save and Continue**.

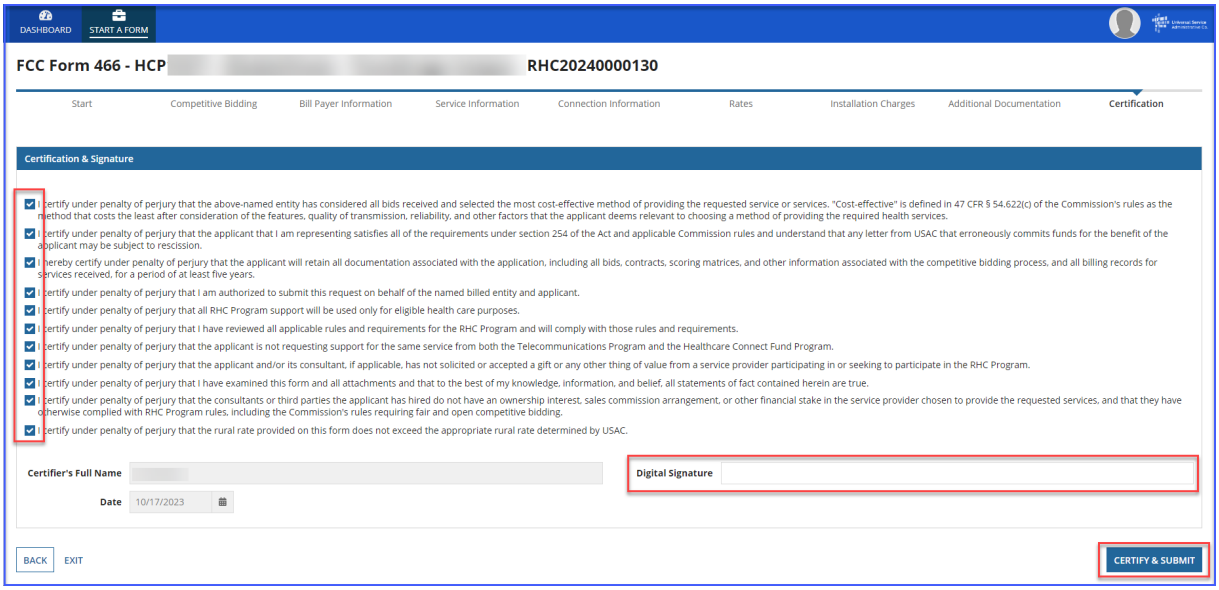


Click the red **x** to delete the document. Click **Save & Continue**.



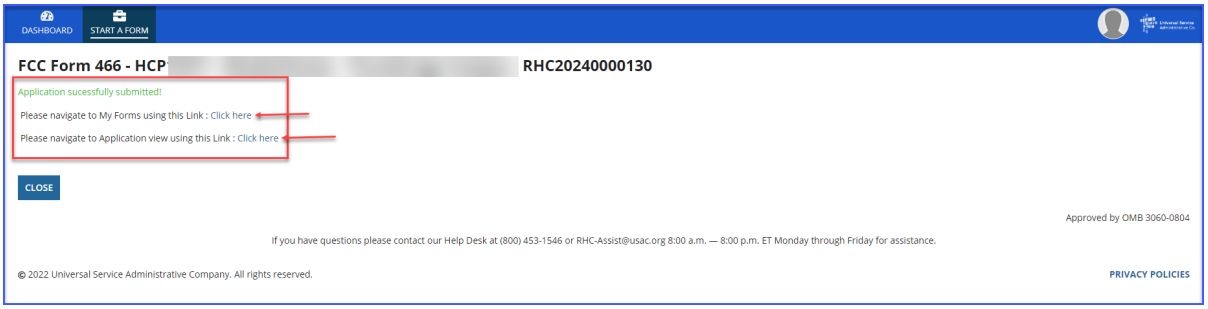
Step 26:

Each certification must be checked to continue. Enter your first and last name as it appears in RHC Connect in the **Digital Signature** field. Click **Certify and Submit**.

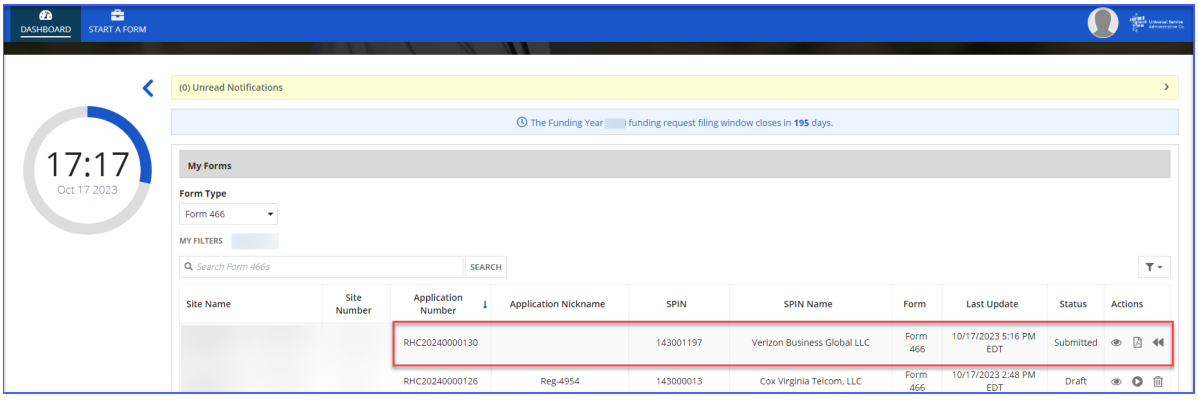


Step 27:

Once submitted, this screen will appear with a link to navigate back to the **My Forms** tab and a link to navigate to view the submitted FCC Form 466 Application.



The submitted form with all other FCC Forms 466 will appear on the **My Forms** tab.



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 466 change?
No, the FCC Form 466 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 for the HCF Program and FY2024 and forward for the Telecom Program. Connected Care Pilot Project (CCPP) projects are not impacted unless they also participate in the HCF or Telecom Program.

Can I still make updates or changes to my FCC Forms 466 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 466.

How do I access RHC Connect to file my FCC Form 466?
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 466 shortly before the opening 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 466 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.