

## RHC Connect User Guide – Third Party Authorization (TPA)

**Updated as of February 2025**

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## General Information

### Third Party Authorization (TPA)

A TPA is required if a consultant or other third party, i.e., anyone who is not employed by the health care provider (HCP), will file forms on behalf of a site. A TPA provides written authorization to the third party to complete and submit forms on behalf of the HCP or consortium in the Healthcare Connect Fund (HCF) Program or Telecommunications (Telecom) Program. [Download a sample TPA.](#)

### Requirements:

A TPA must include:

- The name and contact information of the third party(ies) authorized to submit forms on behalf of the HCP.
- A statement by the third party that the HCP or Consortium Leader accepts any and all potential liability for applicable RHC program rule violations and any errors, omissions, or misrepresentations on the forms or documents submitted by the third party.
- Specific timeframe the TPA covers (start date and end date)
- Signed by an officer, director, or authorized employee of the HCP or the Consortium Leader
- The signature date.
- A list of HCP sites the TPA covers, including the HCP number, name, and address for each site.

### Recommendations

- The duration of the authorization is at the discretion of the HCP and the third party, however USAC recommends that the TPA cover a minimum of twelve months or a period long enough to include the invoice filing deadline.
- Identify, if applicable, which FCC forms the TPA covers.

### Things to Know

- A third party is defined as any individual who is not an officer, director, or authorized employee of the HCP or Consortium Leader, and may include a consultant, contractor, or attorney.
- If a third-party submits the FCC Form 460 (Eligibility and Registration Form), they must upload the TPA at the time of the filing.
- **Consortia only:** Separate TPAs are not required between consortium members and third parties, as long as the letter of agency ([LOA](#)) between the consortium members

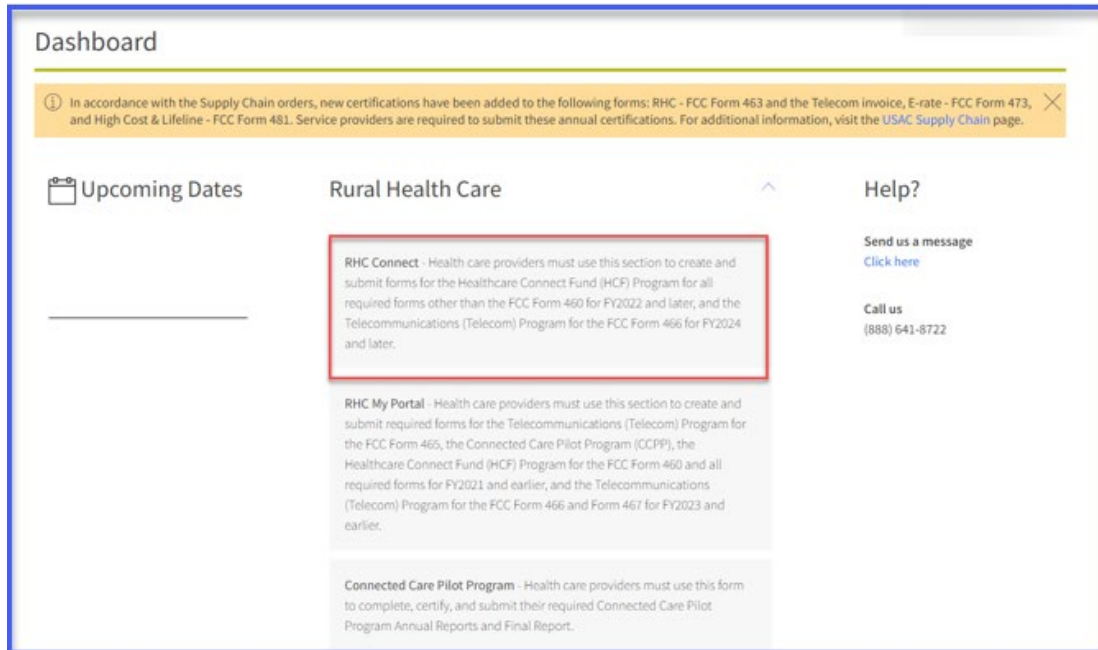


and consortium leader contains language that specifies that the consortium leader **and its agents** are authorized to act on behalf of the consortium members to submit their forms.

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

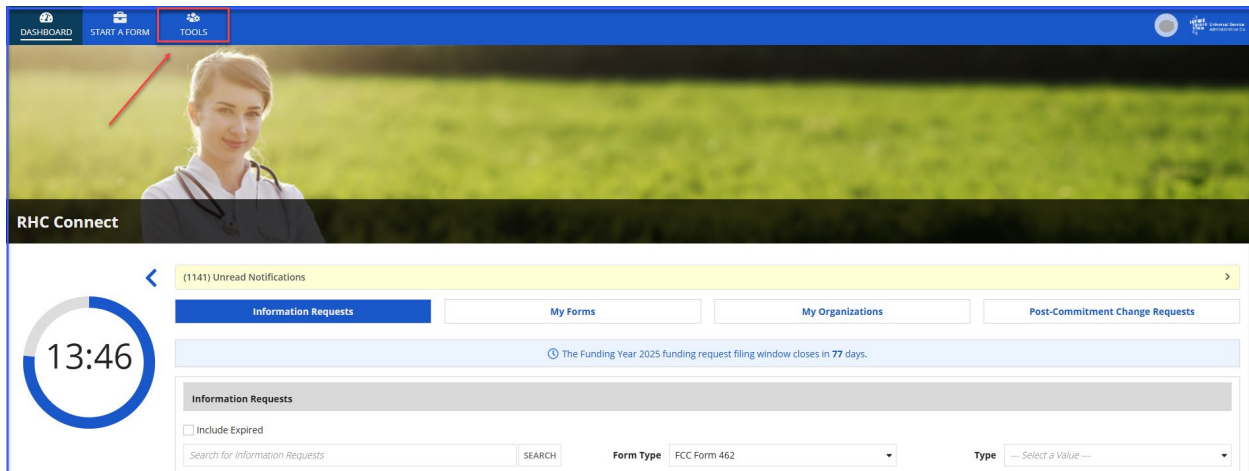
## Submitting a TPA – Primary and Secondary Account Holders

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



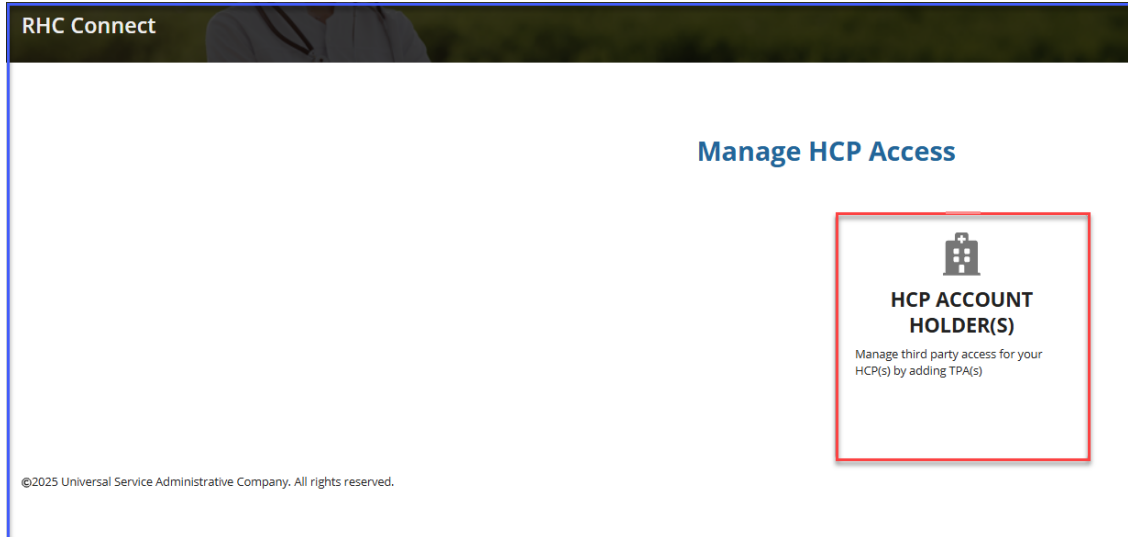
The screenshot shows the 'Dashboard' page for RHC Connect. At the top, there is a yellow notification banner with an information icon and a close button, stating: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the USAC Supply Chain page.' Below the banner, the dashboard is divided into three main sections: 'Upcoming Dates', 'Rural Health Care', and 'Help?'. The 'Rural Health Care' section is highlighted with a red box and contains three sub-sections: 'RHC Connect' (highlighted with a red box), 'RHC My Portal', and 'Connected Care Pilot Program'. The 'Help?' section includes links for 'Send us a message' and 'Call us'.

**Step 2:** On the **Dashboard**, click **Tools**.

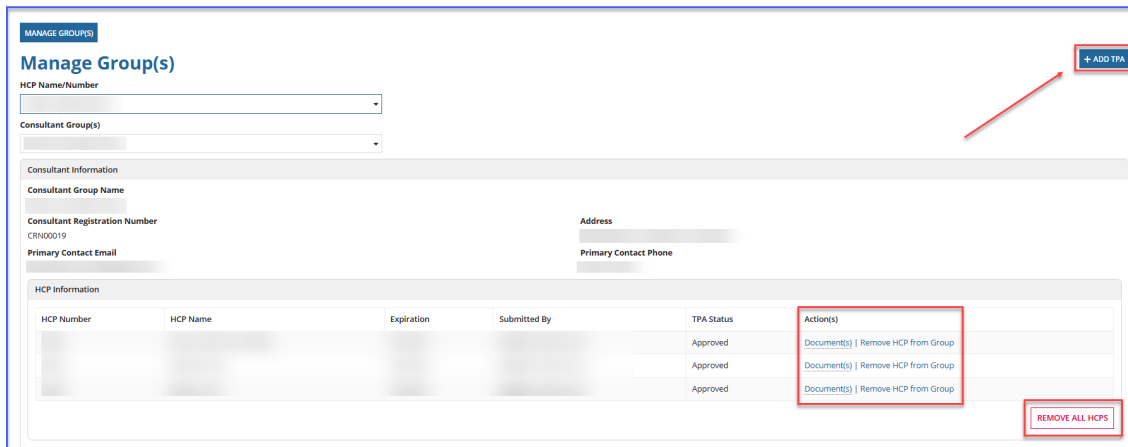


The screenshot shows the 'Tools' page in the RHC Connect portal. The top navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS' (highlighted with a red box). Below the navigation bar is a banner image of a healthcare professional. The main content area features a circular clock showing '13:46' and a notification bar with '(1141) Unread Notifications'. Below the notification bar are four tabs: 'Information Requests' (selected), 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. A blue banner below the tabs states: 'The Funding Year 2025 funding request filing window closes in 77 days.' The 'Information Requests' section includes a search bar with the text 'Search for Information Requests', a 'SEARCH' button, a 'Form Type' dropdown menu set to 'FCC Form 462', and a 'Type' dropdown menu set to '--- Select a Value ---'. There is also an 'Include Expired' checkbox.

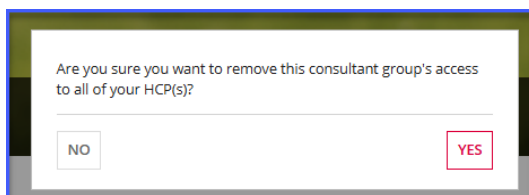
**Step 3:** Click **HCP Account Holder(s)**.



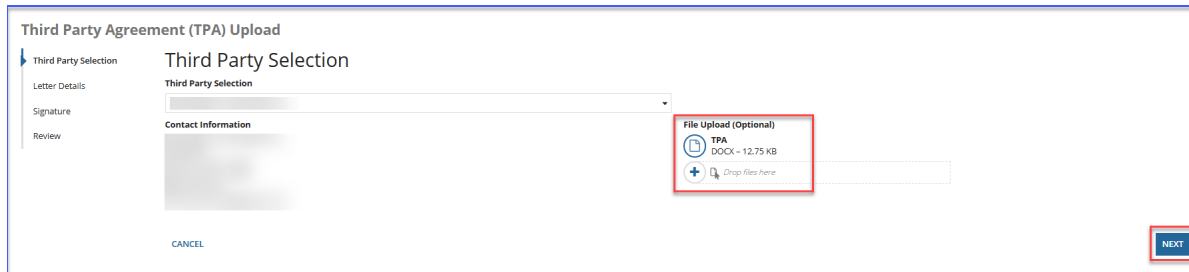
**Step 4:** Select the HCP(s) you want to add from the dropdown menu. All HCPs that you have access to as a primary or secondary account holder will be available to select. Select the **Consultant Group** from the dropdown menu. Information will be prepopulated with information in the system about that consultant group. Once added, all members of the consultant group will have authorization. To remove an HCP, click the hyperlink under the **Action(s)** column. Click **Remove All HCPs** to remove all HCPs. Click **Add TPA**.



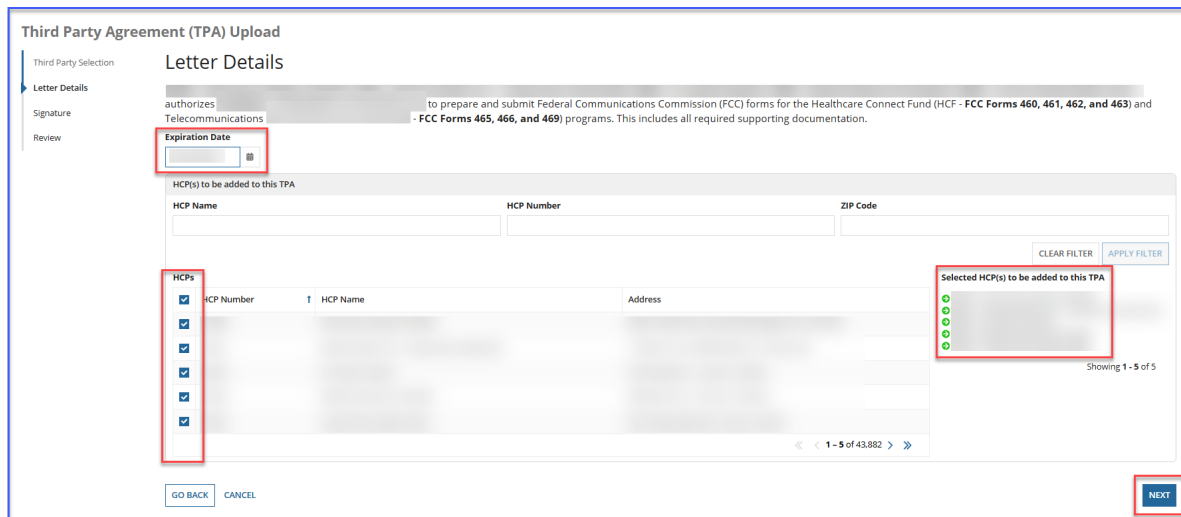
A message will appear to confirm that you want to remove the HCP(s).



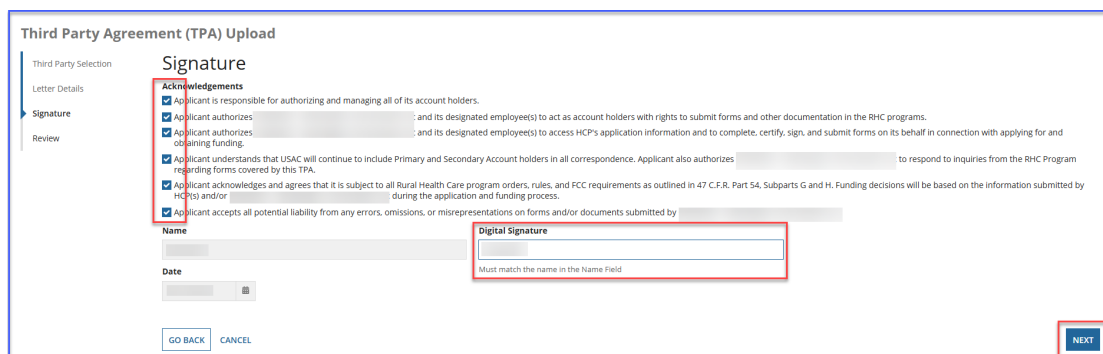
**Step 5:** Select the consultant group from the **Third-Party Selection** dropdown menu. Information about the consultant group will prepopulate. It's optional to upload the actual document for primary and secondary account holders **only**. Add the document, if desired, under **File Upload (Optional)**. Then click **Next**.



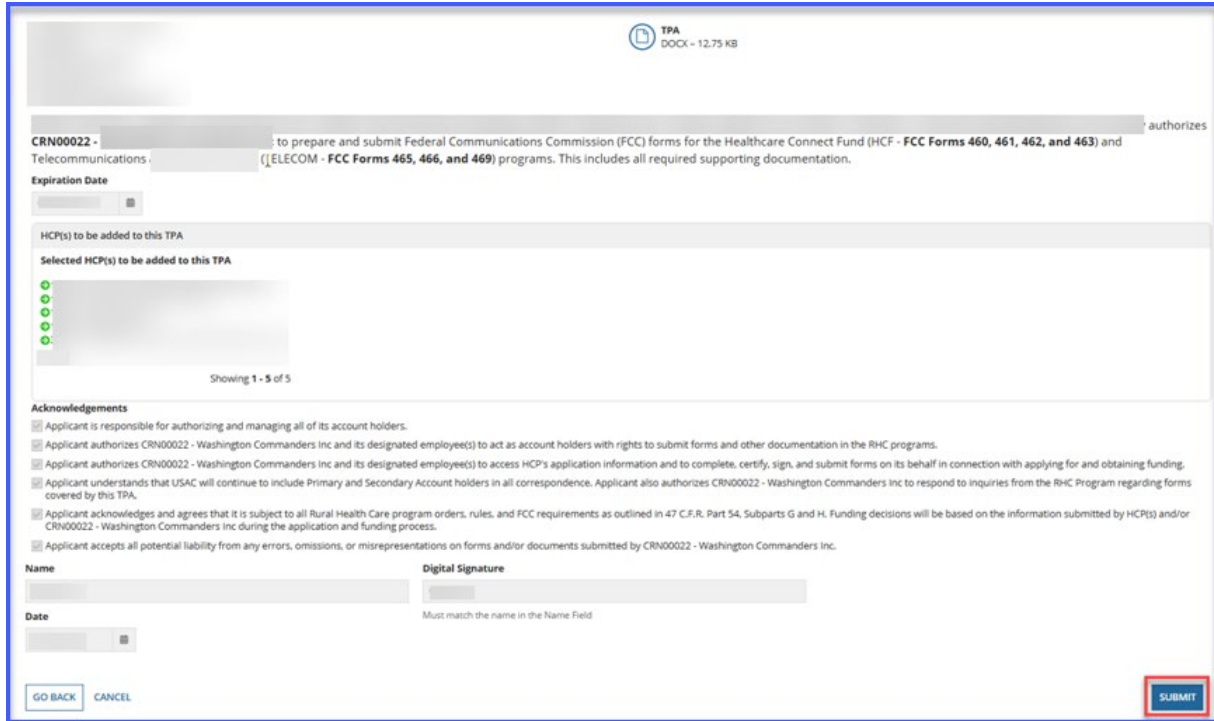
**Step 6:** Select the **Expiration Date** using the dropdown calendar. Click the box beside each HCP you want to add or click the box next to **HCP Number** to select all. The selected HCPs will appear under **Selected HCP(s) to be added to this TPA**. Then click **Next**.



**Step 7:** Click all of the **Acknowledgements** and type your full name as it appears in RHC Connect in the **Digital Signature** field. Then click **Next**.



**Step 8:** Review all of the information, if correct, click **Submit**.



TPA  
DOCX - 12.75 KB

CRN00022 - [redacted] authorizes  
Telecommunications - [redacted] (ELECTCOM - FCC Forms 465, 466, and 469) programs. This includes all required supporting documentation.

Expiration Date

HCP(s) to be added to this TPA

Selected HCP(s) to be added to this TPA

Showing 1 - 5 of 5

**Acknowledgements**

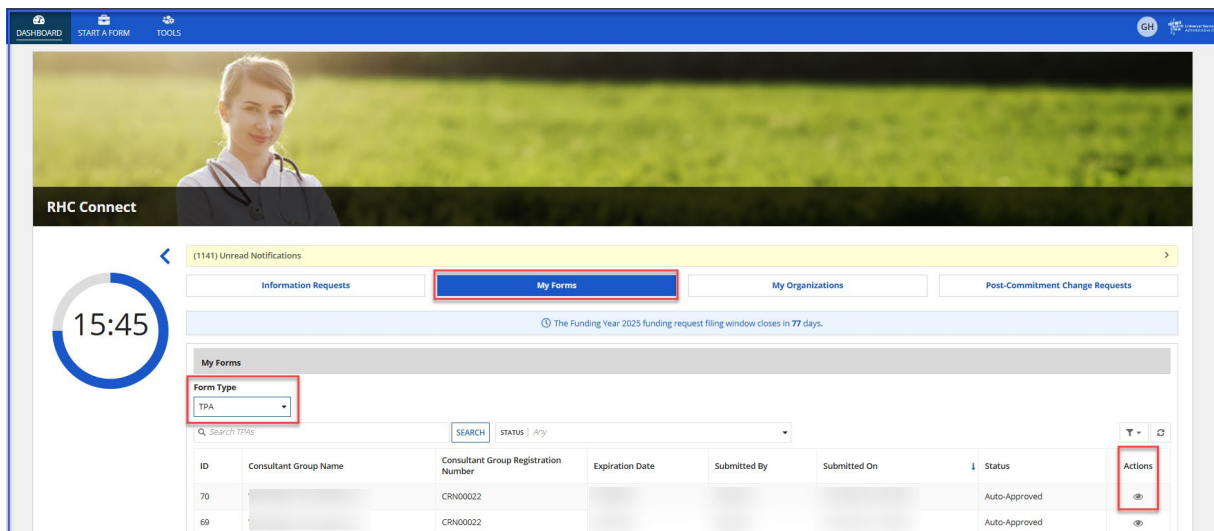
- Applicant is responsible for authorizing and managing all of its account holders.
- Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to access HCP's application information and to complete, certify, sign, and submit forms on its behalf in connection with applying for and obtaining funding.
- Applicant understands that USAC will continue to include Primary and Secondary Account holders in all correspondence. Applicant also authorizes CRN00022 - Washington Commanders Inc to respond to inquiries from the RHC Program regarding forms covered by this TPA.
- Applicant acknowledges and agrees that it is subject to all Rural Health Care program orders, rules, and FCC requirements as outlined in 47 C.F.R. Part 54, Subparts G and H. Funding decisions will be based on the information submitted by HCP(s) and/or CRN00022 - Washington Commanders Inc during the application and funding process.
- Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by CRN00022 - Washington Commanders Inc.

Name  Digital Signature

Date  Must match the name in the Name Field

GO BACK CANCEL **SUBMIT**

**Step 9:** To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from the **Form Type** dropdown menu. Click on the “eye” icon under the **Action(s)** column.



DASHBOARD START A FORM TOOLS

RHC Connect

(1141) Unread Notifications

Information Requests **My Forms** My Organizations Post-Commitment Change Requests

The Funding Year: 2025 funding request filing window closes in 77 days.

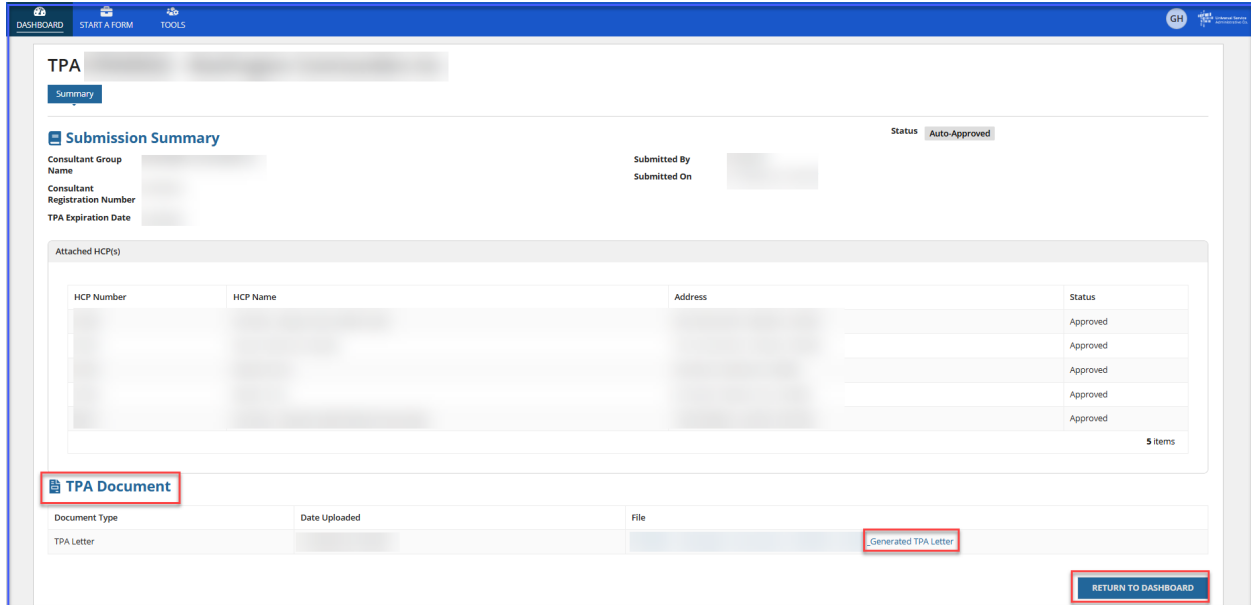
My Forms

Form Type  
TPA

SEARCH STATUS | Any

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
70	[redacted]	CRN00022	[redacted]	[redacted]	[redacted]	Auto-Approved	
69	[redacted]	CRN00022	[redacted]	[redacted]	[redacted]	Auto-Approved	

**Step 10:** To view the system generated TPA, click the hyperlink under the **TPA Document section**. If you uploaded a TPA, that document will also appear in the **TPA Document section**. To return to the **Dashboard**, click **Return to Dashboard**.



The screenshot displays a web interface for TPA management. At the top, there are navigation tabs: DASHBOARD, START A FORM, and TOOLS. The main content area is titled 'TPA' and includes a 'Summary' tab. Below this is a 'Submission Summary' section with fields for Consultant Group Name, Consultant Registration Number, TPA Expiration Date, Submitted By, and Submitted On. The status is shown as 'Auto-Approved'. A section titled 'Attached HCP(s)' contains a table with columns for HCP Number, HCP Name, Address, and Status. The table lists five entries, all with a status of 'Approved'. Below the table is a 'TPA Document' section with a table containing columns for Document Type, Date Uploaded, and File. A single entry is shown with the file name '.Generated TPA Letter', which is highlighted with a red box. A 'RETURN TO DASHBOARD' button is located at the bottom right of the page.

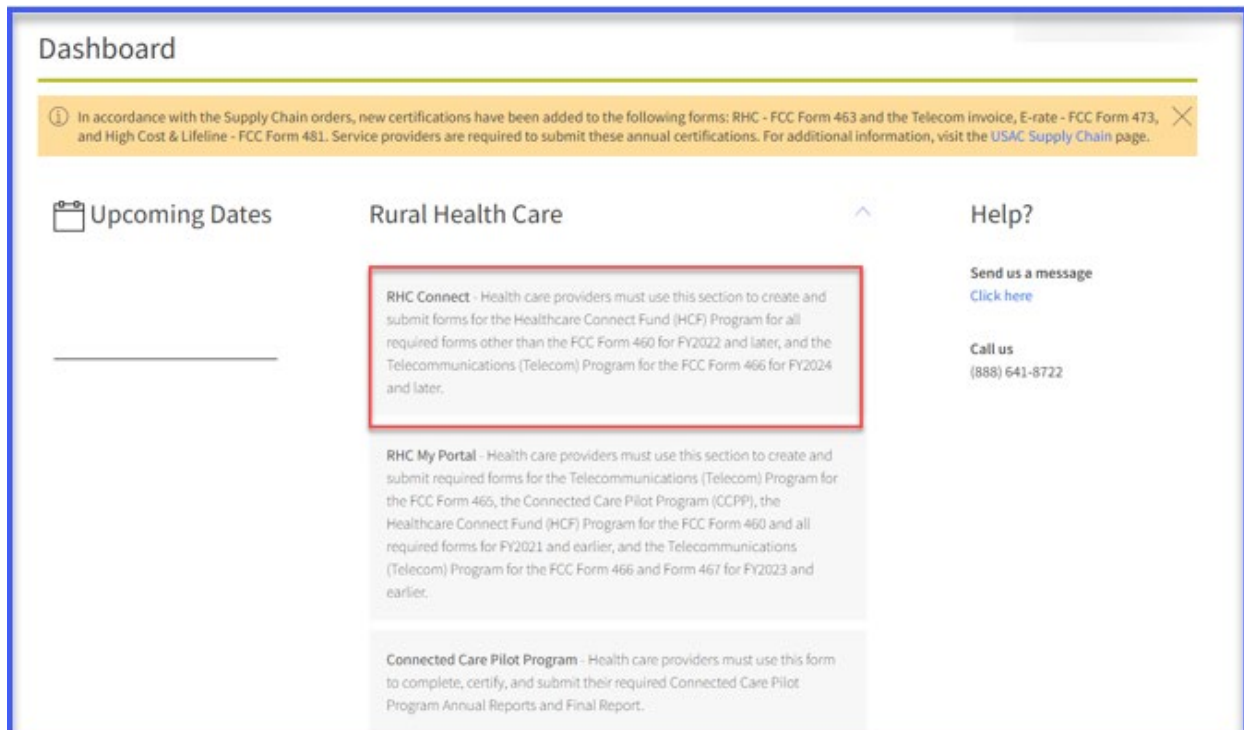
HCP Number	HCP Name	Address	Status
			Approved
			Approved
			Approved
			Approved
			Approved

Document Type	Date Uploaded	File
TPA Letter		<a href="#">.Generated TPA Letter</a>



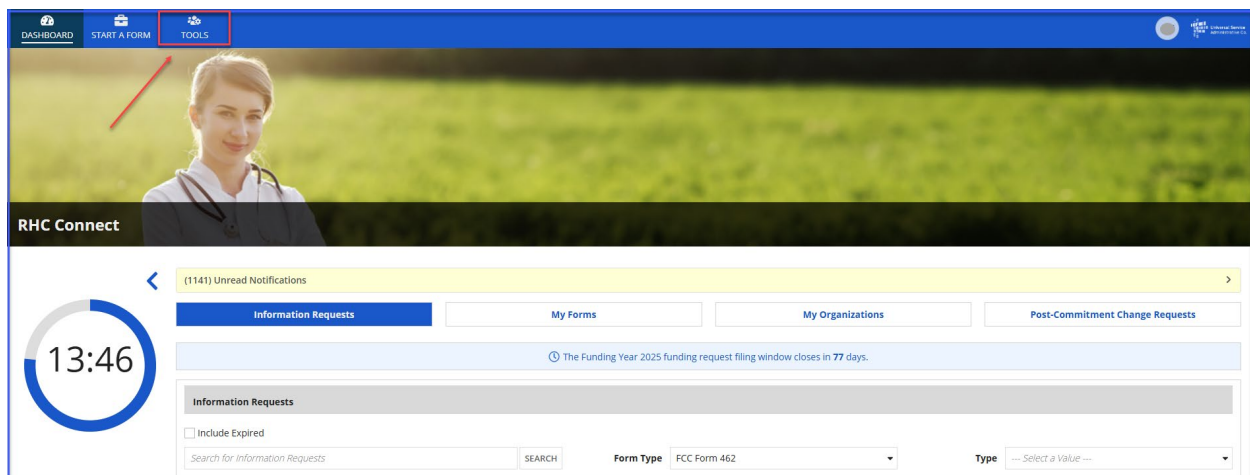
## Submitting a TPA – Consultant Group

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



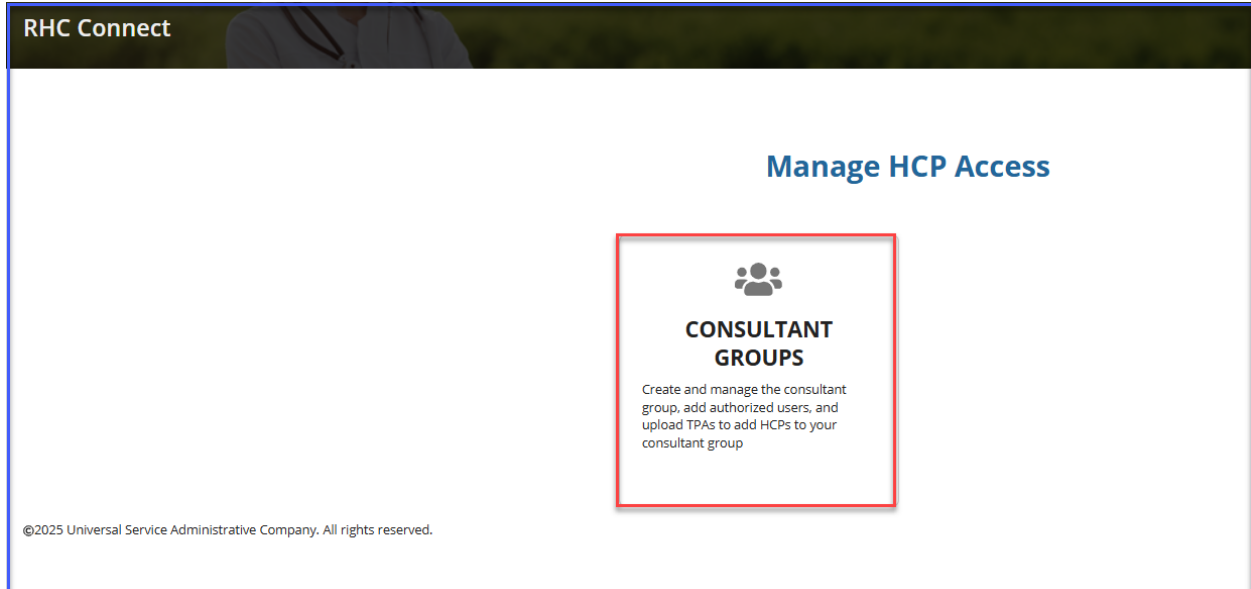
The screenshot shows the 'Dashboard' page. At the top, there is a notification banner: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the USAC Supply Chain page.' Below the banner, the dashboard is divided into three main sections: 'Upcoming Dates', 'Rural Health Care', and 'Help?'. The 'Rural Health Care' section is highlighted with a red box and contains three sub-sections: 'RHC Connect', 'RHC My Portal', and 'Connected Care Pilot Program'. The 'RHC Connect' section states: 'Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.' The 'RHC My Portal' section states: 'Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program for the FCC Form 465, the Connected Care Pilot Program (CCPP), the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier, and the Telecommunications (Telecom) Program for the FCC Form 466 and Form 467 for FY2023 and earlier.' The 'Connected Care Pilot Program' section states: 'Health care providers must use this form to complete, certify, and submit their required Connected Care Pilot Program Annual Reports and Final Report.'

**Step 2:** On the **Dashboard**, click **Tools**.

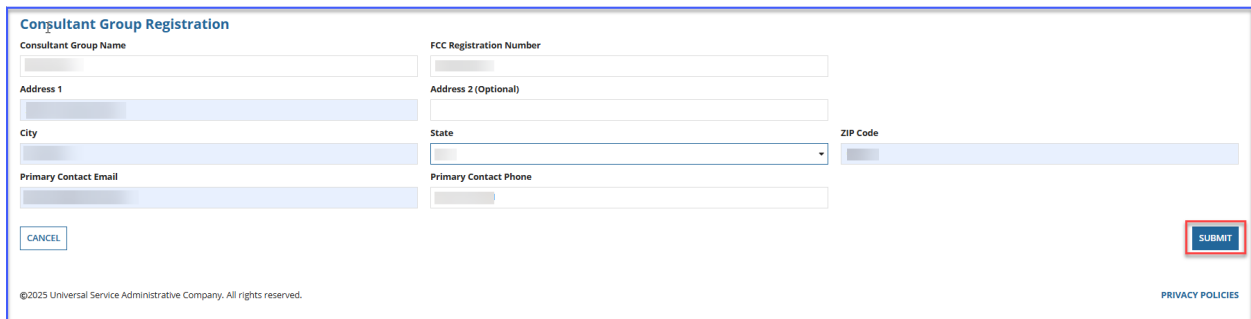


The screenshot shows the 'Tools' page in the RHC Connect portal. The top navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS' (which is highlighted with a red box). Below the navigation bar is a banner image of a female healthcare professional. The main content area features a navigation bar with 'Information Requests' (selected), 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. A notification bar indicates '(1141) Unread Notifications'. Below this, a message states: 'The Funding Year 2025 funding request filing window closes in 77 days.' The 'Information Requests' section includes a search bar with the text 'Search for Information Requests', a 'SEARCH' button, a 'Form Type' dropdown menu set to 'FCC Form 462', and a 'Type' dropdown menu set to '--- Select a Value ---'. A large circular clock icon on the left shows the time as 13:46.

**Step 3: Click Consultant Groups.**



**Step 4: When using this feature for the first time, you must register your consultant group. Enter information about the consultant group in the fields, then click **Submit**.**



**Consultant Group Registration**

Consultant Group Name

FCC Registration Number

Address 1

Address 2 (Optional)

City

State

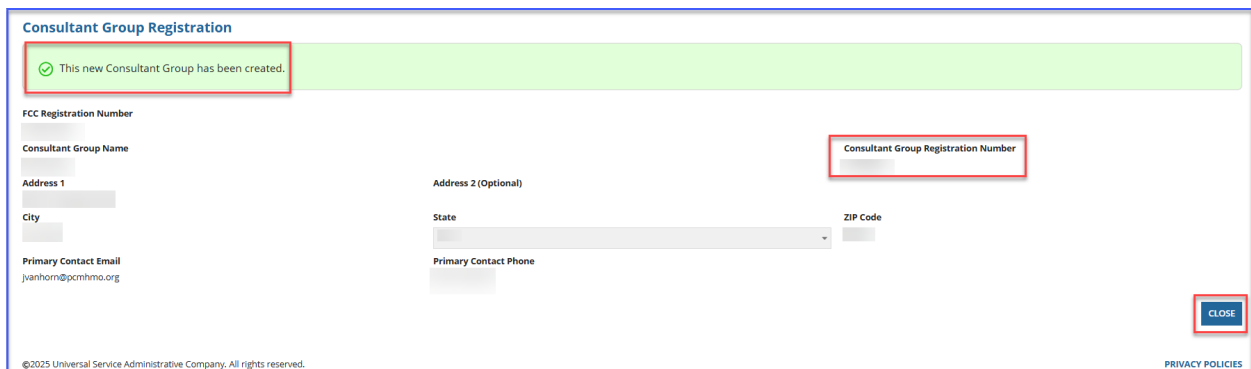
ZIP Code

Primary Contact Email

Primary Contact Phone

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**Step 5: Once you click **Submit**, this confirmation page will be displayed. Each consultant group is assigned a **Consultant Group Registration Number**. Click **Close** to continue.**



**Consultant Group Registration**

✔ This new Consultant Group has been created.

FCC Registration Number

Consultant Group Name

Address 1

Address 2 (Optional)

City

State

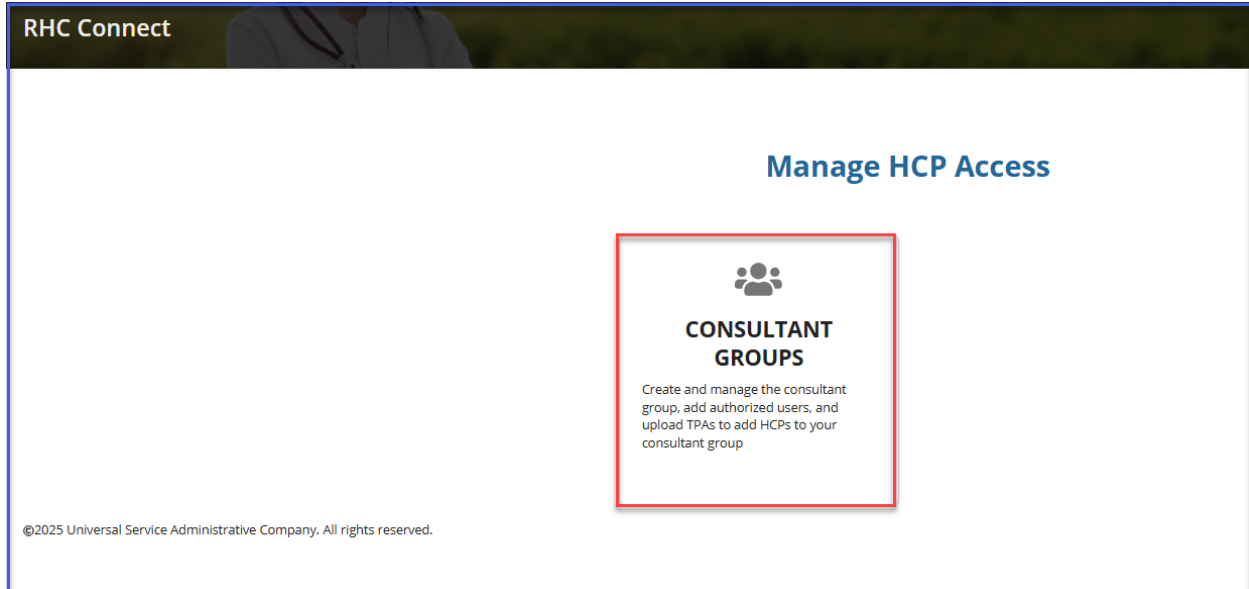
ZIP Code

Primary Contact Email

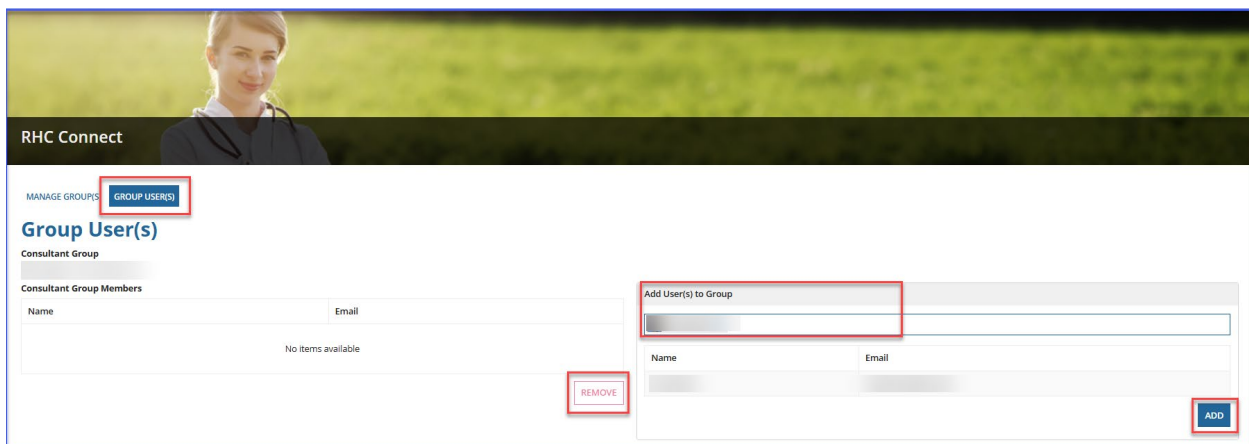
Primary Contact Phone

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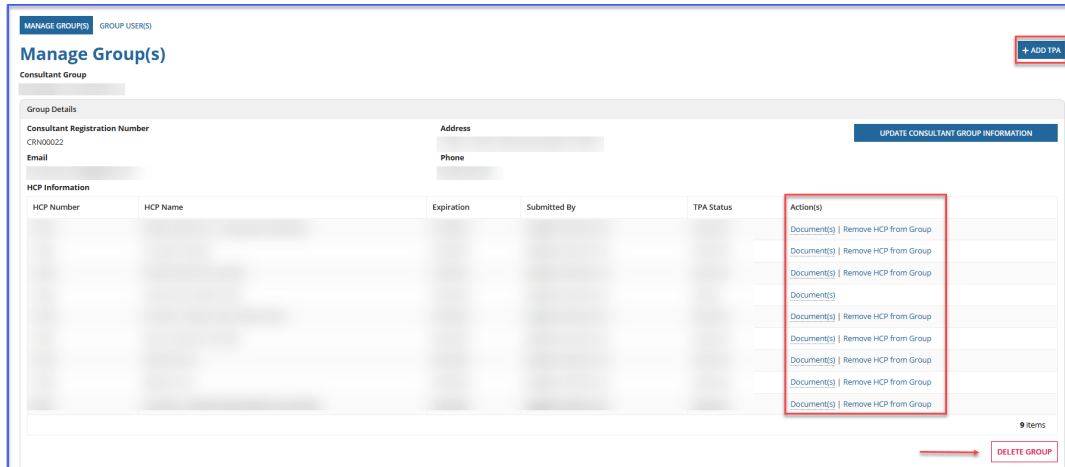
**Step 6: Click Consultant Groups.**



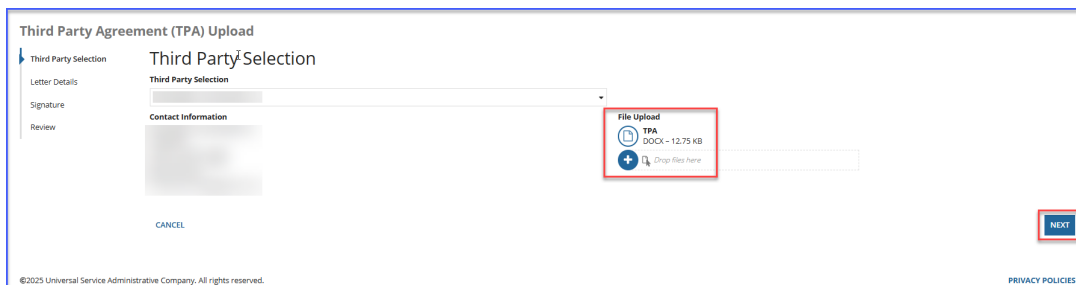
**Step 7:** To add users, click **Group Users**. Add user information in the **Add User(s) to the Group** field. Please keep in mind that the added user must have created their user profile using [Multi-Factor Authentication](#) to be available to select. To remove users, select the user and click **Remove**.



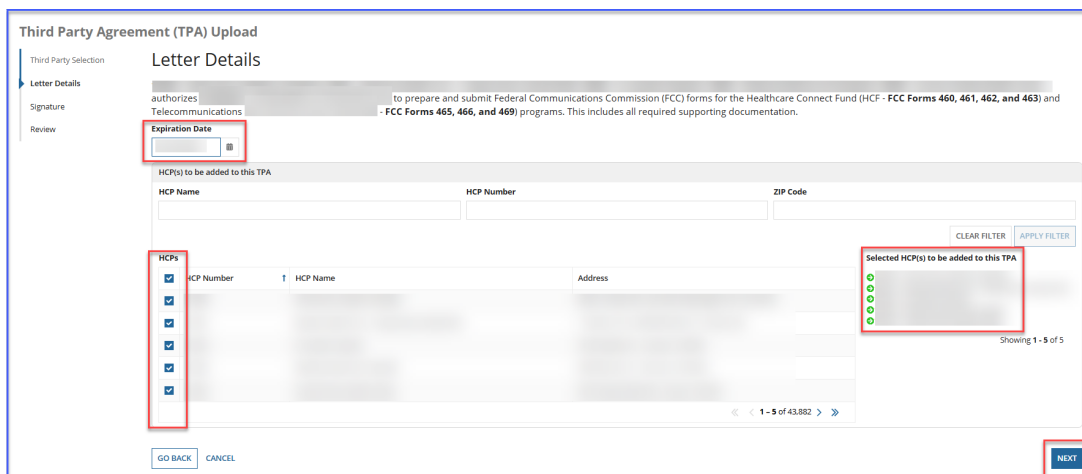
**Step 8:** Once you have access, all HCPs will be displayed. To view a document or remove an HCP from the group, click the hyperlinks under the **Action(s)** column. To select the consultant group, click **Delete Group**. To add a TPA, click **+Add TPA**.



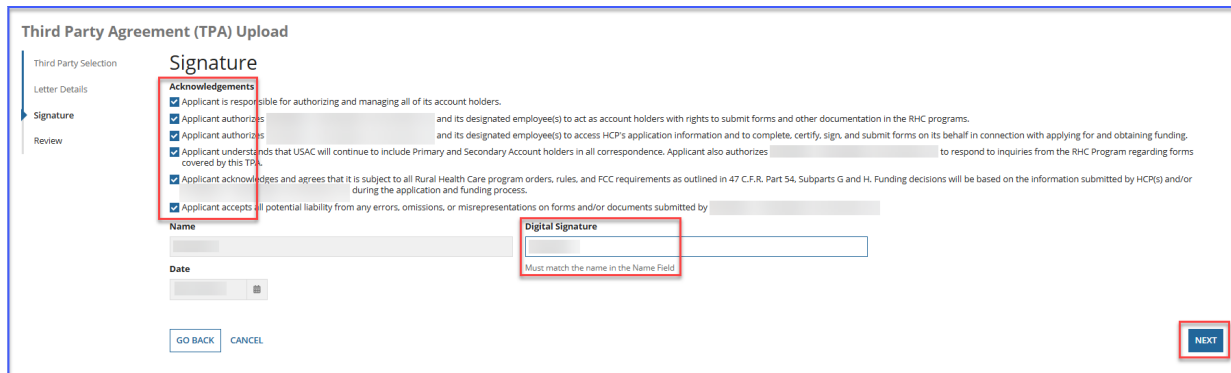
**Step 9:** Information is prepopulated based on information about the consultant group in the system. Third-parties are required to upload the TPA document. Click upload under **File Upload**. Then click **Next**.



**Step 10:** Enter the **Expiration Date** using the dropdown calendar, then select HCPs using the filters. Selected HCPs will appear on the right under **Selected HCP(s) to be added to this TPA**. Click **Next**.



**Step 11:** Check the box beside all of the **Acknowledgements**, then type your full name as it appears in RHC Connect in the **Digital Signature** field. Click **Next**.



**Third Party Agreement (TPA) Upload**

Third Party Selection

Letter Details

**Signature**

Review

**Signature**

**Acknowledgements**

- Applicant is responsible for authorizing and managing all of its account holders.
- Applicant authorizes [redacted] and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- Applicant authorizes [redacted] and its designated employee(s) to access HCP's application information and to complete, certify, sign, and submit forms on its behalf in connection with applying for and obtaining funding.
- Applicant understands that USAC will continue to include Primary and Secondary Account holders in all correspondence. Applicant also authorizes [redacted] to respond to inquiries from the RHC Program regarding forms covered by this TPA.
- Applicant acknowledges and agrees that it is subject to all Rural Health Care program orders, rules, and FCC requirements as outlined in 47 C.F.R. Part 54, Subparts G and H. Funding decisions will be based on the information submitted by HCP(s) and/or during the application and funding process.
- Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by [redacted].

Name

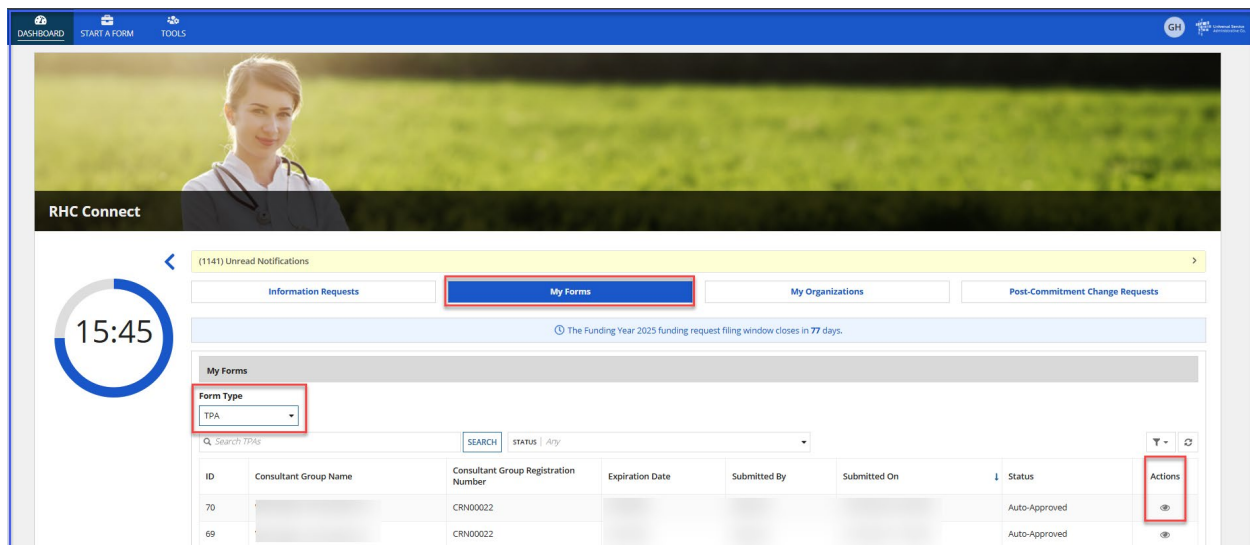
Date

**Digital Signature**

Must match the name in the Name Field

GO BACK CANCEL **NEXT**

**Step 12:** To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from the **Form Type** dropdown menu. All TPAs are displayed. Click on the “eye” icon under the **Action(s)** column.



DASHBOARD START A FORM TOOLS

RHC Connect

(1141) Unread Notifications

Information Requests **My Forms** My Organizations Post-Commitment Change Requests

The Funding Year 2025 funding request filing window closes in 77 days.

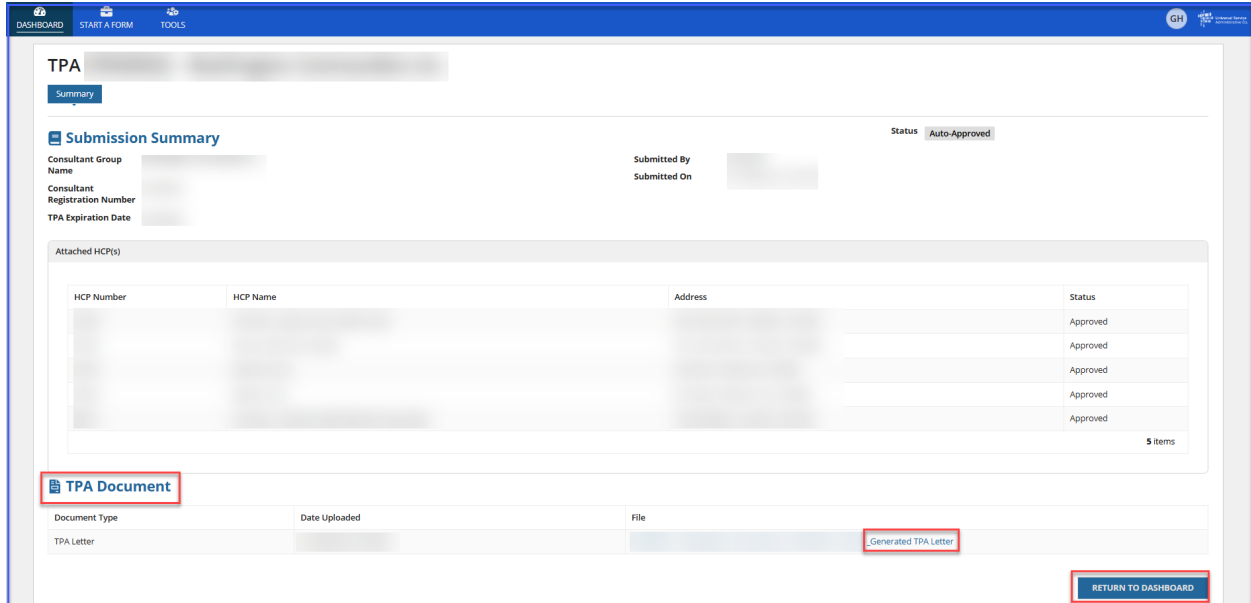
My Forms

Form Type TPA

SEARCH status Any

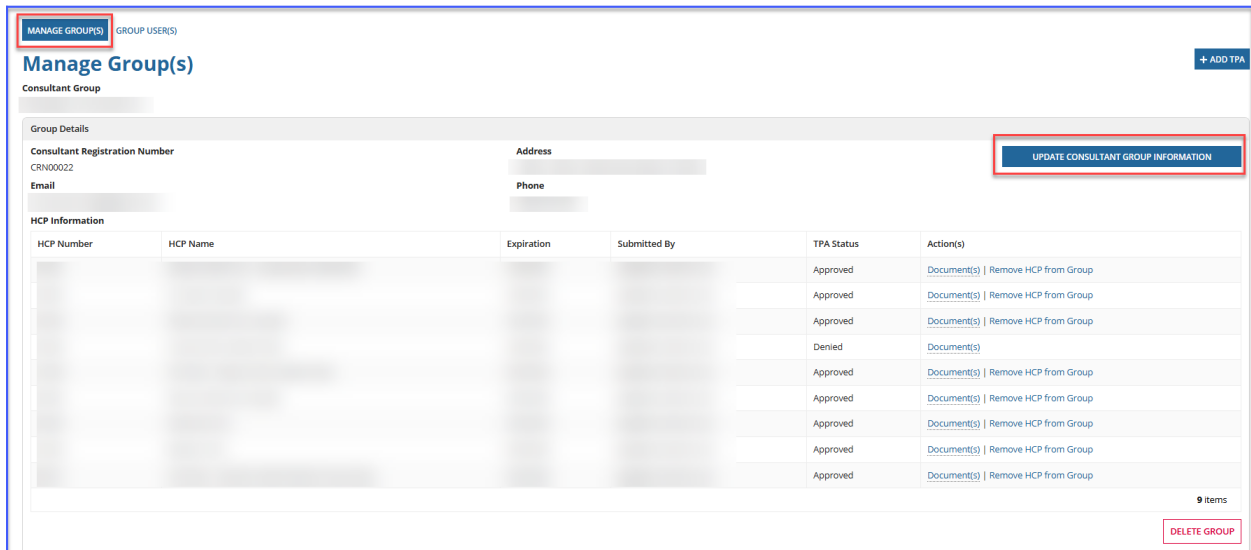
ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
70	[redacted]	CRN00022	[redacted]	[redacted]	[redacted]	Auto-Approved	👁️
69	[redacted]	CRN00022	[redacted]	[redacted]	[redacted]	Auto-Approved	👁️

**Step 13:** To view the system generated TPA, click the hyperlink under the **TPA Document** section. If you uploaded a TPA, that document will also appear in the **TPA Document** section. To return to the **Dashboard**, click **Return to Dashboard**.



The screenshot shows the 'TPA Summary' page. At the top, there are navigation tabs: 'DASHBOARD', 'START A FORM', and 'TOOLS'. The page title is 'TPA' with a 'Summary' sub-tab. Below this is a 'Submission Summary' section with a 'Status' of 'Auto-Approved'. It lists fields for 'Consultant Group Name', 'Submitted By', 'Registration Number', and 'TPA Expiration Date'. A table titled 'Attached HCP(s)' shows five rows, all with a status of 'Approved'. Below this is a 'TPA Document' section with a table containing one row: 'TPA Letter', 'Date Uploaded', and 'File'. The file name is '.Generated TPA Letter'. A 'RETURN TO DASHBOARD' button is located at the bottom right.

**Step 14:** To update information about the consultant group, navigate to the **Manage Group(s)** section and click **Update Consultant Group Information**.



The screenshot shows the 'Manage Group(s)' page. At the top, there are navigation tabs: 'MANAGE GROUP(S)' and 'GROUP USER(S)'. The page title is 'Manage Group(s)' with an '+ ADD TPA' button on the right. Below this is a 'Consultant Group' section with 'Group Details' including 'Consultant Registration Number' (CRN00022), 'Address', 'Email', and 'Phone'. A blue button labeled 'UPDATE CONSULTANT GROUP INFORMATION' is highlighted with a red box. Below this is an 'HCP Information' table with columns: 'HCP Number', 'HCP Name', 'Expiration', 'Submitted By', 'TPA Status', and 'Action(s)'. The table contains nine rows, each with a status (Approved or Denied) and an action link. A 'DELETE GROUP' button is located at the bottom right.

**Step 15:** Edit the information, then click **Update**.

**Update Consultant Group Information**

Consultant Group Name	FCC Registration Number	
<input type="text"/>	<input type="text"/>	
Address 1	Address 2 (Optional)	
<input type="text"/>	<input type="text"/>	
City	State	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Primary Contact Email	Primary Contact Phone	
<input type="text"/>	<input type="text"/>	

**Step 13:** To delete a consultant group, click **Delete Group**.

MANAGE GROUP(S) GROUP USER(S)

**Manage Group(s)** + ADD TPA

Consultant Group

---

**Group Details**

<p><b>Consultant Registration Number</b> CRN00022</p> <p><b>Email</b> <input type="text"/></p>	<p><b>Address</b> <input type="text"/></p> <p><b>Phone</b> <input type="text"/></p>	<p><input type="button" value="UPDATE CONSULTANT GROUP INFORMATION"/></p>
--	---	---

**HCP Information**

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group

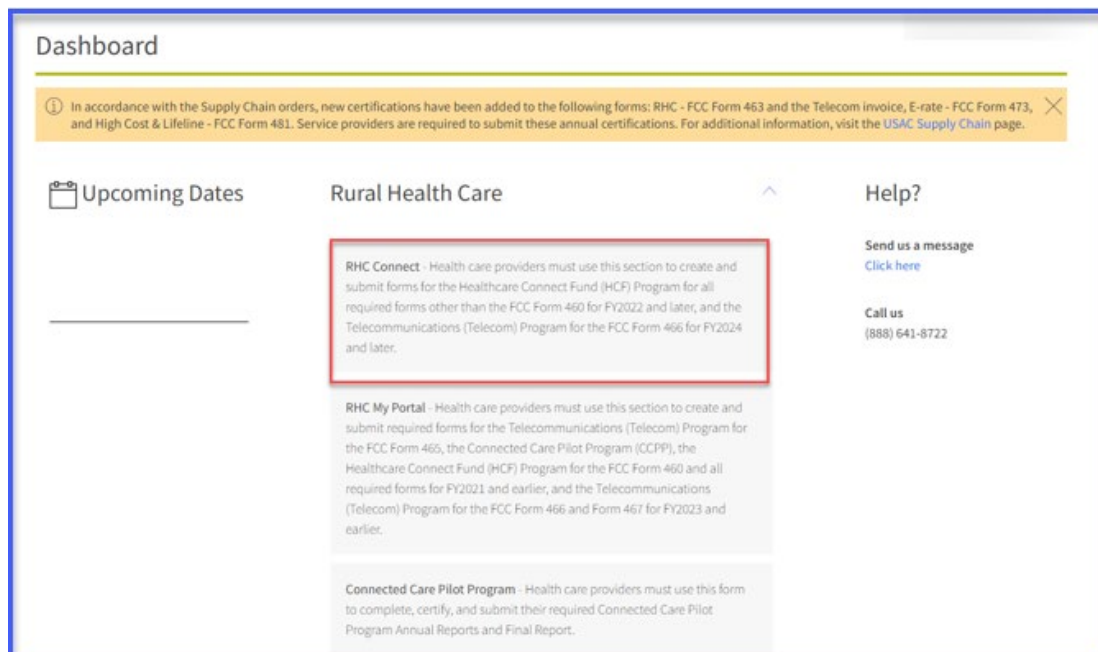
9 Items

→ DELETE GROUP

## Submitting a TPA Through an FCC Form 460/460 Revision

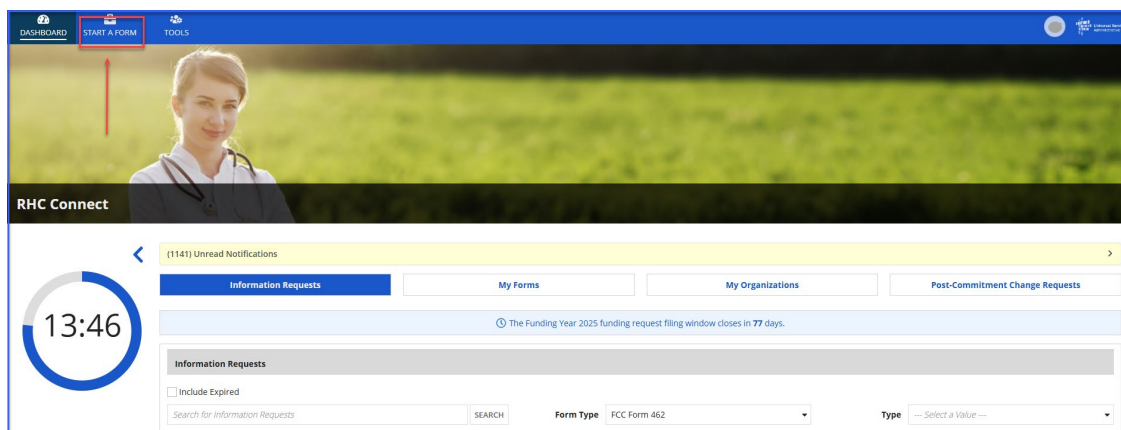
**Please note:** If this is the first TPA you're submitting, submit it with the instructions in the section above. Once you are a member of a registered consultant group, you may submit the TPA directly in the FCC Form 460.

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



The screenshot shows the 'Dashboard' page. At the top, there is a yellow notification banner with an information icon and a close button. Below the banner, the page is divided into three main sections: 'Upcoming Dates', 'Rural Health Care', and 'Help?'. The 'Rural Health Care' section is highlighted with a red box and contains the following text: 'RHC Connect - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.' Below this, there is a section for 'RHC My Portal' and a section for 'Connected Care Pilot Program'.

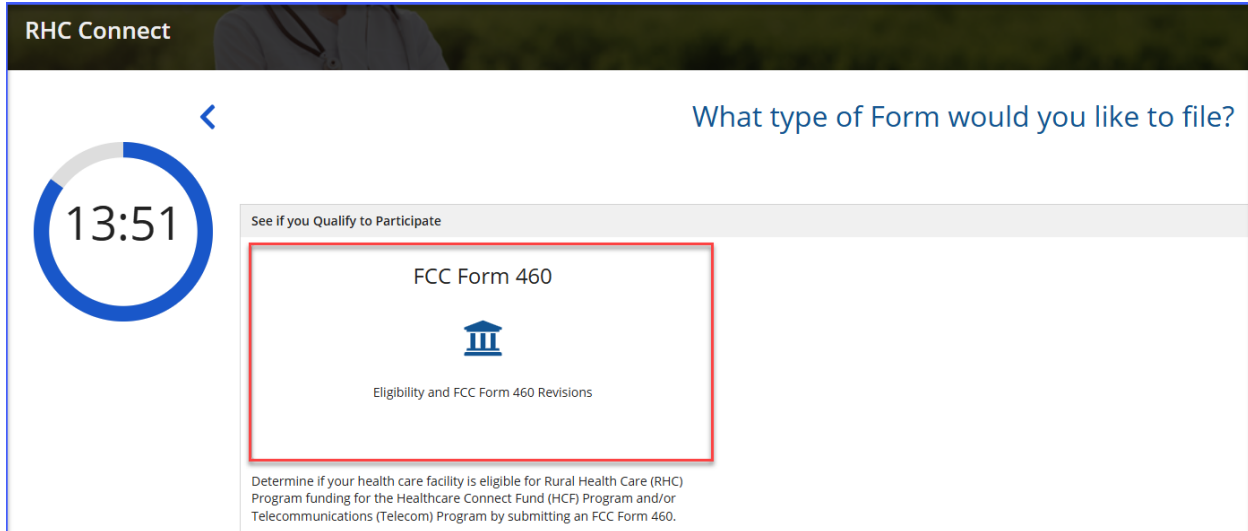
**Step 2:** On the **Dashboard**, click **Start a Form**.



The screenshot shows the 'RHC Connect' page. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' buttons. Below the navigation bar, there is a large banner image of a woman in a white lab coat. The main content area features a circular clock showing '13:46' and a notification bar with '(1141) Unread Notifications'. Below the notification bar, there are four tabs: 'Information Requests', 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. The 'Information Requests' tab is active. Below the tabs, there is a search bar with the text 'Search for Information Requests' and a 'SEARCH' button. To the right of the search bar, there are two dropdown menus: 'Form Type' (set to 'FCC Form 462') and 'Type' (set to '--- Select a Value ---').



**Step 3:** Click **FCC Form 460** then click **Next** (bottom right on the screen).




RHC Connect

13:51

What type of Form would you like to file?

See if you Qualify to Participate

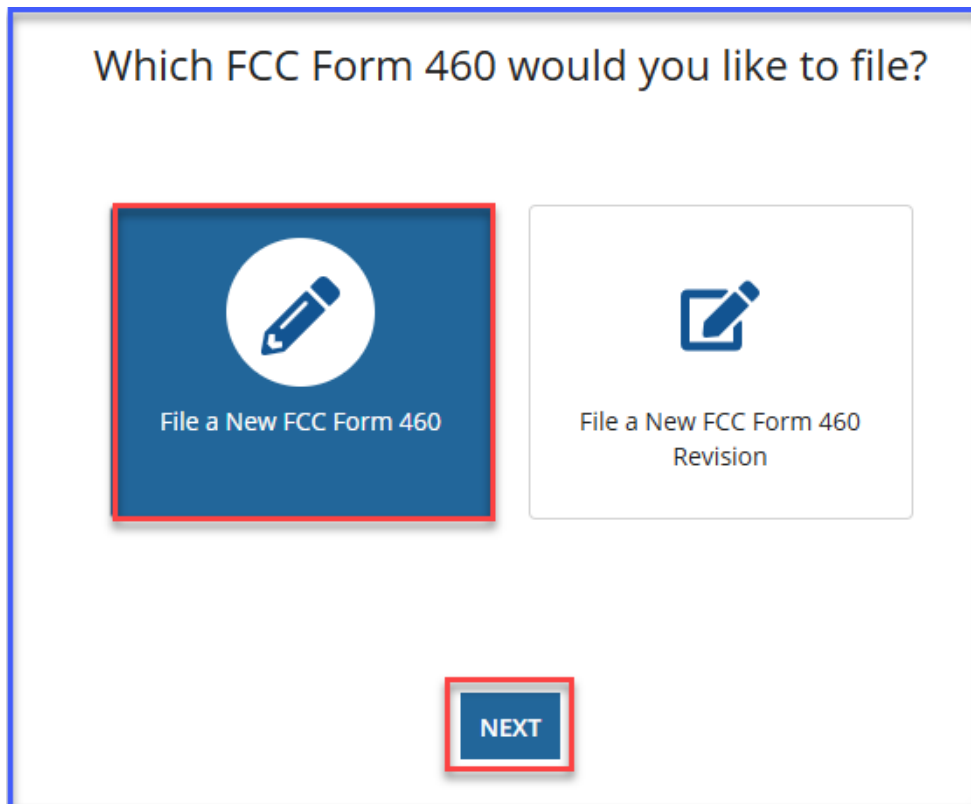
FCC Form 460




Eligibility and FCC Form 460 Revisions

Determine if your health care facility is eligible for Rural Health Care (RHC) Program funding for the Healthcare Connect Fund (HCF) Program and/or Telecommunications (Telecom) Program by submitting an FCC Form 460.


**Step 4:** Click **File a New FCC Form 460**. Then click **Next**.



Which FCC Form 460 would you like to file?



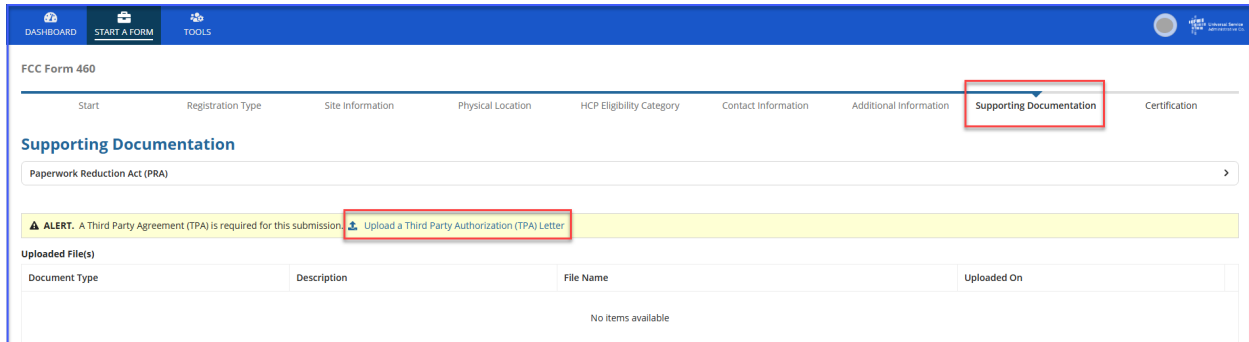
File a New FCC Form 460



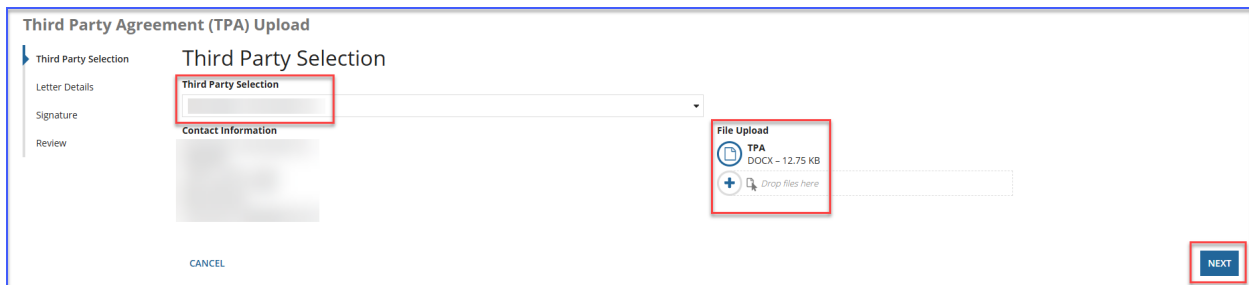
File a New FCC Form 460  
Revision

**NEXT**

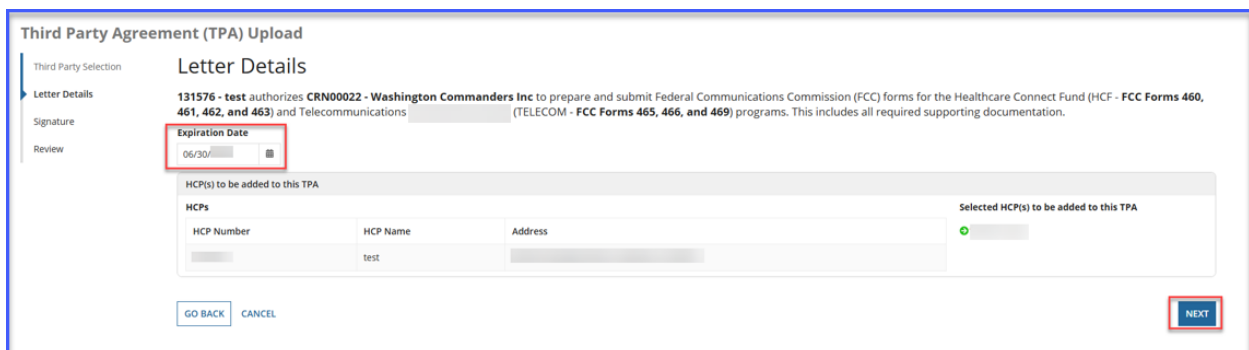
**Step 5:** Follow all steps for submitting an FCC Form 460 (see [Welcome to RHC Connect - FCC Form 460 User Guides](#)). On the **Supporting Documentation** tab, click the hyperlink in the yellow **Alert** banner and upload the TPA.



**Step 6:** Select the **Third Party Selection** from the dropdown menu. Information for the consultant group will be prepopulated. Upload the TPA. Then click **Next**.



**Step 7:** Enter the **Expiration Date** using the dropdown calendar. Information for the HCP will be prepopulated. Click **Next**.



**Step 8:** Click all of the **Acknowledgements** and type your full name as it appears in RHC Connect in the **Digital Signature** field. Then click **Next**.

### Third Party Agreement (TPA) Upload

Third Party Selection

Letter Details

**Signature**

Review

#### Signature

**Acknowledgements**

- Applicant is responsible for authorizing and managing all of its account holders.
- Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to access HCP's application information and to complete, certify, sign, and submit forms on its behalf in connection with applying for and obtaining funding.
- Applicant understands that USAC will continue to include Primary and Secondary Account holders in all correspondence. Applicant also authorizes CRN00022 - Washington Commanders Inc to respond to inquiries from the RHC Program regarding forms covered by this TPA.
- Applicant acknowledges and agrees that it is subject to all Rural Health Care program orders, rules, and FCC requirements as outlined in 47 C.F.R. Part 54, Subparts G and H. Funding decisions will be based on the information submitted by HCP(s) and/or CRN00022 - Washington Commanders Inc during the application and funding process.
- Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by CRN00022 - Washington Commanders Inc.

**Name**

**Date**

**Digital Signature**

  
Must match the name in the Name Field

GO BACK
CANCEL
NEXT

**Step 9:** Review the information, then click **Submit**.

**Third Party Selection**

Third Party Selection

---

**Contact Information**

Contact Information

**File Upload**

TPA  
DOCX - 12.75 KB

\_\_\_\_\_ authorizes \_\_\_\_\_ to prepare and submit Federal Communications Commission (FCC) forms for the Healthcare Connect Fund (HCF - **FCC Forms 460, 461, 462, and 463**) and Telecommunications \_\_\_\_\_ **FCC Forms 465, 466, and 469**) programs. This includes all required supporting documentation.

**Expiration Date**

HCP(s) to be added to this TPA

**Selected HCP(s) to be added to this TPA**

\_\_\_\_\_

**Acknowledgements**

- Applicant is responsible for authorizing and managing all of its account holders.
- Applicant authorizes \_\_\_\_\_ and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- Applicant authorizes \_\_\_\_\_ and its designated employee(s) to access HCP's application information and to complete, certify, sign, and submit forms on its behalf in connection with applying for and obtaining funding.
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- Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by \_\_\_\_\_ Inc.

**Name**

**Date**

**Digital Signature**

  
Must match the name in the Name Field

**Step 10:** Continue with steps to submit the FCC Form 460.

FCC Form 460 |

Start
Registration Type
Site Information
Physical Location
HCP Eligibility Category
Contact Information
Additional Information
**Supporting Documentation**
Certification

### Supporting Documentation

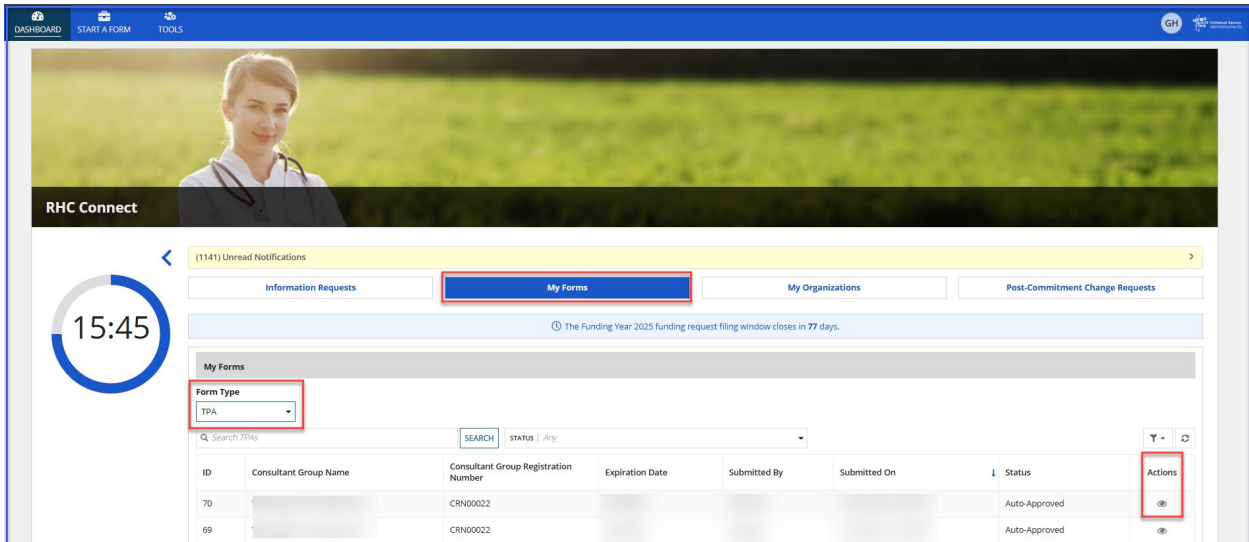
Paperwork Reduction Act (PRA) >

Document Type	Description	File Name	Uploaded On
TPA	Third Party Authorization	CRN00022 - _____	_____

[Add Document](#)

BACK
EXIT
SAVE & CONTINUE

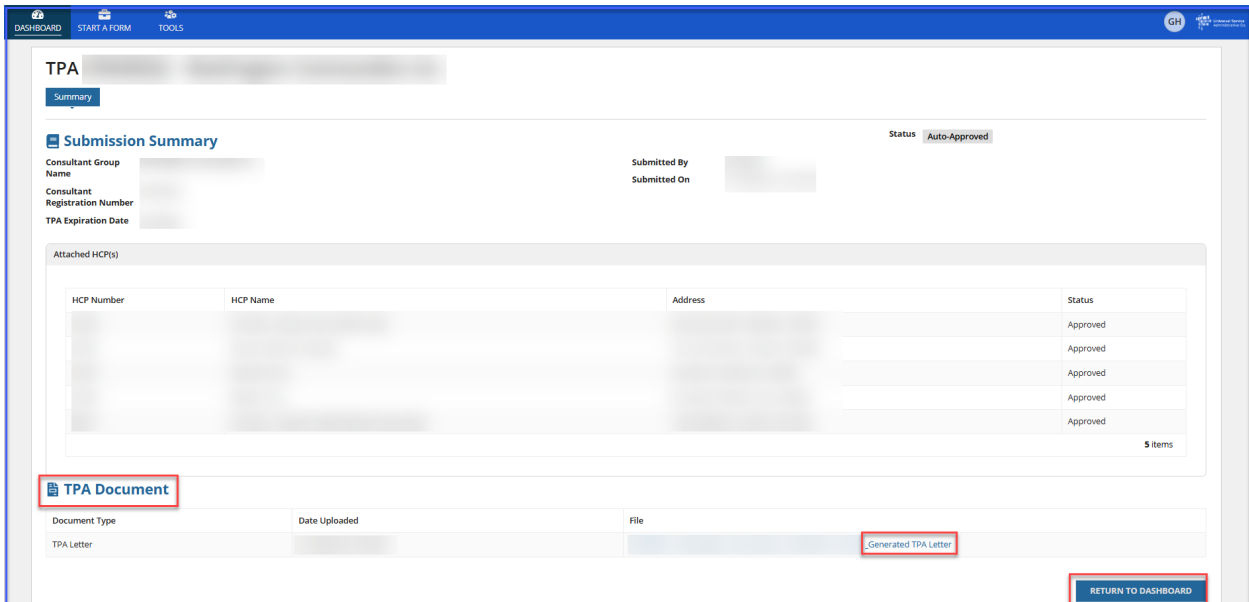
**Step 10:** To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from **Form Type** dropdown menu. All TPAs are displayed.



The screenshot shows the RHC Connect dashboard. The 'My Forms' tab is selected and highlighted. The 'Form Type' dropdown menu is set to 'TPA'. Below the dropdown is a search bar and a table of TPA records. The table has the following columns: ID, Consultant Group Name, Consultant Group Registration Number, Expiration Date, Submitted By, Submitted On, Status, and Actions. Two records are visible, both with a status of 'Auto-Approved'.

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
70	[Redacted]	CRN00022	[Redacted]	[Redacted]	[Redacted]	Auto-Approved	[Action Icon]
69	[Redacted]	CRN00022	[Redacted]	[Redacted]	[Redacted]	Auto-Approved	[Action Icon]

**Step 11:** To view the system generated TPA, click the hyperlink under the **TPA Document** section. If you uploaded a TPA, that document will also appear in the **TPA Document** section. To return to the **Dashboard**, click **Return to Dashboard**.



The screenshot shows the TPA document view page. The 'Submission Summary' section includes fields for Consultant Group Name, Consultant Registration Number, TPA Expiration Date, Submitted By, Submitted On, and Status (Auto-Approved). Below this is a table of 'Attached HCP(s)' with columns for HCP Number, HCP Name, Address, and Status. The 'TPA Document' section at the bottom shows a 'Generated TPA Letter' document type and a 'RETURN TO DASHBOARD' button.

HCP Number	HCP Name	Address	Status
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved

## Frequently Asked Questions

### **What changes were made from My Portal 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 requirements for Third-Party Authorizations (TPA) change?**

No, the requirements for Third-Party Authorizations (TPA) did not change – only the platform changed.

### **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.

## Resources

For more information, visit the following webpages on the USAC website:

- [Authorizations](#) webpage
- [Consultants and Third Parties](#) webpage
- [Third-Party Authorization](#) webpage

For questions about the Rural Health Care program, contact [RHC-Assist@usac.org](mailto: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.