RHC Connect User Guide

Updated as of March 2022

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About RHC Connect

USAC is excited to share that the platform used to submit your FCC Form 462 (Funding Request Form) is updated for Funding Year 2022 to improve user experience. The new platform, previously referred to as ‘My Portal Platform Update,’ is now called RHC Connect, and is the web-based system used to host the form. RHC Connect is easier to navigate and allows RHC program reviewers to approve funding requests faster, so that you can benefit from the Healthcare Connect Fund (HCF) Program sooner.

Although the platform changed, the FCC Form 462 itself did not. To submit your funding request, you are asked the same questions and need to provide the same information as in years past. No preparation for the platform change is required by you.

NOTE: If you have already created or submitted a draft of your FCC Form 462 in My Portal, we strongly encourage you to save and download a copy so you do not lose your work, as any drafts in the system will not be migrated to the new platform. View the Step-by-Step Guide to learn how to save your draft.

The FY2022 filing window opened on December 1, 2021. The new platform used to submit the FCC Form 462 (Funding Request Form) is now available for you to begin your FY2022 forms. RHC Connect impacts only HCF participants, and applies only to the FY2022 funding requests. Participants in the Telecom Program or the Connected Care Pilot Program are not affected, unless those applicants also participate in the HCF Program. Only HCF applications are impacted, all other applications continue to utilize My Portal. HCF Program applicants submitting FCC Forms 460, 461, and 463 will continue to do so in My Portal.
RHC Connect Walkthrough

**Step 1:**
Log into My Portal and click on **FCC Form 462**. For all other forms you will use **RHC My Portal**.

**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:**
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 4:**
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 5:
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 6:
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 7:
Once the contract is selected, click **Save and Continue**.

Step 8:
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 9:
Select your service provider’s 498 ID/SPIN. You can search by service provider name or the 498 ID/SPIN.
Step 10:
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 11:
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 12:
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 13:
Enter the contract start date, initial contract end date, contract sign date, and installation date for the requested expense.

Step 14:
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 15:
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 16:
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 17:
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 18:
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 19:
**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 20:
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 21:
Answer the question about now the HCP will cover their costs not covered by HCF support. Click all that apply.
Step 22:
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 23:
Upload all supporting documentation. For consortia applicants, a copy of the viable source letter is required.

Step 24:
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 25:
Each certification must be checked to continue.

Step 26:
Sign the form using your first and last name as it appears in My Portal.
Frequently Asked Questions

What changes were made to 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 is changed. The questions on the form and the information required of applicants remain the same.

Who is impacted by this change?
Only participants of the HCF Program are impacted by this change. RHC Connect is used for FY2022 and future funding years. Applicants who participate in the Telecom Program or CCPP are not impacted, unless they also participate in the HCF Program. Only HCF applications are impacted, all other applications continue to utilize My Portal.

Can I still make updates or changes to my FCC Forms 460 and 461 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.
Can I create drafts of my FY2022 FCC Form 462 in My Portal?
FY2022 FCC Forms 462 that have been drafted in My Portal cannot be submitted as a funding request in RHC Connect. RHC Connect precludes the submission of FCC Forms 462 in this portal. **NOTE:** If you have already created or submitted a draft of your FCC Form 462 in My Portal, we strongly encourage you to save and download a copy so you do not lose your work, as any drafts in the system will not be migrated to RHC Connect. View the [Step-by-Step Guide](#) to learn how to save your draft.

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 beginning November 23, 2021 however you will be unable to submit it until the filing window opens on December 1, 2021.

Resources

For more information, visit the [RHC Connect](#) 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.