

February 2024 RHC Monthly Newsletter

February 1, 2024

Latest News

Don't Miss Your RHC Program Invoicing Deadline!

Per [FCC Order 19-78](#), applicants and service providers may request and receive a one-time 120-day extension to the invoicing filing deadline. If your original invoice filing deadline was October 28, 2023, and you received an invoice filing deadline extension, the new deadline is February 25, 2024.

For the Healthcare Connect Fund (HCF) Program:

Please note that the FCC Form 463 (Invoice Form for HCF) must be submitted by the health care provider (HCP) and approved by the service provider before this deadline. The invoicing process can take several days of collaboration between the HCP and the service provider, so we recommend that you initiate invoicing as soon as possible!

For the Telecommunications (Telecom) Program:

[FCC Order 19-78](#) aligned the invoice filing deadline for the HCF and Telecom Programs. Applicants must submit the FCC Form 467 (Connection Certification Form) before the service provider can submit the Telecom Invoice to USAC.

Unsure of Your Invoice Filing Deadline?

The invoice filing deadline is included in your funding commitment letter (FCL), which USAC sends via email after processing the [FCC Form 462](#) (Funding Request Form for HCF) or [FCC Form 466](#) (Funding Request Form for Telecom). You can look up your invoice filing deadline using the [RHC Invoicing Deadline Tool](#) on the [Open Data](#) platform.

For more information, please use the following online resources:

- For the HCF Program: [Invoice USAC](#) and [Welcome to RHC Connect – FCC Form 463](#) webpages
- For the Telecom Program: [Invoice USAC](#) webpage.

Invoicing Best Practices

Please keep in mind that once you receive an approved funding commitment, you should follow the necessary steps to invoice prior to your invoice filing deadline(s). Please be sure to respond to any invoicing Information Requests by the 14-calendar day deadline listed in the email. For more information, please see the [HCF invoice](#) or [Telecom invoice webpages](#).

As a reminder: When a service provider does not certify an invoice, USAC sends an Information Request to remind them to do so. USAC has no role or involvement in disputes between HCPs and service providers. HCPs should work with their service providers to resolve any issues.

FY2024 Filing Window Opened December 1, 2023

The Funding Year (FY) 2024 filing window is open from December 1, 2023, to April 1, 2024. You must submit your funding requests (FCC Forms 462 or 466) no later than 11:59 p.m. ET on April 1, 2024. We strongly recommend that you submit funding requests as early as possible. Other forms for FY2024 (FCC Forms 460, 461, or 465) are also being accepted now. Learn more about [filing windows](#).

Please use the following resources to learn about submitting these forms:

HCF Program:

- [Develop Bid Evaluation Criteria & Select Services](#) - webpage
- [Welcome to RHC Connect](#) – FCC Form 461 - webpage
- [Competitive Bidding Exemptions](#) - webpage
- [RHC Connect FCC Form 461 User Guide](#)
- [Step 4: Submit Funding Requests](#) - webpage
- [Welcome to RHC Connect](#) – FCC Form 462 webpage
- [RHC Connect FCC Form 462 User Guide](#)

Telecom Program:

- [Prepare For Competitive Bidding and Request Services](#) – webpage
- [Competitive Bidding Exemptions](#) - webpage
- [Welcome to RHC Connect](#) – FCC Form 466 webpage
- [RHC Connect FCC Form 466 User Guide](#)

For Connected Care Pilot Program (CCPP) data, please continue to use the original [Search Posted Services tool](#) to search for publicly posted requests for services.

Upcoming Office Hours

Please join the RHC Outreach team for the following webinars:

- HCF Office Hours – February 7, 2024, at 2 p.m. ET – [Register](#)
- Telecom Office Hours – February 14, 2024, at 2 p.m. ET – [Register](#)

Important Deadlines and Reminders

The following are recommended dates to submit the FCC Forms 461 and 465 with enough time to file funding requests before the end of the FY2024 filing window.

HCF and Telecom Program Forms	Last Day to Submit
FCC Form 461 and 465 - Request for Services	February 10, 2024 - Recommended Date (requires more review time with a Request for Proposal (RFP))
FCC Form 462 and 466 - Funding Request	April 1, 2024 - Deadline to Submit

Please note that the FCC Forms 460, 461 and 465 submission dates are not mandatory deadlines per the program rules, but rather recommended key dates to ensure that the FCC Forms 461 and 465 are posted to USAC’s website early enough for a 28-day competitive bidding period before the deadline to submit FCC Forms 462 and 466. If FCC Forms 461 and 465 are submitted with an RFP, allow at least an additional 10 days for review.

Some users may have experienced technical issues posting FCC Forms 465 from December 27, 2023, through January 23, 2023. These technical issues have been resolved. Please contact the [RHC Customer Service Center](#) if you experience any technical issues.

Consortium Rurality Percentage

All current and new HCF Program consortia must be “majority rural.” Majority rural means that more than 50 percent of participating HCPs in a consortium are rural. For example, if a consortium has five participating HCPs, at least three of those HCPs must be in a rural area for the consortium to be deemed majority rural. Funding requests filed by consortia that are not in compliance with this rule will be denied.

Download the [Consortia Rurality Compliance Tip Sheet](#).

Duplicate Funding Prohibited

Please remember: FCC rules prohibit duplicate funding for the same service, for the same location, during the same period, from more than one FCC program. This includes the RHC programs (HCF and Telecom), the COVID-19 Telehealth Program, and the CCPP.

FCC Form 466 for the Telecom Program for FY2024 Is Now in RHC Connect

The FCC Form 466 (Funding Request Form) is migrating to RHC Connect for FY2024. Although the platform changed, the FCC Form 466 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. Please continue to use My Portal to submit FCC Forms 465 and the Telecom Program Invoice.

Please use the following resources to submit your FY2024 FCC Form 466:

- [RHC Connect User Guide – FCC Form 466](#)
- [Welcome to RHC Connect – FCC Form 466 webpage](#)

Reminders for Account Holders

Per RHC program rules, the primary and secondary account holder for an individual HCP must be an officer, director, or authorized employee of the HCP. For consortium applicants in the HCF Program, the project coordinator must be an officer, director, or other authorized employee of the consortium leader. If you are an HCP participating in the HCF or Telecom Program, and a consultant or other third party will file forms on your behalf, you must file a [Third-Party Authorization \(TPA\)](#).

Note: The primary account holder is responsible for all activities associated with submitting and certifying forms, and for all activities in the RHC program for their HCP site.

Letter(s) of Agency and Third-Party Authorizations

Please be sure that all authorizations including Letters of Agency (LOAs) and Third-Party Authorizations (TPAs) are current and up to date, at minimum, through the end of FY2024 and forward. For more information about LOAs, visit the [Letter of Agency](#) webpage. For more information about TPA requirements, see the [Third Party Authorization \(TPA\)](#) webpage.

What To Do When You Receive an Information Request

As part of their review of any eligibility, requests for services, funding requests, and invoicing forms, RHC reviewers will contact all account holders (the primary and all secondary and tertiary account holders associated with the HCP) with a request for additional information (“Information Request”). Information Requests aim to collect any missing documentation, address deficiencies, or gather general information required to address the questions of RHC form reviewers.

In our continuing efforts to deliver funding decisions as soon as possible, RHC will begin funding request reviews

before the funding request window closes. This means that you may receive an Information Request before April 1, 2024. No final decisions will be made prior to the close of the filing window.

Information Request Tips for the Telecom Program

- For FY2024 FCC Forms 466, an auto-generated email will be sent directing HCPs to RHC Connect to respond. HCPs should respond through RHC Connect only. Please use the [Information Request Tip Sheet](#) to help you navigate Information Requests sent through RHC Connect.
- For prior years and all other Telecom Program forms, HCPs can receive Telecom Program Information Requests through RHC Connect or by email.
 - For Information Requests received through My Portal or RHC Connect, HCPs should respond through My Portal or RHC Connect only.
 - For Information Requests received by email, HCPs should “Reply All” to the email message.
- Use only Chrome, Firefox, or Microsoft Edge internet browsers when using My Portal or RHC Connect.
- When uploading a document as a response, the file must be limited to 10MB and its file name should not contain any special characters, only letters and numbers.

Information Request Tips for the HCF Program

- For FY2024 FCC Forms 462, an auto-generated email will be sent directing HCPs to RHC Connect to respond. HCPs should respond through RHC Connect only. Please use the [Information Request Tip Sheet](#) to help you navigate Information Requests sent through RHC Connect.
- HCPs that receive HCF Program Information Requests through email should “Reply All” to the email message.

Enhanced Tool for HCF and Telecom Program Requests for Services is Available on the USAC Website

An enhanced [Search Posted Services](#) tool is available on the USAC website. This tool is a streamlined version of the [Rural Health Care Posted Services \(FCC Forms 461 and 465\)](#) dataset, making it easier to search for posted services and download documents. This tool, and the underlying dataset, have replaced the [HCF Program - Search Posted Services tool](#) and the [Telecom Program - Search Posted Services](#) tool for FY2023 and forward. The dataset contains data from the FCC Forms 461 and 465, i.e., services requested for current and past funding years. The open data portal allows you to filter, sort, and visualize the data in many different ways. There are hyperlinks in columns where you can download PDF versions of the FCC Form 461, Requests for Proposal (RFPs), and any other additional documentation submitted with the FCC Form 461.

For CCPP data, please continue to use the original [Search Posted Services](#) tool to search for publicly posted requests for services.

FCC News

FCC Releases Order FCC 23-110: Continuing the Improvement Rural Health Care Program Procedures

On December 14, 2023, the FCC released a Third Report and Order, Order ([FCC 23-110](#)). This order improves RHC program administration and facilitates participation in the program by allowing HCPs that expect to become eligible during a funding year to complete the processes required to request funding. The order aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes.

Rule Changes

The Third Report and Order:

- Permits HCPs to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding before they meet all eligibility requirements. A HCP must meet all eligibility requirements before it receives a funding commitment.
- Provides HCPs more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline.
- Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the RHC program rule for determining urban rates in the Telecom Program.
- Allows HCPs to request changes to the dates covered by an evergreen contract.
- Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which will eliminate the need for Telecom Program participants to seek an eligibility determination every time they engage in competitive bidding.
- Establishes a deadline of July 1, 2024, for HCPs to claim undisbursed funding commitments that do not currently have an applicable invoice filing deadline, which would free up for other uses up to \$22.2 million in unclaimed RHC program support from funding year 2019 and prior years.

For more information, read Order [FCC 23-110](#).

RHC Connect Updates

FCC Form 466 for the Telecom Program for FY2024 Is Now in RHC Connect

The FCC Form 466 (Funding Request Form) is migrating to RHC Connect for FY2024. Although the platform changed, the FCC Form 466 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. Please continue to use My Portal to submit FCC Forms 465 and the Telecom Program Invoice.

Please use the following resources to submit your FY2024 FCC Forms 466:

- [RHC Connect User Guide – FCC Form 466](#)
- [Welcome to RHC Connect – FCC Form 466 webpage](#)

Submit Your Post-Commitment Change Requests in RHC Connect

The following post-commitment change requests are now available in RHC Connect for HCF Program applicants:

- SPIN changes (corrective and operational)
- Site and service substitutions
- Service delivery deadline extensions for non-recurring charges
- Invoice filing deadline extensions

A new webpage for [Post-Commitment Actions](#) has been published on the USAC website as well as specific webpages for [SPIN Changes](#) and [Site and Service Substitutions](#). A step-by-step [Post-Commitments Change Request](#) user guide is available to help you submit these requests correctly.

The FCC Form 463 Is Available in RHC Connect for FY2022 and FY2023 Funding Commitments.

The platform change only affects HCF Program participants. HCF Program applicants submitting FCC Forms 460 or 463 for funding years prior to FY2022 will continue to do so in My Portal. Telecom Program and CCPP applications will not be affected. To learn more, please visit the [Welcome to RHC Connect – FCC Form 463](#) webpage.

RHC Connect for Service Providers

For FY2022 and forward, the FCC Form 463 will be submitted in RHC Connect. As you submit the FCC Form 463, please keep in mind that the General Contact on the FCC Form 498 is the only user for the company who can create additional logins for other users in that company.

If you have trouble accessing RHC Connect, it may be a result of outdated information on the FCC Form 498 (Service Provider and Billed Entity Identification Number and General Contact Information Form). To correct the issue, please update your FCC Form 498 as soon as possible and, if applicable, your Unique Entity Identifier (UEI) on the [SAM.GOV](#) webpage. For more information, please visit the [Manage Your 498 ID](#) webpage on the USAC website.

A [user guide for the FCC Form 463](#) specifically for service providers is now available on the [Step 5: Invoice USAC](#) webpage in the RHC service provider section of the USAC website.

Online Tools

Invoice Filing Deadlines

The [Invoicing Deadline tool](#) replaces the Invoicing Deadline spreadsheet. The tool allows service providers and HCPs to look up the deadline to submit invoices for funding commitments. The tool frees users from having to set up specific Excel configurations to find their deadlines.

Note: The tool does not contain any additional information such as form submissions, payment status, or funds remaining. Contact the [RHC Customer Service Center](#) for questions about those topics. The Invoicing Deadline tool and all other RHC tools can be found on the [Tools webpage](#).

Eligible Rural Areas Search Tool

The Eligible Rural Areas Search tool has been removed from the [Tools webpage](#) and the HCF and Telecom eligibility webpages. HCP rurality and priority tiers can be searched using the [Rurality Tier Search Tool](#). For more information about how to use this tool, please use the [How to Use the Rurality Tier Search Tool tip sheet](#) on the USAC website.

Note: This tool is for informational purposes only. Rurality tiers are formally assigned during the review and approval of the FCC Form 460 in the HCF Program and FCC Form 465 in the Telecom Program. Applicants should check approved forms for their assigned rurality tier.

News You Can Use

Changes to a Commitment After Funding Has Been Approved

When a FCL is received, it is the responsibility of the applicant to confirm that all information is accurate. Applicants must contact USAC to request changes to an HCP site or service for any of the circumstances listed:

- If the site address changes or the primary account holder no longer works for the HCP, an FCC Form 460 revision for HCF or a new FCC Form 465 for Telecom must be submitted within 30 days of the change. The 30-day requirement applies at all points during the funding lifecycle, including all post-commitment activities.
- If not all approved funds will be used, a request to decrease funding may be submitted by sending an email to RHC-Invoicing@usac.org. The HCP name and number, the affected FRN, and the amount reduced in the commitment must be included. USAC will complete a partial de-commitment for the FRN in that amount.
 - In the Telecom Program, the approved FRN service dates can be revised prior to invoicing using the FCC Form 467.
 - If any additional changes are required after submitting the FCC Form 467, an FCC Form 467 can be resubmitted prior to invoicing.
- If funds within an FRN must be re-allocated, a site and service substitution must be submitted. Learn more about [site and service substitutions](#).
- If no funds will be used in the approved or disbursed funding commitment, the disbursed funds must be returned to USAC. Learn more about voluntary return of funds by visiting the [Returning Program Funding](#) webpage.

Certifications Requirements for National Supply Chain

As a reminder, when service providers log in to My Portal, two new Supply Chain certifications included in the FCC Form 463 and Telecom Program invoice will be displayed. The first certification affirms compliance with the [Section 54.9](#) on USF for specified transactions with companies deemed to pose a national security threat. The second

certification affirms compliance with [Section 54.10](#), which prohibits the use of any Federal subsidies on any communications equipment and services on the [Covered List](#).

- **FY2022 and FY2023 program participants:** If you requested services or equipment provided by or that contain components of products produced by any company on the [Covered List](#), or any of their parents, affiliates, and subsidiaries in FY2022 or FY2023, you cannot invoice for these funds. Instead, you should immediately request a service substitution prior to invoicing to ensure complete program compliance.
- **FY2024 program participants:** As you proceed with requesting funding for FY2024, please ensure you are not requesting funding for services or equipment from any company on the [Covered List](#), or any of their parents, affiliates, and subsidiaries.

USAC updated the [Supply Chain](#) webpages to include three new subpages: [COVID-19 Broadband Programs](#), [Audits](#), and [FAQs](#).

Need Help? Contact Us!

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

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