



Universal Service  
Administrative Co.

# Rural Health Care

## September 2025 RHC Monthly Newsletter

September 4, 2025

### Latest News

#### **FY2024 Healthcare Connect Fund (HCF) Annual Report Due September 30, 2025!**

Per FCC Order 19-78, to supplement the information collected from forms filed by the healthcare provider (HCP), the FCC requires HCF participants who received funding in Funding Year (FY) 2024 (July 1, 2024 – June 30, 2025) to submit information to USAC about the telehealth applications used during the funding year.

**Who is Required to Submit the Annual Report?** All HCF Program participants, both individual and consortia, must submit an annual report for each funding year in which they received HCF Program support. For consortia that receive large upfront payments, reports are required for the life of the supported facility or service.

Beginning in FY2024, annual reports will be submitted in RHC Connect. Please use the [RHC Connect Annual Report User Guide](#) to assist you with your submission. Please visit the [Submit Annual Report](#) webpage for additional information.

#### **FY2026 Filing Window Dates Announced**

The FY2026 filing window will open on December 1, 2025, and close on April 1, 2026. As a reminder, starting July 1, applicants have been able to submit FCC Forms 461 and 465 to request services and begin the competitive bidding process. View the [FY2026 Program Calendar](#).



#### **Upcoming Trainings**

The RHC outreach team will be hosting the following upcoming webinars:

- Telecom Invoicing Best Practices Webinar – September 10, 2025, at 2 p.m. ET – [Register](#)
- FY2025 Program Update Webinar – September 17, 2025, at 2 p.m. ET – [Register](#)

### **Commitments for FY2025**

To deliver funding decisions quicker, the RHC team began reviewing funding requests before the FY2025 filing window closed. To date, RHC's FY2025 processing status is as follows:

- HCF Program: 68.09 percent of FCC Forms 462 are committed (Approved, Denied, or Withdrawn)
- Telecommunications (Telecom) Program: 76.69 percent of FCC Forms 466 are committed (Approved, Denied, or Withdrawn)

As of August 29, 2025, RHC has processed 69.0 percent of applications received and 43.7 percent of total funds requested for both the Telecom and HCF Programs.

### **Submit your FY2026 Request for Services Forms!**

Beginning on July 1, 2025, applicants could start the competitive bidding process for FY2026. The HCF Program's FCC Form 461 (Request for Services Form) and the Telecom Program's FCC Form 465 (Request for Services Form) may be submitted in RHC Connect along with any other competitive bidding documents, such as a Request for Proposal (RFP). Please use the following resources to submit these forms:

HCF Program:

- [Prepare for Competitive Bidding & Request Services](#) webpage
- [Welcome to RHC Connect – FCC Form 461](#) webpage
- [Competitive Bidding Exemptions](#) webpage
- [RHC Connect FCC Form 461 User Guide](#)
- [How to File the FCC Form 461](#) self-guided training video

Telecom Program:

- [Prepare for Competitive Bidding & Request Services](#) – webpage
- [Welcome to RHC Connect – FCC Form 465](#) webpage
- [Competitive Bidding Exemptions](#) webpage
- [RHC Connect FCC Form 465 User Guide](#)
- [Telecom Program Request for Services \(FCC Form 465\)](#) self-guided training video

### **Search Posted Services Tool HCF and Telecom Program**

The [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. 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 ways. There are hyperlinks in columns where you can download the PDF version of the FCC Forms 461 and 465, RFP, and any other additional documentation submitted with the FCC Forms 461 and 465.

### **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 may need further information or explanation. If so, RHC staff 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"). This request will assist with the collection of any missing documentation, address deficiencies, or gather general information required to address questions of FCC form reviewers.

### **Service Provider Webpage Updates**

USAC's Rural Health Care (RHC) and E-Rate programs have updated the [RHC Service Provider Process](#) and [E-Rate Service Provider Process](#) webpages to better support your participation in the Universal Service Fund (USF) programs. These updates:

- Ensure titles and descriptions of the service provider enrollment process reflect the key activities within each process step.
- Simplify page content where process requirements are similar.

- Continue the tradition of incorporating link-accessible resources to reduce page scroll.

Additionally, a new resource for Tribal service providers is now available:

- [Registering for a Service Provider Identification Number \(SPIN\) Checklist for New Tribal Service Providers](#)

These updates aim to improve ease of participation by aligning the steps that service providers must take to participate in the RHC and E-Rate programs – especially for small and rural service providers who are new to USAC.

## RHC Connect Updates

### My Portal Decommissioning

The decommissioning of My Portal has been pushed back to the middle of calendar year (CY) 2026. The RHC outreach team previously informed applicants that third-party authorizations (TPAs) will not be migrated to RHC Connect and that all TPAs must be moved into RHC Connect by November 30, 2025. The RHC outreach team will continue to provide information about important deadlines and the decommissioning of My Portal.

### Submit Third Party Authorizations in RHC Connect!

If you are an HCP participating in the HCF or Telecom Program, and a consultant or other third party (i.e., anyone who is not employed by the HCP) will file forms on behalf of your site, you must file a TPA with USAC. A TPA provides written authorization to USAC, allowing the third party to complete and submit forms on behalf of the HCP or consortium in the HCF or Telecom Program.

RHC program participants may now submit third party authorizations in RHC Connect. Please use the following resources to submit your TPAs:

- [Third Party Authorization](#) webpage
- [RHC Connect - Third Party Authorization User Guide](#)
- [Sample TPAs](#)

As a reminder for consortia applicants, LOAs and Letters of Exemption (LOEs) are also submitted in RHC Connect. Please use the following resources to submit LOAs and LOEs:

- [Letter of Agency](#) webpage
- [Letter of Exemption](#) webpage
- [RHC Connect LOA/LOE User Guide](#)
- [Sample LOA](#)

### Submit RHC Program Post-Commitment Change Requests in RHC Connect

#### Telecom Program

Service substitutions and Service Provider Identification Number (SPIN) changes (corrective and operational) are now available in RHC Connect for Telecom Program applicants. Invoice filing deadline extensions will move to RHC Connect ahead of the October 28, 2025, invoice filing deadline.

For more information, visit the [Post-Commitment Actions](#) webpage on the USAC website as well as specific webpages for [SPIN Changes](#) and [Service Substitutions](#).

#### HCF Program

The following post-commitment change requests are 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

For more information, visit the [Post-Commitment Actions](#) webpage 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.

### **RHC Connect Updates – FCC Forms 460, 465, and 469**

The FCC Forms 460, 465, and 469 are now available in RHC Connect. The changes to these forms are as follows:

- Per [FCC Order 23-110](#), the FCC Form 460 will now be used to determine eligibility of HCP sites in the HCF Program and the Telecom Program. In addition, applicants may be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding before their full eligibility has been established. An HCP must be fully eligible before a funding commitment will be released.
- The FCC Form 465 is be used to request services for the Telecom Program, the same way the FCC Form 461 is used in the HCF Program. It is now available for use in RHC Connect.
- The FCC Form 469 is the new Telecom Program invoice. Per [FCC Order 23-6](#), the new Telecom Program invoicing process is similar to the invoicing process in the HCF Program. One key difference is that the service provider submits the FCC Form 469 in RHC Connect, the applicant receives an email alerting them of the submission, and the applicant officially submits the form to USAC by certifying and signing the form.

**Note:** For FY2024, the FCC Form 467, the Healthcare Provider Support Schedule (HSS), and the previous Telecom Program Invoice were eliminated in the Telecom Program.

### **RHC Connect for Service Providers**

As you submit the FCC Form 463 and FCC Form 469, 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. This is done within RHC Connect.

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 [FCC Form 463](#) user guide as well as a FCC Form 469 user guide, both specifically for service providers, are now available on the [Step 5: Invoice USAC](#) webpage in the RHC service provider section of the USAC website.

## **FCC News**

### **RHC Program Inflation-Based Cap Announced for FY2025**

The RHC program funding cap for FY2025 is \$723,892,841. The internal cap for upfront payments and multi-year commitments under the HCF Program is \$182,780,877. The caps will apply only if RHC program demand exceeds available funding. These new caps represent a 2.4 percent inflation-adjusted increase to the \$706,926,603 RHC program funding cap and the \$178,496,951 internal cap on multi-year commitments and upfront payments from FY2024. Read the [announcement](#).

### **FCC Released Order FCC 23-110: Continuing Improvements to RHC Program Procedures**

On December 14, 2023, the FCC released Third Report and 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, align program deadlines, simplify rules for calculating urban rates, streamline administrative processes, and free up unused funding for other purposes.

## **Important Reminders**

### **Information Request Tips for the RHC Program**

- For FY2025 FCC Forms 462 and 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.

- Use only Chrome, Firefox, or Microsoft Edge Internet browsers when using 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.

### **Letter(s) of Agency (LOAs) and Third-Party Authorizations (TPAs)**

Please be sure that all authorizations, including LOAs and TPAs, are current and up to date through the end of FY2025 and forward. For more information about LOAs, visit the [Letter of Agency](#) webpage. For more information about TPA requirements, visit the [Third Party Authorization \(TPA\)](#) webpage.

### **Reminders for Account Holders**

Per RHC program rules, a 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 [TPA](#).

Per FCC Order 19-78, if you are a consultant, you must obtain a consultant group registration number when logging into RHC Connect. In My Portal, the system automatically assigned a number however, in RHC Connect, the registration number is only assigned once the simple registration process is complete. Please follow the steps shown in [RHC Connect – Third Party Authorization User Guide](#), starting on page 9, to complete your consultant group registration and obtain the registration number.

**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.

### **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) and the Connected Care Pilot Program (CCPP).

## **Online Tools**

### **Invoice Filing Deadlines**

The [RHC Invoice Filing Deadline Tool](#) allows service providers and HCPs to look up the deadline to submit invoices for funding commitments. The tool allows users to avoid having to set up specific Excel configurations to find their deadlines.

### **Open Data Platform**

As part of USAC's Open Data initiative, RHC program data is open and accessible to the public. Anyone is free to use, re-use, and redistribute the data in our data sets to access all the raw data submitted by Universal Service participants. The following data sets are available on the Open Data platform for the RHC program:

- [Rural Health Care Commitments and Disbursements \(FCC Form 462/466/466A\)](#) – This dataset contains data about funding decisions, total committed amounts, and total disbursement amounts for the RHC program.
- [RHC Posted Services Tool](#) – This tool allows service providers to view service request information by individual HCPs and consortia applying for funding through the RHC program.
- [Rural Health Care Posted Services \(FCC Form 461/465\)](#) – This dataset allows service providers to view service request information provided by the RHC program. The data is collected from the FCC Forms 461 and 465, which includes the service request information.
- [SPIN Lookup Tool](#) – This tool can be used to view and export service provider profile data found in RHC Connect. This data includes important information regarding the service provider, such as contact information and details regarding the FCC Forms 498 and 499.

## **News You Can Use**

### **Certifications Requirements for National Supply Chain**

As a reminder, when service providers log in to RHC Connect, two 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](#) prohibition on 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](#).

**Note:** If you requested services or equipment that provide or contain components of products produced by any company on the [Covered List](#), or any of their parents, affiliates, and subsidiaries, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#) prior to invoicing to ensure complete program compliance. In addition, as you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies 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, email [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org) or contact the RHC Customer Service Center (CSC) at (800) 453-1546 from 8 a.m. to 8 p.m. ET Monday through Friday for assistance. Use the [RHC CSC Tip Sheet](#) to learn about how the RHC CSC can and cannot help you.