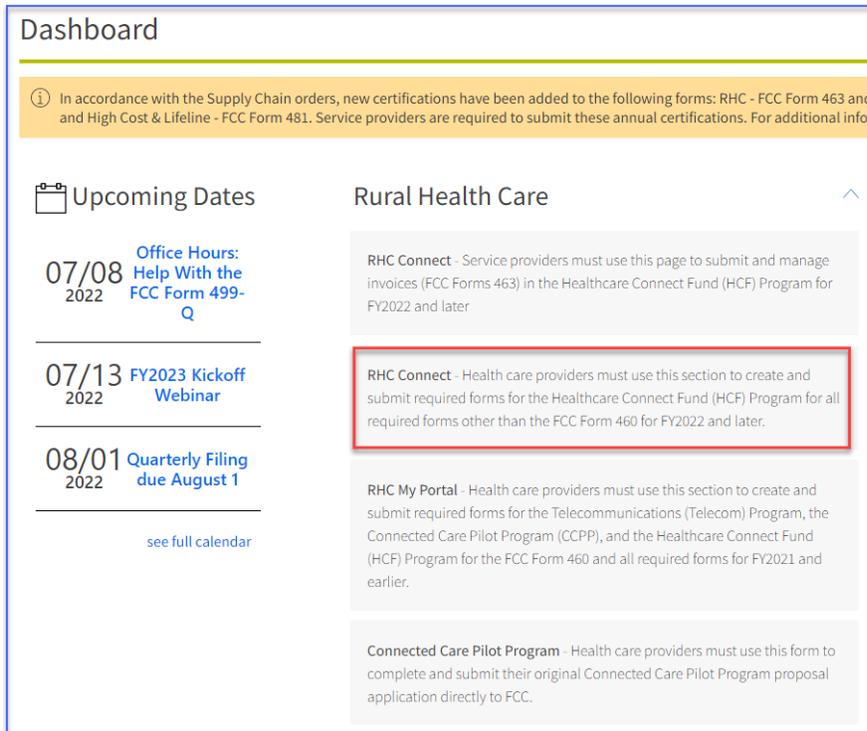


RHC Connect - Information Request Tip Sheet

Accessing Information Requests from the RHC Connect Dashboard

Step 1: Log in to My Portal and click “**RHC Connect.**”



Dashboard

Upcoming Dates

- 07/08 2022 **Office Hours: Help With the FCC Form 499-Q**
- 07/13 2022 **FY2023 Kickoff Webinar**
- 08/01 2022 **Quarterly Filing due August 1**

[see full calendar](#)

Rural Health Care

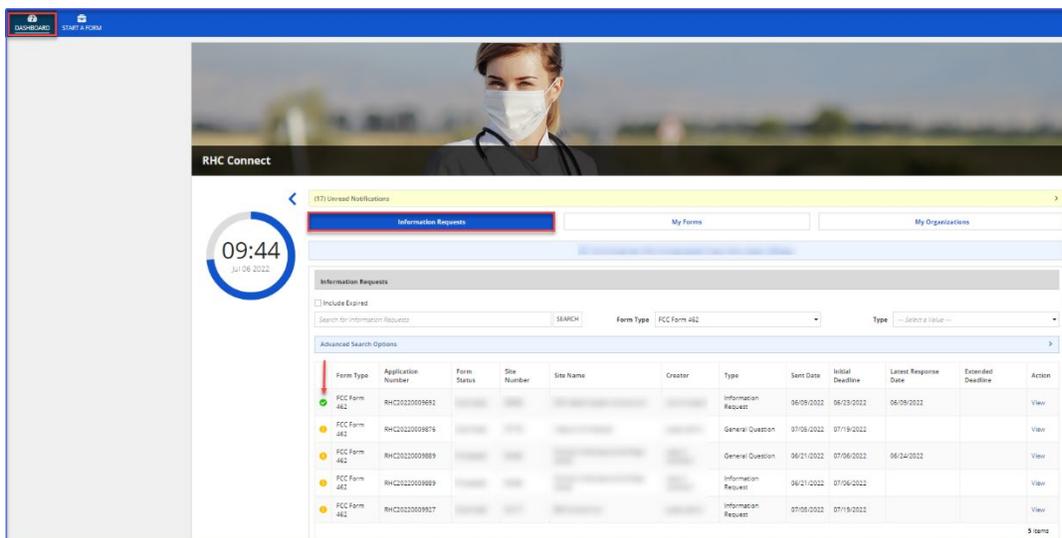
RHC Connect - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2022 and later.

RHC Connect - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.

RHC My Portal - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.

Connected Care Pilot Program - Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.

Step 2: You can view all Information Requests and their status on the “**Information Requests**” tab on the Dashboard.



RHC Connect

09:44
Jun 06 2022

Information Requests

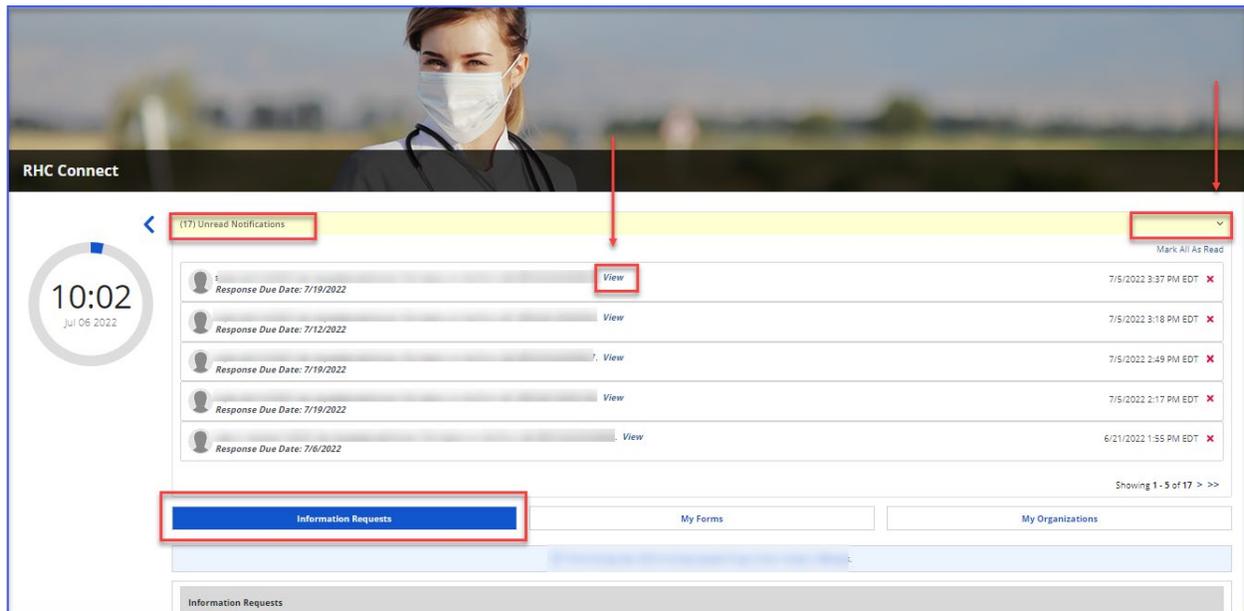
Information Requests

SEARCH Form Type: FCC Form 462 Type: -- Select a value --

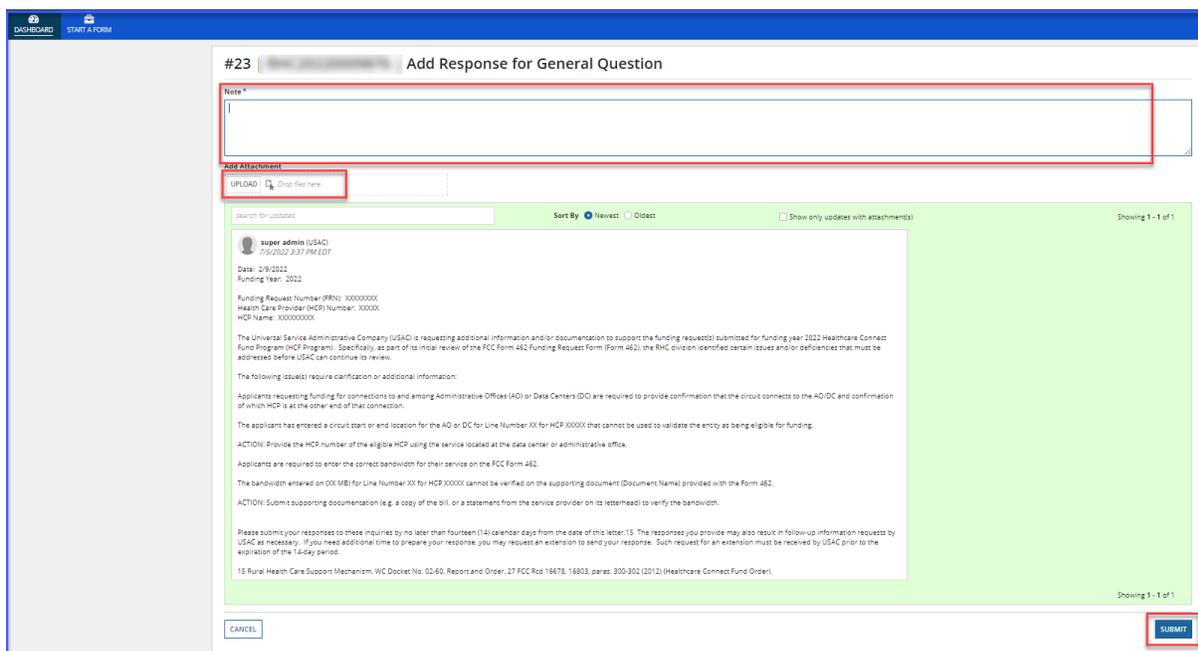
Form Type	Application Number	Form Status	Site Number	Site Name	Creator	Type	Sent Date	Initial Deadline	Latest Response Date	Extended Deadline	Action
FCC Form 462	RHC2022009692					Information Request	06/09/2022	06/29/2022	06/09/2022		View
FCC Form 462	RHC2022009876					General Question	07/09/2022	07/19/2022			View
FCC Form 462	RHC2022009889					General Question	06/21/2022	07/06/2022	06/24/2022		View
FCC Form 462	RHC2022009889					Information Request	06/21/2022	07/06/2022			View
FCC Form 462	RHC2022009927					Information Request	07/09/2022	07/19/2022			View

5 items

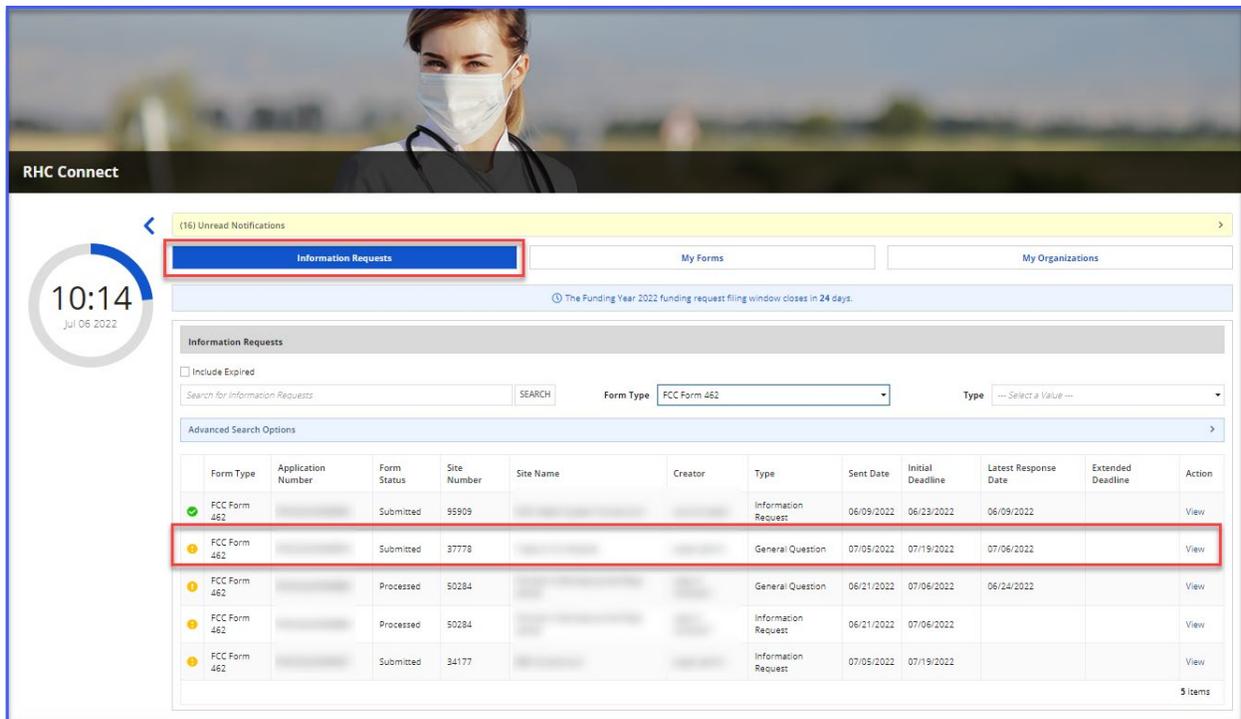
Step 3: All unread notifications will be available in the yellow box. Click “**Unread Notifications**,” then click “**View**.”



Step 4: Enter your response and, if necessary, upload any additional supporting documentation. Click “**Submit**.”



Step 5: Once you click “**Submit**,” the corresponding Information Request will be updated on the “**Information Request**” tab.



RHC Connect

(16) Unread Notifications

Information Requests | My Forms | My Organizations

10:14 Jul 06 2022

The Funding Year 2022 funding request filing window closes in 24 days.

Information Requests

Include Expired

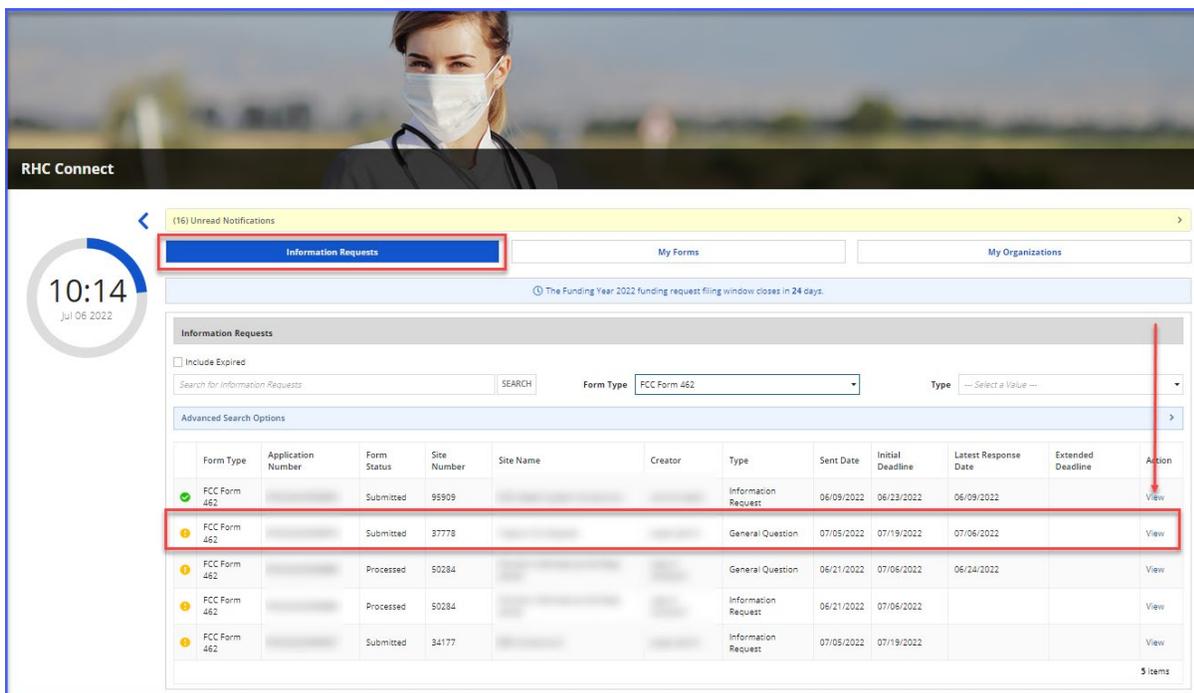
Search for Information Requests SEARCH Form Type FCC Form 462 Type --- Select a Value ---

Advanced Search Options

Form Type	Application Number	Form Status	Site Number	Site Name	Creator	Type	Sent Date	Initial Deadline	Latest Response Date	Extended Deadline	Action
FCC Form 462		Submitted	95909			Information Request	06/09/2022	06/23/2022	06/09/2022		View
FCC Form 462		Submitted	37778			General Question	07/05/2022	07/19/2022	07/06/2022		View
FCC Form 462		Processed	50284			General Question	06/21/2022	07/06/2022	06/24/2022		View
FCC Form 462		Processed	50284			Information Request	06/21/2022	07/06/2022			View
FCC Form 462		Submitted	34177			Information Request	07/05/2022	07/19/2022			View

5 items

Step 6: To add an additional response, click “**View**.”



RHC Connect

(16) Unread Notifications

Information Requests | My Forms | My Organizations

10:14 Jul 06 2022

The Funding Year 2022 funding request filing window closes in 24 days.

Information Requests

Include Expired

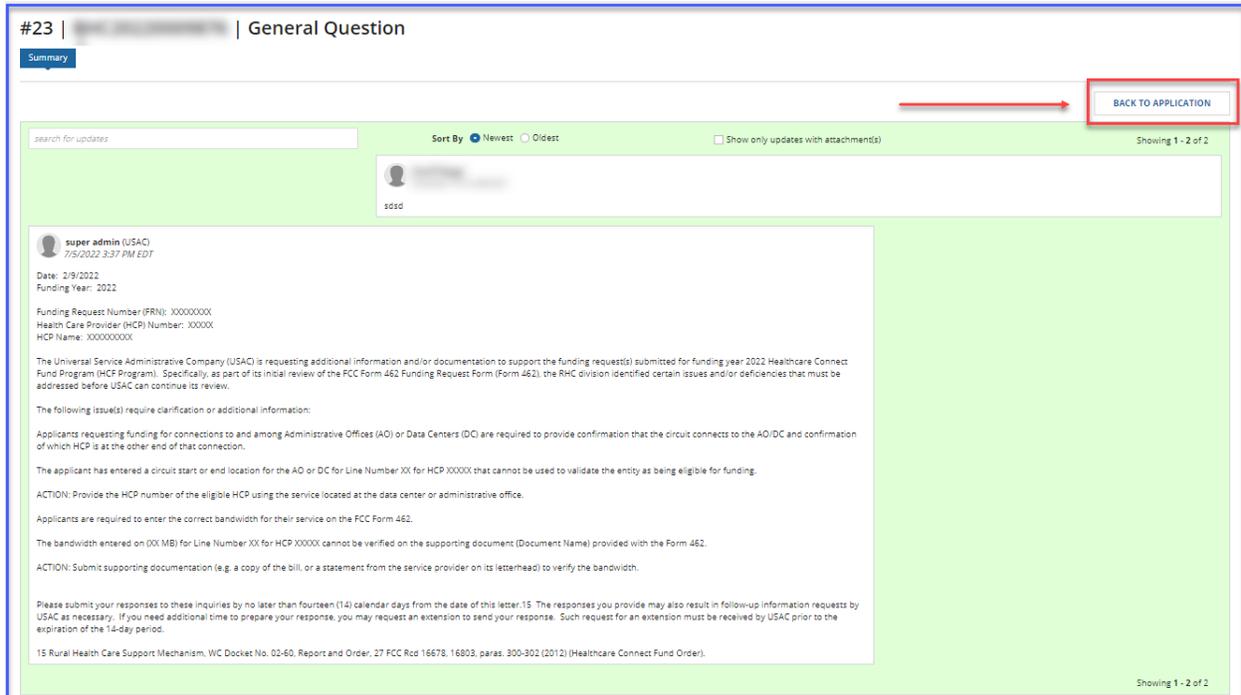
Search for Information Requests SEARCH Form Type FCC Form 462 Type --- Select a Value ---

Advanced Search Options

Form Type	Application Number	Form Status	Site Number	Site Name	Creator	Type	Sent Date	Initial Deadline	Latest Response Date	Extended Deadline	Action
FCC Form 462		Submitted	95909			Information Request	06/09/2022	06/23/2022	06/09/2022		View
FCC Form 462		Submitted	37778			General Question	07/05/2022	07/19/2022	07/06/2022		View
FCC Form 462		Processed	50284			General Question	06/21/2022	07/06/2022	06/24/2022		View
FCC Form 462		Processed	50284			Information Request	06/21/2022	07/06/2022			View
FCC Form 462		Submitted	34177			Information Request	07/05/2022	07/19/2022			View

5 items

Step 7: Click “Back to Application.”



#23 | [redacted] | General Question

Summary

search for updates

Sort By Newest Oldest Show only updates with attachments

Showing 1 - 2 of 2

super admin (USAC)
7/5/2022 3:37 PM EDT

Date: 2/9/2022
Funding Year: 2022
Funding Request Number (FRN): XXXXXXXX
Health Care Provider (HCP) Number: XXXXX
HCP Name: XXXXXXXXXX

The Universal Service Administrative Company (USAC) is requesting additional information and/or documentation to support the funding requests submitted for funding year 2022 Healthcare Connect Fund Program (HCP Program). Specifically, as part of its initial review of the FCC Form 462 Funding Request Form (Form 462), the RHC division identified certain issues and/or deficiencies that must be addressed before USAC can continue its review.

The following issue(s) require clarification or additional information:

Applicants requesting funding for connections to and among Administrative Offices (AO) or Data Centers (DC) are required to provide confirmation that the circuit connects to the AO/DC and confirmation of which HCP is at the other end of that connection.

The applicant has entered a circuit start or end location for the AO or DC for Line Number XX for HCP XXXXXX that cannot be used to validate the entry as being eligible for funding.

ACTION: Provide the HCP number of the eligible HCP using the service located at the data center or administrative office.

Applicants are required to enter the correct bandwidth for their service on the FCC Form 462.

The bandwidth entered on OOI.MBI for Line Number XX for HCP XXXXXX cannot be verified on the supporting document (Document Name) provided with the Form 462.

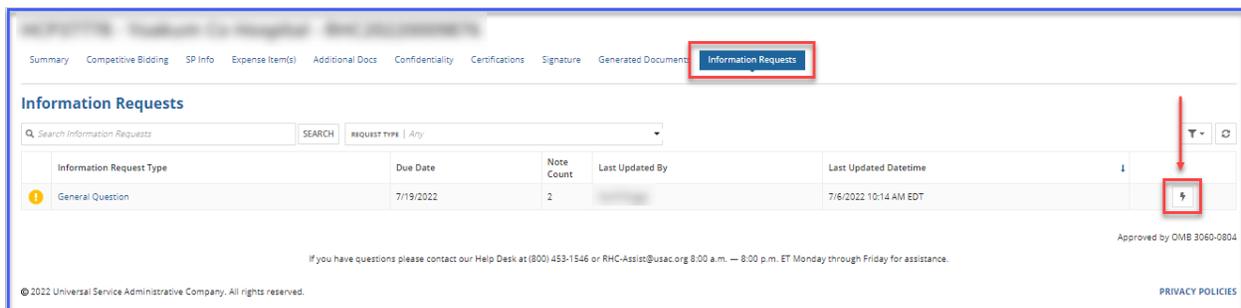
ACTION: Submit supporting documentation (e.g. a copy of the bill, or a statement from the service provider on its letterhead) to verify the bandwidth.

Please submit your responses to these inquiries by no later than fourteen (14) calendar days from the date of this letter. The responses you provide may also result in follow-up information requests by USAC as necessary. If you need additional time to prepare your response, you may request an extension to send your response. Such request for an extension must be received by USAC prior to the expiration of the 14-day period.

15 Rural Health Care Support Mechanism, WC Docket No. 02-60, Report and Order, 27 FCC Rcd 16678, 16803, paras. 300-302 (2012) (Healthcare Connect Fund Order).

Showing 1 - 2 of 2

Step 8: Click the respond icon  on the “Information Requests” tab.



Summary Competitive Bidding SP Info Expense Item(s) Additional Docs Confidentiality Certifications Signature Generated Documents **Information Requests**

Information Requests

Search Information Requests SEARCH REQUEST TYPE | Any

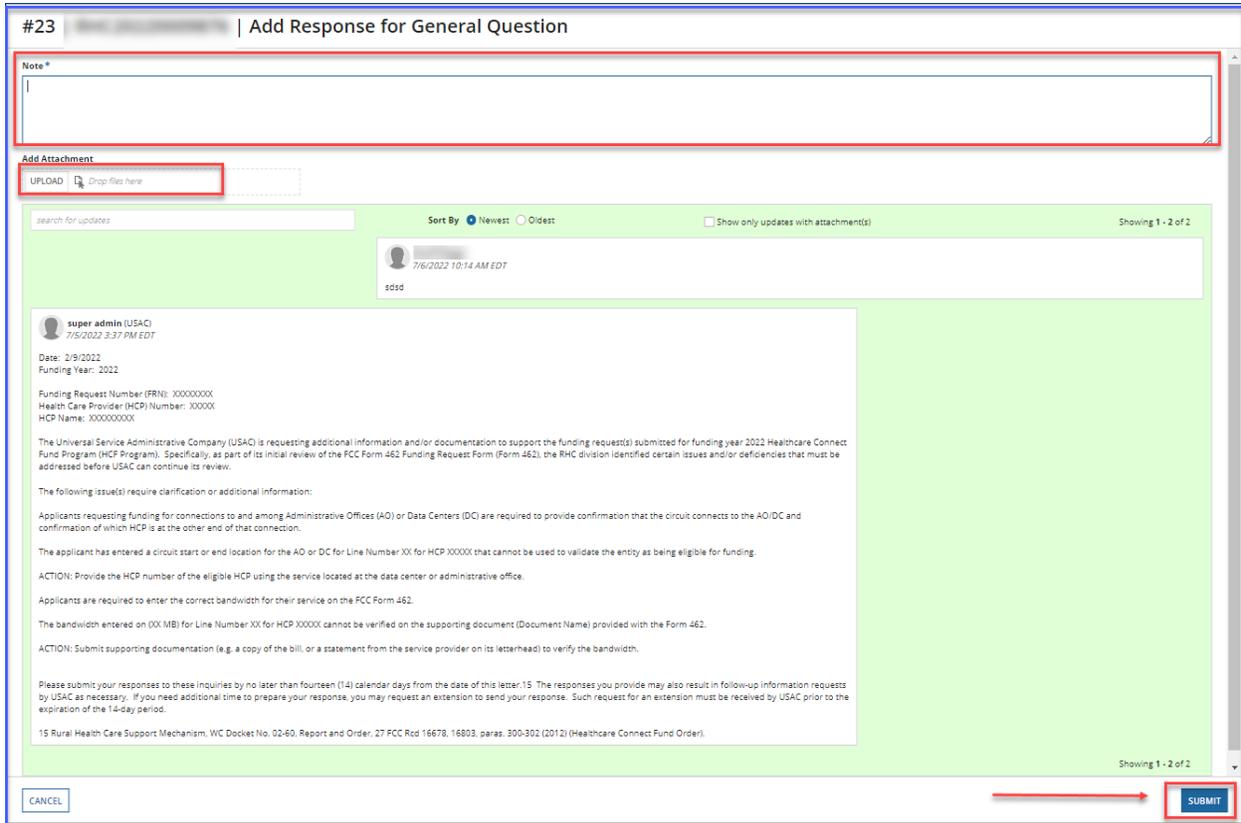
Information Request Type	Due Date	Note Count	Last Updated By	Last Updated Datetime	
General Question	7/19/2022	2	[redacted]	7/6/2022 10:14 AM EDT	

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

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Step 9: Add a response and click **“Submit.”**



#23 | Add Response for General Question

Note *

Add Attachment

UPLOAD Drop files here

search for updates

Sort By Newest Oldest Show only updates with attachments

Showing 1 - 2 of 2

7/6/2022 10:14 AM EDT

super admin (USAC)
7/5/2022 3:37 PM EDT

Date: 2/9/2022
Funding Year: 2022
Funding Request Number (FRN): XXXXXXXX
Health Care Provider (HCP) Number: XXXXXX
HCP Name: XXXXXXXXXX

The Universal Service Administrative Company (USAC) is requesting additional information and/or documentation to support the funding requests submitted for funding year 2022 Healthcare Connect Fund Program (HCF Program). Specifically, as part of its initial review of the FCC Form 462 Funding Request Form (Form 462), the RHC division identified certain issues and/or deficiencies that must be addressed before USAC can continue its review.

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The applicant has entered a circuit start or end location for the AO or DC for Line Number XX for HCP XXXXXX that cannot be used to validate the entry as being eligible for funding.

ACTION: Provide the HCP number of the eligible HCP using the service located at the data center or administrative office.

Applicants are required to enter the correct bandwidth for their service on the FCC Form 462.

The bandwidth entered on OX(MB) for Line Number XX for HCP XXXXXX cannot be verified on the supporting document (Document Name) provided with the Form 462.

ACTION: Submit supporting documentation (e.g. a copy of the bill, or a statement from the service provider on its letterhead) to verify the bandwidth.

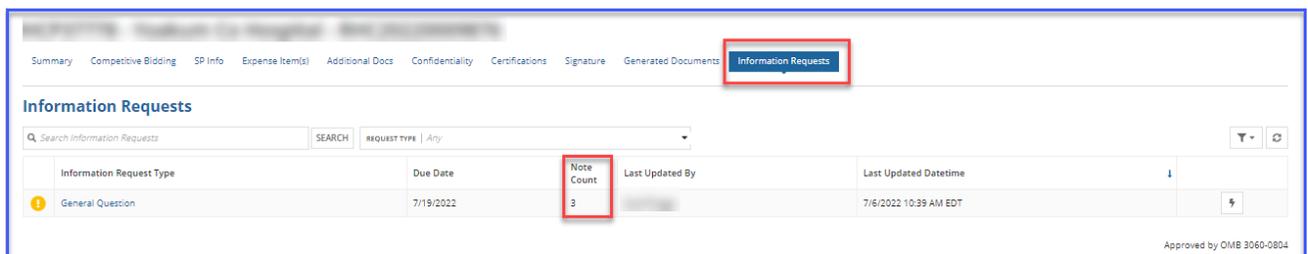
Please submit your responses to these inquiries by no later than fourteen (14) calendar days from the date of this letter. The responses you provide may also result in follow-up information requests by USAC as necessary. If you need additional time to prepare your response, you may request an extension to send your response. Such request for an extension must be received by USAC prior to the expiration of the 14-day period.

15 Rural Health Care Support Mechanism, WC Docket No. 02-60, Report and Order, 27 FCC Rcd 16678, 16803, paras. 300-302 (2012) (Healthcare Connect Fund Order).

Showing 1 - 2 of 2

CANCEL SUBMIT

Step 10: Once you click **“Submit,”** you’ll be directed back to the **“Information Requests”** tab of the form. Check the **“Note Count”** column and it should reflect the most recent addition.



Summary Competitive Bidding SP Info Expense Item(s) Additional Docs Confidentiality Certifications Signature Generated Documents **Information Requests**

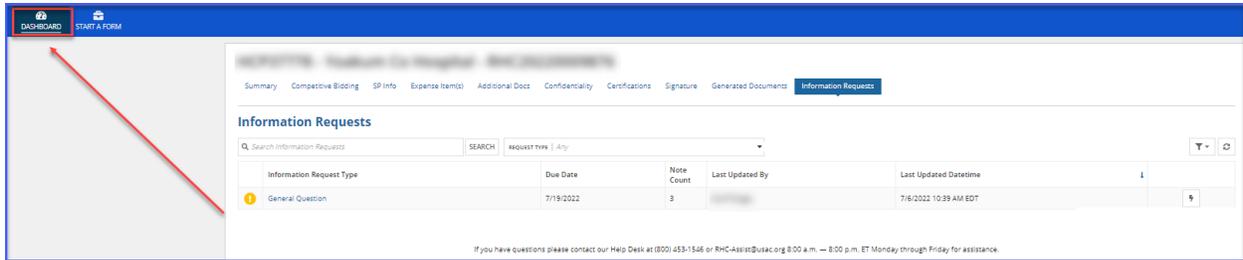
Information Requests

Search Information Requests SEARCH REQUEST TYPE | Any

Information Request Type	Due Date	Note Count	Last Updated By	Last Updated Datetime
1 General Question	7/19/2022	3		7/6/2022 10:39 AM EDT

Approved by OMB 3060-0804

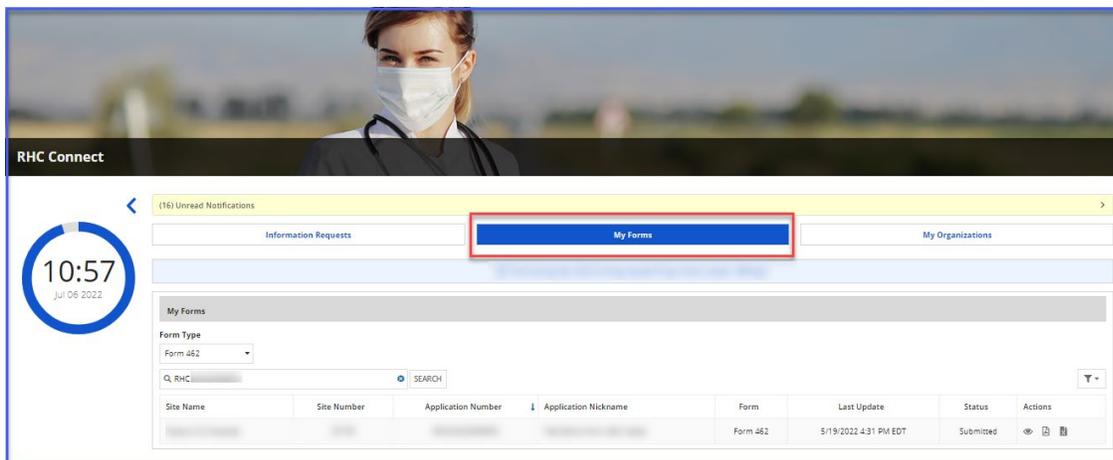
Step 11: Click “**Dashboard**” to continue to work in RHC Connect.



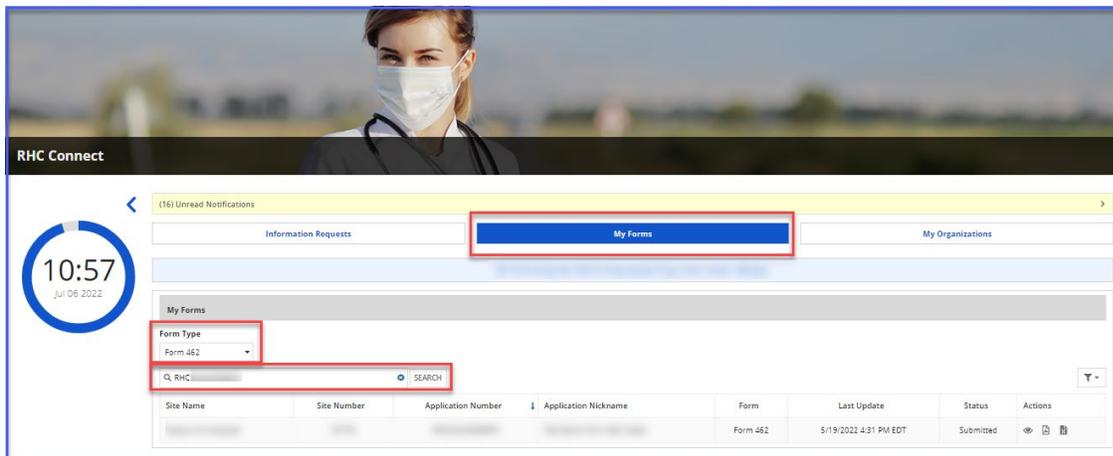
Additional Tips – Using Filters

The next steps are an alternative method for accessing Information Requests in RHC Connect.

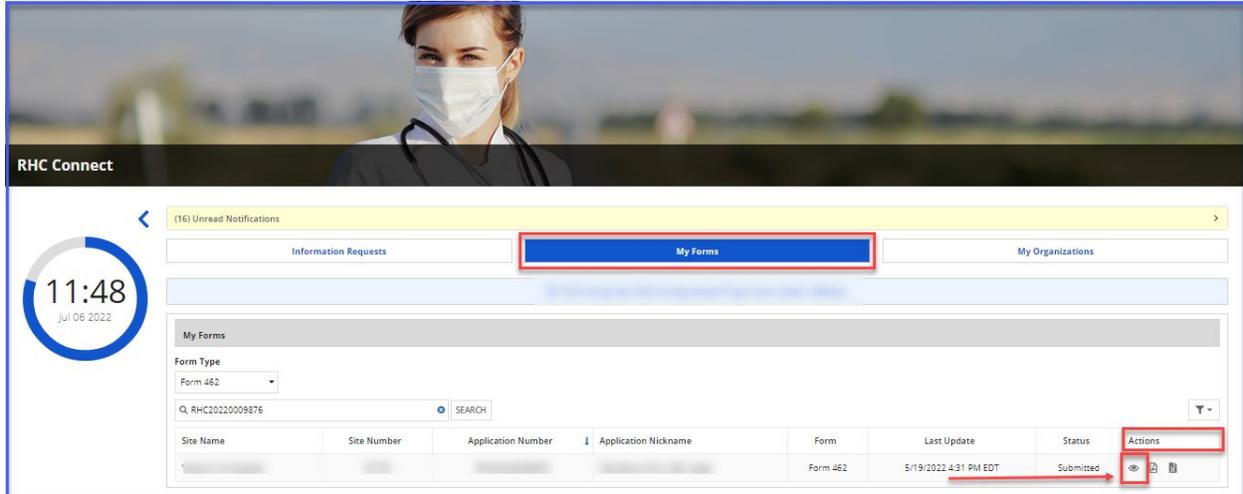
Step 1: To locate an application, click the “**My Forms**” tab.



Step 2: Filter by “**Form Type**” or copy and paste the application number in the “**Search**” field.



Step 3: Click the view icon  on the right.



RHC Connect

(16) Unread Notifications

Information Requests | **My Forms** | My Organizations

11:48
Jul 06 2022

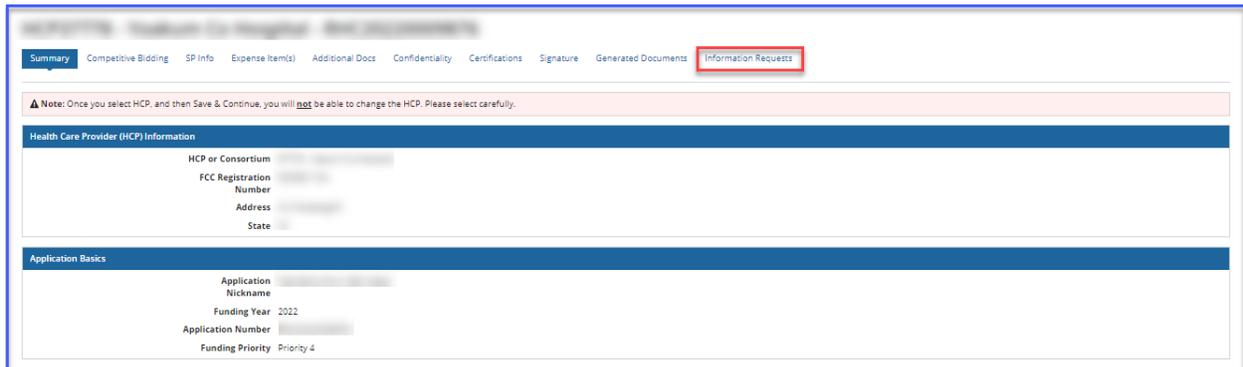
My Forms

Form Type
Form 462

Q RHC2022009876 SEARCH

Site Name	Site Number	Application Number	Application Nickname	Form	Last Update	Status	Actions
				Form 462	5/19/2022 4:31 PM EDT	Submitted	  

Step 4: Navigate to the “Information Requests” tab.



Summary | Competitive Bidding | SP Info | Expense Item(s) | Additional Docs | Confidentiality | Certifications | Signature | Generated Documents | **Information Requests**

▲ Note: Once you select HCP, and then Save & Continue, you will not be able to change the HCP. Please select carefully.

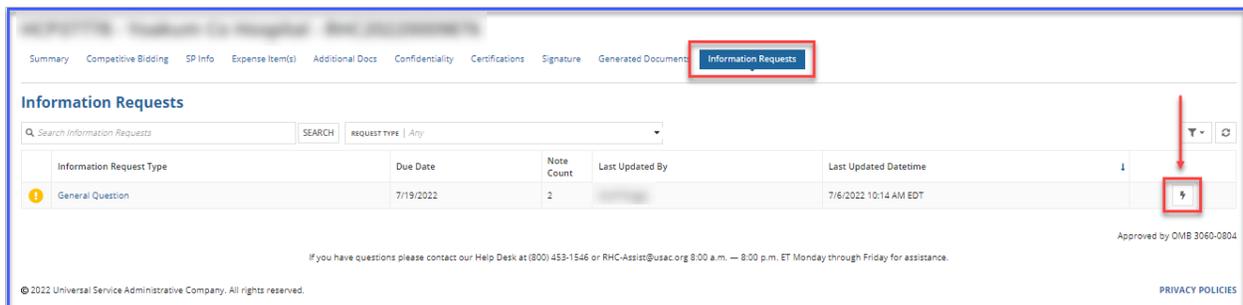
Health Care Provider (HCP) Information

HCP or Consortium
FCC Registration Number
Address
State

Application Basics

Application Nickname
Funding Year 2022
Application Number
Funding Priority Priority 4

Step 5: Click the respond icon  on the “Information Requests” tab.



Summary | Competitive Bidding | SP Info | Expense Item(s) | Additional Docs | Confidentiality | Certifications | Signature | Generated Documents | **Information Requests**

Information Requests

Q Search Information Requests SEARCH REQUEST TYPE | Any

Information Request Type	Due Date	Note Count	Last Updated By	Last Updated Datetime	Actions
General Question	7/19/2022	2		7/6/2022 10:14 AM EDT	

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

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Step 6: Add a response and click “Submit.”

#23 | Add Response for General Question

Note *

Add Attachment

UPLOAD  Drop files here

search for updates

Sort By Newest Oldest Show only updates with attachments Showing 1 - 2 of 2

 7/6/2022 10:14 AM EDT
sdsd

 super admin (USAC)
7/5/2022 3:37 PM EDT

Date: 2/9/2022
Funding Year: 2022
Funding Request Number (FRN): XXXXXXXX
Health Care Provider (HCP) Number: XXXXXX
HCP Name: XXXXXXXXXX

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ACTION: Provide the HCP number of the eligible HCP using the service located at the data center or administrative office.

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The bandwidth entered on (XX MB) for Line Number XX for HCP XXXXXX cannot be verified on the supporting document (Document Name) provided with the Form 462.

ACTION: Submit supporting documentation (e.g. a copy of the bill, or a statement from the service provider on its letterhead) to verify the bandwidth.

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Showing 1 - 2 of 2

CANCEL SUBMIT