

Contact Us

Contact RHC-Assist@usac.org or call the RHC Customer Service Center at (800) 453-1546 or 8 a.m. – 8 p.m. ET Monday through Friday for assistance.

The RHC Customer Service Center can:	The RHC Customer Service Center cannot:	If the RHC Customer Service Center cannot help you:
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission	Please visit the RHC Get Started page on the USAC website. If your site is public or nonprofit and is described in the list of eligible facilities, submit an FCC Form 460 for the Healthcare Connect Fund (HCF) Program or an FCC Form 465 for the Telecommunications (Telecom) Program. USAC will review your form and make a final eligibility determination based on your submission.
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission	Submit your required FCC form. If information is missing or if the form is incomplete, you will receive an Information Request from the reviewer. If you disagree with a final decision, you may file an Appeal with USAC.
Provide clarity regarding FCC Report and Order 19-78	Contact a service provider or other account holder on someone else's behalf	USAC is not authorized to contact a service provider or RHC participant on your behalf. We can provide you with account holder information and contact information for the service provider that's listed on the FCC Form 498 but you must reach out to those parties directly.
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in My Portal	Please save copies of all documents you submit to USAC as part of an application. RHC program rules require applicants and service providers to retain documentation sufficient to verify compliance with all FCC rules for a period of five years after the end of the funding year for which support was provided. Learn more about Document Retention rules for RHC participants.
Assist with My Portal	Transfer a call to a specific form reviewer	Due to the high volume of forms we receive and process, the RHC Customer Service Center is unable to forward calls to a specific reviewer. If you have received an Information Request and would like a call, please respond directly to the Information Request and ask the reviewer to schedule a call.