



RHC Service Provider Training

Best Practices for Service Providers

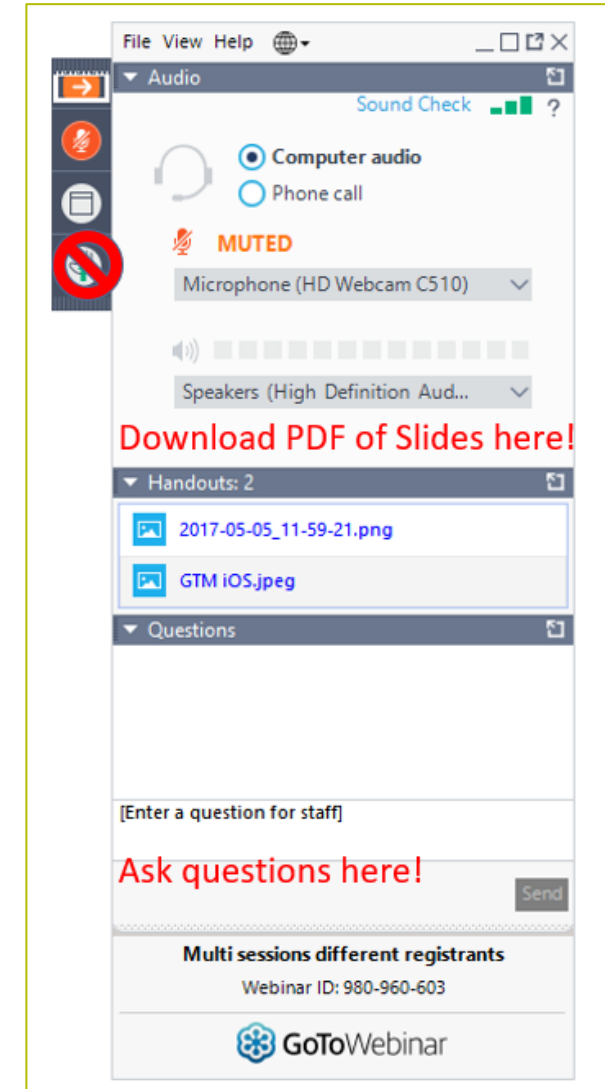
June 12, 2024

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Housekeeping

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 - Turn on your computer’s speakers, or
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- Slides attached to GoToWebinar Panel and will be posted with the recording to the [Webinars](#) webpage



Meet Our Team



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Agenda

- RHC Program Basics
- Program Updates
- Competitive Bidding
- Funding Requests
- Invoicing and Disbursement Process
- Resources

By the end of this webinar you will be able to...

- *Understand the application process for RHC programs from eligibility through invoicing*
- *Understand the difference between the two RHC programs*
- *Learn about RHC program updates for FY2024*
- *Understand competitive bidding requirements*
- *Understand invoicing and disbursement processes*
- *Understand best practices for service providers*

Program Glossary

Acronym	Meaning
FCC	Federal Communications Commission
HCP	Health Care Provider (the site receiving services)
SP	Telco company providing services (you)
HCF program	Healthcare Connect Fund program
Telecom program	Telecommunications program
SPIN/498 ID	Service Provider Identification Number
ACSD	Allowable Contract Selection Date
FRN	Funding Request Number
FY	Funding Year

Program Basics

Best Practices for Service Providers

Differences Between RHC Programs

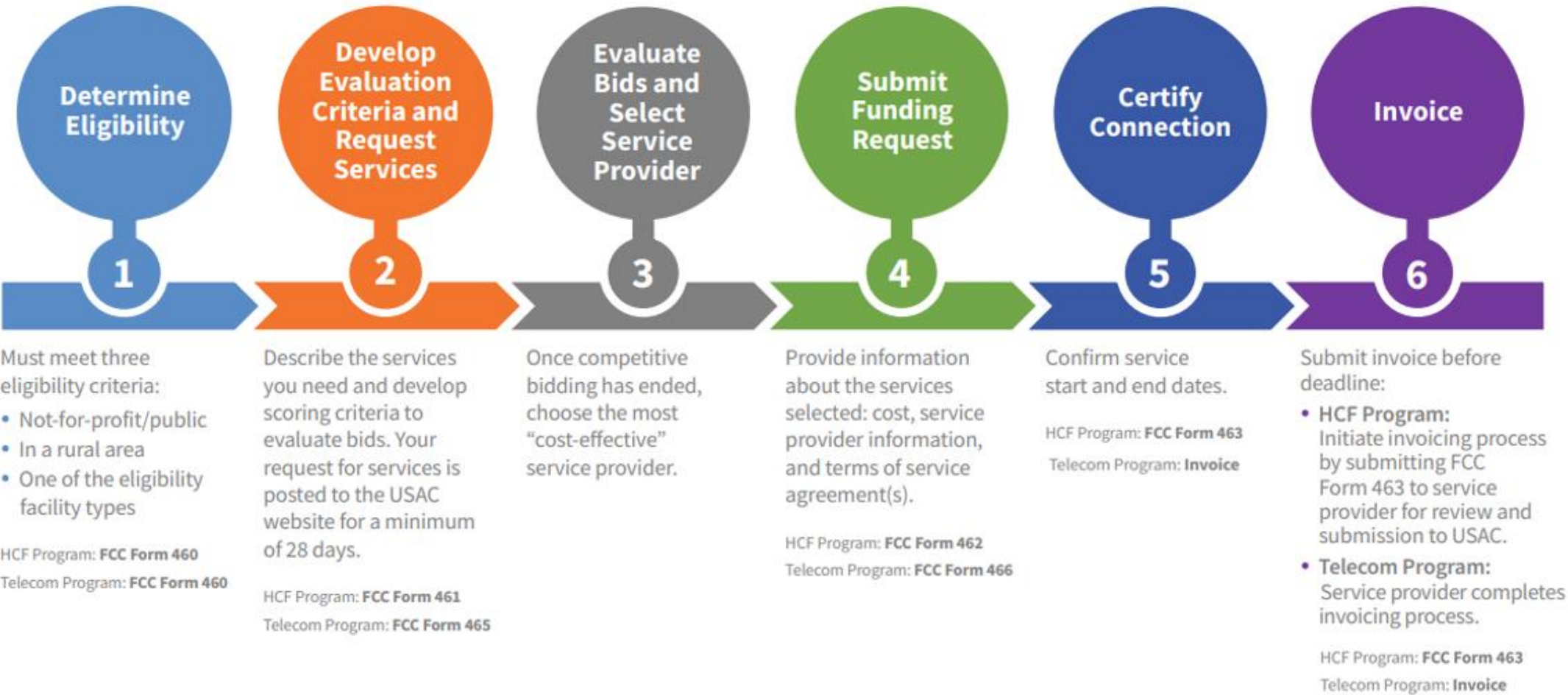
- Services funded:
 - Telecom program funds telecommunications services
 - The Telecom program **does not** provide support for equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.
 - HCF program funds advanced telecommunications and information services for broadband connectivity.
 - The HCF program **does** provide support for equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.
- Method of calculating discount:
 - **Telecom program** funds the difference between the urban and rural rates.
 - **HCF program** funds a flat 65%.

Key Differences for Service Providers

HCF Program	Telecom Program
Funds advanced telecommunications and information services for broadband connectivity. Provides support for equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.	Funds telecommunications services related to the use of telemedicine and telehealth.
Can be a multi-year request (up to three years). Funds telecommunications services related to the use of telemedicine and telehealth.	Single year funding requests for recurring telecommunications services.
Provides a flat 65% discount for eligible products and services.	Funds up to the difference between the urban and rural rates for the requested service.
Requires that service providers validate and certify all data entered by the HCP on the FCC Form 463 (Invoicing).	Requires that service providers submit invoices to USAC to request reimbursement for the difference between the urban and rural rates. HCPs are required to pay the service provider the urban rate for the requested service.

RURAL HEALTH CARE PROGRAM

Application Process



Telecom Program – FCC Forms

- New! FCC Form 460 (Eligibility)
- FCC Form 465 (Description of Services Requested and Certification Form):
 - Submit bids for services included on the posted Request for Services forms.
- FCC Form 466 (Funding Request and Certification Form):
 - Provide supporting documentation or necessary information (e.g., bills, invoices, a contract) to the HCP during the application (Funding Request) process.
- Telecom Invoice (Current Process):
 - Complete invoicing process after completion of the FCC Form 467 (Connection Certification Form) by the HCP and review of the HCP Support Schedule (HSS).
 - Submit invoice certifying to service & billing start and end dates, and total cost for billing periods selected.

HCF Program – FCC Forms

- FCC Form 460 (Eligibility):
 - Determine-eligibility of HCP - Submitted by HCP.
- FCC Form 461 (Request for Services):
 - Submit bids for services included on the posted Request for Services forms.
- FCC Form 462 (Request for Funding):
 - Provide information and supporting documentation to the HCP during the application process.
- FCC Form 463 (Invoice):
 - HCP submits invoice once they have paid their 35% contribution.
 - Service provider validates the FCC Form 463 and certifies that the information is correct.

Questions?

RHC Program Updates

Best Practices for Service Providers

FCC 23-110 Third Report and Order

- On December 14, 2023, the FCC released Order [FCC 23-110](#). This order improves RHC program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding, aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes. Changes to RHC program rules are as follows:
 - Permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination (Prior to July 1, 2024, for purposes of competitive bidding FY2025).
 - Provides health care providers more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline (Beginning in FY2023).
 - Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the rule for determining urban rates in the Telecommunications (Telecom) program (Beginning in FY2025).
 - Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment (Beginning in FY2024).
 - 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 health care providers to claim undisbursed funding commitments that do not currently have an applicable invoice filing deadline from FY2019 and prior years.

FCC Order DA 23-6

- On January 26, 2023, the FCC released Order DA 23-6, waiving the requirement that HCPs and service providers participating in the Telecom program use the Rates Database to calculate urban and rural rates for FY2024 and FY2025.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.

Reminder: FCC Report and Order 19-78

- [FCC Report and Order 19-78](#) webpage summarizes the Report and Order's major changes and includes the following resources:
 - [FCC Report and Order 19-78](#)
 - [Public Notice DA 19-1253](#)
 - [FCC Report and Order 19-78 Tip Sheet](#)
 - Webinar [recording](#) and [slides](#)

Additional Program Guidance




- [COVID-19 Response](#)
- FCC Report and Order 19-78**
- [Funding Year Overview](#)
- [Authorizations](#) ▾
- [Competitive Bidding Exemptions](#) ▾
- [Site and Service Substitutions](#)
- [Document Retention](#)
- [FCC Orders and Resources](#)

FCC Report and Order 19-78

On August 20, 2019, the Federal Communications Commission (FCC) released a Report and Order reforming the Rural Health Care (RHC) Program to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse. The Report and Order was published in the Federal Register on October 11, 2019 and effective on November 12, 2019. Read the Report and Order [here](#).

While the Report and Order includes a number of changes to the RHC Program, the overall structure of the Program will remain the same. As before, the RHC Program will still have two sub-programs: the Healthcare Connect Fund (HCF) Program and the Telecom Program. Further, applicants will still be required to seek eligibility, submit requests for funding, requests for services, and invoicing forms.

Additional Resources

- [FCC Report and Order](#) 
- [Report and Order 19-78 Tip Sheet](#)
- [Summary Webinar](#)
- [Webinar Slides](#) 
- [Public Notice DA 19-1253](#) 

FCC Report and Order 19-78 (continued)

- **Consultant Registration** – USAC will issue a unique registration number to the consultant or outside expert and that number will be linked to the HCP's organization.
- **Telecom Competitive Bidding Exemptions** – Telecom program applicants can use every competitive bidding exemption applicable to the HCF program, except the \$10k or less exemption.
- **Service Substitutions** – Telecom program applicants will be allowed to submit service substitution requests.
 - HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.

Reminder: FCC Report and Order 19-78 (continued)

- **SPIN CHANGES**

- A corrective SPIN change is made when the SPIN associated with a Funding Request Number (FRN) is not correct. This occurs when:
 - The applicant or USAC made a data entry error,
 - SPIN has changed due to the merger of companies or the acquisition of one company by another; or
 - The applicant has not initiated the change (e.g., where the service provider declares bankruptcy).
- An operational SPIN change is a request to change the actual service provider associated with an FRN.
 - The change in service providers is the result of a deliberate decision by the applicant.
 - The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform).

- **Site and Service Substitutions** – HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.

- This date can be found on the Funding Commitment Letter (FCL) for the FRN (FCC Form 466 Application)

Calculating Urban and Rural Rates – Telecom Program

- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.

Supply Chain Order

- As a reminder, when service providers login to [My Portal and RHC Connect](#) they will see two new supply chain certifications included in the FCC Form 463 and Telecom program invoice.
- The first certification affirms compliance with the [Section 54.9](#) prohibition 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](#).
- If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- 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.

Supply Chain Web Page

- [Supply Chain webpage](#)



The screenshot shows the FCC's Supply Chain webpage. At the top is a navigation bar with links: About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below this is a breadcrumb trail: USAC | About | Reports & Orders | Supply Chain. On the left is a sidebar with links: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and Supply Chain (which is highlighted). The main content area has a large heading 'Supply Chain' and two paragraphs of text. The first paragraph discusses the FCC's actions since November 2019 to protect national security and mentions the 'Secure and Trusted Communications Networks Act of 2019'. The second paragraph mentions the 'Supply Chain First Report and Order' and its rule (47 CFR Section 54.9) regarding the use of Universal Service Fund (USF) support.

About ▾ E-rate ▾ Rural Health Care ▾ Lifeline ▾ High Cost ▾ Service Providers ▾

USAC | About | Reports & Orders | **Supply Chain**

Reports & Orders

Annual Report

FCC Filings

FCC Orders

Supply Chain

Supply Chain

Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#). The FCC's actions can be found at www.fcc.gov/supplychain.

In November 2019, the FCC released the [Supply Chain First Report and Order](#) adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.

Key Takeaways for Service Providers

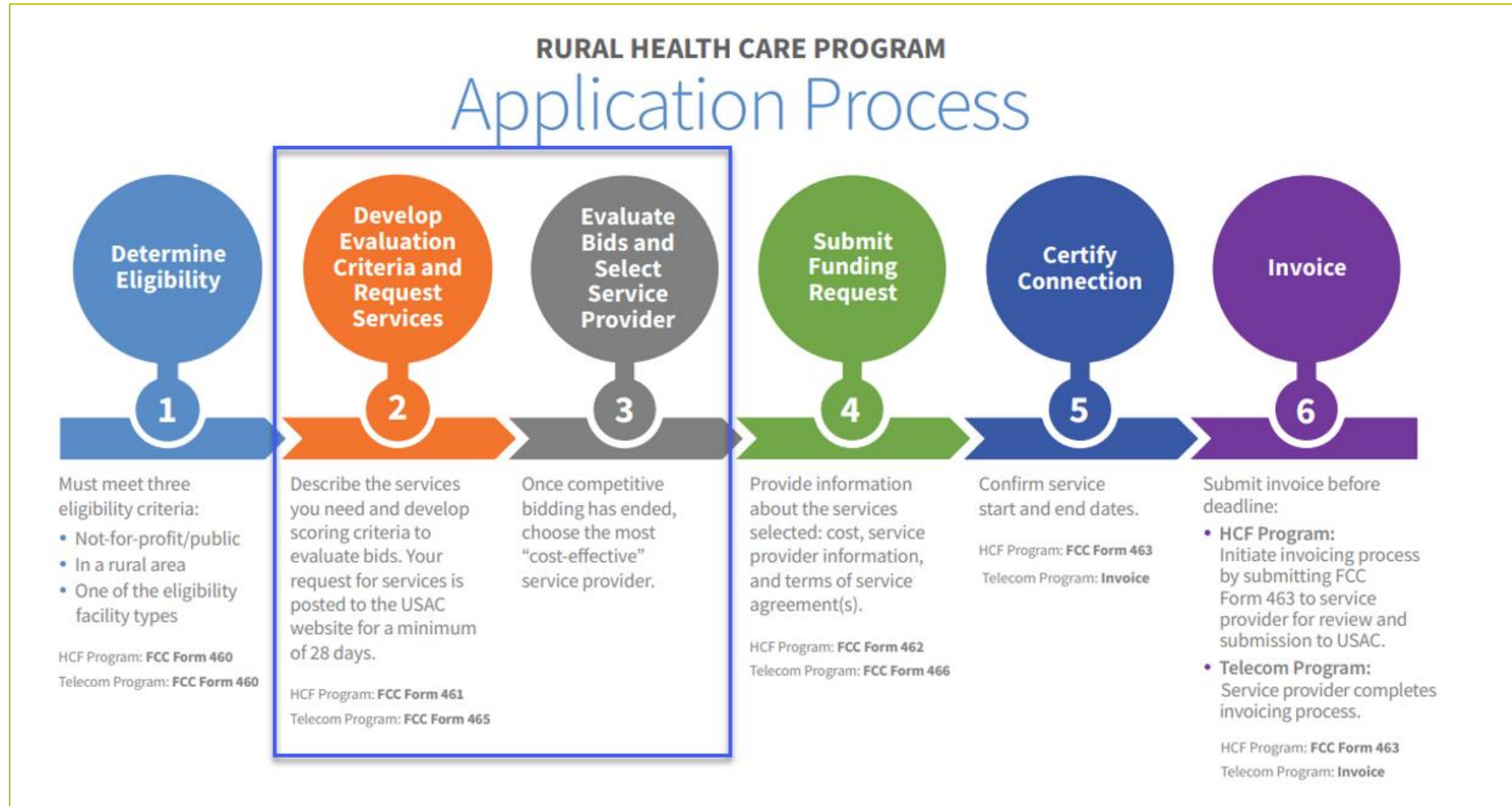
- Telecom program – Use of the Rates database to calculate discounts is waived for FY2024 and 2025.
 - Method for determining rates is described in [FCC Order 23-6](#).
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.
- Applicants and service providers must ensure they are not requesting funding for services or equipment from any company identified on the FCC-issued [Covered List](#).

Questions?

Competitive Bidding

Best Practices for Service Providers

Competitive Bidding



What is a Request for Services?

- The Request for Services form is used by HCPs to let service providers know what services they are seeking, and it starts the competitive bidding process.
 - FCC Form 461 – HCF program
 - FCC Form 465 – Telecom program (the FCC Form 465 also determines an HCPs eligibility)
- Service providers use the information on the form to create a responsive bid to provide the requested services.

Competitive Bidding

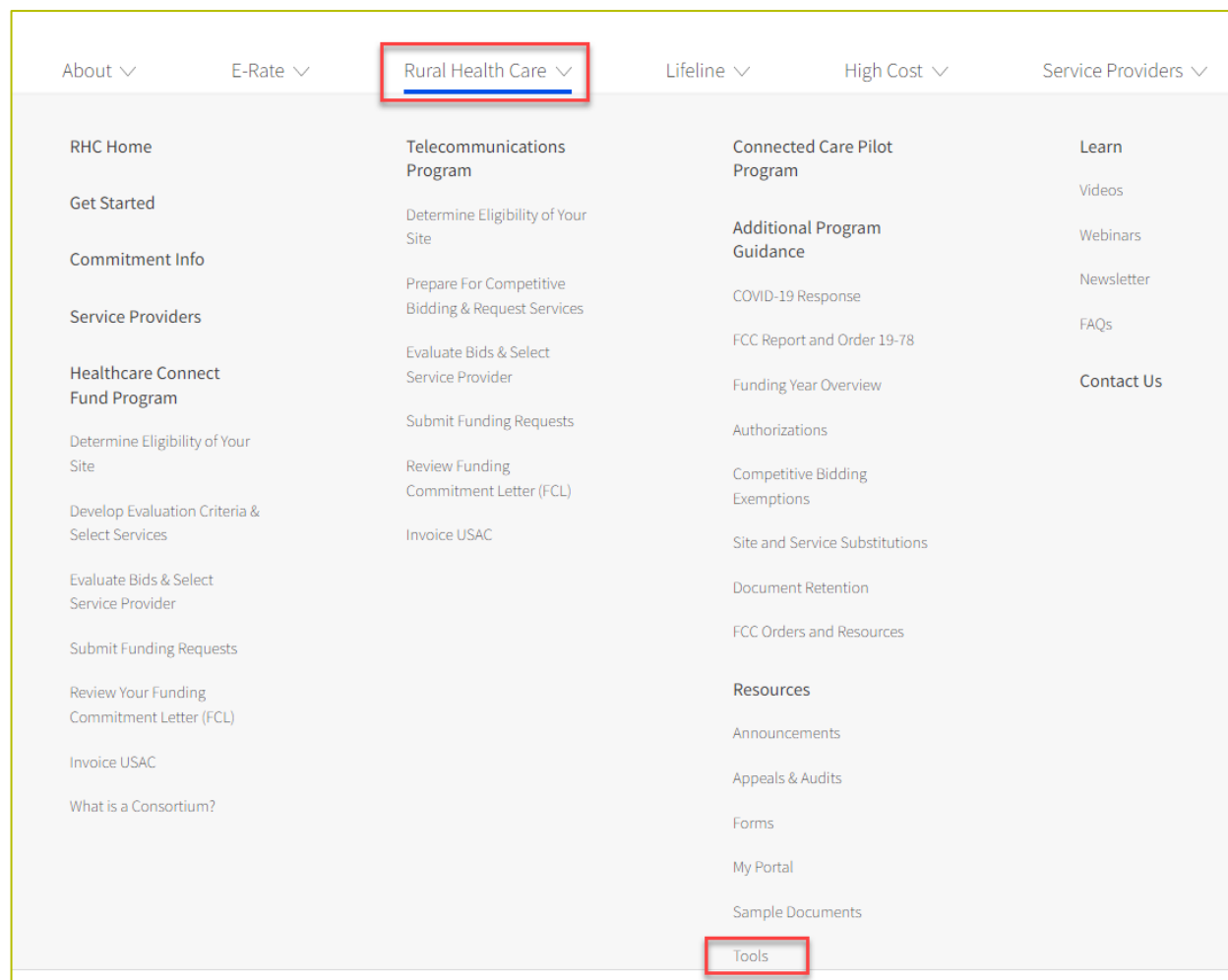
- RHC program rules and FCC Orders require that the competitive bidding process be “fair and open.”
 - The process must allow all service providers an equal opportunity to understand the HCP’s service requirements and offer the most cost-effective solution to address those needs.
 - All potential bidders and service providers must have access to the same information about the HCP’s service needs and must be treated in the same manner.
- Service providers who plan to bid cannot also simultaneously help the HCP choose a winning bidder or participate in the vendor selection process in any way.
- All applicants and service providers must comply with FCC rules and any applicable state or local competitive bidding requirements.

Search Posted Services Tool

- An enhanced [Search Posted Services](#) tool is now available.
- This tool, and the underlying [data set](#), have replaced the HCF [Search Posted Services tool](#) for Funding Year (FY) 2023 and forward.
- The [data set](#) contains data from the FCC Forms 461 and 465, i.e., services requested for current and past funding years.
- For the Connected Care Pilot Program, please continue to use the original [Search Posted Services tool](#) on the USAC website.

Search Posted Services




- Click on “Tools” on the mega menu for Rural Health Care





Search Posted Services (continued)

- Click “Requests for Services” under the Open Data section.

Open Data

Funding Commitments 	Look up funding commitments (FCC Form 462 and 466) information for both the HCF and Telecom Programs.
Requests for Services 	Look up request for services (FCC Form 461 and 465) information for both the HCF and Telecom Program. Please keep in mind that this information is updated daily, so if your requests for services was approved today, it will appear in the Open Dataset tomorrow.
Request for Services Data Set 	The Request for Services data set is also available in the USAC Open Data Portal. In this data set you can view both HCF and Telecom program information for FCC Forms 461 and 465 for current and past funding years. Please note that the data set contains the previous day's data.


Search Posted Services (continued)



Universal Service Administrative Co.

Search Posted Services

[How to use this Feature >](#)

 Filters
Clear All

Funding Year

Program

HCP Number

Application Number

Site State

Site County

Site City

Posting Start Date

Select...

Select...

Select...

Select...

Select...

Select...

Select...

Select...

[More](#)

Program	Application Number	HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract ...	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
HCF	RHC46100001047	17224	Indiana Telehealth N...	2023	CONSORTIUM		2022-11-07	2022-12-07	2022-12-08	http://publicdata.usa...	1	http://p...	
HCF	RHC46100000800	17264	Utah Telehealth Net...	2023	CONSORTIUM		2022-10-10	2022-11-07	2022-11-08	http://publicdata.usa...	1	http://p...	
HCF	RHC46100000729	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...	1	http://p...	

Search Posted Services (continued)



Search Posted Services

[How to use this Feature >](#)

The Search Posted Services Tool allows service providers to view service request information provided by individual health care providers (HCPs) and consortia applying for funding through the Healthcare Connect Fund (HCF) Program.

Requests for services may include the following information:

- **Posting Start Date:** Date that the request for services is posted to this page.
- **Posting End Date:** Date that the request for service posting will expire - applicants are required to post for a minimum of 28 days but may choose to post for a period exceeding 28 days.
- **ACSD:** The Allowable Contract Selection Date (ACSD) is the date that the applicant can enter into a contract with the selected service provider.
- **Other Documentation:** Links to documents related to the request for services as submitted by the applicant, such as FCC Form 461, Request for Proposal (RFP), Network Plan. The FCC Form 461, the RFP and any additional documents uploaded, by the applicant, can be accessed using the hyperlinks in the columns with their respective names.

To search for requests for services, type the full or partial criteria in the appropriate box below.

The search results will show a summary of each HCP whose service request(s) match the search criteria entered, with options to view additional information. View more information about each HCP by clicking on the corresponding row in the search results. All supporting documentation will be available for download on this expanded view.

Search Posted Services (continued)

- Apply filters to narrow search

Filters

Clear All

Funding Year

Select...

Funding Year

IS

▼

Search all values

LABEL Z - A

(No value)

2023

2022

2021

2020

2019

Program

Select...

HCP Number

Select...

Application Number

Select...

Site State

Select...

Site County

Select...

Site City

Select...

Posting Start Date

Select...

More

▼

HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract ...	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
17224	Indiana Telehealth N...	2023	CONSORTIUM		2022-11-07	2022-12-07	2022-12-08	http://publicdata.usa...	1	http://p...	
17264	Utah Telehealth Net...	2023	CONSORTIUM		2022-10-10	2022-11-07	2022-11-08	http://publicdata.usa...	1	http://p...	
17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...	1	http://p...	

Search Posted Services (continued)

- Click on hyperlink to download a PDF copy of the FCC Form 461 or 465 and RFP

Filters (1)

Clear All

Funding Year

2023

Program

Select...

HCP Number

Select...

Application Number

Select...

Site State

Select...

Site County

Select...

Site City

Select...

Posting Start Date

Select...

More

Program	Application Number	HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract ...	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
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HCF	RHC46100000730	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...		http://p...	
HCF	RHC46100000731	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...		http://p...	
HCF	RHC46100000732	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...		http://p...	
HCF	RHC46100000869	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-19	2022-11-16	2022-11-17	http://publicdata.usa...		http://p...	
HCF	RHC46100000871	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-19	2022-11-16	2022-11-17	http://publicdata.usa...		http://p...	
HCF	RHC46100001518	45560	Northwest Hospital ...	2023	CONSORTIUM		2022-11-07	2022-12-05	2022-12-06	http://publicdata.usa...		http://p...	
HCF	RHC46100001160	49488	Ballad Health	2023	CONSORTIUM		2022-11-07	2022-12-05	2022-12-06	http://publicdata.usa...		http://p...	

1 to 10 of 3,824

Search Posted Services (continued)

- Click on arrow at the top right to download data in Excel
- Click hyperlinks on the bottom right to view more postings

<div> <div>Filters (1) Clear All</div> <div> <div>Funding Year</div> <div>2023</div> </div> <div> <div>Program</div> <div>Select...</div> </div> <div> <div>HCP Number</div> <div>Select...</div> </div> <div> <div>Application Number</div> <div>Select...</div> </div> <div> <div>Site State</div> <div>Select...</div> </div> <div> <div>Site County</div> <div>Select...</div> </div> <div> <div>Site City</div> <div>Select...</div> </div> <div> <div>Posting Start Date</div> <div>Select...</div> </div> <div>More</div> </div>													
Program	Application Number	HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract ...	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
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HCF	RHC46100000729	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...	1	http://p...	
HCF	RHC46100000730	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...	1	http://p...	
HCF	RHC46100000731	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...	1	http://p...	
HCF	RHC46100000732	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...	1	http://p...	
HCF	RHC46100000869	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-19	2022-11-16	2022-11-17	http://publicdata.usa...	1	http://p...	
HCF	RHC46100000871	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-19	2022-11-16	2022-11-17	http://publicdata.usa...	1	http://p...	
HCF	RHC46100001518	45560	Northwest Hospital ...	2023	CONSORTIUM		2022-11-07	2022-12-05	2022-12-06	http://publicdata.usa...	1	http://p...	
HCF	RHC46100001160	49488	Ballad Health	2023	CONSORTIUM		2022-11-07	2022-12-05	2022-12-06	http://publicdata.usa...	1	http://p...	
<div>1 to 10 of 3,824</div> <div> <div><</div> <div>></div> </div>													

Bid Evaluation Criteria Process

- The bid evaluation criteria is a list of weighted standards that HCPs will use to determine the most cost-effective bid. Service providers cannot assist with this process.
- Each criterion is given a certain weight, and the sum of these weights will equal 100.
 - Cost must be a primary factor for evaluating HCF program bids.
 - Examples of evaluation criteria include cost, reliability, quality of transmission.
- The bid evaluation criteria should address the HCP's needs, as indicated on the FCC Form 461 or 465, and be based on the FCC's definition of "cost-effective."

Example of Evaluation Criteria

Block 5: Bid Evaluation

22 Select selection criteria (and weights assigned to each) that will be used to evaluate bids received as a result of this request for services. Attach supplemental information (if necessary).

Criteria	Weight
a. Cost	25
b. Technical Support	15
c. Prior experience, including past performance	15
d. Reliability of Service	20
e. Other (Single Point of Contact)	25

When Can a Contract Be Signed?

- Allowable Contract Selection Date (ACSD): Once a Request for Services is publicly posted on the USAC website, service providers have at least 28 days to submit their bids to the applicant.
 - The HCP and service provider may not enter into an agreement to purchase services until after 28 days from the date the FCC Form 461 or 465 is posted on USAC's website.
 - After the 28-day period ends, the HCP and the selected service provider may sign a contract.

SEPTEMBER 2024

SUN	MON	TUE	WED	THU	FRI	SAT
1	2 Posted	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30 ACSD	1	2	3	4	5

Competitive Bidding Exemptions

Per RHC program rules, applicants are exempt from competitive bidding under the following circumstances:

- **For HCF program only:** Applicants seeking support for \$10,000 or less of total undiscounted eligible expenses for a single year;
- Applicants that are purchasing services from a government master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity on its behalf, and which was awarded pursuant to applicable competitive bidding requirements;
- Applicants that are requesting support using contracts previously approved by USAC (MSA under the RHC Pilot program or the HCF program);
- Applicants that are using an active multi-year contract designated as evergreen for the RHC program (exemption applies for the life of the contract plus up to five years of voluntary extensions); or
- Applicants that are using a contract approved under the E-rate program.

Competitive Bidding Exemptions - Evergreen Contracts

- A contract is considered “evergreen” when it covers more than one funding year and is granted evergreen status by USAC.
- An evergreen contract exempts the HCP from seeking bids for services requested under the contract for the life of the contract, including voluntary extensions not to exceed five years in the aggregate (or until the contract is modified).
- A contract is reviewed for evergreen designation at the time of the FCC Form 462/466 submission.
- The contract may be designated as “evergreen” if the contract meets all of the following requirements:
 - Both parties identified;
 - Contract specifies the service type, bandwidth, and quantity;
 - Contract is signed and dated by the HCP or consortium leader after the Allowable Contract Selection Date (ACSD);
 - Contract specifies the term and cost of service(s); and
 - Contract includes the physical addresses of the HCP(s) purchasing from the contract.

Competitive Bidding Exemptions - Evergreen Contracts (continued)

- Telecom program - HCPs with approved evergreen contracts must submit the FCC Forms 466 annually for every funding year in which funding is requested under the terms of the contract.
- HCF program - HCPs with approved evergreen contracts can submit the FCC Forms 462 for a multi-year funding commitment and receive up to three years of funding at a time.
- If USAC designates a contract as “evergreen” under the Telecom program, that designation will also apply under the HCF program and vice versa.
- Notification of evergreen designation is shown on the Funding Commitment Letter (FCL).

Documentation

- All bid correspondence and supporting documentation should be sent via email for audit purposes.
- All communications with the HCP regarding the discounted services, facilities, or equipment should be in writing and retained.
- All documentation related to the delivery of discounted services, facilities, or equipment must be retained for at least five years after the last day of delivery of discounted services, facilities or equipment (47 CFR § 54.631(b)(1)(iii) & (2)(ii)).

Key Takeaways for Service Providers

- RHC program rules and FCC Orders require that the competitive bidding process be “fair and open.”
 - All potential bidders and service providers must have access to the same information about the HCP’s service needs and must be treated in the same manner.
 - Use [Search Posted Services](#) to download Request for Services forms to provide the applicant with a bid.
- **Service providers who plan to bid cannot also simultaneously help the HCP choose a winning bidder or participate in the vendor selection process in any way.**

Key Takeaways for Service Providers (continued)

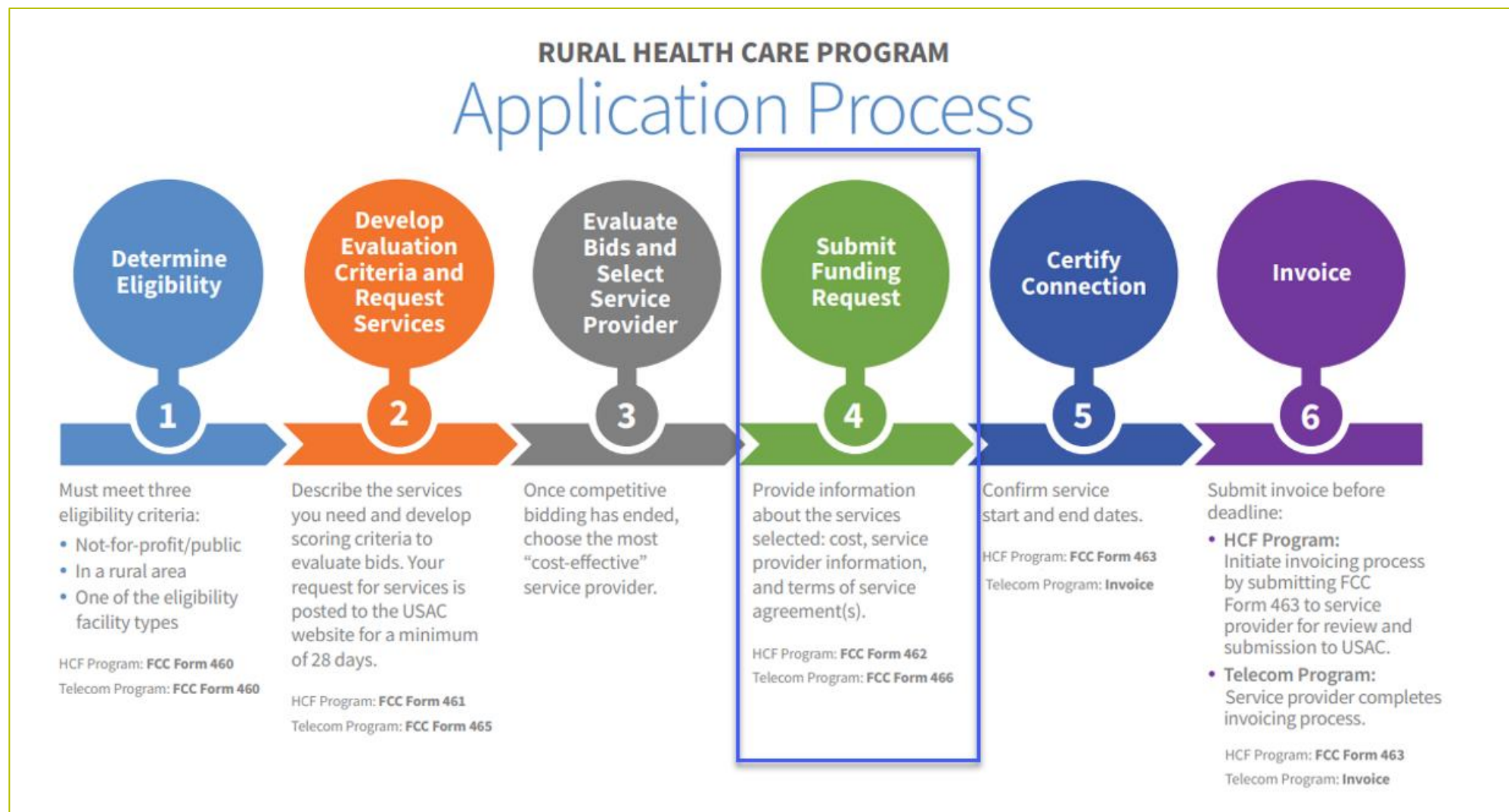
- The HCP and service provider may not enter into an agreement to purchase services until after 28 days from the date the FCC Form 461/465 is posted on USAC's website.
 - After the 28-day period ends, the HCP and the selected service provider may sign a contract.
- All bid correspondence and supporting documentation should be handled via email for audit purposes.
- All documentation related to the delivery of discounted services, facilities, or equipment must be retained for at least five years after the last day of delivery of discounted services.

Questions?

Funding Requests

Best Practices for Service Providers

Application Process



What is a Funding Request?

- Once a service provider is selected, the HCP submits a funding request (FCC Form 462/466) to USAC.
- Specifies the type of service(s) ordered, cost, name of service provider(s), and terms of the service agreement(s).
- HCP must demonstrate that selected services are the most cost-effective option of the offers received.
- The FCC Forms 462/466 must be submitted by the close of the [filing window period](#) to be considered for funding.
 - The FY2025 filing window will open on December 1, 2024, and will end on April 1, 2025, at 11:59 p.m. ET.

Funding Requests and Service Providers

- It is the responsibility of the HCP to ensure all forms submitted are accurate and complete.
- The service providers must provide the HCP with any additional information needed by USAC to complete the form review.
- The HCP and service provider should work together to ensure that Information Requests are answered before their deadline (within 14 days).
- All information on approved funding requests will be used for invoicing.
 - Be sure to work with the HCP to make sure everything entered into the FCC Forms 462/466 is accurate.

Telecom Program Rural Rate

- Your customer may not have the information needed to document that the rural rate on the FCC Form 466 is compliant with the rule.
 - You should check the rural rate for a service before you submit a bid in response to the FCC Form 465.
 - Carriers should not begin the process of determining a rural rate when they submit a bid. They should already know what their rural rates are.
- Be sure that the correct contact person is on the FCC Form 498 (Service Provider Identification Number and General Contact Information Form) so that Information Requests that require the service provider's input are received in a timely manner.
- Be sure to copy everyone on the email with your Information Request response and be mindful of deadlines.
- In the rare case where you deem the information provided to USAC as confidential, please mark it clearly as confidential in the subject line and take the appropriate measures to protect the email correspondence.

Calculating Urban and Rural Rates

- On January 26, 2023, the FCC released Order DA 23-6, waiving the requirement that HCPs and service providers participating in the Telecom program use the Rates Database to calculate urban and rural rates for FY2024 and FY2025.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.

Entering Rural Rate and Urban Rate

- Applicant enters method used to determine Rural and Urban rates.
- Applicant enters calculated rural rate.
- Applicant uploads documentation to support rates entered into the fields.

FCC Form 466 RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information Connection Information **Rates** Installation Charges Additional Documentation Certification

Comprehensive Rate Comparison Request

Rural	Urban
Method for determining the Rural Rate Method 2	Method for determining the Urban Rate RHC agent data
Monthly Rural Rate (excluding taxes and fees) \$1,135.00	Monthly Urban Rate (excluding taxes and fees) \$150.00
Monthly taxes and fees (optional) \$50.00	Monthly taxes and fees (optional) \$15.00
Total Monthly Rural Rate \$1,135.00	Total Monthly Urban Rate \$165.00
Attach Documentation to Support the Monthly Rural Rate UAT FCC Form 466 Review DOCK - 411.29 KB Upload File Here	Attach Documentation to Support the Monthly Urban Rate UAT FCC Form 466 Review DOCK - 411.29 KB Upload File Here

BACK EXIT SAVE & CONTINUE

Information Requests

- FCC Forms with missing or incomplete information or documentation cannot be processed.
- USAC will send out an Information Request to an applicant when it requires information that cannot be located on the submitted supporting documentation.
- Information Requests can be received two ways:
 - Via My Portal and RHC Connect; or
 - Via email from an RHC reviewer.
- Applicants are given 14 calendar days to provide a response to the Information Request.
- Information Requests not responded to within 14 calendar days will result in a denial of that form.
- It is incumbent on the HCP to include the service provider on all information requested.

Common Errors

- Once a funding request is approved, all information entered on the FCC Form 462 and 466 must match documentation associated with the FCC Form 463 and the Telecom invoice.
- Common discrepancies:
 - Incorrect bandwidth
 - Incorrect expense type
- Correction to discrepancies must be made prior to approving an invoice or that FCC Form 463 or Telecom invoice will be denied.
- Work with the applicant to ensure that information on the bill, invoice, and/or contract correctly reflects the service.
- Example:
 - FCC Form 462 – expense type is listed as MPLS as shown on the contract submitted and approved with the form.
 - FCC Form 463 – expense type is listed as ethernet as shown on the bill when the form is submitted.

Key Takeaways for Service Providers

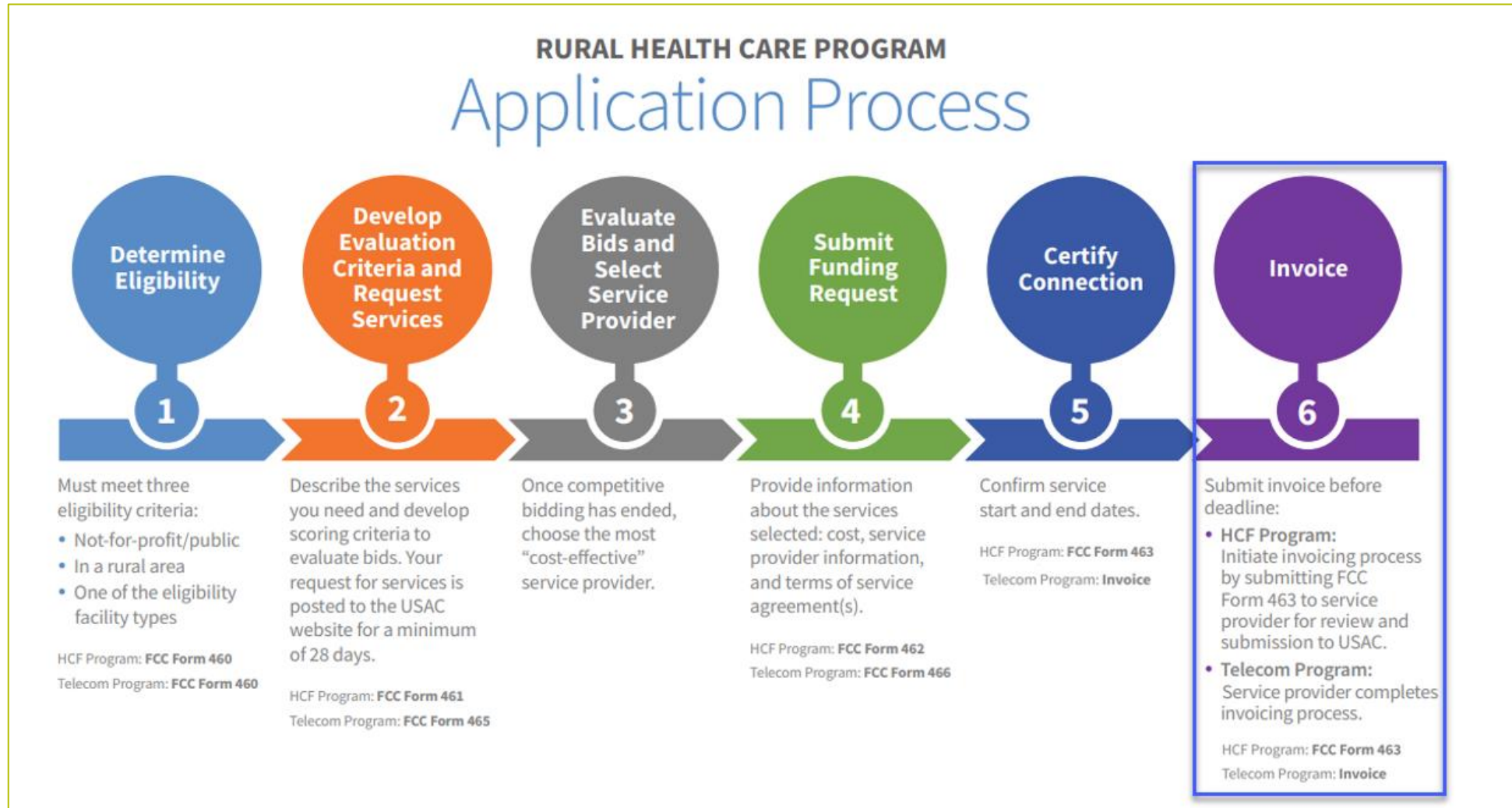
- Once you are selected to provide services, work closely with the HCP to provide information needed to submit accurate information to USAC.
- Applicants have 14 calendar days to respond to Information Requests.
- All information on approved funding requests will be used for invoicing.
- All documentation related to the delivery of discounted services must be retained for at least five years after the last day of delivery of discounted services (47 CFR § 54.631(b)(2)(ii)).
- Telecom program reminders:
 - Service providers should continue to provide rural rate information to their customers as necessary per [FCC Order 23-6](#).

Questions?

Invoicing and Disbursement

Best Practices for Service Providers

Application Process



Reminder: Invoicing Deadlines

- Per FCC [Report and Order 19-78](#), the invoice filing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom programs, which is normally October 28 of the funding year.
- The invoice filing deadline is displayed on the Funding Commitment Letter (FCL).
- Please use the [RHC Invoicing Deadline Tool](#) in the Open Data section of the USAC website to look up invoicing deadlines.
- For more information, please see the [HCF invoice page](#) and [Telecom invoice page](#).

Telecom Program Invoicing

- Service providers initiate the invoicing process after the HCP submits the FCC Form 467 (Connection Certification Form).
- Service providers should file an invoice after they:
 - Receive an HCP Support Schedule (HSS); and
 - Credit the HCP's account for the discounted services.
- Once the Telecom program invoice is approved by USAC, funds are disbursed to the service provider.
- The invoice filing deadline will be four months (120 days) from the service delivery deadline. The service delivery deadline is June 30 of the funding year for which program support is sought.
- All FY2023 Telecom FRNs have an invoice filing deadline of **October 28, 2024**.
- All FY2024 Telecom FRNs have an invoice filing deadline of **October 28, 2025**.

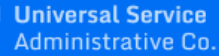
HCF Program Invoicing

- Invoicing is completed when both the **HCP and service provider** have certified and signed the FCC Form 463 and submitted it to USAC.
- The HCP initiates the invoicing process after it receives an approved FCC Form 462 funding commitment letter (FCL) and services have been rendered.
- Service providers must review, certify, and sign the FCC Form 463 in My Portal*.
- Once an FCC Form 463 is approved, USAC disburses funds to the service provider.
- The **invoice filing deadline will be four months (120 days) from the service delivery deadline**. The service delivery deadline is June 30 of the funding year for which program support is sought.

*Note: FCC Forms 463 for FRNs prior to FY2022 will continue to be submitted in My Portal. Starting with FY2022, FCC Forms 463 will be submitted in RHC Connect.

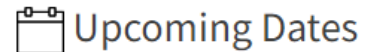
RHC Connect for Service Providers - Reminders

- The General Contact on the FCC Form 498 is the only user for the company who can create additional logins for other users.
- 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.
- You may need to update your Unique Entity Identifier (UEI) on the [SAM.GOV](#) webpage.
- A [user guide for the FCC Form 463](#) specifically for service providers is available on the [Step 5: Invoice USAC](#) webpage in the RHC service provider section of the USAC website.

[Sign Out](#)

tanisha.reed@cox.com

① In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.



12/16 November 499-
2022 Q Revision
Deadline

12/31 2022 CAF BLS Form
507 Line Counts
Due (Optional)

12/31 2022 CAF BLS Form 509 Actual Data Due

[see full calendar](#)

High Cost

Lifeline

Rural Health Care

Schools and Libraries

Service Providers

USAC Customer Service Portal

Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722

RHC Connect – HCF Program (continued)

- Click on **Telecom Invoice** to submit all Telecom program invoices.
- Click on **My Portal FCC Form 463** to submit FCC Forms 463 for HCF for FY2021 and earlier and for CCPP.
- Click on **RHC Connect** to submit FCC Forms 463 for HCF for FY2022 and later.

High Cost



Lifeline



Rural Health Care



Telecom Invoice - Service Providers must use this page to submit and manage invoices in the Telecommunications Program.

My Portal FCC Form 463 - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2021 and earlier, and the Connected Care Pilot Program (CCPP).

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 – User Management

- Go to **My SPINs** tab.
- Click on **Manage Users** icon under **Actions** column.

RHC Connect

My Funding My Invoices **My SPINs**

14:25
Nov 18 2022

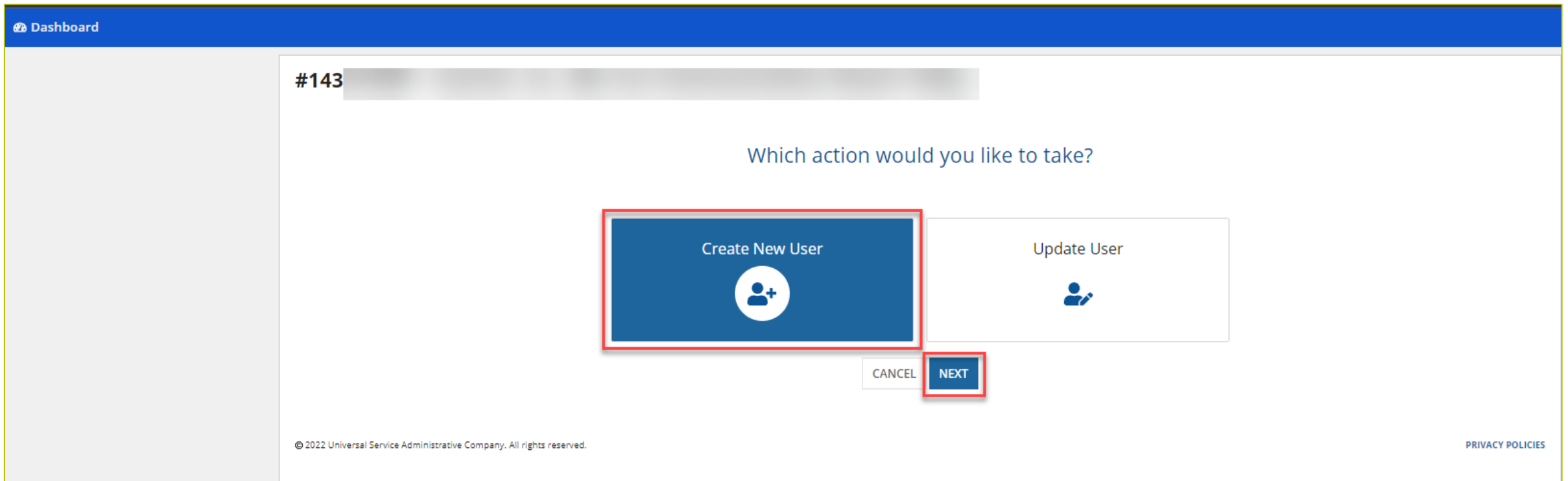
Search SPIN SEARCH

SPIN	Service Provider Name	State	Actions
143			
143			
143			
143			
143			
143			
143			
143			
143			
143			

1 - 10 of 41

RHC Connect – User Management (continued)

- Click **Create New User**, then click **Next**.



The screenshot displays the RHC Connect User Management interface. At the top, a blue header bar contains the text "Dashboard". Below this, a grey sidebar is visible on the left. The main content area features a header "#143" followed by a blurred grey bar. The central question is "Which action would you like to take?". Two buttons are presented: "Create New User" (blue with a white user icon and a plus sign) and "Update User" (white with a blue user icon and a pencil). The "Create New User" button is highlighted with a red border. Below these buttons are "CANCEL" and "NEXT" buttons; the "NEXT" button is also highlighted with a red border. At the bottom left, the copyright notice "© 2022 Universal Service Administrative Company. All rights reserved." is visible, and at the bottom right, the link "PRIVACY POLICIES" is present.

RHC Connect – User Management (continued)

- New user account must be created in E-File before added to RHC Connect.

#143

Create User

User Information

First Name*
Joe

Middle Initial (Optional)

Last Name*
Smith

Email Address*
joe.smith@service.provider.com

Must enter a valid entry.

Confirm Email Address*
joe.smith@service.provider.com

[Email address] entered here will be used as the username for the new account.

⚠ The Username 'joe.smith@service.provider.com' cannot be found in Okta. Please check that the username is entered correctly. If you haven't created an account for this user in E-file yet, please do so before creating the RHC account.

Search Search by Number or Name

Available	
<input type="checkbox"/>	SPIN
<input type="checkbox"/>	143
<input type="checkbox"/>	143
<input type="checkbox"/>	143
<input type="checkbox"/>	143
+ Add SPIN(s)	

PREVIOUS

Selected	
<input type="checkbox"/>	SPIN
<input type="checkbox"/>	143
No items available	

Remove SPIN(s)

CONTINUE

RHC Connect – User Management (continued)

- Click boxes beside **Available** SPINs.
- Click **Add SPIN(s)**.

#143 [Redacted]

Create User

User Information

First Name *

Middle Initial (Optional)

Last Name *

Email Address *

Confirm Email Address *

[Email address] entered here will be used as the username for the new account.

Search

Available	
<input checked="" type="checkbox"/>	SPIN
<input checked="" type="checkbox"/>	143
<input checked="" type="checkbox"/>	143
<input checked="" type="checkbox"/>	143
<input checked="" type="checkbox"/>	143
<input type="button" value="+ Add SPIN(s)"/>	

PREVIOUS CANCEL

Selected	
<input type="checkbox"/>	SPIN
No items available	
<input type="button" value="Remove SPIN(s)"/>	

CONTINUE

RHC Connect – User Management (continued)

#143

Create User

User Information

First Name *

Middle Initial (Optional)

Last Name *

Email Address *

Confirm Email Address *

[Email address] entered here will be used as the username for the new account.

Search

Search by Number or Name

SEARCH

CLEAR

Available

☐ SPIN

↑ Name

No items available

+ Add SPIN(s)

Selected

☐ SPIN

↑ Name

☐ 143

☐ 143

☐ 143

☐ 143

Remove SPIN(s)

PREVIOUS

CANCEL

CONTINUE

RHC Connect – User Management (continued)

- Confirm information entered and selected SPINs are correct.
- Click **Save**.

#143 [REDACTED]

Confirmation

User Information

First Name
[REDACTED]

Middle Initial (Optional)
[REDACTED]

Last Name
[REDACTED]

Email Address
[REDACTED]

Selected

SPIN	↑	Name
143		[REDACTED]
143		[REDACTED]
143		[REDACTED]
143		[REDACTED]

PREVIOUS CANCEL

SAVE

© 2022 Universal Service Administrative Company. All rights reserved. [PRIVACY POLICIES](#)

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RHC Connect – My Invoices

































RHC Connect

17:11
Nov 18 2022

My Funding **My Invoices** My SPINs

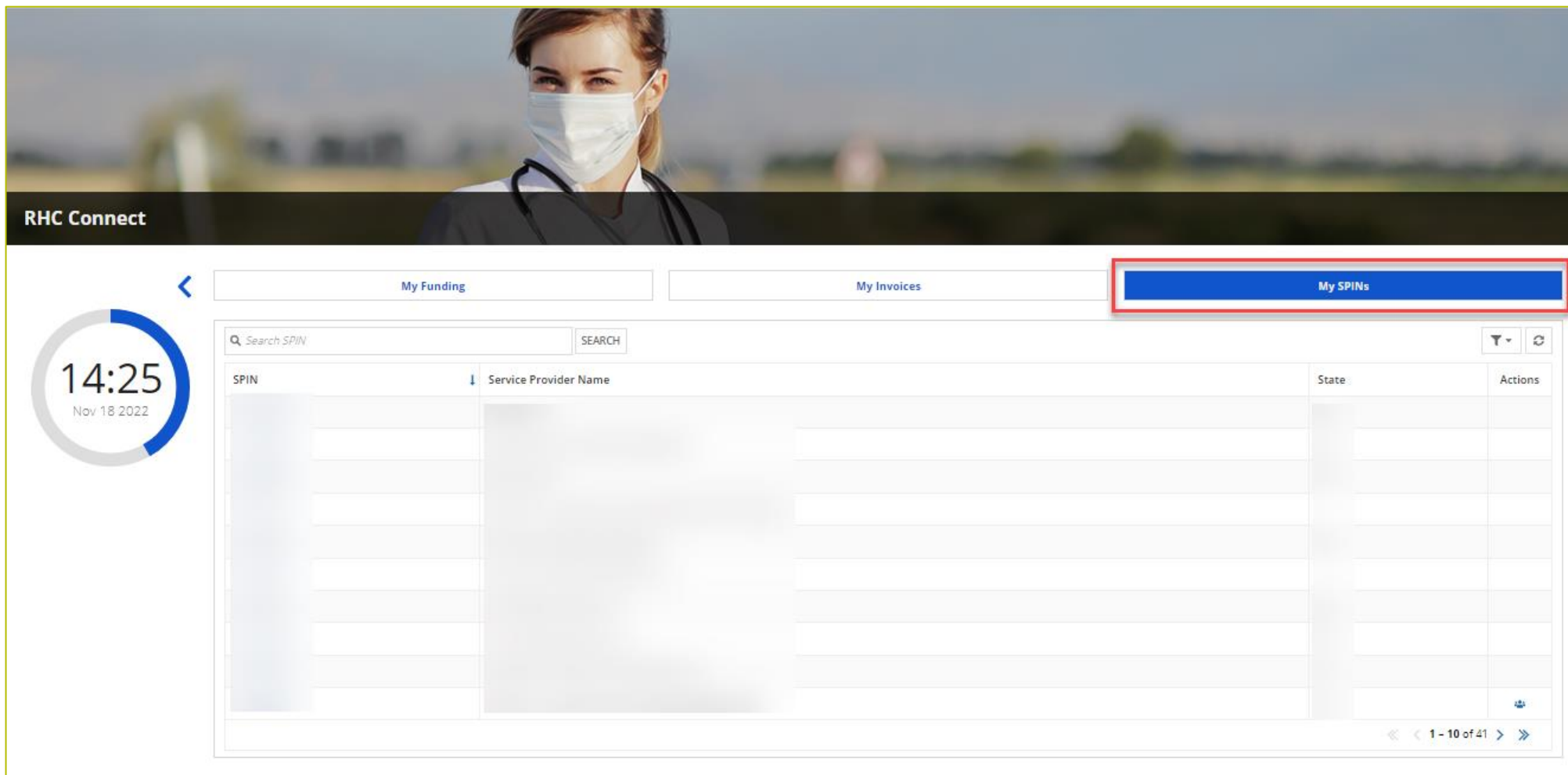
My Form 463s

Search Form 463s SEARCH STATUS | Any

Invoice Number	Site Name	Site Number	Form 462	Invoice Deadline	Status	Actions
				10/28/2025	Submitted	 
				10/28/2025	Processed	  
				10/28/2025	Processed	  
				10/28/2025	Processed	  
				10/28/2025	Processed	  
				10/28/2025	Processed	  
				10/28/2025	Processed	  
				10/28/2025	Processed	  
				10/28/2025	Processed	  
				10/28/2025	Processed	  
				10/28/2025	Processed	  

31 - 40 of 73

RHC Connect – My SPINs



The screenshot displays the RHC Connect web application interface. At the top, a banner image shows a healthcare professional wearing a face mask. Below the banner, the text "RHC Connect" is visible. The main navigation bar includes three tabs: "My Funding", "My Invoices", and "My SPINs". The "My SPINs" tab is currently selected and highlighted with a red border. On the left side of the interface, there is a circular clock widget showing the time "14:25" and the date "Nov 18 2022". The central area features a search bar with the placeholder text "Search SPIN" and a "SEARCH" button. Below the search bar is a table with the following columns: "SPIN", "Service Provider Name", "State", and "Actions". The table is currently empty, showing only the column headers. At the bottom right of the table, there is a pagination control showing "1 - 10 of 41".

RHC Connect

< My Funding My Invoices **My SPINs**

14:25
Nov 18 2022

Search SPIN SEARCH


SPIN	Service Provider Name	State	Actions

1 - 10 of 41

Invoice Filing Deadline Extension

- Per [FCC Order 19-78](#), applicants and service providers may request and automatically receive a one-time, 120-day extension of the deadline to file an invoice.
- Invoice filing deadline extension requests must be submitted on or before the original invoice deadline.
- The invoice filing deadline is included in the [applicant's FCL](#).
- Please use the [RHC Connect User Guide – Invoice Filing Deadline for Service Providers](#) in the [Invoice USAC](#) section on the USAC website to help you submit your request.
- The invoice filing deadline for FY2023 is October 28, 2024.
 - The invoice filing deadline extension for FY2023 is February 25, 2025

My Portal – Telecom Program



Universal Service
 Administrative Co.

User: [redacted] | [Logout](#)
 SPIN/498 ID: [redacted]
 SP Name: / [redacted]

RURAL HEALTH CARE
[Contact RHC](#) | [About My Portal](#)







My Invoices is where you will find all electronically drafted (but not submitted) and all submitted invoices associated with a SPIN/498 ID, sorted by calendar year. Invoices are stored by:

- SP Invoice #
- Last Edited By
- Last Edited Date
- Status of Invoices
- Date Invoice is Processed

MY INVOICES
MY \$
 MY DOCUMENTS
 MY SPINS

New FCC Invoice

2013 - Calendar Year
 2014 - Calendar Year
 2015 - Calendar Year
 2016 - Calendar Year
 2017 - Calendar Year
 2018 - Calendar Year
 2019 - Calendar Year
 2020 - Calendar Year
 2021 - Calendar Year

SP Invoice #	Last Edited By	Last Edited Date	Status	Date Processed	Invoice Status Report
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	
















My Portal – HCF Program

Service Provider ReviewUSAC ReviewHCP ReviewMy \$My SPINs/498 IDs

My \$ shows the financial lifecycle for all FRNs associated with a SPIN/498 ID from funding commitment through to invoice disbursement.

Use the column headings to sort or filter information by FRN, HCP Number, HCP Name, service delivery deadline, or invoice deadline. The Funding Commitment Letter (FCL) or Network Cost Worksheet are available in the "Download" column.

- Committed \$: Funds approved for estimated support based on an approved FCC Form 462, and issued through a Funding Commitment Letter.
- Approved Invoiced \$: Funds approved for payment by USAC based on an approved FCC Form 463.

FRN	HCP Number	HCP Name	Committed \$	Approved Invoiced \$	Service Delivery Deadline	Invoice Deadline	Download
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/23/2022	
			\$	\$		12/13/2022	
			\$	\$		11/26/2022	
			\$	\$		11/22/2022	
			\$	\$		11/22/2022	

What to Expect After Submitting an Invoice to USAC

- Review Time:
 - Review generally takes less than 10 days, barring any outstanding Information Requests or other reviews.
- If an Information Request is sent, it will come from rhc-invoicing@usac.org
 - Invoice will be held until response is received and reviewed.
- Email notification of invoice approval will be emailed from rhcadmin@usac.org to account holders after USAC review and approval.

Disbursement Process

- HCP and service provider receive email notification from rhcadmin@usac.org once an invoice is approved.
- Funds are disbursed to the service provider on the 6th and 21st of each month, barring weekends and holidays.
- Record-keeping and Audits:
 - Both the HCP and service provider are required to maintain records regarding billing and invoices to USAC for a term of at least five years after the last day of delivery of discounted services.
 - Both HCPs and service providers may be subject to audits regarding participation in the RHC program.

Red Light Status and Voluntary Netting

- Red Light status:
 - Contact Customer Support: (888) 641-8722
- Voluntary Netting:

<p>Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants</p> <p style="text-align: right;"><i>See Instruction Section III.O</i></p> <p>The following information pertains only to telecommunications companies participating in the Rural Health Care Program. In accordance with FCC rule section 54.679 regarding Rural Health Care payments, a telecommunications company may choose to offset its payment against its Federal universal service contribution. A telecommunications company must have an FCC Form 499 Filer ID number in order to offset its Rural Health Care Program payments against its Federal universal service contribution. In order to obtain an FCC Form 499 Filer ID number, visit http://www.usac.org/cont/tools/forms/default.aspx and select FCC Form 499. You do not need an FCC Form 499 Filer ID in order to be issued a FCC Form 498 ID.</p> <p>94 <input type="checkbox"/> Yes, I want my Rural Health Care Program disbursement payments to be offset against my Federal universal service contribution obligations. This box must be checked in order to receive offsets. The Default is "No."</p>

Key Takeaways for Service Providers

- Telecom program:
 - Service providers may file an invoice once they have received an approval of the FCC Form 467, HCP Support Schedule (HSS), and credited the HCP's account for the discounted services.
- HCF program:
 - The HCP submits the FCC Form 463, and the service provider confirms the information on the form.
 - Invoicing is completed when both the HCP and service provider have certified and signed the FCC Form 463 and submitted it to USAC.
- Funds are disbursed to the service provider on the 6th and 21st of each month, barring weekends and holidays.
- The HCP and service provider must work together to ensure invoices are submitted to USAC prior to their invoice deadline.
 - The invoice deadline for single-year FY2023 FRNs is October 28, 2024.
 - The invoice deadline for single-year FY2024 FRNs is October 28, 2025.

Questions?

RHC Program Resources

Best Practices for Service Providers

Online Resources

- [Service Providers](#)
- [Competitive Bidding Exemptions](#)
- [Search Posted Services](#) – HCF and Telecom programs
- [Search Posted Services](#) - CCP program
- [Step 6: Invoice USAC](#) - HCF program
- [Step 6 Invoice USAC](#) – Telecom program
- [RHC Connect User Guide FCC Form 463 User Guide](#)
- [RHC Connect User Guide Invoice Filing Deadline Extension](#)
- [Webinars](#)

RHC Program Customer Service Center



Email: RHC-Assist@usac.org

- Include in your email:

- HCP Number
- FRN Number



- Phone: **(800) 453-1546**

- Hours are 8 a.m. – 8 p.m. ET
- Monday- Friday

Customer Service Center

The Customer Service Center CAN	The Customer Service Center CANNOT
Answer general questions regarding both programs.	Determine eligibility of a specific site or service before an official form submission.
Provide account holder information for an HCP.	Review a form or document for accuracy before an official submission.
Provide clarity regarding FCC Report and Order 19-78.	Contact a service provider or other account holder on someone else's behalf.
Provide helpful resources and best practices for forms.	Provide documents that are not already accessible in My Portal and/or RHC Connect.
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer.

Questions?

Thank You!





Universal Service
Administrative Co.