



RHC Service Provider Training

Best Practices for Service Providers

March 26, 2025

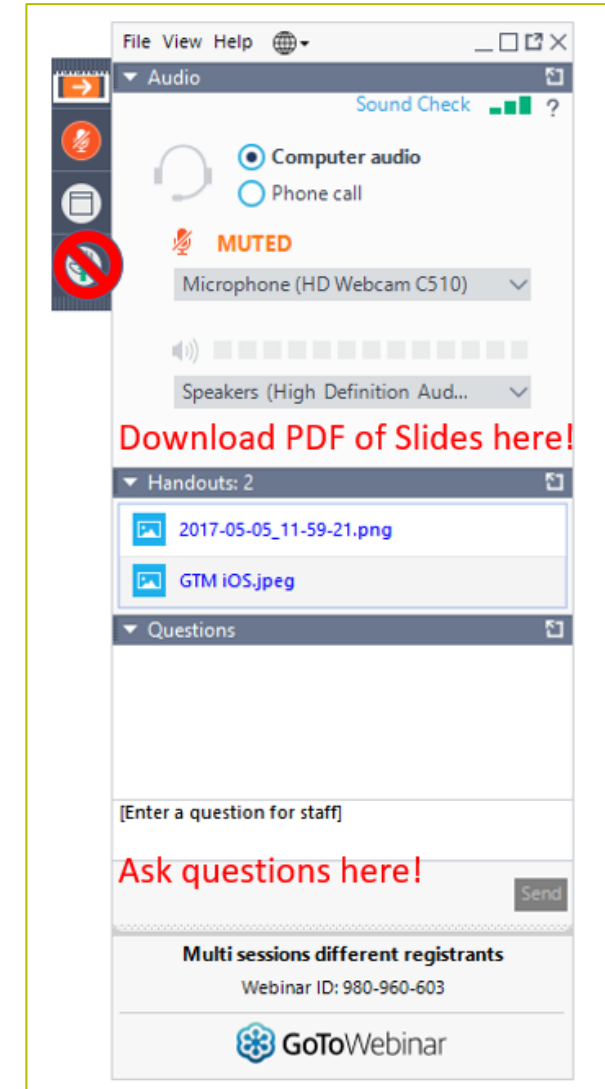
DISCLAIMER:

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Please be aware that this webinar will be recorded.

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
 - Turn on your computer’s speakers, or
 - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Slides attached to GoToWebinar Panel and will be posted with the recording to the [Webinars](#) webpage



Meet Our Team



Blythe Albert

Advisor of Program
Management | RHC Outreach



Ecatarina Grant

Manager of Communications
| RHC Outreach

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 FY2025*
- *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

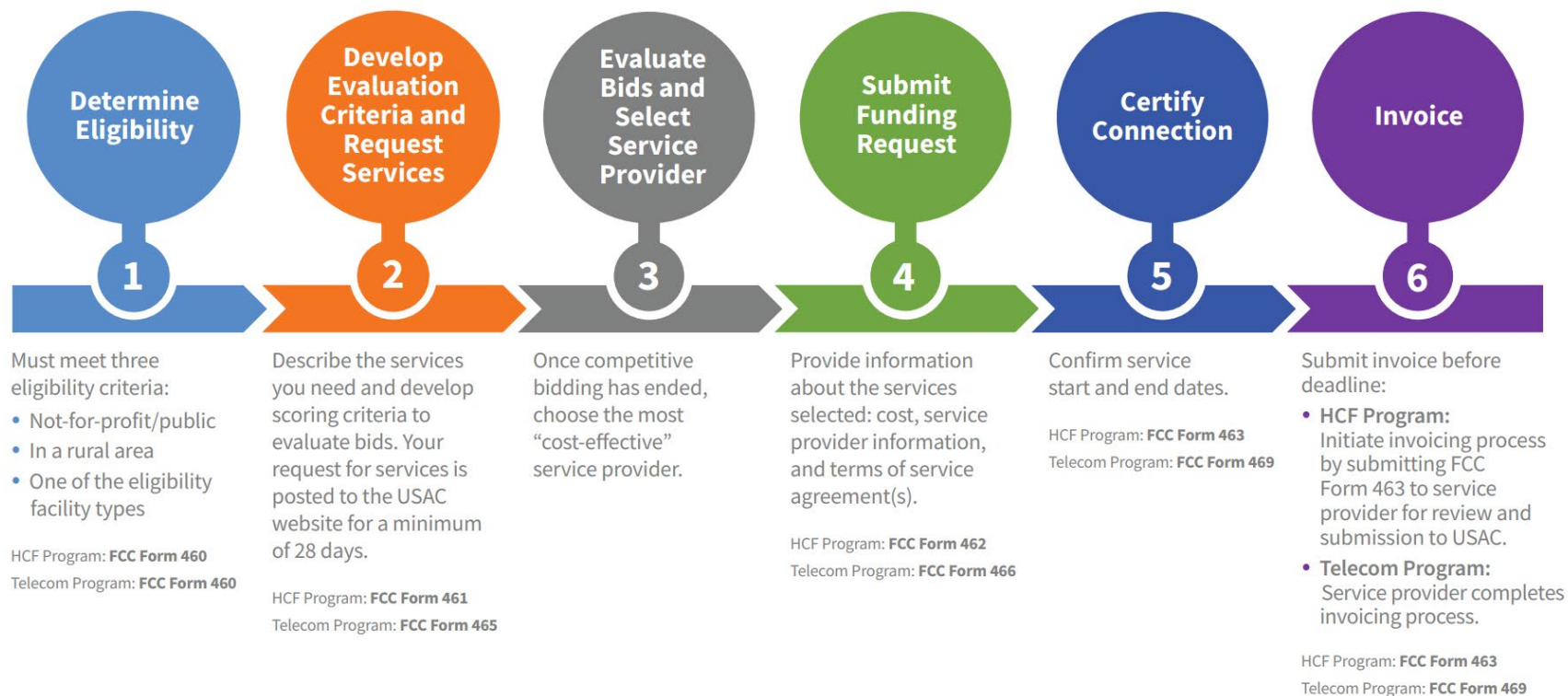
Best Practices for Service Providers

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.
- Telecom Program - Single year funding requests for recurring telecommunications services.
- HCF Program - Can be a multi-year request (up to three years). Funds telecommunications services related to the use of telemedicine and telehealth.
- Method of calculating discount:
 - **Telecom program** funds the difference between the urban and rural rates.
 - **HCF program** funds a flat 65%.

RURAL HEALTH CARE PROGRAM

Application Process



Telecom Program – FCC Forms

- 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.
- FCC Form 469 (Invoice) FY2024 and forward:
 - Service provider submits the FCC Form 469 after the HCP pays the urban rate.
 - HCP validates the FCC Form 469 and certifies that the information is correct.

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.

RHC Program Updates

Best Practices for Service Providers

FCC Order DA 25-224

- On March 13, 2025, the FCC released [Order DA 25-224](#) extending the deadline for the FY2025 application filing window to June 2, 2025.
- This means all funding requests (FCC Forms 462 or 466) must be submitted no later than 11:59 p.m. ET on June 2, 2025.

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.
 - 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.
 - 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.
 - Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment.
 - 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.

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.

Supply Chain Order

- As a reminder, when service providers login to [My Portal and RHC Connect](#) they will see two 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 provided services or equipment that contain components of products produced by any of the listed covered companies or any of their parents, affiliates or subsidiaries, an invoice can't be submitted for these funds.
- Instead, the HCP should immediately request a [service substitution](#).
- As you proceed with competitive bidding, please ensure you are not submitting bids for services or equipment from listed covered companies or any of their parents, affiliates or subsidiaries.

Supply Chain Web Page

- [Supply Chain webpage](#)



The screenshot shows the FCC's Supply Chain webpage. At the top, there is a navigation bar with links: About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below this, a breadcrumb trail reads: USAC | About | Reports & Orders | Supply Chain. On the left side, there is a sidebar with links: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and Supply Chain (which is highlighted). The main content area features the title "Supply Chain" in large blue font. Below the title, there is a paragraph of text: "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." Below this paragraph, there is another paragraph: "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 eliminated 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

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

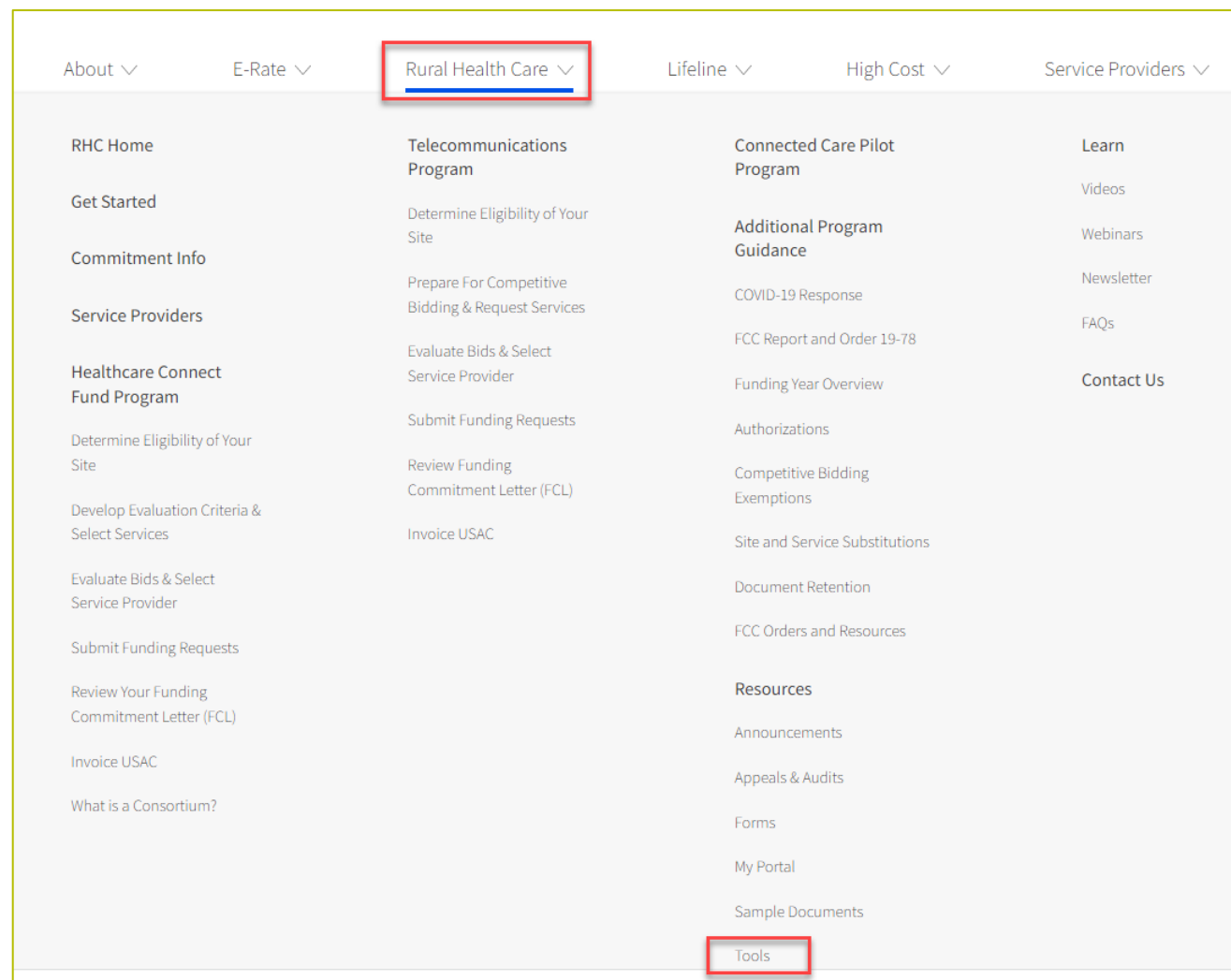
- RHC program rules and FCC Orders require that the competitive bidding process be “fair and open.”
 - The process must allow all service providers an equal opportunity to understand the HCP’s service requirements and offer the most cost-effective solution to address those needs.
 - All potential bidders 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)

[USAC Open Data](#) [Dataset Catalog](#) [Video Trainings](#) [Release Notes](#) [FAQs](#)

RHC Posted Services Tool

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) and Telecommunications 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

The screenshot shows a search interface for posted services. A red box highlights the 'Funding Year' filter dropdown, which is open and showing a search bar and a list of years from 2019 to 2023. The main table below shows search results with columns for 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, and RFP 2.

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
HCF	RHC46100001047	17224	Indiana Telehealth N...	2023	CONSORTIUM		2022-11-07	2022-12-07	2022-12-08	http://publicdata.usa...		http://p...	
HCF	RHC46100000800	17264	Utah Telehealth Net...	2023	CONSORTIUM		2022-10-10	2022-11-07	2022-11-08	http://publicdata.usa...		http://p...	
HCF	RHC46100000729	17212	CHA Broadband Serv...	2023	CONSORTIUM		2022-10-05	2022-11-02	2022-11-03	http://publicdata.usa...		http://p...	
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
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...	
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."

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 the 29th day from the first date of posting the FCC Form 461 or 465 on USAC's website.
 - After the 28-day period ends, the HCP and the selected service provider may sign a contract.

JANUARY 2025

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	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	31	1

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.

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.**
- 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 and Submitting the FCC Form 469

Best Practices for Service Providers

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](#) to be considered for funding.
 - The FY2025 filing window opened on December 1, 2024, and will end on June 2, 2025, at 11:59 p.m. ET.

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.
- 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

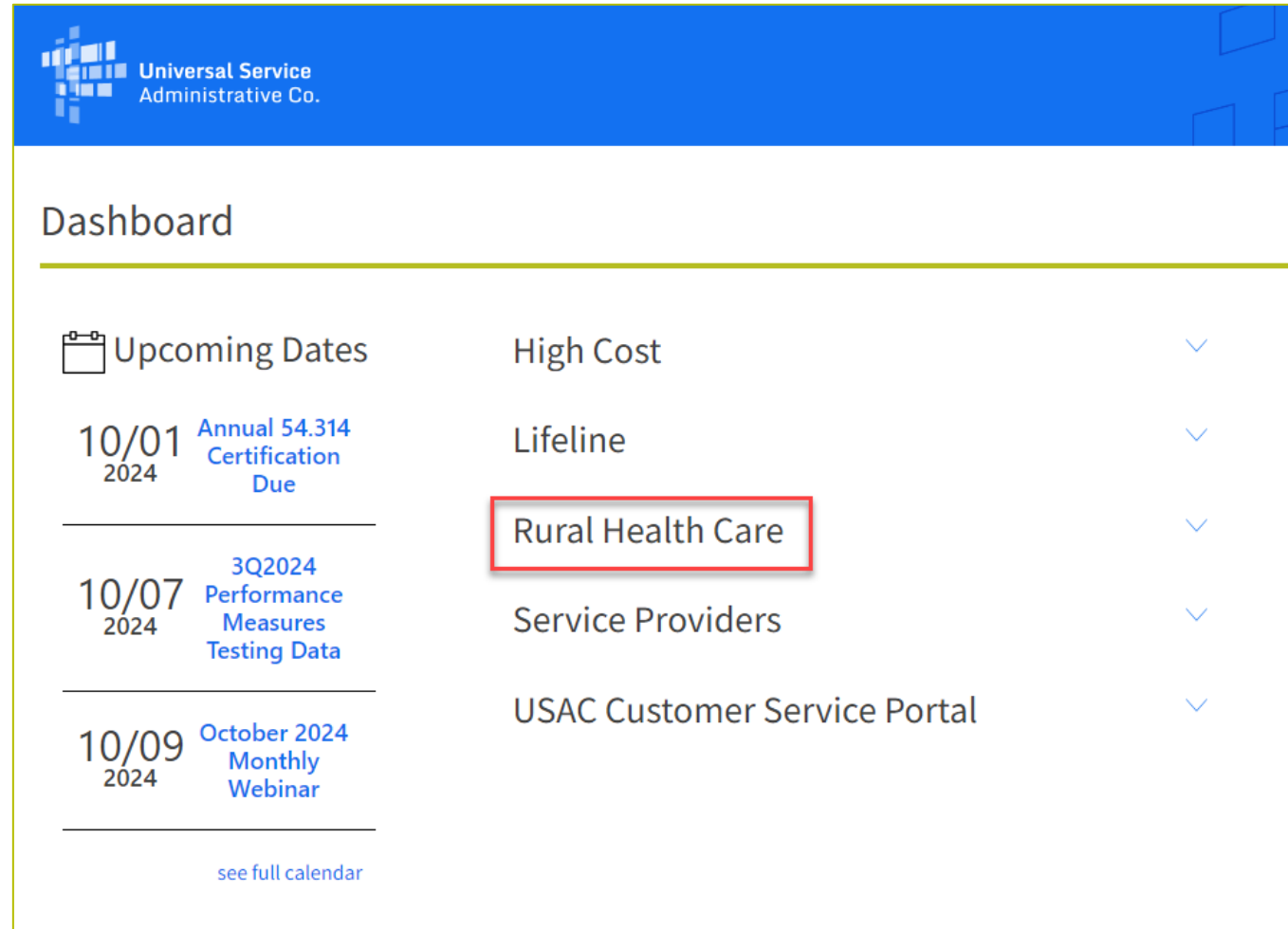
- On January 26, 2023, the FCC released Order DA 23-6, waiving the requirement that HCPs and service providers participating in the Telecom program use the Rates Database to calculate urban and rural rates for FY2024 and FY2025.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using 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.

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 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.


My Portal Landing Page

- Log in to My Portal and click **Rural Health Care**.



Universal Service
Administrative Co.


Dashboard

 Upcoming Dates	High Cost	▼
10/01 2024	Annual 54.314 Certification Due	▼
10/07 2024	3Q2024 Performance Measures Testing Data	▼
10/09 2024	October 2024 Monthly Webinar	▼
see full calendar		
	Rural Health Care	▼
	Service Providers	▼
	USAC Customer Service Portal	▼

My Portal Landing Page (continued)

- Click **RHC Connect**.

Dashboard

 Upcoming Dates

10/01
2024

Annual 54.314
Certification
Due

10/07
2024

3Q2024
Performance
Measures
Testing Data

10/09
2024

October 2024
Monthly
Webinar

[see full calendar](#)

High Cost

Lifeline

Rural Health Care

Telecom Invoice - Service Providers must use this page to submit and manage invoices in the Telecommunications (Telecom) Program for FY2023 and earlier.

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 for FCC Form 463 in the Healthcare Connect Fund (HCF) Program for FY2022 and later, and FCC Form 469 in the Telecommunications (Telecom) Program for FY2024 and later.

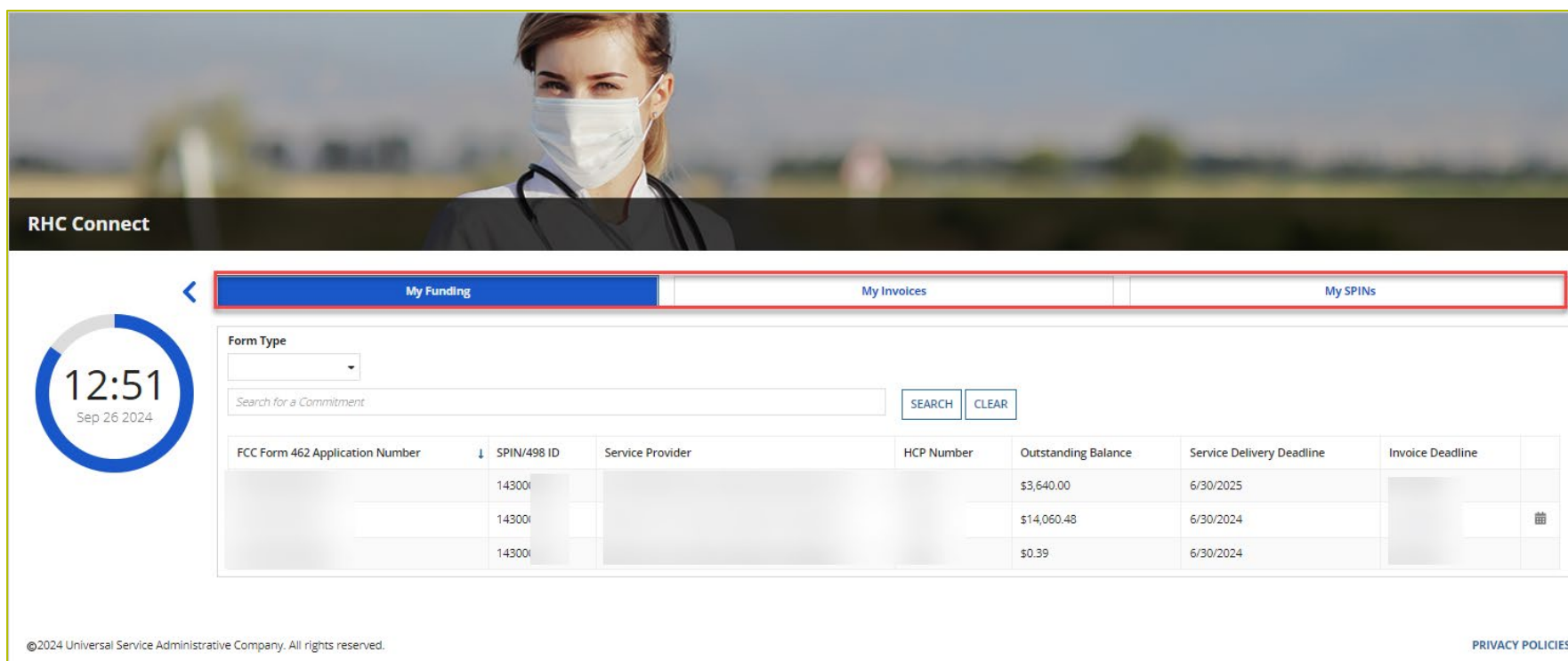
Help?

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

Call us
(888) 641-8722

Dashboard

- The **My Funding** tab is a summary of all commitments associated with your SPIN.
- The **My Invoices** tab displays the status of all invoices associated with your SPIN.
- The **My SPINs** tab displays all of the SPINs you have entitlements for.



The screenshot displays the RHC Connect dashboard. At the top, there is a header with a background image of a healthcare worker wearing a mask and a stethoscope. Below the header, the text "RHC Connect" is visible. The dashboard features a navigation bar with three tabs: "My Funding" (highlighted in blue), "My Invoices", and "My SPINs". On the left side, there is a circular clock widget showing the time "12:51" and the date "Sep 26 2024". The main content area of the "My Funding" tab includes a "Form Type" dropdown menu, a search bar with the placeholder text "Search for a Commitment", and "SEARCH" and "CLEAR" buttons. Below the search bar is a table with the following columns: "FCC Form 462 Application Number", "SPIN/498 ID", "Service Provider", "HCP Number", "Outstanding Balance", "Service Delivery Deadline", "Invoice Deadline", and an empty column. The table contains three rows of data:

FCC Form 462 Application Number	SPIN/498 ID	Service Provider	HCP Number	Outstanding Balance	Service Delivery Deadline	Invoice Deadline	
	143001			\$3,640.00	6/30/2025		
	143001			\$14,060.48	6/30/2024		
	143001			\$0.39	6/30/2024		

At the bottom of the dashboard, there is a copyright notice: "©2024 Universal Service Administrative Company. All rights reserved." and a link to "PRIVACY POLICIES".

Dashboard

- Click **START AN FCC FORM 469**.

DASHBOARD **START A FCC FORM 469**

RHC Connect

My Funding **My Invoices** **My SPINs**

Form Type
FCC Form 462

Search for a Commitment **SEARCH** **CLEAR**

FCC Form 462 Application Number	SPIN/498 ID	Service Provider	HCP Number	Outstanding Balance	Service Delivery Deadline	Invoice Deadline	
RHC202400	14300			\$1,137.50	6/30/2025	10/28/2025	
RHC202400	14300			\$409,500.00	6/30/2025	10/28/2025	
RHC202300	14300			\$6,305.00	6/30/2025	10/28/2025	
RHC202300	14300			\$4,595.50	6/30/2024	2/25/2025	
RHC202300	14300			\$39,039.00	6/30/2024	10/28/2024	
RHC202300	14300			\$1,313.00	6/30/2024	10/28/2024	

Start Page

- Select the **SPIN/498 ID** from the dropdown menu.
- Note: Once you select a SPIN and click **Save & Continue** you will be unable to change your selection.
- Click **Save & Continue**.

DASHBOARD START A FCC FORM 469

Start Invoice Item(s) Supporting Documentation Declaration of Assistance Certification

Start

Paperwork Reduction Act (PRA)

Note: Once you select an SPIN/498 ID and click continue, you will **not** be able to change your selection.

SPIN/498 ID
14300

EXIT

SAVE & CONTINUE

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.

©2024 Universal Service Administrative Company. All rights reserved.

[PRIVACY POLICIES](#)

Invoice Items – Status Column

Not Available

- If the FRN is on submitted FCC Form 469, you must wait until the submitted FCC Form 469 is processed and disbursed.
- If the FRN is on a draft FCC Form 469, delete the draft before creating a new form.
- All funds have been invoiced and disbursed.

Ready

- FRN is available for filing an FCC Form 469

FCC Form 469 - [REDACTED]

Start **Invoice Item(s)** Supporting Documentation Declaration of Assistance Certification

Invoice Item(s)

Select the approved FCC Form 466 applications that you would like to add to this invoice.

FCC Form 466 Application Invoice Item(s)

Search for FCC Forms

FCC Form 466 Application Number	Connection #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth (Download/Upload)	Number of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Today's Potential Reimbursement	Total Cost Invoiced	Status
RHC20240000221	1	[REDACTED]	[REDACTED]	Data	Ethernet - Dedicated	100 Mbps		\$1,100.00	\$500.00	\$0.00	\$0.00			Not Available
RHC20240000211	1	[REDACTED]	[REDACTED]	Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00			Ready
RHC20240000210	1	[REDACTED]	[REDACTED]	Data	Ethernet - Dedicated	100 Mbps		\$5,050.00	\$512.00	\$60,600.00	\$200.00			Ready

Invoice Items

- Select FRN and complete information in the fields.
- Use the search bar to select multiple FRNs.
- Service providers can add multiple FRNs to a single invoice.

Invoice Item(s)

Select the approved FCC Form 466 applications that you would like to add to this invoice.

FCC Form 466 Application Invoice Item(s)

Q Search for FCC Forms

FCC Form 466 Application Number	Connection #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth (Download/Upload)	Number of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Today's Potential Reimbursement	Total Cost Invoiced	Status
RHC202400	1			Data	Ethernet - Dedicated	100 Mbps		\$1,100.00	\$500.00	\$0.00	\$0.00			Not Available
RHC202400	1			Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00			Ready
RHC202400	1			Data	Ethernet - Dedicated	100 Mbps		\$5,050.00	\$512.00	\$60,600.00	\$200.00			Ready
RHC202400	1			Voice	Voice Grade Business Line(s)		10	\$270.00	\$82.00	\$3,240.00	\$0.00			Ready
RHC202400	1			Data	Ethernet - Dedicated	100 Mbps		\$2,000.00	\$200.00	\$24,000.00	\$0.00			Ready

< 11 - 15 of 15 >

RHC20240000211 | Connection Number 1

Bandwidth
100 Mbps

Recurring Expense Type
Total Cost Remaining to Invoice \$12,000.00

Service Start Date
mm/dd/yyyy

Billing Period Start Date
mm/dd/yyyy

Billing Period End Date
mm/dd/yyyy

Non-Recurring Expense Type
Total Cost Remaining to Invoice \$500.00

Service Installation Date
mm/dd/yyyy

Billing Date
mm/dd/yyyy

Total Cost Invoiced

Recurring Expense Type


- Enter the following information:
 - Service Start Date
 - Billing Period Start Date
 - Billing Period End Date
 - Total Cost Invoiced



RHC20240000211 | Connection Number 1

Bandwidth
100 Mbps

Recurring Expense Type

Total Cost Remaining to Invoice ?
\$12,000.00

Service Start Date
07/01/2024 

Billing Period Start Date **Billing Period End Date**
07/01/2024  08/31/2024 

Maximum Amount for Chosen Period ?
\$2,000.00

Minimum Amount for Chosen Period ?
\$200.00


Total Cost Invoiced ?
\$2,000.00

Today's Potential Recurring Reimbursement ?
\$1,080.00

Show Calculations for Recurring Expense Type >

Recurring Expense Type (continued)

- Click the arrow beside **Show Calculations for Recurring Expense Type** to understand how the system is calculating the potential reimbursement.

Show Calculations for Recurring Expense Type 

Total Approved Monthly Rural Cost from Approved FCC Form 466

\$1,000.00

Total Approved Monthly Urban Cost from Approved FCC Form 466

\$100.00

Approved Length of Commitment (Months)

12.00

Percent Eligible for Use

60 %

Pro-rata Percentage

100 %

Total Recurring Commitment from Approved FCC Form 466

\$12,000.00

The total recurring commitment from your approved FCC Form 466 includes all reduction factors, including the percent eligible for support and proration.

Total Cost Invoiced

\$2,000.00

Today's Potential Recurring Reimbursement

\$1,080.00

Today's Potential Recurring Reimbursement (\$1,080.00) is the lower of Maximum Reimbursable Amount and Total Cost Invoiced (User Entered Amount).

Maximum Reimbursable Amount is calculated as:

- (Rural Rate for the Billing Period (\$2,000.00) - Urban Rate for the Billing Period (\$200.00)) x Percent Eligible for Use (60%) x Proration Factor (100%)

Total Cost Invoiced (User Entered Amount) is calculated as:

- Total Cost Invoiced (\$2,000.00) - Urban Rate for the Billing Period (\$100.00) x Percent Eligible for Use (60%)

Recurring Expense Type (continued)

- If the amount entered is equal to or less than the **Minimum Amount for the Chosen Period**, a warning message will be displayed.

RHC20240000211 | Connection Number 1

Bandwidth
100 Mbps

Recurring Expense Type

Total Cost Remaining to Invoice ⓘ
\$12,000.00

Service Start Date
07/01/2024 ⓘ

Billing Period Start Date 07/01/2024 ⓘ **Billing Period End Date** 08/31/2024 ⓘ

Maximum Amount for Chosen Period ⓘ
\$2,000.00

Minimum Amount for Chosen Period ⓘ
\$200.00

Total Cost Invoiced ⓘ
\$200.00

The amount entered cannot be less than or equal to the Minimum Amount for Chosen Period.

Today's Potential Recurring Reimbursement ⓘ
\$0.00

Show Calculations for Recurring Expense Type >

Non - Recurring Expense Type

- Enter the following information:
 - Service Installation Date
 - Billing Date
 - Total Cost Invoiced
- For non-recurring expense types, only one FCC Form 469 may be submitted.
 - Please wait to submit until you're ready to submit an invoice for the entire charge.


The screenshot shows a web form titled "Non-Recurring Expense Type". It contains the following fields and values:

- Total Cost Remaining to Invoice** (with a help icon): \$500.00
- Service Installation Date** (with a calendar icon): 07/01/2024
- Billing Date** (with a calendar icon): 07/08/2024
- Total Cost Invoiced** (with a help icon): \$500.00
- Today's Potential Non-Recurring Reimbursement** (with a help icon): \$150.00

A red rectangular box highlights the "Service Installation Date", "Billing Date", "Total Cost Invoiced", and "Today's Potential Non-Recurring Reimbursement" fields. At the bottom of the form is a button labeled "Show Calculations for Non-Recurring Expense Type" with a right-pointing arrow.

Non-Recurring Expense Type (continued)

- Click the arrow beside **Show Calculations for Non-Recurring Expense Type** to understand how the system is calculating the potential reimbursement.

Show Calculations for Non-Recurring Expense Type 

Total Approved One-time Rural Rate Charge from Approved FCC Form 466 **\$500.00**

Total Approved One-time Urban Rate Charge from Approved FCC Form 466 **\$250.00**

Percent Eligible for Use **60 %**

Pro-rata Percentage **100 %**

Total Non-Recurring Commitment from Approved FCC Form 466 **\$500.00**

The total non-recurring commitment from your approved FCC Form 466 includes all reduction factors, including the percent eligible for support and proration.

Total Cost Invoiced **\$500.00**

Today's Potential Non-Recurring Reimbursement **\$150.00**

Today's Potential Non-Recurring Reimbursement (\$150.00) is the lower of Maximum Reimbursable Amount and Total Cost Invoiced (User Entered Amount).

Maximum Reimbursable Amount is calculated as:

- (One-time Rural Rate (\$500.00) - One-time Urban Rate (\$250.00)) x Percent Eligible for Use (60%) x Proration Factor (100%)

Total Cost Invoiced (User Entered Amount) is calculated as:

- Total Cost Invoiced (\$500.00) - One-time Urban Rate (\$250.00) x Percent Eligible for Use (60%)

Non-Recurring Expense Type (continued)



- If the amount entered is equal to or less than the **Total Cost Remaining to Invoice**, a warning message will be displayed since non-recurring costs may only be invoiced once.
- If the amount entered is equal to or less than the **One-Time Urban Rate Charge** on the FCC Form 466, a warning message will be displayed.

Non-Recurring Expense Type

ⓘ The amount entered is less than the approved one-time rural rate on the FCC Form 466. Please note: You can only invoice once for the total non-recurring cost.

Total Cost Remaining to Invoice ⓘ
\$500.00

Service Installation Date **Billing Date**

07/01/2024  07/08/2024 

Total Cost Invoiced ⓘ
\$100.00

The amount entered cannot be less than or equal to the Approved One-Time Urban Rate Charge on the FCC Form 466.

Today's Potential Non-Recurring Reimbursement ⓘ
\$0.00

Show Calculations for Non-Recurring Expense Type >

Billing and Circuit Information

- Information is pre-populated based on information in the approved FCC Form 466.
- If information is correct, click **Add to 469**.

Billing and Circuit Information

Connection 1

Billing Account Number

Where is the site's location on the circuit?

☐ The circuit starts at the site location

☒ The circuit ends at the site location

Billed Circuit Miles: 70

Total Billed Miles: 70

Enter Circuit Start Location

Street Address

Street Address 2 (Optional)

City

State

Zip Code

Circuit End Location

Street Address

Street Address 2 (Optional)

City

State

Zip Code

CANCEL ADD TO 469

Voice Lines

- If the number of approved voice lines has changed, enter the corrected number in the editable field titled **Number of Voice Lines**.
- Warning message will appear if the value entered is less than the number of voice lines on the committed FCC Form 466.
- Note: the system will not recalculate the cost so the service provider and HCP must ensure the total cost invoiced is correct based the reduced number of lines.

RHC20240000204 | Connection Number 1

Bandwidth

Number of Voice Lines

10

Recurring Expense Type

Total Cost Remaining to Invoice ⓘ

\$3,240.00

Service Start Date

mm/dd/yyyy

Billing Period Start Date

mm/dd/yyyy

Billing Period End Date

mm/dd/yyyy

RHC20240000204 | Connection Number 1

ⓘ Value entered is less than the number of voice lines committed on the FCC Form 466 application. The Maximum Amount for Chosen Period will calculate based on the original FCC Form 466 amounts. Please ensure the Total Cost Invoiced accounts for the actual number of voice lines entered.

Bandwidth

Number of Voice Lines

9

Recurring Expense Type

Total Cost Remaining to Invoice ⓘ

\$3,240.00

Service Start Date

mm/dd/yyyy

Billing Period Start Date

mm/dd/yyyy

Billing Period End Date

mm/dd/yyyy

Invoice Item(s)

- Once all invoice items have been added, click **Save & Continue**.
- Note, multiple FRNs for multiple HCPs may be added to an FCC Form 469.

Invoice Item(s)

Select the approved FCC Form 466 applications that you would like to add to this invoice.

FCC Form 466 Application Invoice Item(s)

FCC Form 466 Application Number	Connection #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth (Download/Upload)	Number of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Today's Potential Reimbursement	Total Cost Invoiced	Status
RHC20240	1			Data	Ethernet - Dedicated	100 Mbps		\$1,100.00	\$500.00	\$0.00	\$0.00			Not Available
RHC20240	1			Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$1,230.00	\$2,500.00	Added
RHC20240	1			Data	Ethernet - Dedicated	100 Mbps		\$5,050.00	\$512.00	\$60,600.00	\$200.00			Ready
RHC20240	1			Voice	Voice Grade Business Line(s)		10	\$270.00	\$82.00	\$3,240.00	\$0.00			Ready
RHC20240	1			Data	Ethernet - Dedicated	100 Mbps		\$2,000.00	\$200.00	\$24,000.00	\$0.00			Ready

< 11 - 15 of 15 >

Supporting Documentation

- Click **Upload** to upload first document, then click the plus sign (+) to add each additional document.
- Click **Confirm Document Uploads**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) **Supporting Documentation** Declaration of Assistance Certification

Supporting Documentation

Uploaded File(s)

Document Type	Description	FCC Form 466 Application Number	File Name	Uploaded On
No items available				

Upload Document(s)

Invoice
PDF - 32.81 KB

Proof of Payment
PDF - 33.67 KB

Drop files here

Up to ten (10) documents at a time.

CONFIRM DOCUMENT UPLOAD(S)

Note: On this screen only, error messages may persist even after errors have been fixed. After fixing errors, please select **save and continue**.

EXIT BACK **SAVE & CONTINUE**

Supporting Documentation (continued)

- Use the dropdown menu for **Document Type** to select **Invoice** or **Proof of Payment** or select **Other** and enter a description of the document.
- Select the **FCC Form 466 Application Number**.
- Click the red **x** to remove a document, then click **Save & Continue**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) Supporting Documentation Declaration of Assistance Certification

Supporting Documentation

Uploaded File(s)

Document Type	Description	FCC Form 466 Application Number	File Name	Uploaded On	
Invoice	Required only for "Other" Document Type	Select a document type	Invoice PDF - 32.81 KB	9/26/2024 12:02 PM EDT	✖
Proof of Payment	Required only for "Other" Document Type	Select a document type	Proof of Payment PDF - 33.67 KB	9/26/2024 12:02 PM EDT	✖

Upload Document(s)

UPLOAD Drop files here

Up to ten (10) documents at a time.

<< < Showing 1 - 2 of 2 > >>

Note: On this screen only, error messages may persist even after errors have been fixed. After fixing errors, please select **save and continue**.

EXIT BACK **SAVE & CONTINUE**

Declaration of Assistance

- Click the correct radio button to indicate whether any third parties were involved during the competitive bidding process.
- If **No** is selected, click **Save & Continue**.

FCC Form 469 - [Redacted]

Start Invoice Item(s) Supporting Documentation **Declaration of Assistance** Certification

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☐ Yes

☐ No

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

Declaration of Assistance (continued)

- If **Yes** is selected, click the **Add Contact** hyperlink and enter information about the third-party assistance.
- Once all fields are complete, click **Save** to continue.

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☒ Yes
☐ No

Name	Title	Employer	Nature of the Relationship	State	Email	Telephone Number	Actions
No items available							

[+ Add Contact](#)

Add a New Contact

First Name Middle Initial (Optional) Last Name

Organization Type

Title/Role

Employer

Address Line 1 Address Line 2 (Optional)

City State Zip Code

Email

Phone Extension (Optional)

Nature of Relationship

Declaration of Assistance (continued)

- Once the information is saved, it will be displayed on the screen.
- Click **Edit** or **Delete** to remove or make changes, then click **Save & Continue**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) Supporting Documentation **Declaration of Assistance** Certification

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☒ Yes ☐ No

Name	Title	Employer	Nature of the Relationship	State	Email	Telephone Number	Actions
john smith	ceo	consultant	smldkemls	AR	john@consultant.com	(202) 555-5555	Edit Delete

+ Add Contact

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

Certifications

- Read and click all certifications.
- All certifications must be clicked to continue.
- **Service Provider Invoice Nickname** is an optional field to help identify the invoice.
- Type your full name as it appears in RHC Connect in the **Digital Signature** field, then click **Certify & Submit**.

FCC Form 469 - RHC

Start Invoice Item(s) Supporting Documentation Declaration of Assistance **Certification**

Application Summary

Certifications

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
		RHC202400	RHC_INV202400	0/100

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

☒ I certify under penalty of perjury, as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☒ I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last day of the delivery of supported services pursuant to 47 CFR § 54.631.

☒ I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☒ I certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10

Certifier's Full Name

Date 09/26/2024


Digital Signature

EXIT BACK **CERTIFY & SUBMIT**

After Submitting

- Once you click **Certify & Submit**, this message will appear.
- Click the arrow at the far right. to see the **Application Summary**.
- If there are multiple FCC Forms 466 for multiple HCPs on a single FCC Form 469, the system will generate unique invoice numbers based on each unique HCP.

FCC Form 469 - RHC_ [redacted]

Application Summary 

✔ This application has been successfully submitted. [My Forms Dashboard](#)
[Share your feedback \(2-question survey\)](#)

Certifications

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
[redacted]	[redacted]	[redacted]	RHC_ [redacted]	

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

Returned to Service Provider - Summary

- If the HCP has found incorrect information in the FCC Form 469 during their review, the form will be returned to the service provider for corrections.
- Authorized users for the service provider will receive an email alerting them that the form has been returned.
- Service providers should log into RHC Connect to review the form and work with the HCP on the correction requests.
- Once everything is corrected, the service provider will re-certify the form and submit it for another HCP review.
- If the HCP agrees with the corrections, they will certify and submit the FCC Form 469 to USAC.
- Only after both parties certify and submit the FCC Form 469, it's considered submitted to USAC.

Returned to Service Provider

- Navigate to the **Dashboard**.
- Navigate to the **My Invoices** tab and the invoice will appear as **Returned** under the **Status** column.
- Click the icon to view, resume or delete the FCC Form 469.
- Click the forward arrow to resume the form.

RHC Connect

15:38
Sep 26 2024

My Funding | **My Invoices** | My SPINs

Form Type: FCC Form 469

CREATE A FCC FORM 469

Search Form 469 - Service Providers [SEARCH] STATUS: Any

Invoice Number	Site Name	Site Number	FCC Form 466	Invoice Filing Deadline	Status	
				2025-10-28	HCP Review	👁
				2025-10-28	Submitted	👁
				2025-10-28	Submitted	👁
				2025-10-28	Submitted	👁
			Multiple	2025-10-28	HCP Review	👁
			Multiple	2025-10-28	HCP Review	👁
RHC_INV2024005			RHC2024005	2025-10-28	Returned	👁 ⏪ 🗑

Returned to Service Provider (continued)

- Navigate to the **Invoice Item(s)** page.
- Select **Correction Request** and select the **Application Number**.
- Click the down arrow to view **General Comment & Correction Requests History**.
- Leave a comment and upload a file, if necessary, then click **Save & Continue**.

FCC Form 469 - RHC_INV20240

Start **Invoice Item(s)** Supporting Documentation Declaration of Assistance Certification

Invoice Item(s)

FCC Form 466 Application Invoice Item(s)

Q Search for FCC Forms SEARCH

FCC Form 466 Application Number	Connection Number #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth	Number Of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Total Cost Invoiced	Today's Potential Reimbursement
RHC20240	1			Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$2,500.00	\$1,230.00

GENERAL COMMENT **CORRECTION REQUEST**

Application Number(s)
RHC202400

Correction Request Details
Bandwidth is correct. Uploaded correct invoice.

File (Optional) **Invoice** PDF - 32.81 KB

General Comment & Correction Requests History

	Application Number(s)	Correction Request Details
9/26/2024 3:13 PM EDT HCP Reviewer	RHC202400	Bandwidth is incorrect.
9/26/2024 3:04 PM EDT HCP Reviewer		General Comment Service provider forgot to include invoice. Invoice PDF - 32.81 KB

Showing 1 - 2 of 2

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

Returned to Service Provider (continued)

- Navigate through all tabs, correcting information as needed.
- Click all **Certifications** to recertify corrected information and type your full name in the **Digital Signature** field.
- Click **Certify & Submit** to return the form to the HCP.

FCC Form 469 - RHC_INV20240

Start Invoice Item(s) Supporting Documentation Declaration of Assistance **Certification**

Application Summary >

Certifications

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
		RHC202400C	RHC_INV202400	

☒ certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

☒ certify under penalty of perjury, as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☒ understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last day of the delivery of supported services pursuant to 47 CFR § 54.631.

☒ certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☒ certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10.

Certifier's Full Name

Date 09/26/2024

Digital Signature


EXIT BACK **CERTIFY & SUBMIT**

Approved by OMB 3060-0804

After Submitting

- Once you click **Certify & Submit**, this message will appear.
- Click the arrow at the far right. to see the **Application Summary**.

FCC Form 469 - RHC_ [redacted]

Application Summary 

✔ This application has been successfully submitted. [My Forms Dashboard](#)

[Share your feedback \(2-question survey\)](#)

Certifications

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
[redacted]	[redacted]	[redacted]	RHC_ [redacted]	

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

What to Expect After Submitting to USAC

- An invoice is not considered submitted until approved by the HCP and received by USAC.
- With no Information Requests, the review generally takes about 30 days.
- If an Information Request is sent, it will come from rhcadmin@usac.org.
 - Respond to the Information Request in RHC Connect.
 - Email notifications sent from RHC Connect are from an unattended mailbox.
 - Use the [Information Request tip sheet](#) on the USAC website as a resource.
- Approval will be held until response is received and reviewed.
- Email notification of invoice approval will be sent from rhcadmin@usac.org to all account holders.

Best Practices for Creating the FCC Form 469

- Consolidate invoices.
- Use calendar drop down for billing start and end dates.
- Identify eligible amount for chosen period.
- Common issues:
 - Expense items unavailable to invoice
 - \$0.00 in the USF Support Amount to be Paid column
 - Error Messages

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/FCC Form 469.
- 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/FCC Form 469 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

Reminder: Invoice Filing 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 invoice filing deadlines.
- For more information, please see the [HCF invoice page](#) and [Telecom invoice page](#).
- 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 to extend the deadline.

Telecom Program Invoicing

- If supporting documentation is found to be insufficient or does not confirm approved services, a reviewer will send an Information Request.
 - If a discrepancy is discovered, the FCC Form 469 may be denied.
- USAC pays invoices in batches on the sixth and the 21st day of each month.
 - If the payment batch falls on a weekend or a holiday, the payment batch will be completed on the next business day.
- Service providers can expect payment of the approved invoice to arrive in their bank accounts three to five business days after the payment batch date.
- The online invoice status report is sent to the service provider point of contact (POC) on the payment batch date.
- The report explains which invoiced line items were accepted and denied (if any).

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>

Record Keeping and Audits

- 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.

Key Takeaways for Service Providers

- Telecom program:
 - For FY2024 and forward, the FCC Form 469 will be used to submit invoices.
- 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 filing deadline for single-year FY2024 FRNs is October 28, 2025.
 - Applicants and service providers may request and receive a one-time 120 extension in RHC Connect.

Questions?

RHC Program Resources

Best Practices for Service Providers

Online Resources

- [Service Providers](#)
- [Search Posted Services](#) – HCF and Telecom programs
- [Step 5: Invoice USAC](#) - HCF program
- [Step 5: Invoice USAC](#) – Telecom program
- [RHC Connect User Guide FCC Form 463 User Guide](#)
- [RHC Connect User Guide Invoice Filing Deadline Extension](#)
- [RHC Connect FCC Form 463](#) self-paced video training guide
- [RHC Connect User Guide FCC Form 469](#)
- [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.