



FY2026 RHC Program Kickoff Webinar

July 16, 2025

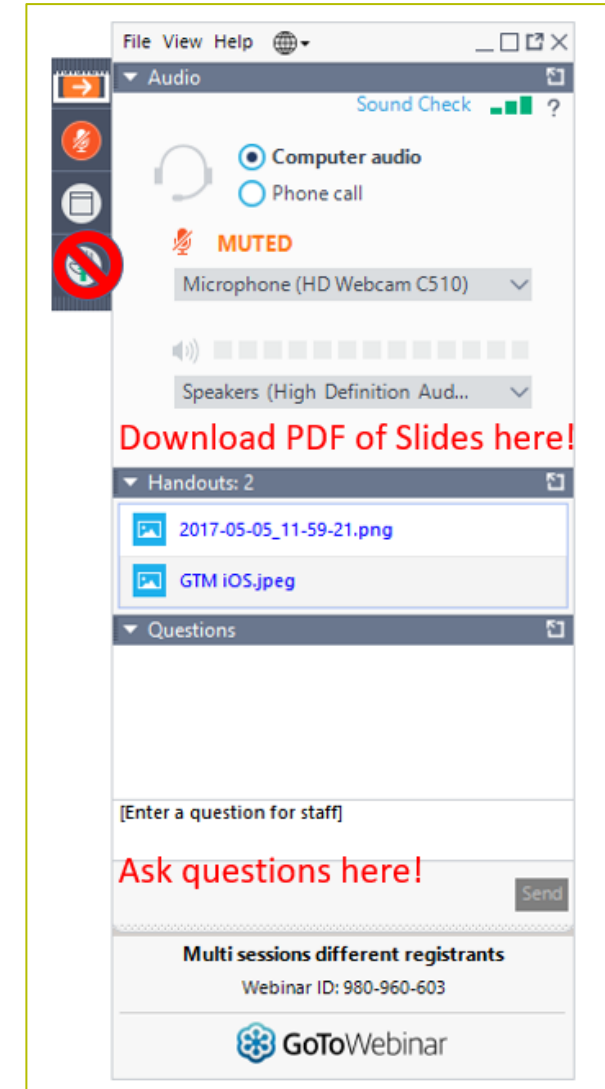
DISCLAIMER:

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



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Manager of Communications |
RHC Outreach

Agenda

- Program Updates
- FY2026 Overview
- RHC Connect Updates
- Next Steps for Account Holders
- Best Practices
 - Managing Account Holders
 - Authorizations
 - Resources

RHC Program Glossary

| Acronym | Definition |
|------------|-------------------------------------|
| FCC | Federal Communications Commission |
| HCF | Healthcare Connect Fund |
| FY | Funding Year |
| HCP | Health Care Provider (your site) |
| HCP Number | Number associated with your site |
| PAH | Primary Account Holder |
| LOA | Letter of Agency (HCF Program only) |
| TPA | Third Party Authorization |

Program Updates

FY2026 RHC Program Kickoff Webinar

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 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.

FY2025 Funding Requests

- The FY2025 filing window closed on June 2, 2025.
 - No further FY2025 funding requests (FCC Forms 462 and 466) will be accepted.
- FY2025 Funding Requests Reviews
 - RHC began funding request reviews before the filing window closed.
 - The first FY2025 funding commitments were issued on July 2, 2025, 30 days after the close of the FY2025 filing window!

Supply Chain Order

- As a reminder, when service providers login to [My Portal](#) 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 that contain components of products produced by any of the listed covered companies or their parents, affiliates or subsidiaries in FY2024, 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 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 menu with the following items: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and **Supply Chain** (which is highlighted with a green bar). The main content area has a large heading "Supply Chain" in blue. Below the heading, 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."

RHC Connect Updates

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Information Request Reminders – RHC Connect

- Account holders will receive RHC program Information Requests through RHC Connect.
- An auto-generated email will be sent directing applicants to RHC Connect to respond.
- **Applicants should respond through RHC Connect only.**
- Please use the [Information Request tip sheet](#) as a resource.
- On the rare occasion that an Information Request is received by email, click “Reply All” to respond.

RHC Connect - TPA and User Management

- Moved to RHC Connect.
- Do not submit third-party authorizations (TPAs) in My Portal or through the RHC Customer Service Center.
- Submit all TPAs and manage Consultant Groups using the following online resources:
 - [RHC Webinars](#) webpage – Authorizations and User Management Webinar (March 5, 2025)
 - [RHC Connect User Guide - TPA](#)

Post-Commitment Change Requests for Telecom

- Service Substitutions
 - Service substitutions are available in RHC Connect.
 - For a walkthrough in RHC Connect, visit the [Webinars](#) webpage and view the Post-Commitment Change Request Webinar (Telecom) held on June 11, 2025.
- SPIN Changes – Corrective and Operational
 - SPIN changes will move to RHC Connect ahead of the invoice filing deadline of October 28, 2025, for single-year funding commitments.
- Invoice Filing Deadline Extensions
 - Invoice filing deadline extension requests will move to RHC Connect ahead of the invoice filing deadline of October 28, 2025, for single-year funding commitments.
- For more information, please visit the [Post-Commitment Actions](#) webpage for the Telecom program.

RHC Connect Enhancements – Start a Form

- Reduction in the number of clicks to **Start a Form**.

The screenshot displays the 'RHC Connect' interface. At the top, a blue navigation bar contains 'DASHBOARD', 'START A FORM' (the active tab), and 'TOOLS'. A user profile icon labeled 'GB' is in the top right. Below the navigation bar, a dark banner reads 'RHC Connect'. The main content area has a heading 'What type of Form would you like to file?' with a back arrow. On the left, a circular timer shows '15:54' for 'May 02 2025'. A dropdown menu titled 'See if you Qualify to Participate' is expanded, showing a card for 'FCC Form 460'. The card includes a building icon and the text 'Eligibility and FCC Form 460 Revisions'. Below the card, a paragraph explains: 'Determine if your health care facility is eligible for Rural Health Care (RHC) Program funding for the Healthcare Connect Fund (HCF) Program and/or Telecommunications (Telecom) Program by submitting an FCC'.

RHC Connect Enhancements – Duplicate Check

- Applicants are shown potential duplicate HCPs when filing an FCC Form 460.

DASHBOARDSTART A FORMTOOLS

GBUniversal Service
Funds
Administrative Co.

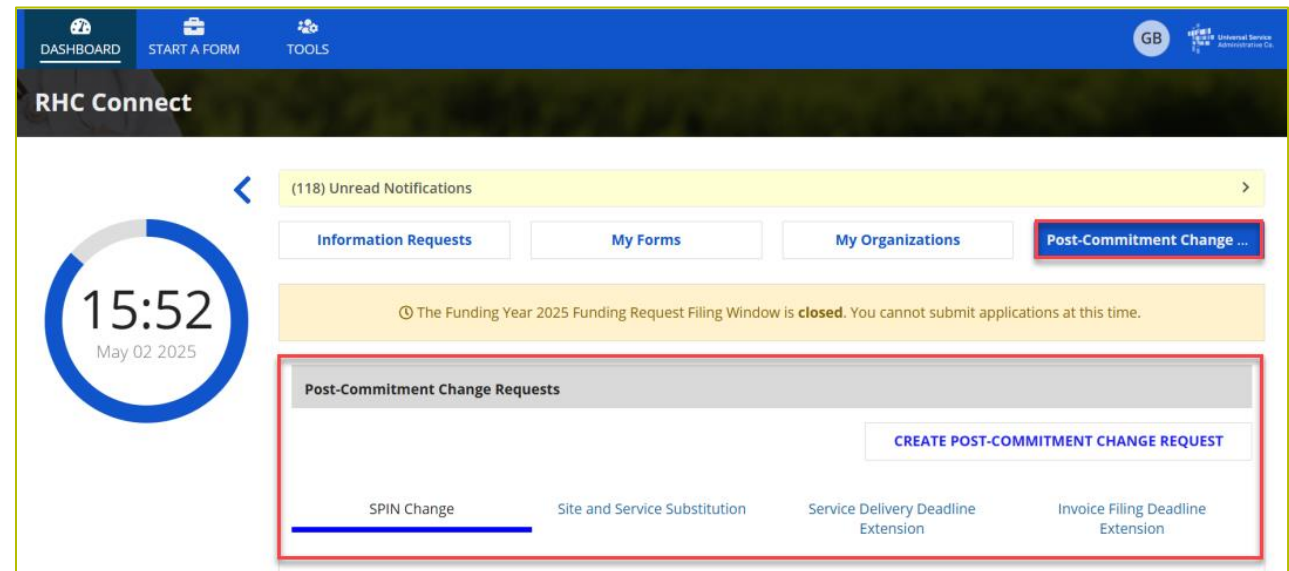
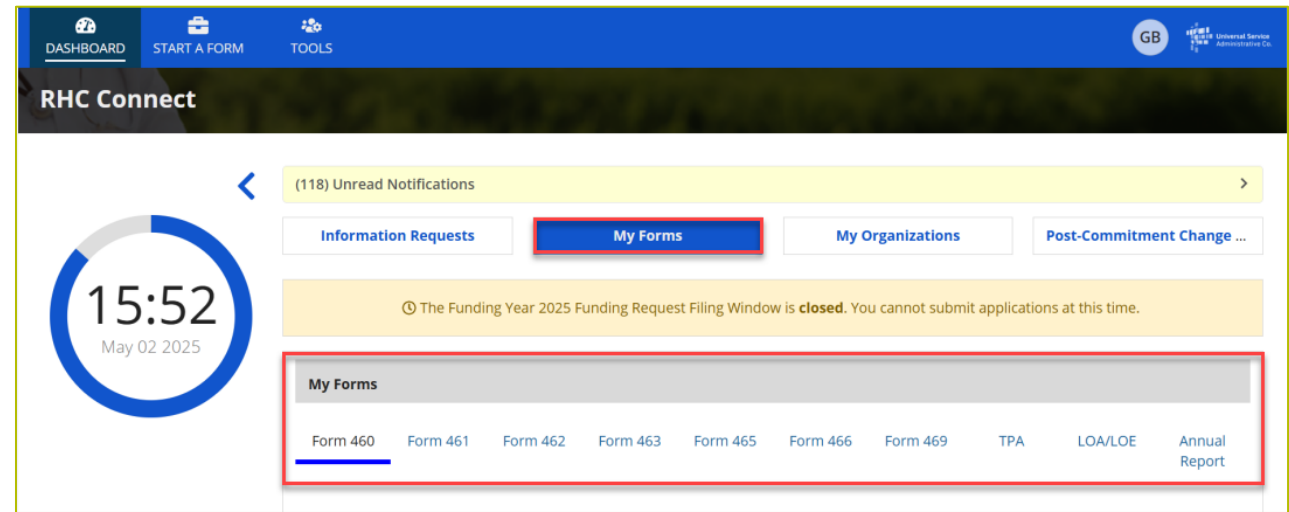
If your site is a duplicate of the listed HCP(s) below, do not submit a new FCC Form 460. Instead, please use the appropriate existing HCP number for your submission. The following HCP number(s) and site name(s) appear to share the same address, and already exist in our system. Before proceeding with your application, please ensure these sites are not the same as yours and that the sites listed below are owned by different legal entities.

Existing HCPs near this Physical Location

| HCP Number | HCP Name | Address 1 | Address 2 | City | State | Zip Code | County | Latitude | Longitude | Primary Account Holder(s) Email |
|------------|--|----------------------|----------------|------------|-------|----------|----------|----------|-----------|---------------------------------|
| 14031 | Dorminy Medical Center - Hospital Authority of Ben Hill County | 200 Perry House Road | P. O. Box 1447 | Fitzgerald | GA | 31750 | Ben Hill | | | |
| 15278 | Ben Hill County Health Department | 251 APPOMATTOX RD | | FITZGERALD | GA | 31750 | Ben Hill | | | |
| 17724 | Fitzgerald OB/GYN | 808 S. Grant St | | Fitzgerald | GA | 31750 | Ben Hill | | | |
| 17731 | Dorminy Medical Center - Comprehensive Wound Care Center | 182 Perry House Rd. | Suite H | Fitzgerald | GA | 31750 | Ben Hill | | | |

RHC Connect Enhancements – Quick Select

- Quick select rather than dropdown menu to access a form.
 - **My Forms** tab
 - **Post-Commitment Change Requests** tab



RHC Connect Update – HCF Program Resources

- [Welcome to RHC Connect FCC Form – 460](#) - webpage
- [Welcome to RHC Connect FCC - Form 461](#) - webpage
- [Welcome to RHC Connect - FCC Form 462](#) - webpage
- [Welcome to RHC Connect - FCC Form 463](#) – webpage
 - [RHC Connect User Guide \(HCPs\)](#) – FCC Form 463
 - [RHC Connect User Guide \(Service providers\)](#)– FCC Form 463
- [Post-Commitment Actions](#) - webpage

RHC Connect Update – Telecom Program Resources

- [Welcome to RHC Connect - FCC Form 460](#) - webpage
- [Welcome to RHC Connect - FCC Form 465](#) - webpage
- [Welcome to RHC Connect - FCC Form 466](#) - webpage
- [Welcome to RHC Connect - FCC Form 469](#) - webpage
 - [RHC Connect User Guide \(HCPs\)](#) – FCC Form 469
 - [RHC Connect User Guide \(Service providers\)](#) – FCC Form 469
- [Post-Commitment Actions](#) – webpage
- Coming soon! Post-commitment Change Requests user guides

Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed.
- If required information cannot be located on the submitted supporting documentation, USAC will send an **Information Request**.
- Information Requests are sent to all account holders.
- Account holders are given 14 calendar days to provide a response to the Information Request.
 - 11:59 p.m. ET on the 14th day is the deadline to respond to the Information Request.
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.
- [Information Requests in RHC Connect](#) – tip sheet

Questions?

Funding Year 2026 Overview

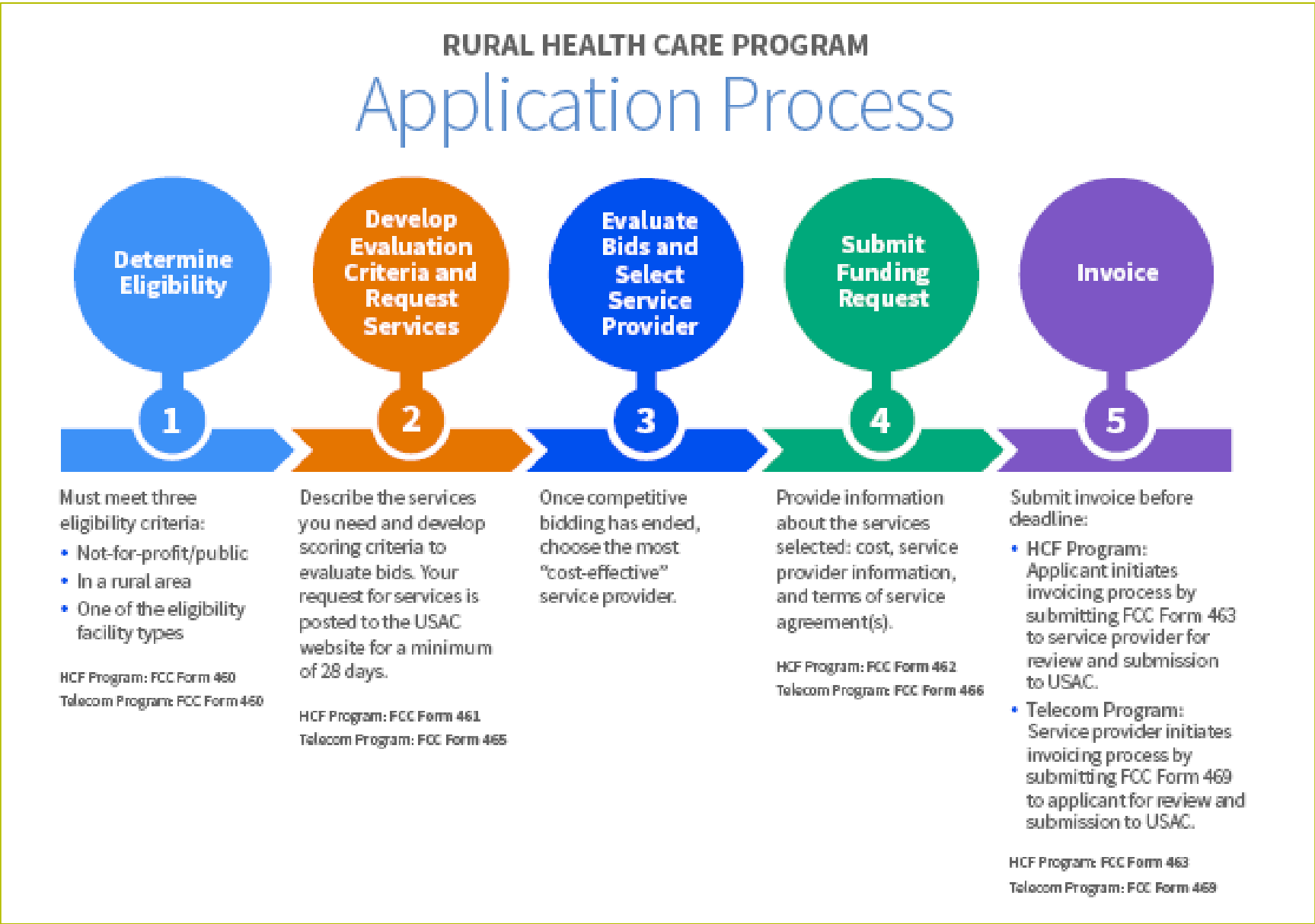
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Funding Years and Filing Windows

- Funding Year
 - Starts July 1 and ends June 30 of the following calendar year
 - FY2026 = July 1, 2026, to June 30, 2027
- Filing Window
 - A fixed period during which all submitted funding requests (FCC Forms 462 and 466) are treated as having been filed simultaneously for purposes of making funding decisions.
 - FY2026 Filing Window begins December 1, 2025, and ends April 1, 2026.

Rural Health Care Program: **Funding Year 2026**





Next Steps for Account Holders

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Reminder – FCC Order 23-110 – Account Holders

- [FCC Order 23-110](#) 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.
- The order 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.
- 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.

Next Steps for New Account Holders

- Complete your FCC Form 460 to determine eligibility
- You can submit your FCC Form 460 at any time during the funding year.
 - Watch the RHC 101 Learning Module.
 - [RHC Connect – FCC Form 460 User Guide](#).
 - [Welcome to RHC Connect - FCC Form 460](#) webpage (HCF Program)
 - [Welcome to RHC Connect - FCC Form 460](#) webpage (Telecom Program)
- Ensure you have the necessary authorizations completed.
 - [Letter of Agency](#)
 - [Third Party Authorization](#)
- Register for the Request for Services Webinars.
 - HCF Program - Wednesday, August 13, 2025, 2–3 p.m. ET – [Register](#)
 - Telecom Program – Wednesday, August 20, 2025, 2-3 p.m. ET - [Register](#)

New Account Holders: Eligibility Best Practice

- When submitting an FCC Form 460, we recommend uploading supporting documentation necessary to validate form data to the “Supporting Documentation” section of the form.
- This includes any documentation that is relevant to the required fields of the FCC Form 460:
 - Hospital licenses, with the address clearly posted, to verify a non-profit hospital;
 - A recent bill or lease, with the address clearly posted, to verify the HCP address provided on the FCC Form 460;
 - Public tax documents to verify the Non-Profit Tax ID (EIN); and
 - Health Resources and Services Administration (HRSA) accreditation to verify a community health center.

Next Steps for *Current* Account Holders

- Ensure authorizations are up to date through FY2026
- Consortia account holders - Ensure consortium is majority rural
- Submit FCC Form 461 or 465 for competitive bidding
- Register for the Request for Services Webinars.
 - HCF Program - Wednesday, August 13, 2025, 2–3 p.m. ET – Register
 - Telecom Program – Wednesday, August 20, 2025, 2-3 p.m. ET - Register
- Review [Competitive Bidding](#) information and resources for the HCF Program.
- Review [Competitive Bidding](#) information and resources for the Telecom Program.

Questions?

Managing Account Holders

FY2025 RHC Program Kickoff Webinar

Three Types of Account Holders

- **Primary Account Holder (PAH)**
 - Must work for the legal entity of the HCP
 - Responsible for the accuracy of information submitted to USAC
 - Can only be one individual
 - Mandatory for every HCP
- **Secondary Account Holder**
 - Must work for the legal entity of the HCP
 - Responsible for the accuracy of information submitted to USAC
 - “Back up” for PAH
 - Can have multiple Secondary Account Holders for one HCP
- **Tertiary**
 - Hired by HCP to file forms on behalf of the HCP (e.g., consultants)
 - Must have a valid Third-Party Authorization (TPA)

RHC Connect – LOA/LOE/TPA and User Management

- Moved to RHC Connect.
- Do not submit Letters of Agency (LOAs), Letters of Exemption (LOEs), and third-party authorizations (TPAs) in My Portal or through the RHC Customer Service Center.
- For information and sample LOAs, visit the [Letter of Agency](#) website.
- For information and sample TPAs, visit the [Third Party Authorization](#) website.
- Use the following resources to submit all LOAs, LOE, TPAs and manage Consultant Groups:
 - [RHC Webinars](#) webpage – Authorizations and User Management Webinar (March 5, 2025)
 - [RHC Connect User Guide – TPA](#)
 - [RHC Connect User Guide – LOA/LOE](#)

Documents Available in RHC Connect/My Portal

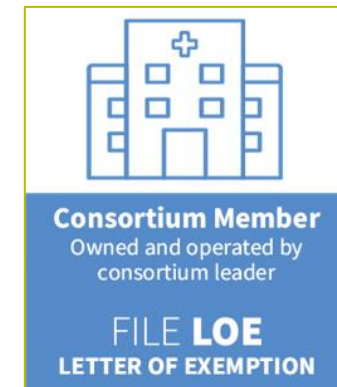
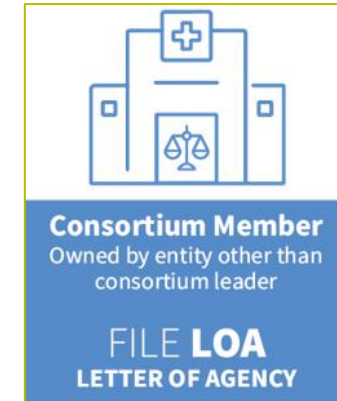
| HCF | Telecom |
|--|---|
| <ul style="list-style-type: none">Submitted and approved FCC Forms 460, 461, 462, 463HCF Funding Commitment Letters (FCL) | <ul style="list-style-type: none">Submitted and approved FCC Forms 465, 466, 469Telecom Funding Commitment Letters (FCL) |
| <ul style="list-style-type: none">PAH Account Holder Management | <ul style="list-style-type: none">PAH Account Holder Management |
| <ul style="list-style-type: none">Network Cost Worksheet (NCW) | <ul style="list-style-type: none">Copies of submitted contracts |
| <ul style="list-style-type: none">Copies of submitted contracts and other supporting documentation | <ul style="list-style-type: none">Supporting documentation |
| <ul style="list-style-type: none">Copies of automated emails from USAC (Information Request, form approvals) | <ul style="list-style-type: none">Copies of automated emails from USAC (Information Requests, form approvals) |

Authorizations

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Authorizations

- **Letter of Agency (LOA):** Provides authorization to the consortium project coordinator to act on behalf of each participating member HCP within the consortium. This is mandatory for HCP member sites not owned and operated by the consortium.
- **Letter of Exemption (LOE):** Provides authorization to the consortium project coordinator to file forms for sites that are owned and operated by the consortium lead entity or Consortium Leader.
- **Third Party Authorization (TPA):** Provides authorization to a third party/consultant to complete and submit forms on behalf of an HCP.
- **Note:** The Primary Account Holder is responsible for ensuring that expired LOAs and TPAs are updated or removed from My Portal.



Authorizations for FY2026

- Eligibility for funding in FY2026 requires [Letters of Agency \(LOA\)](#) and [Third Party Authorizations \(TPA\)](#) authorized through FY2025, at a minimum.
- Before submitting a form, please check to ensure authorization documents are up to date.
 - FCC Forms 462 and 466 submitted with expired LOAs or TPAs will result in Information Requests.
- Download a [Sample TPA](#) or [Sample LOA](#).
- For more information about submitting LOAs, please see the [LOA](#) and [LOE](#) webpages.

Questions?

Upcoming Trainings and Resources

FY2026 RHC Program Kickoff Webinar

Upcoming Trainings

Get ready for the FY2026 filing window by joining us for the following webinars:

- Consortium Best Practices
 - Wednesday, July 23, 2025, 2 p.m. – 3 p.m. ET – [Register](#)
- HCF Program Request for Services
 - Wednesday, August 13, 2025, 2 p.m. – 3 p.m. ET - [Register](#)
- Telecom Program Request for Services
 - Wednesday, August 20, 2025, 2 p.m. – 3 p.m. ET – [Register](#)
- Service Provider Training
 - Wednesday, August 27, 2025, 2 p.m. – 3 p.m. ET – [Register](#)

Resources – HCF Program

- [Examples of Common Products and Services](#) - HCF Program
- [RHC Connect User Guide](#) – FCC Form 460
- [RHC Connect FCC Form 460](#) – training module
- [RHC Connect User Guide](#) – FCC Form 461
- [RHC Connect FCC Form 461](#) – training module
- [RHC Connect User Guide](#) – FCC Form 462
- [RHC Connect FCC Form 462](#) – training module
- [RHC Connect User Guide](#) – FCC Form 463
- [RHC Connect FCC Form 463](#) – training module
- [Post-Commitment Change Requests](#) – training module
- [Information Requests in RHC Connect](#) – tip sheet

Resources – Telecom Program

- [Examples of Common Products and Services](#) - Telecom Program
- [RHC Connect User Guide](#) – FCC Form 460
- [RHC Connect FCC Form 460](#) – training module
- [RHC Connect User Guide](#) – FCC Form 465
- [RHC Connect FCC Form 465](#) – training module
- [RHC Connect User Guide](#) – FCC Form 466
- [RHC Connect FCC Form 466](#) – training module
- [RHC Connect User Guide](#) – FCC Form 469 (HCPs)
- [RHC Connect User Guide](#) – FCC Form 469 (Service providers)
- [RHC Connect FCC Form 469](#) – training module
- [Information Requests in RHC Connect](#) – tip sheet

RHC Connect – LOA/LOE/TPA and User Management

- [Consultants & Third Parties](#) webpage
- [Third Party Authorization](#) webpage
- [Letter of Agency \(LOA\)](#) webpage
- [Letter of Exemption \(LOE\)](#) webpage
- [Authorizations and User Management Webinar](#) (March 5, 2025)
- [RHC Connect User Guide – TPA](#)
- [RHC Connect User Guide – LOA/LOE](#)

RHC Learn

- [Webinars](#)
- [RHC Monthly Newsletter](#)
- [Videos](#)

The screenshot shows the 'RHC Learn' website. On the left is a navigation menu with 'Learn' selected, and sub-items for 'Videos', 'Webinars', 'Newsletter', and 'FAQs'. The main content area has a 'Learn' header. Below it is a blue banner with the text 'STAY UP TO DATE WITH Rural Health Care News and Events' and a 'Subscribe Now' button. An illustration of an open envelope with an '@' symbol is on the right. Below the banner, a text line says 'Learn more about the Rural Health Care program.' There are three columns: 'Videos' with a video camera icon and text about understanding the form filing process, with a link 'Browse our Videos'; 'Webinars' with a laptop icon and text about live training and recordings, with a link 'View our Webinars'; and 'Newsletter' with an envelope icon and text about keeping providers up to date, with a link 'Consult our Newsletter'.

Learn

Videos
Webinars
Newsletter
FAQs ▾

Learn

STAY UP TO DATE WITH
**Rural Health Care News
and Events**

[Subscribe Now](#)

Learn more about the Rural Health Care program.

Videos

Our videos are designed to help you understand and manage the form filing process, FCC requirements, and other elements of the RHC program.

[Browse our Videos](#)

Webinars

Join USAC for live training webinars provided throughout the year for RHC program participants, and watch recordings of those you may have missed.

[View our Webinars](#)

Newsletter

The RHC Monthly Newsletter keeps healthcare providers (HCPs) and service providers up to date about program news, events, and best practices. Be sure to [subscribe](#).

[Consult our Newsletter](#)

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

RHC Customer Service Center

| The RHC Customer Service Center CAN | The RHC 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 Orders for RHC | 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 |
| Assist with My Portal and RHC Connect | Transfer a call to a specific form reviewer |

Questions?

Thank You!





Universal Service
Administrative Co.