HCF Program Funding Request Office Hours

March 13, 2024
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.
- Use the “Raise Your Hand” button to be unmuted and ask a question to the team!
Meet Our Team

Simone Andrews
Senior Communications Specialist | RHC Outreach

Blythe Albert
Advisor of Program Management | RHC Outreach
Agenda

• Introduction
• Program Updates
• Submitting Forms in RHC Connect
• Best Practices
• Resources
Introduction – Office Hours

- Subject matter experts are available to answer live questions from program participants.
- Today’s presentation will focus on the HCF Program.
- Send FRN or HCP-specific questions to the RHC Customer Service Center at RHC-Assist@usac.org.
- Raise your hand or ask your question in the questions box.
- Please note, recordings of Office Hours webinars are not posted to the USAC website.
- You can download a PDF copy of the slide deck from the handout section on the GoToWebinar dashboard.
# Glossary

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<th>Acronym</th>
<th>Definition</th>
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<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
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<td>HCF</td>
<td>Healthcare Connect Fund</td>
</tr>
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<td>FY</td>
<td>Funding Year</td>
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<tr>
<td>HCP</td>
<td>Health Care Provider (your site)</td>
</tr>
<tr>
<td>HCP Number</td>
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<tr>
<td>PAH</td>
<td>Primary Account Holder</td>
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<td>FCL</td>
<td>Funding Commitment Letter</td>
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<td>NCW</td>
<td>Network Cost Worksheet</td>
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<tr>
<td>BAN</td>
<td>Billing Account Number</td>
</tr>
<tr>
<td>SPIN/498 ID</td>
<td>Service Provider Identification Number</td>
</tr>
</tbody>
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Program Updates

HCF Program Funding Request Office Hours
# RHC Connect Updates

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<th>Relevant Funding Years</th>
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<tr>
<td>FCC Forms 460 &amp; 465</td>
<td>My Portal</td>
<td>Future development</td>
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<td>- Letters of Agency (LOA)</td>
<td>My Portal</td>
<td>Future development</td>
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<td>- Third Party Authorization (TPA)</td>
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<tr>
<td>FCC Form 461</td>
<td>RHC Connect</td>
<td>FY2023 and forward</td>
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<td>FCC Form 462</td>
<td>My Portal</td>
<td>FY 2021 and prior – Multi-year commitments</td>
</tr>
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<td>FCC Form 462</td>
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<td>FCC Form 463</td>
<td>My Portal</td>
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<td>FCC Form 467 – Telecom Invoice</td>
<td>My Portal</td>
<td>Future development</td>
</tr>
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</table>
FCC Order DA 24-214

• On March 7, 2024, the FCC released order DA 24-214 extending the deadline for the FY2024 application filing window to May 1, 2024.

• This means all funding requests (FCC Forms 462 or 466) must be submitted no later than 11:59 p.m. ET on May 1, 2024.

• We highly encourage you to submit your funding requests as early as possible in the filing window.
# Milestones for FY2024 - HCF Program

<table>
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<tr>
<th>HCF Program Form</th>
<th>Last Day to Submit for Individual HCPs NOT using a Request for Proposal (RFP)</th>
</tr>
</thead>
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<tr>
<td>FCC Form 460 – Eligibility</td>
<td>February 8, 2024 Recommended Date</td>
</tr>
<tr>
<td>FCC Form 461 – Request for Services</td>
<td>March 10, 2024 Recommended Date</td>
</tr>
<tr>
<td>FCC Form 462 – Funding Request</td>
<td>May 1, 2024 Deadline to Submit*</td>
</tr>
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</table>

*Please note that these dates (except for the FCC Form 462 filing window deadline of May 1) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window. FCC Forms 461 with RFPs could take longer to review.*
Reminder: FCC Report and Order 19-78

• **FCC Report and Order 19-78** webpage summarizes the Report and Order’s major changes.
FCC Report and Order 19-78 (continued)

- **Consortia Majority Rural Rule (HCF Only)** – Every consortium participating in the HCF Program must consist of more than 50 percent eligible rural sites.
  - [Rurality Compliance Tip Sheet](#)
- **Consultant Registration** – USAC will issue a unique registration number to the consultant or outside expert and that number will be linked to the HCP’s organization.
Reminder: FCC Report and Order 19-78 (continued)

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

- **Site and Service Substitutions** – HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.
  - This date can be found on the Funding Commitment Letter (FCL) for the FRN (FCC Form 462 Application)
On December 14, 2023, the FCC released Order **FCC 23-110**. This order improves RHC Program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding, aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes. Changes to RHC Program rules are as follows:

- Permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination (Prior to July 1, 2024, for purposes of competitive bidding FY2025).
- Provides health care providers more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline (Beginning in FY2023).
- Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the rule for determining urban rates in the Telecommunications (Telecom) Program (Beginning in FY2025).
- Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment (Beginning in FY2024).
- Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which will eliminate the need for Telecom Program participants to seek an eligibility determine every time they engage in competitive bidding.
- Establishes a deadline of July 1, 2024, for health care providers to claim undisbursed funding commitments that do not currently have an applicable invoice filing deadline from FY2019 and prior years.
Reminder: Information Requests

• If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an Information Request.

• All account holders will receive all Information Requests.

• Applicants are given 14 calendar days to provide a response to the Information Request.
  • 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.

• Information Requests not responded to within 14 calendar days will result in a denial of that form.

• An extension request must be received prior to the original 14-day Information Request deadline.
FY2024 Funding Request Reviews

• RHC may begin funding request reviews before the funding request window closes.
• **No final decisions will be made prior to the close of the filing window.**
• Some changes to submissions must occur prior to the close of the filing window.
• This means that you may receive an Information Request before May 1, 2024.
• For FY2024 FCC Forms 462, an auto-generated email will be sent with instructions to respond through RHC Connect.
  • **HCPs should respond through RHC Connect only.**
  • The auto-generated email comes from an unattended mailbox so please only respond through RHC Connect.
Update: FCC Form 463 in RHC Connect

• While it is no longer required in RHC Connect to move forward with the submission of Form 463, applicants are expected to have supporting documentation for invoices and proof of payment available at the time they submit the form.
• Upon selection for manual review or audit, RHC will require submission of all documents for all requested billing period(s).
• Please be mindful that program rules require applicants to have all supporting documentation available when forms are submitted, and for 5 years thereafter.
Reminder: Invoice Filing Deadlines

- Invoicing guidelines adopted in FCC Report and Order 19-78 became effective beginning with FY2020 applicants.
- The invoice filing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs, October 28 of a given funding year.
- Please use the RHC Invoicing Deadline Tool in the Open Data section of the USAC website to look up your invoicing deadline.
- For more information, please see the HCF invoice page and Telecom invoice page.
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.

• FY2023 Applicants: If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries in FY2023, you cannot invoice for these funds. Instead, you should immediately request a service substitution.

• FY2024 Applicants: As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.
Supply Chain Web Page

- Supply Chain webpage

Supply Chain

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

In November 2019, the FCC released the Supply Chain First Report and Order adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.
Questions?
RHC Connect – Submitting the FCC Form 462

HCF Program Funding Request Office Hours
My Portal Landing Page

- Log in to My Portal and click “RHC Connect” to begin.
Dashboard

- Here you can start a new form, resume working on a draft or delete a draft FCC Form 461 or 462 for FY2023.
- There's a countdown banner displaying the days remaining in the filing window.
Start a New Form

- Select FCC Form 462, then click “Next”.

FCC Form 461
Develop Bid Evaluation Criteria & Select Services

FCC Form 462
Evaluate Bids & Select Service Provider

FCC Form 463
Invoice USAC

This form provides information about the services, equipment, or network facilities selected, and certifies that those services were the most cost-effective option of the offers received.

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463.
Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding?

- Yes
- No

Explanations

BACK EXIT
Competitive Bidding (Continued)

If the HCP requesting that this application be exempt from competitive bidding?

- Yes
- No

Explanations

If your site meets one of the competitive bidding exemptions below, you are not required to submit the FCC Form 461 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply:

1. Government Master Service Agreement (MSA): You are seeking support for services and equipment purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local governmental entity on the applicant's behalf and awarded pursuant to applicable federal, state, Tribal, or local competitive bidding requirements.

2. Master Service Agreements (MSA) Approved Under the Rural Health Care Pilot Program or HCF Program: You are opting into an existing MSA approved under the Rural Health Care Pilot program or the HCF program and seeking support for services and equipment purchased from the MSA, as long as the MSA was developed and negotiated in response to an RFP or request for services that specifically solicited proposals that included a mechanism for adding additional sites to the MSA.

3. Evergreen Contract: You have an existing contract already endorsed by USAC as evergreen.

4. Schools and Libraries Program Master Contracts: You have a master contract with the Schools and Libraries Program and are purchasing services and/or network equipment under a contract approved under the E-rate program as a master contract.

5. Annual Undiscounted Cost of $10,000 or Less: If you are seeking support for $10,000 or less in undiscounted eligible expenses for a single year you may bypass the competitive bidding process.

- For single site applicants, this exemption is $10,000 for all funding requests submitted for the consortium.
- Note: If you select this option on your FCC Form 461, you will not be able to request a multi-year funding commitment.
Competitive Bidding Exemptions
Competitive Bidding Exemptions (Continued)

- If “Yes” is selected, choose the exemption type.
- Upload contract.
  - For Evergreen contracts, select a contract from the drop-down menu.
  - Evergreen exemption can only be selected if the contract was approved as Evergreen on a prior funding year funding requests.
- Enter the relevant contract information in the fields.
- Use the drop-down calendar to enter dates.
Competitive Bidding Exemptions (Continued)

- Once the contract is selected, click “Save and Continue”.

Competitive Bidding Non-Exempt

• Click “No” if the HCP is not exempt from competitive bidding.

• Choose the related FCC Form 461 from drop-down menu.
  • All FCC Forms 461 for the HCP will be available.

• Enter the number of bids received.

• Copies of all bids received must be uploaded.
Service Provider Information

- Select 498 ID/SPIN.
- Click “Save and Continue”.

You have selected 143002131 - CenturyLink - Embark Minnesota, Inc (FKA Embarg)

SAVE & CONTINUE
Expense Items – Summary Page

- Download the NCW Template and save.
- Populate all information and upload the NCW to RHC Connect.
- Any information entered manually will be overwritten by the NCW document once it’s uploaded.

<table>
<thead>
<tr>
<th>#</th>
<th>Site #</th>
<th>Site Name</th>
<th>Contract Number</th>
<th>Expense Type</th>
<th>Eligible Undiscounted Cost</th>
<th>Maximum Support Amount</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Edit</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Edit</td>
</tr>
</tbody>
</table>
Using the NCW Template

- Do not disturb the formatting.
  - When using “copy” and “paste” to enter data, be sure to paste using a “text” or “values” format.
  - If any data is entered manually prior to uploading the NCW, that data will be overwritten when the NCW is uploaded.
  - If after uploading the NCW data isn’t saved or you’re directed back to the summary page, the formatting has been changed.
    - Download a new NCW template and try again.

<table>
<thead>
<tr>
<th>Contract Terms</th>
<th>Expense Information</th>
<th>Expense Type</th>
<th>Bandwidth</th>
<th>Session Level Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>E</td>
</tr>
<tr>
<td>1</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>Yes</td>
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</tr>
<tr>
<td>3</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>4</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>5</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Expense Items – Contract Status

• For consortia applicants, choose a member site for each expense from drop-down menu.
• Select “no” for submission without contract (month-to-month).
Expense Items – Contract Status (Continued)

- Select “yes” for submission with contract.
- Select an existing contract or upload a new contract.
- Enter information about the contract.
Expense Items – Contract Status (Continued)

- Enter contract start date, initial contract end date, contract sign date and installation date for confirmation in review.
**Expense Items – Expense Information**

- Enter the “Expected Broadband Service Start Date” and “Installation Date”.

![Expense Items Table](image)

- **Expense Information**
  - Contract Status
  - Expense Type
  - Bandwidth
  - Service Level Agreement
  - Circuit Information
  - Financial Information
  - HCP Contribution Source

- **Expected Broadband Service Start Date**
  - 07/19/2022

- **Installation Date**
  - (dd/mm/yyyy)

- **Notes**: You have chosen the funding year start date. Please make sure that this is the date when you actually expect to begin this service or have already started this service.
Expense Items – Expense Type

- Enter “Expense Category” and “Expense Type” and an optional explanation of the eligible expense.

Expense Category
- Data

Expense Type
- Ethernet

Explanation of Eligible Expense (Optional)
- Ethernet circuit between service provider and eligible MCO
Expense Items – Bandwidth

- Enter Bandwidth.

![Expense Item Details]
Expense Items – Bandwidth (Continued)

- For equipment, installation, construction and network management services, bandwidth does not have to be entered if not applicable.
- For all other services, bandwidth is required.
Expense Items – Service Level Agreement (SLA)

• If “no” is selected, fields will not appear.
• If “yes” is selected, enter the information about the SLA.

Expense Items

Expense Item 1 of 1
Total Eligible Undiscounted Cost $48,480.00
Maximum Support Amount $31,312.00

☑ Contract Status
☑ Expense Information
☑ Expense Type
☑ Bandwidth
Serv Level Agreement
☐ Circuit Information

Is there a service level agreement (SLA) with the service provider for this expense item? (Optional)
☐ Yes
☐ No

What is the SLA for Latency? (Optional)

What is the SLA for Jitter? (Optional)

What is the SLA for Packet Loss? (Optional)

What is the SLA for Packet Reliability? (Optional)
Expense Items – Circuit Information

• Address of the HCP on expense item will pre-populate based on information in the FCC Form 460.

• “Start location” and “End location” cannot be the same address.
Expense Items – Circuit Information (Continued)

- If the HCP is an Off-Site Administrative Office or Data Center, the location on the other end of the circuit is required.
Expense Items – Financial Information

• If you select “no” for “is this entire expense eligible for support”, you’re indicating that this expense is cost-allocated.

• Enter the eligible percentage and an explanation of the methodology used to determine percent entered

• Upload the required document
Expense Items – Multiple Items

• The quantity of items should match the quantity on the documentation.
Expense Items – Financial Information (Continued)

- Check all that apply.
# Expense Items – Summary

## Expense Item Summary

<table>
<thead>
<tr>
<th>#</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>Ethernet</td>
<td>$24,240.00</td>
<td>$15,756.00</td>
<td></td>
</tr>
</tbody>
</table>

**Total Eligible Undiscounted Cost**: $24,240.00  
**Total Maximum Support**: $15,756.00

If you have questions, please contact our Help Desk at (800) 445-1546 or EHC-Assist@usao.org 8:00 a.m. – 8:00 p.m. ET Monday through Friday for assistance.
Additional Documentation

- Consortia applicants are required, at minimum, to upload a Viable Source Letter before continuing.
Additional Documentation (continued)

- To upload more than 10 documents, follow the instructions in the blue banner.
## Confidentiality

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<tr>
<th>Start Page</th>
<th>Competitive Bidding</th>
<th>Service Provider Information</th>
<th>Expense Items</th>
</tr>
</thead>
</table>

### Confidentiality

Is the HCP requesting confidential treatment and non-disclosure of commercial and financial information? *

- [ ] Yes
- [ ] No

Explanation

[BACK] [EXIT]
## Certifications

- I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.
- I certify under penalty of perjury that I have examined this request and all attachments and to the best of my knowledge, information, and belief, all statements of fact contained therein are true.
- I certify under penalty of perjury that the applicant or consortium has considered all bids received and selected the most cost-effective method of providing the requested services. "Cost-effective" is defined as the "method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the applicant deems relevant to choosing a method of providing the required health care services." 47 CFR § 54.622(c).
- I certify under penalty of perjury that all RHC Program support will be used only for eligible health care purposes.
- I certify under penalty of perjury that the applicant or consortium is not requesting support for the same service from both the Telecommunications Program and the Healthcare Connect Fund Program.
- I certify under penalty of perjury that the applicant or consortium satisfies all of the requirements under Section 254 of the Act and applicable Commission rules, and understand that any letter from the Administrator that erroneously commits funds for the benefit of the applicant may be subject to rescission.
- I certify under penalty of perjury that I have reviewed all applicable rules and requirements for the RHC Program and complied with those rules and requirements.
- I understand that all documentation associated with this application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, all billing records for services received and any other documentation demonstrating compliance with the rules must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR §§ 54.631 or as otherwise prescribed by the Commission's rules.
- I certify under penalty of perjury that the applicant or consortium and/or its consultant, if applicable, has not solicited or accepted a gift or any other thing of value from a service provider participating in or seeking to participate in the RHC Program.
- I certify under penalty of perjury that any consultants or third parties associated with this request or RFP do not have an ownership interest, sales commission arrangement, or other financial stake in the vendor 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.
Signature

- Sign by typing your first and last name in the “Digital Signature” field.
Questions?
Best Practices

HCF Program Funding Request Office Hours
Submission Checklist

- Document(s) confirming the monthly cost for your services (e.g., a copy of your bill dated within the requested funding period) or the most currently available bill as the filing window closes before the funding year opens
- A copy of all bids that were received for your request for services including the winning bid, all bids that were rejected and any bids that were disqualified and why
- A list of the bid evaluation criteria and copy of the bidding evaluation matrix
- A list of people who evaluated bids including title, role, and their relationship to the applicant
- Internal documents related to the selection of the service provider (upon request)
- Copies of any correspondence with service providers prior to and during the competitive bidding process (upon request)
- A copy of any new contract signed for your services
- Award letter to winning vendor (upon request)
- Contact information for the service provider and all responsible account holders
- The start and end location of your services.
- Viable source letter for consortia applicants (35 percent contribution)

*Any information that cannot be located on the submitted supporting documentation will result in an Information Request*
Best Practices – Competitive Bidding

• Begin your competitive bidding process early.
  • Bidding period opened on July 1, 2023, for FY2024.

• Once the ACSD has passed and you’ve chosen a service provider, include them when you reply to Information Requests via email.

• Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.

• All bid correspondence should be handled via email for audit purposes.

• HCPs and service providers are required to retain documentation for a minimum of five years.
Best Practices – FCC Form 462 (Funding Request)

- Do not enter into an agreement with a service provider until after the ACSD has passed.
- Include all required documentation when submitting your FCC Form 462.
- Include a cover letter if needed to clarify information entered into the FCC Form 462.
- If submitting funding requests for equipment, data center or administrative offices or network expenses, tip sheets can be found on the Step 4: Submit Funding Requests webpage under the Additional Resources section.
- Be sure to actually sign, certify and submit all FCC Forms 462 before 11:59 p.m. ET on May 1, 2024 (Drafts are not considered submitted).
- HCPs and service providers are required to retain documentation for a minimum of five years.
Resources

HCF Program Funding Request Office Hours
Upcoming Trainings

Please join the RHC Outreach team for the following webinars:

- Telecom Office Hours Webinar:
  - When: Wednesday, March 20, 2024, from 2-3 p.m. ET - Register

- Service Provider Training
  - When: Wednesday, March 27, 2024, from 2-3 p.m. ET - Register

- For a list of upcoming webinars, check the RHC Upcoming Dates webpage for dates and details.
Online Resources

• RHC Learn
• Step 4: Submit Funding Request webpage
• Welcome to RHC Connect – FCC Form 462 webpage
• Competitive Bidding Exemptions
• Consortia Majority Rural Compliance Tip Sheet
• Request for Proposals (RFPs)
• Network Plans
• Funding Limitations Tip Sheet
• Off-site Data Centers and Admin Offices Tip Sheet
• Equipment Tip Sheet
Online Resources - RHC Connect

- [Welcome to RHC Connect - FCC Form 461](#) webpage
  - [RHC Connect User Guide](#)
  - [Welcome to RHC Connect – FCC Form 461](#) self-paced video training guide
- [Welcome to RHC Connect – FCC Form 462](#) webpage
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  - [RHC Connect Form User Guide](#)
  - [RHC Connect – FCC Form 463](#) self-paced video training guide
- [Information Request Tip Sheet](#)
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

• Additional Hours – Filing Window Close:
# The RHC Customer Service Center

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