

FY 2022 Invoicing Best Practices – HCF and Telecom Programs

September 6, 2023



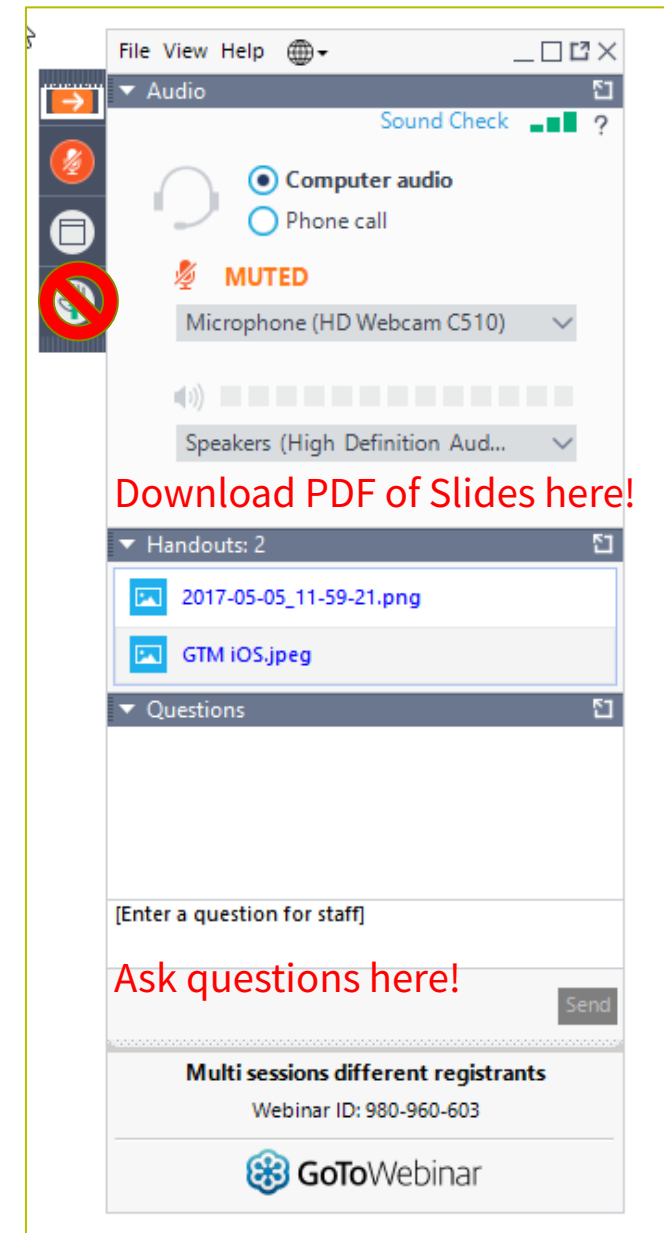
Universal Service
Administrative Co.

DISCLAIMER:

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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



Meet Our Team



Simone Andrews

Senior Communications
Specialist | RHC Outreach



Blythe Albert

Advisor of Program
Management | RHC Outreach

Agenda

- Invoicing Overview and Program Updates
- Invoicing Process HCF Program – FY2022 and prior funding years
 - Filing the FCC Form 463 – RHC Account Holders
 - Filing the FCC Form 463 – Service Providers
- Invoicing Process Telecom Program
 - Filing the FCC Form 467
 - Filing the Telecom Invoice – Service Providers
- Disbursement Process
- Resources

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

- Understand the Healthcare Connect Fund (HCF) and Telecom program invoicing process and deadlines
- Mark your calendars with upcoming invoice deadlines
- Identify the steps to submit your HCF FCC Form 463 invoice for USAC review
- Identify resources to help you submit your HCF FCC Form 463 invoice
- Identify the steps to submit your Telecom program FCC Form 467 for USAC review
- For service providers, understand how to approve the FCC Form 463 and submit the Telecom invoice
- Understand the disbursement process

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
FRN	Funding Request Number
FCL	Funding Commitment Letter
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number
FCCRN	FCC Registration Number (Referred to as FRN on FCC website)

Invoicing Overview and Program Updates

Invoicing Best Practices – HCF and Telecom
Programs

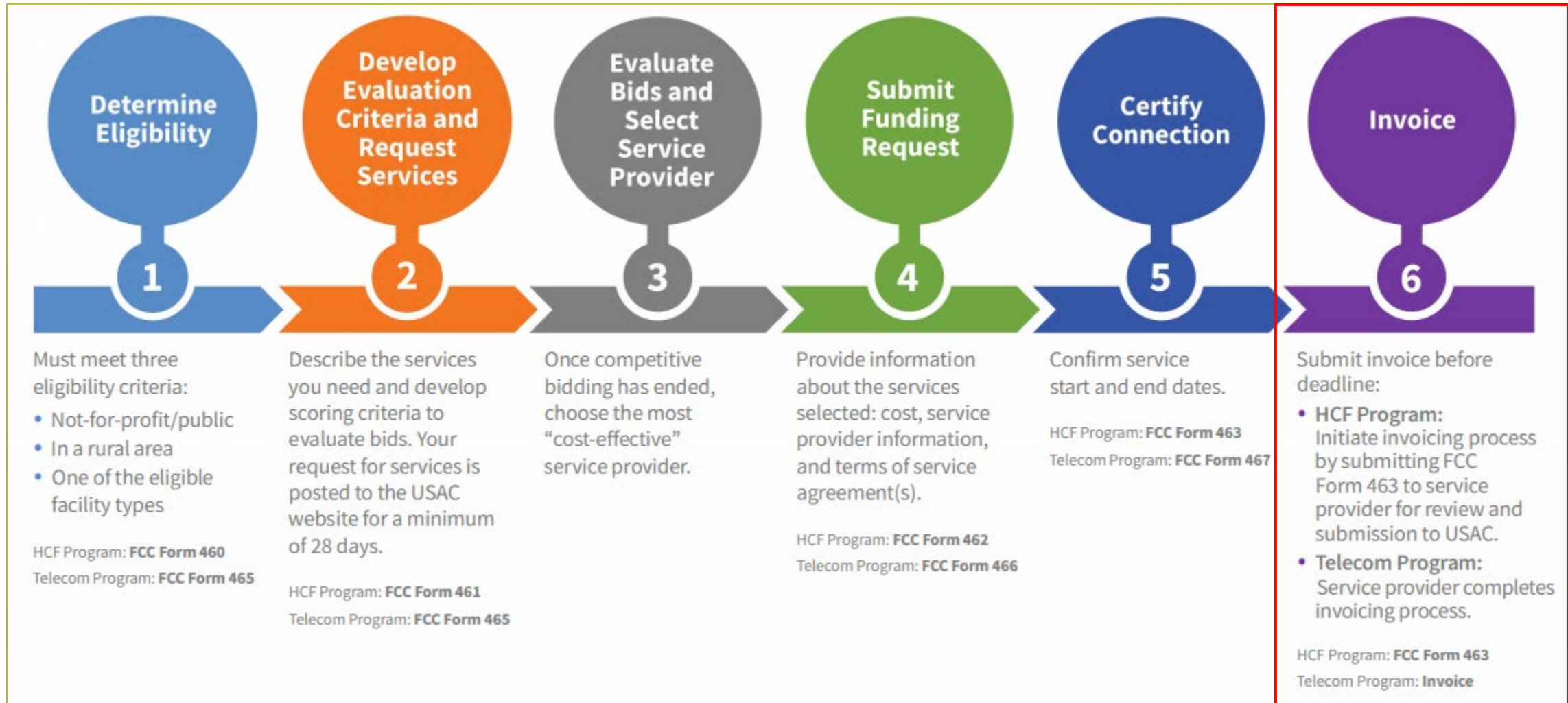
FCC Order DA 23-723 – Hawaii Wildfires Order

- On August 18, 2023, the FCC released [Order DA 23-723](#), waiving certain RHC rules and deadlines to assist participants and providers located in areas affected by the Hawaii wildfires. This Order applies to healthcare providers and service providers located in the State of Hawaii in areas affected by the wildfires. FCC waives the following rules on a temporary basis:
 - Automatically provides affected program participants with an additional 150 days to file appeals and waivers. This waiver will be in effect for all deadlines of appeals and waiver requests from August 10, 2023, through 150 calendar days from the release of this Order (January 15, 2024).
 - Waives the 14-day Information Request deadline for Information Requests related to funding requests, appeals and waivers, invoices, audits, and other documentation and applies to all funding years for all Information Requests that had a deadline on or after August 10, 2023, regardless of the funding year. Affected health care providers and service providers have up to 150 calendar days from the effective date of this Order (January 15, 2024) to respond to Information Requests from USAC.
 - Waives the invoice filing deadline for FY2022 funding requests and grants an automatic 120-day extension; and
 - Waives the September 30, 2023, deadline for Healthcare Connect Fund (HCF) program annual reports. HCF program participants will have up to 150 calendar days from the effective date of this Order (January 15, 2024) to submit annual reports.
- Impacted program participants will not be penalized for failure to retain records destroyed by the Hawaii wildfires. For more information, read [FCC Order DA 23-723](#).

FCC Order DA 23-805 – Hurricane Idalia Order

- On September 1, 2023, the FCC released [Order DA 23-805](#), waiving certain RHC rules and deadlines to assist participants and providers located in areas affected by the Hurricane Idalia. This Order applies to healthcare providers and service providers located in the areas in Florida and South Carolina that the Federal Emergency Management Agency (FEMA) has designated as eligible for Individual or Public Assistance for the purposes of federal disaster relief as of the release date of this Order. FCC waives the following rules on a temporary basis:
 - Automatically provides affected program participants with an additional 150 days to file appeals and waivers. This waiver will be in effect for all deadlines of appeals and waiver requests from August 27, 2023, through 150 calendar days from the release of this Order (January 29, 2024).
 - Waives the 14-day Information Request deadline for Information Requests related to funding requests, appeals and waivers, invoices, audits, and other documentation and applies to all funding years for all Information Requests that had a deadline on or after August 27, 2023, regardless of the funding year. Affected health care providers and service providers have up to 150 calendar days from the effective date of this Order (January 29, 2024) to respond to Information Requests from USAC.
 - Waives the invoice filing deadline for FY2022 funding requests and grants an automatic 120-day extension; and
 - Waives the September 30, 2023, deadline for Healthcare Connect Fund (HCF) program annual reports. HCF program participants will have up to 150 calendar days from the effective date of this order (January 29, 2024) to submit annual reports.
- Impacted program participants will not be penalized for failure to retain records destroyed by the Hurricane Idalia. For more information, read [FCC Order DA 23-805](#).

RHC Program Application Process



RHC Connect – FCC Form 463

- FCC Form 463 for approved FY2022 FRNs will be submitted in RHC Connect.
- FCC Forms 463 should be submitted in My Portal for all commitments for funding years prior to FY2022, including multi-year commitments.
- Telecom program forms will move to RHC Connect prior to the opening of the FY2024 filing window.
- All Connected Care Pilot Program (CCPP) forms will remain in My Portal.

Reminder: Invoicing Deadlines FY2020 and Forward

- Invoicing guidelines adopted in FCC [Report and Order 19-78](#) became effective in FY2020. The invoicing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom programs.
 - For more information, please see the [HCF invoice page](#) and [Telecom invoice page](#).
 - Invoicing deadlines can be found on our website by going to the Open Data platform and clicking on the [Rural Health Care Commitments and Disbursements \(FCC Form 462/466/466A\)](#) webpage.
 - Invoicing deadline can be found in the last column of the searchable table when viewing data or in Column BE of the Excel spreadsheet.

Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed.
- If USAC requires information that cannot be located on the submitted supporting documentation, you will receive an **Information Request**.
- All account holders will receive all Information Requests.
- Account holders have 14 calendar days to answer the Information Request.
 - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.
- Forms are denied if Information Requests are not answered within 14 calendar days.

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](#).
- **FY2022 and 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](#)



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."

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

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

Reports & Orders

Annual Report

FCC Filings

FCC Orders

Supply Chain

Supply Chain

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

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Site and Service Substitutions

- Site and service substitutions allow the HCP to reallocate un-invoiced committed funds to substitute the services, modify the services, or provide the requested services to other eligible sites.
- An HCP may request a site or service substitution if:
 - It's a minor modification or allowed under the contract;
 - The site is an eligible HCP, and the service is eligible for the HCF or Telecom program;
 - The requested change is within the scope of the controlling Request for Services, including any applicable RFP used in the competitive bidding process; and
 - The substitution does not violate any contract provision or state, Tribal, or local procurement laws.
- HCPs with month-to-month approved funding commitments may not utilize site and service substitutions as they did not apply with a contract.
- Site and service substitutions must be submitted by the service delivery deadline.
- Click here for more information about [site and service substitutions](#).

Questions?

Filing the FCC Form 463 – RHC Applicants

Invoicing Best Practices – HCF and Telecom
Programs

FCC Form 463 – My Portal (Prior to FY2022)

- FCC Forms 463 for commitments prior to FY2022, will be submitted in My Portal.
- To view a step-by-step walkthrough of submitting the FCC Form 463, please watch the Invoicing Best Practices Webinar from September 7, 2022.
- A copy of the recording and a PDF copy of the slides can be found on the [Webinars](#) webpage.

Best Practices for Creating the FCC Form 463

- 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

RHC Connect – FCC Form 463

- FCC Form 463 for approved FY2022 FRNs will be submitted in RHC Connect.
- FCC Forms 463 should be submitted in My Portal for all commitments for funding years prior to FY2022, including multi-year commitments.
- Telecom program forms will move to RHC Connect prior to the opening of the FY2024 filing window.
- All Connected Care Pilot Program (CCPP) forms will remain in My Portal.

My Portal Landing Page

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

The screenshot displays the 'Dashboard' of a portal. At the top, a yellow banner contains an information icon and text about new certifications for RHC - FCC Form 463 and High Cost & Lifeline - FCC Form 481. Below this, the dashboard is split into two columns. The left column, titled 'Upcoming Dates' with a calendar icon, lists two events: '07/07 2022 New Filer ID Basics Webinar' and '08/01 2022 Quarterly Filing due August 1'. The right column, titled 'Rural Health Care' with an upward arrow icon, contains three sections. The first section, 'RHC Connect', is highlighted with a red border and states that health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later. The second section, 'RHC My Portal', explains that health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier. The third section, 'Connected Care Pilot Program', states that health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.

Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, click here.

Upcoming Dates

07/07 2022 New Filer ID Basics Webinar

08/01 2022 Quarterly Filing due August 1

Rural Health Care

RHC Connect - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.

RHC My Portal - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.

Connected Care Pilot Program - Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.

Dashboard

- On the “My Forms” tab, you can view the status of all forms.
- Click the icons to view, continue with a draft form, discard a form, view a PDF copy or view the email for a processed invoice.

RHC Connect

My Information Requests **My Forms** **My Organizations**

Form Type: Form 463

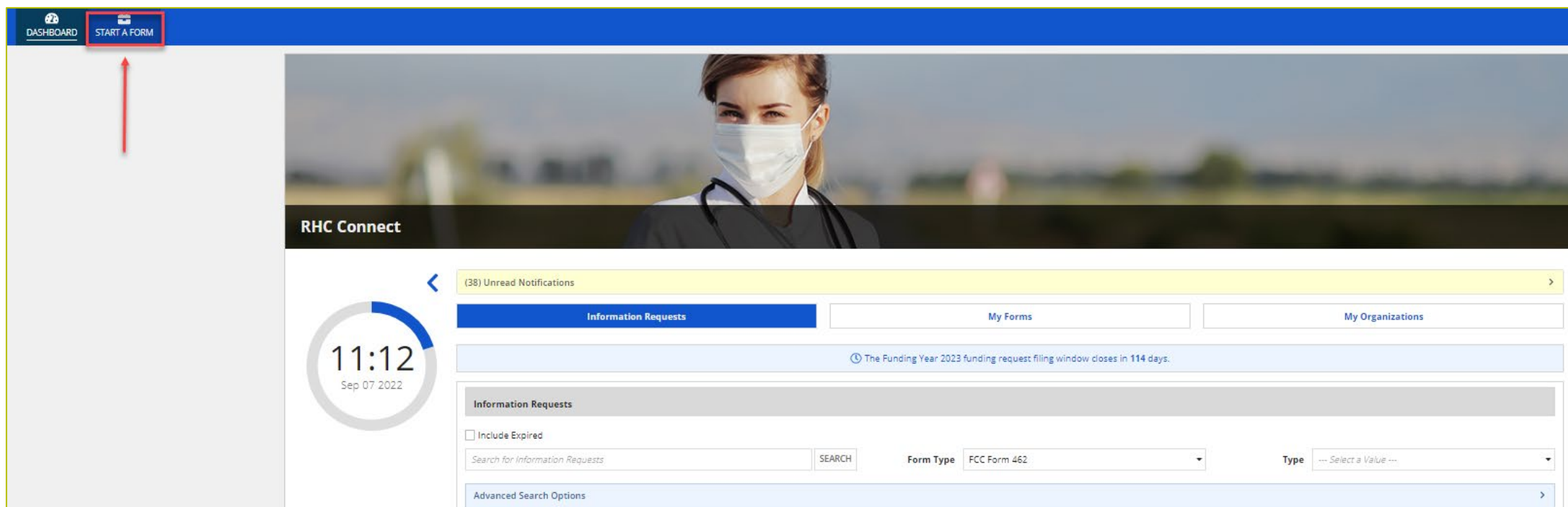
Search 463 Forms

Site Name	Site Number	Form	Invoice Number	Nickname	Last Updated	Status
		463	INV0000023904		4/2/2022	Submitted
		463	INV0000029564		4/9/2022	SP Review
		463	INV0000022204		4/18/2022	Draft
		463	INV000002152204		4/30/2022	Processed
		463	INV0000022554		4/20/2022	Returned
		463	INV0000023304		5/20/2022	Withdrawn

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Dashboard (continued)

- Click “**START A FORM.**”



The screenshot shows the RHC Connect dashboard interface. At the top, there is a blue navigation bar with two buttons: "DASHBOARD" and "START A FORM". The "START A FORM" button is highlighted with a red rectangular box, and a red arrow points upwards towards it from the left sidebar area. Below the navigation bar is a banner image of a healthcare worker wearing a mask, with the text "RHC Connect" overlaid. The main content area features a left sidebar with a clock showing "11:12" and "Sep 07 2022". The main panel includes a yellow notification bar for "(38) Unread Notifications", a blue "Information Requests" button, and tabs for "My Forms" and "My Organizations". A light blue banner states: "The Funding Year 2023 funding request filing window closes in 114 days." Below this is a search section for "Information Requests" with a checkbox for "Include Expired", a search input field, a "SEARCH" button, a "Form Type" dropdown menu set to "FCC Form 462", and a "Type" dropdown menu set to "--- Select a Value ---". At the bottom, there is an "Advanced Search Options" link.

Starting a Form

- Click the box titled “**FCC Form 463**” and then click “**Next**” in the lower right-hand corner of the page.

RHC Connect

< What type of Form would you like to file?

11:16
Sep 07 2022

FCC Form 461
Develop Bid Evaluation Criteria & Select Services
After determining that you are eligible, the next step is to identify the services you need and develop the bid evaluation criteria you will use to assess service provider bids by completing the FCC Form 461 (Request for Services Form).

FCC Form 462
Evaluate Bids & Select Service Provider
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.

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

NEXT

General Information

- Select the HCP or consortium from the dropdown menu and then select the FRN.
- Enter a “**Nickname**” for the FCC Form 463.
- Click “**Save & Continue.**”

The screenshot displays the 'General Information' section of the FCC FORM 463. At the top, a navigation bar includes tabs for 'General Information', 'Invoice Line Items', 'Supporting Documentation', 'Certifications', and 'Signature'. Below the navigation bar, the title 'FCC FORM 463' is followed by the 'General Information' sub-header. A 'Paperwork Reduction Act (PRA)' link is visible. A yellow warning box states: '⚠ Note: Once you select a HCP or Consortium and corresponding Form 462 and click Continue, you will not be able to change your selection.' The form fields include: 'HCP or Consortium' (dropdown menu), '* Form 462 Selection' (dropdown menu), 'RHC Invoice Number' (text input), 'Funding Year' (set to 2023), '* Nickname' (text input with 'Invoice #' entered), 'SPIN/498 ID' (text input), and 'Vendor Name' (text input). Red arrows point to the 'HCP or Consortium' dropdown, the '* Form 462 Selection' dropdown, the '* Nickname' text input, and the 'SAVE & CONTINUE' button. An 'EXIT' button is located at the bottom left. The footer text reads 'Approved by OMB 3060-0804'.

Invoice Line Items

- Click the “**Ready**” hyperlink under the “**Status**” column for the first line item.

RHC_INV20220009920001

General Information

Invoice Line Items

Supporting Documentation

Certifications

Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 RHC20220009920 that you would like to add to this invoice.

Search

SEARCH

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
2				Equipment	Channel Service Unit / Data Service Unit (CSU/DSU) and Switches (leased)	Monthly		\$600,000.00			Ready
3				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
4	555			Equipment	Fiber Network Transport Equipment	One Time		\$12,500.00	\$4,166.67	\$2,708.33	Added

Invoice Line Items (continued)

- To use an Excel template to enter the information, navigate to the “**Invoice Line Items**” tab.
- Under “**Advanced Features**,” on the right side of the screen, click “**Generate Template.**”
- Open Excel spreadsheet and save it on your computer.
- Enter all information and click “**Upload Completed Template.**”

The screenshot displays the 'FCC FORM 463' interface. At the top, a navigation bar includes 'DASHBOARD' and 'START A FORM'. Below this, a progress bar shows five steps: 'General Information', 'Invoice Line Items' (highlighted with a red box), 'Supporting Documentation', 'Certifications', and 'Signature'. The main content area is titled 'FCC FORM 463'. On the right side, under 'Advanced Features', there are two buttons: 'Generate Template' and 'Upload Completed Template'. A red arrow points from the 'Generate Template' button to the 'Advanced Features' dropdown menu. Below the title, there is a search bar with the text 'Select the approved line items from Form 462 [redacted] that you would like to add to this invoice.' and a 'SEARCH' button.

Invoice Line Items (continued)

- If this is the first FCC Form 463 submission, enter the “**Service Start Date**” using the drop-down calendar.
- Enter the “**Billing Period Start Date**” and the “**Billing Period End Date**.”
- Enter “**Total Cost Invoiced (Undiscounted)**” and click “**Add to 463**.”

RHC_INV20220009920001

General Information Invoice Line Items Supporting Documentation Certifications Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 RHC20220009920 that you would like to add to this invoice.

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
2				Equipment	Channel Service Unit / Data Service Unit (CSU/DSU) and Switches (leased)	Monthly		\$600,000.00			Ready
3				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
4	555			Equipment	Fiber Network Transport Equipment	One Time		\$12,500.00	\$4,166.67	\$2,708.33	Added

LINE ITEM: 2 | Monthly Expense

Total Cost Remaining to Invoice \$600,000.00

Billing Account Number

Item Quantity Invoiced

Maximum Amount for Chosen Period \$50,000.00

Service Start Date

Billing Period Start Date

Billing Period End Date

Show Calculations

Total Cost Invoiced (Undiscounted) \$50,000.00

Today's Potential Reimbursement \$32,500.00

Invoice Line Items (continued)

- Click “**Show Calculations**” to show the calculation based on entered information.
- Follow prior steps to add each line item to the FCC Form 463.

RHC_INV20220009920001

General Information Invoice Line Items Supporting Documentation Certifications Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 RHC20220009920 that you would like to add to this invoice.

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
2				Equipment	Channel Service Unit / Data Service Unit (CSU/DSU) and Switches (leased)	Monthly		\$600,000.00			Ready
3				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
4	555			Equipment	Fiber Network/Transport Equipment	One Time		\$12,500.00	\$4,166.67	\$2,708.33	Added

LINE ITEM: 2 | Monthly Expense

Total Cost Remaining to Invoice: \$600,000.00

Billing Account Number: 12345 Service Start Date: 07/01/2022 Billing Period Start Date: 07/01/2022 Billing Period End Date: 08/31/2022

Item Quantity Invoiced: 1

Maximum Amount for Chosen Period: \$50,000.00

Total Cost Invoiced (Undiscounted): \$50,000.00

Today's Potential Reimbursement: \$32,500.00

Show Calculations

Total Undiscounted Cost From Approved FCC Form 462: \$600,000.00

Total Commitment From Approved FCC Form 462: \$390,000.00

The total commitment from your approved FCC Form 462 includes all reduction factors, including the percent eligible for support, the 65 percent HCP program discount, commitment capping, and proration.

Today's Cost Invoiced (Undiscounted): \$50,000.00

Today's Potential Reimbursement: \$32,500.00

You're invoicing for 8.33% of the line item's total cost (\$50,000.00/\$600,000.00).

Your Potential Reimbursement of \$32,500.00 is 8.33% of your Commitment Amount (\$390,000.00).

Supporting Documentation

- Use the “**Upload**” button to upload supporting documentation including, at minimum, a vendor invoice and a proof of payment document.
- Click “**Add Documents**” and use the “**upload**” button for each document.
- Select the associated line item (s) from the drop-down menu.
- Click “**Save & Continue.**”

RHC_INV20220009969001 RETURN OR FINALIZE

Summary Invoice Line Items **Supporting Documentation** Applicant Certifications Applicant Signature

FCC FORM 463

Supporting Documentation

Document Type	Description	Upload File	Line Item(s)
Invoice		Test Invoice	Line 1
Proof of Payment		Test Proof of Payment	Line 1

ADD SERVICE PROVIDER COMMENT (Optional)

Comment History
No comment history available

Approved by OMB 3060-0804

Certifications

- Read and click all certifications.
- You will be unable to move forward until all certifications are clicked.
- Click “**Save & Continue.**”

RHC_INV20220009969001

Summary Invoice Line Items Supporting Documentation **Applicant Certifications** Applicant Signature

FCC FORM 463

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 form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.

☒ I certify under penalty of perjury that the applicant or consortium members have received the related services, network equipment, and/or facilities itemized on the invoice form.

☒ I certify under penalty of perjury that the required 35% minimum contribution for each item on the FCC Form 463 was funded by eligible sources as defined in the FCC rules and that the required contribution was remitted to the service provider.

☒ 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 date of service delivered in a particular funding year pursuant to 47 CFR § 54.631.

Approved by OMB 3060-0804

Signature

- Type your full name into the “**Digital Signature**” field and then click “**Certify & Submit.**”

RHC_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications **Applicant Signature**

FCC FORM 463

Signature

User Information

Name
Email
Phone
Employer
Title
Employer's FCC RN

Signature

Certifier's Full Name
Digital Signature
Date Sep 7, 2022

Approved by OMB 3060-0804

Commonly Asked Questions

- The total amount of funds invoiced is less than what is listed on the FCL. I divided the total amount by 12 months, which is one year of funding. How do I invoice for the full amount?
 - USAC calculates the monthly recurring rate based on full months as they vary in the numbers of days, as opposed to the 365/366 days in a year.
 - For instance, January has 31 days and April has 30 days.
 - If you invoice for all committed funding dates consecutively, then you will receive the full committed funding amount as listed on your FCL.

USAC Monthly Recurring Cost Calculation Example

- Entered billing dates of (September 24, 2022 - October 23, 2022)
 - Individual day calculations are different for September and October
- Line item 1 = \$100.00 monthly
- September (30 days): $100 / 30 = \textbf{\$3.33 per day}$
 - $\$3.33 \times 7 \text{ days (September 24 – 30)} = \23.31
- October (31 days): $100 / 31 = \textbf{\$3.23 per day}$
 - $\$3.23 \times 23 \text{ days (October 1 – 23)} = \74.29
- Total amount for billing period = **\$97.60** not \$100.00

Commonly Asked Questions (continued)

- Why is the service start date in Column H greyed out?
 - When you file the first FCC Form 463 for an FRN, My Portal prompts you to enter a date into Column H.
 - Once USAC approves an FCC Form 463 with a service start date in Column H, neither USAC nor the account holder can modify that date at a later time.

Commonly Asked Questions (continued)

- Why is USAC requesting supporting documentation for my FCC Form 463?
 - Per [FCC Report and Order 19-78](#), USAC must ensure that an invoice accurately reflects the services an HCP is receiving and the support due to the service provider.
 - RHC is requesting supporting documentation to verify the services that were submitted on the FCC Form 463 and confirm eligibility for payment for the requested billing period.
 - This validation ensures that HCPs receive accurate funding for approved services and eliminates the risk of fraud, waste, and abuse of program funds.

Supporting Documentation – Best Practices

When responding to Information Requests, please submit the following documentation:

- **Copies of billing documentation** for the referenced billing period with the following information highlighted:
 - HCP Name
 - Circuit Location(s)
 - Billing Account Number (BAN)
 - Bandwidth
 - Circuit ID
 - Service Type
 - Monthly Recurring Charges (MRC)

Supporting Documentation – Best Practices (continued)

- **Proof of payment** for the requested billing period, e.g., check, bank statement, or a printout from the accounts payable system. Proof of payment must show 35% of the MRC has been paid.
 - In the absence of payment or if no payment was made as a result of **credits** on an account, please provide an explanation of what action resulted from the credits.
- If these details can't be identified on an invoice or proof of payment document, please provide the contract or service agreement.
- Supporting documents must be submitted by the deadline on the Information Request.
- Requests for deadline extensions must be submitted **prior to the original deadline**.

Supporting Documentation - Examples

- Marked up invoice that clearly reflects HCP, Billing Account Number (BAN) Circuit Location(s), Bandwidth, Service Type, and Monthly Recurring Charge (MRC).

Spectrum BUSINESS

June 17, 2021
 Invoice Number: [REDACTED]
 Account Number: [REDACTED] **BAN**
 Security Code: [REDACTED]
 Service At: [REDACTED] **Circuit location**

SPECTRUM BUSINESS NEWS

Contact Us
 Visit us at SpectrumBusiness.net
 Or, call us at 1-877-283-8091

Save money with **Spectrum Mobile** when you switch to the fastest mobile provider in the nation. Call 1-833-589-1743 to see how much you can save!

Page 2 of 4 June 17, 2021 **HCP name**

[REDACTED] **PHYSICIANS**

Invoice Number: [REDACTED]
 Account Number: [REDACTED] **BAN**
 Security Code: [REDACTED]

Charge Details

Previous Balance		69.91
Payment Received	06/02	-69.91
Remaining Balance		\$0.00

Payments received after 06/17/21 will appear on your next bill.

Referenced billing period

Services from 06/16/21 through 07/15/21

Spectrum Business™ Internet

Broadband Internet Promo		-30.04
Static IP Address		14.99
High Speed Internet Discount		-20.00
Broadband High Speed Data	12M x 1.5M	189.99
		\$154.94

Service type

Spectrum Business™ Internet Total **MRC** **\$154.94**

Supporting Documentation – Examples (continued)

- Proof of payment using an accounts payable statement.

Accounts Payable Statement

Company	[REDACTED]	Payment Terms	Net 1	Ship-To Address	(empty)
Supplier	[REDACTED]	Discount Date	(empty)	Settlement Runs	[REDACTED]
Currency	USD	Due Date	06/18/2021	On Hold	No
Invoice Date	06/17/2021	Default Payment Type	PayMode Direct Deposit	Supplier Document Received	No
Invoice Received Date	07/02/2021	Default Tax Option	Enter Tax Due to Supplier	Supplier's Invoice Number	[REDACTED] Proof of payment matches invoice number
Total Invoice Amount	154.94			External PO Number	(empty)
Amount Due	0.00			Referenced Invoices	(empty)
				Statutory Invoice Type	[REDACTED] nited States of America

Invoice Lines **Activity** Process History

Turn on the new tables view

Payments 1 item

Supplier Payment	Payment Date Payment date	Status	Reconciliation Status	Company	Transaction Reference	Payment amount Payment Amount	Discount Taken
[REDACTED]	07/02/2021	Complete	Reconciled	[REDACTED]	[REDACTED]	154.94	0.00

Supporting Documentation – Examples (continued)

- Proof of payment by check.

General Operating Account [REDACTED] HCP PROSPERITY BANK
BAY CITY, TEXAS

CHECK NO. [REDACTED]
VENDOR NO. [REDACTED]

CHECK DATE
06/25/21

AMOUNT
*****\$7,626.15

SEVEN THOUSAND SIX HUNDRED TWENTY-SIX 16/100

Pay TO THE ORDER OF [REDACTED] AT&T [REDACTED]

NEAR SENSITIVE
USE AREA TO VERIFY

Proof of payment matches invoice number

CHECK DATE 06/25/21
CHECK NO. [REDACTED]

INVOICE NO.	DATE	DESCRIPTION	GROSS AMOUNT	DISCOUNT	NET PAY
[REDACTED]	06/11/21	[REDACTED] BAN	4498.80	0.00	4498.80
			3127.35	0.00	3127.35
					Amount paid

Supporting Documentation

- 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 invoice may be returned for corrections or denied.
 - Discrepancies can occur when the service approved on the FCC Form 462 is not the same service as what is in use and being billed by the service provider.
 - Example: The bandwidth for an expense increased from 25 Mbps to 50 Mbps, **even if there is no change to the monthly recurring charge.**
- Any pending issues about services must be resolved prior to submitting an invoice to USAC.
 - If an HCP is in dispute with its service provider, an invoice **should not** be submitted to USAC until the dispute has been resolved.

Questions?

Filing the FCC Form 463 – Service Providers

Invoicing Best Practices – HCF and Telecom
Programs

FCC Form 463 – My Portal (Prior to FY2022)

- FCC Forms 463 for commitments prior to FY2022, will be submitted in My Portal.
- To view a step-by-step walkthrough of submitting the FCC Form 463, please watch the Invoicing Best Practices Webinar from September 7, 2022.
- A copy of the recording and a PDF copy of the slides can be found on the [Webinars](#) webpage.

RHC Connect – FCC Form 463 (FY2022 and Forward)

- FCC Form 463 for approved FY2022 FRNs will be submitted in RHC Connect.
- FCC Forms 463 should be submitted in My Portal for all commitments for funding years prior to FY2022, including multi-year commitments.
- Telecom program forms will move to RHC Connect prior to the opening of the FY2024 filing window.
- All Connected Care Pilot Program (CCPP) forms will remain in My Portal.

Service Provider Review

- An email notification will be sent stating that there's an invoice available for review.
- Log in to RHC Connect.
- Carefully review form for accuracy.
 - Confirm billing period and invoiced amount.
 - If inaccurate, return invoice to HCP.
- Certify and sign the FCC Form 463.

My Portal Landing Page

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

Universal Service Administrative Co. Sign Out

Dashboard

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

Upcoming Dates	High Cost		Help?
09/14 2022 September 2022 Monthly Webinar	Lifeline		Send us a message Click here
09/21 2022 Funding Year 2022 Update Webinar	Rural Health Care		Call us (888) 641-8722
09/30 2022 CAF BLS Form 507 Line Counts Due (Optional)	Schools and Libraries		
	Service Providers		
	USAC Customer Service Portal		

[see full calendar](#)

- # Dashboard

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

Upcoming Dates

09/14

2022

September 2022 Monthly Webinar

09/21

2022

Funding Year 2022 Update Webinar

09/30

2022

CAF BLS Form 507 Line Counts Due (Optional)

[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 Program.

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

RHC Connect - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2022 and later

Help?

Send us a message

[Click here](#)

Call us

(888) 641-8722

Dashboard

- Click the “**My Invoices**” tab and locate invoice.
- Under “**Actions**” column, click on “**view**” icon.

Dashboard

RHC Connect

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

15:23
Sep 09 2022

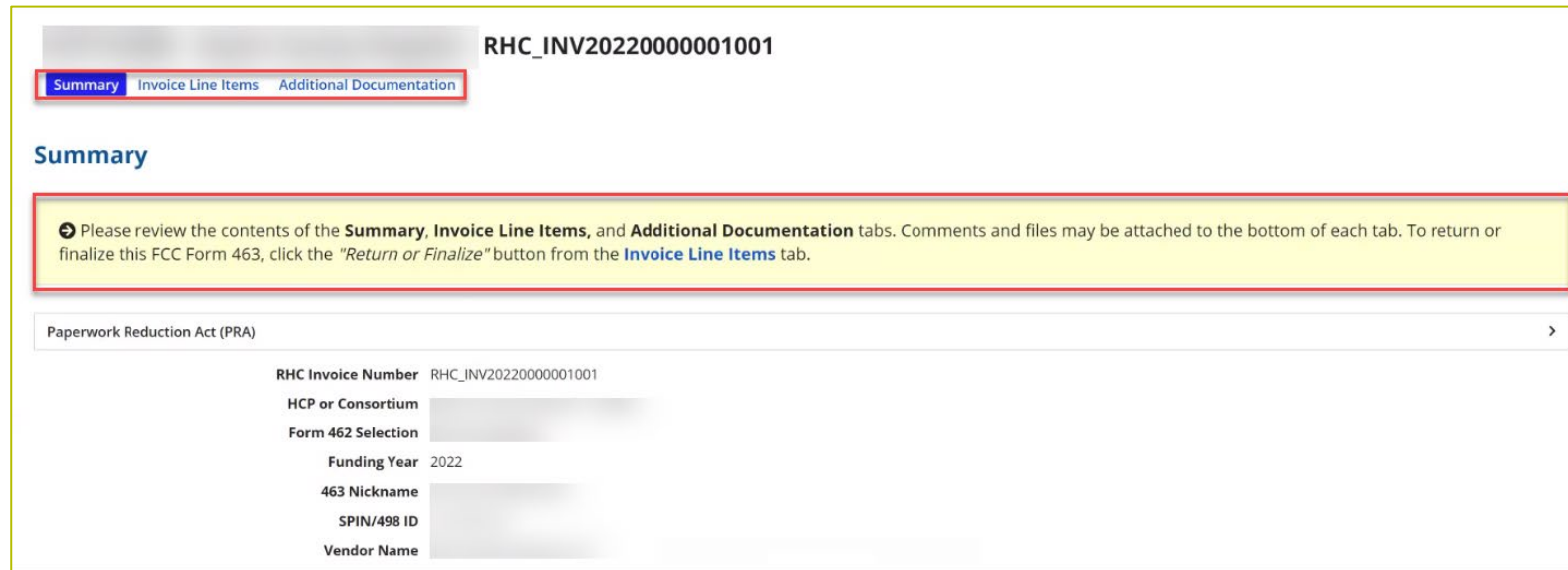
My Form 463s

Invoice Number	Site Name	Site Number	Form 462	Invoice Deadline	Status	Actions
RHC_INV20220009920001			RHC20220009920	10/28/2025	SP Review	👁
RHC_INV20220009895004			RHC20220009895	10/28/2025	Returned	
RHC_INV20220009902001			RHC20220009902	10/28/2025	Submitted	👁 📄
RHC_INV20220009959001			RHC20220009959	10/28/2025	Submitted	👁 📄
RHC_INV20220009959002			RHC20220009959	10/28/2025	Returned	
RHC_INV20220005387004			RHC20220005387	10/28/2025	Submitted	👁 📄
RHC_INV20220009895007			RHC20220009895	10/28/2025	Returned	
RHC_INV20220006655001			RHC20220006655	10/28/2025	Submitted	👁 📄
RHC_INV20220009969001			RHC20220009969	10/28/2025	SP Review	👁
RHC_INV20220009960002			RHC20220009960	10/28/2024	Submitted	👁 📄

1 - 10 of 17

Summary Section – General Information

- Review information in the “**Summary**” section.
- Navigate to each section by clicking the hyperlinks at the top of the page.
- Please note the instructions in the yellow box.
- Click “**Add service provider comment**” at the bottom of each tab if you want to add a comment or upload a document.



RHC_INV20220000001001

[Summary](#) [Invoice Line Items](#) [Additional Documentation](#)

Summary

ⓘ Please review the contents of the **Summary**, **Invoice Line Items**, and **Additional Documentation** tabs. Comments and files may be attached to the bottom of each tab. To return or finalize this FCC Form 463, click the “Return or Finalize” button from the [Invoice Line Items](#) tab.

Paperwork Reduction Act (PRA) >

RHC Invoice Number RHC_INV20220000001001

HCP or Consortium [Redacted]

Form 462 Selection [Redacted]

Funding Year 2022

463 Nickname [Redacted]

SPIN/498 ID [Redacted]

Vendor Name [Redacted]

Invoice Line Items

- All expense items are displayed in the “**Invoice Line Items**” section.
- An overview of each line item is displayed on this page.
- Click on each line item to review all of the data entered by the applicant.

RHC_INV20220000001001

RETURN OR FINALIZE

Summary

Invoice Line Items

Additional Documentation

Invoice Line Items

Advanced Option ⓘ

Download an Excel Document Version ⬇

Search

SEARCH

⌵ ⌲

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice ⓘ	Today's Cost Invoiced ⓘ	Today's Potential Reimbursement ⓘ
1	859563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$15,000.00	\$10,500.00	\$8,000.00
5	866563233		Service	High Speed Service	Monthly	1200/800 Mbps	\$12,000.00	\$2,300.40	\$1,403.44	
7	915263233		Equipment	Hardware	One-Time	1200/800 Mbps	\$14,000.00	\$5,403.33	\$2,402.00	
10	859562223		Service	High Speed Service	Monthly	1200/800 Mbps	\$20,000.00	\$18,034.04	\$15,394.99	
16	859863233		Equipment	Infrastructure	Quarterly	1200/800 Mbps	\$22,000.00	\$17,402.94	\$14,293.88	
18	492563233		Equipment	Hardware	One-Time	1200/800 Mbps	\$18,500.00	\$12,394.22	\$10,300.22	
21	253563233		Equipment	Hardware	One-Time	1200/800 Mbps	\$9,000.00	\$6,400.22	\$4,984.88	

Invoice Line Items (continued)

- Review all of the information entered on this page.

RHC_INV20220009969001

RETURN OR FINALIZE

Summary
Invoice Line Items
Supporting Documentation
Applicant Certifications
Applicant Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 RHC20220009969 that you would like to add to this invoice.

SEARCH

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,750.00

LINE ITEM: 1 | Monthly Expense

Total Cost Remaining to invoice ?
\$7,132,639.54

Billing Account Number

123456

Item Quantity Invoiced

44

Service Start Date

Jul 30, 2022

Billing Period Start Date

Aug 1, 2022

Billing Period End Date

Aug 31, 2022

Maximum Amount for Chosen Period ?
\$208,164.00

Total Cost Invoiced (Undiscounted) ?
\$135,000.00

Today's potential Reimbursement ?
\$87,750.00

Show Calculations ?

BACK

ADD SERVICE PROVIDER COMMENT (Optional)

Comment History

No comment history available

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.

Approved by OMB 3060-0804

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[PRIVACY POLICIES](#)

ApplicantCertifications

RHC_INV20220009969001

[Summary](#) [Invoice Line Items](#) [Supporting Documentation](#) [Applicant Certifications](#) [Applicant Signature](#)

FCC FORM 463

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 form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.

☒ I certify under penalty of perjury that the applicant or consortium members have received the related services, network equipment, and/or facilities itemized on the invoice form.

☒ I certify under penalty of perjury that the required 35% minimum contribution for each item on the FCC Form 463 was funded by eligible sources as defined in the FCC rules and that the required contribution was remitted to the service provider.

☒ 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 date of service delivered in a particular funding year pursuant to 47 CFR § 54.631.

Approved by OMB 3060-0804

Applicant Signature

RHC_INV20220009969001

Summary

Invoice Line Items

Supporting Documentation

Applicant Certifications

Applicant Signature

FCC FORM 463

Signature

User Information

Name

Email

Phone

Employer

Title

Employer's FCC RN

Signature

Certifier's Full Name

Digital Signature

Date Sep 7, 2022

Approved by OMB 3060-0804

Finalizing the FCC Form 463

- Navigate back to the “**Invoice Line Items**” page.
- Click the “**Return or Finalize**” button.

RHC_INV20220000001001

Summary **Invoice Line Items** Additional Documentation

Advanced Option ⓘ

Download an Excel Document Version ⓘ

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice ⓘ	Today's Cost Invoiced ⓘ	Today's Potential Reimbursement ⓘ
1	859563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$15,000.00	\$10,500.00	\$8,000.00
5	866563233			Service	High Speed Service	Monthly	1200/800 Mbps	\$12,000.00	\$2,300.40	\$1,403.44
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16	859863233			Equipment	Infrastructure	Quarterly	1200/800 Mbps	\$22,000.00	\$17,402.94	\$14,293.88
18	492563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$18,500.00	\$12,394.22	\$10,300.22
21	253563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$9,000.00	\$6,400.22	\$4,984.88

Return to HCP

- If there is incorrect information entered in the FCC Form 463, return the form to the HCP.
- You must leave comments for the HCP, directing them to the incorrect information.
- The “**Return Form**” button will not be activated until at least one comment is entered.

The screenshot shows the 'Review' section of the FCC Form 463 interface. At the top, the form ID 'RHC_INV20220009969001' is displayed. Below it are navigation tabs: 'Summary', 'Invoice Line Items', 'Supporting Documentation', 'Applicant Certifications', and 'Applicant Signature'. The 'Review' section contains a yellow warning box with a red border stating: '⚠ If you choose to **Return for Changes**, the application will be returned to the Health Care Provider and you will be taken back to the landing page.' Below this is the text 'I have reviewed this FCC Form 463 and I would like to ...'. There are two buttons: 'RETURN FORM' (highlighted with a red border) and 'FINALIZE'. Below the buttons is a red-bordered box with a red arrow icon and the text: '⚡ Please note: You must write at least one (1) comment on one or more of the prior tabs if you wish to return this FCC Form 463 to the Health Care Provider for changes.' At the bottom left is a 'CANCEL' button. The footer contains the copyright notice '© 2022 Universal Service Administrative Company. All rights reserved.' and a link to 'PRIVACY POLICIES'.

RHC_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Review

⚠ If you choose to **Return for Changes**, the application will be returned to the Health Care Provider and you will be taken back to the landing page.

I have reviewed this FCC Form 463 and I would like to ...

RETURN FORM FINALIZE

⚡ Please note: You must write at least one (1) comment on one or more of the prior tabs if you wish to return this FCC Form 463 to the Health Care Provider for changes.

CANCEL

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Return to HCP (continued)

- This message is displayed once the invoice is returned to the HCP.

RHC_INV20220009969001

[Summary](#) [Invoice Line Items](#) [Supporting Documentation](#)

Review

▲ RHC_INV20220009969001 has been returned to the Applicant for changes.

Return to HCP (continued)

- When the HCP account holder logs back into RHC Connect, the service provider's comments will be displayed.
- The HCP can leave comments or make corrections.
- HCPs will be required to re-certify the FCC Form 463 before submitting it.
- Once the HCP submits the Form 463, the service provider will be notified.

RHC_INV20220009969001

General Information **Invoice Line Items** Supporting Documentation Certifications Signature

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 RHC20220009969 that you would like to add to this invoice.

Search


Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,750.00	Added

ADD COMMENT FOR SERVICE PROVIDER

Optional

EXIT

Comment History

 9/9/2022 3:52 PM EDT
test, incorrect information

Showing 1 - 1 of 1

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.

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Approved by OMB 3060-0804

Finalize Service Provider Review

- Log into RHC Connect to review the corrections.
- All comments are recorded and are displayed under the **“Comment History”** section.
- Click **“Return or Finalize.”**

RHC_INV20220009969001

[Summary](#)
[Invoice Line Items](#)
[Supporting Documentation](#)
[Applicant Certifications](#)
[Applicant Signature](#)

[RETURN OR FINALIZE](#)

FCC FORM 463

Invoice Line Items

Select the approved line items from Form 462 RHC20220009969 that you would like to add to this invoice.

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,750.00

Comment History

9/9/2022 3:56 PM EDT

correct

9/9/2022 3:52 PM EDT

test, incorrect information

Showing 1 - 2 of 2

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.

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[PRIVACY POLICIES](#)

Declaration of Assistance

- Click the correct radio button to indicate whether any third parties were involved during the competitive bidding process.
- Then click “**Next.**”

The screenshot displays a web form titled "RHC_INV20220009969001". At the top, there are navigation tabs: "Summary", "Invoice Line Items", "Supporting Documentation", "Applicant Certifications", and "Applicant Signature". Below these, a progress bar shows three steps: "Declaration of Assistance" (the current step, highlighted with a blue arrow), "Certifications", and "Signature".

The "Declaration of Assistance" section is titled "FCC FORM 463" and contains the following text: "Declaration of Assistance". Below this, a question is posed: "Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, 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? *". Two radio buttons are provided for the answer: "Yes" and "No".

At the bottom left of the form, there is an "EXIT" button. At the bottom right, there is a "NEXT" button, which is highlighted with a red border. Below the "NEXT" button, the text "Approved by OMB 3060-0804" is visible. At the very bottom of the form, there is a footer that reads: "© 2022 Universal Service Administrative Company. All rights reserved." and a link to "PRIVACY POLICIES".

Declaration of Assistance (continued)

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

FCC FORM 463

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, 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 Relationship	Email	Telephone Number
No items available					

+ Add Contact

New Contact

First Name

Middle Name(Optional)

Last Name

Title/Role

Employer

Address 1

Address 2

City

State

Zip

Email

Phone

Extension(Optional)

Nature of Relationship

EXIT

CANCEL SAVE

NEXT

Declaration of Assistance (continued)

- A pop-up window will appear asking if you are sure you want to save the contact information.
- Click “**Yes**” to save the information.

The screenshot shows the 'Declaration of Assistance' section of FCC FORM 463. A red-bordered pop-up window is centered on the screen, asking 'Are you sure want to save the contact?' with 'NO' and 'YES' buttons. The background form is dimmed. The form includes a table for existing contacts (currently empty) and a 'New Contact' section with fields for First Name, Middle Name, Last Name, Title/Role, Employer, Address 1, Address 2, City, State, Zip, Email, Phone, Extension, and Nature of Relationship. Navigation buttons 'EXIT', 'CANCEL', 'SAVE', and 'NEXT' are visible.

Declaration of Assistance

FCC FORM 463

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, 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 Relationship	Email	Telephone Number
No items available					

+ Add Contact

New Contact

First Name: John, Middle Name(Optional):, Last Name: Smith

Title/Role: IT consultant

Employer: IT Heaven

Address 1: 1234 Main Street

Address 2:

City: Los Angeles, State: Select State, Zip: 90028

Email: john.smith@it.com

Phone: 8001231234, Extension(Optional):

Nature of Relationship: consultant

EXIT, CANCEL, SAVE, NEXT

Declaration of Assistance (continued)

- Once the information is saved, it will be displayed on the screen.
- Click “**Next**” to continue.

RHC_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance

Certifications

Signature

FCC FORM 463

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, 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 Relationship	Email	Telephone Number
John Smith	IT consultant	IT Heaven	IT consultant	john.smith@it.com	2001231234

+ Add Contact

EXIT

NEXT

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.

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PRIVACY POLICIES

Declaration of Assistance (continued)

- If you click “**No**,” click “**Next**” to continue.

RHC_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications Signature

FCC FORM 463

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, 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

NEXT

Approved by OMB 3060-0804

Certifications

- Read and click all certifications.
- Forms cannot advance until all certifications are clicked.
- Click **“Save & Continue.”**

RHC_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications Signature

FCC FORM 463

Certifications

☒ 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 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 supported equipment, facilities, or 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, equipment or facilities 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 C.F.R. § 54.10.

EXIT BACK **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.

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Signature

- Your signature is your full name as it appears in RHC Connect.
- Click “**Certify & Submit.**”

RHC_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications Signature

FCC FORM 463

Signature

Current User Information

Name	
Email	
SPIN/498 ID	
Service Provider Name	
Service Provider FCC RN	

Signature

Certifier's Full Name

Digital Signature

Date Sep 9, 2022

EXIT BACK

CERTIFY & SUBMIT

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.

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Approved by OMB 3060-0804

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After Submitting

- Navigate back to the “**Dashboard**” and the invoice will appear as “**Submitted**” under the “**Status**” column.
- Under the “**Actions**” column, you can view the submitted FCC Form 463 or download a PDF copy of the form.

The screenshot shows the RHC Connect dashboard. At the top, there is a blue navigation bar with a 'Dashboard' button highlighted by a red box. Below this, a red arrow points upwards. The main content area has a header with 'RHC Connect' and a background image of a healthcare worker. Below the header, there are three tabs: 'My Funding', 'My Invoices' (highlighted with a red box), and 'My SPINs'. On the left side of the main content area, there is a circular clock showing '17:54 Sep 09 2022'. The main content area displays a table titled 'My Form 463s'. The table has columns for 'Invoice Number', 'Site Name', 'Site Number', 'Form 462', 'Invoice Deadline', 'Status', and 'Actions'. The 'Status' column shows various statuses, including 'Submitted'. The 'Actions' column contains icons for viewing and downloading. A red box highlights the 'Submitted' status and the 'Actions' column for the invoice with number 'RHC_INV20220009969001'.

Invoice Number	Site Name	Site Number	Form 462	Invoice Deadline	Status	Actions
RHC_INV20220009920001			RHC20220009920	10/28/2025	SP Review	👁️
RHC_INV20220009895004			RHC20220009895	10/28/2025	Returned	
RHC_INV20220009902001			RHC20220009902	10/28/2025	Submitted	👁️ 📄
RHC_INV20220009959001			RHC20220009959	10/28/2025	Submitted	👁️ 📄
RHC_INV20220009959002			RHC20220009959	10/28/2025	Returned	
RHC_INV20220005387004			RHC20220005387	10/28/2025	Submitted	👁️ 📄
RHC_INV20220009895007			RHC20220009895	10/28/2025	Returned	
RHC_INV20220006655001			RHC20220006655	10/28/2025	Submitted	👁️ 📄
RHC_INV20220009969001			RHC20220009969	10/28/2025	Submitted	👁️ 📄
RHC_INV20220009960002			RHC20220009960	10/28/2024	Submitted	👁️ 📄

What to Expect After Submitting to USAC

- An invoice is not considered submitted until approved by the service provider and received by USAC.
- With no Information Requests, the review generally takes less than 10 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.

Post-Commitment Changes in RHC Connect

- The following operations are now available in RHC Connect for FY2022 and forward:
 - SPIN changes, both correctional and operational
 - Site and service substitutions
 - Invoice filing deadline extension
 - Service delivery deadline extension for non-recurring costs in HCF
- **NOTE: If you have submitted a post-commitment change request in RHC Connect, please log into RHC Connect and request an invoice filing deadline extension.**
 - We have a high volume of these requests and may not complete the review prior to the invoice filing deadline.
- These post-commitment operations are available in My Portal for funding commitments for FY2021 and prior funding years for HCF, Telecom and CCPP FRNs.

Questions?

Invoicing Process – Telecom Program

Invoicing Best Practices – HCF and Telecom
Programs

Reminder: Invoicing Deadlines FY2020 and Forward

- Invoicing guidelines adopted in FCC [Report and Order 19-78](#) became effective in FY2020. The invoicing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom programs.
 - For more information, please see the [HCF invoice page](#) and [Telecom invoice page](#).
 - Invoice deadlines can be found on our website by going to the Open Data platform and clicking on the [Rural Health Care Commitments and Disbursements \(FCC Form 462/466/466A\)](#) webpage.
 - Invoicing deadline can be found in the last column of the searchable table when viewing data or in Column BE of the Excel spreadsheet.

Submitting the FCC Form 467 – Telecom Program

- When the FCC Form 466 is approved, USAC issues a Funding Commitment Letter (FCL) and sends a link to the FCC Form 467 (Connection Certification).
- USAC emails a copy of the FCL to all account holders and the service provider.
- The FCL includes the estimated support amount based on the duration of the expected service.
- Review the FCL to ensure the Billing Account Number (BAN) is correct, confirm the actual start and actual end dates of service, and confirm that all other information is accurate.
 - If you have any questions or disagree with information in the FCL, be sure to reach out to the RHC Customer Service Center at RHC-Assist@usac.org **before** filing the FCC Form 467.
- If the FCL is correct and the selected services have begun, submit the FCC Form 467.
 - The FCC Form 467 informs USAC that services have started.
- An FCC Form 467 must be submitted for each approved FCC Form 466.
- Funds will not be disbursed until USAC has received and approved the FCC Form 467 and the Telecom invoice has been submitted and approved.

HCP Support Schedule (HSS)

- Once the FCC Form 467 is submitted, USAC will send all account holders and the service provider an HCP Support Schedule (HSS).
 - Once the HSS is received, the service provider can begin the invoicing process.
- There is no form name or number for the Telecom program invoice.
- Review the HSS to ensure all the information is correct.
- If you have any questions about the information on the HSS, email RHC-Assist@usac.org with the FRN number in the subject line.
- If services were delayed or not turned on, it is the responsibility of the account holder to submit an FCC Form 467 revision in My Portal.
- After reviewing the HSS for accuracy, the service provider will credit the HCPs account.
- The service provider will log in to My Portal and submit an online invoice.

FCC Form 467 Revision

MY FORMS

MY DOCUMENTS

MY CONTRACTS

MY HCPS

Mainline Health Systems, Inc. - Monticello Community Health Center

HCP Number: 25878

Fund Year 2022

Fund Year 2021

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465			Tue May 02 16:35:44 EDT 2017	Posted		Select Circuits

Form Type	FRN	Friendly Name	Service Type	Bandwidth	Status	FCL Issued	Action	Invoice Deadline
466			Ethernet - Dedicated		Approved with Funding	Aug 19, 2021	Substitution Extend inv. deadline	Oct 28, 2022

Form Type	FRN	Status	HSS Issued	Action
467		Approved	8/24/2021	Revise 467

New FCC Form 465

Create Exempt FCC Form 466

FCC Form 467 Revision(continued)

FCC Form 467 Revision Request

HCP Name:

HCP Number:

FRN:

Funding Start Date: 07/01/2021

Funding End Date: 06/30/2022

Desired Action

Application Request is required

All certifications have to be completed

☐ Informing RHC that the service was not (or will not be) turned on during the funding year

☐ Notifying RHC of changes to the service dates

Actual Service Start Date:

Actual Service End Date:

Certifications

☐ I certify under penalty of perjury that the service identified above has been or is being provided to the above-named applicant.

☐ I certify under penalty of perjury that the universal service credit will be applied to the telecommunications service billing account of the applicant or the billed entity as directed by the applicant.

☐ I certify under penalty of perjury that I am authorized to submit this request on behalf of the above-named applicant.

☐ I certify under penalty of perjury that I have examined the invoice and supporting documentation and that, to the best of my knowledge, information and belief, all statements contained herein are true.

☐ I certify under penalty of perjury that the applicant or consortium that I am representing satisfies all of the requirements and will abide by all of the relevant requirements, including all applicable FCC rules, with respect to universal service benefits provided under 47 U.S.C. § 254.

☐ I understand that any letter from USAC that erroneously states that funds will be made available for the benefit of the applicant may be subject to rescission.

☐ I understand that all documentation associated with this request must be retained for a period of at least five years pursuant to 47 CFR § 54.631, or as otherwise prescribed by the Commission's rules.

Submit

Cancel

Telecom Invoice Certifications – Service Provider

Certification

Form Guide

RHC Notes: Read the information in the certification carefully before certifying, signing, and submitting this form. If you are unsure about any of the information you should contact the RHC team prior to submitting.

- ☐ I certify under penalty of perjury that I am authorized to submit this invoice form on behalf of the service provider.
- ☐ I certify under penalty of perjury that the information contained in the invoice is correct and the applicant(s) and the Billed Account Number(s) listed above have been credited with the amounts shown under "Support Amount to be Paid by USAC."
- ☐ I certify under penalty of perjury that I have complied with all RHC Program requirements, including all applicable Commission rules.
- ☐ I certify under penalty of perjury that I have received and reviewed the Health Care Provider Support Schedule, invoice form and accompanying documentation, and that the rates charged for the provided or delivered telecommunications services, to the best of my knowledge, information and belief, are accurate and comply with the Commission's 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 for only eligible services provided or delivered to the applicant prior to submitting the invoice form for payment 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 any 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 health care providers, on a timely basis, all information and documents regarding supported equipment, facilities, or services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.
- ☐ I understand that all documentation related to the delivery of supported services or demonstrate compliance with the rules must be retained for a period of at least five years after the last day of the delivery of discounted services pursuant to 47 CFR § 54.631, or as otherwise prescribed by the Commission's rules.
- ☐ 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 C.F.R. § 54.10.

You must select all certifications before advancing.

Previous

Preview FCC Invoice

Cancel Changes

Supporting Documentation – Best Practices

When responding to Information Requests, please submit the following documentation:

- **Copies of billing documentation** for the referenced billing period with the following information highlighted:
 - HCP Name
 - Circuit Location(s)
 - Billing Account Number (BAN)
 - Bandwidth
 - Circuit ID
 - Service Type
 - Monthly Recurring Charges (MRC)

Supporting Documentation – Best Practices (continued)

- **Proof of payment** for the requested billing period, e.g., check, bank statement, or a printout from the accounts payable system.
 - In the absence of payment or if no payment was made as a result of **credits** on an account, please provide an explanation of what action resulted from the credits.
- If these details can't be identified on an invoice or proof of payment document, please provide the contract or service agreement.
- Supporting documents must be submitted by the deadline on the Information Request.
- Requests for deadline extensions must be submitted **prior to the original 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 invoice 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 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).

Questions?

Disbursement Process

Invoicing Best Practices – HCF and Telecom
Programs

Disbursement Process

- All account holders and service provider will receive email notification from rhcadmin@usac.org once the FCC Form 463 or Telecom invoice is approved.
- Funds are disbursed to the service provider on the sixth and 21st of each month, barring weekends and holidays.
 - For clerical errors, please notify USAC **before** the disbursement date.
- Record-keeping
 - HCPs and service providers are required to maintain records of billing and invoices for at least five years.

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>

Resources

Invoicing Best Practices – HCF and Telecom Programs

Invoicing Webpage - HCF

- For more information, visit [Step 6: Invoice USAC](#).

Healthcare Connect Fund Program

Step 1: Determine Eligibility of Your Site

Step 2: Develop Evaluation Criteria & Select Services ▾

Step 3: Evaluate Bids & Select Service Provider

Step 4: Submit Funding Requests ▾

Step 5: Review Your Funding Commitment Letter (FCL)

Step 6: Invoice USAC ▲

🏠 Step 6: Invoice USAC

Submit Consortia Annual Report

What is Consortium? ▾

< Step 5

Step 6: Invoice USAC

Invoicing is a joint process between you and your service provider using the FCC Form 463 (Invoice and Request for Disbursement Form).

Invoicing Process

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463. You must certify that the information in the form and attachments is accurate and that you or another eligible source have paid the 35% contribution. Next, you send the FCC Form 463 to the service provider for approval through [My Portal](#). The service provider reviews the FCC Form 463 and certifies its accuracy, and then submits the form to USAC. Once USAC receives the FCC Form 463, it processes the form and, if approved, funds are then distributed to the service provider. As a reminder, please be sure to respond to any invoicing Information Requests by the 14-calendar day deadline listed in the email.

For more information on the Telecom program invoice process please see the [Telecom Step 6](#) page.

Invoicing Webpage - Telecom

- For more information, visit [Step 6: Invoice USAC](#).

Telecommunications Program

Step 1: Determine Eligibility of Your Site

Step 2: Prepare For Competitive Bidding and Request Services

Step 3: Evaluate Bids & Select Service Provider

Step 4: Submit Funding Requests

Step 5: Review Funding Commitment Letter & Submit FCC Form 467

Step 6: Invoice USAC

< Step 5

Step 6: Invoice USAC

Once you submit your FCC Form 467, USAC will send you and your service provider an HCP Support Schedule (HSS) and your service provider can begin the invoicing process. There is no form name or number for the Telecom program invoicing process.

HCP Support Schedule (HSS) Contents

USAC sends the HSS to you and the service provider after processing the FCC Form 467. A [sample support schedule \[pdf\]](#) is available for download. The HSS includes the following information:

- Funding year;
- HCP number;
- FRN;
- Billing Account Number (BAN);
- HCP name;
- 498 ID and service provider name;
- Supported service;
- Support start date;
- Support end date; and
- Support amount: per month (\$) and total support for the funding year.

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 Report and Order 19-78 and other FCC Orders	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.