

RHC Connect User Guide – Invoice Filing Deadline Extension Request – Service Providers

Updated as of October 2023

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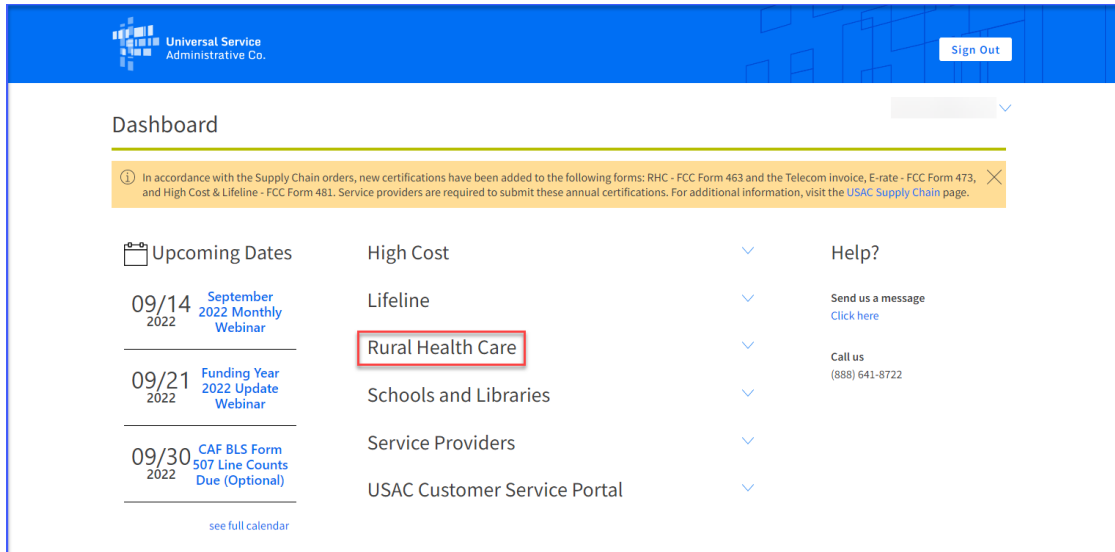
About RHC Connect for Invoice Filing Deadline Extension Requests

RHC Connect is the web-based system that hosts the FCC forms used in the HCF Program. There are several actions that may be required outside of the regular application process. This user guide will walk you through how to submit invoice filing deadline extension requests in RHC Connect for service providers. This guide is only for service providers. For step-by-step instructions for HCF applicants, please use the [RHC Connect User Guide – Post Commitment Change Request](#) under the “Additional Resources” section of the [Post-Commitment Actions](#) webpage on the USAC website.

Please Note: The red boxes and arrows in the screenshots that follow do not actually appear in RHC Connect.

RHC Connect Walkthrough – Invoice Filing Deadline Extension Request

Step 1: Log in to My Portal and click Rural Health Care.

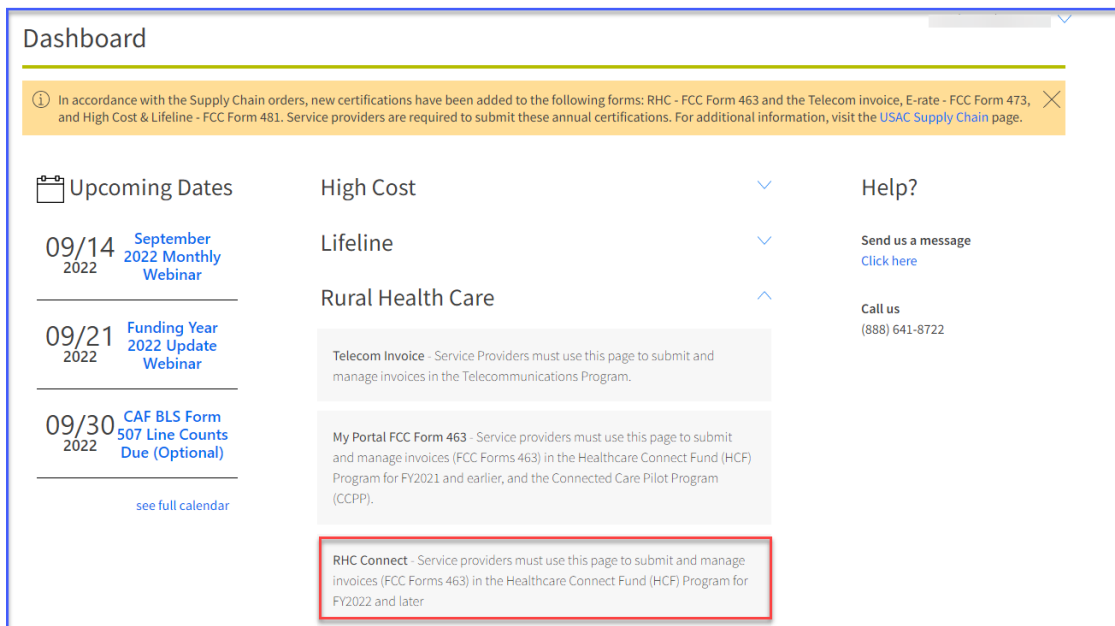


The screenshot shows the dashboard of the Universal Service Administrative Co. portal. At the top left is the logo and name. At the top right is a "Sign Out" button. Below the header is a "Dashboard" section with a yellow notification banner. The main content is organized into three columns:

- 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)
- High Cost:**
 - High Cost
 - Lifeline
 - Rural Health Care** (highlighted with a red box)
 - Schools and Libraries
 - Service Providers
 - USAC Customer Service Portal
- Help?:**
 - Send us a message (Click here)
 - Call us (888) 641-8722

At the bottom of the "Upcoming Dates" column, there is a link to "see full calendar".

Step 2: Click RHC Connect.

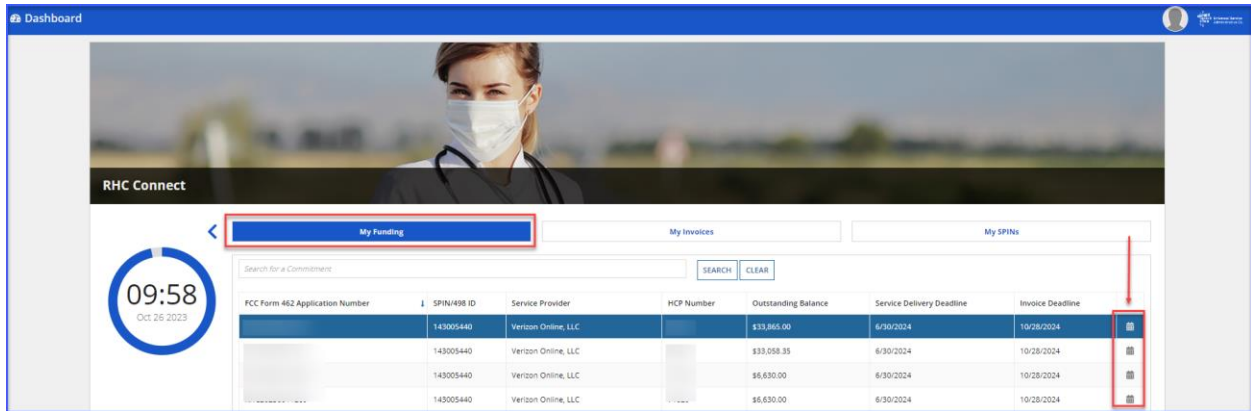


This screenshot shows the same dashboard as Step 1, but with the "Rural Health Care" menu item expanded. The "Rural Health Care" section is now active and contains three sub-items:

- 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. This item is highlighted with a red box.

The other navigation options and the notification banner remain the same as in the previous screenshot.

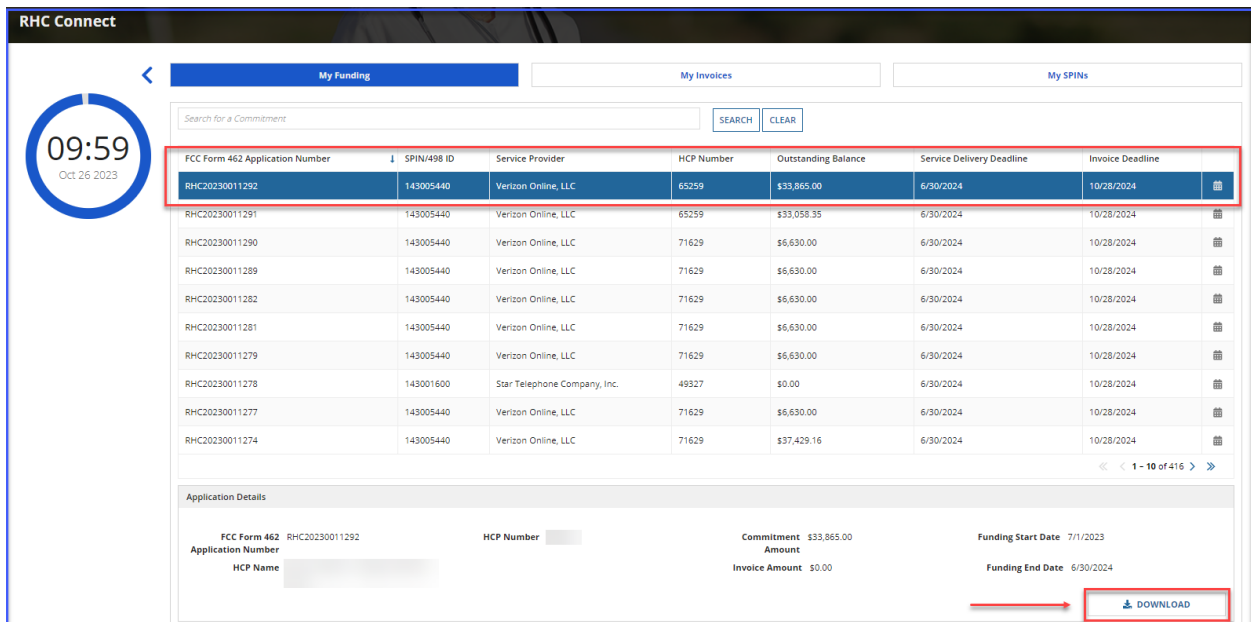
Step 3: Click **My Funding**, select the **FCC Form 462 Application Number**, then click on the calendar icon at the far right of the screen.



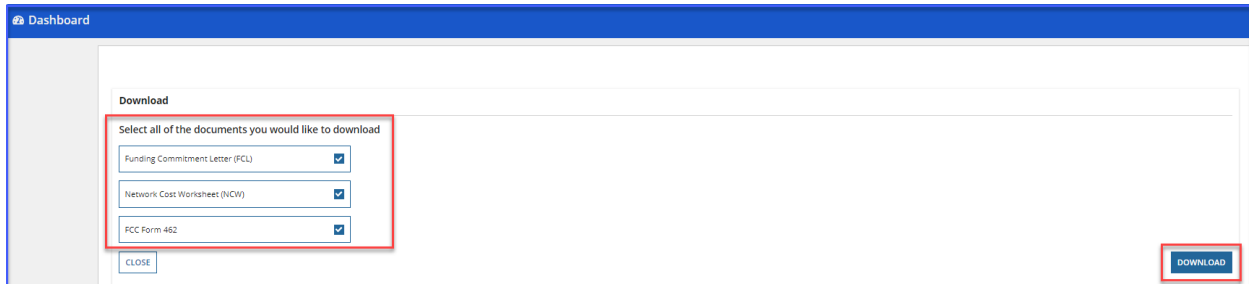
NOTE: If the calendar icon is not visible, the following may have occurred:

- The invoice filing deadline has already passed.
- The one-time automatic invoicing deadline was already requested and granted by the HCP or the service provider.
- The FCC Form 462 was pulled back to review due to a decision from the RHC Appeals team or the FCC.

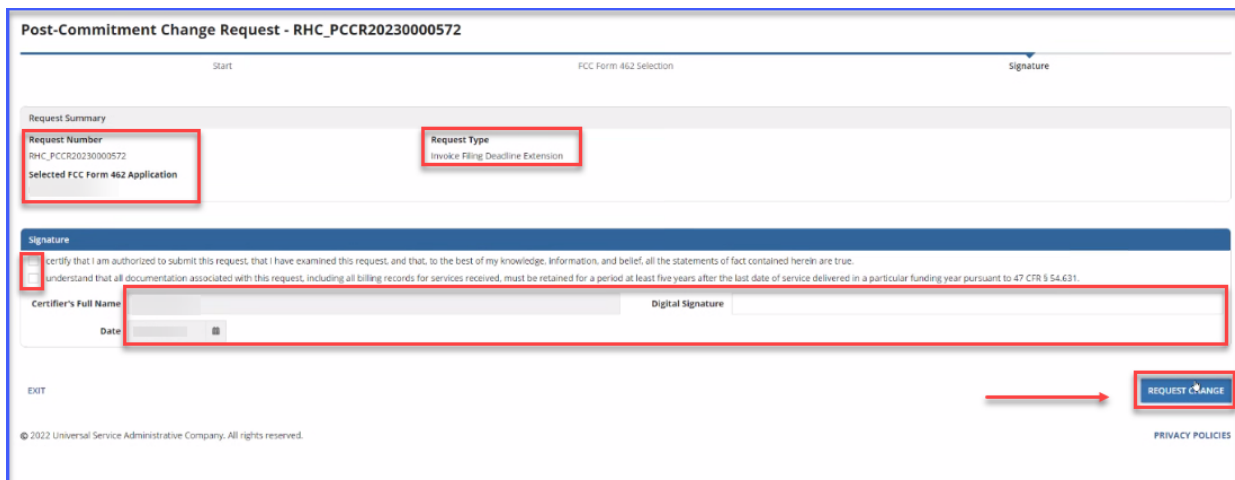
To download documents, scroll to the bottom of the screen and click the **Download** button on the right.



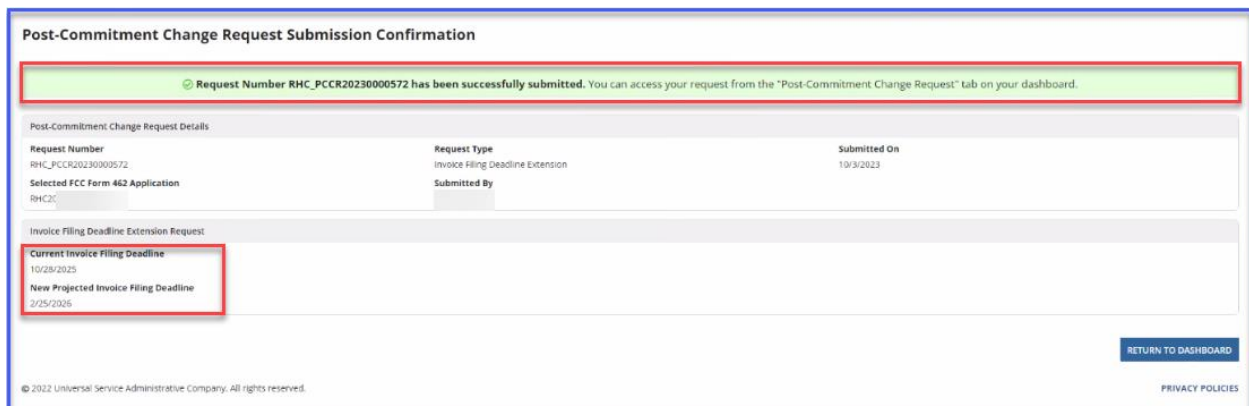
Select the documents you'd like to download and click the **Download** button on the bottom right of the screen.



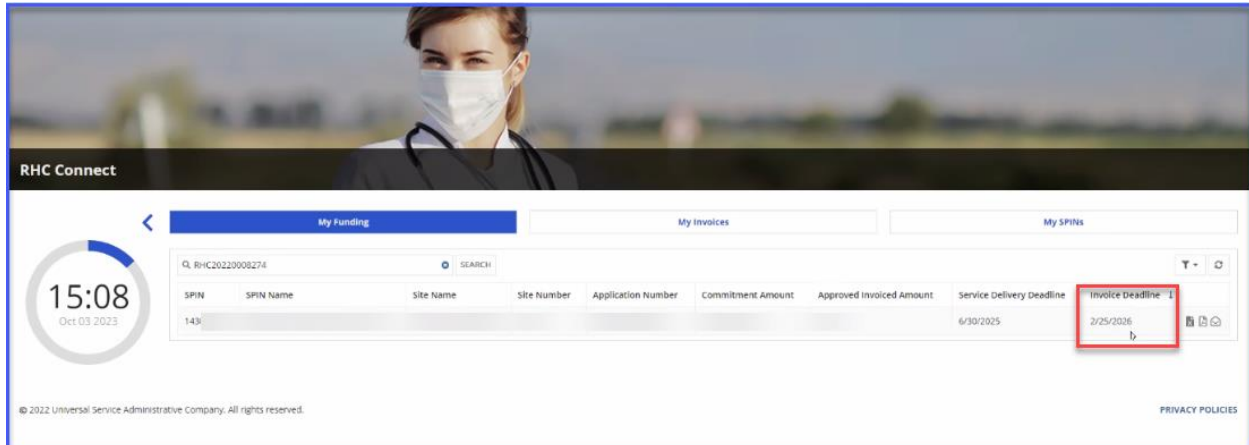
Step 4: The FCC Form 462 application number and post-commitment change request type are displayed on the **Signature** page. Click the required certifications and sign in the **Digital Signature** field using your full name as it appears in RHC Connect. Click **Request Change**.



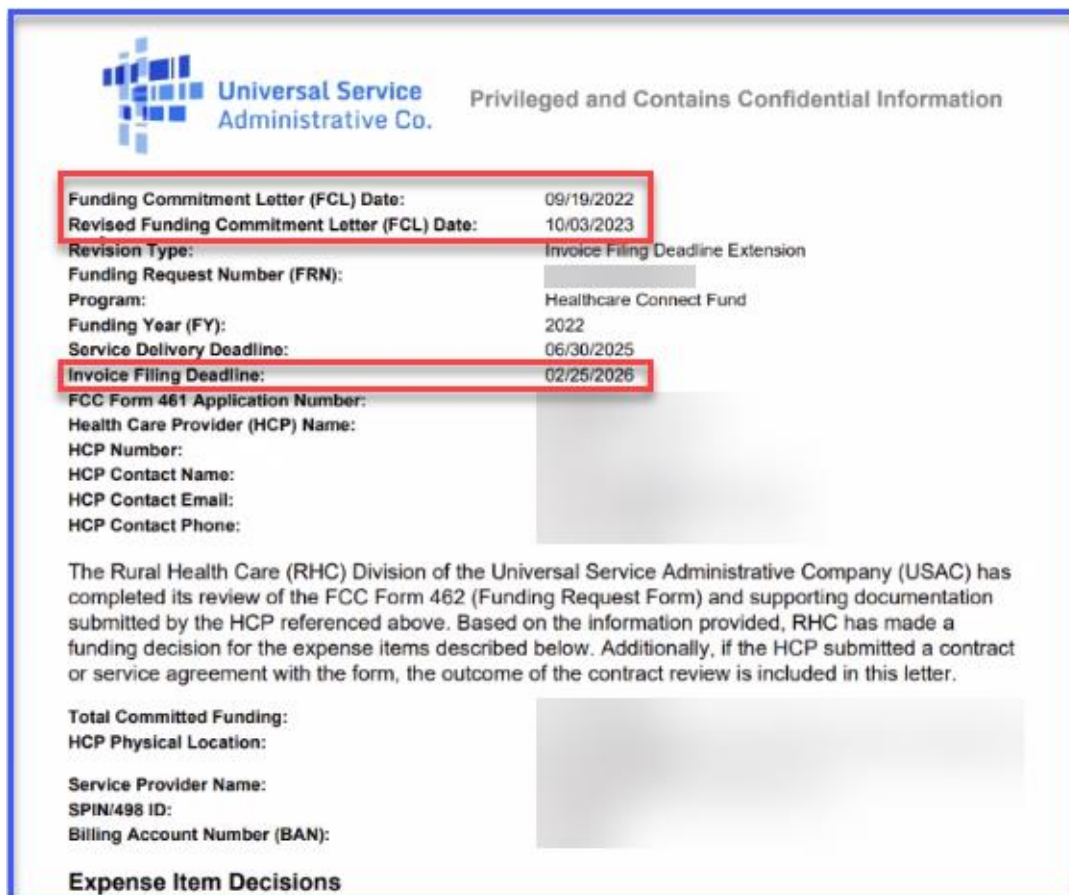
Step 5: Once submitted, the confirmation message in green will display with a summary of the request and the new invoice filing deadline.



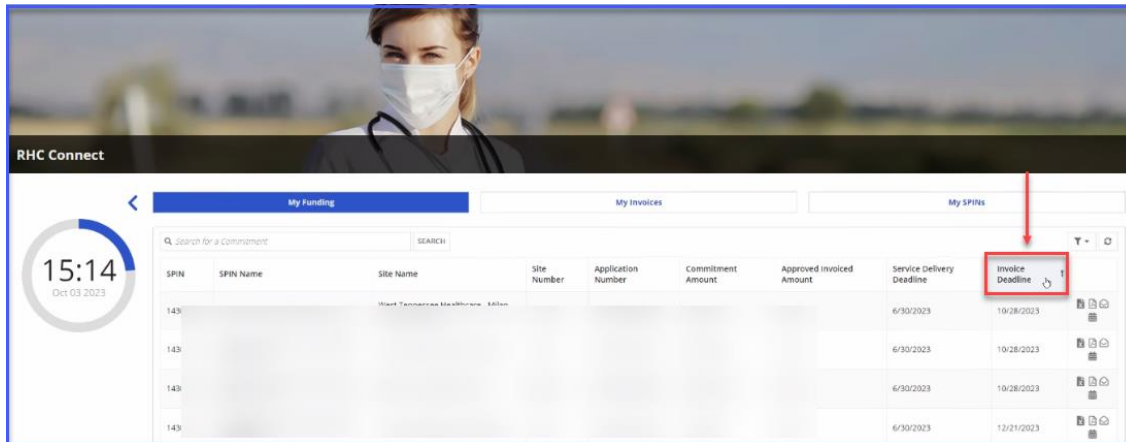
Step 6: Return to the Dashboard and search using the **Post-Commitment Change Request** number in the search field. The new invoice filing deadline will appear in the **Invoice Deadline** column on the right of the screen and the calendar icon will no longer be visible.



Step 7: Once processed, an updated Funding Commitment Letter (FCL) will be sent displaying the new invoice filing deadline.



Tool Tip: To sort invoice filing deadlines for everything in your queue from earliest to latest, click **Invoice Deadline** on the right.



For more information, visit the [Post-Commitment Actions](#) webpage on the USAC website.

Frequently Asked Questions

What changes were made to RHC Connect?

RHC Connect has a new look and feel that is more intuitive and user-friendly. It is easier to navigate the form for submission, and it is easier for RHC program reviewers to review and approve forms.

Did the rules for the invoice filing deadline change?

[FCC Order 19-78](#) authorized USAC to grant a single 120-day extension to the invoice filing deadline.

Who is impacted by this change?

RHC Connect is used for FY2022 and future funding years. Applicants who participate in the Telecom Program will begin submitting the FCC Form 466 in RHC Connect in FY2024. CCPP projects are not impacted unless they also participate in the HCF Program.

Can I still make updates or changes to my FCC Forms 460 in My Portal?

Yes, please verify in My Portal that all account holder information is accurate and up to date. USAC will import this data to pre-populate the FCC Forms 461, 462 and 463.

Resources

For more information, visit the [Post-Commitment Actions](#) webpage.

For questions about the Rural Health Care program, contact RHC-Assist@usac.org or the RHC Customer Service Center at (800) 453-1546 from 8 a.m. – 8 p.m. ET Monday through Friday for assistance. Use the [RHC Customer Service Center Tip Sheet](#) to learn about what the RHC Customer Service Center can and cannot help you with.