Authorizations & User Management in RHC Connect

Third-Party Authorizations and Letters of Agency/Letters of Exemption

March 5, 2025

Universal Service Administrative Co.

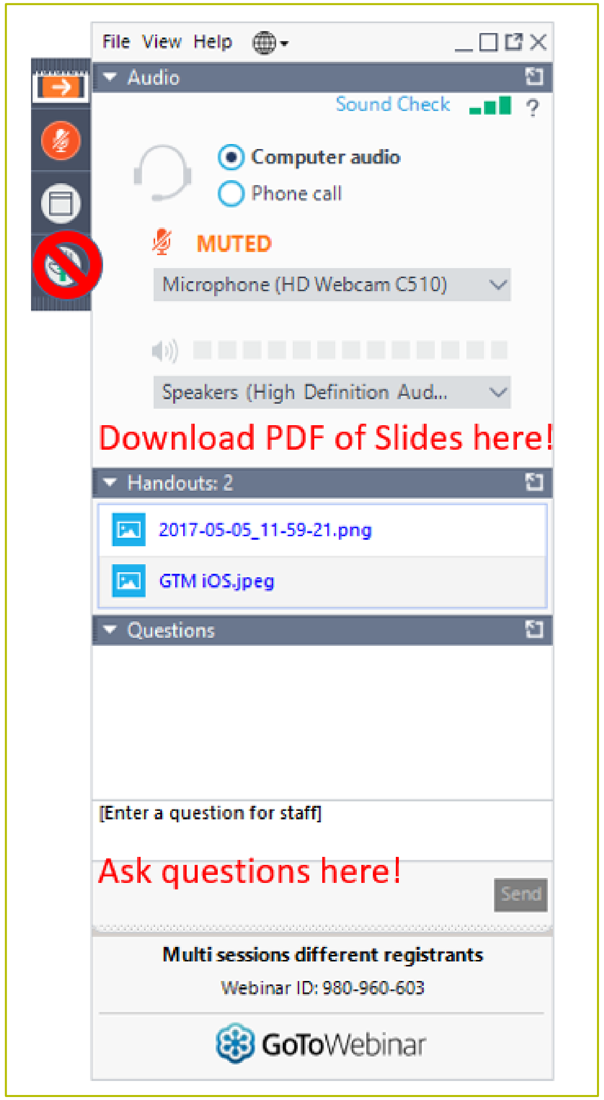
DISCLAIMER:

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

Please be aware that this webinar will be recorded.

Housekeeping

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



Meet Our Team

Simone Andrews

Senior Communications Specialist|
RHC Outreach

Blythe Albert

Advisor of Program Management |
RHC Outreach

Agenda

- Introduction - Authorizations
- Submitting Third-Party Authorizations (TPA) in RHC Connect
  - FCC Form 460 and FCC Form 460 Revision
  - Consultant Groups
  - Primary and Secondary Account Holders
- Submitting Letters of Agency (LOA) and Letters of Exemption (LOE) in RHC Connect
- Best Practices and Resources

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 or consortium
PAH	Primary Account Holder
TPA	Third-Party Authorization
LOA	Letter of Agency
LOE	Letter of Exemption

Introduction - Authorizations

Authorizations & User Management
in RHC Connect

Types of Account Holders

Primary Account Holder (PAH)

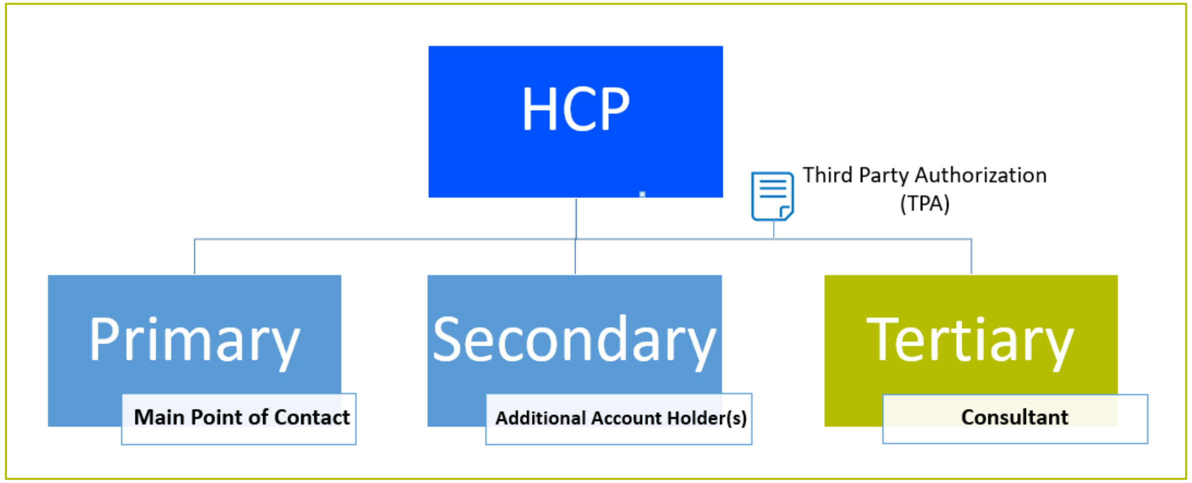
- Must work for the legal entity of the HCP
- Responsible for the accuracy of information submitted to USAC
- Can only be one individual
- Mandatory for every HCP
- Responsible for keeping all account holder information current

Secondary Account Holder

- Must work for the legal entity of the HCP
- Responsible for the accuracy of information submitted to USAC
- Can have multiple secondary account holders

Tertiary Account Holder

- Must have a valid Third-Party Authorization (TPA)
- TPA are uploaded to the FCC Form 460 upon submission or added by the PAH.



Authorizations

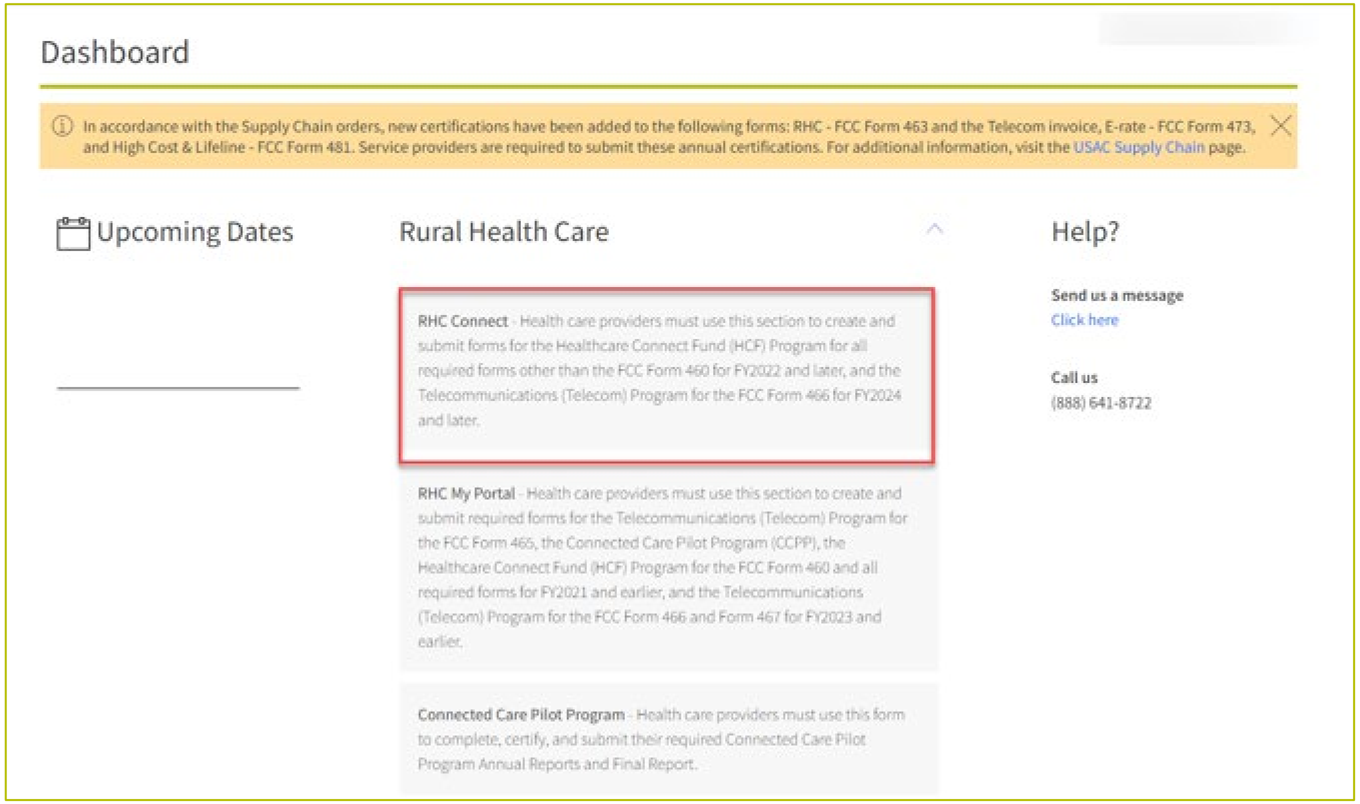
- **Letter of Agency (LOA)** - Provides written authorization for the Project Coordinator to act on behalf of each participating health care provider (HCP) within the consortium.
    - This is mandatory for HCP member sites not owned and operated by the Consortium Leader.
- **Letter of Exemption (LOE)** - Provides written authorization to the Project Coordinator to file forms for sites that are owned and operated by the Consortium Leader.
- **Third Party Authorization (TPA)** - Provides written authorization for a third party/consultant to complete and submit forms on behalf of an HCP.

Submitting TPAs in RHC Connect - FCC Form 460 or FCC Form 460 Revision

Authorizations & User Management in RHC Connect

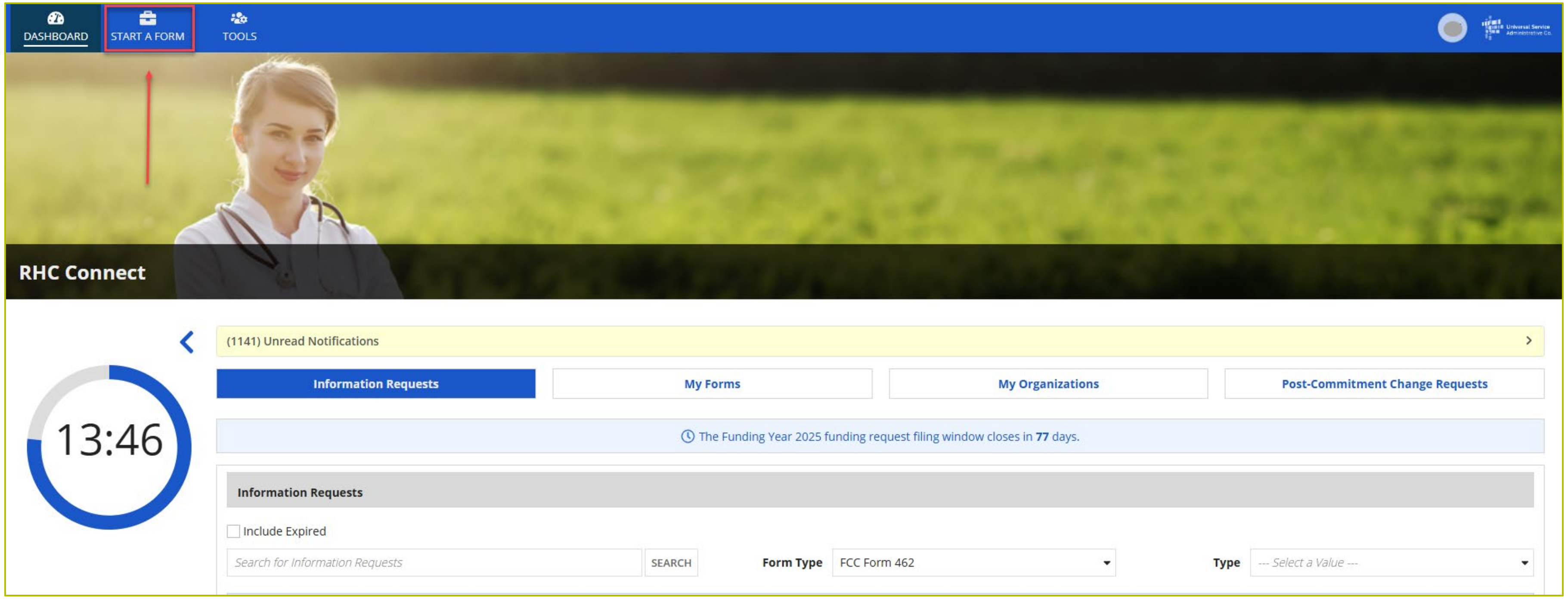
My Portal Landing Page

- Log into My Portal and click **RHC Connect**.



Start a Form

- On the **Dashboard**, click **Start a Form**.

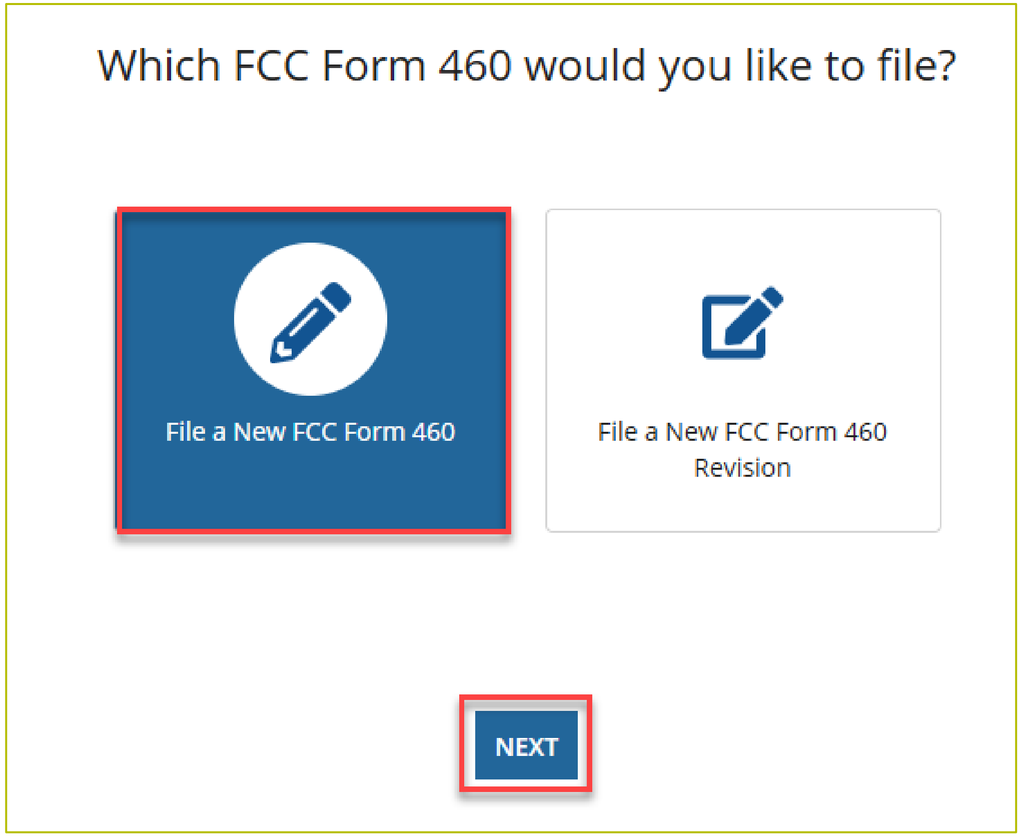


FCC Form 460

- Click **FCC Form 460** then click **Next** (bottom right on the screen).

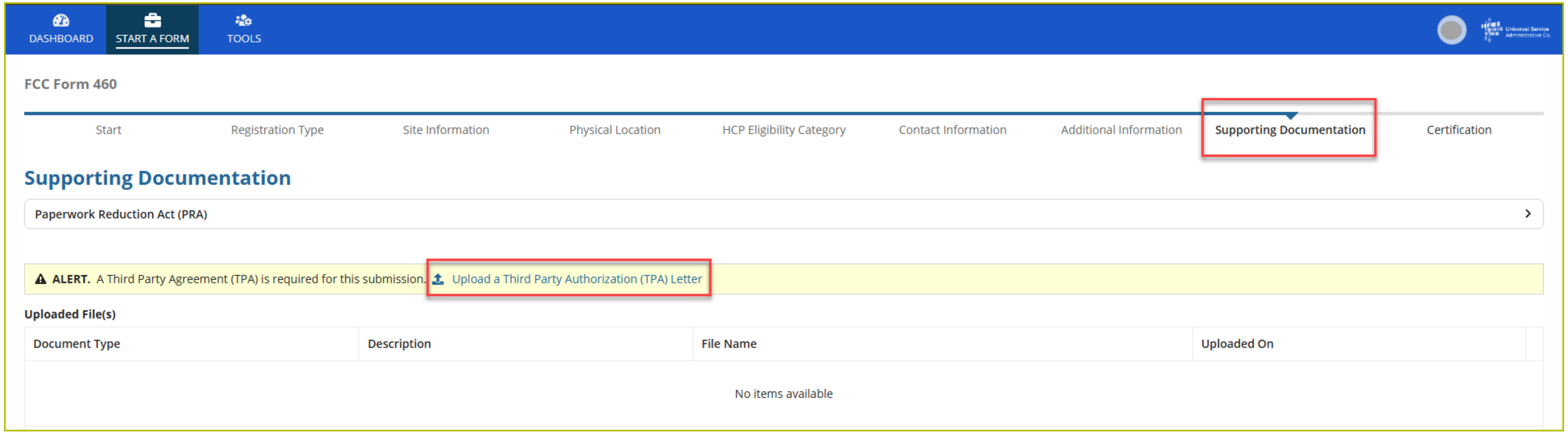
FCC Form 460

- Click **File a New FCC Form 460**. Then click **Next**.
- Same process for **File a New FCC Form 460 Revision**.



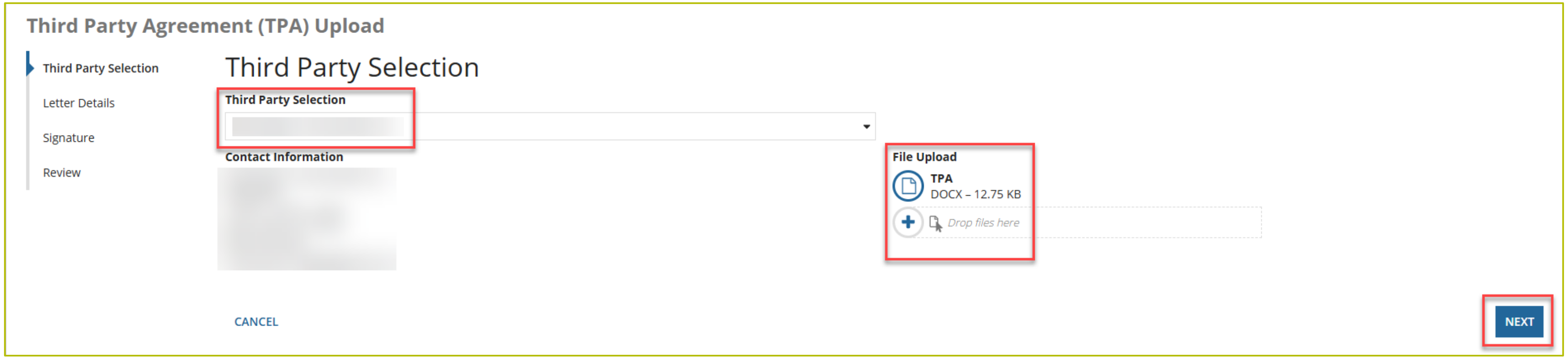
FCC Form 460 – Supporting Documentation

- Follow all steps for submitting an FCC Form 460.
- On the **Supporting Documentation** tab, click the hyperlink in the yellow **Alert** banner and upload the TPA.



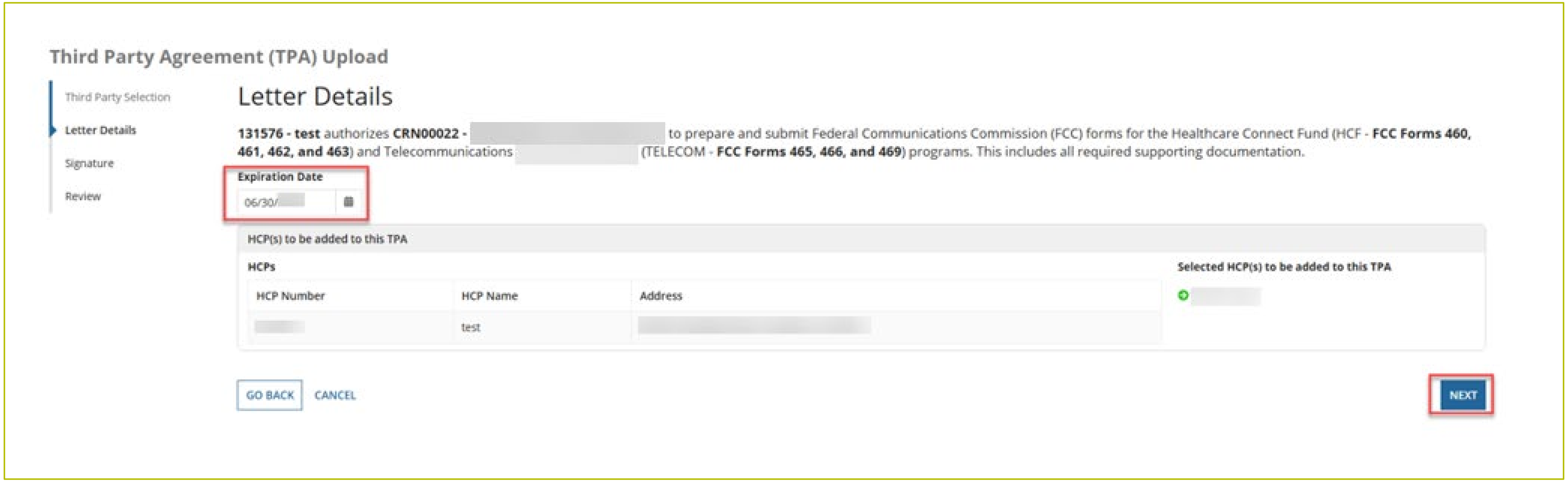
TPA Upload – Third Party Selection

- Information is prepopulated based on information about consultant group in the system.
- Third-parties are required to upload the TPA document.
- Click upload under **File Upload**, then click **Next**.



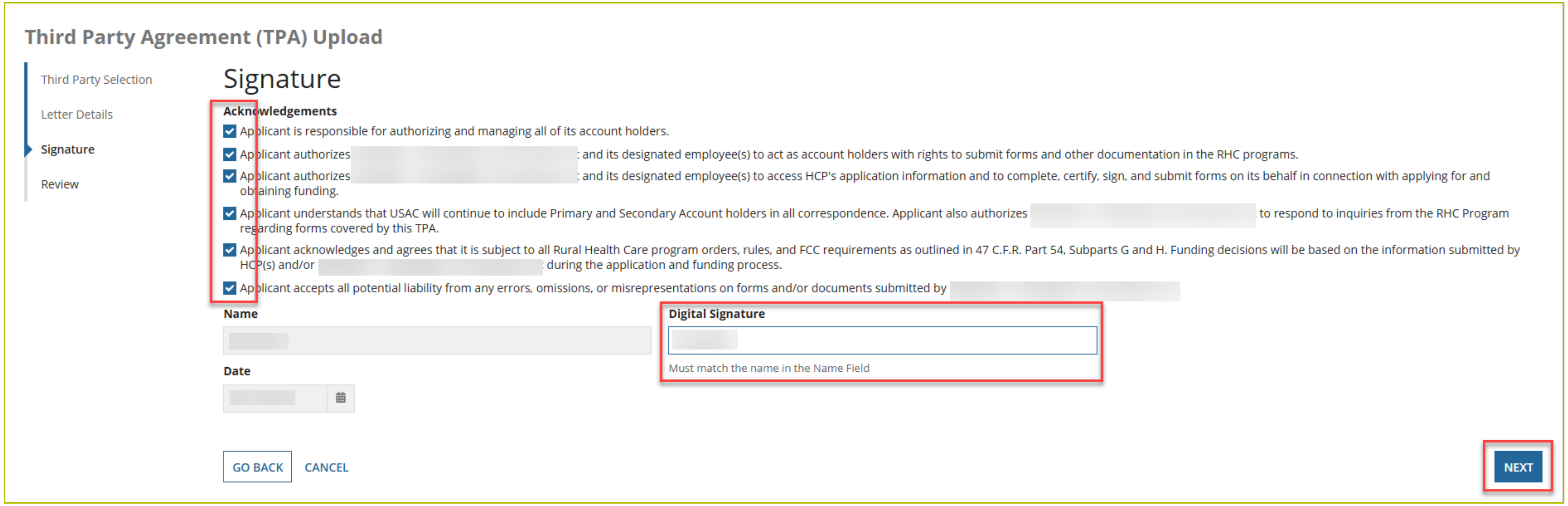
TPA Upload – Letter Details

- Enter the **Expiration Date**.
- Information for the HCP will be prepopulated.
- Click **Next**.



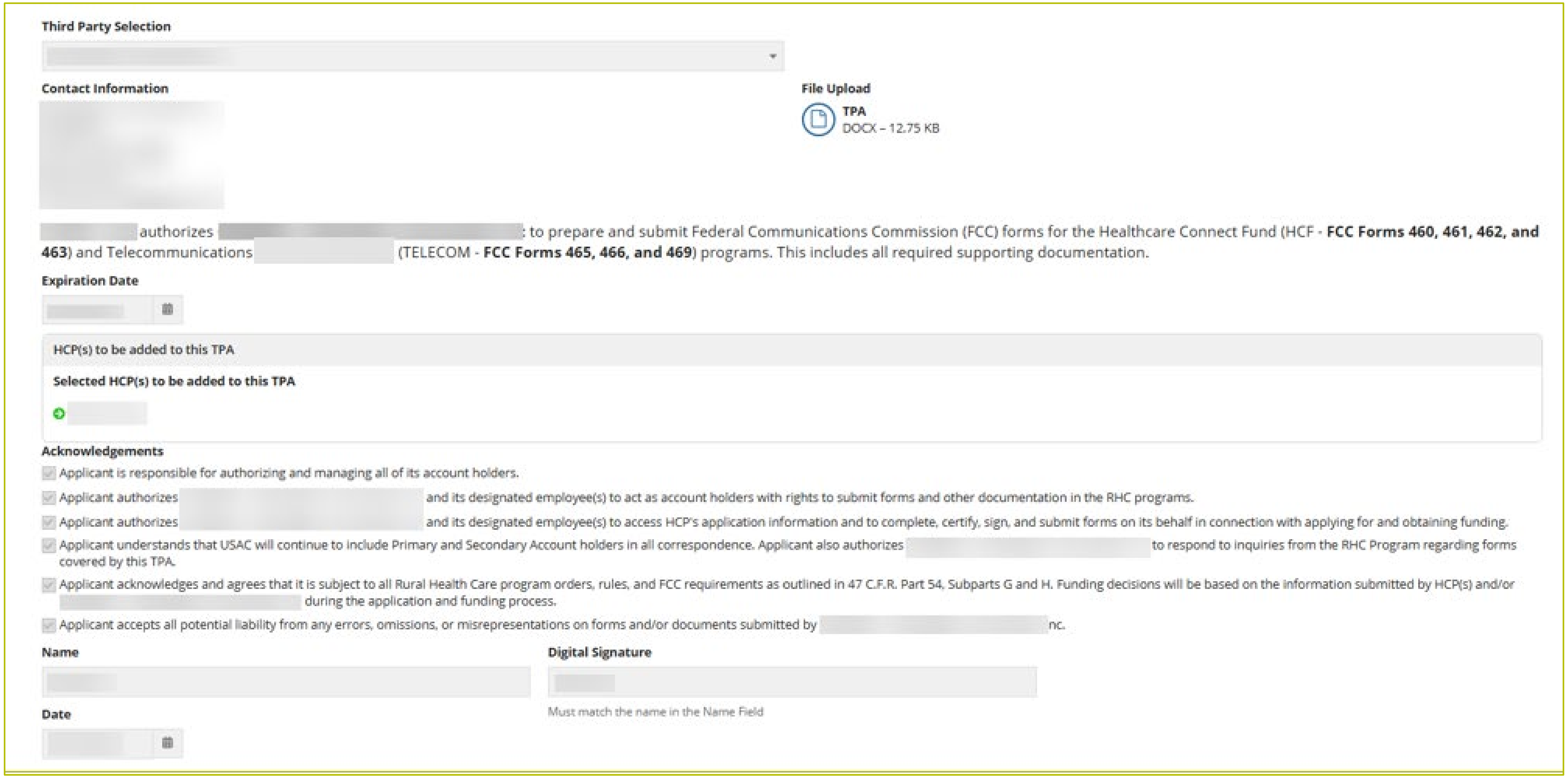
TPA Upload - Signature

- Click all the **Acknowledgements** and type your full name as it appears in RHC Connect in the **Digital Signature** field.
- Then click **Next**.



Review

- Review the information, then click **Submit**.



Third Party Selection

Contact Information

File Upload

TPA
DOCX – 12.75 KB

authorizes : to prepare and submit Federal Communications Commission (FCC) forms for the Healthcare Connect Fund (HCF - **FCC Forms 460, 461, 462, and 463**) and Telecommunications (TELECOM - **FCC Forms 465, 466, and 469**) programs. This includes all required supporting documentation.

Expiration Date

HCP(s) to be added to this TPA

Selected HCP(s) to be added to this TPA

Acknowledgements

- Applicant is responsible for authorizing and managing all of its account holders.
- Applicant authorizes and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- Applicant authorizes and its designated employee(s) to access HCP's application information and to complete, certify, sign, and submit forms on its behalf in connection with applying for and obtaining funding.
- Applicant understands that USAC will continue to include Primary and Secondary Account holders in all correspondence. Applicant also authorizes to respond to inquiries from the RHC Program regarding forms covered by this TPA.
- Applicant acknowledges and agrees that it is subject to all Rural Health Care program orders, rules, and FCC requirements as outlined in 47 C.F.R. Part 54, Subparts G and H. Funding decisions will be based on the information submitted by HCP(s) and/or during the application and funding process.
- Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by nc.

Name

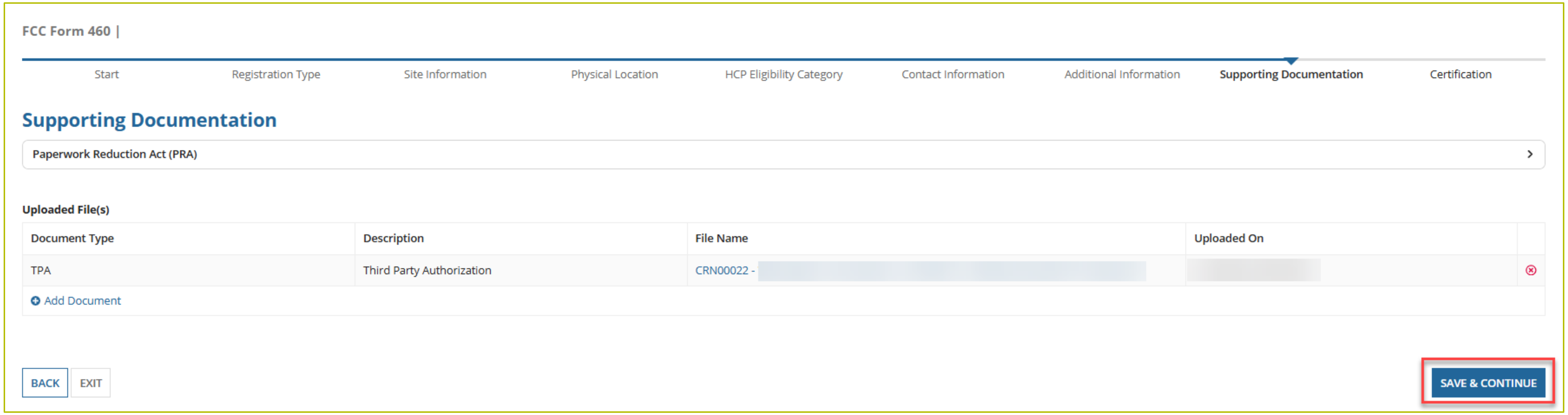
Digital Signature

Must match the name in the Name Field

Date

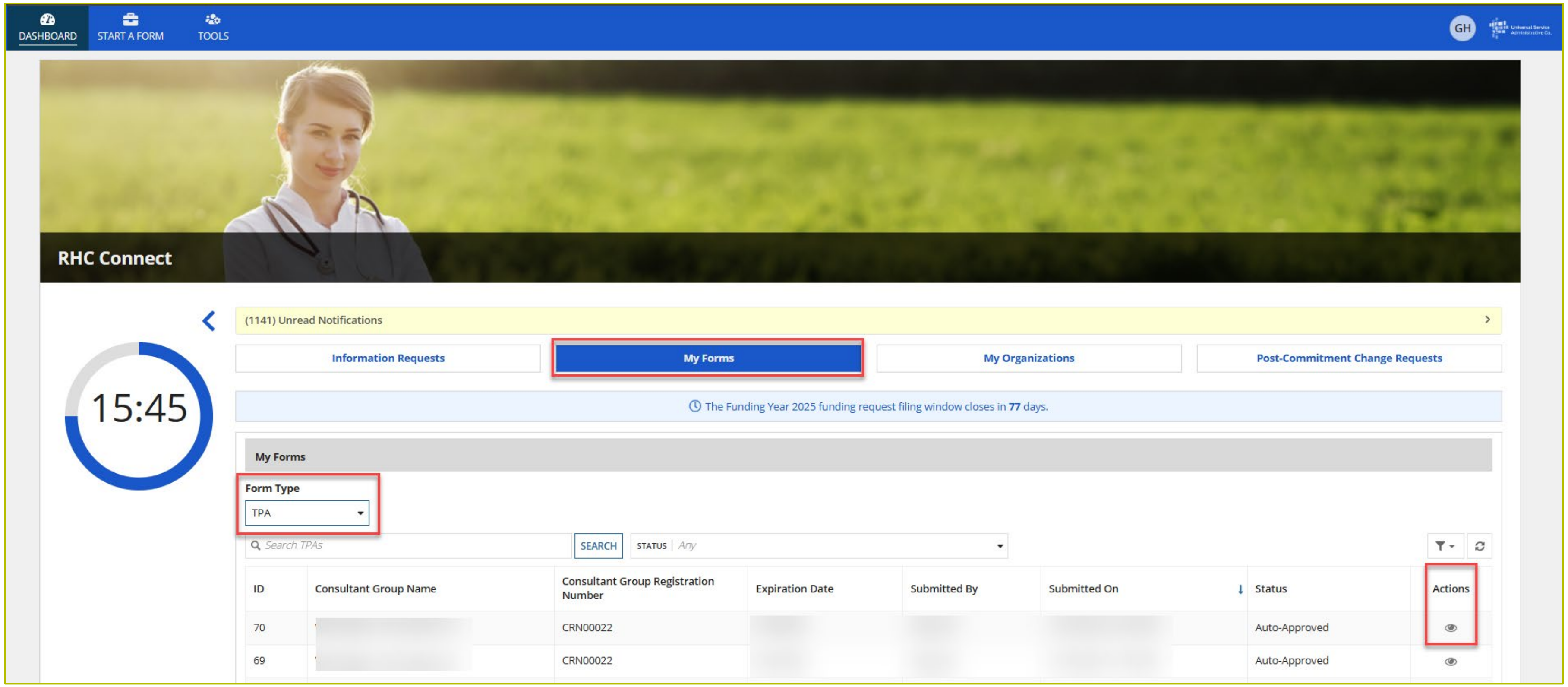
Submit FCC Form 460

- Continue with steps to submit the FCC Form 460.



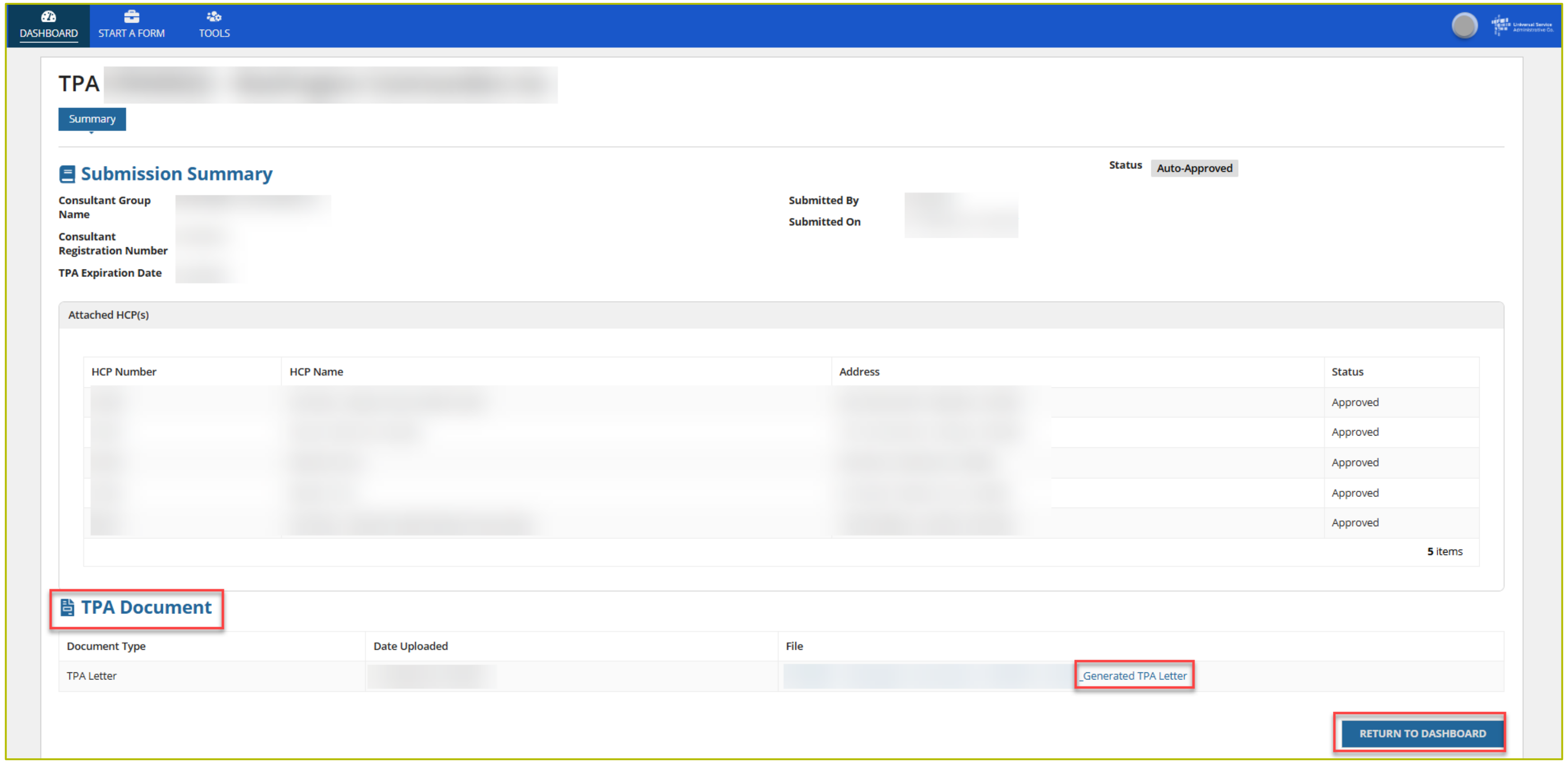
My Forms Tab

- To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from the **Form Type** dropdown menu.
- Click on the “eye” icon under the **Action(s)** column.



TPA – Summary Screen

- To view the system generated TPA, click the hyperlink under the **TPA Document section**.
- If you uploaded a TPA, it would also appear in the **TPA Document** section.
- To return to the **Dashboard**, click **Return to Dashboard**.



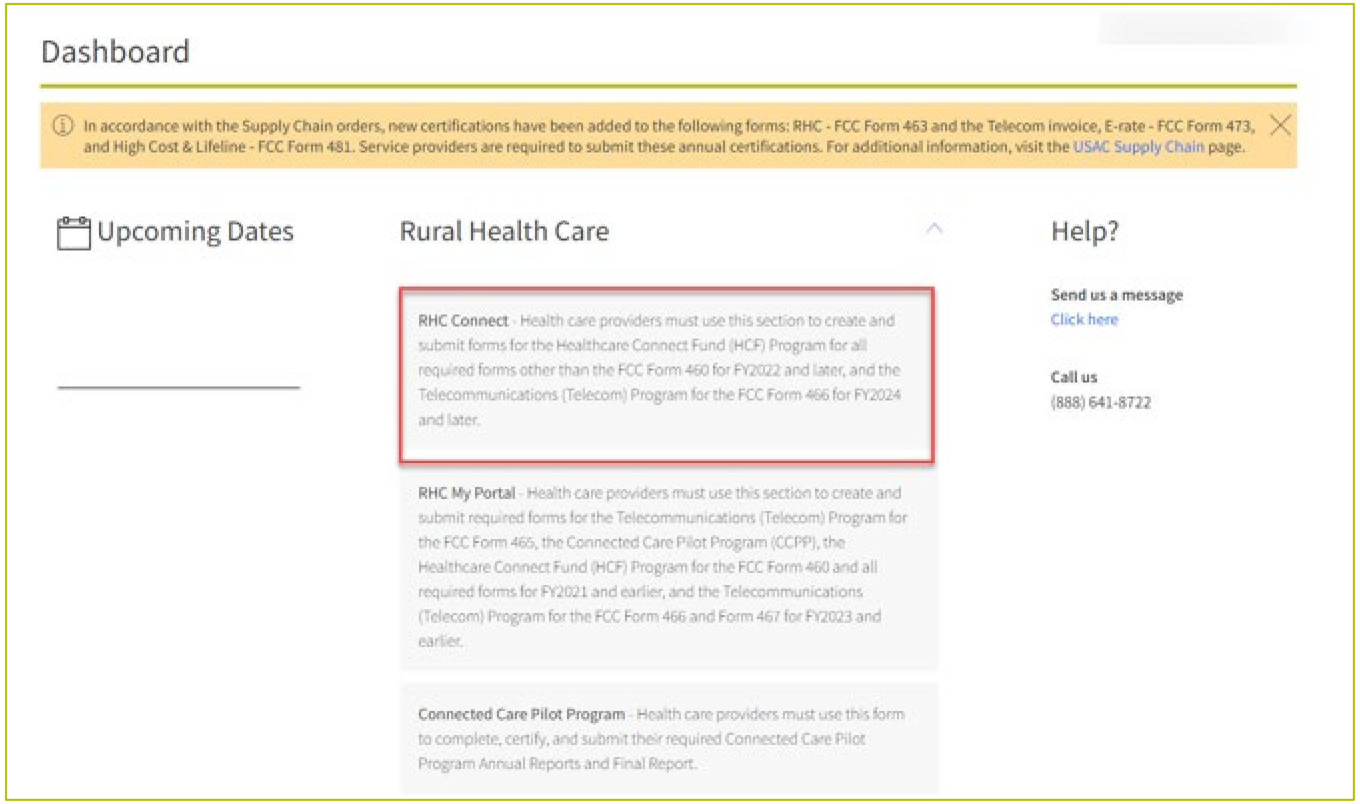
Questions?

Submitting TPAs in RHC Connect - Consultant Groups

Authorizations & User Management in RHC Connect

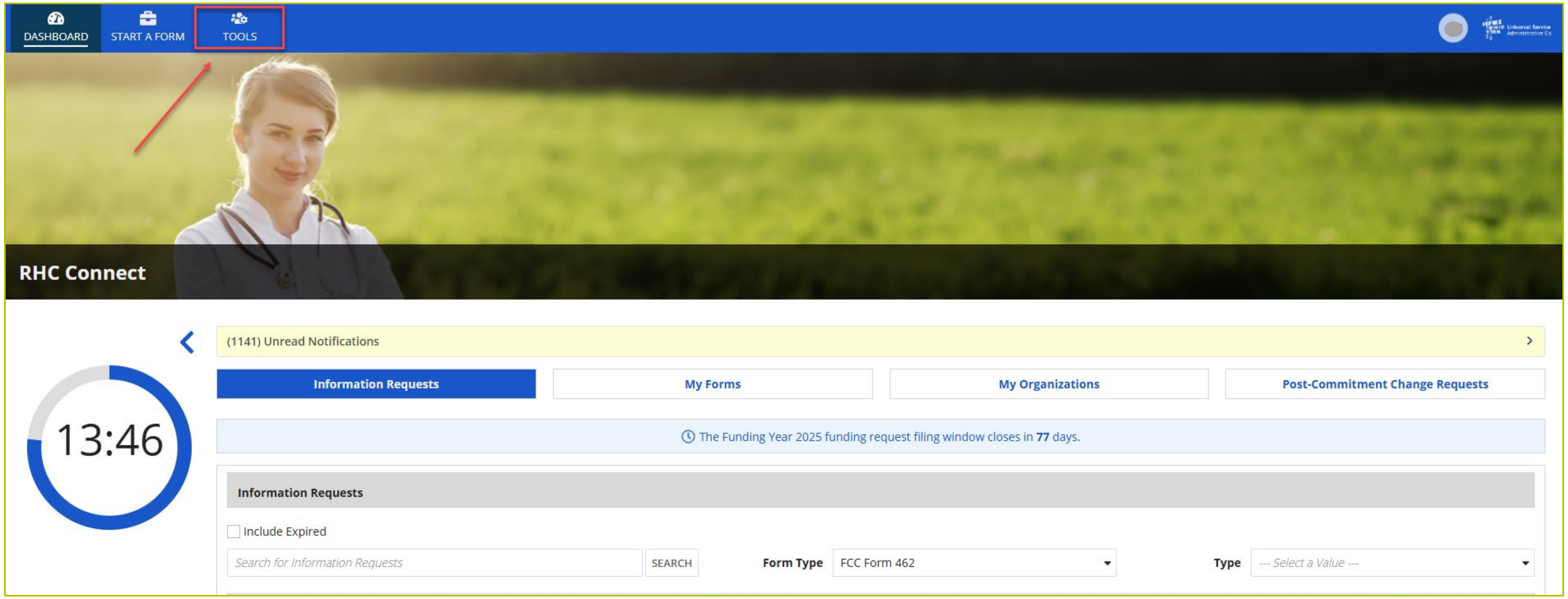
My Portal Landing Page

- Log into My Portal and click **RHC Connect**.



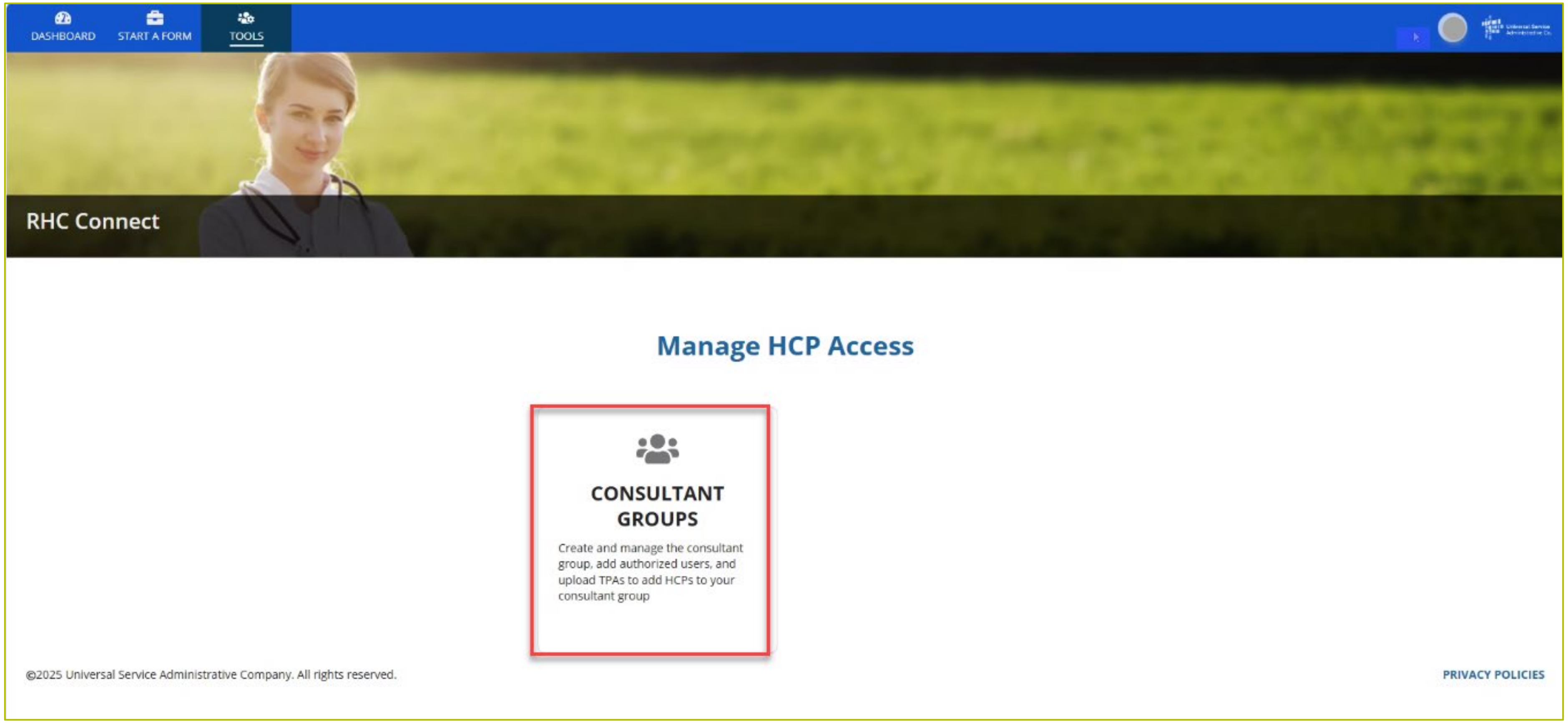
RHC Connect Dashboard

- On the **Dashboard**, click **Tools**.



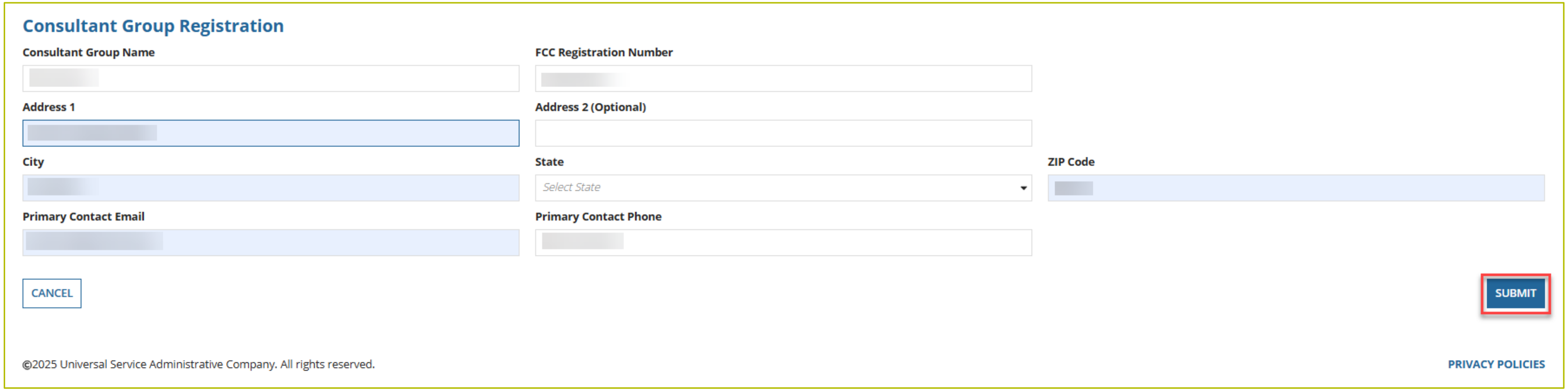
Manage HCP Access

- Click **Consultant Groups**.



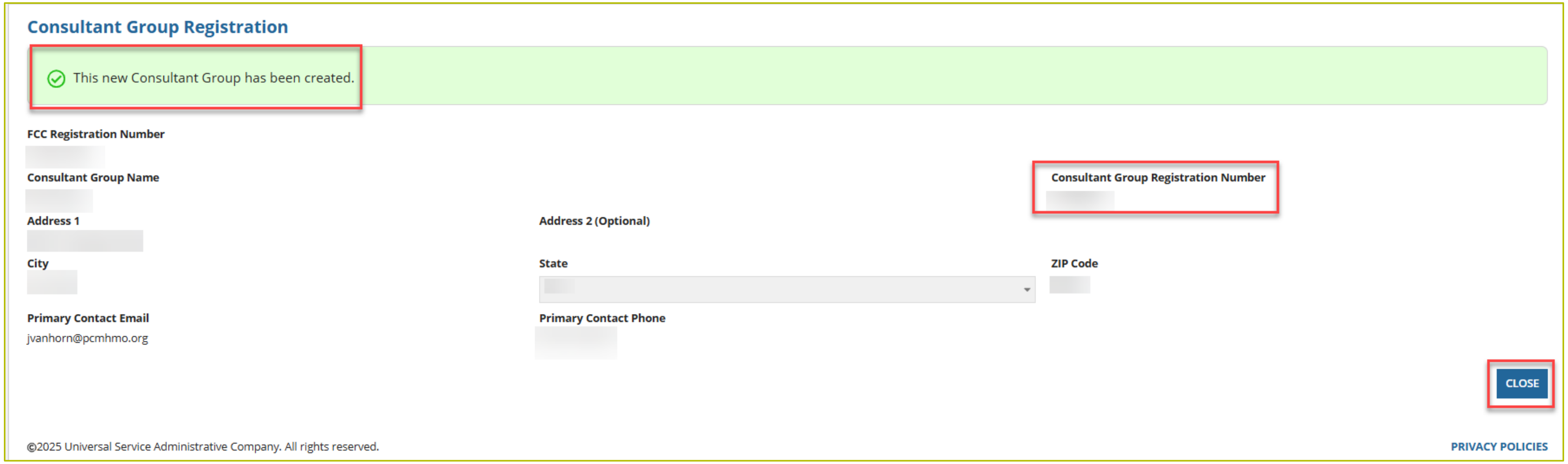
Consultant Group Registration

- Enter information about the consultant group in the fields, then click **Submit**.



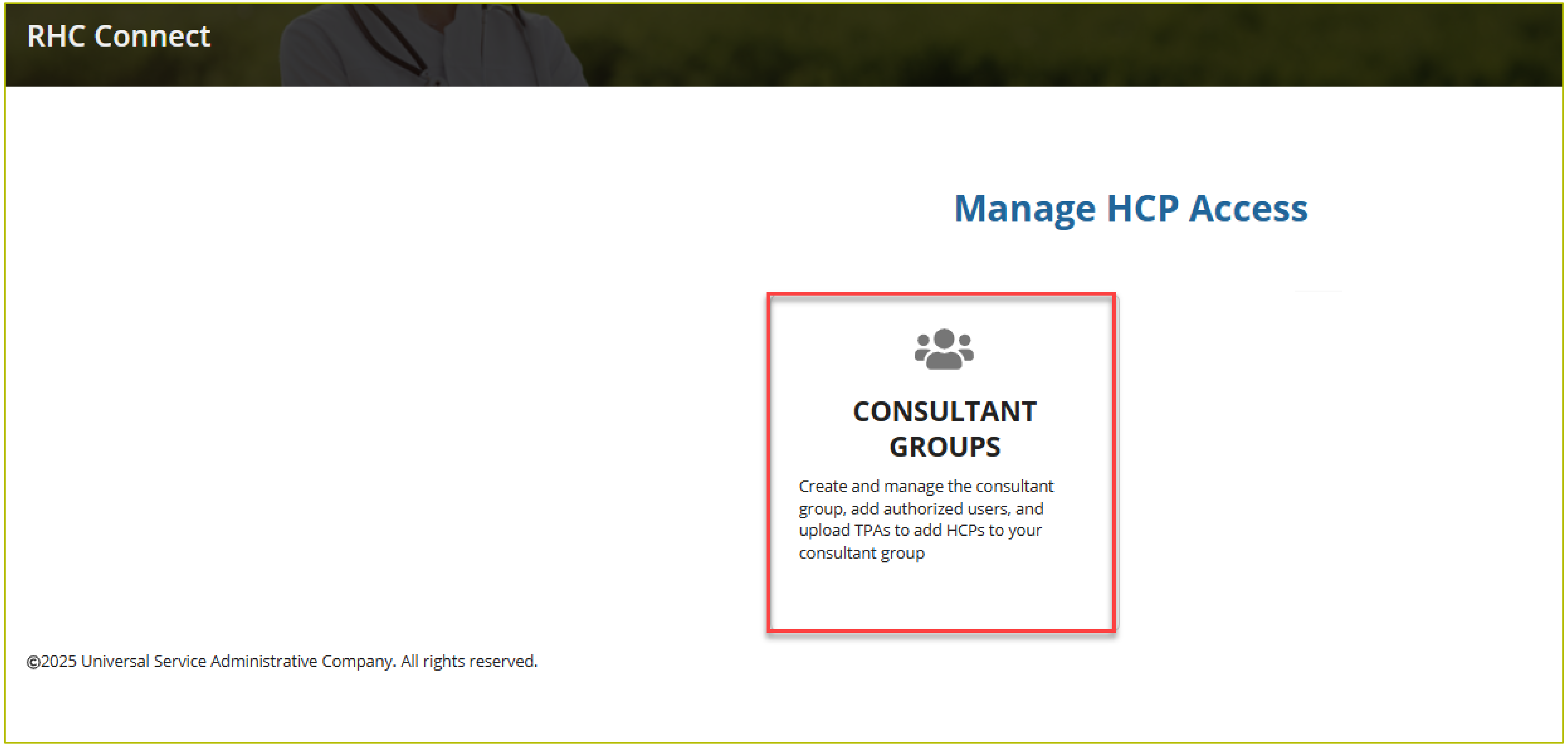
Consultant Group Registration - Confirmation

- Each consultant group is assigned a **Consultant Group Registration Number**.
- Click **Close** to continue.



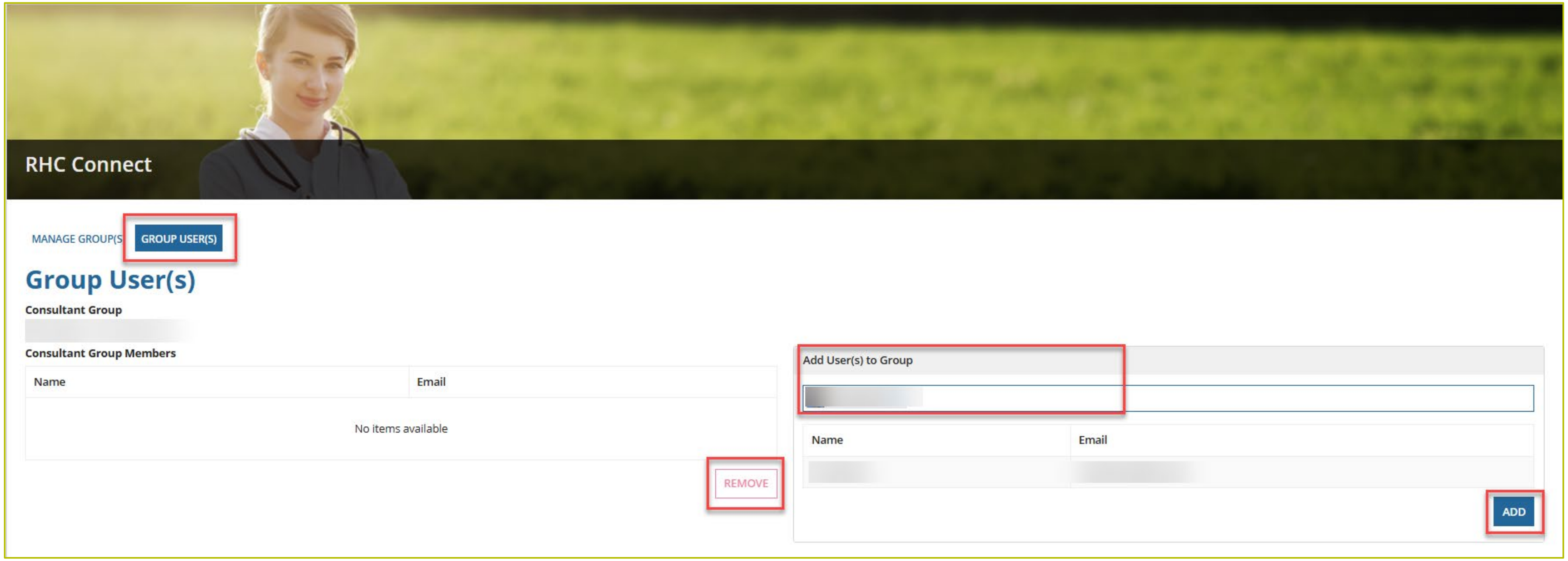
Manage HCP Access

- Click **Consultant Groups**.



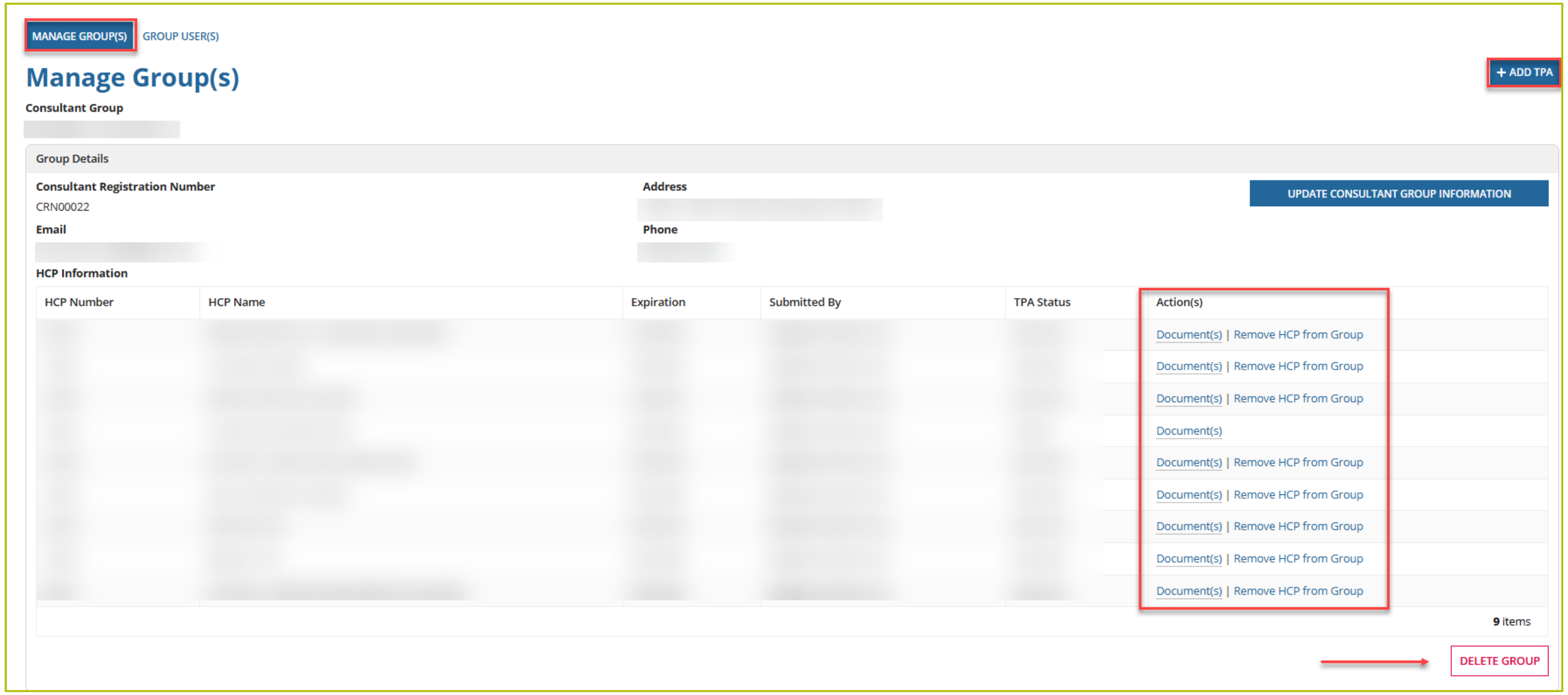
Group Users – Adding Users

- Click **Group Users** and enter user information in the **Add User(s) to the Group** field.
- Added user must have created their user profile using Multi-Factor Authentication.
- To remove users, select the user and click **Remove**.



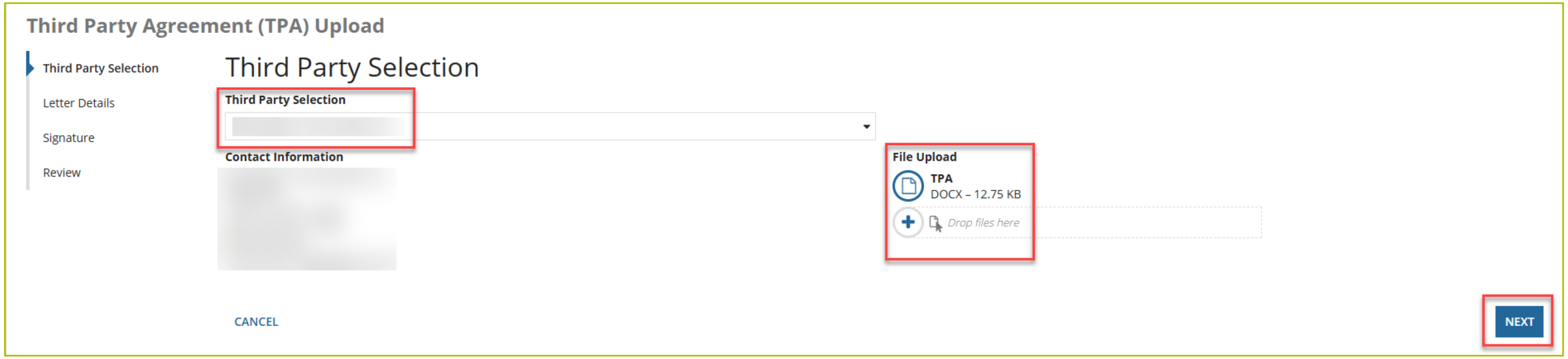
Manage Groups Tab

- All HCPs will be displayed.
- To view a document or remove an HCP from the group, click the hyperlinks under the **Action(s)** column.
- To delete the consultant group, click **Delete Group**.
- To add a TPA, click **+Add TPA**.



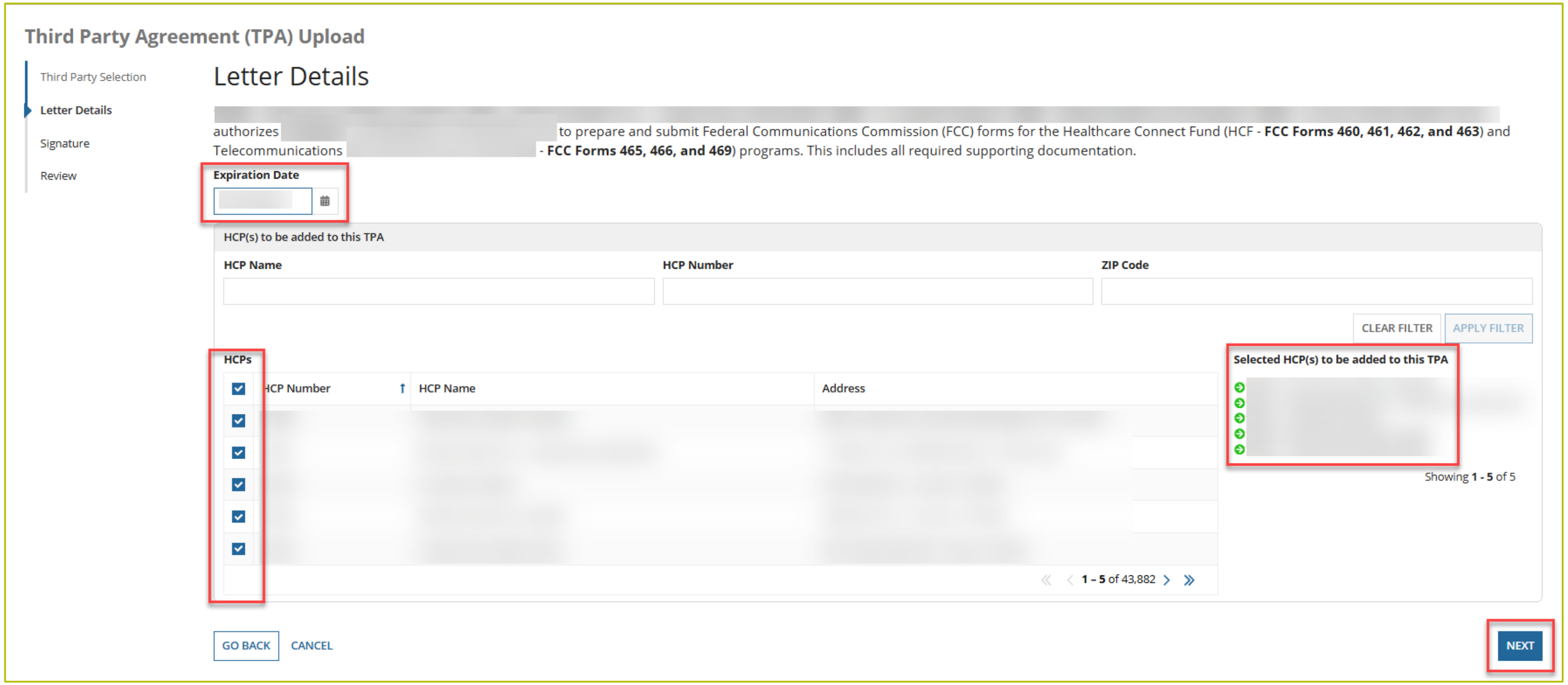
TPA Upload – Third Party Selection

- Information is prepopulated based on information about consultant group in the system.
- Third-parties are required to upload the TPA document.
- Click upload under **File Upload**, then click **Next**.



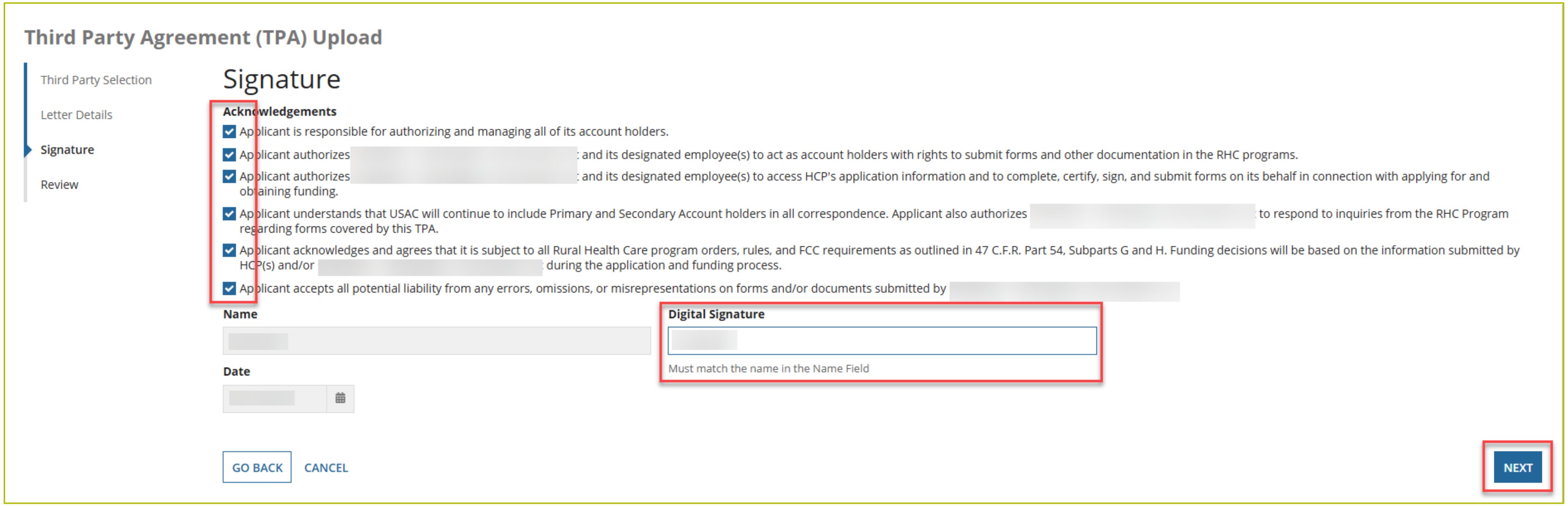
TPA Upload - Letter Details

- Enter the **Expiration Date**, then select HCPs using the filters.
- Selected HCPs will appear on the right under **Selected HCP(s) to be added to this TPA**.
- Click **Next**.



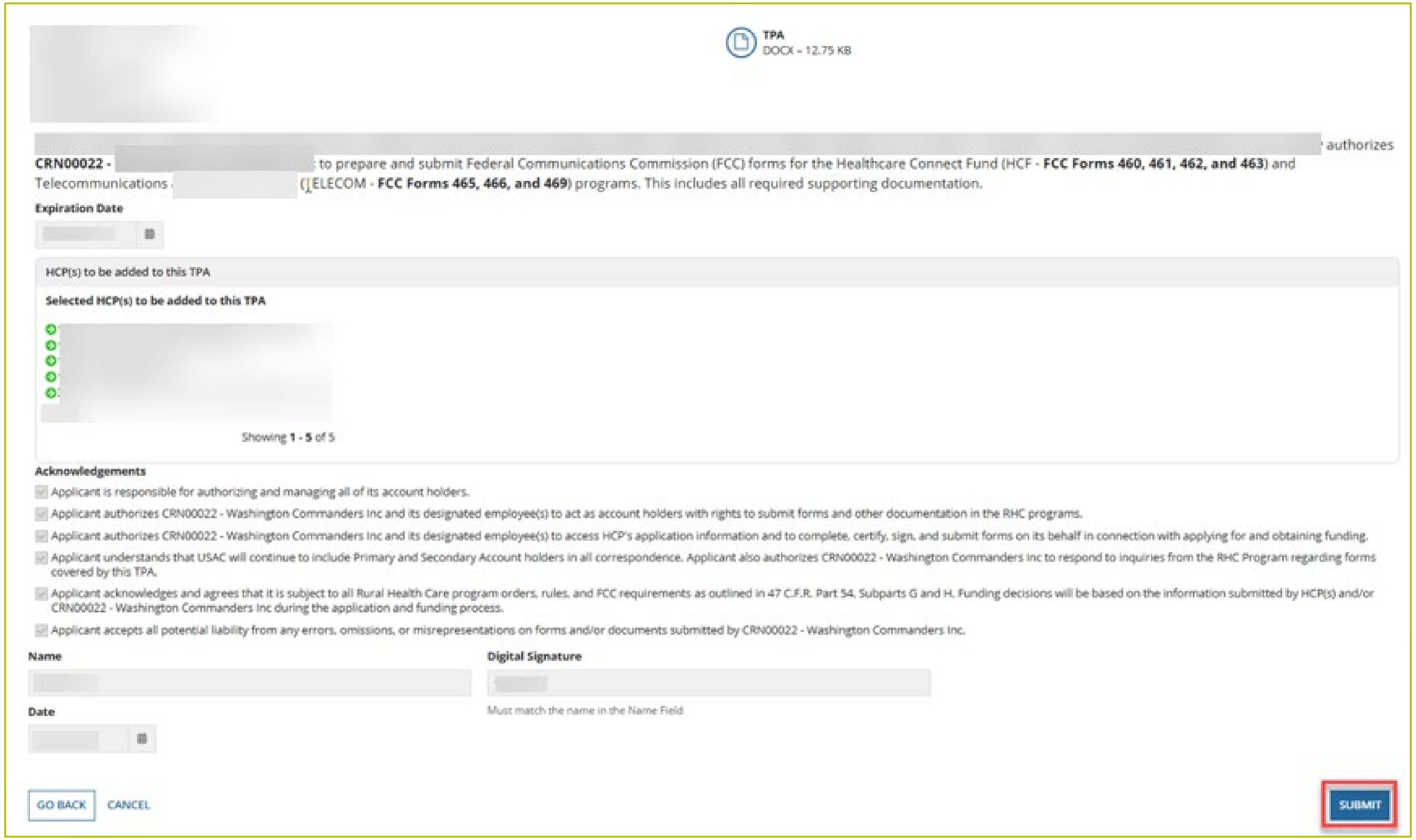
TPA Upload - Signature

- Click all the **Acknowledgements** and type your full name as it appears in RHC Connect in the **Digital Signature** field.
- Then click **Next**.



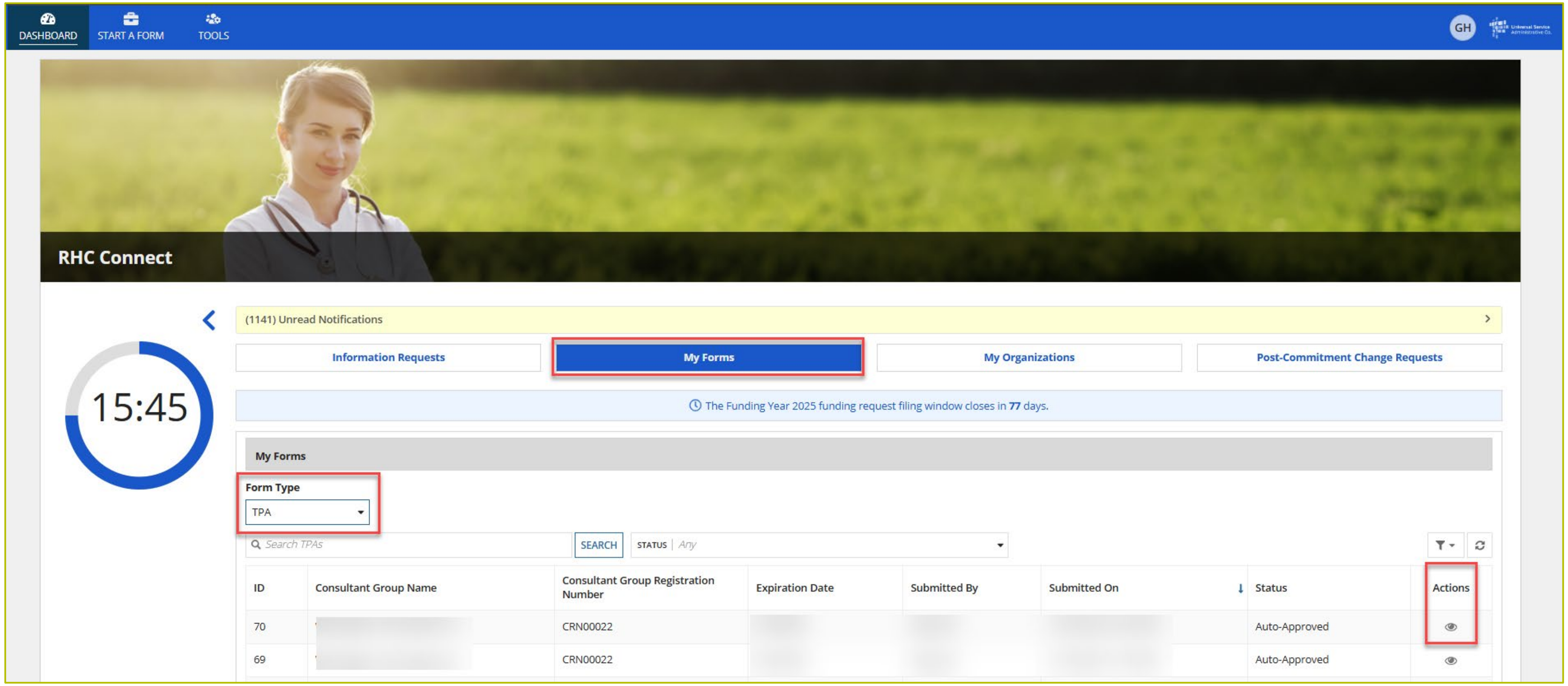
Review

- Review the information, then click **Submit**.



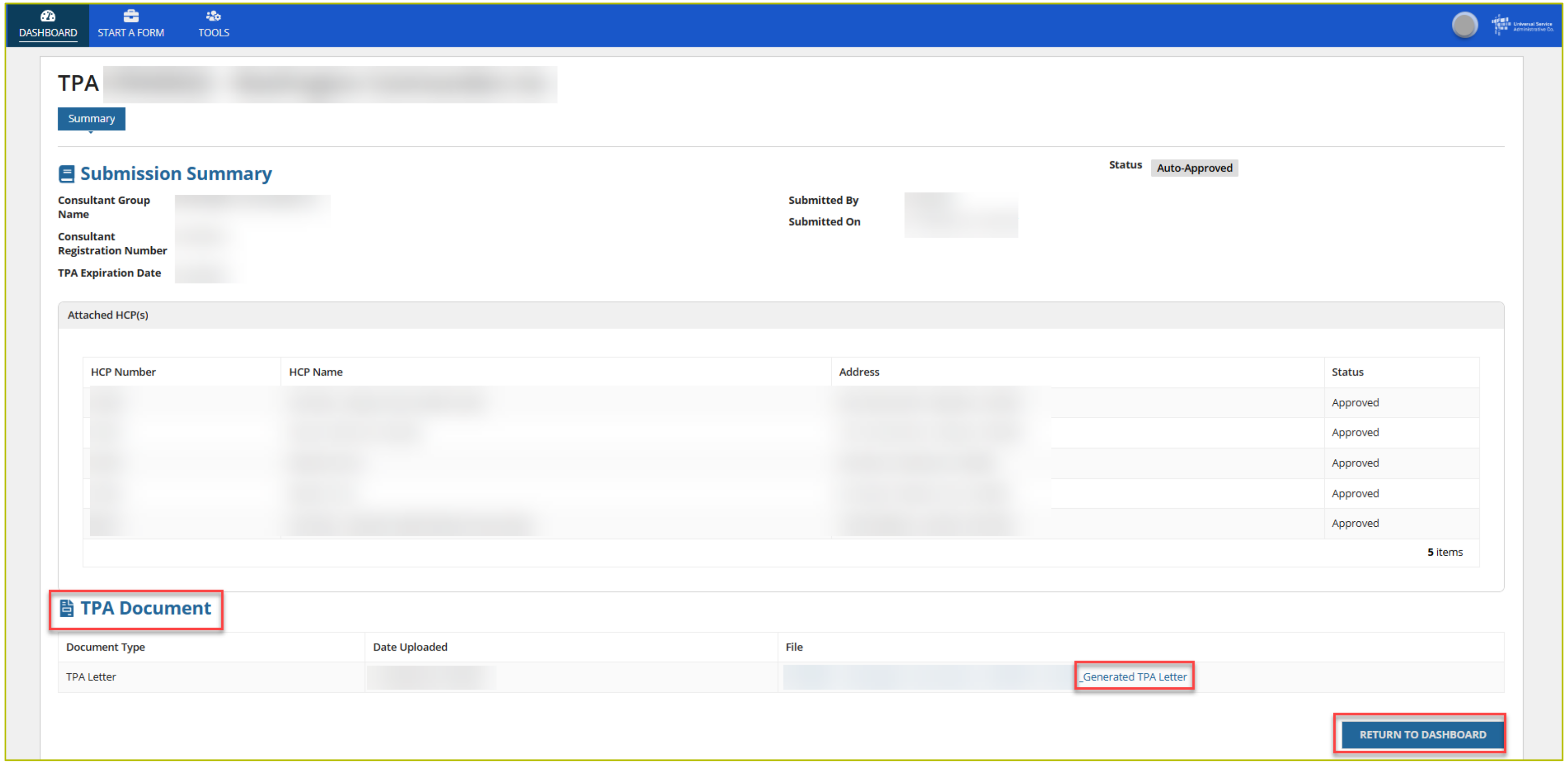
My Forms Tab

- To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from the **Form Type** dropdown menu.
- Click on the “eye” icon under the **Action(s)** column.



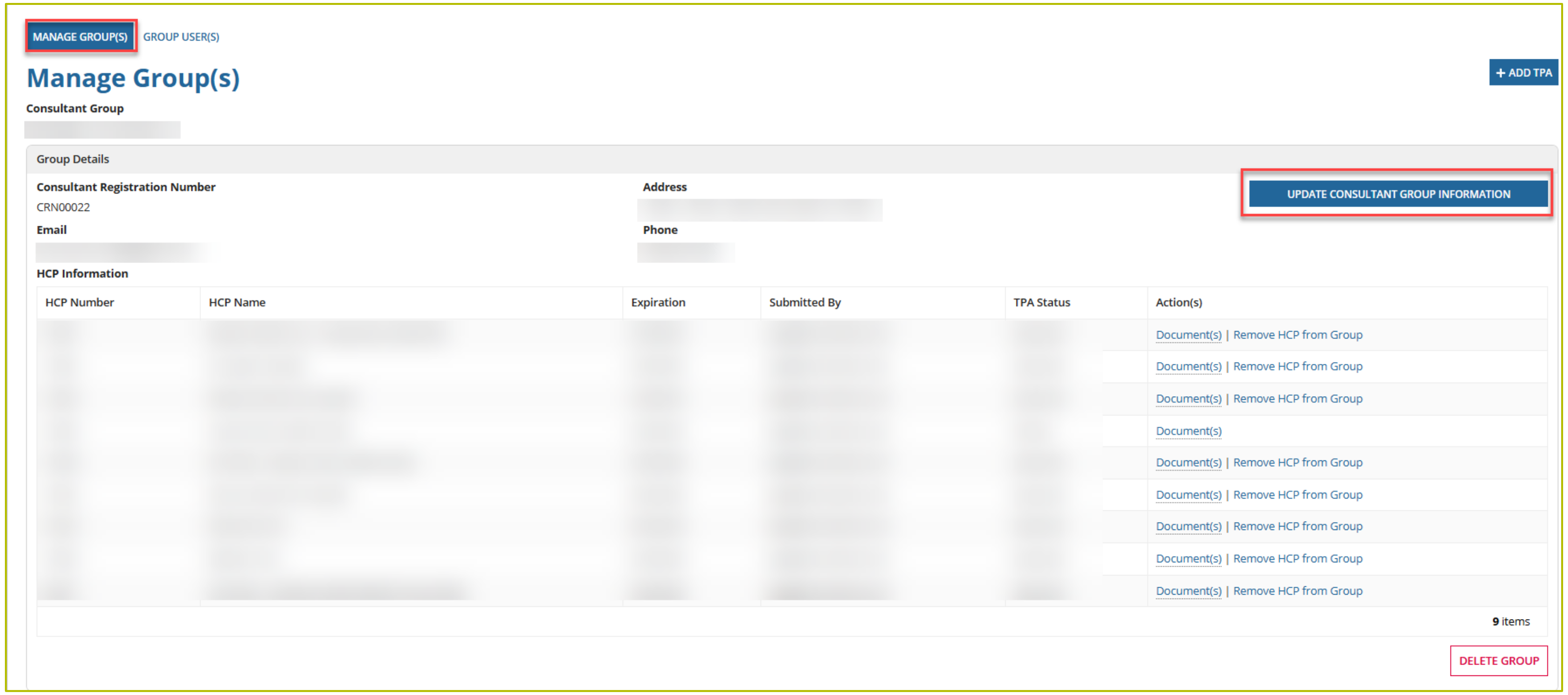
TPA – Summary Screen

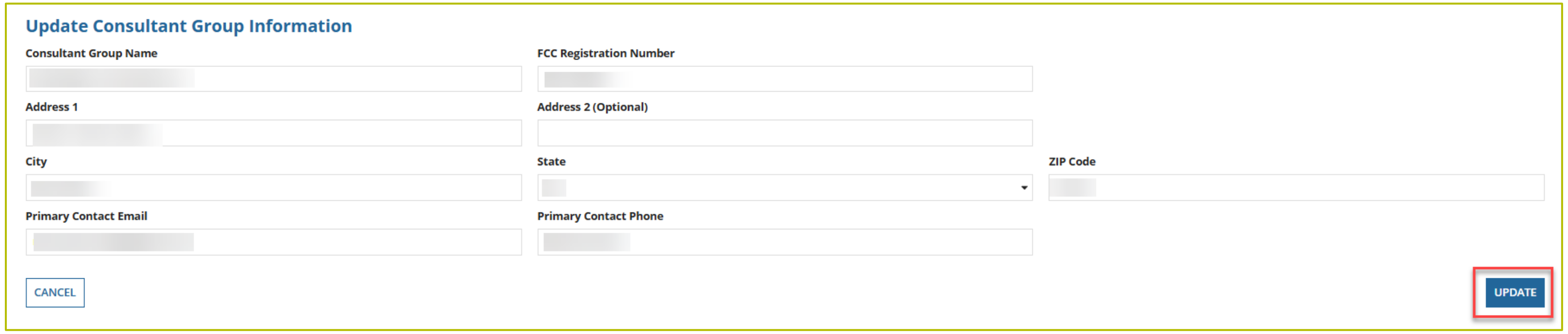
- To view the system generated TPA, click the hyperlink under the **TPA Document section**.
- Uploaded TPA, it will also appear in the **TPA Document** section.
- To return to the **Dashboard**, click **Return to Dashboard**.



Update Consultant Group Information

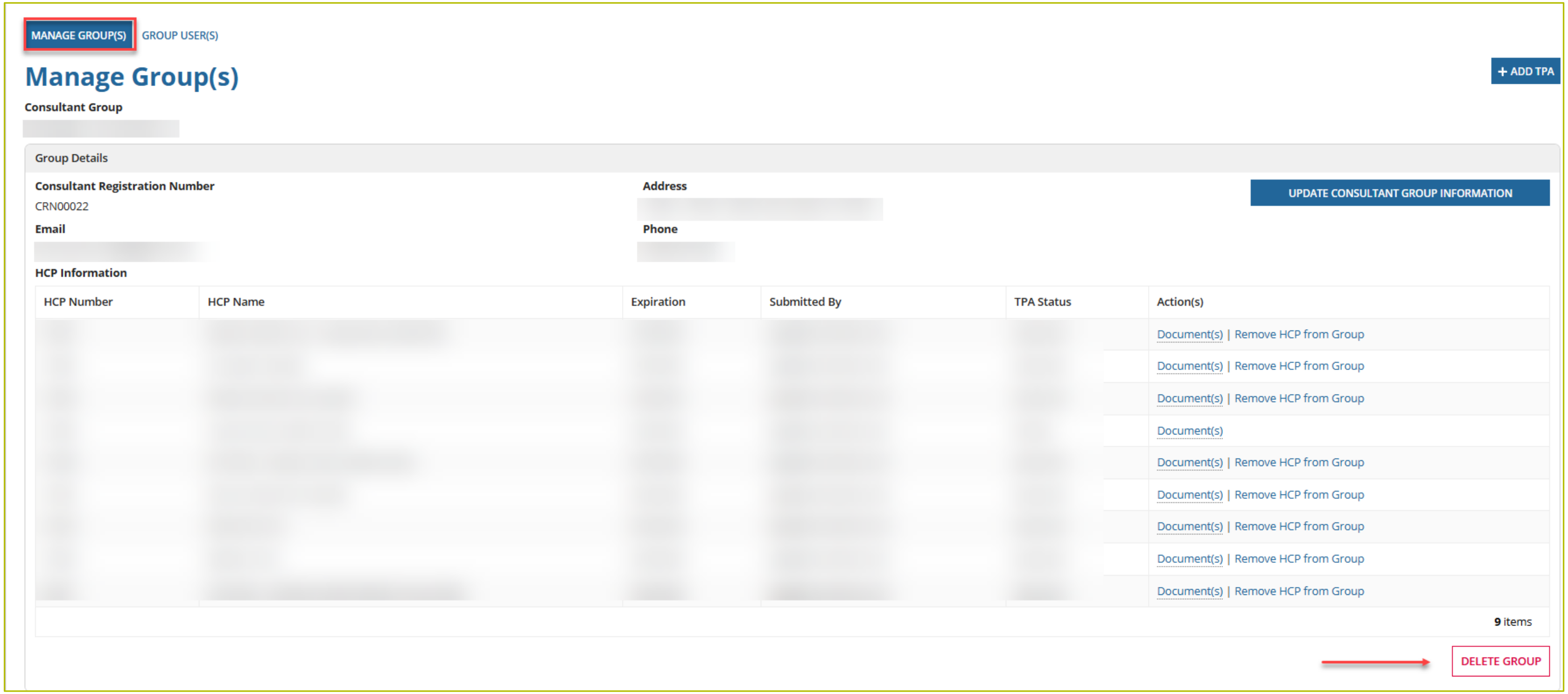
- Go to the **Manage Group(s)** section and click **Update Consultant Group Information**.
- Edit the information, then click **Update**.





Delete Consultant Group

- To delete a consultant group, click **Delete Group**.



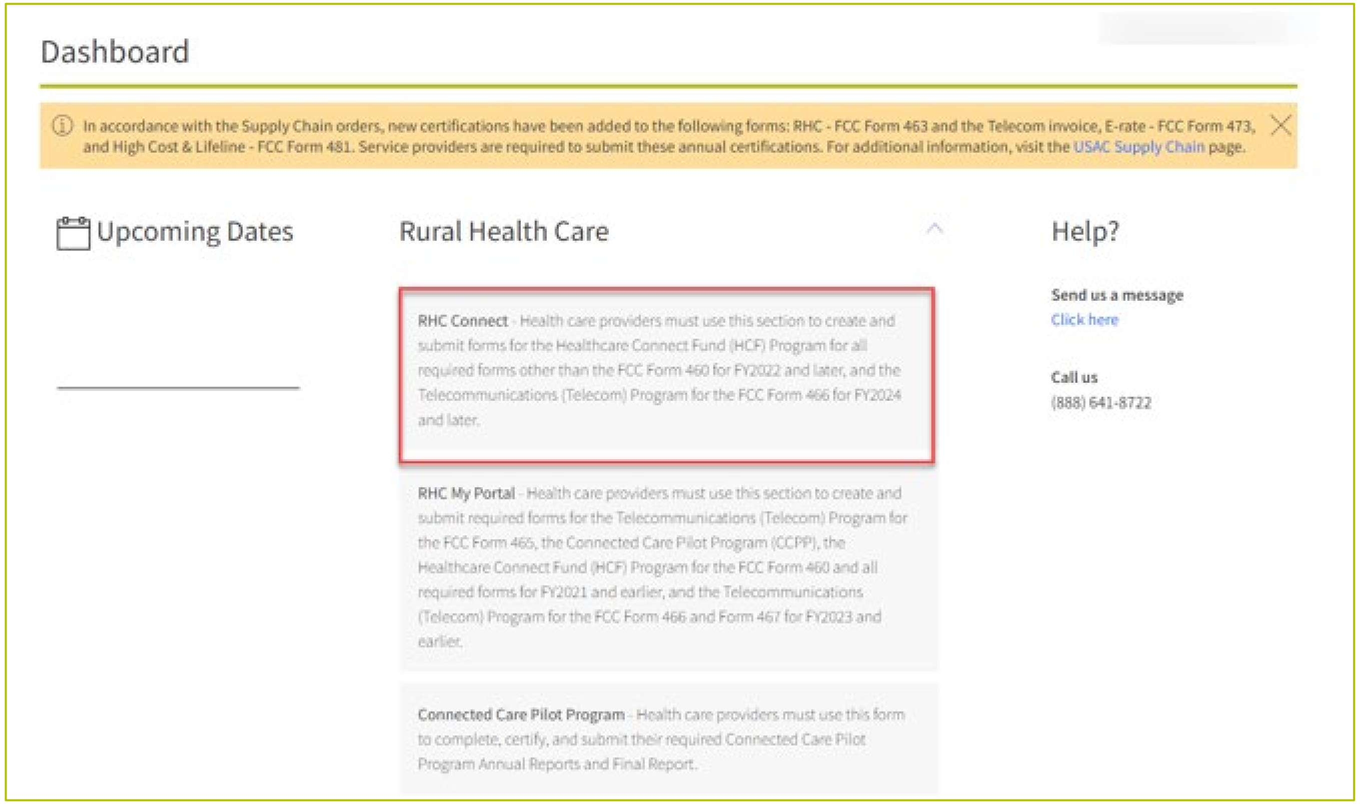
Questions?

Submitting TPAs in RHC Connect - Primary & Secondary Account Holders

Authorizations & User Management in RHC Connect

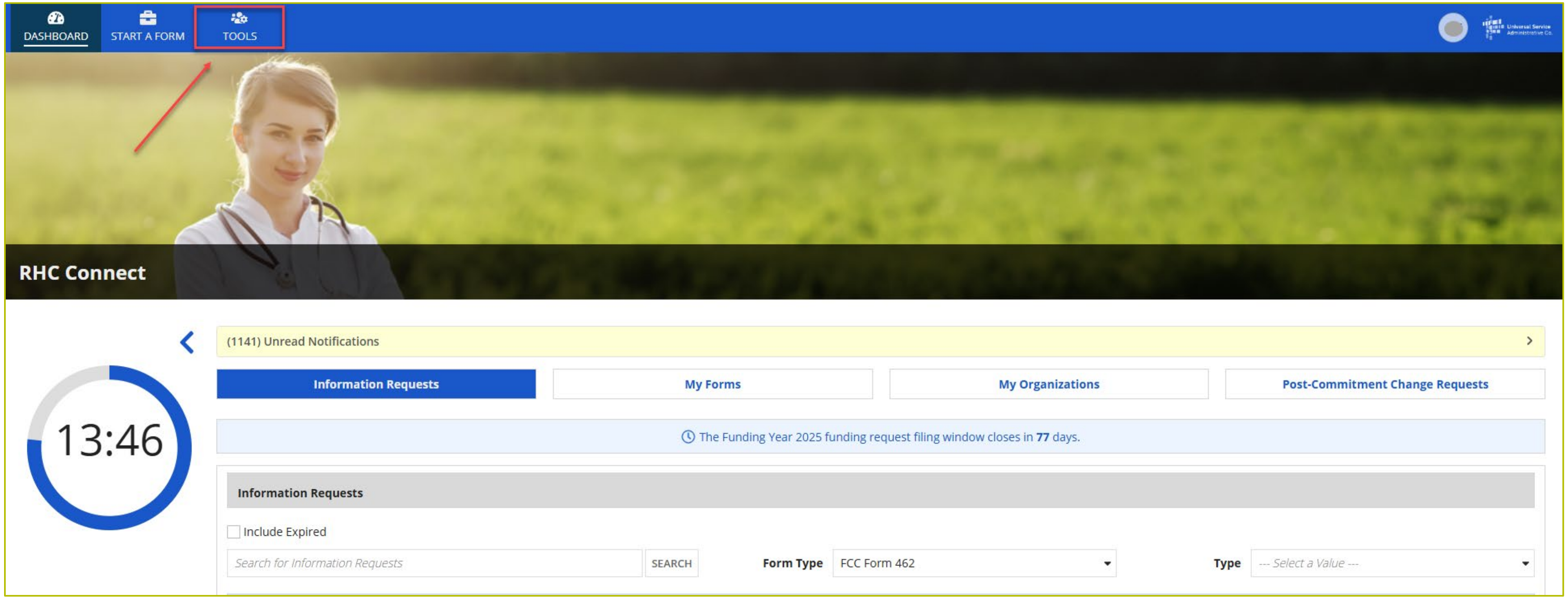
My Portal Landing Page

- Log into My Portal and click **RHC Connect**.



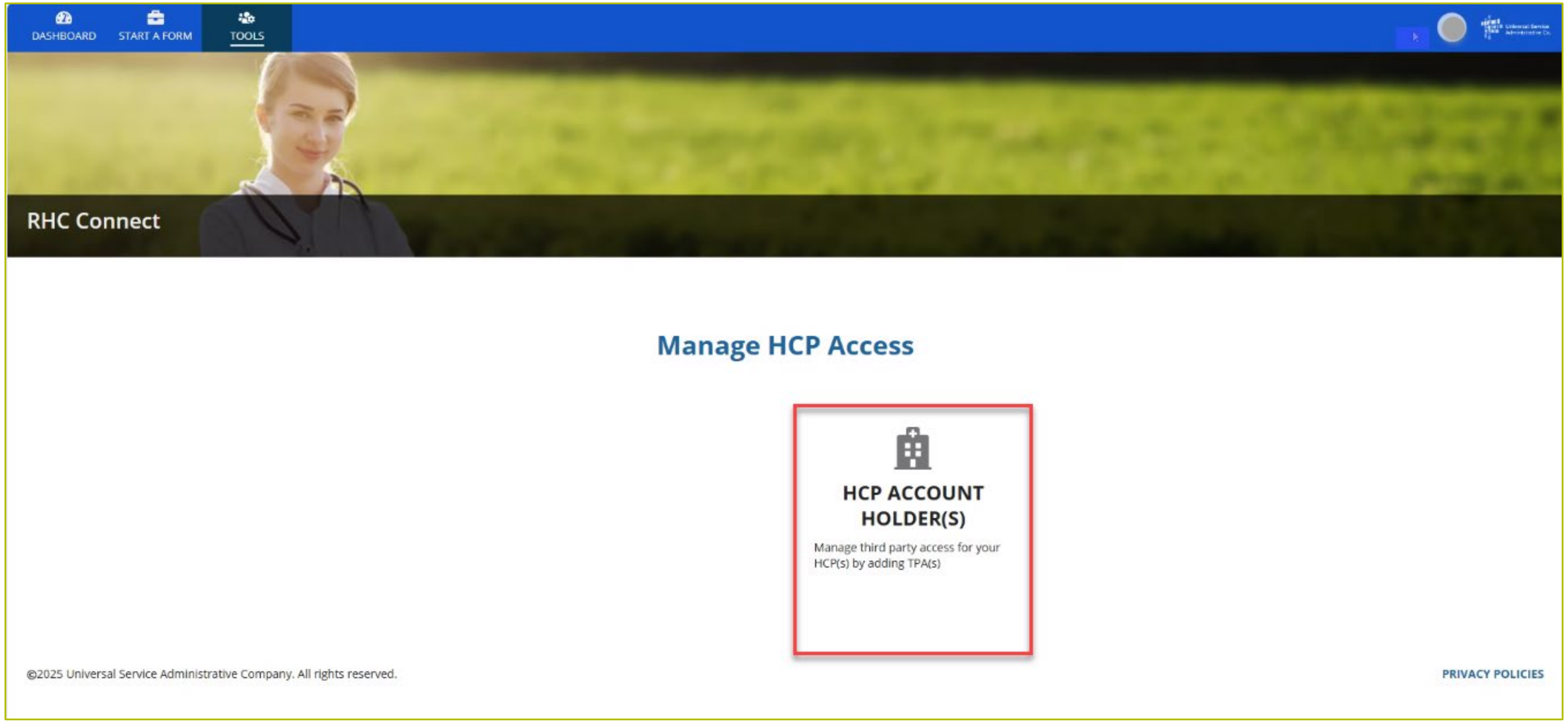
RHC Connect Dashboard

- On the **Dashboard**, click **Tools**.



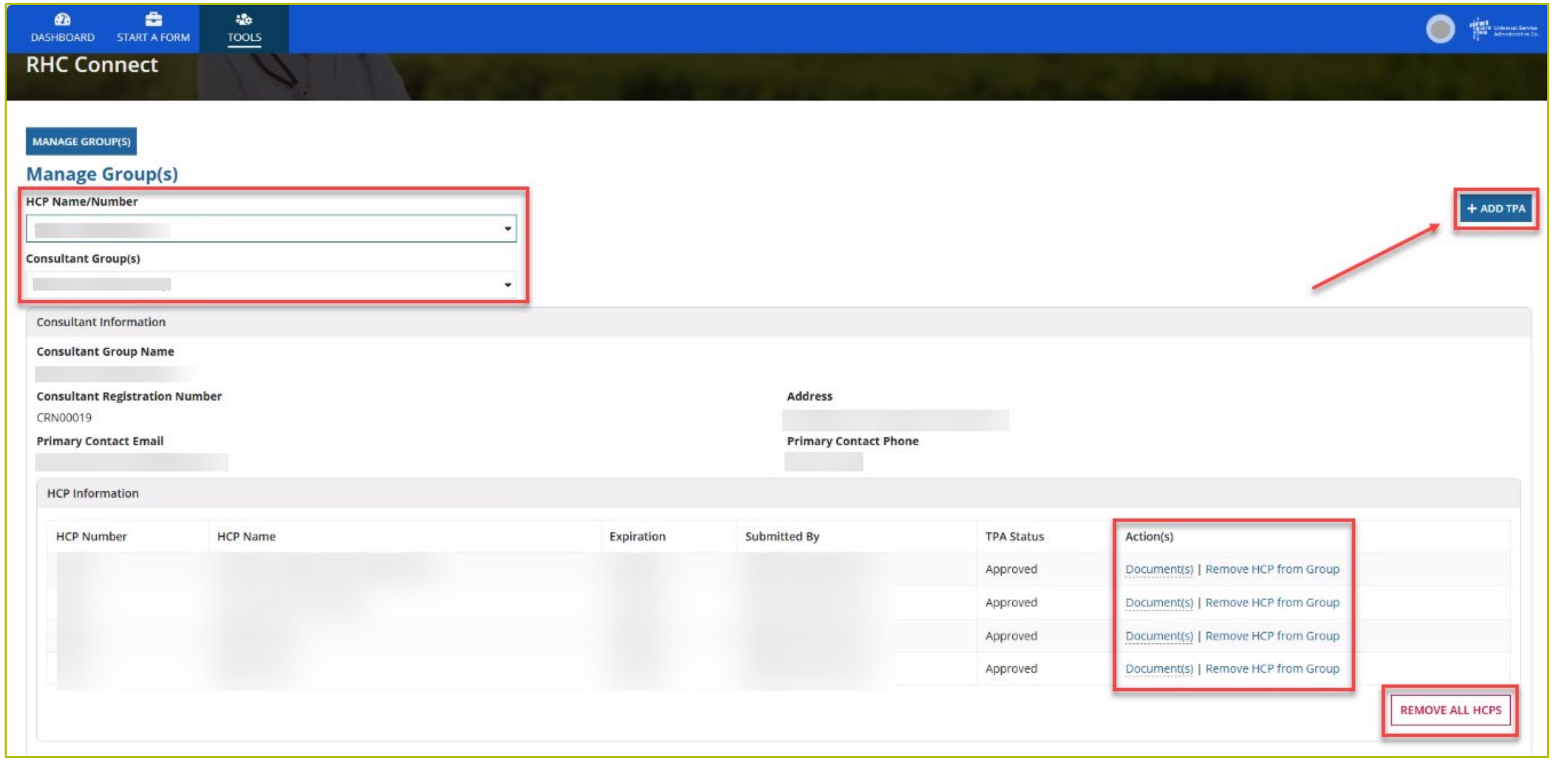
Manage HCP Access

- Click **HCP Account Holder(s)**.



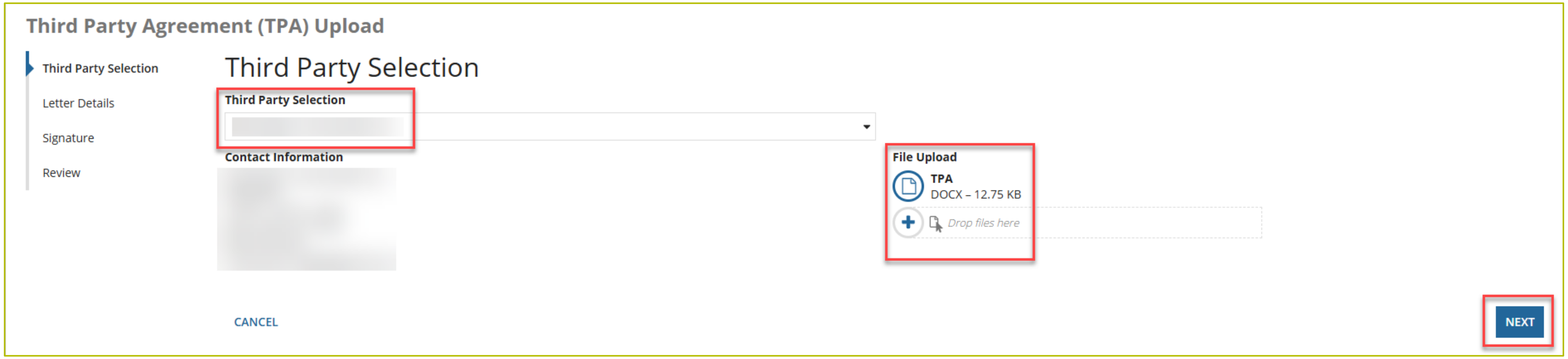
Manage Groups

- Select the HCP(s) from the dropdown menu.
- Select the **Consultant Group** from the dropdown menu.
- To remove an HCP, click the hyperlink under the **Action(s)** column.
- Click **Remove All HCPs** to remove all HCPs.
- Click **Add TPA**.



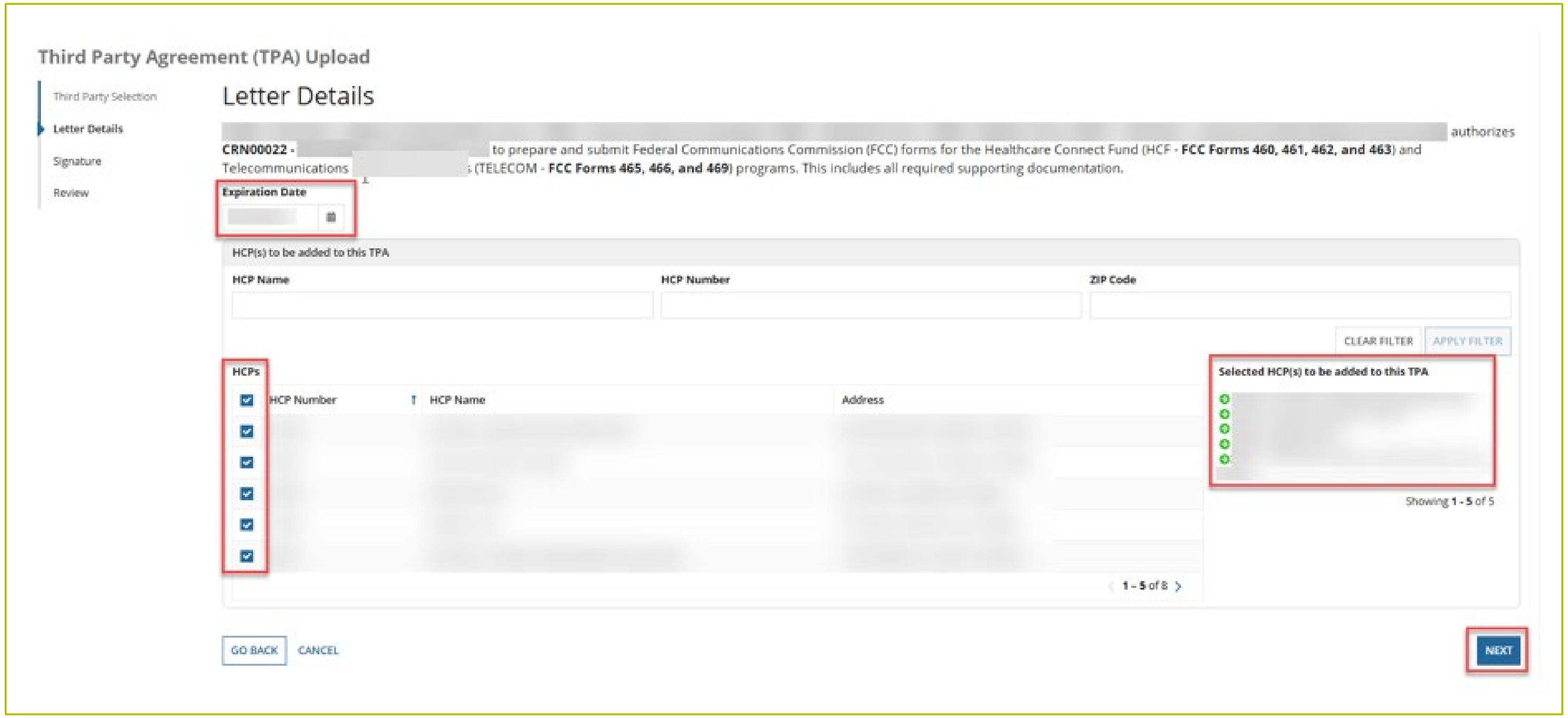
TPA Upload – Third Party Selection

- Select the consultant group from the **Third-Party Selection** dropdown menu.
- Information about the consultant group will prepopulate.
- Uploading the TPA document is optional for the Primary and Secondary Account Holders.
- Add the document, then click **Next**.



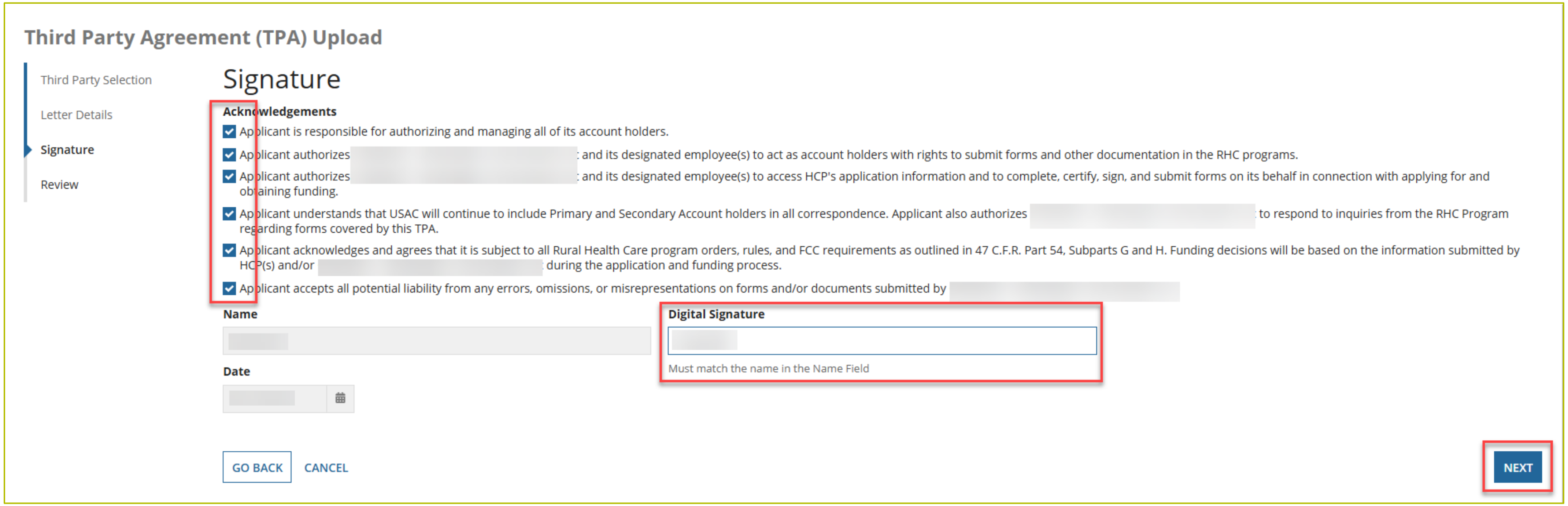
TPA Upload – Letter Details

- Select the **Expiration Date** using the dropdown calendar.
- To add HCPs to the TPA, click the box beside each HCP or click the box next to **HCP Number** to select all.
- The selected HCPs will appear under **Selected HCP(s)**, then click **Next**.



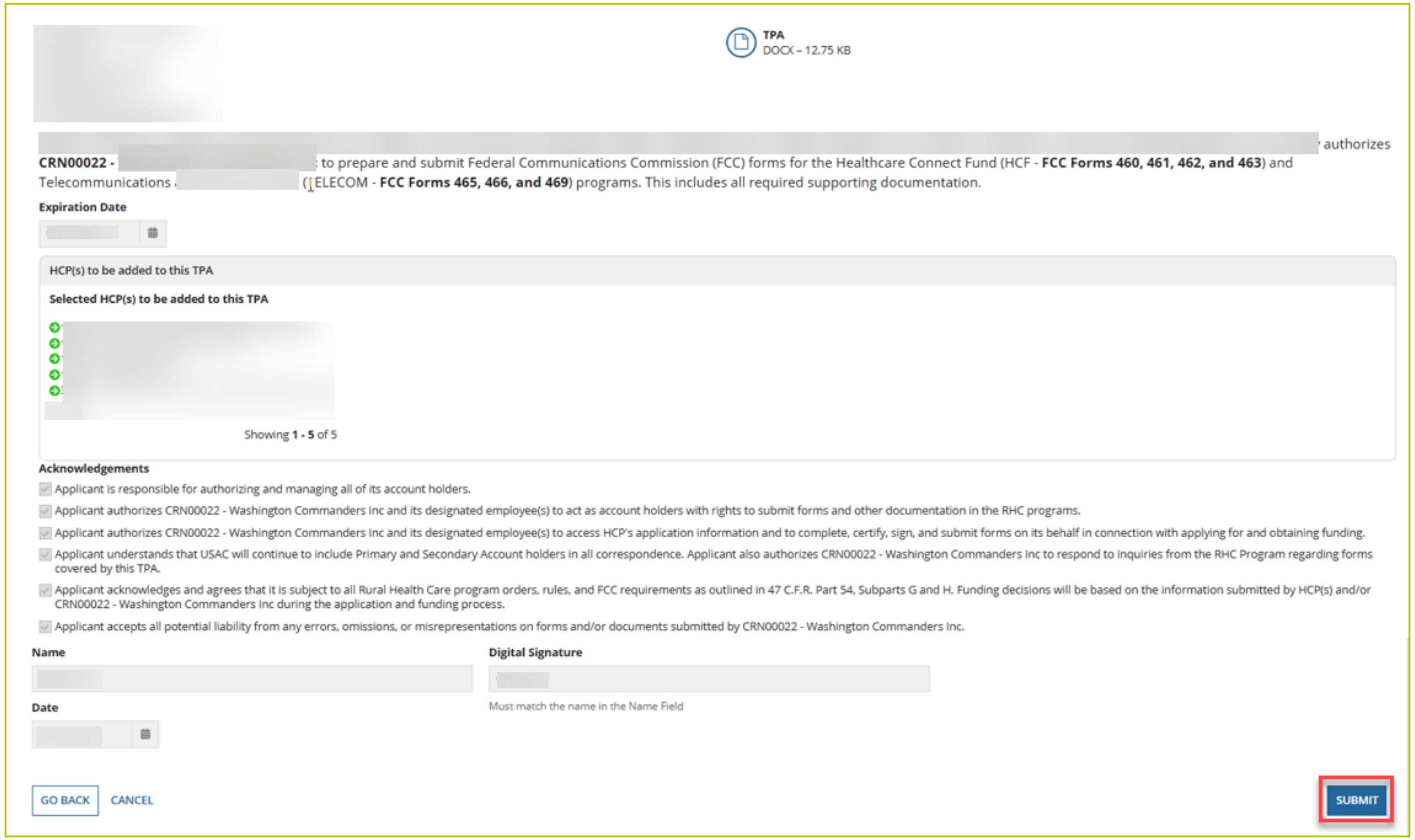
TPA Upload - Signature

- Click all the **Acknowledgements** and type your full name as it appears in RHC Connect in the **Digital Signature** field.
- Then click **Next**.



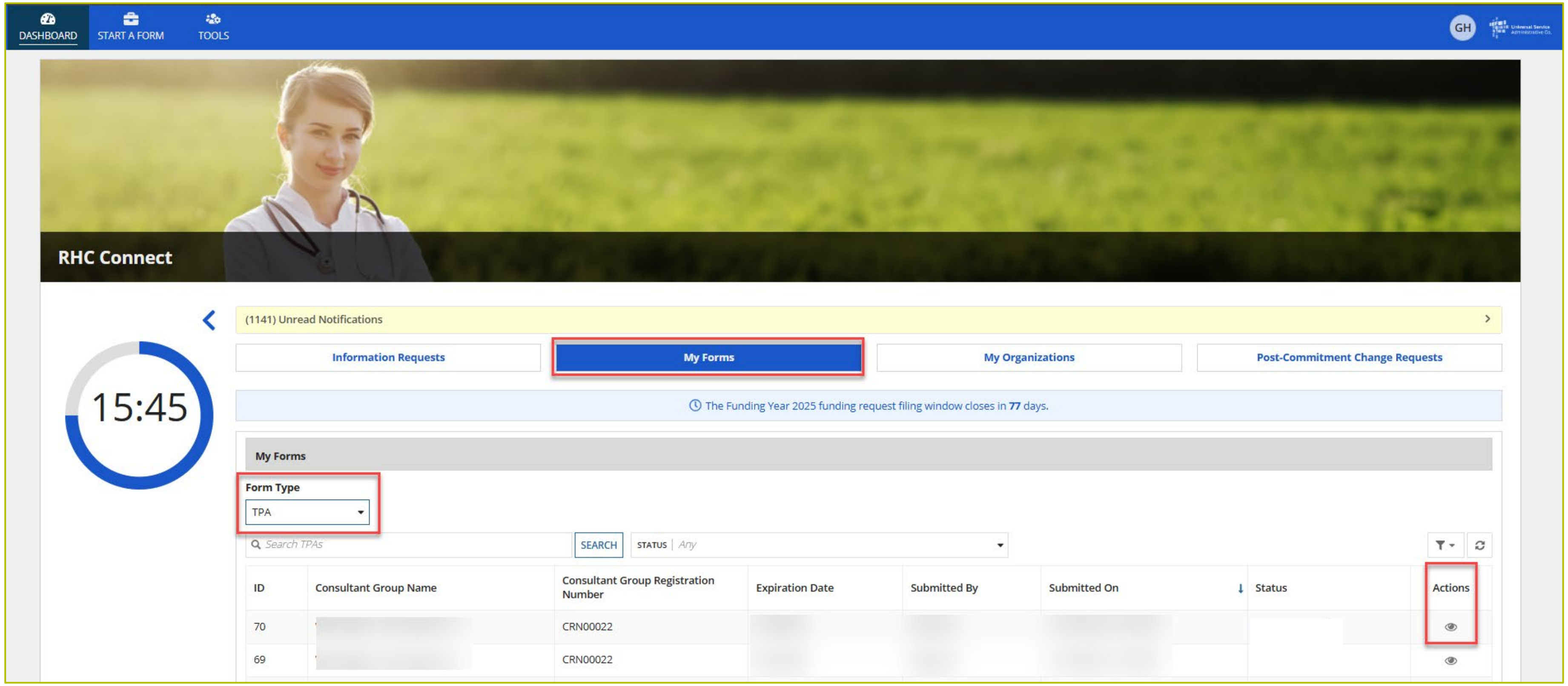
Review

- Review the information, then click **Submit**.



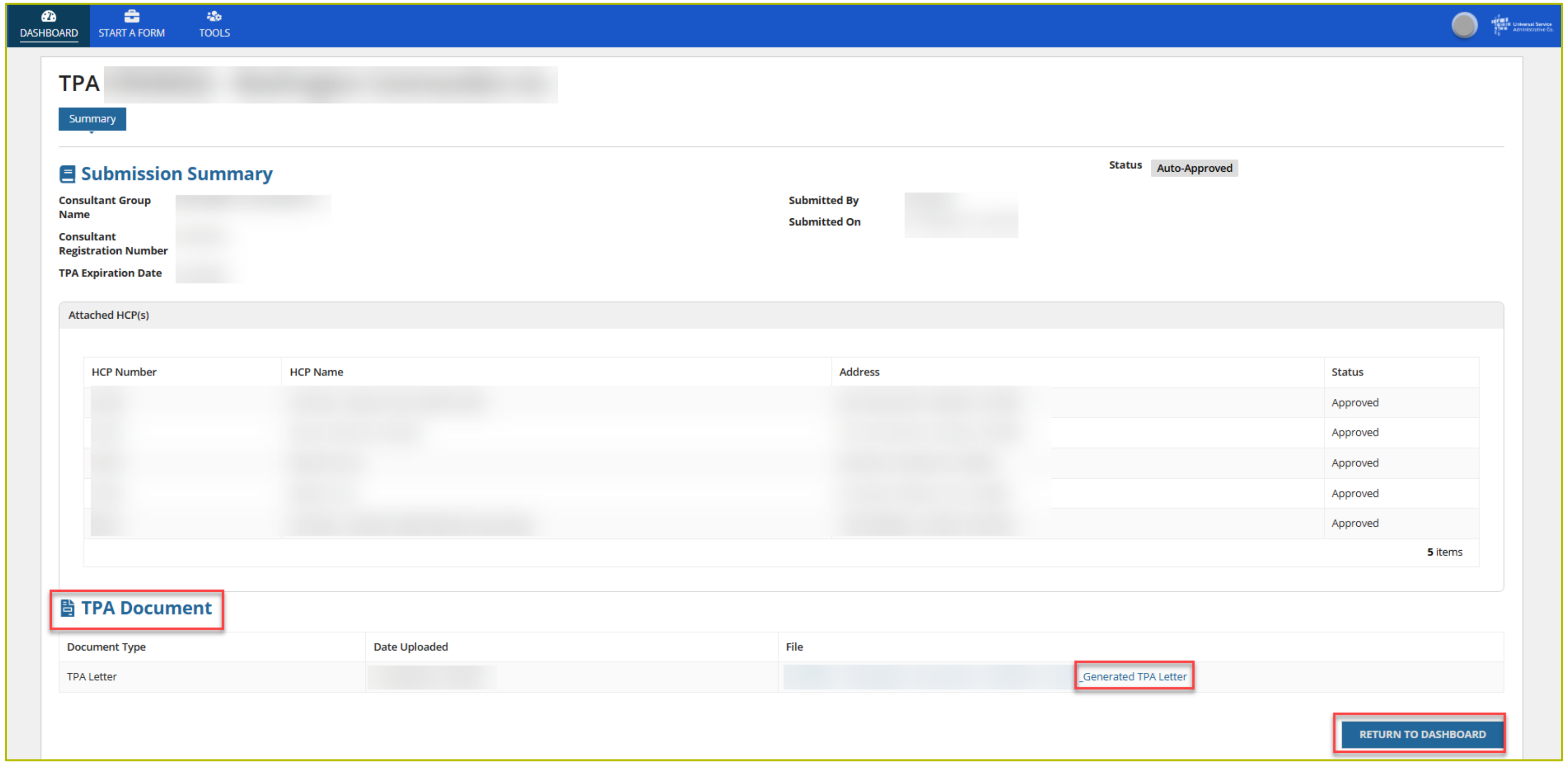
My Forms Tab

- To view TPAs, navigate to the **My Forms** tab on the **Dashboard** and select TPA from the **Form Type** dropdown menu.
- Click on the “eye” icon under the **Action(s)** column.



TPA – Summary Screen

- To view the system generated TPA, click the hyperlink under the **TPA Document section**.
- If you uploaded a TPA, it would also appear in the **TPA Document** section.
- To return to the **Dashboard**, click **Return to Dashboard**.



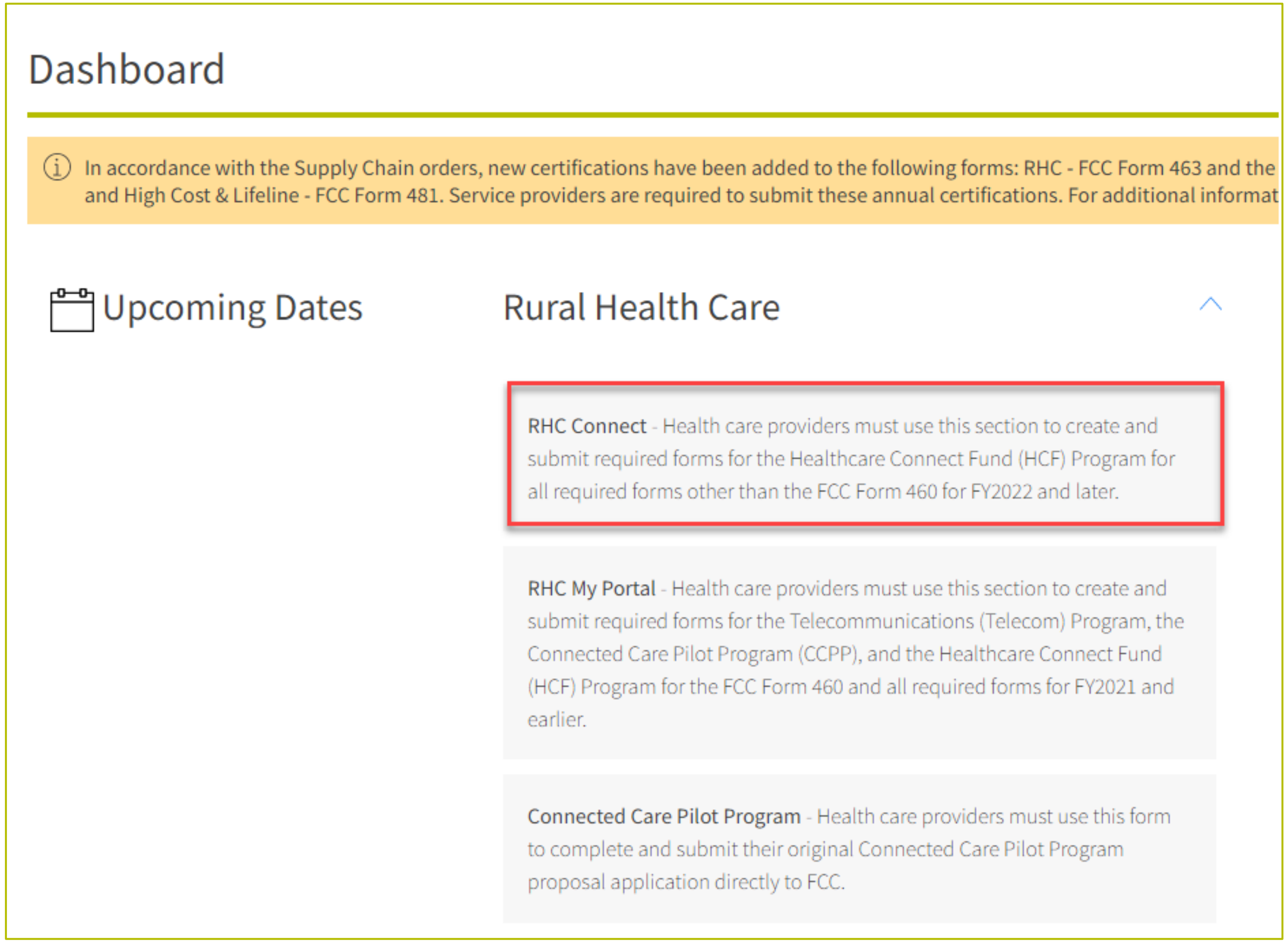
Questions?

Submitting LOAs and LOEs in RHC Connect

Authorizations & User Management
in RHC Connect

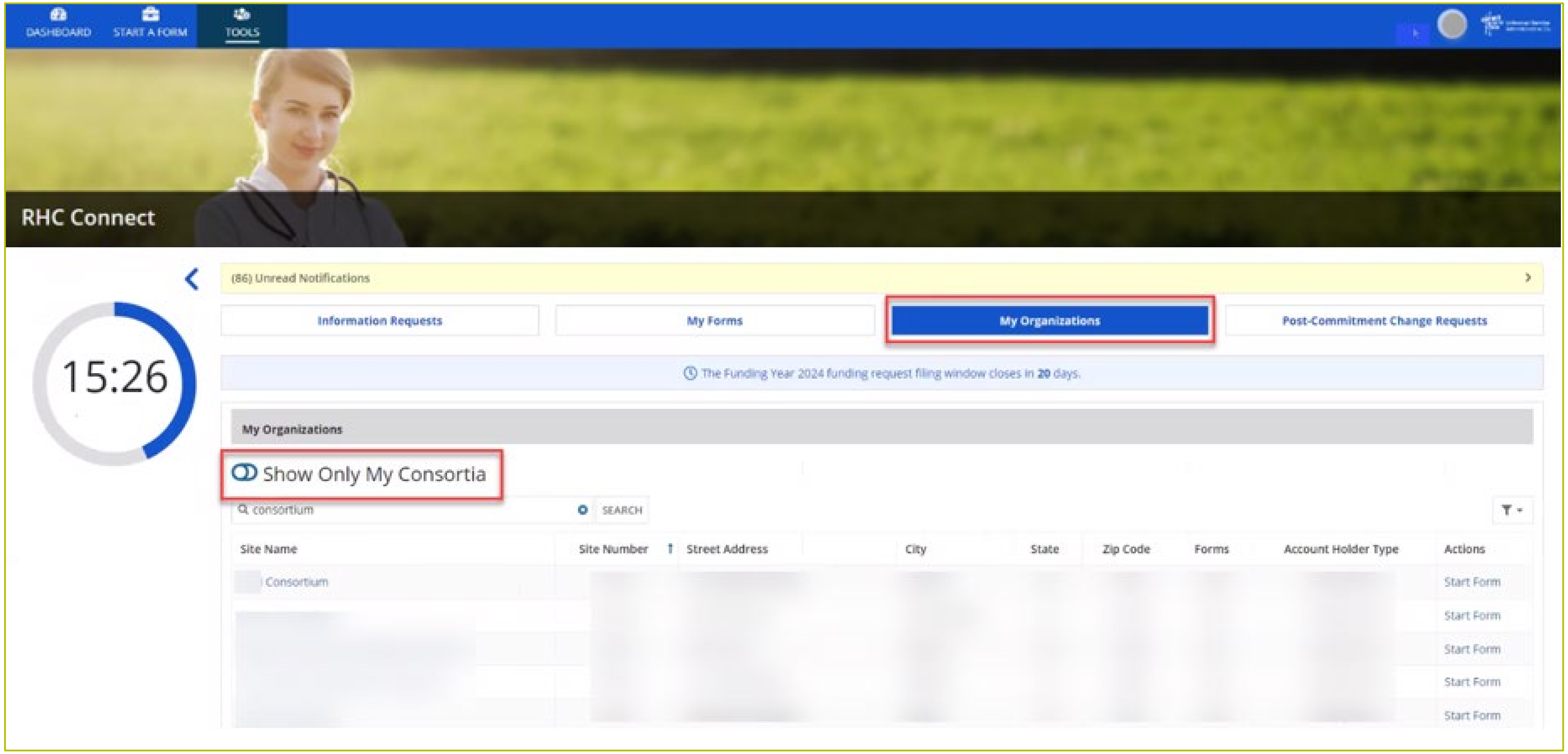
My Portal Landing Page

- Log into My Portal and click on **RHC Connect**.



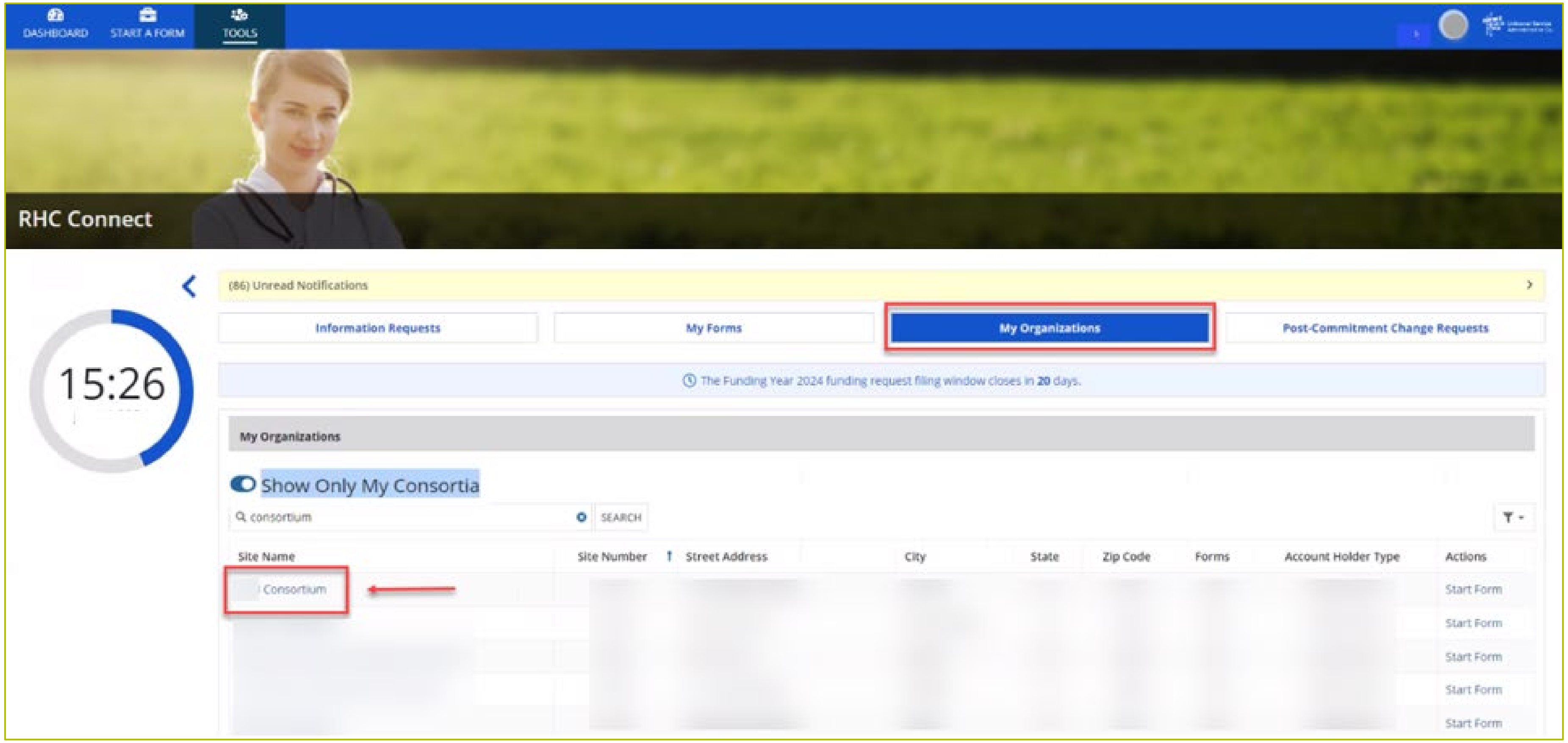
RHC Connect Dashboard

- Click **My Organizations** tab.
- All consortia are displayed when toggle beside **Show Only My Consortia** is closed.



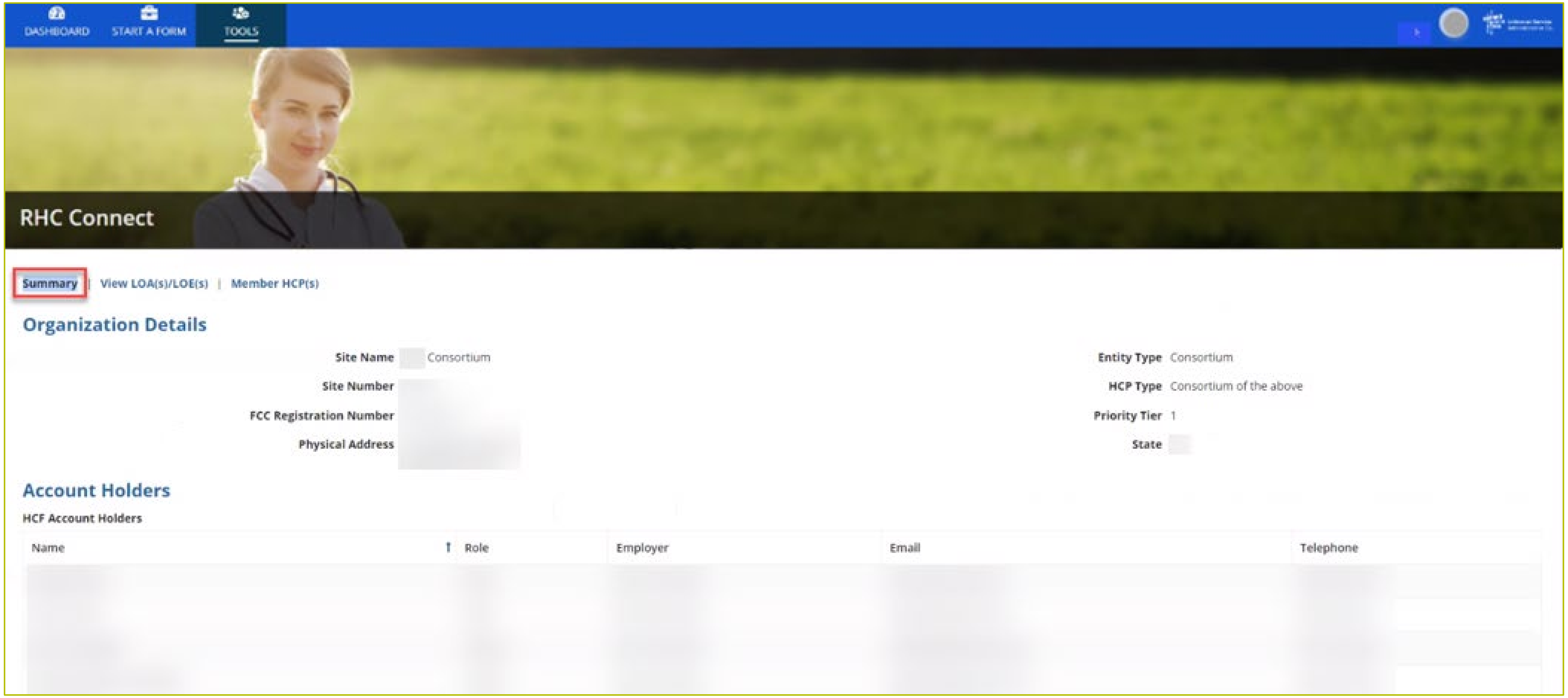
RHC Connect Dashboard (continued)

- Open the toggle beside **Show Only My Consortia** to display your consortia.
- Click hyperlink for consortium the LOA is for.



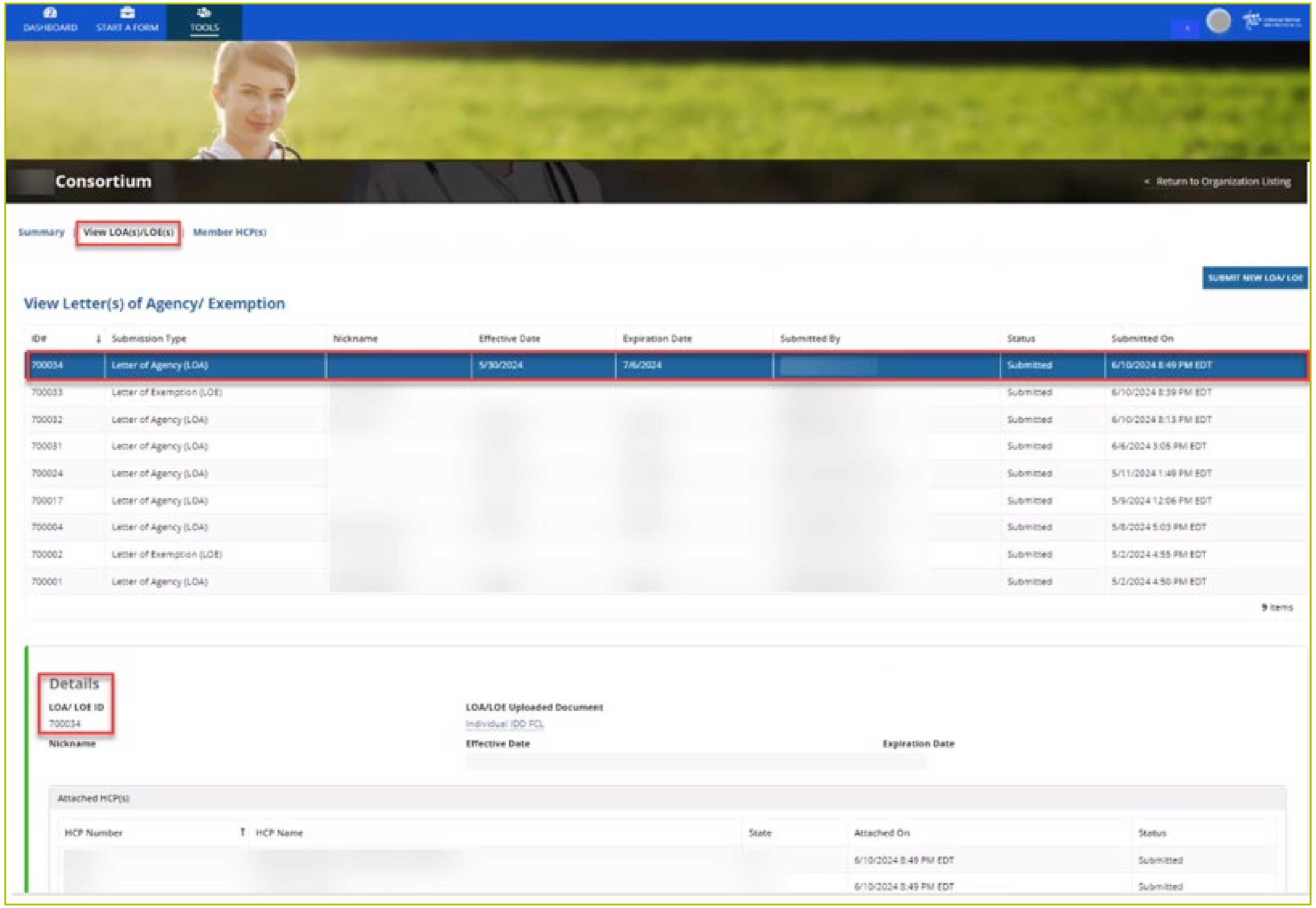
Summary Screen

- Information is displayed about the Consortium Leader and all Account Holders.



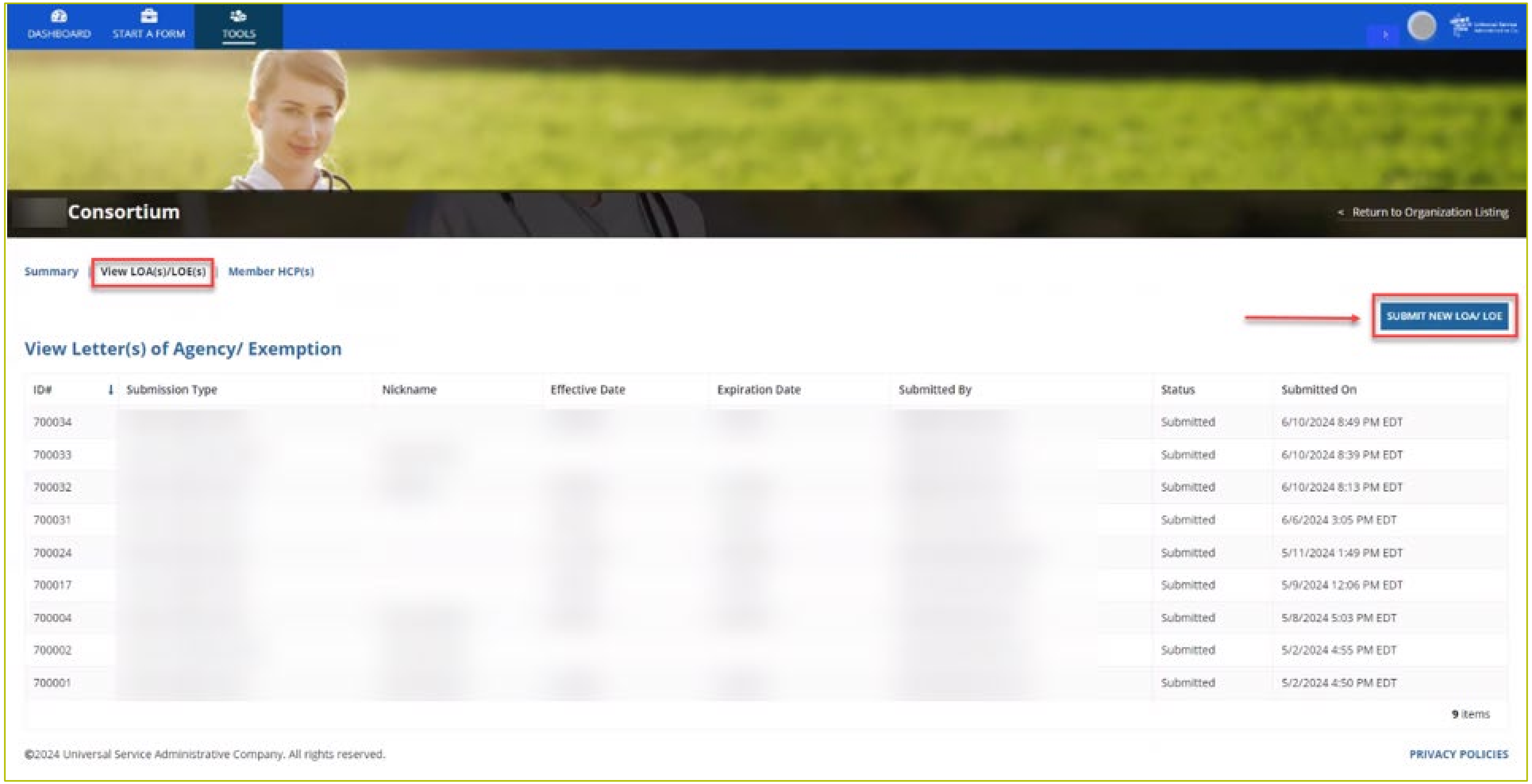
View LOA(s)/LOE(s) Screen

- All LOA(s) and LOE(s) for the consortium are displayed.
- Click on an existing LOA or LOE to view the **Details**.



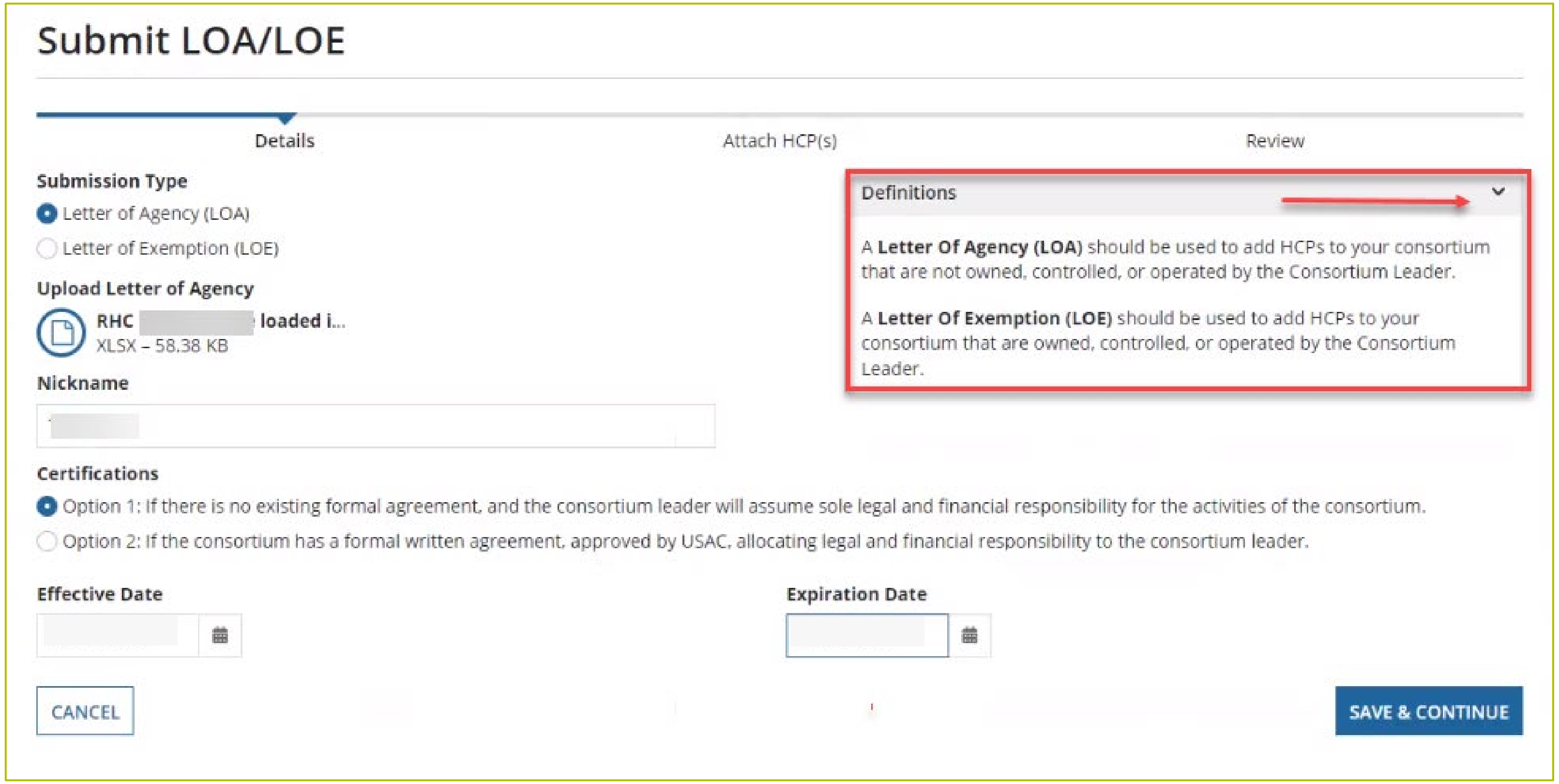
View LOA(s)/LOE(s) Screen (continued)

- Click **Submit New LOA/LOE**.



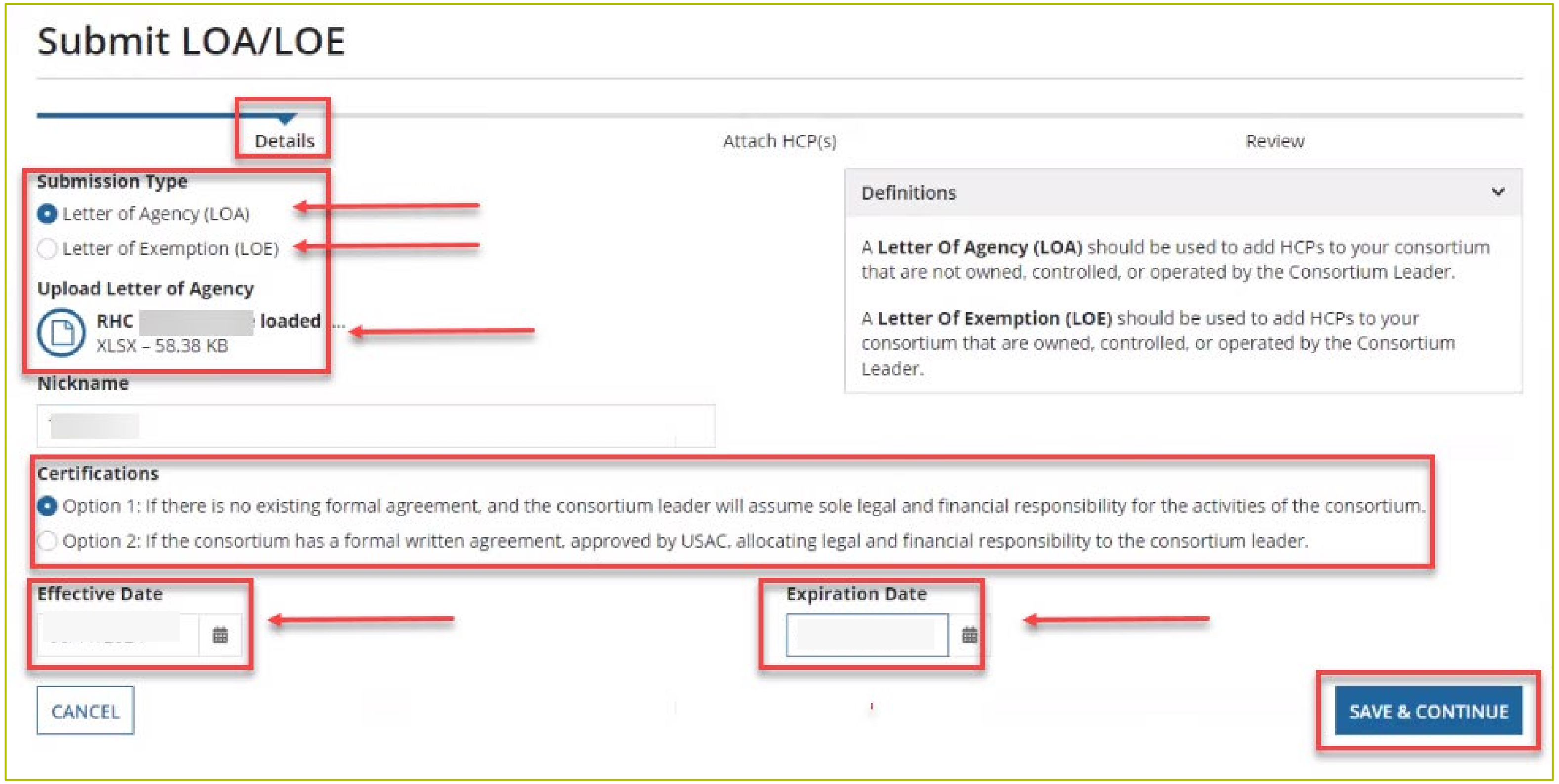
Submit LOA/LOE - Details

- Click the arrow beside **Definitions** to view a description of **Letter of Agency (LOA)** and **Letter of Exemption (LOE)**.



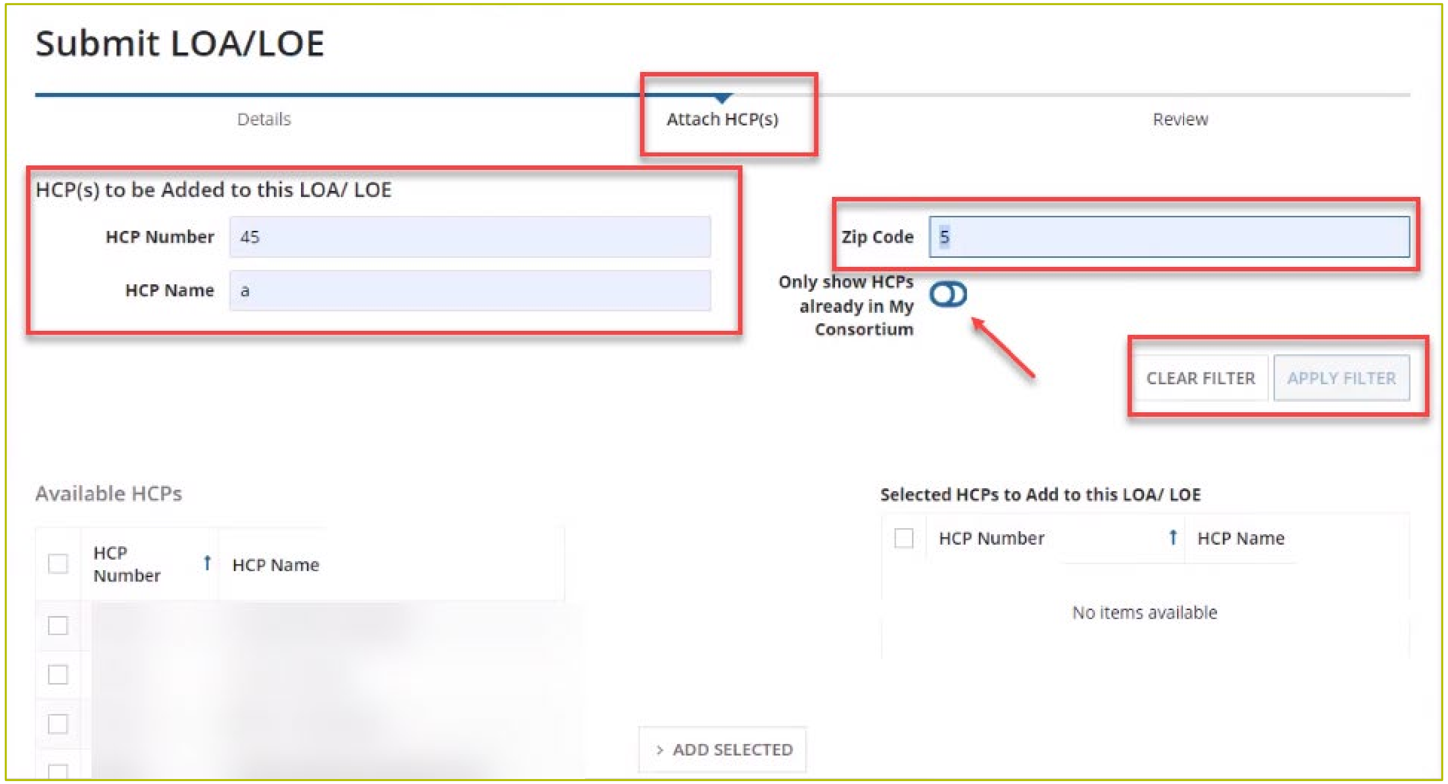
Submit LOA/LOE – Details (continued)

- Click correct radio button under **Submission Type** and upload document.
- Enter a nickname and select **Option 1** or **Option 2** under **Certifications**.
- Select the **Effective Date** and the **Expiration Date** from the dropdown calendar, then click **Save & Continue**.



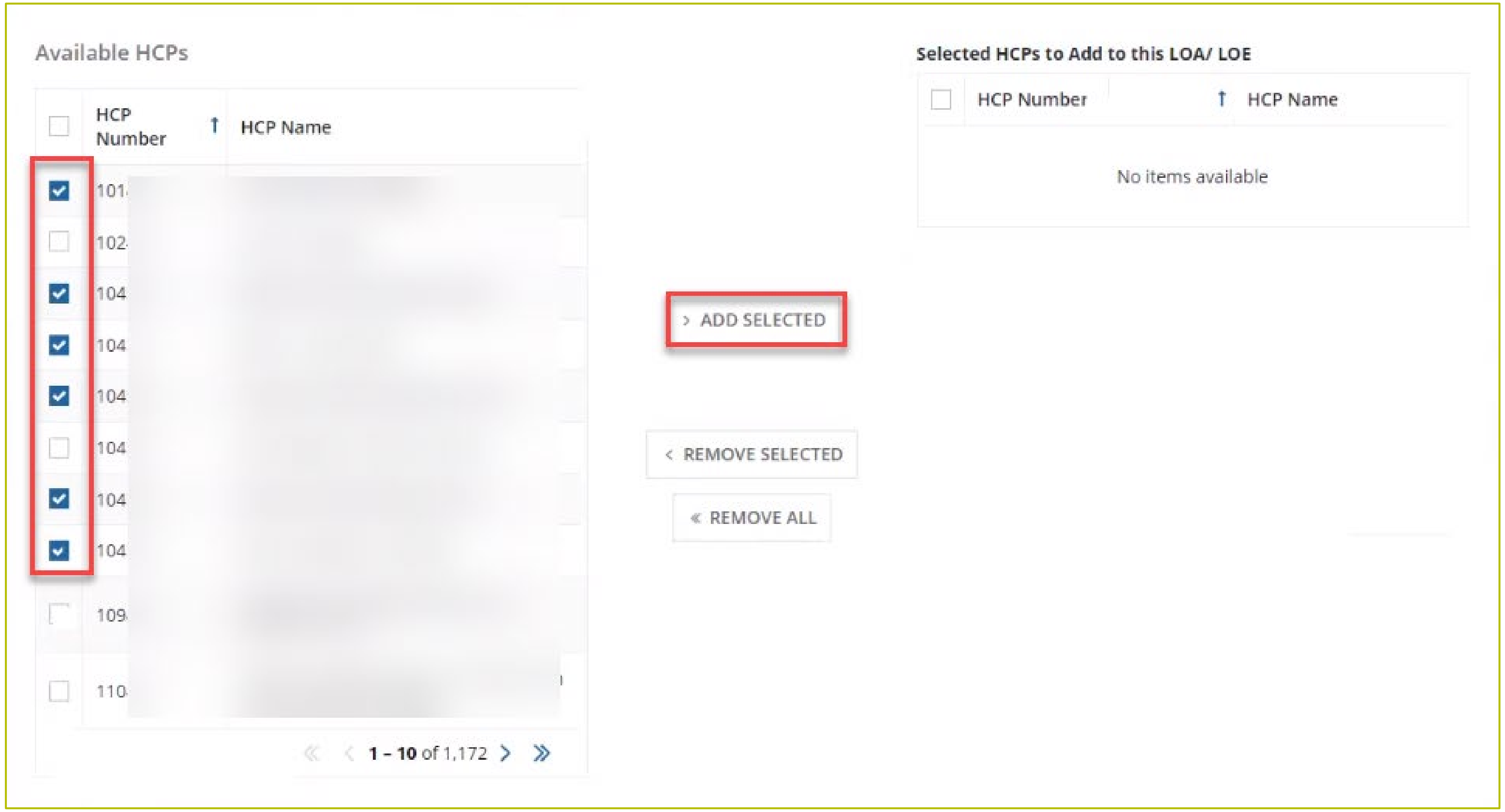
Attach HCP(s)

- Search by **HCP Number**, **HCP Name** or **Zip Code**, then click **Apply Filter**.
- Open the toggle to show sites already in the consortium.



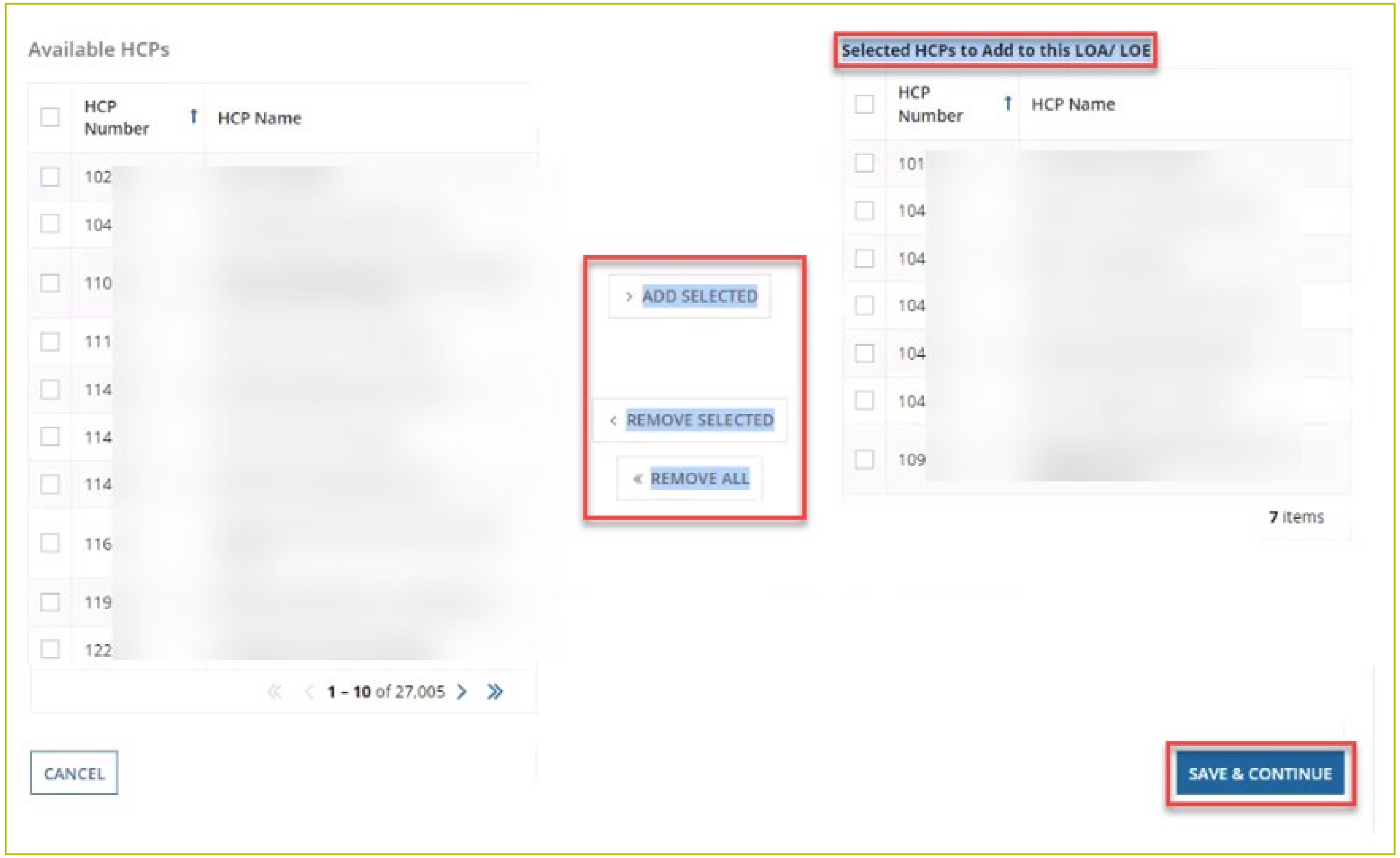
Attach HCPs (continued)

- Select the HCPs to attach, then click **Add Selected**.



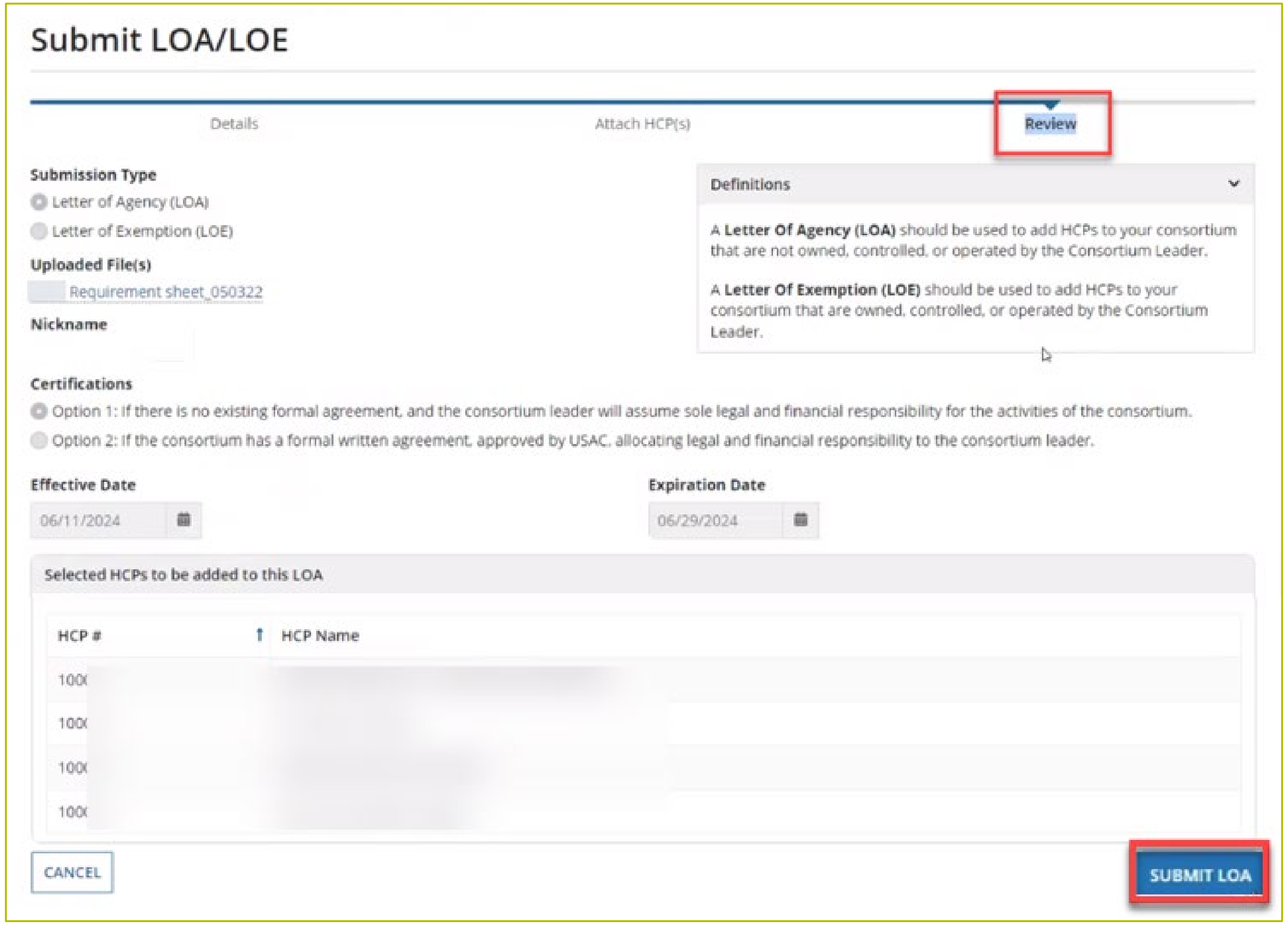
Attach HCPs (continued)

- Selected HCPs will move to column on the right.
- Click **Remove Selected** or **Remove All** if the HCP(s) was selected incorrectly.
- Once all HCPs are added, click **Save & Continue**.



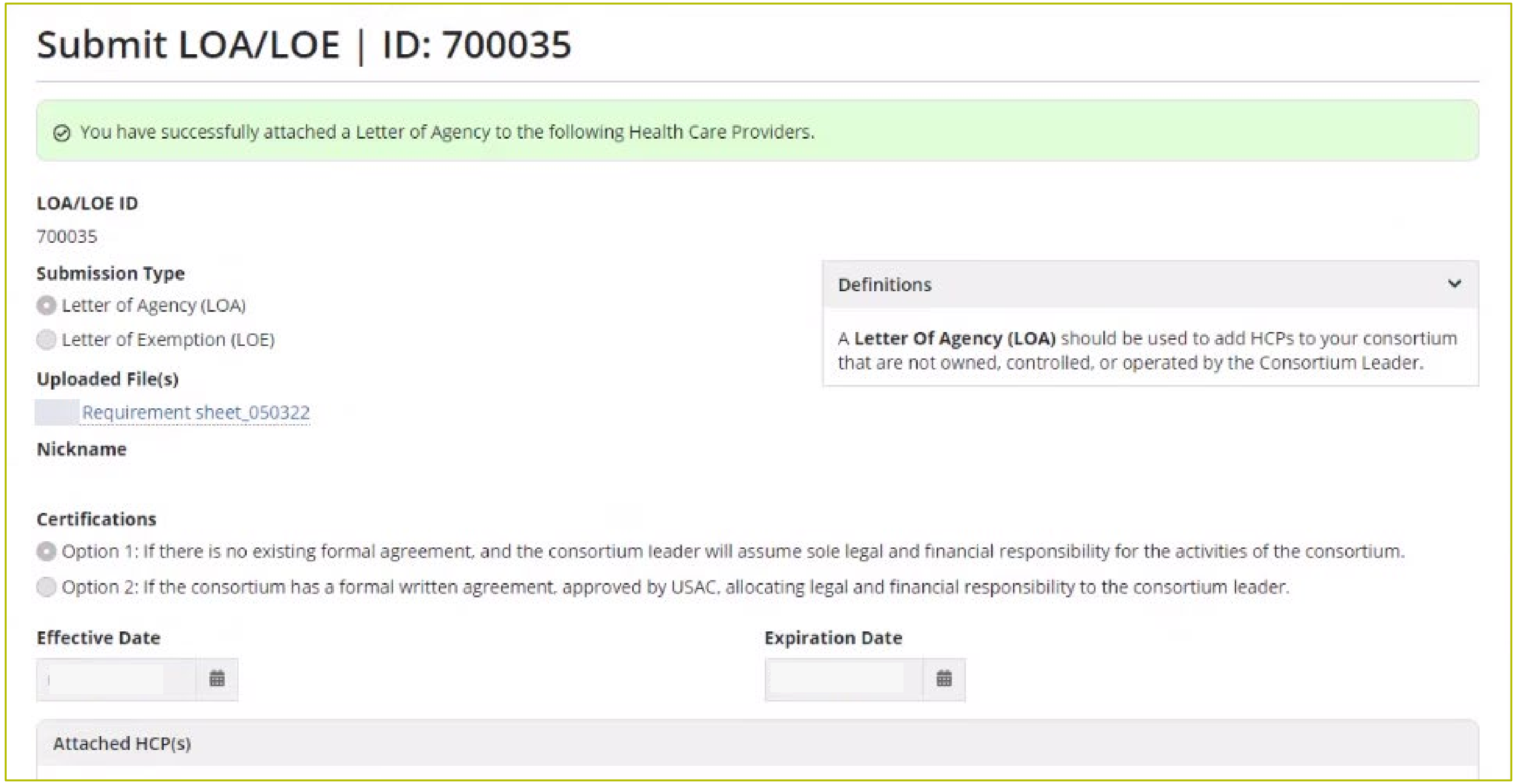
Review

- Review information, then click **Submit LOA**.



After Submitting

- Message in green banner confirms LOA was successfully submitted.



Best Practices and Resources

Authorizations & User Management
in RHC Connect

Best Practices

- Keep all authorizations up to date.
- The PAH is responsible for keeping authorizations current.
- If the PAH is leaving the organization, submit an FCC Form 460 revision to update contact information for the new PAH prior to leaving.
- Be sure all uploaded documents are complete and include all required information.
  - Use online templates.
- USAC cannot make any changes on your behalf.

Online Resources

- Authorizations webpage
- Consultants & Third Parties webpage
- Third Party Authorization webpage
- Sample TPA
- RHC Connect User Guide – Third-Party Authorization
- Letter of Agency webpage
- Sample LOA
- Letter of Exemption webpage
- RHC Connect LOA/LOE Submission User Guide
- Webinars webpage - Consortium Best Practices webinars

Upcoming Trainings

Please join the RHC Outreach team for the following webinars:

- HCF Program Office Hours Webinar:
  - When: Wednesday, March 12, 2025, from 2-3 p.m. ET - Register
- Telecom Program Office Hours Webinar:
  - When: Wednesday, March 19, 2025, from 2-3 p.m. ET - Register
- FY2025 Service Provider Training:
  - When: Wednesday, March 26, 2025, from 2-3 p.m. ET - Register
- For a list of upcoming webinars, check the RHC Upcoming Dates webpage for dates and details.

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

The 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 and RHC Connect
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer

Questions?

Thank You!

Universal Service Administrative Co.