



# Authorizations & User Management in RHC Connect

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

March 5, 2025

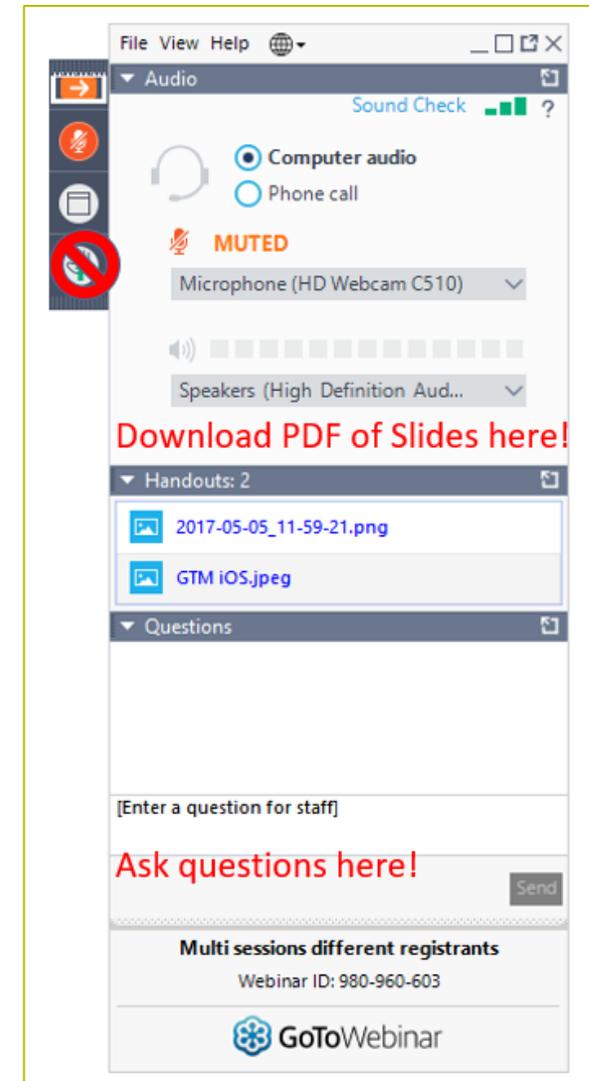
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# Housekeeping

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  - 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

<b>Acronym</b>	<b>Definition</b>
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)

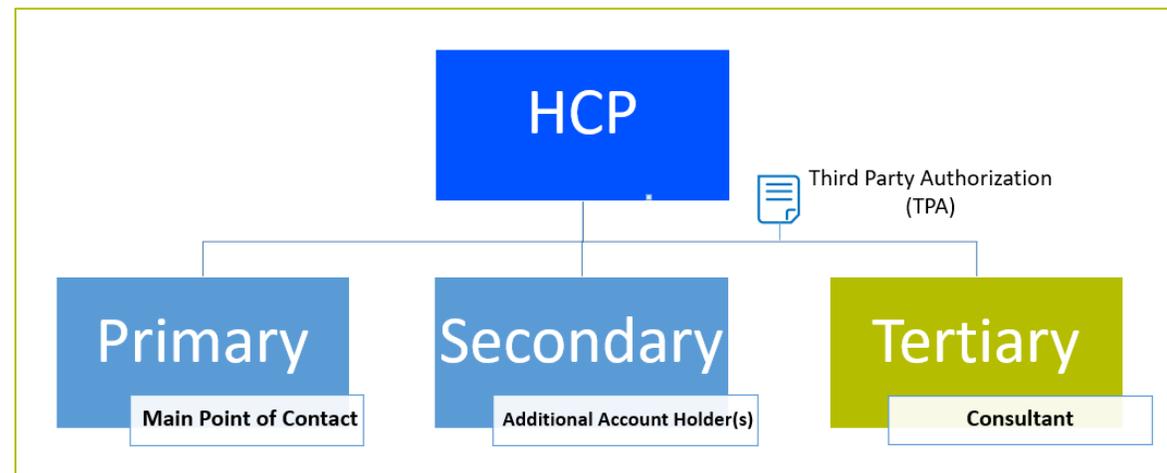
- Must work for the legal entity of the HCP
- Responsible for the accuracy of information submitted to USAC
- Can only be one individual
- Mandatory for every HCP
- Responsible for keeping all account holder information current

## 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

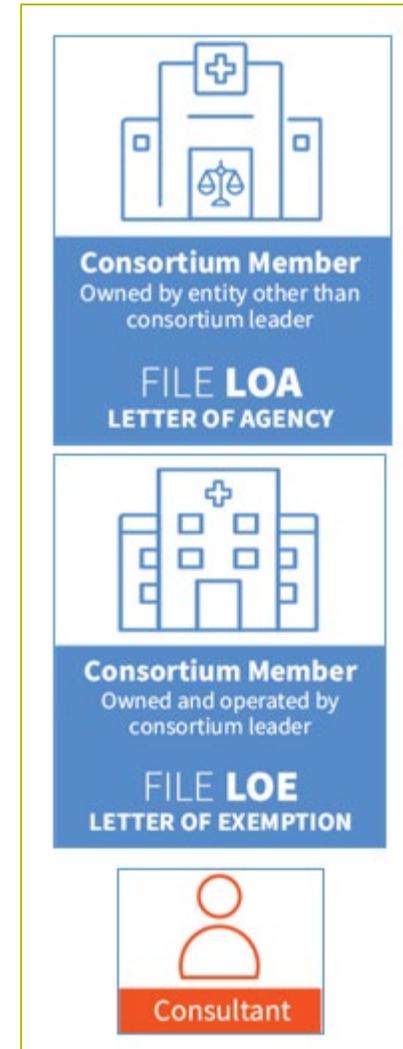
## Tertiary Account Holder

- 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**.

The screenshot displays the 'Dashboard' page of the My Portal. At the top, there is a notification banner with an information icon and a close button, stating: '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.' Below the banner, the dashboard is organized into three main sections: 'Upcoming Dates', 'Rural Health Care', and 'Help?'. The 'Rural Health Care' section is expanded, showing three sub-sections: 'RHC Connect', 'RHC My Portal', and 'Connected Care Pilot Program'. The 'RHC Connect' section is highlighted with a red border and contains the text: 'RHC Connect - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.' The 'RHC My Portal' section contains text about creating and submitting forms for the Telecom Program, CCPP, HCF, and other programs. The 'Connected Care Pilot Program' section contains text about submitting forms for annual reports and final reports. The 'Help?' section includes links for 'Send us a message' and 'Call us'.

**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**

**Rural Health Care**

**RHC Connect** - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.

**RHC My Portal** - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program for the FCC Form 465, the Connected Care Pilot Program (CCPP), the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier, and the Telecommunications (Telecom) Program for the FCC Form 466 and Form 467 for FY2023 and earlier.

**Connected Care Pilot Program** - Health care providers must use this form to complete, certify, and submit their required Connected Care Pilot Program Annual Reports and Final Report.

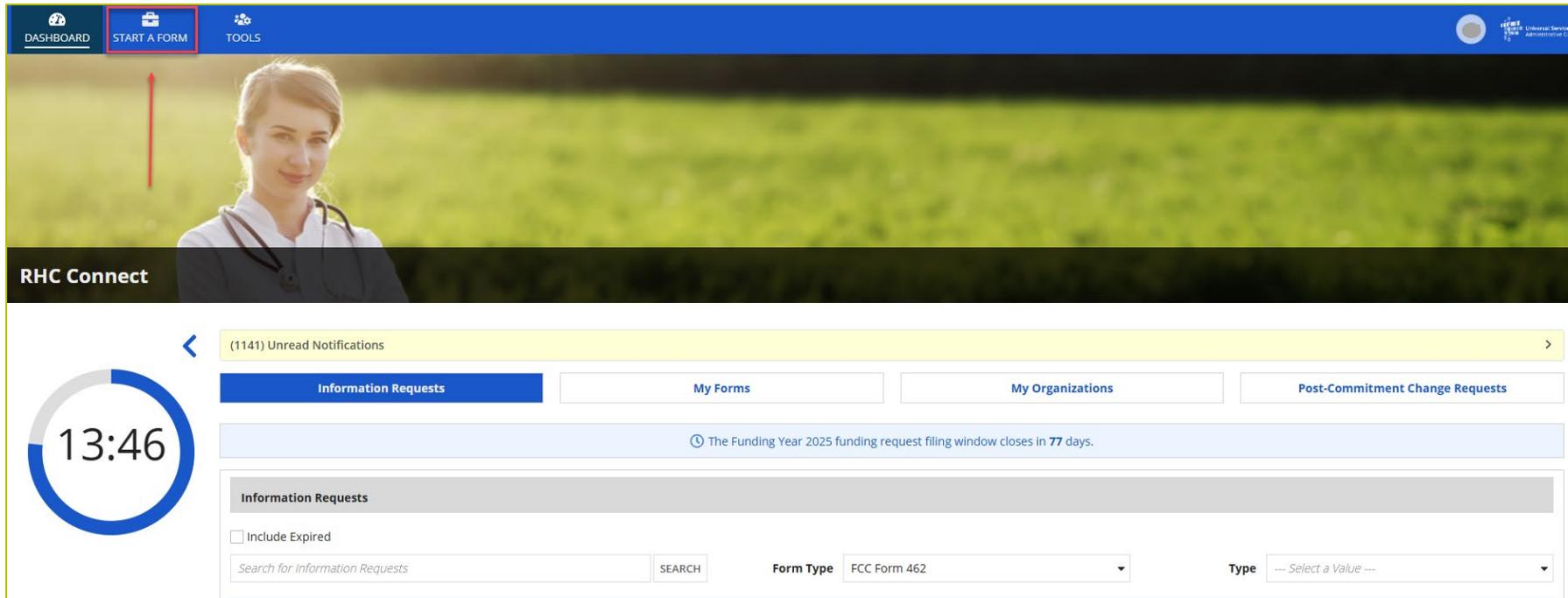
**Help?**

**Send us a message**  
[Click here](#)

**Call us**  
(888) 641-8722

# Start a Form

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



The screenshot displays the RHC Connect dashboard interface. At the top, a blue navigation bar contains three main sections: 'DASHBOARD', 'START A FORM', and 'TOOLS'. The 'START A FORM' button is highlighted with a red rectangular box, and a red arrow points upwards from the main content area towards this button. Below the navigation bar is a large banner image of a woman in a white lab coat with a stethoscope, set against a blurred green field background. Underneath the banner, the text 'RHC Connect' is visible. The main dashboard area features a yellow notification bar at the top with '(1141) Unread Notifications'. Below this is a row of four buttons: 'Information Requests' (highlighted in blue), 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. A light blue banner below the buttons contains a clock icon and the text 'The Funding Year 2025 funding request filing window closes in 77 days.' The 'Information Requests' section includes a circular timer showing '13:46', a search bar with the placeholder 'Search for Information Requests' and a 'SEARCH' button, a 'Form Type' dropdown menu currently set to 'FCC Form 462', and a 'Type' dropdown menu with the placeholder '--- Select a Value ---'. The 'Include Expired' checkbox is currently unchecked.

# FCC Form 460

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

RHC Connect

< What type of Form would you like to file?

13:51

See if you Qualify to Participate

FCC Form 460



Eligibility and FCC Form 460 Revisions

Determine if your health care facility is eligible for Rural Health Care (RHC) Program funding for the Healthcare Connect Fund (HCF) Program and/or Telecommunications (Telecom) Program by submitting an FCC Form 460.

# FCC Form 460

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

Which FCC Form 460 would you like to file?



File a New FCC Form 460

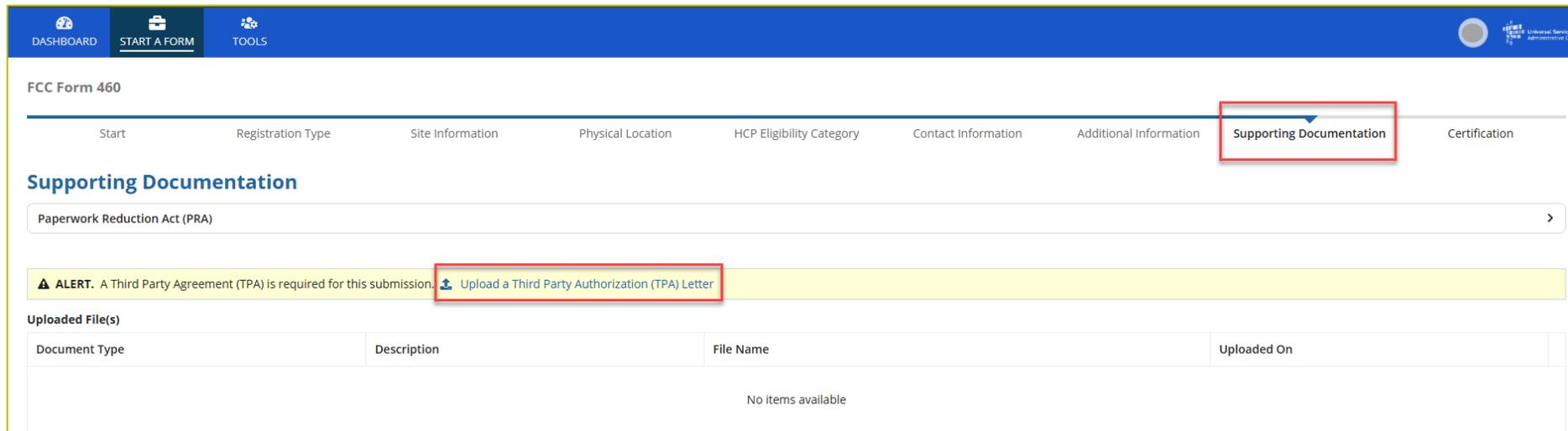


File a New FCC Form 460  
Revision

NEXT

# 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.

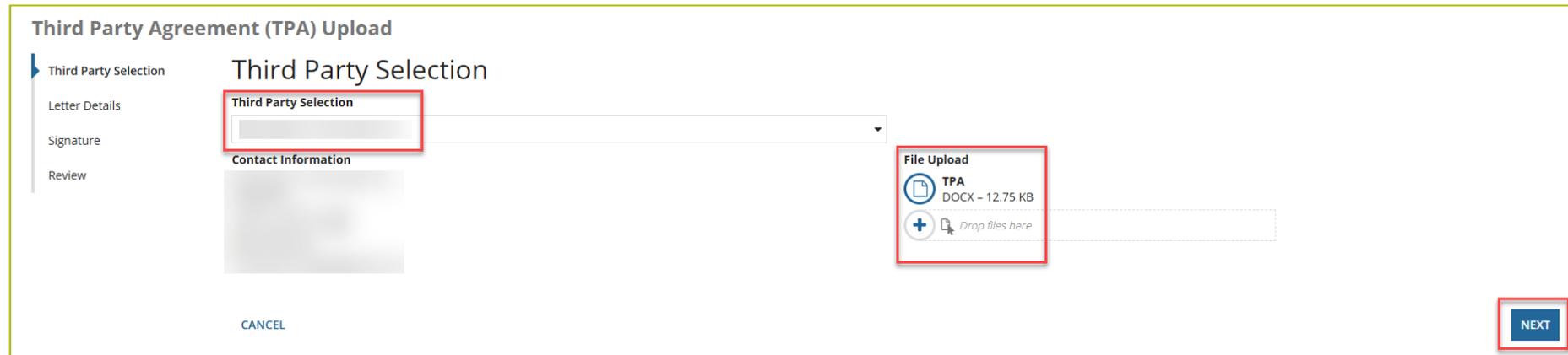


The screenshot displays the FCC Form 460 web interface. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' tabs. The main content area is titled 'FCC Form 460' and features a progress bar with steps: Start, Registration Type, Site Information, Physical Location, HCP Eligibility Category, Contact Information, Additional Information, **Supporting Documentation** (highlighted with a red box), and Certification. Below the progress bar, the 'Supporting Documentation' section is active, showing a 'Paperwork Reduction Act (PRA)' dropdown. A yellow alert banner contains the text: '▲ ALERT. A Third Party Agreement (TPA) is required for this submission.' followed by a red-bordered button that says 'Upload a Third Party Authorization (TPA) Letter'. Below the alert, there is a table for 'Uploaded File(s)' with columns for Document Type, Description, File Name, and Uploaded On. The table currently shows 'No items available'.

Document Type	Description	File Name	Uploaded On
No items available			

# 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**.



**Third Party Agreement (TPA) Upload**

Third Party Selection

Third Party Selection

Contact Information

File Upload

TPA  
DOCX - 12.75 KB

Drop files here

CANCEL

NEXT

# TPA Upload – Letter Details

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

**Third Party Agreement (TPA) Upload**

Third Party Selection

**Letter Details**

Signature

Review

**131576 - test** authorizes **CRN00022 - [REDACTED]** to prepare and submit Federal Communications Commission (FCC) forms for the Healthcare Connect Fund (HCF - FCC Forms 460, 461, 462, and 463) and Telecommunications [REDACTED] (TELECOM - FCC Forms 465, 466, and 469) programs. This includes all required supporting documentation.

**Expiration Date**

06/30/ [REDACTED] [REDACTED]

HCP(s) to be added to this TPA

HCPs	Selected HCP(s) to be added to this TPA	
HCP Number	HCP Name	Address
[REDACTED]	test	[REDACTED]

GO BACK CANCEL **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**.

**Third Party Agreement (TPA) Upload**

Third Party Selection  
Letter Details  
**Signature**  
Review

### Signature

**Acknowledgements**

- Applicant is responsible for authorizing and managing all of its account holders.
- Applicant authorizes [redacted] and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- Applicant authorizes [redacted] 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 [redacted] 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 [redacted] during the application and funding process.
- Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by [redacted]

**Name**  
[redacted]

**Date**  
[redacted] [calendar icon]

**Digital Signature**  
[redacted]  
Must match the name in the Name Field

# Review

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

**Third Party Selection**

[Redacted]

**Contact Information**

[Redacted]

**File Upload**

TPA  
DOCX - 12.75 KB

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

**Expiration Date**

[Redacted]

**HCP(s) to be added to this TPA**

**Selected HCP(s) to be added to this TPA**

[Redacted]

**Acknowledgements**

Applicant is responsible for authorizing and managing all of its account holders.

Applicant authorizes [Redacted] and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.

Applicant authorizes [Redacted] 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 [Redacted] 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 [Redacted] during the application and funding process.

Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by [Redacted] nc.

**Name**

[Redacted]

**Digital Signature**

[Redacted]

**Date**

[Redacted]

Must match the name in the Name Field

# Submit FCC Form 460

- Continue with steps to submit the FCC Form 460.

FCC Form 460 |

Start    Registration Type    Site Information    Physical Location    HCP Eligibility Category    Contact Information    Additional Information    **Supporting Documentation**    Certification

### Supporting Documentation

Paperwork Reduction Act (PRA) >

**Uploaded File(s)**

Document Type	Description	File Name	Uploaded On	
TPA	Third Party Authorization	CRN00022 - [REDACTED]	[REDACTED]	✕

+ Add Document

BACK    EXIT    **SAVE & CONTINUE**

# 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.

The screenshot displays the RHC Connect dashboard interface. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. A large banner image shows a healthcare professional. Below the banner, a notification bar indicates '(1141) Unread Notifications'. A central navigation area contains tabs for 'Information Requests', 'My Forms' (highlighted), 'My Organizations', and 'Post-Commitment Change Requests'. A circular clock icon shows the time as 15:45. A blue banner below the tabs states: 'The Funding Year 2025 funding request filing window closes in 77 days.' The main content area is titled 'My Forms' and features a 'Form Type' dropdown menu set to 'TPA'. Below this is a search bar with 'SEARCH' and 'STATUS | Any' filters. A table lists TPA entries with the following columns: ID, Consultant Group Name, Consultant Group Registration Number, Expiration Date, Submitted By, Submitted On, Status, and Actions. The 'Actions' column contains an eye icon for each entry.

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
70	[REDACTED]	CRN00022	[REDACTED]	[REDACTED]	[REDACTED]	Auto-Approved	👁️
69	[REDACTED]	CRN00022	[REDACTED]	[REDACTED]	[REDACTED]	Auto-Approved	👁️

# 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**.

The screenshot displays the TPA Summary screen. At the top, there are navigation tabs: DASHBOARD, START A FORM, and TOOLS. The main content area is titled 'TPA' and includes a 'Summary' tab. Below this, the 'Submission Summary' section shows the status as 'Auto-Approved'. Fields for 'Consultant Group Name', 'Consultant Registration Number', and 'TPA Expiration Date' are present, along with 'Submitted By' and 'Submitted On' fields. A table titled 'Attached HCP(s)' lists five HCPs, all with a status of 'Approved'. At the bottom, the 'TPA Document' section contains a table with columns for 'Document Type', 'Date Uploaded', and 'File'. A document titled '\_Generated TPA Letter' is listed. A 'RETURN TO DASHBOARD' button is located in the bottom right corner.

HCP Number	HCP Name	Address	Status
			Approved

Document Type	Date Uploaded	File
TPA Letter		<a href="#">_Generated TPA Letter</a>

**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**.

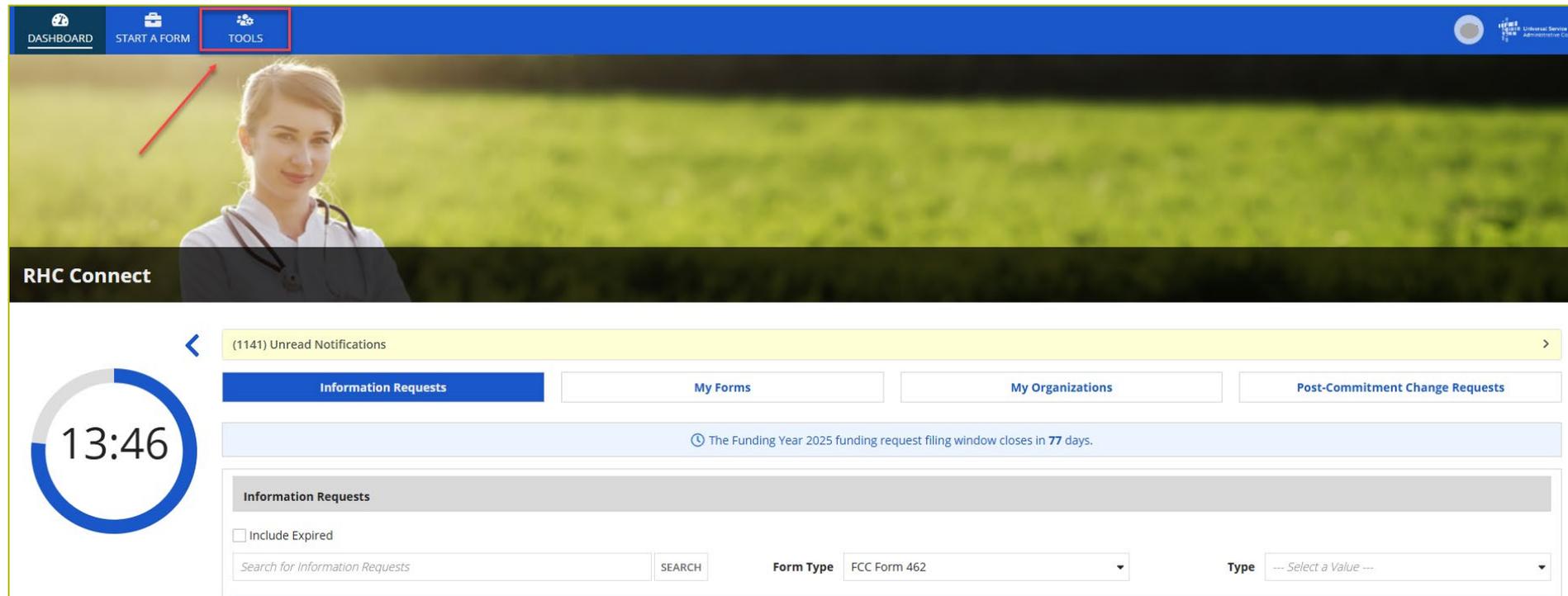
The screenshot displays the 'Dashboard' of the My Portal. At the top, there is a yellow notification banner with an information icon and a close button (X). The banner text reads: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 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.'

Below the banner, the dashboard is organized into three main sections:

- Upcoming Dates:** Represented by a calendar icon, this section is currently empty.
- Rural Health Care:** This section is expanded, showing a list of links. The first link, **RHC Connect**, is highlighted with a red border. Its description states: 'Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.' Below this, there are two other links: **RHC My Portal** and **Connected Care Pilot Program**, each with their respective descriptions.
- Help?:** This section contains two links: 'Send us a message [Click here](#)' and 'Call us (888) 641-8722'.

# RHC Connect Dashboard

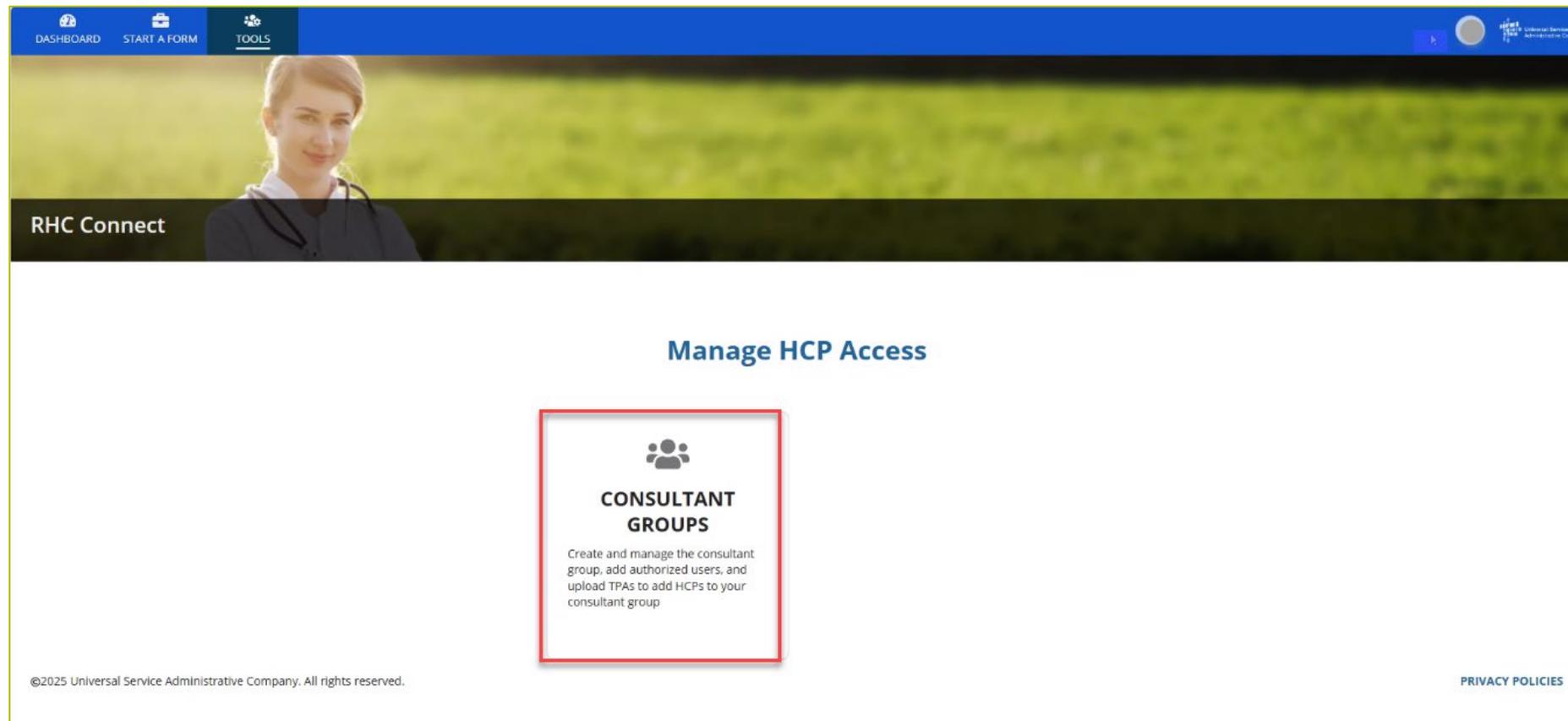
- On the **Dashboard**, click **Tools**.



The screenshot displays the RHC Connect Dashboard interface. At the top, a blue navigation bar contains three main menu items: 'DASHBOARD', 'START A FORM', and 'TOOLS'. The 'TOOLS' item is highlighted with a red box, and a red arrow points to it from the left. Below the navigation bar is a large banner image of a woman in a white lab coat with a stethoscope, set against a green field background. The text 'RHC Connect' is overlaid on the bottom left of this banner. Below the banner, the dashboard content includes a notification bar at the top left showing '(1141) Unread Notifications'. Below this are four main navigation buttons: 'Information Requests' (highlighted in blue), 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. A blue banner below these buttons contains a clock icon and the text 'The Funding Year 2025 funding request filing window closes in 77 days.' Below this is a section titled 'Information Requests' with a search bar containing the text 'Search for Information Requests', a 'SEARCH' button, a 'Form Type' dropdown menu set to 'FCC Form 462', and a 'Type' dropdown menu set to '--- Select a Value ---'. On the left side of the dashboard, there is a circular clock icon displaying the time '13:46'.

# Manage HCP Access

- Click **Consultant Groups**.



# Consultant Group Registration

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

### Consultant Group Registration

<b>Consultant Group Name</b> <input type="text"/>	<b>FCC Registration Number</b> <input type="text"/>	
<b>Address 1</b> <input type="text"/>	<b>Address 2 (Optional)</b> <input type="text"/>	
<b>City</b> <input type="text"/>	<b>State</b> <input type="text" value="Select State"/>	<b>ZIP Code</b> <input type="text"/>
<b>Primary Contact Email</b> <input type="text"/>	<b>Primary Contact Phone</b> <input type="text"/>	

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# Consultant Group Registration - Confirmation

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

### Consultant Group Registration

✔ This new Consultant Group has been created.

FCC Registration Number  
[Redacted]

Consultant Group Name  
[Redacted]

Address 1  
[Redacted]

City  
[Redacted]

Primary Contact Email  
jvanhorn@pcmhmo.org

Address 2 (Optional)  
[Redacted]

State  
[Redacted]

Primary Contact Phone  
[Redacted]

Consultant Group Registration Number  
[Redacted]

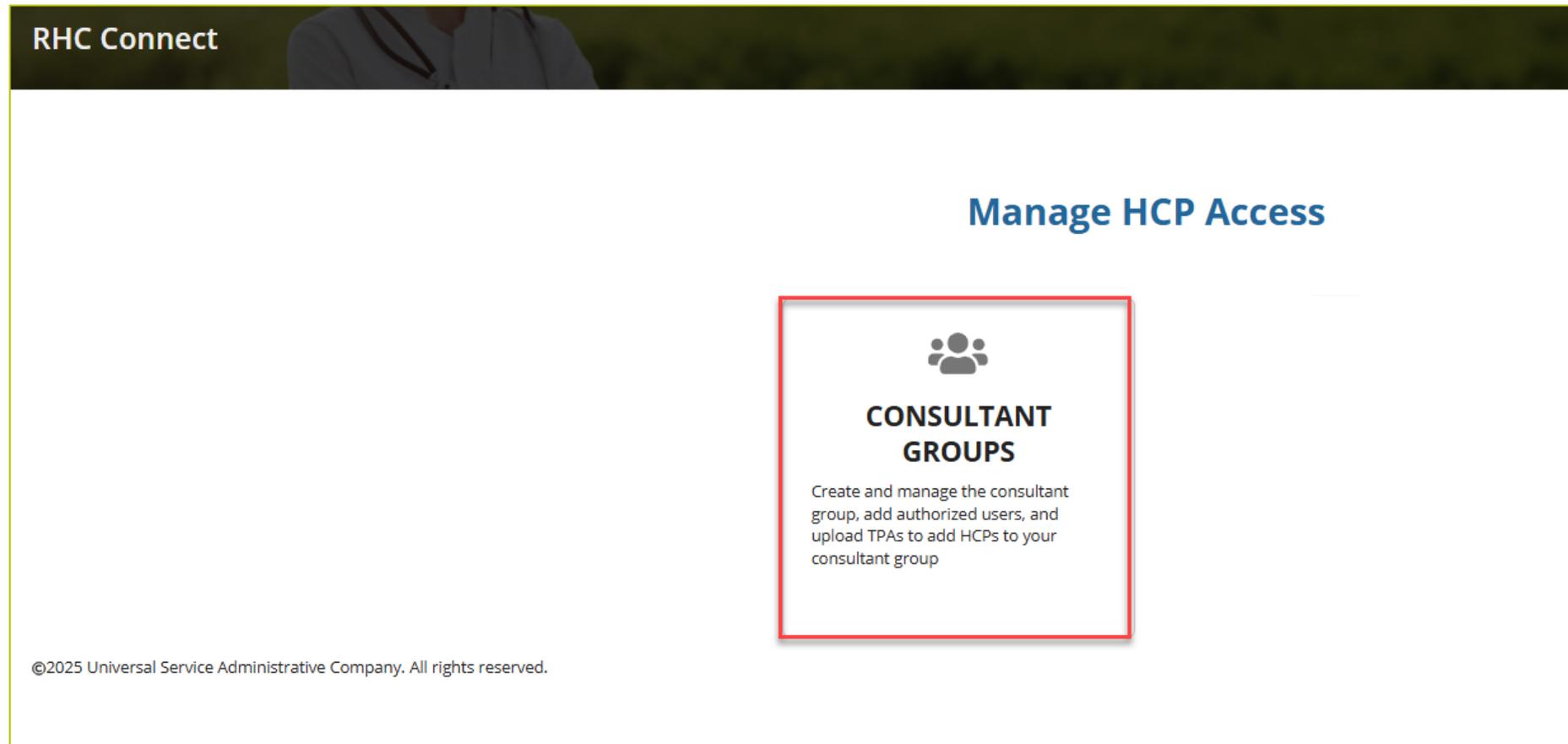
ZIP Code  
[Redacted]

[CLOSE](#)

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# 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**.

RHC Connect

MANAGE GROUP(S) **GROUP USER(S)**

## Group User(s)

Consultant Group

Consultant Group Members

Name	Email
No items available	

**REMOVE**

Add User(s) to Group

Name	Email
<input type="text"/>	<input type="text"/>

**ADD**

# Manage Groups Tab

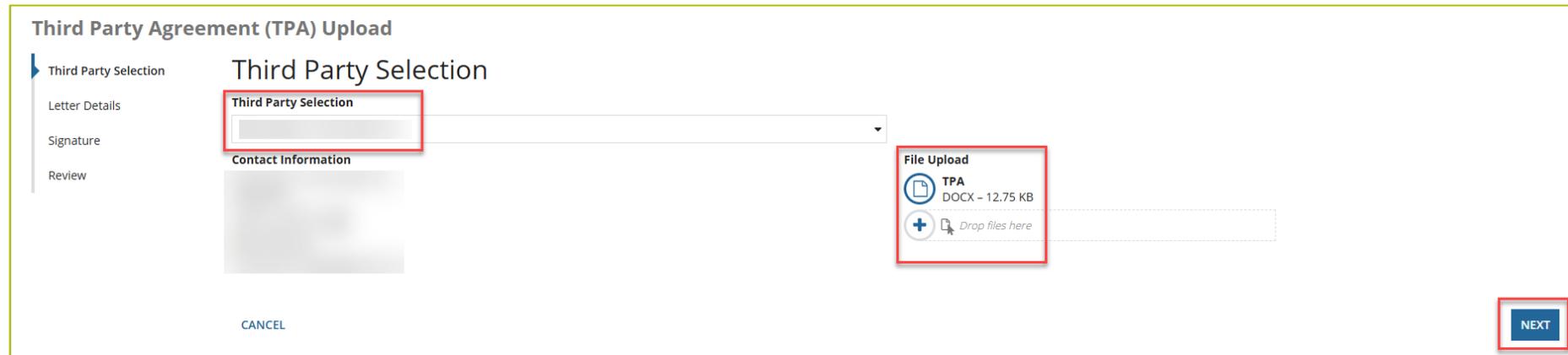
- All HCPs will be displayed.
- To view a document or remove an HCP from the group, click the hyperlinks under the **Action(s)** column.
- To delete the consultant group, click **Delete Group**.
- To add a TPA, click **+Add TPA**.

The screenshot displays the 'Manage Group(s)' interface. At the top, there are tabs for 'MANAGE GROUP(S)' and 'GROUP USER(S)'. A '+ ADD TPA' button is located in the top right corner. Below the title, there is a 'Consultant Group' section with a blurred name and an 'UPDATE CONSULTANT GROUP INFORMATION' button. The 'Group Details' section includes fields for 'Consultant Registration Number' (CRN00022), 'Address', 'Email', and 'Phone'. Below this is the 'HCP Information' table with columns for 'HCP Number', 'HCP Name', 'Expiration', 'Submitted By', 'TPA Status', and 'Action(s)'. The 'Action(s)' column contains multiple rows of links: 'Document(s) | Remove HCP from Group'. A red box highlights this column. At the bottom right, there is a '9 Items' indicator and a 'DELETE GROUP' button with a red arrow pointing to it.

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group
					Document(s)   Remove HCP from Group

# 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**.



**Third Party Agreement (TPA) Upload**

Third Party Selection

Third Party Selection

Contact Information

File Upload

TPA  
DOCX - 12.75 KB

Drop files here

CANCEL

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**.

**Third Party Agreement (TPA) Upload**

Letter Details

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

**Expiration Date**

HCP(s) to be added to this TPA

HCP Name HCP Number ZIP Code

CLEAR FILTER APPLY FILTER

**HCPs**

<input checked="" type="checkbox"/>	HCP Number	HCP Name	Address
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]

**Selected HCP(s) to be added to this TPA**

Showing 1 - 5 of 5

GO BACK CANCEL 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**.

### Third Party Agreement (TPA) Upload

Third Party Selection

Letter Details

**Signature**

Review

#### Signature

**Acknowledgements**

- Applicant is responsible for authorizing and managing all of its account holders.
- Applicant authorizes [redacted]; and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
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- Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by [redacted]

**Name**

[redacted]

**Date**

[redacted] 📅

**Digital Signature**

[redacted]

Must match the name in the Name Field

[GO BACK](#) [CANCEL](#) [NEXT](#)

# Review

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

 TPA  
DOCK - 12.75 KB

authorizes

CRN00022 - [redacted] to prepare and submit Federal Communications Commission (FCC) forms for the Healthcare Connect Fund (HCF - FCC Forms 460, 461, 462, and 463) and Telecommunications [redacted] (ELECOM - FCC Forms 465, 466, and 469) programs. This includes all required supporting documentation.

**Expiration Date**

[redacted]

**HCP(s) to be added to this TPA**

**Selected HCP(s) to be added to this TPA**

[redacted]

Showing 1 - 5 of 5

**Acknowledgements**

Applicant is responsible for authorizing and managing all of its account holders.

Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.

Applicant authorizes CRN00022 - Washington Commanders Inc 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 CRN00022 - Washington Commanders Inc 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 CRN00022 - Washington Commanders Inc during the application and funding process.

Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by CRN00022 - Washington Commanders Inc.

**Name** [redacted] **Digital Signature** [redacted]

**Date** [redacted] Must match the name in the Name Field

[redacted]

# 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.

The screenshot shows the RHC Connect dashboard. At the top, there are navigation tabs: DASHBOARD, START A FORM, and TOOLS. The main header area features a large image of a healthcare professional and the text "RHC Connect". Below this, there is a notification bar indicating "(1141) Unread Notifications". A circular clock icon shows the time "15:45". The main content area has four tabs: Information Requests, My Forms (highlighted in blue), My Organizations, and Post-Commitment Change Requests. A blue banner below the tabs states: "The Funding Year 2025 funding request filing window closes in 77 days." The "My Forms" section includes a "Form Type" dropdown menu with "TPA" selected. Below the dropdown is a search bar with "SEARCH" and "STATUS | Any" options. A table of TPA forms is displayed with the following columns: ID, Consultant Group Name, Consultant Group Registration Number, Expiration Date, Submitted By, Submitted On, Status, and Actions. The table contains two rows of data, both with "Auto-Approved" status. The "Actions" column contains eye icons. A red box highlights the "My Forms" tab, the "Form Type" dropdown, and the "Actions" column.

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
70		CRN00022				Auto-Approved	👁
69		CRN00022				Auto-Approved	👁

# 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**.

The screenshot displays the TPA Summary screen. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. The main content area is titled 'TPA' and includes a 'Summary' tab. Below this, the 'Submission Summary' section shows the status as 'Auto-Approved' and lists fields for Consultant Group Name, Consultant Registration Number, TPA Expiration Date, Submitted By, and Submitted On. A table titled 'Attached HCP(s)' contains five rows, each with columns for HCP Number, HCP Name, Address, and Status (all 'Approved'). The 'TPA Document' section at the bottom lists a 'TPA Letter' document type with a file named '\_Generated TPA Letter'. A 'RETURN TO DASHBOARD' button is located in the bottom right corner.

HCP Number	HCP Name	Address	Status
			Approved

Document Type	Date Uploaded	File
TPA Letter		<a href="#">_Generated TPA Letter</a>

# Update Consultant Group Information

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

**MANAGE GROUP(S)** GROUP USER(S)

## Manage Group(s)

**+ ADD TPA**

Consultant Group

Group Details

Consultant Registration Number: CRN00022  
Address: [Redacted]  
Email: [Redacted]  
Phone: [Redacted]

**UPDATE CONSULTANT GROUP INFORMATION**

HCP Information

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Document(s)   Remove HCP from Group
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Document(s)   Remove HCP from Group
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Document(s)   Remove HCP from Group
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Document(s)
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Document(s)   Remove HCP from Group
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Document(s)   Remove HCP from Group
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Document(s)   Remove HCP from Group
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Document(s)   Remove HCP from Group
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Document(s)   Remove HCP from Group

9 items

**DELETE GROUP**

## Update Consultant Group Information

Consultant Group Name: [Redacted]

FCC Registration Number: [Redacted]

Address 1: [Redacted]

Address 2 (Optional): [Redacted]

City: [Redacted]

State: [Redacted]

ZIP Code: [Redacted]

Primary Contact Email: [Redacted]

Primary Contact Phone: [Redacted]

**CANCEL** **UPDATE**

# Delete Consultant Group

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

The screenshot displays the 'Manage Group(s)' interface. At the top left, there are two buttons: 'MANAGE GROUP(S)' (highlighted with a red box) and 'GROUP USER(S)'. The main title is 'Manage Group(s)' with a '+ ADD TPA' button on the right. Below the title, there is a 'Consultant Group' section with a blurred input field. The 'Group Details' section contains fields for 'Consultant Registration Number' (CRN00022), 'Address', 'Email', and 'Phone', with a 'UPDATE CONSULTANT GROUP INFORMATION' button on the right. The 'HCP Information' section is a table with columns: HCP Number, HCP Name, Expiration, Submitted By, TPA Status, and Action(s). The table contains 9 rows of data, each with a 'Document(s) | Remove HCP from Group' link in the Action(s) column. At the bottom right, there is a '9 items' label and a 'DELETE GROUP' button, which is pointed to by a red arrow.

MANAGE GROUP(S) GROUP USER(S)

## Manage Group(s)

+ ADD TPA

Consultant Group

Group Details

Consultant Registration Number  
CRN00022

Address

UPDATE CONSULTANT GROUP INFORMATION

Email

Phone

HCP Information

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
					<a href="#">Document(s)</a>   Remove HCP from Group
					<a href="#">Document(s)</a>   Remove HCP from Group
					<a href="#">Document(s)</a>   Remove HCP from Group
					<a href="#">Document(s)</a>
					<a href="#">Document(s)</a>   Remove HCP from Group
					<a href="#">Document(s)</a>   Remove HCP from Group
					<a href="#">Document(s)</a>   Remove HCP from Group
					<a href="#">Document(s)</a>   Remove HCP from Group
					<a href="#">Document(s)</a>   Remove HCP from Group

9 items

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**.

The screenshot displays the 'Dashboard' of the My Portal. At the top, there is a notification banner with an information icon and a close button (X). The banner text reads: '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.' Below the banner, the dashboard is organized into three main sections: 'Upcoming Dates' (with a calendar icon), 'Rural Health Care' (with an upward arrow icon), and 'Help?'. The 'Rural Health Care' section is expanded, showing three sub-sections: 'RHC Connect', 'RHC My Portal', and 'Connected Care Pilot Program'. The 'RHC Connect' section is highlighted with a red border and contains the text: 'RHC Connect - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.' The 'RHC My Portal' section contains text about creating and submitting forms for the Telecom Program, CCPP, HCF, and previous Telecom forms. The 'Connected Care Pilot Program' section contains text about submitting annual reports and a final report. The 'Help?' section includes links for 'Send us a message' (with a 'Click here' link) and 'Call us' (with the phone number '(888) 641-8722').

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

Rural Health Care

Help?

Send us a message  
[Click here](#)

Call us  
(888) 641-8722

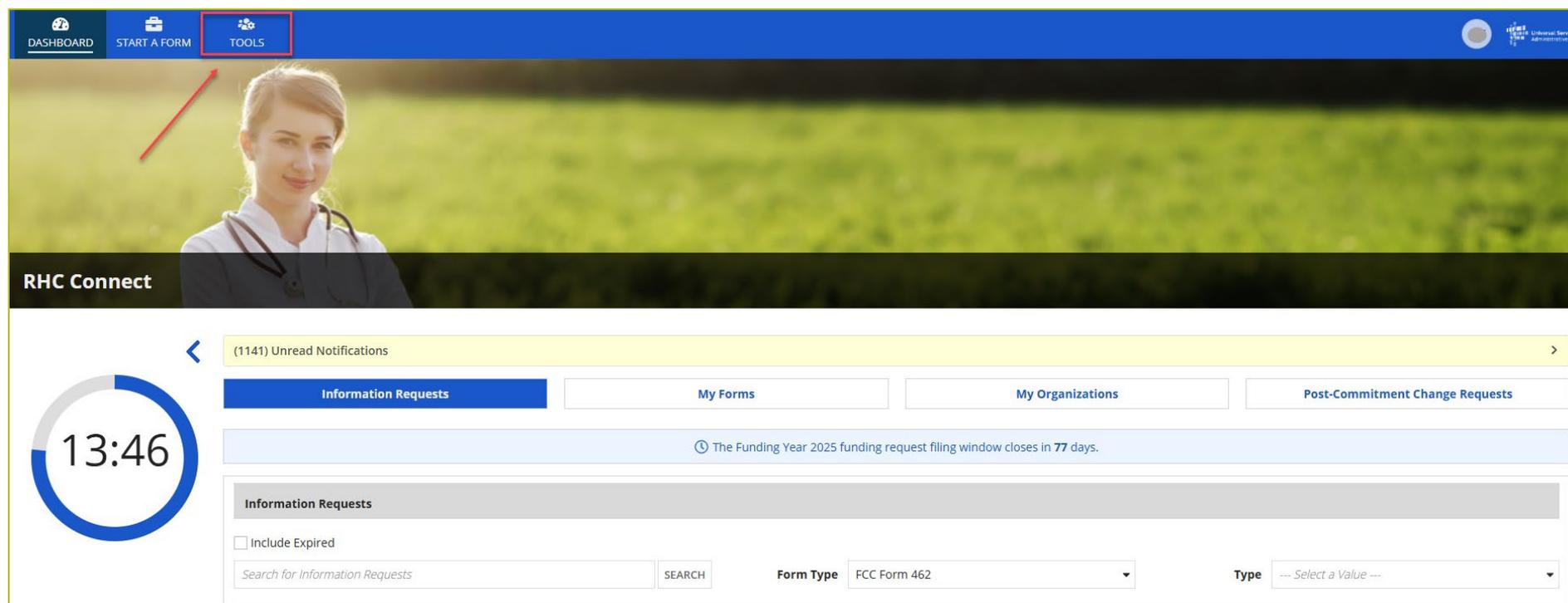
**RHC Connect** - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.

**RHC My Portal** - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program for the FCC Form 466, the Connected Care Pilot Program (CCPP), the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier, and the Telecommunications (Telecom) Program for the FCC Form 466 and Form 467 for FY2023 and earlier.

**Connected Care Pilot Program** - Health care providers must use this form to complete, certify, and submit their required Connected Care Pilot Program Annual Reports and Final Report.

# RHC Connect Dashboard

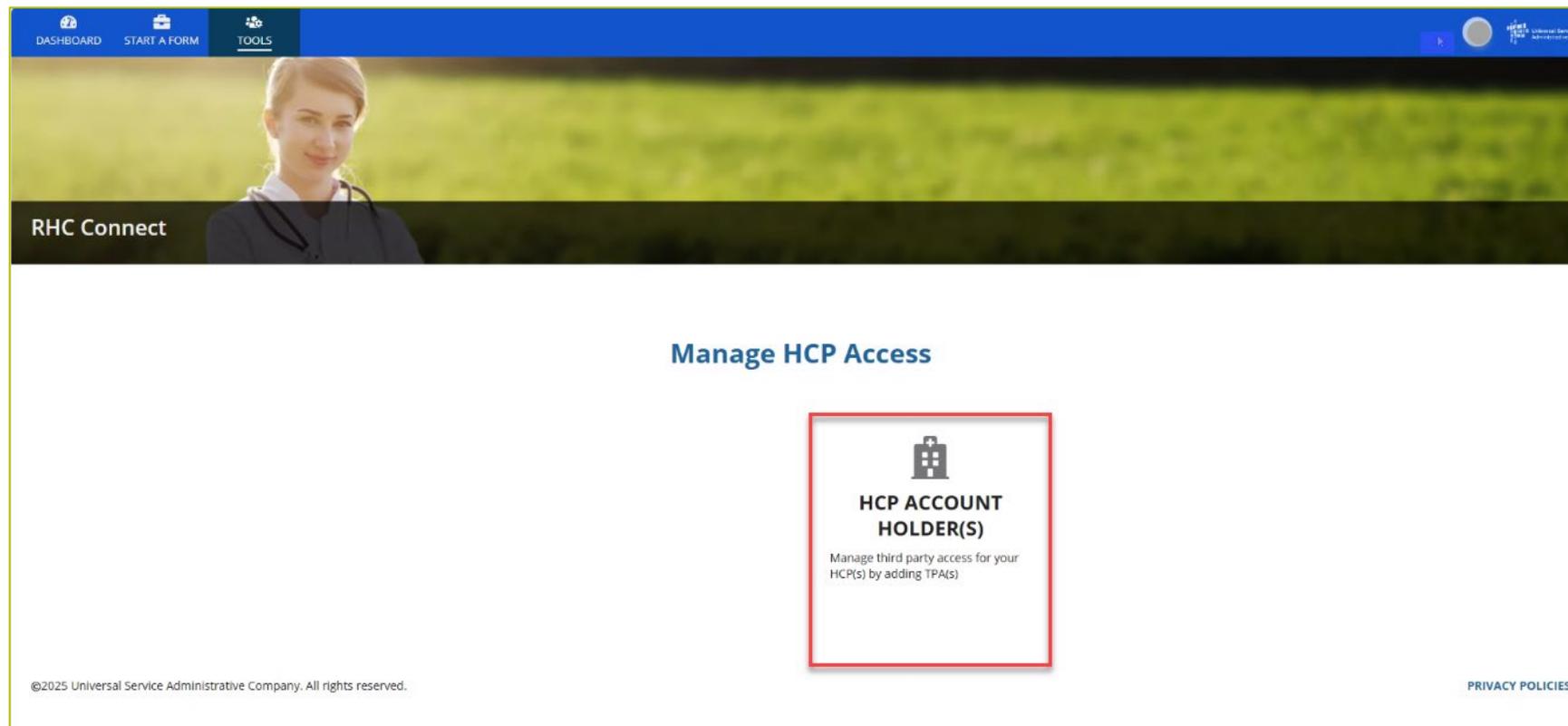
- On the **Dashboard**, click **Tools**.



The screenshot displays the RHC Connect Dashboard interface. At the top, a blue navigation bar contains three main menu items: **DASHBOARD**, **START A FORM**, and **TOOLS**. The **TOOLS** item is highlighted with a red box, and a red arrow points to it from the left. Below the navigation bar is a large banner image of a woman in a white lab coat with a stethoscope, standing in a field. The text **RHC Connect** is overlaid on the bottom left of the banner. Below the banner, a yellow notification bar shows **(1141) Unread Notifications**. A circular progress indicator on the left shows **13:46**. Below the notification bar, there are four main menu items: **Information Requests** (highlighted in blue), **My Forms**, **My Organizations**, and **Post-Commitment Change Requests**. A light blue banner below these items contains a clock icon and the text: **The Funding Year 2025 funding request filing window closes in 77 days.** The main content area is titled **Information Requests** and includes a checkbox for **Include Expired**, a search bar with the placeholder **Search for Information Requests** and a **SEARCH** button, a **Form Type** dropdown menu set to **FCC Form 462**, and a **Type** dropdown menu set to **--- Select a Value ---**.

# 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**.

**MANAGE GROUP(S)**

**Manage Group(s)**

HCP Name/Number  
 Consultant Group(s)

**+ ADD TPA**

**Consultant Information**

Consultant Group Name  
 Consultant Registration Number: CRN00019  
 Primary Contact Email  
 Address  
 Primary Contact Phone

**HCP Information**

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
				Approved	<a href="#">Document(s)   Remove HCP from Group</a>
				Approved	<a href="#">Document(s)   Remove HCP from Group</a>
				Approved	<a href="#">Document(s)   Remove HCP from Group</a>
				Approved	<a href="#">Document(s)   Remove HCP from Group</a>

**REMOVE ALL HCPs**

# 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**.

**Third Party Agreement (TPA) Upload**

Third Party Selection

Third Party Selection

Third Party Selection

Contact Information

File Upload

TPA  
DOCX - 12.75 KB

Drop files here

CANCEL

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**.

**Third Party Agreement (TPA) Upload**

Third Party Selection

**Letter Details**

Signature

Review

CRN00022 - [redacted] authorizes  
Telecommunications [redacted] : (TELECOM - FCC Forms 465, 466, and 469) programs. This includes all required supporting documentation.

**Expiration Date**

HCP(s) to be added to this TPA

HCP Name HCP Number ZIP Code

CLEAR FILTER APPLY FILTER

**HCPs**

<input checked="" type="checkbox"/>	HCP Number	HCP Name	Address
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]
<input checked="" type="checkbox"/>	[redacted]	[redacted]	[redacted]

**Selected HCP(s) to be added to this TPA**

Showing 1 - 5 of 5

GO BACK CANCEL 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**.

### Third Party Agreement (TPA) Upload

Third Party Selection

Letter Details

**Signature**

Review

#### Signature

**Acknowledgements**

- Applicant is responsible for authorizing and managing all of its account holders.
- Applicant authorizes [redacted]; and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.
- Applicant authorizes [redacted]; 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 [redacted] 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 [redacted] during the application and funding process.
- Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by [redacted]

**Name**

[redacted]

**Date**

[redacted] 📅

**Digital Signature**

[redacted]

Must match the name in the Name Field

[GO BACK](#) [CANCEL](#) [NEXT](#)

# Review

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

TPA  
DOCK - 12.75 KB

CRN00022 - [REDACTED] authorizes [REDACTED] to prepare and submit Federal Communications Commission (FCC) forms for the Healthcare Connect Fund (HCF - FCC Forms 460, 461, 462, and 463) and Telecommunications [REDACTED] (ELECOM - FCC Forms 465, 466, and 469) programs. This includes all required supporting documentation.

**Expiration Date**

[REDACTED]

**HCP(s) to be added to this TPA**

**Selected HCP(s) to be added to this TPA**

[REDACTED]

Showing 1 - 5 of 5

**Acknowledgements**

Applicant is responsible for authorizing and managing all of its account holders.

Applicant authorizes CRN00022 - Washington Commanders Inc and its designated employee(s) to act as account holders with rights to submit forms and other documentation in the RHC programs.

Applicant authorizes CRN00022 - Washington Commanders Inc 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.

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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 CRN00022 - Washington Commanders Inc during the application and funding process.

Applicant accepts all potential liability from any errors, omissions, or misrepresentations on forms and/or documents submitted by CRN00022 - Washington Commanders Inc.

**Name** [REDACTED] **Digital Signature** [REDACTED]

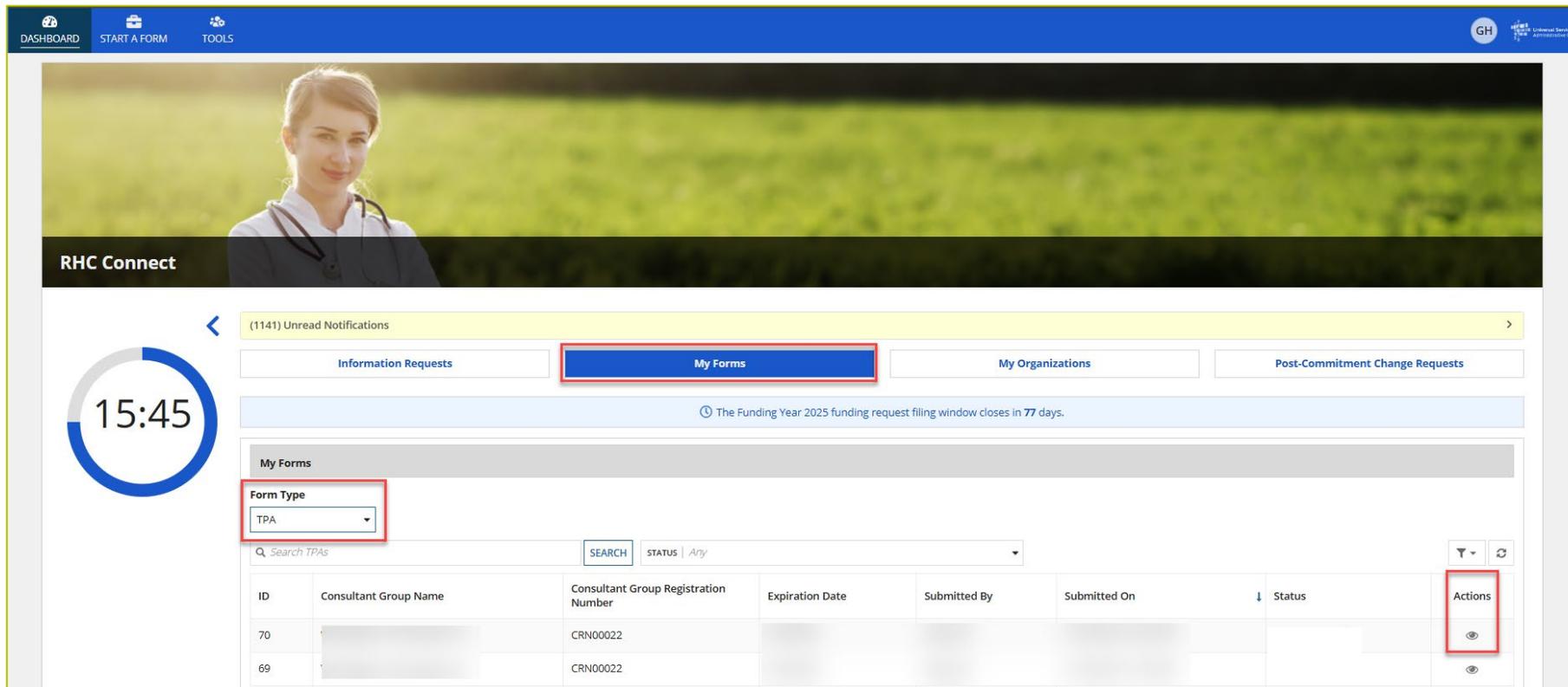
**Date** [REDACTED] Must match the name in the Name Field

[REDACTED]

[GO BACK](#) [CANCEL](#) [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.



The screenshot shows the RHC Connect dashboard. At the top, there are navigation tabs: DASHBOARD, START A FORM, and TOOLS. A circular clock displays 15:45. A notification bar indicates (1141) Unread Notifications. Below this, there are four tabs: Information Requests, My Forms (highlighted in blue), My Organizations, and Post-Commitment Change Requests. A blue banner below the tabs states: "The Funding Year 2025 funding request filing window closes in 77 days." The main content area is titled "My Forms" and features a "Form Type" dropdown menu with "TPA" selected. Below the dropdown is a search bar with "SEARCH" and "STATUS | Any" options. A table displays the following data:

ID	Consultant Group Name	Consultant Group Registration Number	Expiration Date	Submitted By	Submitted On	Status	Actions
70	[REDACTED]	CRN00022	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[Eye Icon]
69	[REDACTED]	CRN00022	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[Eye Icon]

# 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**.

TPA [Redacted]

Summary

**Submission Summary** Status: Auto-Approved

Consultant Group Name: [Redacted] Submitted By: [Redacted]  
Consultant Registration Number: [Redacted] Submitted On: [Redacted]  
TPA Expiration Date: [Redacted]

Attached HCP(s)

HCP Number	HCP Name	Address	Status
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved
[Redacted]	[Redacted]	[Redacted]	Approved

5 Items

**TPA Document**

Document Type	Date Uploaded	File
TPA Letter	[Redacted]	[Redacted] <a href="#">_Generated TPA Letter</a>

[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**.

The screenshot shows the 'Dashboard' page of the My Portal. At the top, there is a notification banner with an information icon and text: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informat'. Below the notification, there are two main sections: 'Upcoming Dates' with a calendar icon and 'Rural Health Care' with an upward arrow icon. Under 'Rural Health Care', there are three distinct boxes. The top box, highlighted with a red border, is titled 'RHC Connect' and states: '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 middle box is titled 'RHC My Portal' and states: '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 bottom box is titled 'Connected Care Pilot Program' and states: '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 and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informat

Upcoming Dates

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.

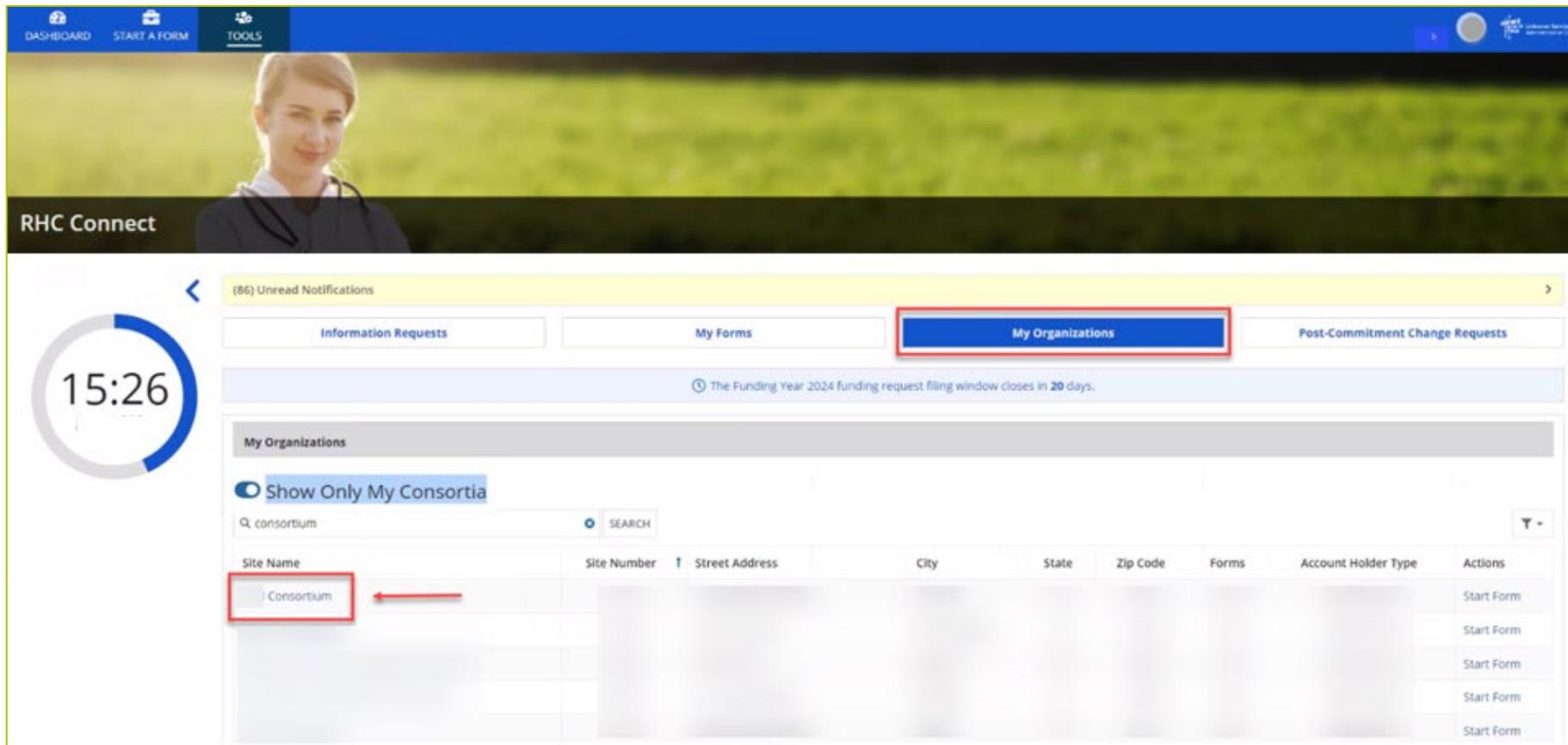
# RHC Connect Dashboard

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

The screenshot displays the RHC Connect dashboard interface. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' tabs. Below this is a banner image of a woman in a white lab coat. The main content area features a navigation menu with 'Information Requests', 'My Forms', 'My Organizations' (highlighted with a red box), and 'Post-Commitment Change Requests'. A notification bar indicates '(86) Unread Notifications'. A large circular clock shows the time as 15:26. Below the navigation menu, a blue banner states 'The Funding Year 2024 funding request filing window closes in 20 days.' The 'My Organizations' section includes a search bar with the text 'consortium' and a 'SEARCH' button. A toggle switch labeled 'Show Only My Consortia' is highlighted with a red box and is currently turned off. Below the search bar is a table with columns: Site Name, Site Number, Street Address, City, State, Zip Code, Forms, Account Holder Type, and Actions. The table contains one row with the text 'Consortium' in the Site Name column and 'Start Form' in the Actions column.

# RHC Connect Dashboard (continued)

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

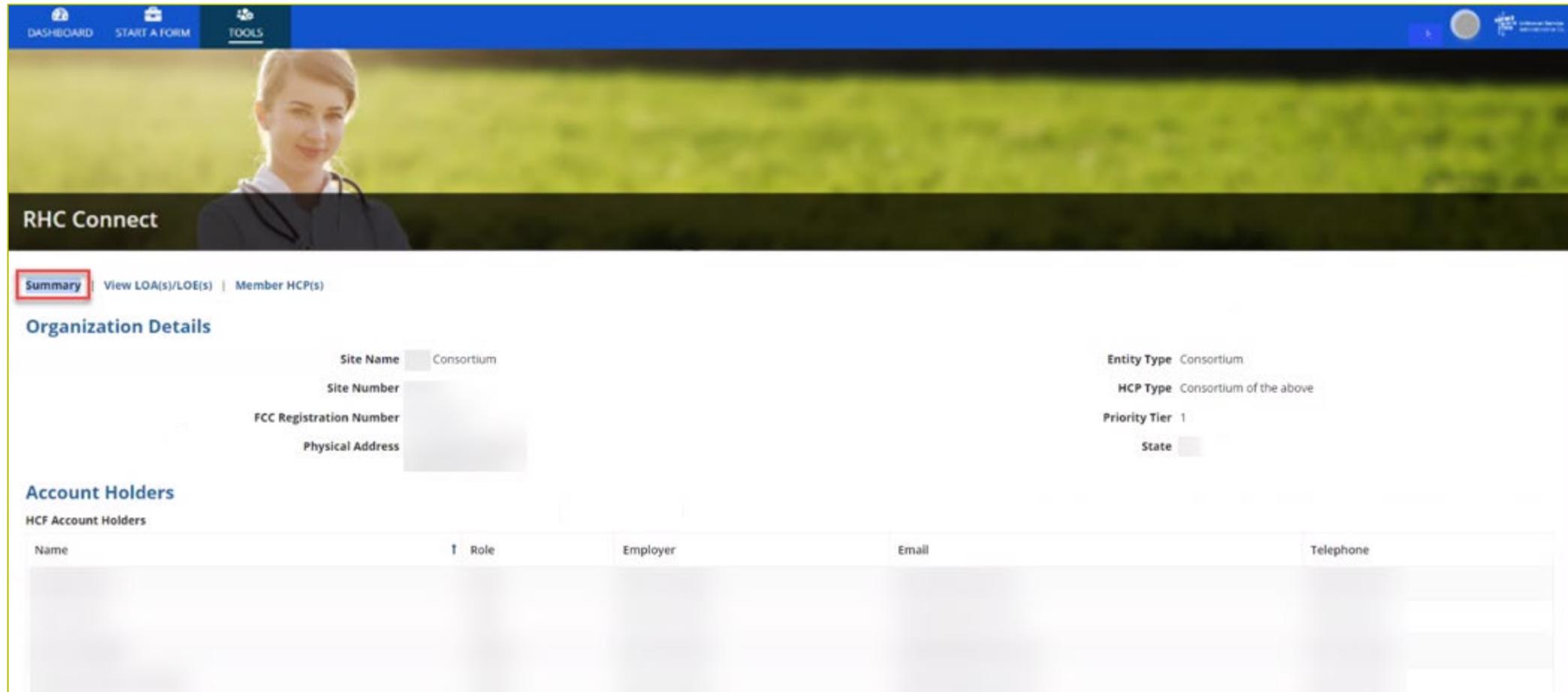


The screenshot displays the RHC Connect dashboard interface. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. Below this is a banner image of a woman in a lab coat. The main content area features a navigation menu with 'Information Requests', 'My Forms', 'My Organizations' (highlighted with a red box), and 'Post-Commitment Change Requests'. A notification bar indicates '(86) Unread Notifications' and a message about the 'Funding Year 2024 funding request filing window closes in 20 days'. The 'My Organizations' section includes a toggle for 'Show Only My Consortia' (checked) and a search bar. Below the search bar is a table with columns: Site Name, Site Number, Street Address, City, State, Zip Code, Forms, Account Holder Type, and Actions. The first row in the table has 'Consortium' in the Site Name column, which is highlighted with a red box and a red arrow pointing to it. The Actions column for this row contains a 'Start Form' link.

Site Name	Site Number	Street Address	City	State	Zip Code	Forms	Account Holder Type	Actions
Consortium								Start Form
								Start Form
								Start Form
								Start Form
								Start Form

# Summary Screen

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



The screenshot displays the RHC Connect Summary Screen. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. Below the navigation bar is a banner image of a woman in a stethoscope. The main content area is titled 'RHC Connect' and features a 'Summary' tab (highlighted with a red box) and links for 'View LOA(s)/LOE(s)' and 'Member HCP(s)'. The 'Organization Details' section includes fields for Site Name (Consortium), Site Number, FCC Registration Number, Physical Address, Entity Type (Consortium), HCP Type (Consortium of the above), Priority Tier (1), and State. Below this is the 'Account Holders' section, which includes a table for HCF Account Holders with columns for Name, Role, Employer, Email, and Telephone.

**Organization Details**

Site Name	Consortium	Entity Type	Consortium
Site Number		HCP Type	Consortium of the above
FCC Registration Number		Priority Tier	1
Physical Address		State	

**Account Holders**

HCF Account Holders

Name	Role	Employer	Email	Telephone

# 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**.

The screenshot displays a web application interface for viewing LOA(s) and LOE(s). At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. Below this is a header section with a 'Consortium' title and a 'Return to Organization Listing' link. The main content area is divided into two sections: a summary section and a details section.

**Summary Section:** Contains a 'View LOA(s)/LOE(s)' link (highlighted with a red box) and a 'Member HCP(s)' link. A 'SUBMIT NEW LOA/LOE' button is located on the right side.

**View Letter(s) of Agency/ Exemption Table:**

ID#	Submission Type	Nickname	Effective Date	Expiration Date	Submitted By	Status	Submitted On
700034	Letter of Agency (LOA)		5/30/2024	7/6/2024		Submitted	6/10/2024 8:49 PM EDT
700033	Letter of Exemption (LOE)					Submitted	6/10/2024 8:39 PM EDT
700032	Letter of Agency (LOA)					Submitted	6/10/2024 8:13 PM EDT
700031	Letter of Agency (LOA)					Submitted	6/8/2024 3:05 PM EDT
700024	Letter of Agency (LOA)					Submitted	5/11/2024 1:49 PM EDT
700017	Letter of Agency (LOA)					Submitted	5/9/2024 12:06 PM EDT
700004	Letter of Agency (LOA)					Submitted	5/8/2024 5:03 PM EDT
700002	Letter of Exemption (LOE)					Submitted	5/2/2024 4:55 PM EDT
700001	Letter of Agency (LOA)					Submitted	5/2/2024 4:50 PM EDT

**Details Section:** Shows the details for LOA/LOE ID 700034 (highlighted with a red box). It includes fields for 'LOA/LOE ID', 'Nickname', 'Effective Date', and 'Expiration Date'. There is also a section for 'LOA/LOE Uploaded Document' with a sub-section for 'Individual (DO PC)'. Below this is a table for 'Attached HCP(s)':

HCP Number	HCP Name	State	Attached On	Status
			6/10/2024 8:49 PM EDT	Submitted
			6/10/2024 8:49 PM EDT	Submitted

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

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

Summary **View LOA(s)/LOE(s)** Member HCP(s)

[SUBMIT NEW LOA/LOE](#)

### View Letter(s) of Agency/ Exemption

ID#	Submission Type	Nickname	Effective Date	Expiration Date	Submitted By	Status	Submitted On
700034						Submitted	6/10/2024 8:49 PM EDT
700033						Submitted	6/10/2024 8:39 PM EDT
700032						Submitted	6/10/2024 8:13 PM EDT
700031						Submitted	6/6/2024 3:05 PM EDT
700024						Submitted	5/11/2024 1:49 PM EDT
700017						Submitted	5/9/2024 12:06 PM EDT
700004						Submitted	5/8/2024 5:03 PM EDT
700002						Submitted	5/2/2024 4:55 PM EDT
700001						Submitted	5/2/2024 4:50 PM EDT

9 items

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# 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      Attach HCP(s)      Review

**Submission Type**

Letter of Agency (LOA)  
 Letter of Exemption (LOE)

**Upload Letter of Agency**

 RHC [redacted] loaded i...  
XLSX - 58.38 KB

**Nickname**

**Certifications**

Option 1: If there is no existing formal agreement, and the consortium leader will assume sole legal and financial responsibility for the activities of the consortium.  
 Option 2: If the consortium has a formal written agreement, approved by USAC, allocating legal and financial responsibility to the consortium leader.

**Effective Date**      **Expiration Date**

**Definitions**

A **Letter Of Agency (LOA)** should be used to add HCPs to your consortium that are not owned, controlled, or operated by the Consortium Leader.

A **Letter Of Exemption (LOE)** should be used to add HCPs to your consortium that are owned, controlled, or operated by the Consortium Leader.

# 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**.

The screenshot shows the 'Submit LOA/LOE' form with the following elements highlighted by red boxes and arrows:

- Submission Type:** A red box highlights the radio buttons for 'Letter of Agency (LOA)' (selected) and 'Letter of Exemption (LOE)'. Red arrows point to each radio button.
- Upload Letter of Agency:** A red box highlights the upload area showing a file named 'RHC [redacted].XLSX - 58.38 KB' with a 'loaded' status. A red arrow points to the file name.
- Certifications:** A red box highlights the two radio button options: 'Option 1: If there is no existing formal agreement...' (selected) and 'Option 2: If the consortium has a formal written agreement...'. A red arrow points to the selected option.
- Effective Date:** A red box highlights the date selection field. A red arrow points to the calendar icon.
- Expiration Date:** A red box highlights the date selection field. A red arrow points to the calendar icon.
- Buttons:** A red box highlights the 'SAVE & CONTINUE' button at the bottom right.

The form also includes a progress bar at the top with 'Details' selected, and a 'Definitions' section on the right explaining LOA and LOE. At the bottom left is a 'CANCEL' button.

# 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.

**Submit LOA/LOE**

Details **Attach HCP(s)** Review

HCP(s) to be Added to this LOA/ LOE

HCP Number

HCP Name

Zip Code

Only show HCPs already in My Consortium

Available HCPs

<input type="checkbox"/>	HCP Number	HCP Name
<input type="checkbox"/>		

> ADD SELECTED

Selected HCPs to Add to this LOA/ LOE

<input type="checkbox"/>	HCP Number	HCP Name
No items available		

# Attach HCPs (continued)

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

The screenshot displays a user interface for selecting Health Care Professionals (HCPs) to attach to a LOA/LOE. It is divided into two main sections: 'Available HCPs' on the left and 'Selected HCPs to Add to this LOA/ LOE' on the right.

**Available HCPs:** A table with columns 'HCP Number' and 'HCP Name'. The table contains 11 rows. The first 10 rows have their checkboxes selected, and these 10 rows are enclosed in a red rectangular box. The HCP numbers for these rows are 101, 102, 104, 104, 104, 104, 104, 104, 104, and 104. The 11th row has an unchecked checkbox and an HCP number of 109. The 12th row has an unchecked checkbox and an HCP number of 110. At the bottom of the table, there is a pagination control showing '1 - 10 of 1,172'.

**Selected HCPs to Add to this LOA/ LOE:** A table with columns 'HCP Number' and 'HCP Name'. The table is currently empty, displaying the text 'No items available'.

**Buttons:** Three buttons are located between the two tables: '> ADD SELECTED' (highlighted with a red box), '< REMOVE SELECTED', and '<< REMOVE ALL'.

# 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**.

The screenshot displays a user interface for selecting HCPs. It is divided into two main columns:

- Available HCPs:** A table with columns for HCP Number and HCP Name. The table lists HCP numbers 102, 104, 110, 111, 114, 114, 114, 116, 119, and 122. A pagination bar at the bottom shows "1 - 10 of 27,005".
- Selected HCPs to Add to this LOA/ LOE:** A table with columns for HCP Number and HCP Name. It shows HCP numbers 101, 104, 104, 104, 104, 104, 104, and 109. A "7 Items" indicator is at the bottom right.

Between the columns are three buttons: "> ADD SELECTED", "< REMOVE SELECTED", and "◀ REMOVE ALL". A "CANCEL" button is located at the bottom left, and a "SAVE & CONTINUE" button is at the bottom right.

# Review

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

## Submit LOA/LOE

Details Attach HCP(s) **Review**

**Submission Type**

Letter of Agency (LOA)  
 Letter of Exemption (LOE)

**Uploaded File(s)**

Requirement sheet\_050322

**Nickname**

**Certifications**

Option 1: If there is no existing formal agreement, and the consortium leader will assume sole legal and financial responsibility for the activities of the consortium.  
 Option 2: If the consortium has a formal written agreement, approved by USAC, allocating legal and financial responsibility to the consortium leader.

**Effective Date** 06/11/2024 **Expiration Date** 06/29/2024

**Selected HCPs to be added to this LOA**

HCP #	HCP Name
100X	
100X	
100X	
100X	

**CANCEL** **SUBMIT LOA**

# After Submitting

- Message in green banner confirms LOA was successfully submitted.

## Submit LOA/LOE | ID: 700035

✔ You have successfully attached a Letter of Agency to the following Health Care Providers.

**LOA/LOE ID**  
700035

**Submission Type**

Letter of Agency (LOA)  
 Letter of Exemption (LOE)

**Uploaded File(s)**  
Requirement sheet\_050322

**Nickname**

**Certifications**

Option 1: If there is no existing formal agreement, and the consortium leader will assume sole legal and financial responsibility for the activities of the consortium.  
 Option 2: If the consortium has a formal written agreement, approved by USAC, allocating legal and financial responsibility to the consortium leader.

**Effective Date**  

**Expiration Date**  

**Attached HCP(s)**

**Definitions** ▼

A **Letter Of Agency (LOA)** should be used to add HCPs to your consortium that are not owned, controlled, or operated by the Consortium Leader.

# **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](mailto: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



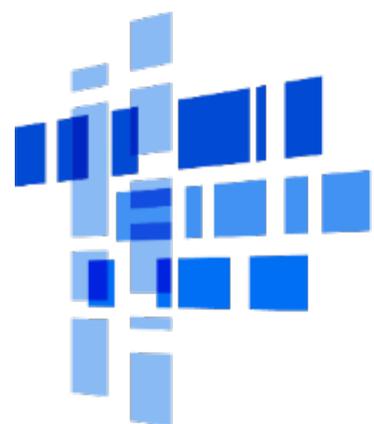
# The RHC Customer Service Center

<b>The RHC Customer Service Center CAN</b>	<b>The RHC Customer Service Center CANNOT</b>
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!**





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