

RHC Connect - Information Request Tip Sheet

Accessing Information Requests from the RHC Connect Dashboard

Step 1: Log in to My Portal and click "RHC Connect."



Step 2: You can view all Information Requests and their status on the "**Information Requests**" tab on the Dashboard.





Step 3: All unread notifications will be available in the yellow box. Click "**Unread Notifications**," then click "**View**."

RHC Connect			
<	(17) Unread Notifications		v Med All & Base
10.02	Response Due Date: 7/19/2022	View	7/5/2022 3:37 PM EDT 🗙
Jul 06 2022	Response Due Date: 7/12/2022	View	7/5/2022 3:18 PM EDT 🗙
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	Response Due Date: 7/19/2022	View	7/5/2022 2:17 PM EDT 🗙
	Response Due Date: 7/6/2022	. View	6/21/2022 1:55 PM EDT 🗙
			Showing 1 - 5 of 17 > >>
[Information Requests	My Forms	My Organizations
	Information Requests		

Step 4: Enter your response and, if necessary, upload any additional supporting documentation. Click **"Submit**."

DASHBOARD START A FORM		
	#23 Add Response for General Question	
	Note ¹	
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	search for updates Sort By 🕐 Newest 🕐 Oldest 🔅 Show only updates with ettachment	(s) Showing 1 - 1 of 1
	super admin (USAC) T/S/2022 3-37 PM EDT	
	Dase: 2/9/2022 Funding Year: 2022	
	Funding Request Number (RNI: 0000000) Health Care Provides (HCIP) Number: 00000 HCIP Neme: V000000	
	The Universit Service Administrative Congary (USAC) is requesting additional information and/or documentation to support the funding requesting isobitized for funding year 2022 Healthcare Connect Fund Degreem IICP Program. Specifically, as part of the Initial review of the FCC Form 452 Funding Request Form Form 4521; the RFC division identified partial toxes and/or deficiences that must be addressed before USAC and onthink the review.	
	The following issue(s) require clarification or additional information:	
	Applicants requesting funding for connections to and among Administrative Offices (AD) or Data Centers (DC) are required to provide confirmation that the circuit connects to the ADIDC and confirmation of which HCP is at the other and of that connection.	
	The applicant has entered a circuit start or end location for the AO or DC for Line Number XX for HCP X000X that cannot be used to validate the entity as being eligible for funding.	
	ACTION: Provide the HCP number of the eligible HCP using the service located at the data center or administrative office.	
	The bandwidth entered on 00X MBJ for Line Number XX for HCP XXXXX cannot be verified on the supporting document (Document Name) provided with the Form 462.	
	ACTION: Submit supporting documentation (e.g. a copy of the bill, or a statement from the service provider on its letterhead) to verify the bandwidth.	
	Places submit your responses to these inquiries by no inter than fourteen (14) calendar days from the date of this letter. 15 The responses you provide may also result in follow-up information requests by USA an extension. If USA an extension to seek your response. Such request for an extension must be reserved by USAC prior to the approximation for the data previour response. The data previour response is not request for an extension must be reserved by USAC prior to the	
	15 Rural Health Care Support Mechanism, WC Docket No. 02-60, Report and Order, 27 FCC Rcd 16678, 16803, parast. 300-302 (2012) (Healthcare Connect Fund Order).	
		Showing 1 - 1 of 1
	CANCE	SUBMIT



Step 5: Once you click "**Submit**," the corresponding Information Request will be updated on the "**Information Request**" tab.

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RHC Connect	(16) Unread Notifica	ations	Requests				My Forms				My Organiza	ations	
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	Search for Informat	tion Requests Options			SEARCH	Form Type	FCC Form 462		•	1	Sype Select a Value		>
	Form Type	Application Number	Form Status Submitted	Site Number 95909	Site Name		Creator	Type Information Request	Sent Date 06/09/2022	Initial Deadline 06/23/2022	Latest Response Date 06/09/2022	Extended Deadline	Action View
	6 FCC Form 462		Submitted	37778			-	General Question	07/05/2022	07/19/2022	07/06/2022		View
	O FCC Form 462		Processed	50284				General Question	06/21/2022	07/06/2022	06/24/2022		View
	FCC Form 462 FCC Form 462		Processed	50284 34177				Information Request Information	06/21/2022	07/06/2022			View
	462							Request					5 items

Step 6: To add an additional response, click "View."

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	Section FCC Form		Submitted	95909				Information Request	06/09/2022	06/23/2022	06/09/2022		Vie
	9 FCC Form 462		Submitted	37778	-			General Question	07/05/2022	07/19/2022	07/06/2022		Vie
	O FCC Form 462		Processed	50284	1000		122	General Question	06/21/2022	07/06/2022	06/24/2022		Vie
	FCC Form 462		Processed	50284				Information Request	06/21/2022	07/06/2022			Vie
	FCC Form 462		Submitted	34177				Information Request	07/05/2022	07/19/2022			Vie
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Step 7: Click "Back to Application."

#23 General Question									
				BACK TO APPLICATION					
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	2								
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super admin (USAC) 7/5/2022 337 PM EDT									
Date: 2/9/2022 Funding Year: 2022									
Funding Request Number (#NN: 30000000 Health Carle Provider (HCP) Number: 300000 HCP Name: 300000000									
The Universal Service Administrative Company (USAC) is requesting additional inf Fund Program (HCP Program). Specifically, as part of its initial review of the FCC f addressed before USAC can continue its review.	formation and/or documentation to support the funding request Form 462 Funding Request Form (Form 462), the RHC division id/	t(s) submitted for funding year 2022 Healthcare Connect entified certain issues and/or deficiencies that must be							
The following issue(s) require clarification or additional information:									
Applicants requesting funding for connections to and among Administrative Offic of which HCP is at the other end of that connection.	ces (AO) or Data Centers (DC) are required to provide confirmation	on that the circuit connects to the AO/DC and confirmation							
The applicant has entered a circuit start or end location for the AO or DC for Line	Number XX for HCP XXXXX that cannot be used to validate the e	ntity as being eligible for funding.							
ACTION: Provide the HCP number of the eligible HCP using the service located at	the data center or administrative office.								
Applicants are required to enter the correct bandwidth for their service on the FC	IC Form 462.								
The bandwidth entered on (XX MB) for Line Number XX for HCP XXXXX cannot be	verified on the supporting document (Document Name) provide	d with the Form 462.							
ACTION: Submit supporting documentation (e.g. a copy of the bill, or a statement	t from the service provider on its letterhead) to verify the bandw	idth.							
Please submit your responses to these inquiries by no later than fourteen (14) ca USAC as necessary. If you need additional time to prepare your response, you m expiration of the 14-day period.	lendar days from the date of this letter.15 The responses you p ay request an extension to send your response. Such request fo	rovide may also result in follow-up information requests by r an extension must be received by USAC prior to the							
15 Rural Health Care Support Mechanism, WC Docket No. 02-60, Report and Orde	er, 27 FCC Rcd 16678, 16803, paras. 300-302 (2012) (Healthcare C	Connect Fund Order).							
				Showing 1 - 2 of 2					

Step 8: Click the respond icon **Image:** on the **"Information Requests**" tab.

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Sum	mary Competitive Bidding SP Info Expense Item(s) Additional Docs	Confidentiality Certifications	Signature	Generated Document: Information Requests				
Info	ormation Requests						1		
Q, Sei	arch Information Requests	SEARCH REQUEST TO	ipe Any		•			₹• Ø	
	Information Request Type		Due Date	Note Count	Last Updated By	Last Updated Datetime	- i 🚽	_	
0	General Question		7/19/2022	2	11110	7/6/2022 10:14 AM EDT	7		
	If you have questions please contact our Heip Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.								
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Step 9: Add a response and click "Submit."

#23 Add Response for General Question									
Note*									
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		_ show only opdates with attachments	a) Showing F-2 OF2						
	7/6/2022 10:14 AM EDT								
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super admin (USAC)									
Date: 2/9/2022									
Funding Year: 2022									
Funding Request Number (FN): 3000000X Health Care Provider (HCP) Number; 30000X HCP Name: 30000000X									
The Universal Service Administrative Company (USAC) is requesting additional inf Fund Program (HCP Program). Specifically, as part of its initial review of the FCC f addressed before USAC can continue its review.	ormation and/or documentation to support the funding request(orm 462 Funding Request Form (Form 462), the RHC division ider	s) submitted for funding year 2022 Healthcare Connect tified certain issues and/or deficiencies that must be							
The following issue(s) require clarification or additional information:									
Applicants requesting funding for connections to and among Administrative Offic confirmation of which HCP is at the other end of that connection.	es (AO) or Data Centers (DC) are required to provide confirmation	n that the circuit connects to the AO/DC and							
The applicant has entered a circuit start or end location for the AO or DC for Line	Number XX for HCP XXXXX that cannot be used to validate the en	tity as being eligible for funding.							
ACTION: Provide the HCP number of the eligible HCP using the service located at	the data center or administrative office.								
Applicants are required to enter the correct bandwidth for their service on the FC	C Form 462.								
The bandwidth entered on (XX MB) for Line Number XX for HCP XXXXX cannot be	verified on the supporting document (Document Name) provided	l with the Form 462.							
ACTION: Submit supporting documentation (e.g. a copy of the bill, or a statement	from the service provider on its letterhead) to verify the bandwic	in.							
Please submit your responses to these inquiries by no later than fourteen (14) ca by USAC as necessary. If you need additional time to prepare your response, you expiration of the 14-day period.	lendar days from the date of this letter.15 The responses you pro may request an extension to send your response. Such request	ovide may also result in follow-up information requests for an extension must be received by USAC prior to the							
15 Rural Health Care Support Mechanism, WC Docket No. 02-60, Report and Orde	er, 27 FCC Rcd 16678, 16803, paras. 300-302 (2012) (Healthcare Co	onnect Fund Order).							
			Showing 1 - 2 of 2						
CANCEL				ОВМІТ					

Step 10: Once you click "**Submit**," you'll be directed back to the "**Information Requests**" tab of the form. Check the "**Note Count**" column and it should reflect the most recent addition.

Sum Info	mary Competitive Bidding SP Info Expense Rem(s) Additional Do rmation Requests	s Confidentiality Certifications	Signature G	Generated Documents Information Requests		
Q , Sei	arch Information Requests SEARCH REQU	ist type Any		•		τ. Θ
	Information Request Type	Due Date	Note Count	Last Updated By	Last Updated Datetime	1
0	General Question	7/19/2022	3	1000	7/6/2022 10:39 AM EDT	5
						Approved by OMB 3060-0804



Step 11: Click "**Dashboard**" to continue to work in RHC Connect.

DASHBOARD START A FORM							
	Summary Competitive Bidding SP Info Expense Item(s)) Additional Docs	Confidentiality Certifications	Signature	Generated Documents	n Requests	
	Information Requests						
	Q. Search Information Requests	SEARCH REQUEST T	t type Any				τ. ο
	Information Request Type	Information Request Type			Last Updated By	Last Updated Datetime	1
	General Question		7/19/2022	3	10000	7/6/2022 10:39 AM EDT	5
		If you have questio	ns please contact our Help Desk at (8	00) 453-154	5 or RHC-Assist@usac.org 8:00 a.m. — 8:0	0 p.m. ET Monday through Friday for assistance.	

Additional Tips – Using Filters

The next steps are an alternative method for accessing Information Requests in RHC Connect.

Step 1: To locate an application, click the "**My Forms**" tab.

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Connect		11/11				1000		
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-	Inform	nation Requests		My Forms My Organizations				
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Jul 06 2022	My Forms							
Jul 06 2022	My Forms Form Type Form 462 •							
Jui 06 2022	My Forms Form Type Form 462 Q. RHC		SEARCH					
Jul 06 2022	My Forms Form Type Form 452 • Q. RHC Site Name	Site Number	SEARCH Application Number	Application Nickname	Form	Last Update	Status	Actions



Step 2: Filter by "**Form Type**" or copy and paste the application number in the "**Search**" field.







Step 4: Navigate to the "Information Requests" tab.

ACTIVITY. Number Of New	Aut descriptions in
Summary Competitive Bidding SP Info Expense Its	am(s) Additional Docs Confidentiality Certifications Signature Generated Documents
A Note: Once you select HCP, and then Save & Continue, you	u will <u>not</u> be able to change the HCP. Please select carefully.
Health Care Provider (HCP) Information	
HCP or Consortium	
FCC Registration Number	
Address	
State	
Application Basics	
Application Nickname	
Funding Year	2022
Application Number	
Funding Priority	Priority 4

Step 5: Click the respond icon **formation Requests**" tab.

INCOMPTING Analysis (a receptor descar-										
Summary Competitive Bidding SP Info Expense Item(s) Additional Docs	Confidentiality Certifications Sig	gnature	Generated Document: Information Requests							
Information Requests					1					
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Information Request Type	Due Date Co	lote ount	Last Updated By	Last Updated Datetime	1 <u>+</u>					
General Question	7/19/2022 2			7/6/2022 10:14 AM EDT	7					
	Approved by OMB 3060-0804									
If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assiss@urac.org 8.00 a.m. — 8.00 p.m. ET Monday through Friday for assistance.										
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Step 6: Add a response and click "Submit."

#23 Add Response for General Question			
te*			
l Attachment			
PLOAD C Drop files here			
search for updates	Sort By 💿 Newest 🕓 Oldest	Show only updates with attachmen	nt(s) Showing 1 - 2 of 2
	7/6/2022 10:14 AM EDT		
	sdsd		
super admin (USAC) 7/5/2022 3-37 PM EDT			
Date: 2/9/2022 Funding Year: 2022			
Funding Request Number (FRN): 300000000 Health Care Provider (HCP) Number: 300000 HCP Name: 300000000			
The Universal Service Administrative Company (USAC) is requesting additiona Fund Program (HCF Program). Specifically, as part of its initial review of the F4 addressed before USAC can continue its review.	information and/or documentation to support the funding request(IC Form 462 Funding Request Form (Form 462), the RHC division iden	submitted for funding year 2022 Healthcare Connect tified certain issues and/or deficiencies that must be	
The following issue(s) require clarification or additional information:			
Applicants requesting functing for connections to and among Administrative Offices (AO) or Data Centers (DC) are required to provide confirmation that the circuit connects to the AO/DC and confirmation that HCP is at the other end of that connection.			
The applicant has entered a circuit start or end location for the AD or DC for Line Number XX for HCP XXXXX that cannot be used to validate the entity as being eligible for funding.			
ACTION: Provide the HCP number of the eligible HCP using the service located at the data center or administrative office.			
Applicants are required to enter the correct bandwidth for their service on the FCC Form 482.			
The bandwidth entered on 00X MB) for Line Number XX for HCP X000X cannot be verified on the supporting document (Document Name) provided with the Form 462.			
ACTION: Submit supporting documentation (e.g. a copy of the bill, or a statement from the service provider on its letsarhead) to verify the bandwidth.			
Please submit your responses to these inquiries by no later than fourteen (14 by USAC as necessary. If you need additional time to prepare your response, expiration of the 14-day period.	calendar days from the date of this letter.15 The responses you pro you may request an extension to send your response. Such request	vide may also result in follow-up information requests for an extension must be received by USAC prior to the	
15 Rural Health Care Support Mechanism, WC Docket No. 02-60, Report and C	order, 27 FCC Rcd 16678, 16803, paras. 300-302 (2012) (Healthcare Co	nnect Fund Order).	
			Showing 1 - 2 of 2
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