COVID-19 Telehealth Program: Get Started

April 22, 2021

Universal Service
Administrative Co.

Housekeeping

- Audio is available through your computer's speakers

- The audience will remain on mute

- **Enter questions at any time using the "Questions" box**

- If your audio or slides freeze, restart the webinar

- **A copy of the slide deck is in the "Handouts" section of webinar panel**

Agenda

- What is required of health care providers?

- Telehealth Program: Overview and Eligibility Criteria

- Telehealth Program: Get Started

- Resources

Telehealth Program

Overview and Eligibility Criteria

COVID-19 Telehealth Program Overview

The COVID-19 Telehealth Program provides funding to eligible health care providers responding to the COVID-19 pandemic to support the telecommunications services, information services, and connected devices needed to provide critical connected care to patients at their homes , mobile locations, or remotely from within the healthcare facility.

COVID-19 Telehealth Program Funding Rounds

1

Round 1 Funding

The COVID-19 Telehealth Program was established in April 2020 after the CARES Act appropriated $200 million to the FCC. This initial round of funding was fully committed to more than 500 health care providers by July 8, 2020.

2

Round 2 Funding

The Consolidated Appropriations Act (CAA) provided an additional $249.95 million to fund a second round of the COVID-19 Telehealth Program. Universal Service Administrative Company (USAC) will be administering the program's second round under the FCC's oversight.

How applicants receive funding

The FCC announced the filing window for Round 2 funding will be open from 12:00pm ET on April 29th through 12:00pm ET on May 6th. The application filing window will be open from Thursday, April 29 at noon until Thursday, May 6 at noon. The application filing window provides all applicants equal time to prepare and submit their applications. Applications will be evaluated based on objective evaluation metrics, and funds will go to the applications with the highest scores. Funding will be committed in two windows. After the first window of funding commitments, applicants who did not receive a funding commitment will be given the opportunity to supplement their applications.
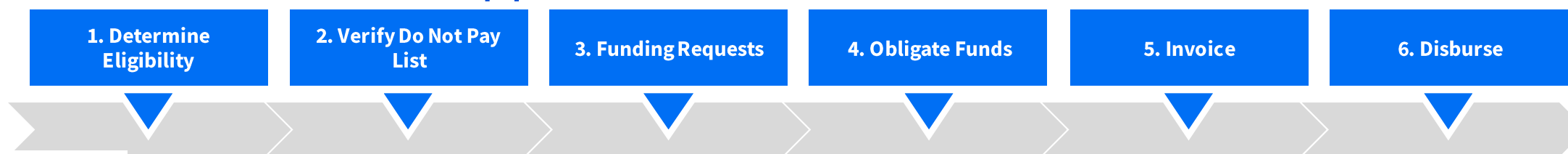
Eligible health care providers that are receive funding awards will then purchase eligible services and connected devices. After these are received, funding awardees must submit requests for reimbursement, letters of authorization, and supporting documentation in order to receive reimbursement for eligible services and connected devices.

COVID-19 Telehealth Program Workflow
Health Care Provider Application Process

1. Determine Eligibility	2. Verify Do Not Pay List	3. Funding Requests	4. Obligate Funds	5. Invoice	6. Disburse

Process

HCPs complete and submit **FCC Form 460 for the lead HCP.** USAC **verifies that the lead HCP meets the Program's eligibility criteria:** • Not for profit/public • Eligible facility type • Treats patients	**HCPs submit information enabling participation** in Federal Appropriated Program. USAC run **DNP check** to confirm eligibility to receive federal funds.	HCPs **submit detailed information on their Funding Requests** on their Applications with specific information on the connected devices, services, cost, and service providers. USAC **reviews Applications and recommends** a decision to the FCC.	FCC **approves USAC funding request** recommendations. HCPs **receive Funding Commitment Letters in two waves**. Applicants that do not receive funding in the first round have an opportunity to supplement their applications before the final commitment phase. FCC enters these **obligations into the Treasury Department's financial systems**.	HCPs **submit requests for reimbursement, letters of authorization, and** supporting documentation about the services and connected devices purchased. USAC **reviews invoices to ensure that eligible services and connected devices are provided to eligible entities** before recommending approval. FCC **confirms recommendation** and approves invoice.	FCC **approves payment** in Genesis. Department of the Treasury **issues reimbursement.** HCP **receives disbursement.**
FCC Form 460 via MyPortal (USAC)	Do Not Pay Portal (Treasury)	COVID-19 Telehealth Program Application Portal (FCC)	COVID-19 Telehealth ServiceNow Portal (FCC), Genesis (FCC)	Genesis (FCC) , Invoice Processing Platform (Treasury)	Genesis (FCC) , Invoice Processing Platform (Treasury)

Eligibility Criteria

Health care providers must meet the following criteria in order to be eligible for funding:

- Nonprofit and public eligible health care providers that fall within the categories of health care providers in section 254(h)(7)(B) of the 1996 Telecommunications Act:
    - Post-secondary educational institutions offering health care instruction, teaching hospitals, and medical schools;
    - Community health centers or health centers providing health care to migrants;
    - Local health departments or agencies;
    - Community mental health centers;
    - Not-for-profit hospitals;
    - Rural health clinics;
    - Skilled nursing facilities; or
    - Consortia of health care providers consisting of one or more entities falling into the first seven categories.
- Both rural and non-rural health clinics are eligible to receive funding

Key Change in Round 2 Applications

+ Health care providers must file an FCC Form 460 for the **lead health care provider site** for which they intend to purchase eligible services and/or connected devices

+ Applicants requesting funding for multiple eligible health care provider sites in a single application **do not** need to receive eligibility determinations for every site during Round 2 of the Program, but instead will be required only to certify that those sites are eligible, and provide a full list of the sites to which funding was provided on a letter of authorization, which is submitted during the invoicing process

+ When applying for funding, **only the lead health care provider** needs to be noted on the "general information" section of the application; member health care providers should only be listed **under the evaluation metrics portion of the application** if they qualify for a particular metric (e.g., located in rural and/or tribal area)

+ Applications are accepted through a filing window rather than on a rolling basis; applications are evaluated using objective evaluation metrics

Eligible Services and Devices

Telecommunications Services and Broadband Connectivity Services: Voice services and Internet connectivity services for health care providers or their patients. Recurring expenses are eligible for up to 12 months of funding.

Information Services: Internet connectivity services for health care providers or their patients; Recurring expenses are eligible for up to 12 months of funding.

Connected Devices: Tablets, smart phones, or connected devices to provide telehealth services for patient or health care provider use.

Telehealth Program Requirements

✓ Health care providers must obtain an eligibility determination from the Universal Service Administrative Company (USAC) by filing an FCC Form 460

✓ Obtain an FCC Registration Number (FRN) from the Commission Registration System (CORES)

✓ Register with the federal System for Award Management (SAM)

Telehealth Program: Get Started

Request an Eligibility Determination

- Request an eligibility determination from USAC by filing an FCC Form 460 for the lead healthcare provider on the application

  - The applicant will certify that the other sites listed on the application are eligible for the COVID-19 Telehealth program

- Health care providers who already have an approved eligibility determination **do not need to file another FCC Form 460**

- File the form through [My Portal](#) on USAC's website

- USAC will assign the health care provider an HCP number – applications cannot be submitted without an HCP number

Obtain FCC Registration Number (FRN)

All health care providers who do business with the FCC must obtain an FRN

1. First, go to the FCC CORES webpage.

2. Set up an account in CORES by creating a username and password.

3. They will then receive an automated email to verify the account's email address and activate the account.

4. Once the account is activated, log in to CORES, and select "Register New FRN" if HCP does not have an FRN. If they have an existing FRN, select "Associate Username to FRN."

5. After they provide the required information and submit, CORES will generate a new FRN, which will be associated with that username. Only FRNs that are associated with your username will be available for selection in the online COVID-19 Telehealth Application.
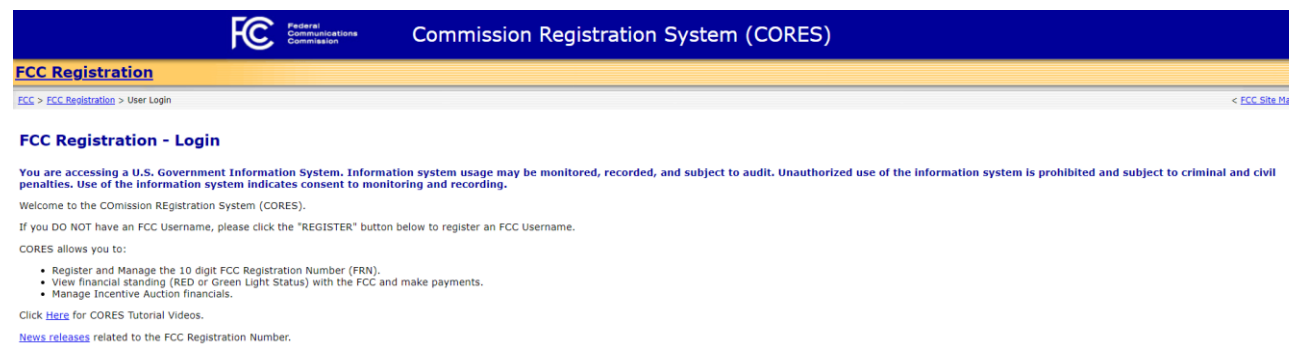
Navigating the CORES Website

- In the application portal, click the "search" icon in the FRN field & select the appropriate FRN
  - If the FRN is associated with the user account in CORES, it will automatically appear as a drop down in the field on the application portal
  - Select the FRN from the drop-down menu (do not manually type into the field)

Register for a System for Award Management (SAM) Account

- The [SAM](#) allows users to register to do business with the U.S. government

- Health care providers already registered in SAM do not need a new registration

- To participate in the COVID-19 Telehealth Program, register in SAM.gov

    - HCPs register with SAM before submitting an application.

    - We strongly recommend unregistered health care providers register immediately as it may take 10 or more business days to activate.
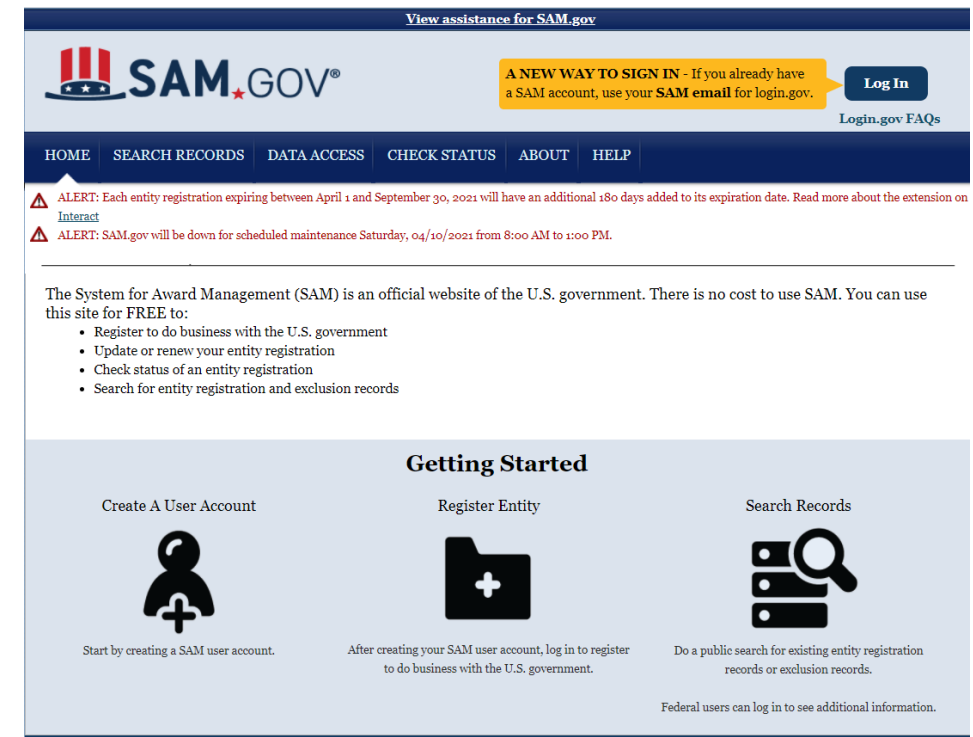
Locate or Obtain a DUNS Number

- The Data Universal Number System (DUNS) assigns a unique numeric identifier to a single business entity upon request

- Dun & Bradstreet, the company that regulates DUNS, will issue a DUNS number without charge to an entity required to register with the federal government for contracts or grants
  - First, check to see if you already have a DUNS number. You can check by using the Dun & Bradstreet DUNS Number Lookup tool.
  - If you do not already have a DUNS number, you can apply for one through the Dun & Bradstreet website.
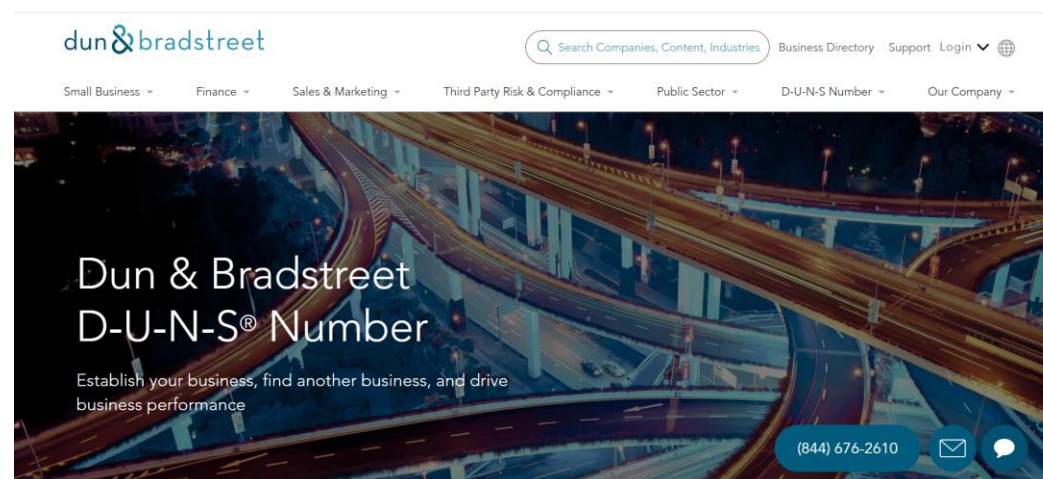
Locate or Obtain a TIN or EIN

- A TIN is a unique identification number issued by either the Internal Revenue Service (IRS) or the Social Security Administration (SSA)

- The EIN, also referred to as the Federal Tax Identification Number, is an example of a TIN and is used to identify a business entity

  - To learn more about the TIN, visit the IRS Taxpayer Identification Number (TIN) webpage. To learn more about the EIN, visit the IRS Employee ID Numbers webpage.

Required Information for Telehealth Program Application

General Information:

A. Applicant Information

    A. Applicant Name

    B. Applicant FCC Registration Number (FRN)

    C. Federal Employer Identification Number (EIN/Tax ID)

    D. Business Type (from Data Accountability and Transparency (DATA) Act Business Types) Applicants may provide up to three business types.

    E. Service Area Applicants must enter name of the applicable state or "nationwide."

Required Information for Telehealth Program Application (cont'd)

Contact information for primary and secondary application contacts:

A. Contact name for the individual that will be responsible for the application

B. Position title, Company Name

C. Phone number

D. Mailing address

E. Email Address

Required Information for Telehealth Program Application (cont'd)

Health care provider information for the lead HCP:

A. Lead Health care provider name

B. Facility name

C. Indicate whether the facility is a hospital

D. Street address, city, state, county

E. Healthcare provider number from FCC Form 460

F. Total patient population

G. Estimated number of patients to be served by the funding request
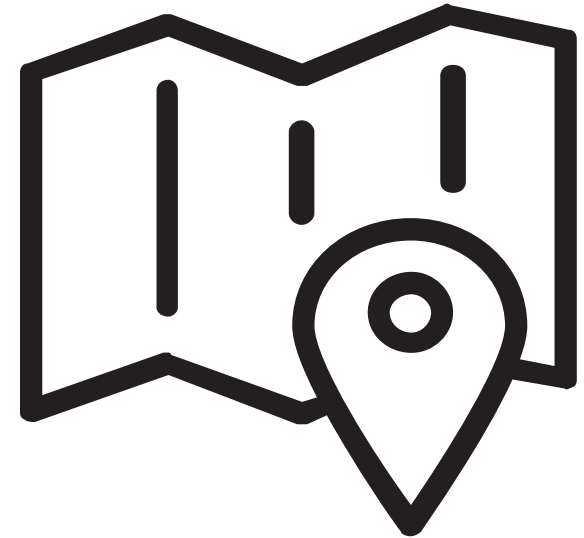
Required Information for Telehealth Program Application: Conditions to be Treated with COVID-19 Telehealth Program Funding

1. Whether the applicant will treat COVID-19 patients directly

2. Whether the applicant will treat patients without COVID-19 symptoms or conditions

3. If the applicant will treat patients without COVID-19, identify the types of conditions to be treated or care to be provided (check all that apply):

   - Other infectious diseases

   - Emergency/Urgent Care

   - Routine, Non-Urgent Care

   - Mental Health Services (non-emergency)

   - Other conditions
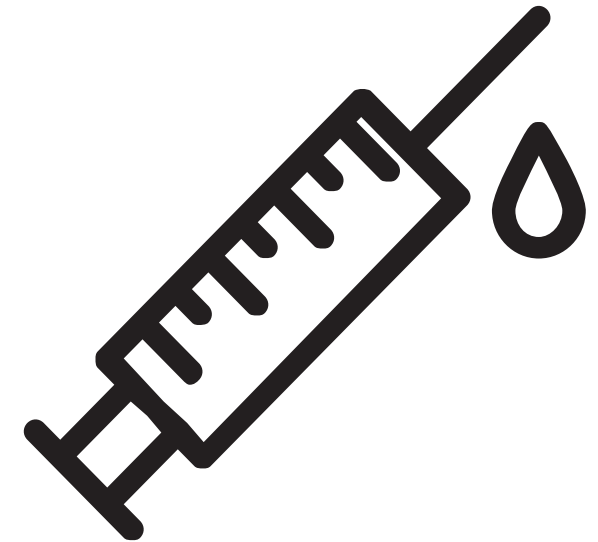
Eligible Service and Connected Devices

1. *Telecommunications Services and Broadband Connectivity Services: Voice services, broadband for health care providers or their patients.*

2. *Information Services: remote patient monitoring platforms and services; patient reported outcome platforms; store and forward services, such as asynchronous transfer of patient images and data for interpretation by a physician; platforms and services to provide synchronous video consultation.*

3. *Connected Devices/Equipment: Tablets, smart phones, or connected devices to receive connected care services at home (e.g., broadband-enabled blood pressure monitors; pulse oximetry monitors) for patient or health care provider use; or telemedicine kiosks/carts for health care provider sites.*

* HCPs must include detailed information in the application and will need to submit supporting documentation.

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Round 2 Evaluation Metrics

#	**Evaluation Metric**

These objective metrics will allow USAC to award funding to the providers that need it most. Each metric is assigned an amount of prioritization points based on insights from Round 1, public comment, and extensive consideration from the FCC.

Up to 15 **Hardest Hit Area**

This metric is designated as either a "sustained hotspot" or a "hotspot" on the **COVID-19 Community Profile Report**, Area of Concern Continuum by County dataset provided by the Department of Health and Human Services (HHS).

Up to 15 **Low-Income Areas**

Round 2 funding prioritizes providers in low-income areas as these areas contain underserved and at-risk populations. USAC will use **Census Bureau data** to make the determination on which health care providers located in low-income areas.

15 **Round 1 Unfunded Applicant**

During Round 1, the program awarded 539 funding commitments out of thousands of applications, leaving a substantial number of Round 1 applicants unfunded. These applicants from Round 1 will be prioritized.

15 **Tribal Communities**

Round 2 funding aims to prioritize applications to serve sites located in **Tribal areas** given the obstacles to broadband deployment that Tribal lands face and the significantly higher risk from the COVID-19 pandemic.

10 **Critical Access Hospitals (CAH)**

CAH designations are given to eligible rural hospitals in participating states by the **Centers for Medicare and Medicaid Services**. CAHs have <26 acute care inpatient beds and provide 24/7 emergency care services.

10 **Federally Qualified Health Center (FQHC)**

FQHC are community-based health care providers that receive funds from the **Health Resources and Services Administration (HRSA)**. FQHC Lookalikes and Disproportionate Share Hospitals are also prioritized.

Up to 10 **Healthcare Provider Shortage Area**

HRSA uses a health care provider's geographic area and the medical services it provides to award a Primary Care **HPSA score**. HPSAs do not have enough health care providers to adequately serve their community.

5 **Round 2 New Applicant**

Because equitable and widespread distribution of Program funds is essential, USAC will prioritize applicants that are new to the Program over applicants who were awarded Round 1 funding.

5 **Rural Areas**

"Rural" will be **defined by the Rural Health Care (RHC) program's statutory categories**. While health care providers in non-rural areas are eligible, rural health care providers will be prioritized.

My Portal Access for New Users

- New applicants will not have access to our online application management system My Portal until your first form is approved

- Go to the USAC Rural Health Care site to get started

- Select the "**FCC Form 460**" to begin filing
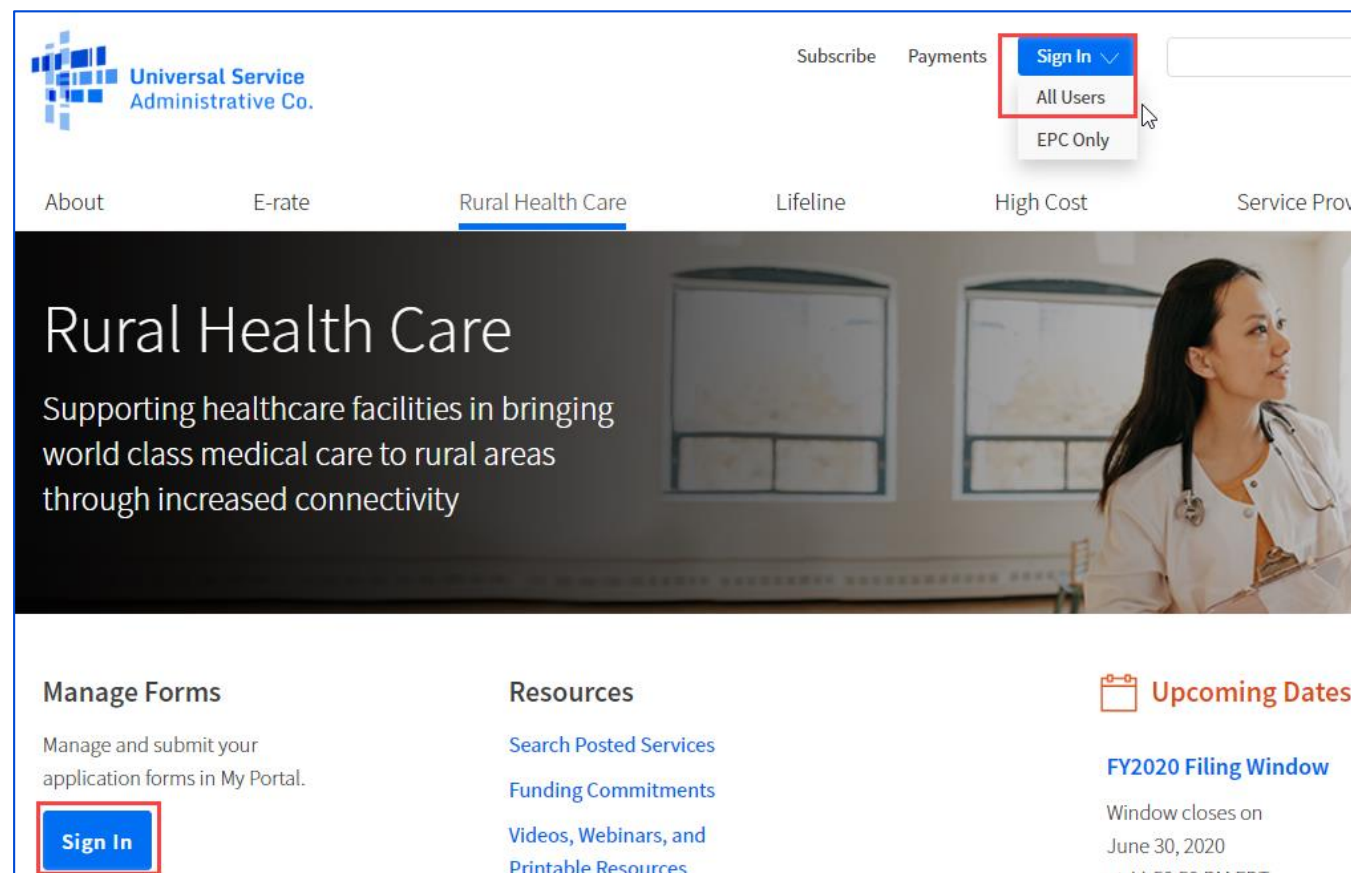
The Invoicing Process

- Health care providers that are deemed eligible for participating in the COVID-19 Telehealth Program will receive further instructions on how to sign up for and use the Program's invoicing system

Timeline

March	**March 30**	FCC released [COVID-19 Telehealth Program Order](#)
April	**April 15**	Application filing window announced
	April 22	Get Started Trainings
	April 26	Eligibility Training
	April 28	Application Training
	April 29	Application filing window opens at 12:00pm ET
	April 30	Telehealth Office Hours
	May 4	Telehealth Office Hours
May	**May 6**	Application filing window closes

How Health Care Providers will Stay Informed

- Visit USAC.org to follow Telehealth Program updates

- Sign up for the COVID-19 Telehealth email list to:
  - Receive Telehealth Program email updates
  - Learn about Telehealth Program training

- Visit the COVID-19 Telehealth Program Frequently Asked Questions Page for information about the provider application process

Questions?