

- *Conference Attendance* – RHC staff attended the Northwest Regional Telehealth Resource Center Annual Conference in Anchorage, AK to present on the RHC Program and gather participant feedback. Staff also conducted site visits to RHC participants.

Planned Activities for Q4 2019:

- *FY2017 and 2018 Funding Requests* – As non-workable funding requests remaining from FY2017 and FY2018 become workable, they will be advanced through the review process.
- *FY2019 Funding Requests* – RHC will continue to focus on processing FY2019 funding requests.
- *Business Requirements Assessment* – RHC will begin work on the operational and systems assessment.
- *Procedures* – RHC will reformat and update all procedures required by FCC Order 19-78.
- *Employee Engagement* – RHC’s management team has developed a management action plan for 2019 and will continue executing the plan.
- *Website Updates* – RHC will be updating several pages on the RHC website, along with the navigation, to make resources more intuitive and accessible.

Performance Metrics:

	Metric	Target	July Actual	August Actual	Sept Actual	Variance	
1	Call Ctre A/R	3.0%	2.0%	0.3%	0.8%	2.7%	
2	Total Pending RHC Appeals	N/A	247	250	231	N/A	
3	Average age of RHC Appeals	90	183.07	205.8	208	-118	
4	Number of open appeals over 90 days	0	172	192	176	-176	

Key	
	Meeting Target
	Not Meeting Target