

Briefing book excludes all materials discussed in Executive Session.



# Rural Health Care Committee

## Briefing Book

July 27-28, 2020

Universal Service Administrative Company Offices

700 12th Street, N.W., Suite 900

Washington, D.C. 20005

**Universal Service Administrative Company  
Rural Health Care Committee Quarterly Meeting  
Agenda**

<b>USAC Offices</b> <b>700 12th Street, N.W., Suite 900</b> <b>Washington, D.C. 20005</b>
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<b>July 27, 2020</b> <b><u>OPEN SESSION</u></b>		<i>Estimated Duration in Minutes</i>
Chair	<b>a1.</b> Consent Items (each available for discussion upon request): <b>A.</b> Approval of Rural Health Care Committee Meeting Minutes of April 28, 2020	3
Mark	<b>a2.</b> Approval of Rural Health Care Support Mechanism 4th Quarter 2020 Programmatic Budget and Demand Projection for the July 31, 2020 FCC Filing	5
Mark	<b>i1.</b> Rural Health Care Business Update: <ul style="list-style-type: none"> <li>• Program Administration Scorecard for Rural Health Care</li> <li>• Q2 2020 Update on Rural Health Care Administration (<i>For Information Only</i>)</li> </ul>	15

<b>JULY 28, 2020</b> <b><u>OPEN SESSION</u></b>		<i>Estimated Duration in Minutes</i>
Chair	<b>a2.</b> Consent Items (each available for discussion upon request): <b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i>	2

<b><u>EXECUTIVE SESSION</u></b> <b>Confidential – <i>Executive Session Recommended</i></b>		
Mark	<b>i2.</b> Rural Health Care Business Update (Continued)	20

**Next Scheduled USAC Rural Health Care Committee Meeting**

<b>Monday, October 26, 2020</b> <b>1:00 p.m. – 2:00 p.m.</b> <b>USAC Offices, Washington, D.C.</b>
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**Universal Service Administrative Company  
Rural Health Care Committee Meeting**

<b>ACTION ITEM</b>
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**Consent Items**

**Action Requested**

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve the consent item listed below.

**Discussion**

The Committee is requested to approve the following item using the consent resolution below:

- A. Committee meeting minutes of April 28, 2020 (*see Attachment A*).

**Recommended USAC Rural Health Care Committee Action**

APPROVAL OF THE FOLLOWING RESOLUTION:

**RESOLVED**, that the USAC Rural Health Care Committee hereby approves: the Committee meeting minutes of April 28, 2020.

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**  
**700 12th Street, N.W., Suite 900**  
**Washington, D.C. 20005**

**RURAL HEALTH CARE COMMITTEE MEETING**  
**Tuesday, April 28, 2020**

**(DRAFT) MINUTES<sup>1</sup>**

Due to the temporary closure of USAC's offices in Washington, D.C. in response to the COVID-19 pandemic, the quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was conducted by web conference on Tuesday, April 28, 2020. Dr. Kathy Wibberly, Committee Chair, called the meeting to order at 10:23 a.m. Eastern Time, with a quorum of all eight Committee members present:

Fontana, Brent – Vice Chair	Wade, Dr. Joan
Freeman, Sarah	Waller, Jeff
Sekar, Radha – Chief Executive Officer	Wein, Olivia
Tinic, Atilla	Wibberly, Dr. Kathy – Chair

Other Board members and officers of the corporation present:

Ayer, Catriona – Vice President of Shared Services  
Beckford, Ernesto – Vice President, General Counsel, and Assistant Secretary  
Beyerhelm, Chris – Vice President of Enterprise Portfolio Management  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Delmar, Teleshia – Vice President of Audit and Assurance  
Domenech, Dr. Daniel – Member of the Board  
Feiss, Geoff – Member of the Board  
Freeman, Sarah – Member of the Board  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Enterprise Resource Program  
Gerst, Matthew – Member of the Board  
Gillan, Joe – Member of the Board  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of Information Technology and Chief Information Officer  
Mason, Ken – Member of the Board  
Polk, Stephanie – Member of the Board

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<sup>1</sup> Draft resolutions were presented to the Committee prior to the Committee meeting. Where appropriate, non-substantive changes have been made to the resolutions set forth herein to clarify language, where necessary, or to correct grammatical or spelling errors.

Salvator, Charles – Vice President, Chief Financial Officer, and Assistant Treasurer  
 Schell, Julie Tritt – Member of the Board  
 Sweeney, Mark – Vice President of Rural Health Care

Others present:

<u>NAME</u>	<u>COMPANY</u>
Augustine, Steve	Kelley Drye & Warren LLP
Beach, Cyndi	USAC
Benham, Cathy	CMS Consulting Inc.
Butler, Stephen	USAC
Carroll, Kathy	CMS Consulting Inc.
Cruzan, Cathy	Funds For Learning
D'Aguiar, J'amie	USAC
Goode, Vernell	USAC
Hamm, Aaron	USAC
James, Christine	USAC
Kriete, Debra	SECA
Lee, James	USAC
Lock, Sean	Funds For Learning
Mitchell, Tamika	USAC
Nelbach Nick	USAC
Nuzzo, Patsy	USAC
Samuels, Victoria	USAC
Tiwari, Tanya	USAC

### OPEN SESSION

All materials from *Open Session* can be found on the [USAC website](#).

- a1. Consent Items.** Dr. Wibberly presented this item to the Committee.
- A.** Approval of Rural Health Care Committee Meeting Minutes of January 27, 2020.
  - B.** Approval of Moving all *Executive Session* Items into *Executive Session*:
    - (1) **i2** – Rural Health Care Business Update (*Continued*). USAC management recommends that this item be discussed in *Executive Session* because it involves *specific internal controls or confidential company data*, and *internal rules and procedures* concerning the administration of the universal service support mechanisms; discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.

On a motion duly made and seconded and after discussion, the Committee adopted the following resolution:

**RESOLVED**, that the USAC Rural Health Care Committee hereby approves: (1) the Committee meeting minutes of January 27, 2020; and (2) discussion in *Executive Session* of the agenda item noted above.

- a2. Approval of Rural Health Care Support Mechanism 3rd Quarter 2020 Programmatic Budget and Demand Projection for the May 1, 2020 FCC Filing.** Mr. Sweeney presented this item for consideration. The presentation included a written report on USAC management's recommendations for the Rural Health Care Support Mechanism 3rd Quarter 2020 programmatic budget and demand projection for the May 1, 2020 FCC filing.

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolutions:

**RESOLVED**, that the USAC Rural Health Care Committee approves a 3rd Quarter 2020 Rural Health Care Support Mechanism direct program budget of \$3.05 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$3.05 million for Rural Health Care Support Mechanism administrative costs in the required May 1, 2020 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee, having reviewed at its meeting on April 28, 2020 the 3rd Quarter 2020 Rural Health Care Support Mechanism demand estimate of \$150.96 million, hereby directs USAC staff to proceed with the required May 1, 2020 filing to the FCC on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

**i1. Rural Health Care Business Update.**

- Q1 2020 Update on Rural Health Care Administration. Dr. Wibberly noted that the report was provided for *information only* and would be publically posted on USAC's website. No discussion was held.

At 10:29 p.m. Eastern Time, on a motion duly made and seconded, the Committee recessed and reconvened in *Executive Session* at 1:08 p.m. Eastern Time for the purpose of discussing the confidential item noted above. Only members of the Board and USAC staff were present.

**EXECUTIVE SESSION**

- i2. **Rural Health Care Business Update** (*Continued*). Mr. Sweeney presented and discussed the following topics:
- Impact of COVID-19 on the Rural Health Care Program
  - Rural Health Care Reform Order Update

**OPEN SESSION**

At 1:29 p.m. Eastern Time, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Dr. Wibberly reported that, in *Executive Session*, the Committee discussed item i2.

On a motion duly made and seconded, the Committee adjourned at 1:29 p.m. Eastern Time.

/s/ Ernesto Beckford  
Assistant Secretary

**Universal Service Administrative Company  
Rural Health Care Committee Meeting**

**ACTION ITEM**

**Approval of Rural Health Care Support Mechanism  
4th Quarter 2020 Programmatic Budget and  
Demand Projection for the July 31, 2020 FCC Filing**

**Action Requested:**

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve the 4th Quarter 2020 (4Q2020) programmatic budget and demand projection for the Rural Health Care Support Mechanism for submission to the Federal Communications Commission (FCC) in USAC's July 31, 2020 quarterly filing.

**Discussion:**

On a quarterly basis, USAC is required to submit to the FCC each program's budget<sup>1</sup> and projected demand for the upcoming quarter.<sup>2</sup>

**Funding Requirement**

USAC estimates the 4Q2020 funding requirement for the Rural Health Care Support Mechanism as follows:

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<sup>1</sup> See 47 C.F.R. § 54.715(c).

<sup>2</sup> See 47 C.F.R. § 54.709(a)(3).

Table A. Program Funding Requirement

<i>(in millions)</i>	<b>3Q2020</b>	<b>Increase/ (Decrease)</b>	<b>4Q2020</b>	<b>Notes</b>
Steady State:				
Program Funding Requirement	\$146.29	\$0.19	\$146.48	See Note 1 and Table B
New Requirements:				
N/A	0.00	0.00	0.00	
<b>Total Program Funding Requirement</b>	<b>\$146.29</b>	<b>\$0.19</b>	<b>\$146.48</b>	
Prior Period Adjustments (difference between projections and actuals):				
Billings	(0.23)	2.23	2.00	
Interest Income	0.00	0.00	0.00	
Bad Debt Expense	(0.00)	(2.68)	(2.68)	
<b>Total Prior Period Adjustments</b>	<b>(\$0.23)</b>	<b>(\$0.45)</b>	<b>(\$0.68)</b>	
USAC Administrative Expenses <sup>3</sup>	4.90	(0.19)	4.71	See Table D
<b>Total Funding Requirement</b>	<b>\$150.96</b>	<b>(\$0.45)</b>	<b>\$150.51</b>	

**Note 1:** On March 12, 2020, the Commission announced a funding cap for Funding Year 2020 of \$604.76 million.<sup>4</sup> See Table B below for additional detail.

Table B. Funding Year 2020 Program Funding Requirement

<i>(in millions)</i>	<b>Fund Year 2020</b>	<b>Notes</b>
Funding Year 2020 Cap	\$604.76	See Note 1
Quarterly Funding Requirement for Funding Year 2020	\$151.19	
Less USAC Administrative Costs, which are covered within the Funding Cap	(4.71)	
<b>4Q2020 Program Funding Requirement</b>	<b>\$146.48</b>	

For Funding Year 2020, the Commission directed USAC to carry-forward unused funds from prior funding years to the extent necessary to cover Funding Year 2020 Rural Health Care Program demand.<sup>5</sup> Available roll forward for Funding Year 2020 is as follows:

<sup>3</sup> Administrative costs are covered within the funding cap.

<sup>4</sup> See Wireline Competition Bureau Announces E-Rate and RHC Programs' Inflation-Based Caps for Funding Year 2020, CC Docket No. 02-6, WC Docket No. 02-60, Public Notice, DA 20-263 (2020).

<sup>5</sup> See Wireline Competition Bureau Announces the Availability of Unused Funds to Increase Rural Health Care Program Funding for Funding Year 2020, WC Docket No. 02-60, Public Notice, DA 20-688 (2020).

Table C. Funding Year 2020 Available Roll Forward

<i>(in millions)</i>	<b>Net Change</b>
<b>Unused Funds</b>	
Available Funds	\$697.44
Disbursements	(241.87)
Reserved Funds	
a. Pending Applications to Process	(390.35)
b. Unliquidated Obligations (ULOs)	79.07
c. Appeals Reserve - USAC Appeals	77.74
d. Appeals Reserve - FCC Appeals	(3.90)
Available Funds	218.13
Additional Funds Used to Meet Funding Year 2019 Demand	(20.15)
<b>Total Unused Funds</b>	<b>\$197.98</b>

The 4Q2020 Rural Health Care Support Mechanism programmatic budget of \$4.71 million represents approximately 24% of the 2020 annual Rural Health Care Support Mechanism programmatic budget of \$20.02 million.

Table D. Quarterly Programmatic Budget

<i>(in millions)</i>	<b>3Q2020 Budget</b>	<b>Increase/ (Decrease)</b>	<b>4Q2020 Budget</b>	<b>Notes</b>
<b>Direct Program Costs</b>				
Employee Expenses	\$1.64	\$0.07	\$1.71	
Professional Services	0.04	0.00	0.04	
General & Administrative	0.01	(0.01)	0.00	See Note 2
<b>Total Direct Program Costs</b>	<b>\$1.69</b>	<b>\$0.06</b>	<b>\$1.75</b>	
<b>Direct Assigned Costs</b>				
Employee Expenses	0.37	0.02	0.39	
Professional Services	0.99	(0.37)	0.62	
General & Administrative	0.00	0.00	0.00	See Note 2
<b>Total Direct Assigned Costs</b>	<b>\$1.36</b>	<b>(\$0.35)</b>	<b>\$1.01</b>	
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>\$3.05</b>	<b>(\$0.29)</b>	<b>\$2.76</b>	
<b>Common Allocated Costs</b>	<b>\$1.85</b>	<b>\$0.10</b>	<b>\$1.95</b>	
<b>Total Programmatic Budget</b>	<b>\$4.90</b>	<b>(\$0.19)</b>	<b>\$4.71</b>	

**Note 2:** General & Administrative expenses include meetings & conferences and reference materials.

A comparison of actual expenditures to the budget for the six months ending June 30, 2020 is provided in **Attachment 1**.

**Recommendation:**

USAC management recommends that the Committee approve the 4Q2020 budget and projection of demand as proposed.

**Recommended Rural Health Care Committee Actions:**

APPROVAL OF THE FOLLOWING RESOLUTIONS:

**RESOLVED**, that the USAC Rural Health Care Committee approves a 4th Quarter 2020 Rural Health Care Support Mechanism direct program budget of \$2.76 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$2.76 million for Rural Health Care Support Mechanism administrative costs in the required July 31, 2020 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee, having reviewed at its meeting on July 27, 2020 the 4th Quarter 2020 Rural Health Care Support Mechanism demand estimate of \$150.51 million, hereby directs USAC staff to proceed with the required July 31, 2020 filing to the FCC on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

**ATTACHMENT 1**

**Rural Health Care Administrative Costs and Headcount**  
Comparison of Actual Expenditures and Headcount to the Budget for the  
Six Months Ending June 30, 2020

<i>(\$ in millions)</i>	<b>FTE Actual</b>	<b>FTE Budget</b>	<b>FTE Variance</b>	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>Variance</b>
<b>Direct Program Costs</b>						
Employee Expenses	48	50	2	\$2.93	\$3.22	\$0.29
Professional Services (Note 3)				0.55	0.77	0.22
General & Administrative (Note 4)				0.00	0.01	0.01
<b>Total Direct Program Costs</b>				<b>\$3.48</b>	<b>\$4.00</b>	<b>\$0.52</b>
<b>Direct Assigned Costs</b>						
Employee Expenses	9	9	0	\$0.66	\$0.74	\$0.08
Professional Services (Note 3)				1.54	2.05	0.51
General & Administrative (Note 4)				0.00	0.00	0.00
<b>Total Direct Assigned Costs</b>				<b>\$2.20</b>	<b>\$2.79</b>	<b>\$0.59</b>
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>57</b>	<b>59</b>	<b>2</b>	<b>\$5.68</b>	<b>\$6.79</b>	<b>\$1.11</b>
<b>Common Allocated Costs (Note 5)</b>				<b>\$3.55</b>	<b>\$3.62</b>	<b>\$0.07</b>
<b>Total Programmatic Budget</b>				<b>\$9.23</b>	<b>\$10.41</b>	<b>\$1.18</b>

**Note 3:** Direct Program Professional Services include contract labor to perform application reviews and business requirements gathering. Direct Assigned Professional Services include beneficiary & contribution audit program audits and IT contract labor.

**Note 4:** General & Administrative expenses include meetings & conferences and reference material.

**Note 5:** Common costs include costs not directly attributable to a program and are allocated based on the Cost Allocation Methodology, which allocates costs based 50% on direct program costs in the prior year and 50% on program demand in the prior year.



# Rural Health Care Business Update

## **Rural Health Care Committee Meeting**

July 27, 2020

# Agenda: Rural Health Care

Topic	Description	Purpose	Presenter	Length
Operations Update	Information on Eligibility, Commitments, Disbursements, and Appeals	Informational	Mark Sweeney	5 Min
RHC Updates	Major completed milestones from Q2	Informational	Mark Sweeney	5 Min
Upcoming Milestones	Planned work for Q3 and Q4	Informational	Mark Sweeney	5 Min
Appendix A	Glossary of Acronyms and Projects			
Appendix B	Q2 2020 Update on Rural Health Care Administration			

# Operations Update

\*Data as of July 1<sup>st</sup> 2020

## Eligibility

- 45% complete (4,904 of 10,802 submitted since April 2, 2020)
- Compared to 1,330 submitted last year April – June

## Commitments

FY (Demand)	Percent Committed	
	HCF	Telecom
2019 (\$765M)	44% (of 12,458)	76% (of 3,621)
2018 (\$666M)	100% (of 10,699)	75% (of 4,147)
2017 (\$567M)	99% (of 8,749)	97% (of 7,095)

## Disbursements

FY	Invoiced Amount	Amount Disbursed
2019	\$35.411M	\$34.64M
2018	\$189.65M	\$188.75M
2017	\$311.97M	\$310.79M

## Appeals

Year	Total Submitted	Percent Resolved
2019	204	47.5%
2018	81	86.4%
2017	251	97.6%

# RHC Updates

- Launched Rates Database July 1<sup>st</sup>
  - Contains available rural and urban rates for all 50 states and territories
  - Full dataset available in Open Data for download and analysis
  - Created custom, easy-to-use user interface to calculate median rates based on user-entered criteria
  - Conducted user testing and gathered feedback before launch
- Launched Rurality Tier Search Tool July 1<sup>st</sup> to allow stakeholders to determine their rurality tier
- Updated My Portal to conform with approved changes to FCC Forms 460, 461, and 465
- Successfully closed extended FY 2020 filing window with no technical issues
- Completed RHC systems and operational assessment

# Upcoming Milestones

- Collect Additional Rates from Public for Rates Database
  - Stakeholders are encouraged to submit additional rural and urban rates data and feedback on the tools by September 30, 2020.
  - Feedback will be assessed and rates will be updated this Fall and annually thereafter.
- Implement My Portal updates based on approved changes to FCC Forms 462, 466, and 467
- Add My Portal functionality to conduct site and service substitutions (Telecom and HCF)
- Create and begin executing plan for long-term system modernization

# Appendix A: Glossary of Terms

Acronym	Term	Definition
<b>BCAP</b>	Beneficiary and Contributor Audit Program	The BCAP is designed to assess beneficiary and contributor compliance with the FCC rules and requirements (collectively, FCC Rules).
<b>HCF</b>	Healthcare Connect Fund	A program administered by Rural Health Care Division that provides a 65% discount to eligible healthcare providers for qualifying services.
<b>KM</b>	Knowledge Management	USAC-wide initiative to centralize and formalize documentation regarding USAC programs, processes, and procedures.
<b>My Portal</b>		Systems used by the Rural Health Care Division to collect FCC forms submitted by program applicants and aggregate this data.
<b>PQA</b>	Payment Quality Assurance	PQA is designed to assess the accuracy of Universal Service Fund (USF) disbursements and determine whether improper payments exist, and assists the FCC in meeting its reporting obligations under the Improper Payments Elimination and Recovery Improvement Act of 2012 (IPERIA).
<b>RFP</b>	Request for Proposal	A document that solicits a proposal, often made through a bidding process, by a company interested in procurement of a commodity or service to potential suppliers to submit business proposals. It is submitted early in the procurement cycle.
<b>RHC</b>	Rural Health Care Division	An organization within USAC with the mission to administer the HCF and Telecom programs, as well as any FCC programs or directives impacting rural healthcare.
<b>SOW</b>	Statement of Work	A portion of the RFP that describes the work that will be taking place.
<b>Telecom</b>	Telecommunications Program	A program administered by Rural Health Care Division that provides a discount to eligible healthcare providers for qualifying services based on the urban/rural rate differential.
<b>WCB</b>	Wireline Competition Bureau	WCB is a component of the FCC that works to ensure that all Americans have access to robust, affordable broadband and voice services. Its programs help ensure access to affordable communications for schools, libraries, healthcare providers, and rural and low-income consumers.

Universal Service Administrative Company  
Rural Health Care Committee Meeting

INFORMATION ITEM

APPENDIX B

Rural Health Care Business Update  
Q2 2020 Update on Rural Health Care Administration

**Overall Summary for Q2 2020:**

The Rural Health Care (RHC) Division had a very strong second quarter, which focused on the rollout of Reform Order changes, operational efficiency, and program integrity. RHC achieved all major program milestones on time, despite continuing to work remotely. The RHC Division continued issuing both single year commitments and multi-year/upfront commitments for FY 2019 for all eligible amounts requested (i.e., without proration). The FCC issued DA 20-697, which provided guidance to USAC on how to implement the FCC directive in FCC Report and Order 19-78 (Reform Order) to establish a database of rural and urban rates, which was subsequently launched at the end of the quarter. The RHC Division also made significant progress toward implementing the Reform Order by deploying changes to My Portal and launching the new rurality tier search tool. We also completed the RHC business and operations assessment with the vendor Oasys and began long term planning. In the program integrity area, all Corrective Action Plans are still within the 90-day target for completion, and 50 appeals were resolved, while 27 new appeals were received. RHC successfully closed the FY2020 filing window which had been extended to June 30<sup>th</sup> as part of the COVID-19 response measures. As part of our outreach, we posted multiple resources to assist applicants in submitting FY2020 forms, while navigating the new FCC Orders related to COVID-19. As part of the implementation of the FCC's COVID-19 Telehealth Program (outside USF) RHC processed almost 5,000 FCC Forms 460 out of the over 10,000 submissions. The FCC has subsequently declared the close of the filing window for the Program, as it has committed its \$200m target funds.

In the third quarter, the focus will be on implementing the requirements from multiple FCC Orders, developing a long term strategy based on the findings from the business and operations assessment, completing workable FY 2019 funding requests, implementing any prioritization required, processing FY20 funding requests, and reviewing FY21 competitive bidding forms.

**RHC Program Updates & Accomplishments:**

- *Operations* – RHC Operations continued issuing FY 2019 commitments and closed the FY20 filing window.
- *My Portal Modifications* – RHC/IT released the second batch of My Portal changes related to Order FCC 19-78 in July and completed the requirements and a majority of the development for a release in Q3.

Available for Public Use

- *Appeals* – RHC received 27 new appeals in Q2 2020 and resolved 50 appeals.
- *Eligibility* – RHC continued processing additional eligibility submissions due to new FCC Orders. Staff also reviewed eligibility requests to help FY 2021 applicants prepare to submit competitive bidding forms.
- *Procedures* – RHC worked with FCC to update procedures and received FCC approval for FY 2020 funding request review procedures.
- *Outreach* – RHC worked with stakeholders to get feedback on rates database and associated guides and tip sheets.
- *Business and Operations Assessment* – RHC will work on developing a long term strategy for the program and its information technology systems based on the completed assessment.
- *Reform Order* – RHC launched the new database of rural and urban rates and deployed new functionality in My Portal to meet new rules.

**Planned Activities for Q3 2020:**

- *FY 2017 and 2018 Funding Requests* – As non-workable funding requests remaining from FY 2017 and FY 2018 become workable, they will be advanced through the review process.
- *FY 2019 Funding Requests* – RHC will continue to focus on processing FY 2019 funding requests with the goal of completing all workable commitments.
- *FY 2020 Funding Requests* – RHC will begin processing FY 2020 funding requests.
- *Business and Operations Assessment* – RHC will finalize the long term strategy for its systems and operations.
- *Employee Engagement* – RHC’s management team will review the results for the engagement survey and update the management action plan as needed.

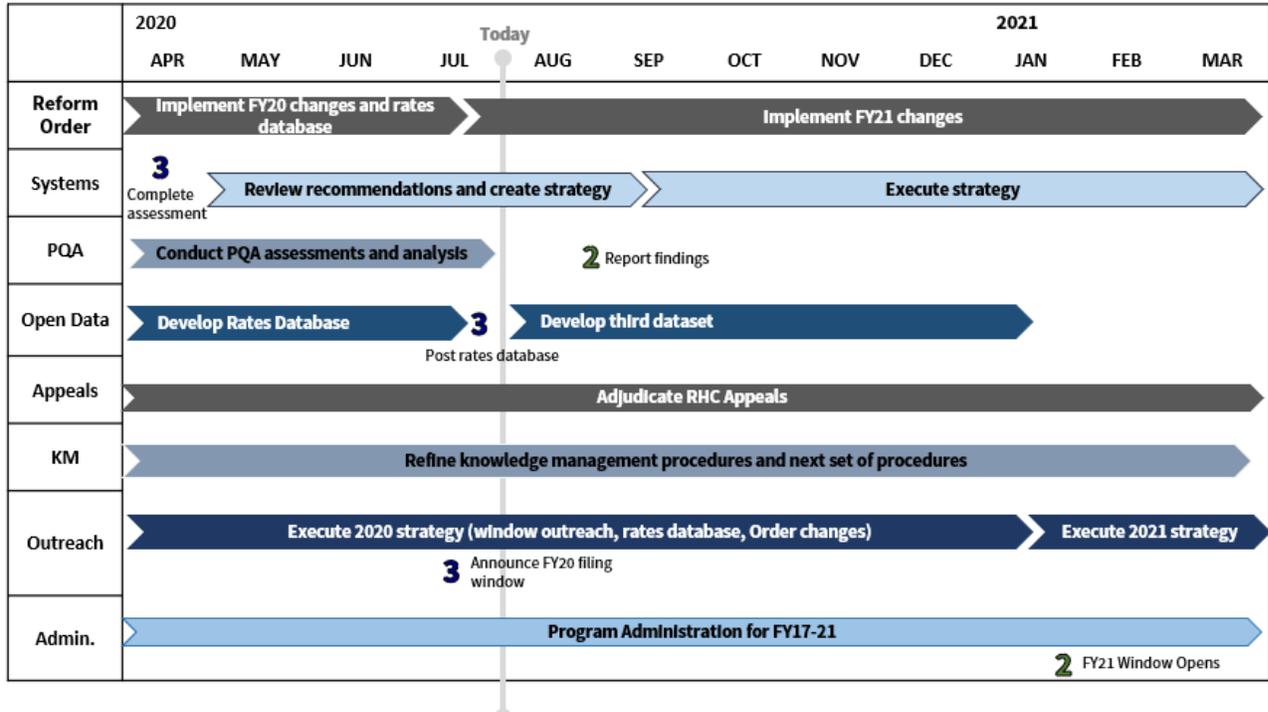
**Performance Metrics:**

	Metric	Target	April Actual	May Actual	June Actual	Variance	
1	Call Ctre A/R	3.0%	13.0%	2.3%	1.4%	0.6%	✓
2	Total Pending RHC Appeals	N/A	172	173	159	N/A	▶
3	Average age of RHC Appeals	90	341	354	355	-265	▶
4	Number of open appeals over 90 days	0	149	137	135	-135	▶

Key	
✓	Meeting Target
▶	Not Meeting Target

**RHC Program At A Glance:**

Milestone Legend	
<b>3</b>	Completed
<b>2</b>	On Track
<b>1</b>	At Risk



Universal Service Administrative Company  
Rural Health Care Committee Meeting

ACTION ITEM

Consent Items

**Action Requested**

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve the consent item listed below.

**Discussion**

The Committee is requested to approve the following item using the consent resolution below:

**B. Approval of moving all *Executive Session* items into *Executive Session*:**

- (1) **i2** – Rural Health Care Business Update (*Continued*). USAC management recommends that this item be discussed in *Executive Session* because it relates to *specific internal controls or confidential company data*, and *internal rules and procedures*.

Upon request of a Committee member, the above item is available for discussion by the Committee.

**Recommended USAC Rural Health Care Committee Action**

APPROVAL OF THE FOLLOWING RESOLUTION:

**RESOLVED**, that the USAC Rural Health Care Committee hereby approves discussion in *Executive Session* of the item noted above.