



Rural Health Care Committee

Briefing Book

July 26, 2021

1:00 - 2:00 p.m. Eastern Time

Available for Public Use

Universal Service Administrative Company

700 12th Street NW, Suite 900

Washington, DC, 20005

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

<p>Monday, July 26, 2021 1:00 p.m. – 2:00 p.m. Eastern Time USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</p>

<u>OPEN SESSION</u>		<i>Estimated Duration in Minutes</i>
Chair	<p>a1. Consent Items (each available for discussion upon request):</p> <p style="padding-left: 20px;">A. Approval of Rural Health Care Committee Meeting Minutes of April 26 and 27, and May 7, 2021</p> <p style="padding-left: 20px;">B. Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i></p>	5
Mark	<p>a2. Approval of Rural Health Care Support Mechanism 4th Quarter 2021 Programmatic Budget and Demand Projection for the August 2, 2021 FCC Filing</p>	5
Teleshia	<p>i1. Information on Two USAC Audit and Assurance Division Rural Health Care Support Mechanism Beneficiary Audit Reports (<i>For Information Only</i>)</p>	-
Mark	<p>i2. Rural Health Care Business Update</p> <ul style="list-style-type: none"> • Accomplishments and Plans • Reform Order and Supply Chain Order Updates • Roadmap • Systems Update 	20

<u>EXECUTIVE SESSION</u> Confidential – Executive Session Recommended		<i>Estimated Duration in Minutes</i>
Michelle Mark	<p>i3. Rural Health Care Business Update (<i>Continued</i>)</p> <ul style="list-style-type: none"> • Modernization • FY2021 Analysis 	20
Chris	<p>a3. Consideration of a Contract Modification for 2021 Rural Health Care Business Processing Outsourcing Services</p>	5

Next Scheduled USAC Rural Health Care Committee Meeting

<p>Monday, October 25, 2021 11:00 a.m. – 12:00 p.m. Eastern Time USAC Offices, Washington, D.C.</p>
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**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 items listed below.

Discussion

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

- A. Committee meeting minutes of April 26 and 27, and May 7, 2021 (*see Attachments A-1, A-2, and A-3*).

- B. Approval of moving all *Executive Session* items into *Executive Session*:
 - (1) **i3** – Rural Health Care Business Update (*Continued*). USAC management recommends that this matter 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.
 - (2) **a3**. – Consideration of a Contract Modification for 2021 Rural Health Care Business Process Outsourcing Services. USAC management recommends that this matter be discussed in *Executive Session* because it relates to *specific internal controls or confidential company data* that would constitute a discussion of internal rules and procedures. This item also relates to USAC’s *procurement strategy and contract administration*.

Upon request of a Committee member, any one or more of the above items are available for discussion by the Committee.

Recommended USAC Rural Health Care Committee Action

APPROVAL OF THE FOLLOWING RESOLUTION:

RESOLVED, that the Rural Health Care Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of April 26 and 27, and May 7, 2021; and (2) discussion in *Executive Session* of the items noted above.

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

RURAL HEALTH CARE COMMITTEE MEETING
Monday, April 26, 2021

(DRAFT) MINUTES¹

Due to the COVID-19 pandemic, USAC continued mandatory telework; therefore, the *Open Session* portion of the quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was conducted by web conference on Monday, April 26, 2021. Dr. Kathy Wiberly, Committee Chair, called the meeting to order at 11:15 a.m. Eastern Time, with a quorum seven of the eight Committee members present:

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

Members of the Committee not present:

Feiss, Geoff

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer
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. Dan – Member of the Board
Gaither, Victor – Vice President of High Cost
Garber, Michelle – Vice President of Enterprise Resources Program and Acting Vice President of Shared Services
Gerst, Matthew – Member of the Board
Gillan, Joe – Member of the Board
Gregory, Amber – Member of the Board
Hutchinson, Kyle – Vice President of IT and Chief Information Officer
Mason, Ken – Member of the Board

¹ 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.

Morning, Kimberly – Acting Vice President and General Counsel, and Assistant Secretary
Polk, Stephanie – Member of the Board
Salvator, Charles – Vice President, Chief Financial Officer, and Assistant Treasurer
Schell, Julie Tritt – Member of the Board
Skriwan, Michael – Member of the Board
Sweeney, Mark – Vice President of Rural Health Care

Others present:

<u>NAME</u>	<u>COMPANY</u>
Alfred, Kraynal	USAC
Ayer, Catriona	USAC
Crawford, Katherine	USAC
DiVo, Victor	USAC
Glisson, Connor	USAC
Goode, Vernell	USAC
Hargraves, Sabrina	Federal Communications Commission
James, Christine	USAC
Kriete, Debra	State E-Rate Coordinators' Alliance
Lee, James	USAC
Mitchell, Tamika	USAC
Nuzzo, Patsy	USAC
Pace, Regina	USAC
Scott, Latoya	Federal Communications Commission
Sherwood, Nicole	USAC
Spead, Laura	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 25, and January 26, 2021.
- B. Approval of moving all *Executive Session* items into *Executive Session*:
- (1) **i2.** – Rural Health Care Business Update (*Continued*). USAC management recommends that this matter be discussed in Executive Session because it relates to *specific internal controls or confidential company data* that would constitute a discussion of internal rules and procedures. This item also relates to USAC's *procurement strategy and contract administration*.

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

RESOLVED, that the Rural Health Care Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of January 25 and January 26, 2021; and (2) discussion in *Executive Session* of the item noted above.

- a2. Approval of Rural Health Care Support Mechanism 3rd Quarter 2021 Programmatic Budget and Demand Projection for April 30, 2021 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 2021 programmatic budget and demand projection for the April 30, 2021 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 2021 Rural Health Care Support Mechanism direct program budget of \$3.44 million; and

RESOLVED FURTHER, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$3.44 million for Rural Health Care Support Mechanism administrative costs in the required April 30, 2021 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 26, 2021 the 3rd Quarter 2021 Rural Health Care Support Mechanism demand estimate of \$149.39 million, hereby directs USAC staff to proceed with the required April 30, 2021 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.

- ii. Rural Health Care Business Update.** Mr. Sweeney presented PowerPoint slides covering the following items to the Committee:
- Accomplishments and Plans including the following:
 - Metrics
 - Open Data and Rates Database
 - Outreach
 - Reform Order and Supply Chain Order
 - Roadmap
 - Systems Update

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At 11:47 a.m. Eastern Time, on a motion duly made and seconded, the Committee adjourned until April 27, 2021 at approximately 10:25 a.m. Eastern Time.

/s/ Kimberly Morning
Assistant Secretary

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

RURAL HEALTH CARE COMMITTEE MEETING
Tuesday, April 27, 2021

(DRAFT) MINUTES¹

Due to the COVID-19 pandemic, USAC continued mandatory telework; therefore the *Executive Session* portion of 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 27, 2021. The Committee meeting continued from the April 26, 2021 *Open Session* portion of the meeting. Dr. Kathy Wibberly, Committee Chair, called the meeting to order at 10:29 a.m. Eastern Time, with a quorum of seven of the eight Committee members present:

Fontana, Brent – Vice Chair
Freeman, Sarah
Sekar, Radha – Chief Executive Officer
Wade, Dr. Joan

Waller, Jeff
Wein, Olivia
Wibberly, Dr. Kathy – Chair

Members of the Committee not present:

Feiss, Geoff

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer
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. Dan – Member of the Board
Gaither, Victor – Vice President of High Cost
Garber, Michelle – Vice President of Enterprise Resource Program and Acting Vice
President of Shared Services
Gerst, Matthew – Member of the Board
Gillan, Joe – Member of the Board
Gregory, Amber – Member of the Board
Jacobs, Ellis – Member of the Board

¹ 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.

Hutchinson, Kyle – Vice President of Information Technology and Chief Information Officer
Mason, Ken – Member of the Board
Morning, Kimberly – Acting Vice President and General Counsel, and Assistant Secretary
Salvator, Charles – Vice President, Chief Financial Officer, and Assistant Treasurer
Schell, Julie Tritt – Member of the Board
Skriwan, Michael – Member of the Board
Sweeney, Mark – Vice President of Rural Health Care

Others present:

<u>NAME</u>	<u>COMPANY</u>
Ayer, Catriona	USAC
DiVo, Victor	USAC
Glisson, Connor	USAC
Goode, Vernell	USAC
James, Christine	USAC
Lee, James	USAC
Mitchell, Tamika	USAC
Nuzzo, Patsy	USAC
Pace, Gina	USAC
Sherwood, Nicole	USAC
Tiwari, Tanya	USAC

OPEN SESSION

At 10:29 a.m. Eastern Time, on a motion duly made and seconded, the Committee moved into ***Executive Session*** for the purpose of discussing confidential items. The Committee approved discussing confidential items in ***Executive Session*** on Monday, April 26, 2021. Only members of the Board and USAC staff were present.

EXECUTIVE SESSION

i2. Rural Health Care Business Update. Mr. Sweeney presented this item for discussion. The presentation included a PowerPoint presentation that included an update on the Business Process Outsourcing.

OPEN SESSION

At 10:52 a.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 10:52 a.m. Eastern Time.

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/s/ Kimberly Morning
Assistant Secretary

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

RURAL HEALTH CARE COMMITTEE MEETING
Friday, May 7, 2021

(DRAFT) MINUTES¹

Due to the temporary closure of USAC's offices in Washington, D.C. in response to the COVID-19 pandemic, the non-quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was conducted by web conference on Friday, May 7, 2021. Dr. Kathy Wibberly, Committee Chair, called the meeting to order at 1:02 p.m. Eastern Time, with a quorum of all eight Committee members present:

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

Officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer
Buzacott, Alan – Member of the Board
Davis, Craig – Vice President of Schools and Libraries
Gerst, Matthew – Member of the Board
Gillan, Joe – Member of the Board
Gregory, Amber – Member of the Board
Hutchinson, Kyle – Vice President of IT and Chief Information Officer
Mason, Ken – Member of the Board
Morning, Kimberly – Acting Vice President and General Counsel, and Assistant Secretary
Polk, Stephanie – Member of the Board
Salvator, Charles – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer
Schell, Julie Tritt – Member of the Board
Sweeney, Mark – Vice President of Rural Health Care

¹ 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.

Others present by telephone:

<u>NAME</u>	<u>COMPANY</u>
Kahn, Sammy	USAC
Nuzzo, Patsy	USAC
Sherwood, Nicole	USAC
Tiwari, Tanya	USAC

OPEN SESSION

- a1. **Consideration of a Task Order Modification for Rural Health Care Business Process Outsourcing Services for Funding Year 2021 (FY 2021) Application Processing.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

RESOLVED, that the Rural Health Care Committee determines that the discussion of this item be conducted in *Executive Session*.

At 1:02 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential item listed above.

EXECUTIVE SESSION

- a1. **Consideration of a Task Order Modification for Rural Health Care Business Process Outsourcing Services for Funding Year 2021 (FY 2021) Application Processing.** Mr. Beyerhelm presented this item for consideration. The presentation included a proposal to modify an existing contract with ICF Incorporated, LLC (ICF) for performance of Business Process Outsourcing (BPO) services.

On a motion duly made and seconded, the Board adopted the following resolution:

RESOLVED, that the Rural Health Care Committee of the USAC Board of Directors, having reviewed the recommendation of USAC management, hereby authorizes USAC management to modify its existing contract with ICF Incorporated, LLC for performance of Business Process Outsourcing services. Specifically, USAC is authorized to increase the period of performance of the base period of Task 1 under the contract from four (4) months to twelve (12) months, and increase the not-to-exceed task amount of \$970,876 (plus applicable taxes) by \$1.5 million (plus applicable taxes), which includes a \$300,000 contingency for additional variable costs associated with the services, for a total not-to-exceed amount of \$2,470,876 (plus applicable taxes) over the

base period of Task 1 for services to support the Rural Health Care Program, subject to required Federal Communications Commission approval.

OPEN SESSION

At 1:14 p.m. Eastern Time, on a motion duly made and seconded, 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 and took action on item a1.

On a motion duly made and seconded, the Committee adjourned at 1:14 p.m. Eastern Time.

/s/ Kimberly Morning
Assistant Secretary

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

ACTION ITEM

**Approval of Rural Health Care Support Mechanism
4th Quarter 2021 Programmatic Budget and
Demand Projection for the August 2, 2021 FCC Filing**

Action Requested:

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve the 4th Quarter 2021 (4Q2021) programmatic budget and demand projection for the Rural Health Care Support Mechanism for submission to the Federal Communications Commission (FCC) in USAC's August 2, 2021 quarterly filing.

Discussion:

On a quarterly basis, USAC is required to submit to the FCC each program's budget¹ and projected demand for the upcoming quarter.²

Funding Requirement

USAC estimates the 4Q2021 funding requirement for the Rural Health Care Support Mechanism as follows:

¹ See 47 C.F.R. § 54.715(c).

² See 47 C.F.R. § 54.709(a)(3).

Table A. Program Funding Requirement

<i>(in millions)</i>	3Q2021	Increase/ (Decrease)	4Q2021	Notes
Steady State:				
Program Funding Requirement	\$147.00	(\$0.34)	\$146.66	See Note 1 and Table B
New Requirements:				
N/A	0.00	0.00	0.00	
Total Program Funding Requirement	\$147.00	(\$0.34)	\$146.66	
Prior Period Adjustments (difference between projections and actuals):				
Billings	(2.07)	3.39	1.32	
Interest Income	0.00	0.00	0.00	
Bad Debt Expense	(1.55)	0.34	(1.21)	
Total Prior Period Adjustments	(\$3.62)	\$3.73	0.11	
USAC Administrative Expenses ³	\$6.01	0.34	\$6.35	See Table D
Total Funding Requirement	\$149.39	\$3.73	\$153.12	

Note 1: On March 19, 2021, the Commission announced a funding cap for Funding Year 2021 of \$612.02 million.⁴ The Program Funding Requirement represents one quarter of the Funding Year 2021 cap, less USAC administrative costs. See Table B below for additional detail.

Table B. Funding Year 2021 Program Funding Requirement

<i>(in millions)</i>	Fund Year 2021	Notes
Funding Year 2021 Cap	\$612.02	See Note 1
Quarterly Funding Requirement for Funding Year 2020	\$153.01	
Less USAC Administrative Costs, which are covered within the Funding Cap	(6.35)	
3Q2021 Program Funding Requirement	\$146.66	

Note 2: Table C is an annual schedule that is updated once a year for the April Board meeting. The Funding Year 2021 filing window closed on June 1, 2021. The Commission directed USAC to carry-forward the funds noted in Table C to the extent necessary to cover Funding Year 2021 Rural Health Care Program demand.⁵

³ Administrative costs are covered within the funding cap.

⁴ See *Wireline Competition Bureau Announces E-Rate and RHC Programs' Inflation-Based Caps for Funding Year 2021*, CC Docket No. 02-6, WC Docket No. 02-60, Public Notice, DA 21-332 (2021).

⁵ See *Wireline Competition Bureau Announces the Availability of Unused Funds to Increase Rural Health Care Program Funding for Funding Year 2021*, WC Docket No. 02-60, Public Notice, DA 21-742 (2021).

Table C. Funding Year 2021 Available Roll Forward

<i>(in millions)</i>	Net Change
Unused Funds	
Available Funds	\$802.78
Disbursements	(520.63)
Reserved Funds	
a. Pending Applications to Process	159.17
b. Unliquidated Obligations (ULOs)	(55.07)
c. Appeals Reserve - USAC Appeals	46.13
d. Appeals Reserve - FCC Appeals	(52.41)
Total Unused Funds	\$379.97

Based on the projected burn rate, USAC estimates the following 4Q2021 programmatic budget:

Table D. Quarterly Programmatic Budget

<i>(in millions)</i>	3Q2021 Budget	Increase/ (Decrease)	4Q2021 Budget	Notes
Direct Program Costs				
Employee Expenses	\$1.76	\$0.20	\$1.96	
Professional Services	0.21	\$0.00	0.21	
General & Administrative	0.00	\$0.00	0.00	See Note 3
Total Direct Program Costs	\$1.97	\$0.20	\$2.17	
Direct Assigned Costs				
Employee Expenses	\$0.39	\$0.07	\$0.46	
Professional Services	1.08	(\$0.04)	1.04	
General & Administrative	0.00	\$0.00	0.00	See Note 3
Total Direct Assigned Costs	\$1.47	\$0.03	\$1.50	
Total Direct Program & Direct Assigned Costs	\$3.44	\$0.23	\$3.67	
Common Allocated Costs	\$2.57	\$0.11	\$2.68	
Total Programmatic Budget	\$6.01	\$0.34	\$6.35	

Note 3: General & Administrative expenses include meetings & conferences and reference materials.

A comparison of actual expenditures to the budget for the six months ending June 30, 2021 is provided in **Attachment 1**.

Recommendation:

USAC management recommends that the Committee approve the 4Q2021 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 2021 Rural Health Care Support Mechanism direct program budget of \$3.67 million; and

RESOLVED FURTHER, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$3.67 million for Rural Health Care Support Mechanism administrative costs in the required August 2, 2021 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 26, 2021 the 4th Quarter 2021 Rural Health Care Support Mechanism demand estimate of \$153.12 million, hereby directs USAC staff to proceed with the required August 2, 2021 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
Three Months Ending June 30, 2021

<i>(\$ in millions)</i>	FTE Actual	FTE Budget	FTE Variance	YTD Actual	YTD Budget	Variance
Direct Program Costs						
Employee Expenses	46	53	7	\$2.92	\$3.45	\$0.53
Professional Services (Note 4)				1.17	1.49	0.32
General & Administrative (Note 5)				0.00	0.01	0.01
Total Direct Program Costs				\$4.09	\$4.95	\$0.86
Direct Assigned Costs						
Employee Expenses	8	9	1	\$0.69	\$0.75	\$0.06
Professional Services (Note 4)				1.03	2.09	1.06
General & Administrative (Note 5)				0.00	0.00	0.00
Total Direct Assigned Costs				\$1.72	\$2.84	\$1.12
Total Direct Program & Direct Assigned Costs	54	62	8	\$5.81	\$7.79	\$1.98
Common Allocated Costs (Note 6)				\$4.21	\$4.99	\$0.78
Total Programmatic Budget				\$10.02	\$12.78	\$2.76

Note 4: 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 5: General & Administrative expenses include printing & postage and reference materials.

Note 6: 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. Actual common allocated costs reflect a reduction for costs allocated to the appropriated programs.



Rural Health Care Committee

Rural Health Care Business Update

Open Session

July 26, 2021



Universal Service
Administrative Co.

Agenda

- Accomplishments and Plans
 - Metrics
 - Open Data and Rates Database
 - Outreach
- Reform Order and Supply Chain Order Updates
- Roadmap
- Systems Update

Metrics

Rural Health Care

Category	Total # Received	Dollars	Actual Processed	Dollars Processed	Percentage Complete	Aging >90 Day*
Eligibility CY2021:						
HCF	2,490	N/A	2,242	N/A	90.04%	2
Telecom	535	N/A	535	N/A	100%	0
Funding Requests FY2021:						
HCF	13,311	\$417,976,103	259	\$3,668,513	1.95%	N/A
Telecom	2,508	\$227,356,851	1	\$2,508	0.04%	N/A
Funding Requests FY2020:						
HCF	13,358	\$442,128,678	13,003	\$363,468,335	97.34%	355
Telecom	3,182	\$206,110,697	3,105	\$185,074,562	97.58%	77

*Workable

Open Data and Rates Database

- **Open Data**

- Three enhancements to the existing commitment and disbursement dataset were deployed in May 2021.
 - Original commitment
 - Gross demand (originally submitted amount)
 - All other statuses (currently only commitment is displayed)
- Additional enhancement to show Invoice Due Date for all commitments to be deployed on July 21.

Open Data and Rates Database (Continued)

- Launched the Rural Rates Database on July 1, 2020, and refreshed database on September 30, 2020 and December 31, 2020.
- On April 8th 2021 the FCC issued an Order to extend the waiver of the Rates Database to all applications for FY2021 and FY2022.
 - All applicants should use previous methods or a rate approved in the last three years in the determination of both Rural and Urban rates.
 - USAC conducted outreach, including all applicants who had already submitted applications for FY2021 (383 FRNs) to recall and resubmit applications.
 - Order also contained waivers and extensions for COVID-19 relief.
 - Long term changes in design phase for My Portal system to reflect FCC requirements

Outreach

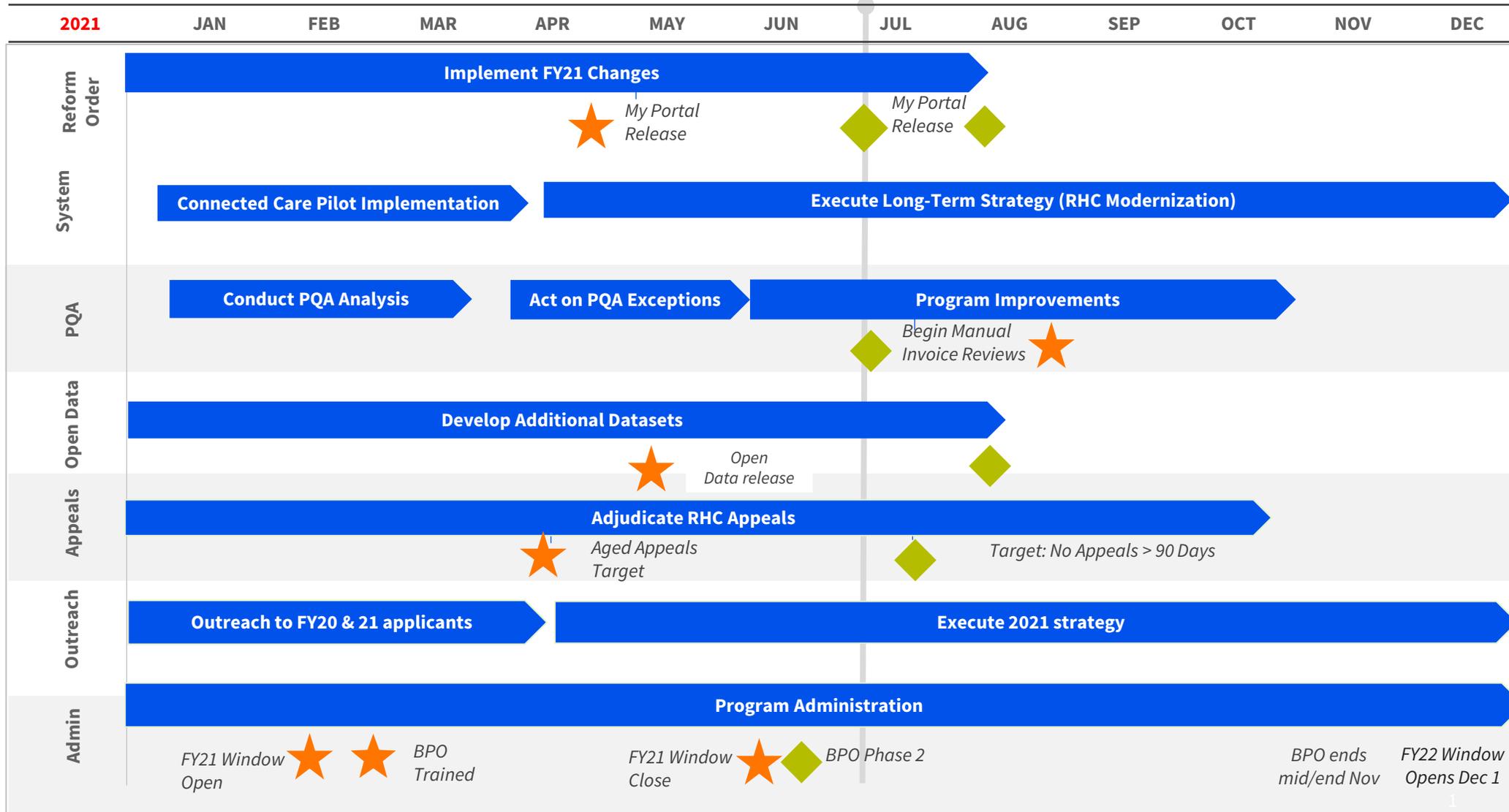
- **Support for FY2021 Filing Window close (on June 1)**
 - Held five Office Hours and extended Help Desk hours during holiday weekend.
- **Second Virtual Site Visit of 2021 (May 18)**
 - RHC staff met virtually with the North Carolina Telehealth Network.
 - Walk-through of telehealth technology and discussion about the successes and challenges of telehealth medicine in rural areas.
 - A third virtual site visit is planned for Q3 (August/September).
- **FY2019 HCF Invoice Deadline Campaign**
 - Targeted reminder emails and Office Hours for those facing June 29, 2021 deadline.
- **Webinars in July**
 - (1) Connected Care Pilot Program Kick-off and (2) RHC FY2022 Kick-off.

Reform Order and Supply Chain Order Updates

- **Phase Three – On Track**

- My Portal functionality was deployed April 30, to support Telecom site and service substitutions and declaration of assistance.
- Additional release on July 30 to address Telecom and HCF service delivery deadline and invoice delivery deadline extensions.
- Supply Chain Order: HCF FCC Form 463 and Telecom invoice certification were included in the April 30 release.

Roadmap



Milestone Legend

- At Risk
- On Track
- Completed

Rural Health Care IT High Level Project Status

Active Projects	Project Status	Target Production Date	Project Updates & Risks
<p>Combined Reform Order Release 3.2 & Connected Care Pilot Program Part 2:</p> <ul style="list-style-type: none"> Reform Order: Telecom and HCF Service Delivery Deadline (SDD) and Invoice Deadline Date (IDD) extensions Connected Care Pilot Program: Modifications to FCC Form 462 review and commitment functionality and modifications to FCC Form 463 	In Progress	July 30, 2021	Testing in progress.
<p>Rates Database Waiver Order</p> <ul style="list-style-type: none"> System updates to waive/remove the requirement that health care providers and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for funding years 2021 and 2022. 	In Progress	Tentative Nov 2021	Requirement in progress.



**Universal Service
Administrative Co.**