



## Rural Health Care Committee

### Briefing Book

Monday, January 27, 2025

11:50 p.m. – 12:45 p.m. Eastern Time

Available for Public Use

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**

<p><b>Monday, January 27, 2025</b>  <b>11:50 a.m. – 12:45 p.m. Eastern Time</b>  <b>USAC Offices</b>  <b>700 12th Street, N.W., Suite 900</b>  <b>Washington, D.C. 20005</b></p>
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<u><b>OPEN SESSION</b></u>		<i>Estimated Duration in Minutes</i>
Available for Public Use		
Chair	<b>a1.</b> Consent Items (each available for discussion upon request): <b>A.</b> Approval of Rural Health Care Committee Meeting Minutes of October 28, 2024 <b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i>	5
Chair	<b>a2.</b> Recommendation for Election of Committee Chair and Vice Chair	5
Mark	<b>a3.</b> Approval of Rural Health Care Support Mechanism 2nd Quarter 2025 Programmatic Budget and Demand Projection for the January 31, 2025, FCC Filing	5
Mark	<b>i1.</b> Rural Health Care Business Update <ul style="list-style-type: none"> <li>• 2024 Year in Review</li> <li>• 2025 Program Plans</li> </ul>	15

<u><b>INFORMATION ONLY</b></u>		<i>Estimated Duration in Minutes</i>
Available for Public Use		
Mark	<b>i2.</b> Rural Health Care Business Update ( <i>Continued</i> ) <ul style="list-style-type: none"> <li>• Q4 2024 Accomplishments</li> <li>• Q1 2025 Plans</li> <li>• Roadmap</li> <li>• Appendix A: Rural Health Care Metrics</li> </ul>	–
Teleshia	<b>i3.</b> Information on Four USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Report	–

<u><b>EXECUTIVE SESSION</b></u>		<i>Estimated Duration in Minutes</i>
<b>Confidential – Executive Session Recommended</b>		
Josey	<b>i4.</b> Rural Health Care Business Update ( <i>Continued</i> ) <ul style="list-style-type: none"> <li>• RHC Legacy My Portal Data Conversion</li> </ul>	15
Mark	<b>a4.</b> Approval of Rural Health Care Support Mechanism 2025 Annual Programmatic Budget	10

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

**Monday, April 28, 2025  
USAC Offices, Washington, D.C.**

**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 items listed below.

**Discussion**

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

- A. Committee meeting minutes of October 28, 2024 (*see Attachment A*)
  
- B. Approval of moving the *Executive Session* items into *Executive Session*:
  - (1) **i4.** Rural Health Care Business Update (*Continued*). USAC management recommends that this item be discussed in *Executive Session* because it may involve discussion of *specific internal controls or confidential company data* or *internal rules and procedures* concerning the administration of the universal service support mechanisms, where discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.
  
  - (2) **a4.** Approval of Rural Health Care Support Mechanism 2025 Annual Programmatic Budget. USAC management recommends that this item be discussed in *Executive Session* because it relates to USAC's *procurement strategy and contract administration*, as well as *internal rules and procedures* concerning the administration of the universal service support mechanisms where discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity. In addition, this includes *pre-decisional matters pending before the FCC*.

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 RESOLUTIONS:

**RESOLVED**, that the Rural Health Care Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of October 28, 2024; and (2) discussion in *Executive Session* of the items noted above.

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

**RURAL HEALTH CARE COMMITTEE MEETING**  
**Monday, October 28, 2024**

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

The quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C., on Monday, October 28, 2024. Dr. Kathy Wibberly called the meeting to order at 3:09 p.m. Eastern Time, with a quorum of seven of the eight committee members present:

Fontana, Brent – Vice Chair – <i>by telephone</i>	Thompson, Mona
Freeman, Sarah – <i>by telephone</i>	Waller, Jeff – <i>by telephone</i>
Sekar, Radha – Chief Executive Officer	Wibberly, Dr. Kathy – Chair
Skrivan, Michael	

Members of the Committee not present:

Semmler, Kara

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Vice President and Chief Administrative Officer  
Chalk, Indra – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Delmar, Teleshia – Vice President of Audit and Assurance  
Gaither, Victor – Vice President of High Cost – *by telephone*  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Mason, Ken – Member of the Board  
O'Brien, Tim – Vice President of Lifeline  
Schell, Julie Tritt – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care  
Wade, Joan – Member of the Board – *by telephone*  
Wein, Olivia – Member of the Board  
Williams, Erin – Vice President, General Counsel, and Assistant Secretary

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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, or to correct grammatical or spelling errors.

Others present:

<u>NAME</u>	<u>COMPANY</u>
Allison, Sarah	USAC
Braxton, Carolyn	USAC
Calhoun, Mitch	USAC
Claxton, Naomi	USAC
Crouse, Martin – <i>by telephone</i>	InHand Networks
Faunce, Donna – <i>by telephone</i>	USAC
Goode, Vernell – <i>by telephone</i>	USAC
James, Christine	USAC
King, Ryan	USAC
Lawmaster-Morris Rachel – <i>by telephone</i>	ESPY Services
McCornac, Carolyn	USAC
Morgan, Meredith	USAC
Nuzzo, Patsy	USAC
Santana-Gonzalez, Jeanette	USAC
Schrader, Theresa – <i>by telephone</i>	Broadband Legal Strategies
Smith, Chris	USAC
Staurulakis, Chresanthe	USAC
Walsh, Jeff	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 July 29, 2024.
  - B. Approval of moving one *Executive Session* item into *Executive Session*:
    - (1) **i4** – Rural Health Care Business Update – Rural Health Care System Automation. USAC management recommends that this item be discussed in *Executive Session* because it may involve discussion of *specific internal controls or confidential company data* or *internal rules and procedures* concerning the administration of the universal service support mechanisms, where 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 resolutions:

**RESOLVED**, that the Rural Health Care Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of July 29, 2024; and (2) discussion in *Executive Session* of the item noted above.

- a2. Approval of Rural Health Care Support Mechanism 1st Quarter 2025 Programmatic Budget and Demand Projection for the November 1, 2024 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 Mechanism 1st Quarter 2025 programmatic budget and demand projection for the November 1, 2024 quarterly 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 1st Quarter 2025 Rural Health Care Support Mechanism direct program budget of \$3.98 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$3.98 million for Rural Health Care Support Mechanism administrative costs in the required November 1, 2024, filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee, having reviewed at its meeting on October 28, 2024, the 1st Quarter 2025 Rural Health Care Support Mechanism demand estimate of \$177.50 million, hereby directs USAC staff to proceed with the required November 1, 2024 filing to the Federal Communications Commission 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.** Mr. Sweeney presented PowerPoint slides to the Committee providing and update on the benefits of the RHC Connect modernization.
- i2. Rural Health Care Business Update (Continued).** This item was provided for *information purposes only*. No discussion was held. Dr. Wibberly noted that the Rural Health Care materials listed below would be made public and posted to the USAC website.



- Q3 2024 Accomplishments
- Q4 2024 Plans
- Roadmap
- Appendix A: Rural Health Care Metrics

**i3. Information on Five USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Reports.** This item was provided for *information purposes only*. No discussion was held. Dr. Wibberly noted that the Rural Health Care Audit Briefing Book would be made public and posted to the USAC website.

At 3:30 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing confidential items. Only members of the Board and USAC staff were present.

#### **EXECUTIVE SESSION**

**i4. Rural Health Care Business Update (Continued).** Mr. Sweeney and Ms. Delmar presented PowerPoint slides to the Committee covering the following items:

- Rural Health Care and Connected Care Pilot Care Tribal Support
- Rural Health Care Fraud Risk Assessment Observations and Step Taken

#### **OPEN SESSION**

At 3:38 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 i4.

On a motion duly made and seconded, the Committee adjourned at 3:38 p.m. Eastern Time.

/s/ Erin Williams  
Assistant Secretary

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

**ACTION ITEM**

**Recommendation for Election of  
Committee Chair and Vice Chair**

**Action Requested**

The USAC Rural Health Care Committee (Committee) is taking action to bring its Chair and Vice Chair nominations for consideration by the Board of Directors (Board) at the Board meeting to be held on January 28, 2025.

**Discussion**

The pertinent resolution related to the election of committee chair and vice chair positions was adopted by the Board of Directors on January 25, 2000, and reads as follows:

**RESOLVED**, That the USAC Board of Directors accepts the recommendations of the USAC Nominating Committee that: (1) in addition to the annual election of officers, all Committee chairs and vice chairs shall also be elected annually; (2) the first election for Committee chairs and vice chairs shall occur at the election of officers at the January 2001 Board of Directors meeting; (3) there shall be no term limits imposed on officer and Committee chair and vice chair positions; and (4) there shall be no automatic succession of positions...<sup>1</sup>

On January 30, 2024, the Board re-elected Dr. Kathy Wibberly as Chair and Brent Fontana as Vice Chair of the Rural Health Care Committee.

At their January 27, 2025 quarterly meetings, each committee of the Board (including the Audit Committee and the programmatic committees) will nominate Board members to serve as chair and vice chair of their respective committees. Those recommendations will be submitted to the Board at the Board of Directors meeting to be held on January 28, 2025.

**Recommended USAC Rural Health Care Committee Action**

APPROVAL OF THE FOLLOWING RESOLUTION:

**RESOLVED**, that the USAC Rural Health Care Committee recommends that the USAC Board of Directors elect \_\_\_\_\_

<sup>1</sup> USAC Board of Directors Meeting Minutes, at 4 (Jan. 25, 2000), available at <https://www.usac.org/about/leadership/board-minutes/>.

as Chair and \_\_\_\_\_ as Vice Chair of the Committee. The term for each position begins immediately upon the election to such position by the Board and ends at such time as the Chair or Vice Chair (as the case may be): (i) is replaced by a successor selected by the Board, (ii) resigns from the Committee or the Board, (iii) is removed by resolution of the Board, or (iv) is no longer a member of the Board (whichever comes first).

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

**ACTION ITEM**

**Approval of Rural Health Care Support Mechanism  
2nd Quarter 2025 Programmatic Budget and Demand Projection for the  
January 31, 2025 FCC Filing**

**Action Requested**

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve a 2nd Quarter 2025 (Q2 2025) programmatic budget and demand projection for the Rural Health Care Support Mechanism for submission to the Federal Communications Commission (FCC) in USAC's January 31, 2025, 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 Q2 2025 funding requirement for the Rural Health Care Support Mechanism as follows:

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<sup>1</sup> 47 C.F.R. § 54.715(c).

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

Table A. Program Funding Requirement

<i>(in millions)</i>	<b>Q1 2025</b>	<b>Increase/ (Decrease)</b>	<b>Q2 2025</b>	<b>Notes</b>
Steady State:				
Program Funding Requirement	\$168.83	(\$1.08)	\$167.75	See Note 1 and Table B
Adjustments	(48.00)	48.00	0.00	See Note 2
New Requirements:				
N/A	0.00	0.00	0.00	
<b>Total Program Funding Requirement</b>	<b>\$120.83</b>	<b>\$46.92</b>	<b>\$167.75</b>	
Prior Period Adjustments (difference between projections and actuals):				
Billings	\$1.28	\$0.08	\$1.36	
Interest Income	0.00	0.00	0.00	
Bad Debt Expense	(0.51)	(1.48)	(1.99)	
<b>Total Prior Period Adjustments</b>	<b>\$0.77</b>	<b>(\$1.40)</b>	<b>(\$0.63)</b>	
USAC Administrative Expenses <sup>3</sup>	\$7.90	\$1.08	\$8.98	See Table D
<b>Total Funding Requirement</b>	<b>\$129.50</b>	<b>\$46.60</b>	<b>\$176.10</b>	

**Note 1:** On March 8, 2024, the FCC announced a funding cap for Funding Year 2024 of \$706.93 million.<sup>4</sup> The Program Funding Requirement represents one quarter of the Funding Year 2024 cap, less USAC administrative costs. See Table B below for additional details.

**Note 2:** On December 12, 2024, the FCC directed USAC to use \$48 million of funds available as of October 31, 2024 to reduce required collections for Funding Year 2024 in Q1 2025.<sup>5</sup>

Table B. Funding Year 2024 Program Funding Requirement

<i>(in millions)</i>	<b>Fund Year 2024</b>	<b>Notes</b>
Funding Year 2024 Cap	\$706.93	See Note 1
Quarterly Funding Requirement for Funding Year 2024	176.73	
Less USAC Administrative Costs, which are covered within the Funding Cap	(8.98)	
<b>Q2 2025 Program Funding Requirement</b>	<b>\$167.75</b>	

**Note 3:** Table C is an annual schedule updated once a year for the April Board meeting. The table below has been revised to reflect the available carry forward of

<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 2024*, CC Docket No. 02-6, WC Docket No. 02-60, Public Notice, 39 FCC Rcd 2206 (Mar. 8, 2024).

<sup>5</sup> See *Proposed First Quarter 2025 Universal Service Contribution Factor*, CC Docket No. 96-45, Public Notice, DA 24-1245 (Dec. 12, 2024).

\$239.06 million as of December 12, 2024. Per FCC guidance, USAC reserved \$81.81 million to satisfy demand above the cap, used \$79.76 million in remaining available funds to reduce required collections in Q3 2024, \$29.49 million to reduce required collections in Q4 2024, and \$48 million to reduce required collections in Q1 2025.<sup>6</sup>

Table C. Funding Year 2024 Available Roll Forward

<i>(in millions)</i>	<b>Net Change</b>
<b>Unused Funds</b>	
Remaining Available Funds from Prior Fund Year	\$17.09
Reserved Funds	
a. Pending Applications to Process	30.05
b. Unliquidated Obligations (ULOs)	64.73
c. Appeals Reserve - USAC Appeals	63.46
d. Appeals Reserve - FCC Appeals	63.73
e. Reserve to Carry Forward	0.00
<b>Total Unused Funds</b>	<b>\$239.06</b>

<sup>6</sup> See 47 CFR § 54.619(a)(5); see also Promoting Telehealth in Rural America, WC Docket No. 17-310, Report and Order, 33 FCC Rcd 6574, 6584-85, para. 27 (2018) (RHC Program Funding Cap Order); Promoting Telehealth in Rural America, WC Docket 17-310, Report and Order, 34 FCC Rcd 7335, 7402, para. 142 (2019). See also, *Availability of Unused Funds to Fully Satisfy Demand for Rural Health Care Program Funding for Funding Year 2024*, CC Docket No. 02-6, WC Docket No. 02-60, Public Notice, DA 24-573 (June 14, 2024)

Based on the projected burn rate, USAC estimates the following Q2 2025 programmatic budget:

Table D. Quarterly Programmatic Budget

<i>(in millions)</i>	<b>Q1 2025 Budget</b>	<b>Increase/ (Decrease)</b>	<b>Q2 2025 Budget</b>	<b>Notes</b>
<b>Direct Program Costs</b>				
Employee Expenses	\$1.77	\$0.12	\$1.89	
Professional Services	0.50	0.00	0.50	
General & Administrative	0.00	0.00	0.00	See Note 4
<b>Total Direct Program Costs</b>	<b>\$2.27</b>	<b>\$0.12</b>	<b>\$2.39</b>	
<b>Direct Assigned Costs</b>				
Employee Expenses	\$0.39	\$0.02	\$0.41	
Professional Services	1.11	0.42	1.53	
General & Administrative	0.21	(0.04)	0.17	See Note 4
<b>Total Direct Assigned Costs</b>	<b>\$1.71</b>	<b>\$0.40</b>	<b>\$2.11</b>	
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>\$3.98</b>	<b>\$0.52</b>	<b>\$4.50</b>	
<b>Common Allocated Costs</b>	<b>\$3.92</b>	<b>\$0.56</b>	<b>\$4.48</b>	
<b>Total Programmatic Budget</b>	<b>\$7.90</b>	<b>\$1.08</b>	<b>\$8.98</b>	

**Note 4:** General & Administrative expenses include meetings and conferences and software licenses.

A comparison of actual expenditures to the budget for the twelve months ending December 31, 2024 is provided in **Attachment 1**.

**Recommendation**

USAC management recommends that the Committee approve the Q2 2025 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 2nd Quarter 2025 Rural Health Care Support Mechanism direct program budget of \$4.50 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$4.50 million for Rural Health Care Support Mechanism administrative costs in the required January 31, 2025, filing to the Federal Communications Commission on behalf of the Committee;

and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee, having reviewed at its meeting on January 27, 2025, the 2nd Quarter 2025 Rural Health Care Support Mechanism demand estimate of \$176.10 million, hereby directs USAC staff to proceed with the required January 31, 2025 filing to the Federal Communications Commission 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  
Twelve Months Ending December 31, 2024

<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	51	51	0	\$7.35	\$7.08	(\$0.27)
Professional Services (Note 5)				2.72	3.50	0.78
General & Administrative (Note 6)				0.01	0.00	(0.01)
<b>Total Direct Program Costs</b>				<b>\$10.08</b>	<b>\$10.58</b>	<b>\$0.50</b>
<b>Direct Assigned Costs</b>						
Employee Expenses	8	7	(1)	\$1.76	\$1.31	(\$0.45)
Professional Services (Note 5)				7.61	6.77	(0.84)
General & Administrative (Note 6)				1.18	0.95	(0.23)
<b>Total Direct Assigned Costs</b>				<b>\$10.55</b>	<b>\$9.03</b>	<b>(\$1.52)</b>
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>59</b>	<b>58</b>	<b>(1)</b>	<b>\$20.63</b>	<b>\$19.61</b>	<b>(\$1.02)</b>
<b>Common Allocated Costs (Note 7)</b>				<b>\$14.52</b>	<b>\$14.72</b>	<b>\$0.20</b>
<b>Total Programmatic Budget</b>				<b>\$35.15</b>	<b>\$34.33</b>	<b>(\$0.82)</b>

**Note 5:** Direct Program Professional Services include business process outsourcing (BPO) and rates database support. Direct Assigned Professional Services include beneficiary & contribution audit program audits and IT contract labor.

**Note 6:** General & Administrative expenses include reference materials and software licenses.

**Note 7:** 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 (RHC) Committee**

RHC Business Update

*Open Session*

January 27, 2025

# Agenda

- 2024 Year in Review
- 2025 Program Plans

# 2024 Year in Review

- Operations
  - Completed reviews of 95 percent of workable applications for funding year (FY) 2024 in calendar year 2024.
  - Implemented FCC Third Report & Order (23-110), including provisional eligibility status for sites not yet opened (but due to open) during the funding period.
- Program Integrity
  - Introduced reports using modernized system data to identify cases of fraud in the programs.
  - Worked with OGC and Fraud Risk Team to complete external fraud risk assessment of the program.
- Invoicing and Appeals
  - Completed all appeals received prior to 2024, with no workable appeals from 2023 or before. Excluding monthly/seasonal fluctuations, appeals are now current, with a balance of fewer than 10 appeals over 90 days.
  - Implemented Telecom invoicing deadline to remove old outstanding invoices prior to modernization. De-obligated balances for 4,200 FRNs, leaving more than \$21M available for future commitments.
  - Introduced FCC Form 469 for Telecom invoicing, moving onus to service providers in a revised process.

# 2024 Year in Review (Continued)

- Modernization
  - Simplified the eligibility process and systems with single form process (FCC Form 460) and released the redesigned FCC Form 465 (Request For Service for Telecom) in RHC Connect, matching the HCF process.
  - New Telecom invoicing form (FCC Form 469), including bulk invoicing for service providers.
- Outreach
  - Delivered monthly newsletter on time each month, keeping stakeholders up to date with the many changes in RHC.
  - Conducted a total of 47 stakeholder webinars, which reached a total audience of 2,750 attendees.
  - Implemented Telecom invoicing deadline campaign to close old invoice balances, free up more than \$21M in funds for reuse, and reduce the need for migration of old data to RHC Connect.
  - Call center operations handling an average of 500+ contacts per month.

# 2025 Program Plans

- Operations
  - Implement a wind-down of the Connected Care Pilot Program by December 2025.
  - Complete final FY2024 applications and begin work on FY2025 applications.
  - Work to close FY2025 application window on April 1, 2025.
- Appeals and Invoicing
  - Modernize appeals process in RHC Connect while maintaining the low backlogs achieved in 2024.
- Program Integrity
  - Implement specific corrective action plans from initial fraud risk assessment.
- Outreach
  - Enhance capability for support from call center staff through improved knowledge base.
  - Planned over 35 webinars and four conferences, as well as a second SHLB “Meet and Greet” in October.

# 2025 Program Plans (Continued)

- Modernization
  - Develop and release new processes and systems for third-party agreements (consultant access) to improve security and data quality.
  - Complete the work for Telecom post-commitment capabilities in RHC Connect to ensure all functional capabilities from MyPortal are available in RHC Connect.
  - Decommission MyPortal for external users, migrating data to RHC Connect or to accessible archives to resolve outstanding security issues and challenges with the old system.



**Universal Service  
Administrative Co.**





# **Rural Health Care (RHC) Committee**

RHC Business Update

*Open Session – Information Items*

January 27, 2025

# Agenda

- Q4 2024 Accomplishments
- Q1 2025 Program Plans
- Road Map
- Appendix A: Metrics

# Q4 2024 Accomplishments

- Operational
  - Completed Funding Year (FY) 2024 goal of 95 percent workable complete by year-end.
  - Introduced a new eligibility processes and issued eligibility decisions in both systems ahead of FY2025 application window allowing people to apply for both programs and to get conditional eligibility for sites yet to open.
  - Opened FY2025 application window on December 1, 2024.
- Training and Outreach
  - Conducted 11 webinars for both applicants and service providers on topics including Request for Services (New Forms/Process), Invoicing Best Practices, and Consortium Best Practices.
  - Attended the Maryland Rural Healthcare Conference in Annapolis and presented on RHC Program.

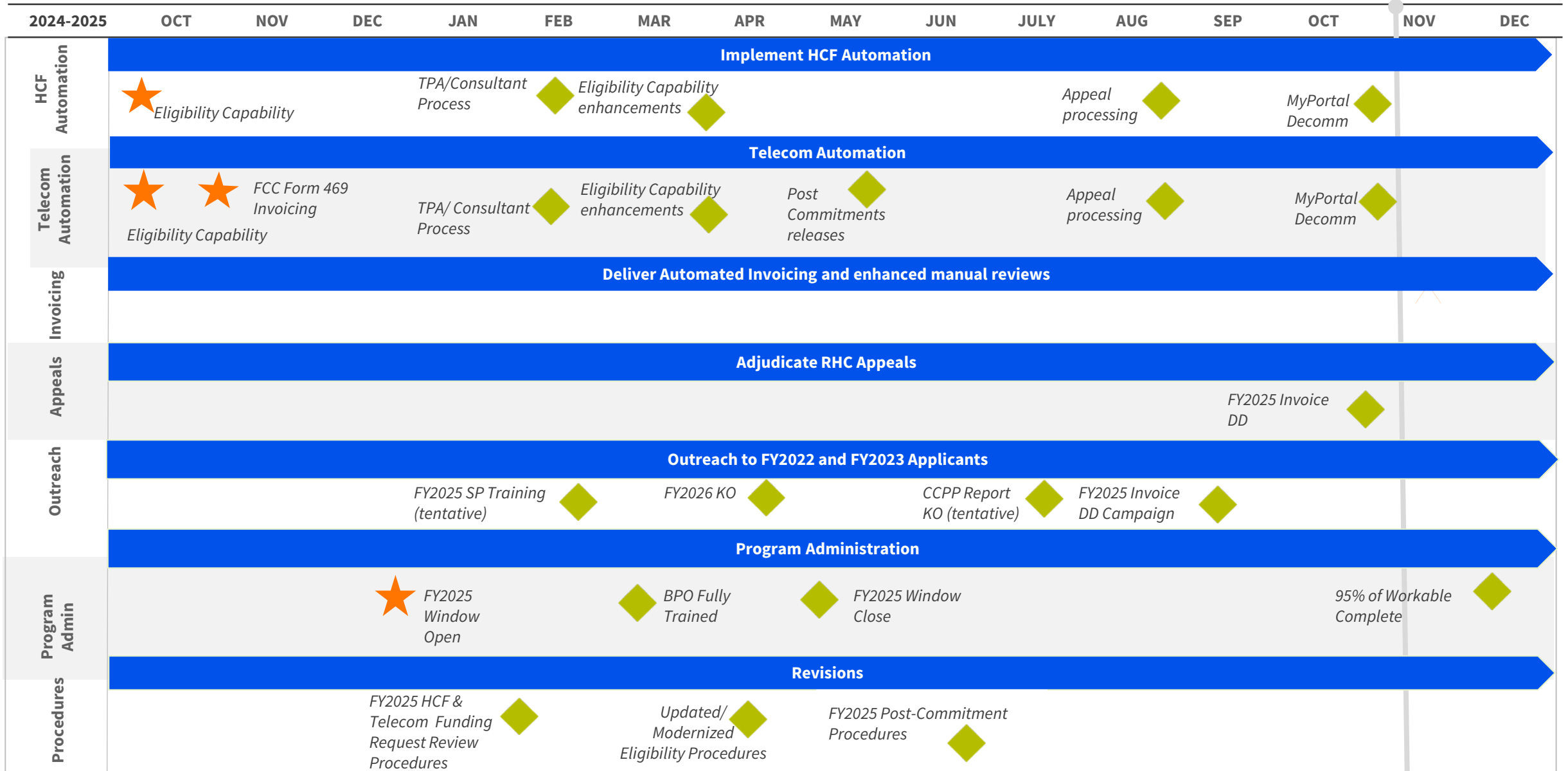
## Q4 2024 Accomplishments (Continued)

- Modernization
  - Launched review capabilities to support decisions on FCC Form 460 Eligibility.
  - Implemented 2020 U.S. Census data for rurality tier determination to update location rurality.
  - Changed system screens based on feedback received at SHLB conference.
- Invoicing & Appeals
  - Introduced FCC Form 469 for Telecom invoicing moving onus to service providers.
  - Completed disbursements on time for \$121.5M a reduction on Q4 last year (\$153M) based on the Telecom Invoice modernization.
  - Completed 42 Appeals, received 36 – significant reduction of intake from Q3 (61).
- Program Integrity
  - Completed Fraud Risk Assessment for the program.

# Q1 2025 Program Plans

- Operations
  - Complete final FY2024 applications and begin work on FY2025 applications.
  - Close FY2025 application window on April 1, 2025.
- Outreach and Training
  - Conduct webinars for both applicants and service providers on topics including New and Revised FCC Forms, Invoicing Best Practices (around February extended deadline), and Application Filing.
- Modernization
  - Introduce system and process changes for Third Party Authorizations in RHC Connect to resolve MyPortal data and security issues.
- Program Integrity
  - Develop Corrective Action plans based on Fraud Risk Assessment.

# Roadmap



**Milestone Legend** | At Risk | On Track | Completed

# Appendix A: RHC Program Metrics

HCF Pre-Commitment (Data as of January 1, 2025)

Funding Year		Q1	Q2	Q3	Q4	Total	
Requested	2024	Demand	8,399	4,110	5	6	12,520
		Requested Dollars	\$206,539,943	\$278,396,142	\$855,223	\$3,619,877	\$489,411,185
		Avg. Days Outstanding	305	253	154	32	267
	2023	Demand	8,712	4,156	14	7	12,889
		Requested Dollars	\$154,972,318	\$290,777,155	\$705,139	\$1,433,426	\$447,888,038
Reviewed	2024	Reviewed Apps.		3,242	7,327	1,967	12,536
		Reviewed Dollars		\$31,043,495	\$145,183,920	\$110,998,003	\$287,225,418
	2023	Reviewed Apps.	3	6,674	4,852	1,005	12,534
		Reviewed Dollars		\$55,639,463	\$81,412,110	\$69,710,541	\$206,762,114

Dollar values displayed have been rounded. Totals are calculated based on the original (not rounded) figures.

# Appendix A: RHC Program Metrics (Continued)

HCF Post-Commitment (Data as of January 1, 2025)

Calendar Year			Q1	Q2	Q3	Q4	Total
Submitted	2024	Invoice Counts	4,043	2,247	8,490	3,607	18,387
		Invoice Dollars	\$70,917,504	\$34,469,981	\$103,281,834	\$58,361,024	\$267,030,344
	2023	Invoice Counts	2,842	1,869	7,781	3,416	15,908
		Invoice Dollars	\$46,320,869	\$22,952,196	\$88,478,808	\$50,421,412	\$208,173,284
Disbursed	2024	Invoice Counts	3,945	2,205	8,385	3,172	17,707
		Invoice Dollars	\$61,468,135	\$25,358,979	\$96,730,041	\$36,765,706	\$220,322,861
	2023	Invoice Counts	2,795	1,811	7,691	3,336	15,633
		Invoice Dollars	\$41,764,045	\$17,367,414	\$83,268,926	\$42,618,131	\$185,018,516

*Dollar values displayed have been rounded. Totals are calculated based on the original (not rounded) figures.*



# Appendix A: RHC Program Metrics (Continued)

Telecom Pre-Commitment (Data as of January 1, 2025)

Fund Year			Q1	Q2	Q3	Q4	Total
Requested	2024	Demand	662	1,118			1,780
		Requested Dollars	\$135,392,455	\$114,956,667			\$250,349,122
		Avg. Days Outstanding	214	214			214
Reviewed	2023	Demand	1098	753			1,851
		Requested Dollars	\$124,408,560	\$127,226,712			\$251,635,271
Reviewed	2024	Reviewed Applications	2	106	609	608	1,325
		Reviewed Dollars	\$0	\$35,906,727	\$146,438,924	\$29,409,418	\$211,755,070
	2023	Reviewed Applications		837	746	435	2,018
		Reviewed Dollars		\$8,227,809	\$163,308,195	\$81,557,884	\$253,093,888

*Dollar values displayed have been rounded. Totals are calculated based on the original (not rounded) figures.*

# Appendix A: RHC Program Metrics (Continued)

Telecom Post-Commitment (Data as of January 1, 2025)

Calendar Year			Q1	Q2	Q3	Q4	Total
Submitted	2024	Invoice Counts	217	202	311	185	915
		Invoice Dollars	\$235,427,482	\$226,366,616	\$248,586,145	\$4,906,234	\$715,286,477
	2023	Invoice Counts	171	133	374	245	923
		Invoice Dollars	\$178,980,697	\$177,687,934	\$236,088,704	\$243,236,424	\$835,993,760
Disbursed	2024	Invoice Counts	217	201	311	184	913
		Invoice Dollars	\$235,172,944	\$225,448,670	\$247,249,495	\$4,902,483	\$712,773,592
	2023	Invoice Counts	171	133	374	245	923
		Invoice Dollars	\$178,106,832	\$176,963,756	\$234,729,546	\$242,190,533	\$831,990,667

*Dollar values displayed have been rounded. Totals are calculated based on the original (not rounded) figures.*



**Universal Service  
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