



## **Rural Health Care Committee**

### **Briefing Book**

Monday, April 27, 2026

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

Available for Public Use

Universal Service Administrative Company

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, April 27, 2026</b>  <b>1:00 p.m. – 2:00 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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<b><u>OPEN SESSION</u></b>		<i>Estimated Duration in Minutes</i>
Available for Public Use		
Chair	<p><b>a1.</b> Consent Items (each available for discussion upon request):</p> <ul style="list-style-type: none"> <li><b>A.</b> Approval of Rural Health Care Committee Meeting Minutes of January 26, 2026</li> <li><b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i></li> </ul>	5
Mark	<p><b>a2.</b> Approval of Rural Health Care Support Mechanism 3rd Quarter 2026 Programmatic Budget and Demand Projection for the May 1, 2026, FCC Filing</p>	5
Mark	<p><b>i1.</b> Rural Health Care Business Update</p> <ul style="list-style-type: none"> <li>• Q1 2026 Accomplishments</li> <li>• Stakeholder Engagement Updates</li> <li>• Q2 2026 Program Plans</li> </ul>	30

<b><u>INFORMATION ONLY</u></b>		<i>Estimated Duration in Minutes</i>
Available for Public Use		
Mark	<p><b>i2.</b> Rural Health Care Business Update (<i>Continued</i>)</p> <ul style="list-style-type: none"> <li>• Roadmap</li> <li>• Appendix A: Program Metrics</li> </ul>	–

<b><u>EXECUTIVE SESSION</u></b>		<i>Estimated Duration in Minutes</i>
<i>Executive Session Recommended</i>		
Confidential-Not for Public Disclosure		
Mark Kyle	<p><b>i3.</b> Rural Health Care Business Update (<i>Continued</i>)</p> <ul style="list-style-type: none"> <li>• Funding Year 2026 Demand</li> <li>• My Portal Decommissioning Update</li> </ul>	10

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

<p><b>Monday, July 27, 2026</b>  <b>USAC Offices, Washington, D.C.</b></p>
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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 items listed below.

**Discussion**

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

- A. Committee meeting minutes of January 26, 2026 (*see Attachment A*)
  
- B. Approval of moving the following item into *Executive Session*:
  - (1) **i3.** 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.

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 RESOLUTIONS:

**RESOLVED**, that the Rural Health Care Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of January 26, 2026; and (2) discussion in *Executive Session* of the item noted above.

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

**RURAL HEALTH CARE COMMITTEE MEETING**  
**Monday, January 26, 2026**

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

Due to inclement weather the USAC office was closed on Monday, January 26, 2026. The quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was conducted virtually. The USAC website was updated to allow the public to join the Open Session portion of the meeting virtually. Dr. Kathy Wibberly, Committee Chair, called the meeting to order at 12:13 p.m. Eastern Time, with a quorum of all eight committee members present.

Garber, Michelle – Chief Executive Officer (Interim), and Assistant Treasurer  
Green, Anisa  
Kettwich, Dan – Vice Chair  
Sanborn, Heather  
Schram, Tim  
Semmler, Kara  
Thompson, Mona  
Wibberly, Dr. Kathy

Ms. Sanborn left the call at 12:15 p.m. She did not vote on items a2-a4 or participate in the discussion of items i1 and i4.

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Vice President and Chief Administrative Officer  
Butler, Stephen – Vice President of Shared Services  
Chacko, Sheba – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Delmar, Teleshia – Vice President of Audit and Assurance  
Francisco, Dale – Chief Financial Officer (Interim)  
Gaither, Victor – Vice President of High Cost  
Hutchinson, Kyle – Vice President and Chief Information Office  
Mason, Ken – Member of the Board  
Minard, Alex – 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, or to correct grammatical or spelling errors.

Action Item #aRHC01 4/27/2026

Attachment A

Minutes of January 26, 2026

Page 2 of 6

Minnock, Stephanie – 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, Dr. Joan – Member of the Board  
 Wein, Olivia – Member of the Board  
 Williams, Erin – Vice President, General Counsel, and Assistant Secretary

Others present:

<u>NAME</u>	<u>COMPANY</u>
Allison, Sarah	USAC
Ayer, Catriona	USAC
Blythe, Albert	USAC
Brown, Daniel	Nelson Mullins
Corriher, Kim	SOHCN
Dodoo, Shar	Kellogg and Sovereign
Brown, Daniel	Nelson Mullins
Campos, Rosy	Federal Funding Advisors, LLC
Claxton, Naomi	USAC
Cole, Kelleigh	UETN
Corra, Kristen	Schools, Health & Libraries Broadband Coalition
Crawford, Katherine	USAC
Goode, Vernell	USAC
Green, Kevin	USAC
James, Christine	USAC
King, Ryan	USAC
Loveless, Nikole	Kellogg and Sovereign Consulting
Markarian, Lehna	CSM Central
McCornac, Carolyn	USAC
Mitchell, Katherine	USAC
Corriher, Kim	SOHCN
Morgan, Meredith	USAC
Nuzzo, Patsy	USAC
Old Crow, Alexa	Funds For Learning
Ritter, Kristy	Espy Services
Rovetto, Edward	USAC
Smith, Christopher	USAC
Rodwich, Denise	Espy Services
Sadirkhanova, Sabina	USAC
Schrader, Theresa	Broadband Legal Strategies, LLC
Smith, Christopher	USAC
Staurulakis, Chresanthe	USAC

**NAME****COMPANY**

Terry, D'wana  
Walsh, Jeff  
Whalen, Taylor

FCC  
USAC  
HealthConnect Networks

**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 the Rural Health Care Committee meeting minutes of October 27, 2025.
- B.** Approval of moving one *Executive Session* item 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 2026 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*.

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 October 27, 2025; and (2) discussion in *Executive Session* of the items noted above.

- a2. Recommendation for Election of Committee Chair and Vice Chair.** Dr. Wibberly, in her role as Nominating Committee Chair, presented this item to the Committee.

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

**RESOLVED**, that the USAC Rural Health Care Committee recommends that the USAC Board of Directors reelect **Kathy Wibberly** as Chair and **Dan Kettwich** 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).

- a3. Approval of Rural Health Care Support Mechanism 2nd Quarter 2026 Programmatic Budget and Demand Projection for January 30, 2026, 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 2nd Quarter 2026 programmatic budget and demand projection for the January 30, 2026 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 2nd Quarter 2026 Rural Health Care Support Mechanism direct program budget of \$4.21 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$4.21 million for Rural Health Care Support Mechanism administrative costs in the required January 30, 2026, 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 26, 2026, the 2nd Quarter 2026 Rural Health Care Support Mechanism demand estimate of \$178.84 million, hereby directs USAC staff to proceed with the required January 30, 2026 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 an update on the following:
- 2025 Accomplishments
  - 2026 Program Plans
- 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.
- Q4 2025 Accomplishments
  - Q1 2026 Program Plans
  - Roadmap
  - Appendix A: Program Metrics
- i3. Information on One USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Report.** 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 12:47 p.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 recessed and reconvened at 1:18 p.m. Eastern Time with only members of the Board and USAC staff were present.

### **EXECUTIVE SESSION**

- i4. Rural Health Care Business Update (Continued).** Mr. Sweeney presented PowerPoint slides to the Committee providing an update on the following:
- Stakeholder Engagement
  - Privacy Update
  - Identifying Incidents and Breaches
  - Incident Investigation Process
  - RHC Listening Session.
- a4. Approval of Rural Health Care Support Mechanism 2026 Annual Programmatic Budget.** Mr. Sweeney presented this item to the Committee.

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

**RESOLVED**, that the Rural Health Care Committee approves a 2026 annual programmatic budget for the Rural Health Care Support Mechanism of \$14.63 million.

**OPEN SESSION**

At 2:04 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 and voted on item a4.

On a motion duly made and seconded, the Committee adjourned at 2:04 p.m. Eastern Time.

/s/ Erin Williams  
Assistant Secretary

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

**ACTION ITEM**

**Approval of Rural Health Care Support Mechanism  
3rd Quarter 2026 Programmatic Budget and Demand Projection for the  
May 1, 2026 FCC Filing**

**Action Requested**

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve a 3rd Quarter 2026 (Q3 2026) programmatic budget and demand projection for the Rural Health Care Support Mechanism for submission to the Federal Communications Commission (FCC) in USAC's May 1, 2026, 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 Q3 2026 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>Q2 2026</b>	<b>Increase/ (Decrease)</b>	<b>Q3 2026</b>	<b>Notes</b>
Steady State:				
Program Funding Requirement	\$173.29	\$5.54	\$178.83	See Note 1 and Table B
Adjustments	0.00	0.00	0.00	
New Requirements:				
N/A	0.00	0.00	0.00	
<b>Total Program Funding Requirement</b>	<b>\$173.29</b>	<b>\$5.54</b>	<b>\$178.83</b>	
Prior Period Adjustments (difference between projections and actuals):				
Billings	(\$0.56)	\$0.16	(\$0.40)	
Interest Income	(0.08)	0.04	(0.04)	
Bad Debt Expense	(1.49)	(1.07)	(2.56)	
<b>Total Prior Period Adjustments</b>	<b>(\$2.13)</b>	<b>(\$0.87)</b>	<b>(\$3.00)</b>	
USAC Administrative Expenses <sup>3</sup>	\$7.68	(\$0.47)	\$7.21	See Table D
<b>Total Funding Requirement</b>	<b>\$178.84</b>	<b>\$4.20</b>	<b>\$183.04</b>	

**Note 1:** On March 25, 2026, the FCC announced a funding cap for Funding Year 2026 of \$744.16 million.<sup>4</sup> The Program Funding Requirement represents one quarter of the Funding Year 2026 cap, less USAC administrative costs. See Table B below for additional details.

Table B. Funding Year 2026 Program Funding Requirement

<i>(in millions)</i>	<b>Fund Year 2026</b>	<b>Notes</b>
Funding Year 2026 Cap	\$744.16	See Note 1
Quarterly Funding Requirement for Funding Year 2026	186.04	
Less USAC Administrative Costs, which are covered within the Funding Cap	(7.21)	
<b>Q3 2026 Program Funding Requirement</b>	<b>\$178.83</b>	

**Note 2:** The Funding Year 2026 filing window closed on April 1, 2026. Based on applications received within the filing window, demand for Funding Year 2026 of \$879.96 million exceeds the funding cap. Funds available to carry forward to meet demand above the cap for Funding Year 2026 as of March 31, 2026 are set

<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 2026*, CC Docket No. 02-06, WC Docket No. 02-60, Public Notice, DA 26-291 (Mar. 25, 2026).

forth in the table below.

**Note 3:** Table C represents the change in available funding as of March 31, 2026.

Table C. Funding Year 2026 Available Roll Forward

<i>(in millions)</i>	<b>Net Change</b>
<b>Unused Funds</b>	
Remaining Available Funds from Prior Fund Year	\$309.85
Reserved Funds	
a. Pending Applications to Process	(90.02)
b. Unliquidated Obligations (ULOs)	(107.94)
c. Appeals Reserve - USAC Appeals	7.24
d. Appeals Reserve - FCC Appeals	27.87
<b>Total Unused Funds</b>	<b>\$147.00</b>

Based on the projected burn rate, USAC estimates the following Q3 2026 programmatic budget:

Table D. Quarterly Programmatic Budget

<i>(in millions)</i>	<b>Q2 2026 Budget</b>	<b>Increase/ (Decrease)</b>	<b>Q3 2026 Budget</b>	<b>Notes</b>
<b>Direct Program Costs</b>				
Employee Expenses	\$2.23	(\$0.14)	\$2.09	
Professional Services	0.00	0.03	0.03	
General & Administrative	0.01	(0.01)	0.00	See Note 4
<b>Total Direct Program Costs</b>	<b>\$2.24</b>	<b>(\$0.12)</b>	<b>\$2.12</b>	
<b>Direct Assigned Costs</b>				
Employee Expenses	\$0.41	\$0.01	\$0.42	
Professional Services	1.26	(0.56)	0.70	
General & Administrative	0.30	(0.04)	0.26	See Note 4
<b>Total Direct Assigned Costs</b>	<b>\$1.97</b>	<b>(\$0.59)</b>	<b>\$1.38</b>	
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>\$4.21</b>	<b>(\$0.71)</b>	<b>\$3.50</b>	
<b>Common Allocated Costs</b>	<b>\$3.47</b>	<b>\$0.24</b>	<b>\$3.71</b>	
<b>Total Programmatic Budget</b>	<b>\$7.68</b>	<b>(\$0.47)</b>	<b>\$7.21</b>	

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

A comparison of actual expenditures to the budget for the three months ending March 31, 2026 is provided in **Attachment 1**.

**Recommendation**

USAC management recommends that the Committee approve the Q3 2026 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 3rd Quarter 2026 Rural Health Care Support Mechanism direct program budget of \$3.50 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$3.50 million for Rural Health Care Support Mechanism administrative costs in the required May 1, 2026, 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 April 27, 2026, the 3rd Quarter 2026 Rural Health Care Support Mechanism demand estimate of \$183.04 million, hereby directs USAC staff to proceed with the required May 1, 2026 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  
Three Months Ending March 31, 2026

<i>(\$ in millions)</i>	FTE Actual	FTE Budget	FTE Variance	YTD Actual	YTD Budget	Variance
<b>Direct Program Costs</b>						
Employee Expenses	53	58	5	\$1.86	\$1.88	\$0.02
Professional Services (Note 5)				0.02	0.06	0.04
General & Administrative (Note 6)				0.00	0.00	0.00
<b>Total Direct Program Costs</b>				<b>\$1.88</b>	<b>\$1.94</b>	<b>\$0.06</b>
<b>Direct Assigned Costs</b>						
Employee Expenses	11	8	(3)	\$0.41	\$0.41	\$0.00
Professional Services (Note 5)				1.05	1.01	(0.04)
General & Administrative (Note 6)				0.32	0.33	0.01
<b>Total Direct Assigned Costs</b>				<b>\$1.78</b>	<b>\$1.75</b>	<b>(\$0.03)</b>
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>64</b>	<b>66</b>	<b>2</b>	<b>\$3.66</b>	<b>\$3.69</b>	<b>\$0.03</b>
<b>Common Allocated Costs (Note 7)</b>				<b>\$4.05</b>	<b>\$3.72</b>	<b>(\$0.33)</b>
<b>Total Programmatic Budget</b>				<b>\$7.71</b>	<b>\$7.41</b>	<b>(\$0.30)</b>

**Note 5:** Direct Program Professional Services include contract labor. Direct Assigned Professional Services include contract labor, call center, program audits, and program development support.

**Note 6:** General & Administrative expenses include meetings & conferences and computer support & maintenance.

**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.



# Rural Health Care (RHC) Committee

RHC Business Update

*Open Session*

April 27, 2026

# Agenda

- Q1 2026 Accomplishments
- RHC Stakeholder Engagement Updates
- Q2 2026 Program Plans

# Q1 2026 Accomplishments

- Operations
  - Commitments for Funding Year (FY) 2025
    - As of April 2, 2026, 97.5 percent overall complete.
    - Healthcare Connect Fund (HCF) 97 percent volume and 86 percent dollars are completed.
    - Telecom 100 percent volume and 100 percent dollars were completed in October 2025.
  - Window closed successfully on April 1, 2026 (post-close submissions received. (FY2025 was 101).
  - The FCC has been notified of the demand and will confirm it is covered by funds available or initiate proration.

# Q1 2026 Accomplishments (Continued)

- Modernization
  - Telecom application review enhancements released 27 February 2026.
  - Included significant ask from stakeholders to *cut'n'paste* previous year application.
  - Internal release to allow decommitments launched March 2026.
  - Began collecting further stakeholder needs by sharing the current list of asks, including those that have been completed since Q3 2024.
- Program Integrity
  - Completed first tranche of corrective action plans (9) based on the Fraud Risk Assessment (FRA) by March 31, 2026.

# Q1 2026 Accomplishments (Continued)

- Outreach
  - Completed 10 webinars, including meet the Operations Director session which brought a key leader to Office Hours setting to share best practices and common pitfalls as well as answer stakeholder questions.
  - Covered the window activities with email reminders, maintenance advisories and office hour sessions.
- Appeals
  - Current appeals backlog increased in Q1 2026 due to increased appeal submissions around both operations and audit (53 received; 44 resolved).
  - Current appeals backlog is 135 with 81 over 90 days old. The oldest appeal in hand is from February, 2025.

# Q1 2026 Accomplishments (Continued)

- Invoicing
  - Completed the FY2024 extended invoice deadline February 28, 2026.
  - Held Form 469 listening session with Service Provider members March 6, 2026 to address concerns and gather feedback for improvements.

# Stakeholder Engagement in RHC

- Stakeholder requested enhancements:
  - Began sharing a list with SHLB of their tracked ‘asks’ many of which are completed.
  - Stakeholder asks delivered in Q1:
    - Application cut and paste
    - Anytime decommitment
    - Third Party Review (TPA) Alerts
    - Consultancy member history
    - Hyperlinks to TPA/Letter of Agency (LOA ) and active consortia memberships, data for account holders
  - Working to broaden input and involvement in Q2/Q3 including individual Health Care Providers and Carriers.

# Stakeholder Engagement in RHC (Continued)

- Plain Language guidance
  - Denial language revisions under initial draft ahead of Stakeholder input.
- Release notes and outage impacts communication
  - Q1 release notes included in both Newsletters and Webinars
  - Outage notifications emphasized as we neared window close
- Improved Outreach – VA Broadband Telehealth Conference, panelist.

# RHC Listening Session - Invoicing

- March 6, Service Provider attendees from SHLB
- Focus on improving the FCC Form 469 experience
- Listened to pain points and created a list of improvements



- Downloadable report of Open Invoices
- Linking a single document to multiple funding requests
- Increased document upload volume
- Reuse consultant information
- Single email notification for Invoice batches
- Increase data in email subject lines for easier sorting

# Q2 2026 Program Plans

- Operations
  - Continue review and commitment of FY2026 applications with a goal of 95 percent workable complete by year-end.
- Program Integrity
  - Deliver all Q2 2026 corrective actions per plan.
- Connected Care Program Pilot
  - Final invoices to be submitted by June 29, 2026.
  - One waiver has been granted to extend invoicing beyond that date and will be managed manually in RHC Connect.

## Q2 2026 Program Plans (Continued)

- Appeals
  - Added additional headcount to the Appeals team in Q1 with results expected by Q3 2026.
  - Continue review of the appeals process to implement efficiencies, working with Internal Audit for other program inputs and learnings.
- Modernization
  - Roadmap releases for both internal and external Application enhancements in HCF.
  - Begin activities to support non-migrated My Portal business prior to decommissioning.



**Universal Service  
Administrative Co.**



# Rural Health Care (RHC) Committee

RHC Business Update

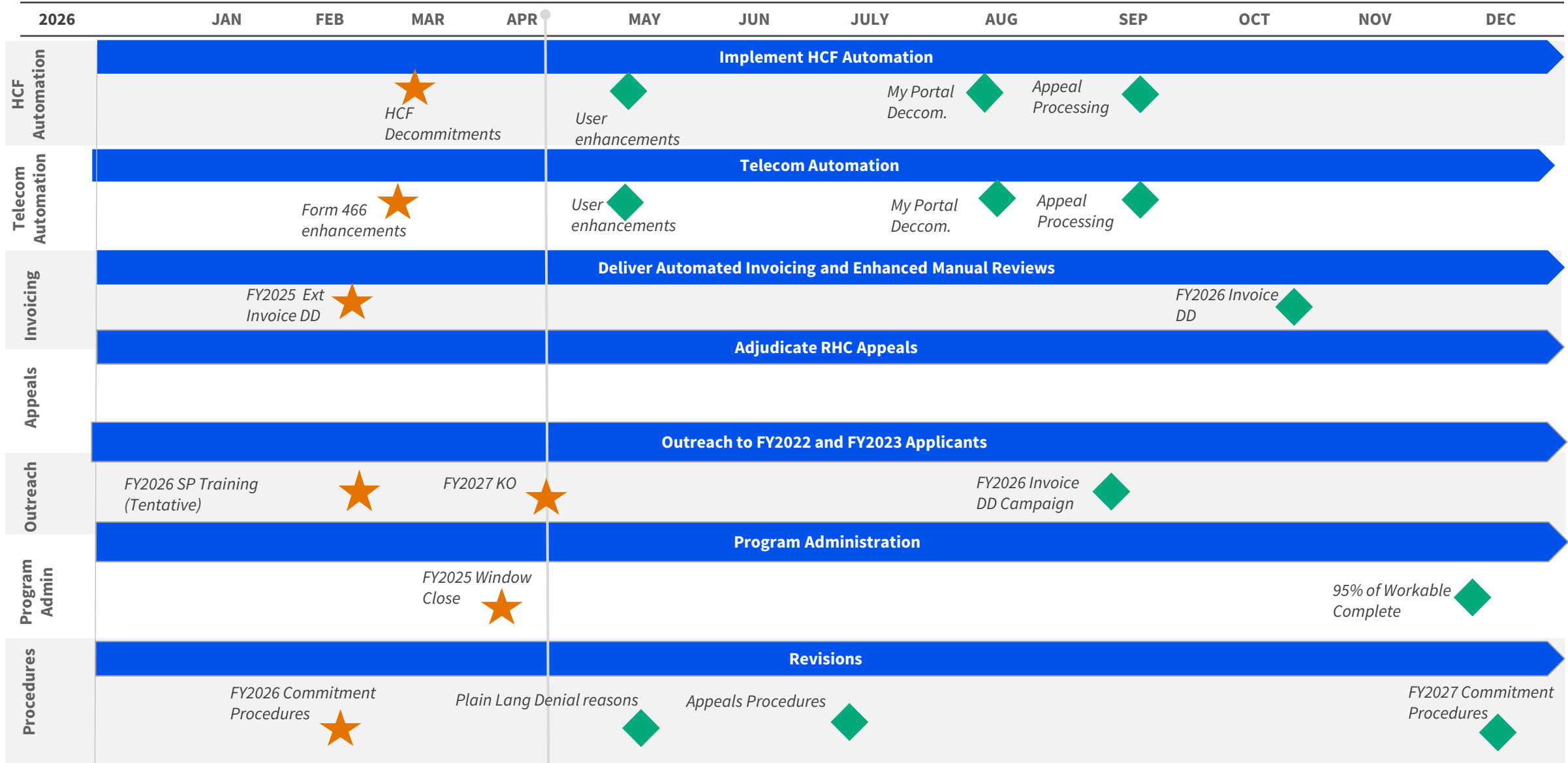
*Open Session - Information Only*

April 27, 2026

# Agenda

- Roadmap
- Appendix A: Program Metrics

# Roadmap



<b>Milestone Legend</b>	<b>At Risk</b>	<b>On Track</b>	<b>Completed</b>	3
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# Appendix A: RHC Program Metrics

HCF Pre-Commitment (Data as of March 31, 2026)

Funding Year		Q1	Q2	Q3	Q4	Total	
Requested	2026	Demand	11,376				11,376
		Requested Dollars	\$450,854,025				\$450,854,025
		Avg. Days Outstanding	34				34
	2025	Demand	6,649	6,274	33	5	12,961
		Requested Dollars	\$134,420,533	\$389,351,917	\$867,670	\$61,731	\$524,701,852
		Avg. Days Outstanding	271	271	271		271
Reviewed	2026	Reviewed Apps.	58				58
		Reviewed Dollars					
	2025	Reviewed Apps.	3	10	9,547	1,790	11,350
		Reviewed Dollars	\$24,657		\$176,000,454	\$85,344,492	\$261,369,603

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 March 31, 2026)

Calendar Year			Q1	Q2	Q3	Q4	Total
Submitted	2026	Invoice Counts	3,498				3,498
		Invoice Dollars	\$58,785,215				\$58,785,215
	2025	Invoice Counts	4,303	2,560	9,003	3,465	19,331
		Invoice Dollars	\$101,109,638	\$36,370,553	\$145,221,214	\$74,451,357	\$357,152,762
Disbursed	2026	Invoice Counts	3,311				3,311
		Invoice Dollars	\$50,884,496				\$50,884,496
	2025	Invoice Counts	4,213	2,519	8,918	3,430	19,080
		Invoice Dollars	\$87,184,830	\$31,510,276	\$142,570,253	\$71,842,507	\$333,107,866

*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 March 31, 2026)

Fund Year			Q1	Q2	Q3	Q4	Total
Requested	2026	Demand	943				943
		Requested Dollars	\$337,075,445				\$337,075,445
	2025	Demand	519	1,044	2		1,565
		Requested Dollars	\$109,996,759	\$169,998,892	\$67,344		\$280,062,995
Reviewed	2026	Reviewed Applications	5				5
		Reviewed Dollars	\$389,361				\$389,361
	2025	Reviewed Applications	7	16	1,377	161	1,561
		Reviewed Dollars	\$129,656	\$13,095,658	\$222,961,719	\$40,272,334	\$276,459,367

*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 March 31, 2026)

Calendar Year			Q1	Q2	Q3	Q4	Total
Submitted	2026	Invoice Counts	885				885
		Invoice Dollars	\$68,402,336				\$68,402,336
	2025	Invoice Counts	592	550	790	880	2,812
		Invoice Dollars	\$78,583,708	\$67,413,886	\$56,353,150	\$68,124,574	\$270,475,317
Disbursed	2026	Invoice Counts	818				818
		Invoice Dollars	\$62,406,143				\$62,406,143
	2025	Invoice Counts	592	550	789	874	2,805
		Invoice Dollars	\$78,583,708	\$67,413,886	\$56,351,559	\$67,785,554	\$270,134,707

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



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