Connected Care Pilot Program
Funding Request Best Practices

Submitting the FCC Form 462
July 27, 2022
To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.
Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
  - Turn on your computer’s speakers, or
  - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Slides attached to GoToWebinar Panel and posted to CCPP Learn
Meet Our Team

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Agenda

• Funding Request Overview
• Introduction to Best Practices
• Competitive Bidding Exemptions
• Submitting the FCC Form 462
• Best Practices & Resources
By the end of this webinar you will be able to…

- Understand what a funding request is, who must submit, and when
- Complete and submit an FCC Form 462 in My Portal
  - Avoid common errors
  - Submit as an individual HCP and as a consortium
  - Submit using a competitive bidding exemption
- Respond to Information Requests
- Locate important resources on the USAC website
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
</tr>
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<tbody>
<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
</tr>
<tr>
<td>HCP</td>
<td>Health Care Provider (your site)</td>
</tr>
<tr>
<td>HCP Number</td>
<td>Number associated with your site</td>
</tr>
<tr>
<td>PAH</td>
<td>Primary Account Holder</td>
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<tr>
<td>LOA</td>
<td>Letter of Agency (Consortium Only)</td>
</tr>
<tr>
<td>ACSD</td>
<td>Allowable Contract Selection Date</td>
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<td>FRN</td>
<td>Funding Request Number</td>
</tr>
<tr>
<td>NCW</td>
<td>Network Cost Worksheet</td>
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<tr>
<td>FCL</td>
<td>Funding Commitment Letter</td>
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Funding Request Overview
CCPP Funding Request Webinar
Connected Care Pilot Program Application Process

1. **Develop Evaluation Criteria and Request for Services**
   - Project submits FCC Form 461
   - If selected, the project describes the services needed and develops scoring criteria to evaluate bids. The request for services posts to usac.org for 28 days (minimum).

2. **Evaluate Bids and Select a Service Provider**
   - Project selects a service provider
   - After the 28 day period, the project chooses the most “cost effective” service provider. The project should keep all documentation from this process.

3. **Submit Funding Request**
   - Project submits FCC Form 462
   - Projects provide information about the services selected, cost, service provider information, and terms of service agreements.

4. **Certify Services Started and Invoice**
   - Project submits FCC Form 463
   - Projects initiate the invoicing process by sending the FCC Form 463 to their service provider for review and then submission to USAC.

*Note: Each physical site/location must submit its individual FCC Form 460, even if part of a hospital system. A hospital system is not considered one entity; it must form a consortium to apply.*
What is a Funding Request?

• Once a service provider is selected, following the posting of an FCC Form 461 and waiting at least 28 days, the next step is to submit a funding request to USAC to provide information about the services selected and certify that those services are the most cost-effective option of the offers received.

• Specifies the type of service(s) ordered, cost, name of service provider, and terms of the service agreement(s).

• Projects submit their funding request using an FCC Form 462 (Funding Request Form) in My Portal.

• USAC reviews the funding request and issues a Funding Commitment Letter (FCL) for eligible items.
Who Must Submit a Funding Request?

• All Connected Care Pilot Program (CCPP) projects requesting funding for expenses that were part of their CCPP application must file a separate FCC Form 462 for each service provider for which funding is requested.
  • Multiple circuits or services can be included on one FCC Form 462 if it is for the same service provider.
  • If submitting as a consortium, multiple HCPs can be included on one FCC Form 462 if using the same service provider.
  • USAC will review the FCC Form 462 and make final determinations regarding the eligibility of the network equipment and services requested before committing funding to each pilot project.
**Individual vs. Consortia Applications**

- A **consortium** is two or more health care providers (HCPs) that choose to request support on a single application.
- In a consortium funding request you could have multiple HCPs listed under one FCC Form 462 so long as they are requesting funding from the same service provider.
- In an individual application you would submit a funding request for each approved HCP location.
  - The HCP location that’s receiving the service, listed on the supporting documentation, should match the HCP location entered on the FCC Form 462.
When to Submit

• On March 16, 2022, the FCC issued a News Release, announcing the selection of 16 additional projects for the Connected Care Pilot Program.

• The FCC has awarded a total of $98 million in funding for pilot projects that serve patients in 40 states plus Washington, DC.

• In addition to these selections, the FCC has extended the deadline for all Connected Care Pilot Program participants to file their initial funding request by September 16, 2022.
# Eligible Services

<table>
<thead>
<tr>
<th>Category</th>
<th>Eligible Services</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Broadband Internet Access</td>
<td>New or upgraded broadband connections (whether for health care provider or participating patients) necessary for connected care services for the Pilot Program</td>
<td>Broadband Connections</td>
</tr>
<tr>
<td>Services/Health Care Provider Broadband Data Connections</td>
<td></td>
<td>o Digital Subscriber Line</td>
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<td></td>
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<td>o Cable Modem</td>
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<td></td>
<td></td>
<td>o Other Copper Wireline</td>
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<td></td>
<td></td>
<td>o Optical Carrier/Fiber to the End-User</td>
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<td></td>
<td></td>
<td>o Terrestrial Fixed Wireless</td>
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<td></td>
<td></td>
<td>o Mobile Wireless (e.g., 3G, LTE, 4G, 5G)</td>
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<td></td>
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<td>o Satellite</td>
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<td></td>
<td>o Broadband over Powerline</td>
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<tr>
<td></td>
<td></td>
<td>• Firewall Service</td>
</tr>
<tr>
<td>Other Connected Care Information Services</td>
<td>Services for connected care that capture, transmit (including video visits), and store health care data for connected care. This includes information services with “store-and-forward” technology, patient reported outcome platforms, and remote patient monitoring capabilities to monitor patients.</td>
<td>• HIPAA compliant (or requirement waived) video services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• HIPAA compliant (or requirement waived) telehealth solutions/packages/platforms, suites of services.</td>
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<td></td>
<td>• One-time, annual, recurring monthly costs for information service</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Licenses, subscriptions, or recurring charges necessary for providers to access or use eligible information service.</td>
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</tbody>
</table>

*Note: This eligible services chart is illustrative and is not intended to be exhaustive.*
## Eligible Services (continued)

<table>
<thead>
<tr>
<th>Category</th>
<th>Eligible Services</th>
<th>Examples</th>
</tr>
</thead>
</table>
| Network Equipment | Certain network equipment necessary to make Internet service or connected care services for the HCP/Patient for the Pilot Program functional (e.g., routers) or necessary to manage, control, or operate a supported broadband service. | • Equipment that terminates a carrier’s or other provider’s transmission facility and any router/switch that is directly connected to either the facility or the terminating equipment.  
• Network equipment that helps manage, control, or operate a supported broadband service (consortia applicants only)  
• Servers used exclusively for eligible broadband services  
• Routers (including at patient’s home)  
• Switches |
| Miscellaneous     | Various miscellaneous costs associated with eligible services listed above may be eligible for support. Applicants should request eligible miscellaneous services in the same category as the associated service being obtained or installed. | • Installation, Activation, and Initial Configuration (including implementation and integration costs necessary to integrate eligible information services with existing systems).  
• Fees and charges that are a necessary component of an eligible service:  
  • Shipping charges  
  • Taxes, surcharges, and other reasonable charges incurred in obtaining an eligible product or service |

*Note: This eligible services chart is illustrative and is not intended to be exhaustive.*
Ineligible Services

- End-user devices
- Medical supplies
- Provider (Doctor’s) Fees
- Administrative and Personnel costs
- Live Translation Services
- Internal Connections between Provider Sites
- Storage Devices
- IT support
- Maintenance costs

- DocuSign
- VPN Solutions
- Special Construction/Network Builds
- Applications not purchased as part of connected care information service
- Standalone Voice, including VoIP
- Standalone messaging services
- Network Equipment not necessary to make broadband or connected care services functional or manage, control or operate a supported broadband service

Note: This ineligible services chart is illustrative and is not intended to be exhaustive.
Questions?
Introduction to Best Practices

CCPP Funding Request Webinar
Information Requests

• Forms with missing or incomplete information or documentation cannot be processed.
• Where USAC requires information that cannot be located on the submitted supporting documentation will result in an Information Request.
  • FCC Form 462 Information Requests will be sent from an @usac.org email address.
• All account holders will receive all Information Requests.
• Account Holders are given 14 calendar days to provide a response to the Information Request.
  • 11:59 p.m. ET on the 14th day would be deadline to respond to the Information Request.
• Information Requests not responded to within 14 calendar days will result in a denial of that form.
Submission Checklist

- Document(s) confirming the monthly cost for your services (e.g. a copy of your bill or price quote for the requested funding period)
- A copy of all bids that were received for your request for service including the winning bid, all bids that were rejected and any bids that were disqualified and why
- A copy of the bidding evaluation matrix
- A list of people who evaluated bids including title, role, and their relationship to the HCPs participating in the Project
- Internal documents related to the selection of the service provider (if applicable)
- Copies of any correspondence with service providers prior to and during the competitive bidding process (if applicable)
- A copy of any new contract signed for your services
- Award letter to winning vendor
- Contact information for the service provider and all responsible account holders
- The start and end location of your services

*Any information that cannot be located on the submitted supporting documentation will result in an Information Request*
Submission Tips

• Use the information on the original documentation (bill, contract, or service order) to enter the data into the FCC Form 462 and upload that document into My Portal with your submission.

• Remember you must also submit:
  • Copies of all bids received including winning, losing and disqualified.
  • List of the people who evaluated the bids with their names and titles.
  • Evaluation documents including the scores received by bidders based on the weighted criteria posted in the FCC Form 461.
  • Award letter to the winning vendor.

• Per the rules, you must have all supporting documents on hand at the time of submission and they must be uploaded when you submit your forms.
Submission Tips, Continued

• It is helpful to also submit a cover letter that includes a summary of your submission.

• Recommended things to include in your cover letter:
  • Where to find information about your service in the supporting documentation (i.e. Internet 20M - $XX.XX – Page 5 of Invoice)
  • Highlight/label any documentation that is submitted.

• Information that isn’t clearly identified via supporting documentation will need to be confirmed by the service provider.
  • It is the account holder’s responsibility to reach out to the service provider to get any missing information. USAC cannot reach out to the service provider on an account holder’s behalf.
Supporting Documentation - Example

• Marked up invoice that clearly reflects HCP, Billing Account Number (BAN) Circuit Location(s), Bandwidth, Service Type, and Monthly Recurring Charge (MRC) for each expense item
Competitive Bidding Exemptions

CCPP Funding Request Webinar
If NOT Using a Competitive Bidding Exemption: Select “Create 462” from “Form 461” Tab
If USING a Competitive Bidding Exemption “Create 462 Exempt from Competitive Bidding” from “Form 460” Tab
What is a Competitive Bidding Exemption?

- In some cases, the service needs or contract conditions allow you to be exempt from competitive bidding.
- With a competitive bidding exemption, you will not have to undergo the competitive bidding process, and do not need to create evaluation criteria or collect bids from service providers.
- A competitive bidding exemption will allow you to skip the FCC Form 461 (for the purposes of competitive bidding) entirely and proceed directly to submitting a funding request.
Competitive Bidding Exemptions

- Purchasing services from a master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity on its behalf of you and others, and which was awarded pursuant to applicable competitive bidding requirements;
- Requesting support using contracts previously endorsed by USAC (MSA under the Pilot Program or the HCF Program);
- Using an active multi-year contract already designated as “Evergreen” for the RHC program (exemption applies for the life of the contract);
- Using a contract approved under the Schools and Libraries (E-rate) Program;
- Projects seeking support for $10,000 or less of total undiscounted eligible expenses for a single year do not have to complete an FCC Form 461.
New Connected Care Pilot Program-Specific Exemption

• **Pre-Existing Contract:** The eligible health care provider already has entered into a legally binding agreement with a service provider for services or equipment eligible for support in the Pilot Program and that legally binding agreement itself was the product of competitive bidding.
  - This exemption applies only when the contract was signed before the Project was selected to participate in CCPP and the contract was not entered into solely for purposes of the Pilot Program.
  - The prior competitive bidding process must have included public solicitation of bids or the Project must have evaluated multiple quotes or bids before signing the contract.
Questions?
Submitting the FCC Form 462
CCPP Funding Request Webinar
Select Type of Expense

RURAL HEALTH CARE

Form 460, Form 461, Form 462, Form 463, Documents

New Form 460 Revision
Create Form 461, Create 462 Exemptions

RHC Note: RHC applicants who are not exempt from competitive bidding may file their Form 462 by proceeding to the 'Form 461' tab any time after the Allowable Contract Selection Date (ACSD) has passed. Applicants will see all submitted Form 441s on this page and are able to click the 'Create 462' button after the ACSD period.

New Competitive Bidding Exempt 462

Only applicants with competitive bidding exemptions may bypass filing the Form 461. These exemptions are:
- Annual Undiscounted Cost of $10,000 or less
- Government Master Services Agreement
- Pre-Approved Master Services Agreement
- Evergreen Contract
- E-Rate Approved Contract
- Pre-Existing Contract (Connected Case Pilot Only)

Do you intend on claiming a competitive bidding exemption?
Yes - I am filing for a single expense.
Yes - I am filing for multiple expenses.
No - I am not filing for a competitive bidding exemption.
General Information

RURAL HEALTH CARE

General Information

Read the complete Form Guide before you begin. Click the button on each screen for guidance about completing each section of the form. Failure to comply with the Federal Communications Commission (FCC) rules and orders may result in denial of the request.

Information about the Paperwork Reduction Act (PRA) is available here.

Program Type:
- Healthcare Connect Fund (HCF) Program
- Connected Care Pilot Program

1 Funding Year: 2021

2 Funding Request Number (FRN):

3 HCP Number:

4 Site Name/Consortium Name:

Save and Exit  Save and Continue  Exit

Approved by OMB 3060-0094
Competitive Bidding Information

- FCC Form 461 Application Number: [Redacted]
- Allowable Contract Selection Date (ACSD): [Redacted]
- Number of vendors who bid: [Redacted]
- Service Provider Selection Date: [Redacted]

Are you continuing service with your current service provider? *
- Yes [ ]
- No [ ]

Are you claiming a competitive bidding exemption?
- Yes [ ]
- No [ ]

[Buttons: Save and Exit, Save and Go Back, Save and Continue, Exit]
Competitive Bidding Exemption

RHC Note: You selected a competitive bidding exemption and therefore line 8 is a required field. If you cannot claim a competitive bidding exemption, please exit this form and proceed to the Form 461 tab to either file a Form 461 or Form 462 once the 481's Allowable Contract Selection Date has passed.

Are you claiming a competitive bidding exemption?
Yes ☐ No ☐

8 Request for competitive bidding exemption (Choose an option) *

- Annual Undiscounted Cost of $10,000 or less ☐
- Government Master Services Agreement ☐
- Pre-Approved Master Services Agreement ☐
- Evergreen Contract ☐
- E-Rate Approved Contract ☐
- Pre-Existing Contract ☐

Add Contract

Save and Exit  Save and Go Back  Save and Continue  Exit
Single Eligible Expense Request for Funding

Eligible Expense Information

- Is this a newly installed circuit? [Select an option]
- 12 Category of Expense [Choose an Expense Category]
- 13 Expense Type [Choose an Expense Type]
- 14 Bandwidth [Choose a Bandwidth]
- 14a Is this Service Symmetrical? [Checkbox]
- What is the upload bandwidth [Choose a Bandwidth]
- What is the download bandwidth [Choose a Bandwidth]
- 15 Circuit ID (optional)
- 16 Percentage of Expense Eligible
- Upload vendor pricing comparison or cost allocation [Click to Upload]
- 17 Is the service type being provided to both eligible and ineligible sites? [Yes/No]
- 18 Billing Account Number (SAN)
Contract Information

Contract Information

RHC Note: If you wish to request support on a month-to-month basis, select the 'Please process my form as month-to-month. I do not wish to submit a contract for review' box below. If the box is selected, only enter the service start date, contract information (E.g. Contract friendly name, term, extension, signed date, etc.) is not required.

- If you are requesting an Evergreen, MSA, E-rate contract competitive bidding exemption or have undergone a competitive bidding process without intention of receiving support on a month-to-month basis, a contract is required with this FCC Form 462 submission.
- Applicants must submit a contract or other documentation that clearly identifies (1) the vendor(s)/service provider(s) selected and the HCP(s) who will receive the services; (2) the service, bandwidth and costs for which support is being requested; (3) the term of the service agreement(s) if applicable.
- A contract is not required for applicants claiming a competitive bidding exemption for Annual Costs of $10,000 or less.

Please process my form as month-to-month. I do not wish to submit a contract for review.

Select a Contract

19a Date contract signed

19b Expected service start date

19c. Length of initial contract term

If this is a multi-year contract, would you like this contract reviewed for evergreen endorsement?

RHC Note: If lines 19d and 19a are not applicable, enter N/A in the fields.

19d. Number of contract extensions

19e. Length of optional extension(s) combined

Download Contract.docx
Remove Selected Contract
FCC Form 462 Submitted With a Contract

- If you are submitting the FCC Form 462 with a contract, you will enter contract information in the appropriate fields and upload a complete copy of the contract
  - Contract sign date and contract end date
  - Contract term
  - Voluntary extensions
- Unlike the RHC programs, contracts entered into for CCPP products or services will not be reviewed for nor approved for evergreen status.
- Projects may use contracts already approved as evergreen under the HCF or Telecom programs and bypass competitive bidding using the Evergreen Exemption
FCC Form 462 Submitted Without a Contract

- As part of the FCC Form 462 supporting documentation, if a bill is uploaded without a contract, the reviewer will treat the form as a month-to-month funding request and confirm that the competitive bidding process is in compliance with the competitive bidding rules.
- Only forms submitted with contracts are eligible for multi-year funding.
- Forms submitted as month-to-month are only eligible for up to one year of support.
- Projects will need to competitively bid services each year if they do not submit a contract with their FCC Form 462.
- When submitting a funding request as month-to-month (without a contract), check the “month-to-month” box.
Questions?
## Circuit Information

### Circuit Information (if applicable)

#### 20 Circuit start location

- **Address Line 1**: [Field]
- **Address Line 2**: [Field]
- **City**: [Field]
- **State**: [Field]
- **Zip Code**: [Field]

### 21 Circuit and location

- **Address Line 1**: [Field]
- **Address Line 2**: [Field]
- **City**: [Field]
- **State**: [Select A State]
- **Zip Code**: [Field]
Financial Information

22 Is this a multi-year funding request? [ ]

Multi-year commitments cannot exceed 3 funding years and may not extend beyond the expiration date of an Evergreen Contract.

23 Expense frequency *

Choose a Frequency

- Monthly
- One-Time
- Annual
- Semi-Annual
- Quarterly

24 Quantity of expense periods *

25 Undiscounted cost per expense period (excluding taxes & fees) *

26 Source of HCP Contribution (Choose at least one source) *

- Eligible HCP participant
- State grants, funding, or appropriations
- Federal funding, grants, loans, or appropriations
- Tribal government funding
- Other grant funding including private grants

27 One-time installation charges *

28 This contract contains a Service Level Agreement. [ ] Yes [ ] No

Save and Exit | Save and Go Back | Save and Continue | Exit
Additional Documentation

31 List all supporting documentation (Competitive bids, Contract, etc.) that is required to be submitted with this form.
Certifications

Request for Confidentiality

32. Is the applicant requesting confidential treatment and non-disclosure of commercial and financial information? (See instructions for specific information covered by the request.)

Yes ☐ No ☐

Certifications

☐ 33. I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.

☐ 34. I certify under penalty of perjury that I have examined this request and all attachments and to the best of my knowledge, information, and belief, all statements of fact contained therein are true.

☐ 35. I certify under penalty of perjury that the applicant or consortium has satisfied all bids reserved and awarded the most cost-effective method of providing the requested services. "Cost-effective" is defined as the method that costs the least after consideration of the factors, quality of transmission, reliability, and other factors that the applicant deems relevant to choosing a method of providing the required health care service(s) - 47 CFR § 54.502(d).

☐ 36. I certify under penalty of perjury that the applicant or consortium satisfies all of the requirements under Section 554 of the Act and applicable Commission rules, and understand that any letter from the Administrator that allocates competitive grants for the benefit of the applicant may be subject to recalculation.

☐ 40. I understand that an application submitted with this application, including all bids, contracts, pricing materials, and other information associated with the competitive bidding process, all bidding records for services received and any other documentation demonstrating compliance with the rules must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR §§ 54.501 or as otherwise prescribed by the Commission’s rules.

☐ I certify under penalty of perjury that any consultant or third parties associated with this request or RFP do not have an ownership interest, sales commission agreement, or other financial interest in the vendor or company related to the requested services, and that they have otherwise complied with RFP Program rules, including the Commission’s rules requiring fair and open competitive bidding.

☐ I certify and acknowledge, under penalty of perjury, that the applicant or consortium will comply with all applicable Connected Care Pilot Program rules, requirements, and procedures, including the requirement to pay 15% of the costs for supported items from eligible sources, and all applicable federal and state laws, including those under the Disabilities Act, the Rehabilitation Act, the Federal Housing Act, and the Civil Monetary Penalties Law.

☐ I certify and acknowledge, under penalty of perjury, that the applicant or consortium will comply with the applicable Health Insurance Portability and Accountability Act (HIPAA) requirements and applicable privacy and confidentiality laws and regulations, and applicable medical training laws.

☐ I certify, under penalty of perjury, to the best of my knowledge, that the applicant or consortium is not already receiving or expecting to receive other funding from any source, private, state, or federal, for the exact same service(s) and/or equipment eligible for support under the Connected Care Pilot Program.

☐ I certify and acknowledge, under penalty of perjury, that all requested equipment and services funded under the Connected Care Pilot Program will be used for their intended purposes.
### Signature

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
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</thead>
<tbody>
<tr>
<td>46 Email</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>43 Printed Name of Authorized Person</td>
<td>First Name: [Redacted]</td>
</tr>
<tr>
<td></td>
<td>Middle Initial: [Redacted]</td>
</tr>
<tr>
<td></td>
<td>Last Name: [Redacted]</td>
</tr>
<tr>
<td>44 Title/Position of Authorized Person</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>45 Phone</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>47 Employer</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>48 Employer's FCC RN</td>
<td>[Redacted]</td>
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</tbody>
</table>
After Submitting

• You will receive an email letting you know that your form has been received.
  • If you do not receive an email, please go back into My Portal and be sure that you signed and fully submitted the form.

• The reviewer will reach out if additional information is needed.

• Funding decisions will be issued on a rolling basis.

• Once your funding request has been approved, you will receive a funding commitment letter (FCL) that will include all corresponding information to your funding request.
Best Practices - Equipment

• Equipment that terminates a service provider’s transmission facility
  • Includes any router/switch that is directly connected to either the facility or the terminating equipment
• Network equipment that helps manage, control or operate a supported broadband service (consortia only)
• Network equipment purchases necessary to make a connected care information service functional
• Servers used exclusively for eligible broadband services
• Routers (including at a patient’s home)
• Switches
• Installation, Activation and Initial Configuration
• Fees and charges that are a necessary component of an eligible service
  • Shipping charges
  • Taxes, surcharges and other reasonable charges incurred in obtaining eligible products or services

*Note: This eligible services list is illustrative and is not intended to be exhaustive.
Best Practices - Equipment, Continued

• Components of a piece of equipment should be broken out by part on the invoice or contract so that USAC can determine if any ineligible components are part of the bundle; however, we would not provide funding for a power cord by itself if the router is ineligible.

• Clearly identify on the documentation what constitutes an “item” e.g. router, switch, etc. and list the quantity on Line AA of the FCC Form 462.

• Please note, similar to HCF, inside connections and inside wiring, including wireless access points, are not eligible for funding under CCPP.
Best Practices - Equipment (Continued)

- Use a separate line for a service contract or warranty such as “SmartNet” that accompanies a particular piece of equipment and clearly identify it on the corresponding documentation.
- Please use the drop-down menu selections to describe the equipment as accurately as possible e.g. warranty, router (HCP owned), switch (HCP owned), wireless equipment (HCP owned), etc.
- Please use the Equipment in Connected Care Pilot Program tip sheet as a resource.
Best Practices - Consortia

• All sites participating in the project must be registered through an FCC Form 460.

• The documentation submitted must be associated with the HCP listed on the NCW of the FCC Form 462.

• You must clearly demonstrate through supporting documentation that the expense listed is for the benefit of the HCP on the line item.

• It is your responsibility to provide clear narratives, network diagrams, and documentation to adequately describe the network.

• Network diagrams are helpful in providing a snapshot of the network; documentation such as contracts, invoices, and/or service orders must confirm the diagram.

• All supporting documentation must come from the service provider.
Site and Service Substitutions

- After the submission and approval of an FCC Form 462, CCPP Program participants may request a site or service substitution if:
  - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification;
  - The site is an eligible health care provider and the service is an eligible service under the CCPP Program;
  - The substitution does not violate any contract provision or state, Tribal, or local procurement laws; and
  - The requested change is within the scope of the controlling Request for Services, including any applicable RFP used in the competitive bidding process.

- Site and service substitutions cannot increase the funding commitment.

- Please use the information on the Site and Service Substitutions webpage as a resource.
Questions?
Best Practices & Resources

CCPP Funding Request Webinar
Best Practices - Communicating with Your Service Provider

- Ensure your service provider is aware of all the necessary documentation needed for future steps in the funding request and disbursement process.
- Include your service provider when you reply to Information Requests via email.
- USAC cannot reach out to service providers on your behalf.
- Account holders and service providers are required to retain documentation for a period of five years after the conclusion of the Pilot project.
**After Submitting**

- You will receive an email confirmation that your form was submitted with a copy of the PDF form.
- Respond to Information Requests within 14 calendar days or by the deadline listed in the email.
  - Failure to respond to the Information Request will result in a denial.
  - Information requests will come from a reviewer using an @usac.org domain address.
Important Dates and Deadlines

- On May 20, 2022, the FCC released a Public notice, [DA 22-560](#) summarizing upcoming CCPP deadlines
- Waives and extends the end date of the program to provide all CCPP projects three years to conduct their projects

<table>
<thead>
<tr>
<th>What</th>
<th>Date</th>
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<tbody>
<tr>
<td>Deadline for initial FCC Form 461 to post on the USAC website</td>
<td>August 18, 2022</td>
</tr>
<tr>
<td>Deadline to submit initial FCC Form 462 in My Portal</td>
<td>September 16, 2022</td>
</tr>
<tr>
<td>Last date to end CCPP Projects</td>
<td>December 31, 2025</td>
</tr>
</tbody>
</table>
Resources

- Connected Care Pilot Program (CCPP)
- Submit Funding Requests
- CCPP Competitive Bidding Exemptions
- CCPP Equipment Tip Sheet
- Blank FCC Form 462 and Instructions
RHC Program Customer Service Center

Email: RHC-Assist@usac.org

- Include in your email
  - HCP Number
  - FRN Number

Phone: (800) 453-1546

- Hours are 8 a.m. – 8 p.m. ET
- Monday- Friday
## RHC Program Customer Service Center

<table>
<thead>
<tr>
<th>The RHC Program Customer Service Center CAN</th>
<th>The RHC Program Customer Service Center CANNOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Answer general questions regarding both programs</td>
<td>• Determine the eligibility of a specific site or services before an official form submission</td>
</tr>
<tr>
<td>• Provide account holder information for an HCP</td>
<td>• Review a form for accuracy before submission</td>
</tr>
<tr>
<td>• Provide clarity regarding FCC Reports and Orders</td>
<td>• Contact a service provider or account holder on someone else’s behalf</td>
</tr>
<tr>
<td>• Provide helpful resources and best practices</td>
<td>• Provide documents that are not already accessible in My Portal</td>
</tr>
<tr>
<td>• Assist with My Portal</td>
<td>• Transfer a call to a specific form reviewer</td>
</tr>
</tbody>
</table>
Questions?
Thank You!