

Connected Care Pilot Program (CCPP) User Guide – Annual Reports and Final Report

Updated as of January 2023

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Reporting Requirements for CCPP Projects

Pilot projects participating in the Connected Care Pilot Program (CCPP) are required to submit the following reports: (1) an annual report after their first year of funding, (2) an annual report after their second year of funding, and (3) a final report after their final year of funding that contains data for the final year of funding and summarizes final results. The first year for a particular project begins on the starting date for that project.

Why the Federal Communications Commission Needs This Information:

The Federal Communications Commission (FCC) launched CCPP to examine how the Universal Service Fund can help support the trend towards connected care services, particularly for low-income Americans and veterans. CCPP will provide meaningful data that will help them better understand how Universal Service Funds can support health care provider and patient use of connected care services. The data you provide will help the FCC determine how it can support connected care services going forward.

Tips to Remember When Submitting Your Reports:

If your organization does not collect the requested information, please select “**Did Not Track**” when applicable. For questions that seek data from years prior to the start of CCPP, please provide any data that your organization has, even if that data is for less than a full year or select “**Did Not Track**”.

To minimize burdens on health care providers, the majority of questions are optional. If your organization tracks information but you still decline to provide it, select “**Decline to Answer**”.

Report Submission:

Pilot projects must use the provided form to submit the required reports. The form may be accessed through [My Portal](#). **The required reports can be submitted by the Primary or Secondary Account Holder for the CCPP health care provider or project.** Failure to submit the required reports may result in either the disqualification of the selected participant from CCPP, loss or reduction of support, or recovery of prior disbursements.

Reporting Deadlines:

The reports for the first and second year are due six months after the end of the first and second year of the project. The final report is due six months after the end date of the project. The project start date is the date that a pilot project begins to receive supported services and occurs after the issuance of a Funding Commitment Letter (FCL) by USAC.

CCPP Definitions

Broadband Internet Access Service: Mass market high speed internet access service that is always on and faster than traditional dial-up service. Broadband internet access service can be offered through a variety of technologies, including digital subscriber line, cable modem, fiber, wireless, satellite, and broadband over power line. The FCC did not adopt minimum service standards for broadband internet access service funded through CCPP.

Connected Care: For purposes of CCPP, “Connected Care” is defined as a “subset of telehealth that uses broadband Internet access service-enabled technologies to deliver directly to patients, remote medical, diagnostic, and treatment-related services outside of traditional brick and mortar medical facilities—specifically to patients at their mobile location or residence.” This definition includes services such as remote patient monitoring and video visits, but does not include audio-only (e.g., telephone) services.

Connected Care Pilot Program (CCPP): The three-year, up to \$100 Million Pilot Program established by the FCC to examine how Universal Service Funds can support health care provider and patient use of connected care services.

Federal Communications Commission (FCC): The federal agency responsible for establishing, implementing, and overseeing the Connected Care Pilot Program.

Low-Income Patient: For purposes of CCPP, a patient is considered low-income if (1) the patient is eligible for Medicaid or (2) the patient’s household income is at or below 135 percent of the U.S. Department of Health and Human Services Federal Poverty Guidelines.

My Portal: My Portal is USAC’s online forms submission tool. My Portal is accessible from the USAC website in the Rural Health Care section by following the links for “[My Portal](#).”

Telehealth: For purposes of CCPP, telehealth means the broad range of health care-related applications that depend upon broadband connectivity, including telemedicine; exchange of electronic health records; collection of data through Health Information Exchanges and other entities; exchange of large image files (e.g., X-ray, MRIs, and CAT scans); and the use of real-time and delayed video conferencing for a wide range of telemedicine, consultation, training, and other health care purposes. Where the term telehealth is used on the Pilot Program Reporting template, the FCC is interested in information on telehealth services that are remote clinical services.

Universal Service Administrative Company (USAC): The entity responsible for administering the Connected Care Pilot Program, including processing CCPP forms.

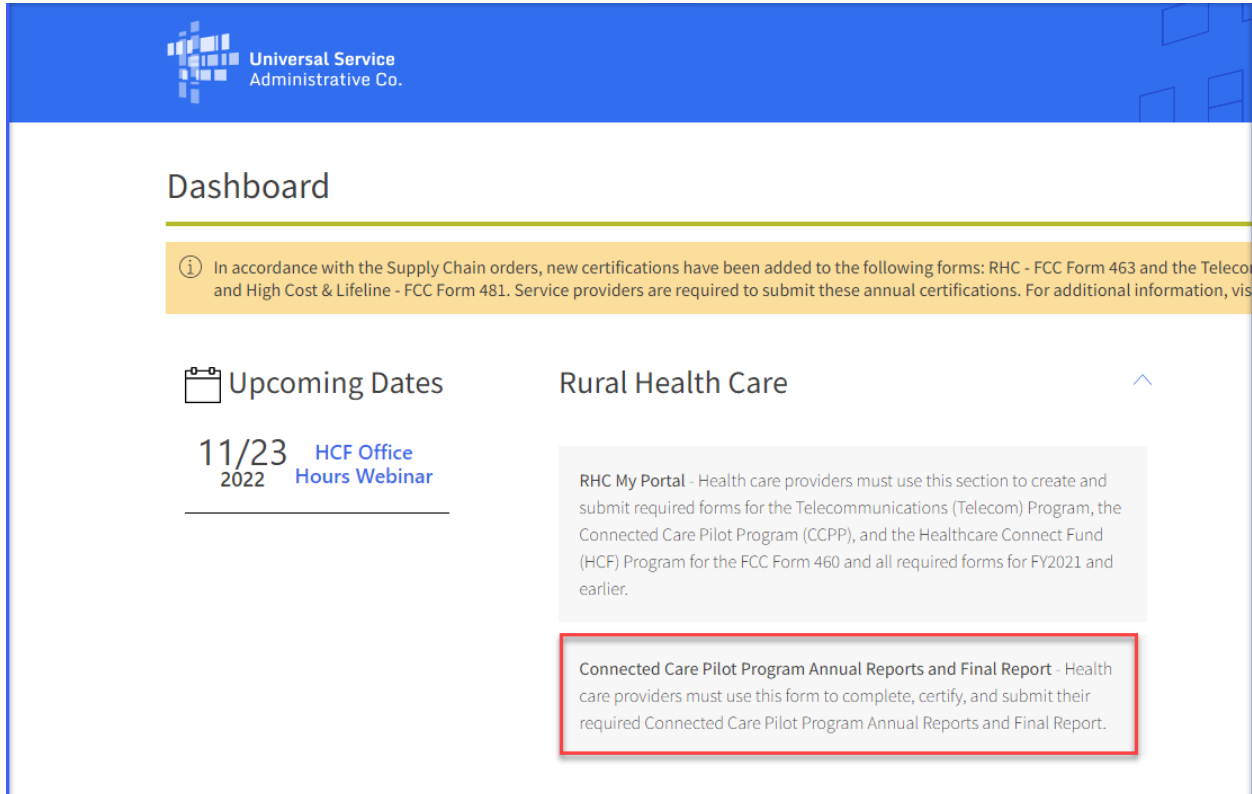
Veteran Patient: For purposes of CCPP, a patient is considered a veteran if the patient qualifies for health care through the United States Department of Veterans Affairs (VA).

Report Sections

- General Project Summary
- Patient Population
- Program Goals
- Overall Satisfaction
- Provider Focused Questions
 - Telehealth Appointments
 - Patient Participation
 - Provider Cost
 - Patient Outcome
 - Specific Condition Outcome
 - Additional Feedback
- Patient Experience
 - Customer Satisfaction
 - Health Improvement
 - Cost Savings
 - Time and Convenience
 - Additional Feedback
- Connected Care Pilot Program Final Report
 - Project Goals and Objectives
 - Lessons Learned
- Certification

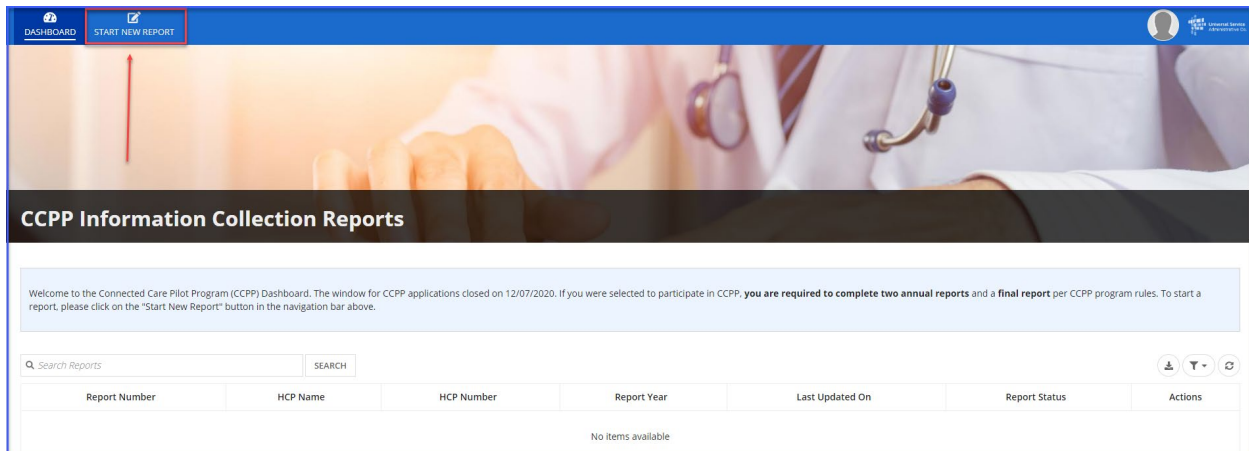
Walkthrough of CCPP Report Submission in My Portal

Step 1: Log in to [My Portal](#) and click “**Connected Care Pilot Program Annual Reports and Final Report.**”



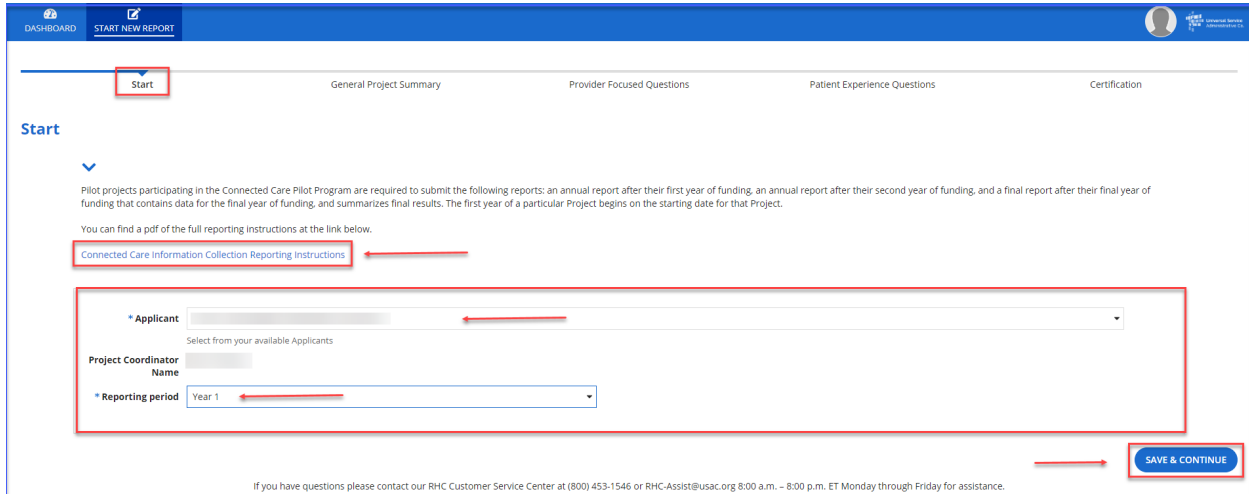
The screenshot shows the dashboard of the Universal Service Administrative Co. portal. At the top is the company logo and name. Below the header is a "Dashboard" section. A yellow notification banner states: "In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecommunications and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit..." Below this, there are two main sections. On the left, "Upcoming Dates" shows "11/23 2022 HCF Office Hours Webinar". On the right, "Rural Health Care" contains two boxes. The top box describes the RHC My Portal. The bottom box, highlighted with a red border, is titled "Connected Care Pilot Program Annual Reports and Final Report" and states: "Health care providers must use this form to complete, certify, and submit their required Connected Care Pilot Program Annual Reports and Final Report."

Step 2: Click “**START A NEW REPORT**”



The screenshot shows the "CCPP Information Collection Reports" page. At the top, there is a navigation bar with "DASHBOARD" and "START NEW REPORT" (the latter is highlighted with a red box and an arrow). Below the navigation bar is a banner image of a doctor's hands. The main heading is "CCPP Information Collection Reports". A welcome message states: "Welcome to the Connected Care Pilot Program (CCPP) Dashboard. The window for CCPP applications closed on 12/07/2020. If you were selected to participate in CCPP, you are required to complete two annual reports and a final report per CCPP program rules. To start a report, please click on the 'Start New Report' button in the navigation bar above." Below the message is a search bar labeled "Search Reports" and a "SEARCH" button. A table with columns "Report Number", "HCP Name", "HCP Number", "Report Year", "Last Updated On", "Report Status", and "Actions" is shown. The table is currently empty, with the text "No items available" at the bottom.

Step 3: Click the hyperlink titled “**Connected Care Information Collection Reporting Instructions**” to download instructions for completing the report. Select the HCP from drop-down menu titled “**Applicant**” and select which year the report is for from the drop-down menu titled “**Reporting period.**” Then click “**Save & Continue.**”



Start

Pilot projects participating in the Connected Care Pilot Program are required to submit the following reports: an annual report after their first year of funding, an annual report after their second year of funding, and a final report after their final year of funding that contains data for the final year of funding, and summarizes final results. The first year of a particular Project begins on the starting date for that Project.

You can find a pdf of the full reporting instructions at the link below.

[Connected Care Information Collection Reporting Instructions](#)

* Applicant

Select from your available Applicants

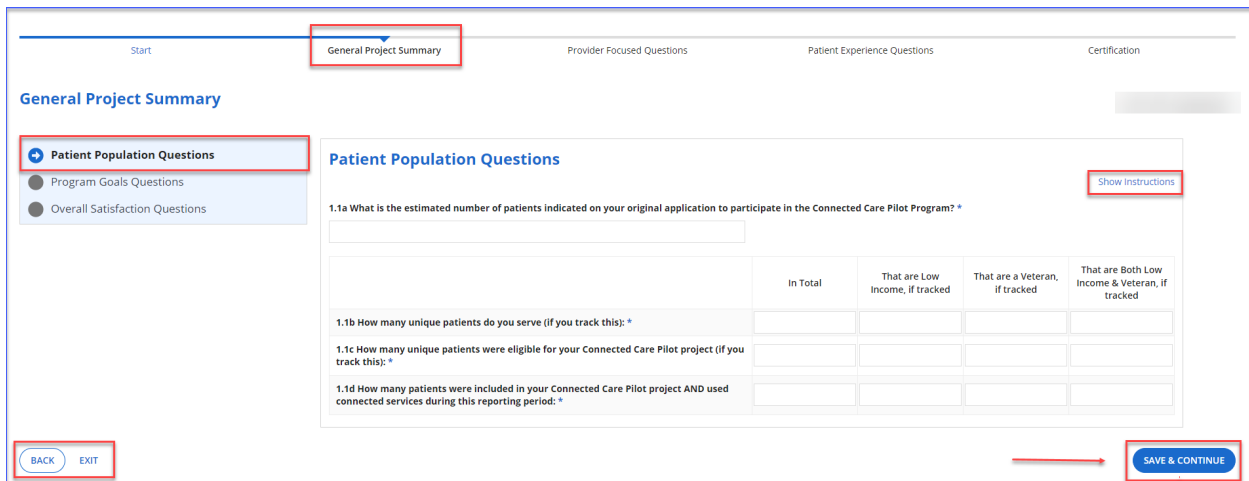
Project Coordinator Name

* Reporting period Year 1

SAVE & CONTINUE

If you have questions please contact our RHC Customer Service Center at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. – 8:00 p.m. ET Monday through Friday for assistance.

Step 4: If instructions are needed while completing the report, click the “**Show instructions**” hyperlink on the right side of the screen. Answer the questions and click “**Save & Continue**” in the lower right hand corner of the page. Click “**Back**” or “**Exit**” in the lower left hand corner of the screen to navigate back to the previous page or exit the report. Drafts are saved for future use.



General Project Summary

Patient Population Questions

Program Goals Questions

Overall Satisfaction Questions

Patient Population Questions

1.1a What is the estimated number of patients indicated on your original application to participate in the Connected Care Pilot Program? *

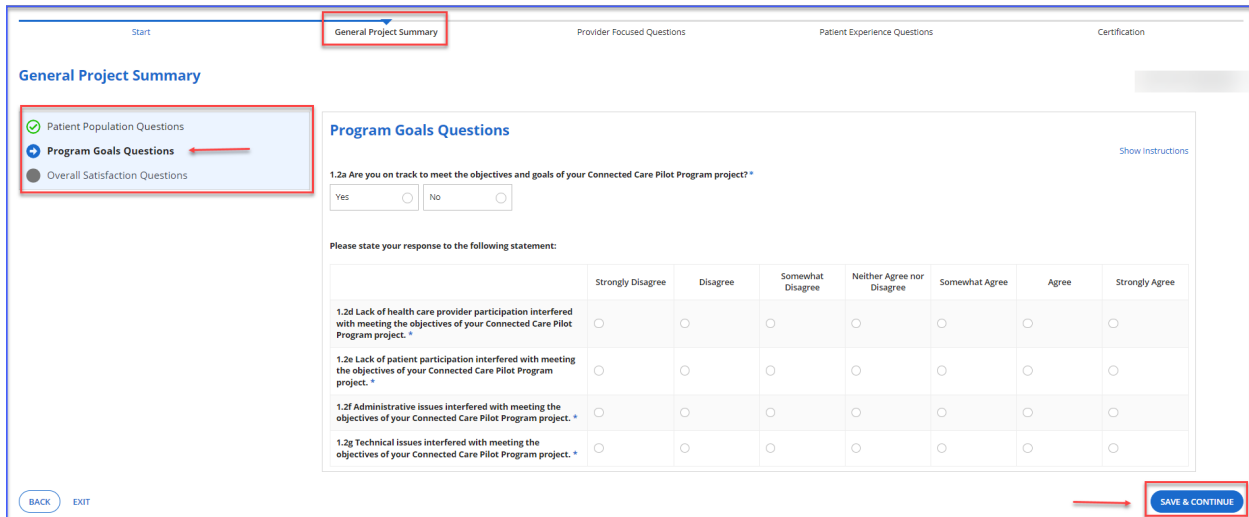
[Show Instructions](#)

| | In Total | That are Low Income, if tracked | That are a Veteran, if tracked | That are Both Low Income & Veteran, if tracked |
|---|----------|---------------------------------|--------------------------------|--|
| 1.1b How many unique patients do you serve (if you track this): * | | | | |
| 1.1c How many unique patients were eligible for your Connected Care Pilot project (if you track this): * | | | | |
| 1.1d How many patients were included in your Connected Care Pilot project AND used connected services during this reporting period: * | | | | |

BACK **EXIT**

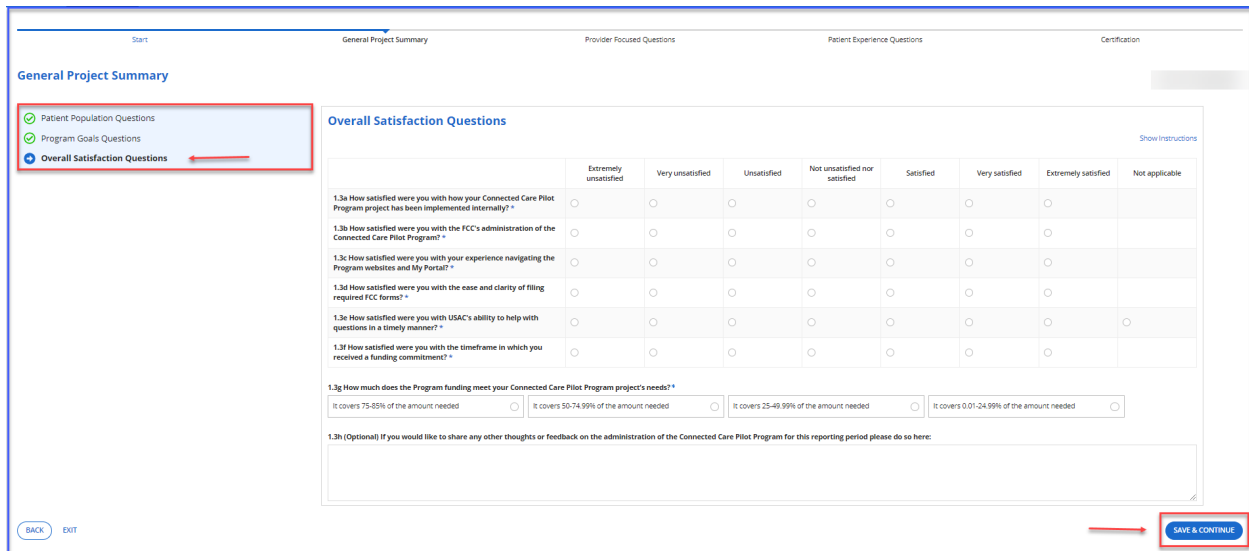
SAVE & CONTINUE

Step 5: There are sub-sections under each tab. Once answers are provided for each question, click “**Save & Continue**” in the lower right hand corner of the page.



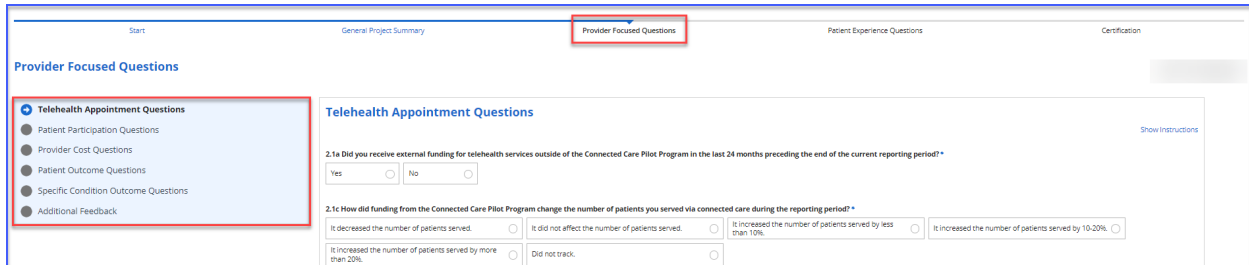
The screenshot shows the 'General Project Summary' tab selected. On the left sidebar, 'Program Goals Questions' is highlighted with a red box and an arrow. The main content area is titled 'Program Goals Questions' and contains a question: '1.2a Are you on track to meet the objectives and goals of your Connected Care Pilot Program project? *'. Below this is a radio button selection for 'Yes' or 'No'. A table follows with the heading 'Please state your response to the following statement:'. The table has 8 columns: 'Strongly Disagree', 'Disagree', 'Somewhat Disagree', 'Neither Agree nor Disagree', 'Somewhat Agree', 'Agree', and 'Strongly Agree'. The rows represent different statements: '1.2d Lack of health care provider participation interfered with meeting the objectives of your Connected Care Pilot Program project. *', '1.2e Lack of patient participation interfered with meeting the objectives of your Connected Care Pilot Program project. *', '1.2f Administrative issues interfered with meeting the objectives of your Connected Care Pilot Program project. *', and '1.2g Technical issues interfered with meeting the objectives of your Connected Care Pilot Program project. *'. At the bottom right, a 'SAVE & CONTINUE' button is highlighted with a red box and an arrow.

Step 6: When the answers are provided in the final sub-section, click “**Save & Continue**” in the lower right hand corner of the page and you’ll be directed to the next tab.



The screenshot shows the 'General Project Summary' tab selected. On the left sidebar, 'Overall Satisfaction Questions' is highlighted with a red box and an arrow. The main content area is titled 'Overall Satisfaction Questions' and contains a table with 9 columns: 'Extremely unsatisfied', 'Very unsatisfied', 'Unsatisfied', 'Not unsatisfied nor satisfied', 'Satisfied', 'Very satisfied', 'Extremely satisfied', and 'Not applicable'. The rows represent different satisfaction questions: '1.3a How satisfied were you with how your Connected Care Pilot Program project has been implemented internally? *', '1.3b How satisfied were you with the FCC's administration of the Connected Care Pilot Program? *', '1.3c How satisfied were you with your experience navigating the Program websites and My Portal? *', '1.3d How satisfied were you with the ease and clarity of filing required FCC forms? *', '1.3e How satisfied were you with USAC's ability to help with questions in a timely manner? *', and '1.3f How satisfied were you with the timeframe in which you received a funding commitment? *'. Below the table is a question: '1.3g How much does the Program funding meet your Connected Care Pilot Program project's needs? *'. This question has four radio button options: 'It covers 75-85% of the amount needed', 'It covers 50-74.99% of the amount needed', 'It covers 25-49.99% of the amount needed', and 'It covers 0.01-24.99% of the amount needed'. At the bottom right, a 'SAVE & CONTINUE' button is highlighted with a red box and an arrow.

Step 7: Complete all questions in all of the sub-sections of the “**Provider Focused Questions**” tab, click “**Save & Continue**” in the lower right-hand corner of the page and you’ll be directed to the next tab.



Start General Project Summary **Provider Focused Questions** Patient Experience Questions Certification

Provider Focused Questions

- Telehealth Appointment Questions**
- Patient Participation Questions
- Provider Cost Questions
- Patient Outcome Questions
- Specific Condition Outcome Questions
- Additional Feedback

Telehealth Appointment Questions

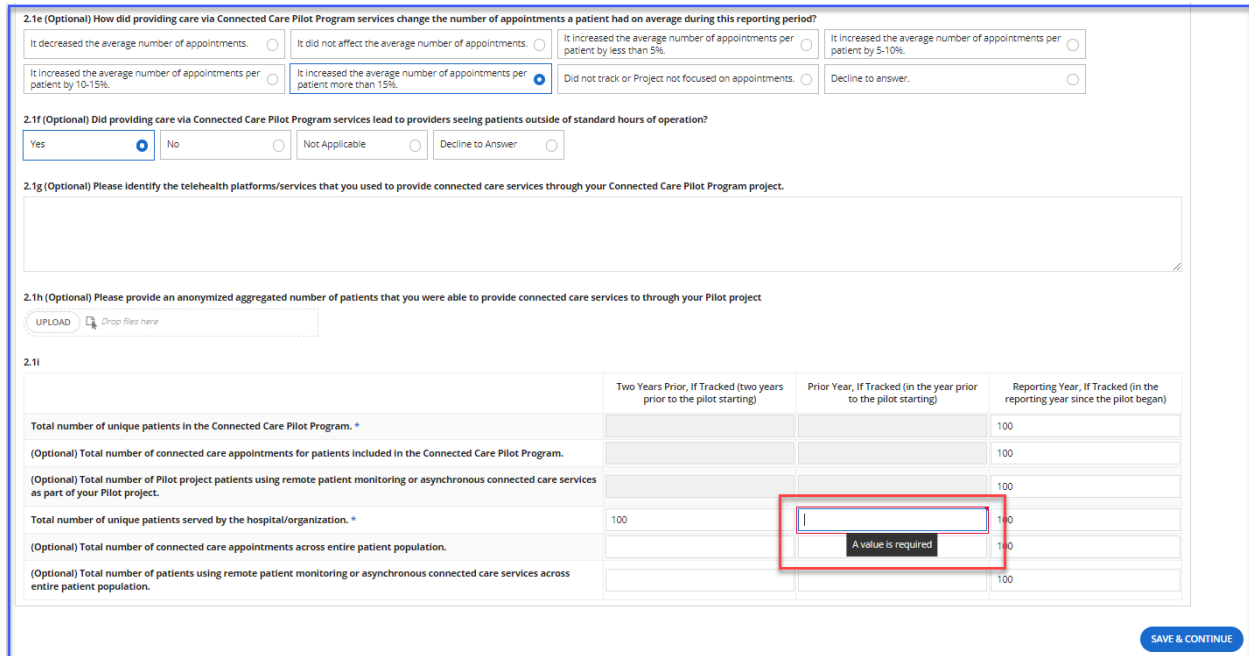
2.1a Did you receive external funding for telehealth services outside of the Connected Care Pilot Program in the last 24 months preceding the end of the current reporting period? *

Yes ☐ No ☐

2.1c How did funding from the Connected Care Pilot Program change the number of patients you served via connected care during the reporting period? *

It decreased the number of patients served. ☐ It did not affect the number of patients served. ☐ It increased the number of patients served by less than 10%. ☐ It increased the number of patients served by 10-20%. ☐ It increased the number of patients served by more than 20%. ☐ Did not track. ☐

Step 8: An error message will appear if a mandatory field is left blank.



2.1e (Optional) How did providing care via Connected Care Pilot Program services change the number of appointments a patient had on average during this reporting period?

It decreased the average number of appointments. ☐ It did not affect the average number of appointments. ☐ It increased the average number of appointments per patient by less than 5%. ☐ It increased the average number of appointments per patient by 5-10%. ☐ It increased the average number of appointments per patient by 10-15%. ☐ It increased the average number of appointments per patient more than 15%. ☒ Did not track or Project not focused on appointments. ☐ Decline to answer. ☐

2.1f (Optional) Did providing care via Connected Care Pilot Program services lead to providers seeing patients outside of standard hours of operation?

Yes ☒ No ☐ Not Applicable ☐ Decline to Answer ☐

2.1g (Optional) Please identify the telehealth platforms/services that you used to provide connected care services through your Connected Care Pilot Program project.

2.1h (Optional) Please provide an anonymized aggregated number of patients that you were able to provide connected care services to through your Pilot project

UPLOAD

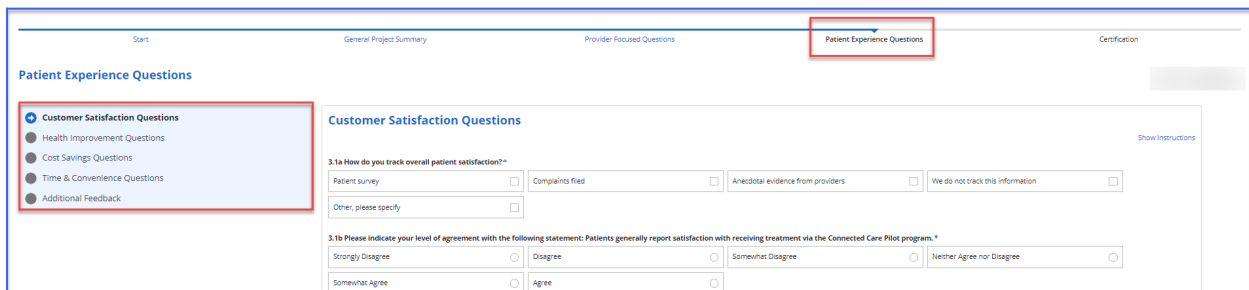
2.1i

| | Two Years Prior, If Tracked (two years prior to the pilot starting) | Prior Year, If Tracked (in the year prior to the pilot starting) | Reporting Year, If Tracked (in the reporting year since the pilot began) |
|--|---|--|--|
| Total number of unique patients in the Connected Care Pilot Program. * | | | 100 |
| (Optional) Total number of connected care appointments for patients included in the Connected Care Pilot Program. | | | 100 |
| (Optional) Total number of Pilot project patients using remote patient monitoring or asynchronous connected care services as part of your Pilot project. | | | 100 |
| Total number of unique patients served by the hospital/organization. * | 100 | | 100 |
| (Optional) Total number of connected care appointments across entire patient population. | | | 100 |
| (Optional) Total number of patients using remote patient monitoring or asynchronous connected care services across entire patient population. | | | 100 |

A value is required

SAVE & CONTINUE

Step 9: Complete all questions in all of the sub-sections of the “**Patient Experience Questions**” tab, click “**Save & Continue**” in the lower right hand corner of the page and you’ll be directed to the “**Certifications**” tab.



Start General Project Summary Provider Focused Questions **Patient Experience Questions** Certification

Patient Experience Questions

- Customer Satisfaction Questions**
- Health Improvement Questions
- Cost Savings Questions
- Time & Convenience Questions
- Additional Feedback

Customer Satisfaction Questions

3.1a How do you track overall patient satisfaction? **

Patient survey ☐ Complaints filed ☐ Anecdotal evidence from providers ☐ We do not track this information ☐

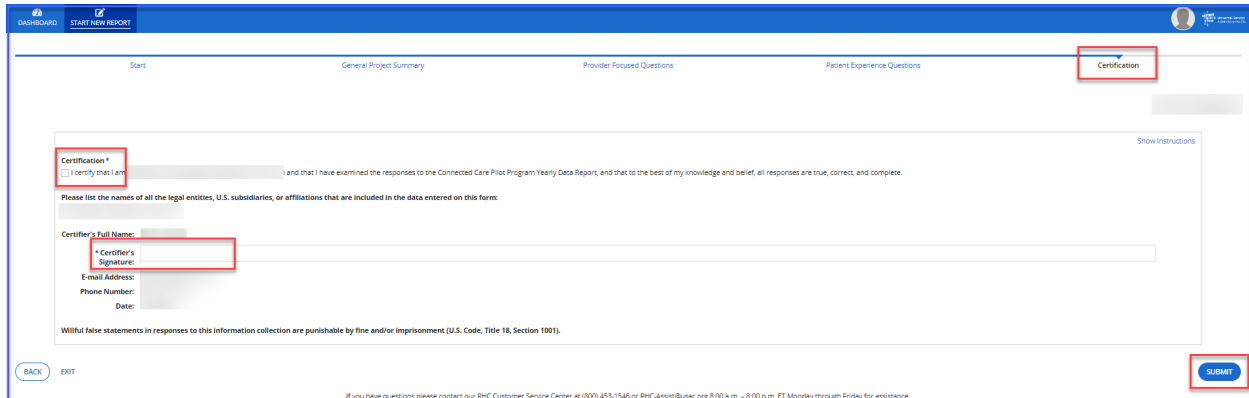
Other, please specify

3.1b Please indicate your level of agreement with the following statement: Patients generally report satisfaction with receiving treatment via the Connected Care Pilot program. *

Strongly Disagree ☐ Disagree ☐ Somewhat Disagree ☐ Neither Agree nor Disagree ☐

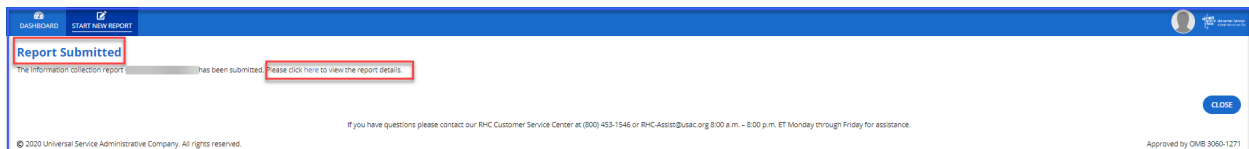
Somewhat Agree ☐ Agree ☐

Step 10: Read and click the certification. Information on this page is pre-populated with the account holder information from the FCC Form 460 of the HCP the report is for. Type your full name, as it appears in My Portal, into the “**Certifier’s Signature**” field and then click “**Submit.**”



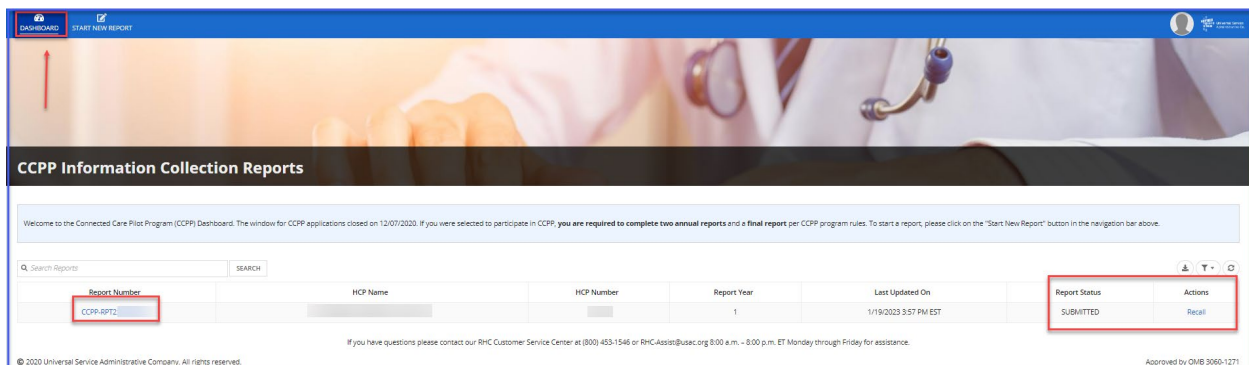
The screenshot shows the 'Certification' step of the report submission process. The form includes a certification statement, a list of legal entities, and fields for the certifier's contact information. A red box highlights the 'SUBMIT' button in the bottom right corner.

Step 11: Once the report is submitted, this page will appear. Click the hyperlink to view the report details or click “**Close**” to exit.



The screenshot shows the 'Report Submitted' confirmation page. It includes a message about the report's status and a link to view details. A red box highlights the 'CLOSE' button in the bottom right corner.

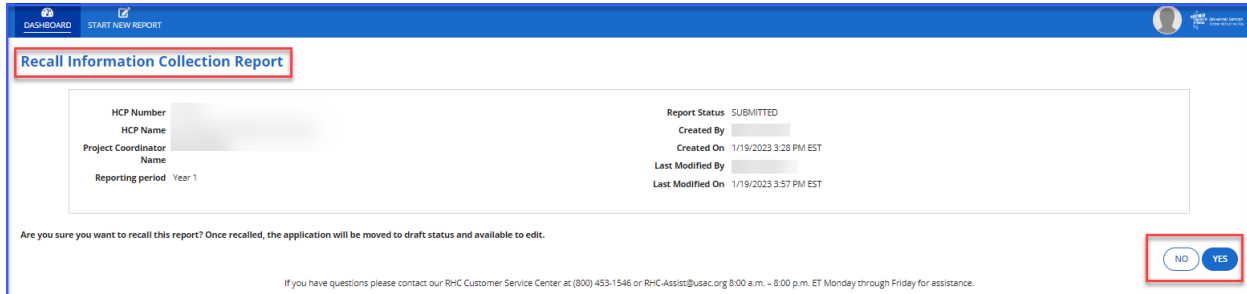
Step 12: Navigate back to the Dashboard to see the report. Click on the hyperlink on the report under the column titled “**Report Number**” to view the details of the report. Under the column “**Report Status**,” you can confirm the report has been submitted, or view reports that are still in draft. Under the “**Actions**” column, there’s a “**Recall**” hyperlink that can be used to make corrections or additions to a submitted report.



The screenshot shows the 'CCPP Information Collection Reports' dashboard. It features a table of reports with the following columns: Report Number, HCP Name, HCP Number, Report Year, Last Updated On, Report Status, and Actions. A red box highlights the 'Recall' link in the Actions column for a specific report.

| Report Number | HCP Name | HCP Number | Report Year | Last Updated On | Report Status | Actions |
|---------------|----------|------------|-------------|-----------------------|---------------|---------|
| CCPP-RPT2 | | | 1 | 1/19/2023 3:57 PM EST | SUBMITTED | Recall |

Step 13: To recall a submitted report to add or correct information, click on the “**Recall**” hyperlink and then click “**Yes**” in the lower right hand corner of the screen. The report will be returned to draft status. Once the corrections are made, be sure to certify, sign and submit the report.



Recall Information Collection Report

HCP Number
HCP Name
Project Coordinator Name
Reporting period Year 1

Report Status: SUBMITTED
Created By
Created On: 1/19/2023 3:28 PM EST
Last Modified By
Last Modified On: 1/19/2023 3:57 PM EST

Are you sure you want to recall this report? Once recalled, the application will be moved to draft status and available to edit.

If you have questions please contact our RHC Customer Service Center at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. - 8:00 p.m. ET Monday through Friday for assistance.

Frequently Asked Questions

What if some of the questions don't apply to my project?

Many of the fields are optional. Feel free to answer “N/A” or leave them blank if the question doesn't apply. Mandatory fields will display an error message and you will be required to provide an answer before you can submit the report.

What if I discover I have made a mistake or I want to add something to a submitted report?

There's a hyperlink titled “**Recall**” that you can use to recall a submitted report. Once you make the corrections or additions, please be sure to re-submit it. Draft reports are not considered submitted.

Where can I add additional comments?

There are free-text fields for additional comments in the “**Overall Satisfaction Questions**” section on the “**General Project Summary**” tab and another free-text field in the “**Additional Feedback**” section on the “**Provider Focused Questions**” tab.

Resources

For more information, visit the [Connected Care Pilot Program](#) webpage.

For questions about the Rural Health Care program, contact RHC-Assist@usac.org or the RHC Customer Service Center at (800) 453-1546 from 8 a.m. – 8 p.m. ET Monday through Friday for assistance. Use the [RHC Customer Service Center Tip Sheet](#) to learn about what the RHC Customer Service Center can and cannot help you with.