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

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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.**”

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

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.
**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.

**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.
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.

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

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.
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.”

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

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.

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.
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](mailto: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.