

# Connected Care Pilot Program Request for Services Best Practices

Submitting the FCC Form 461

January 25, 2023



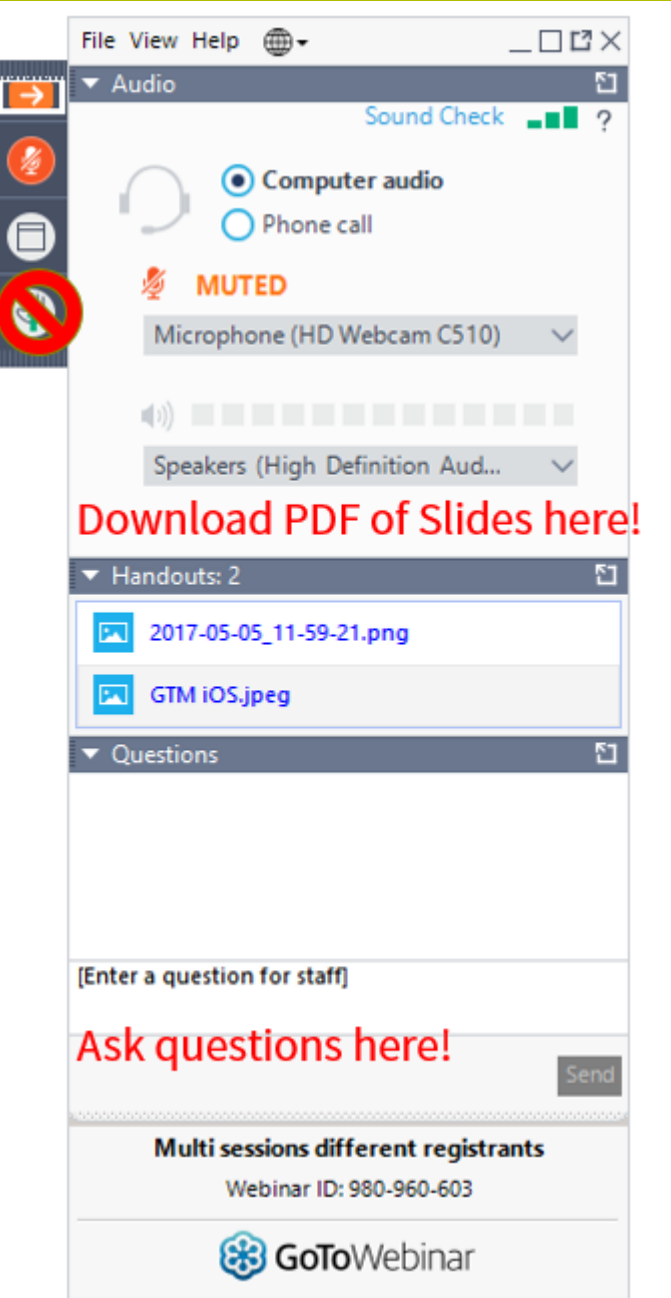
Universal Service  
Administrative Co.

# DISCLAIMER

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 webpage](#)



The screenshot displays the GoToWebinar control panel interface. At the top, there is a menu bar with 'File', 'View', and 'Help'. Below this is the 'Audio' section, which includes a 'Sound Check' indicator and three radio buttons: 'Computer audio' (selected), 'Phone call', and 'MUTED'. A red circle with a slash is overlaid on the 'MUTED' button. Below the radio buttons, there are dropdown menus for 'Microphone (HD Webcam C510)' and 'Speakers (High Definition Aud...'. A volume slider is also visible. Below the audio section is the 'Handouts: 2' section, which lists two files: '2017-05-05\_11-59-21.png' and 'GTM iOS.jpeg'. Below the handouts is the 'Questions' section, which contains a text input field with the placeholder '[Enter a question for staff]' and a 'Send' button. A red text overlay 'Ask questions here!' is positioned above the 'Send' button. At the bottom of the panel, there is a section titled 'Multi sessions different registrants' with the 'Webinar ID: 980-960-603' and the GoToWebinar logo.

Download PDF of Slides here!

Ask questions here!

Multi sessions different registrants  
Webinar ID: 980-960-603

GoToWebinar

# Meet Our Team



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Advisor of Program Management |  
RHC Outreach

# Agenda

- Overview
- Competitive Bidding
  - Evaluation Criteria
  - Competitive Bidding Exemptions
  - Requests for Proposal
- Search Posted Services
- Submitting the FCC Form 461
- Best Practices & Resources

# By the end of this webinar you will be able to...

- *Complete and submit an FCC Form 461 in My Portal*
  - *Create bid evaluation criteria*
  - *Understand competitive bidding requirements*
  - *Identify applicable competitive bidding exemptions*
- *Locate current requests for services and other important resources on the USAC website*

# Glossary

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Acronym	Meaning
<b>FCC</b>	Federal Communications Commission
<b>HCP</b>	Health Care Provider (your site)
<b>HCP Number</b>	Number associated with your site
<b>PAH</b>	Primary Account Holder
<b>LOA</b>	Letter of Agency (Consortium Only)
<b>ACSD</b>	Allowable Contract Selection Date

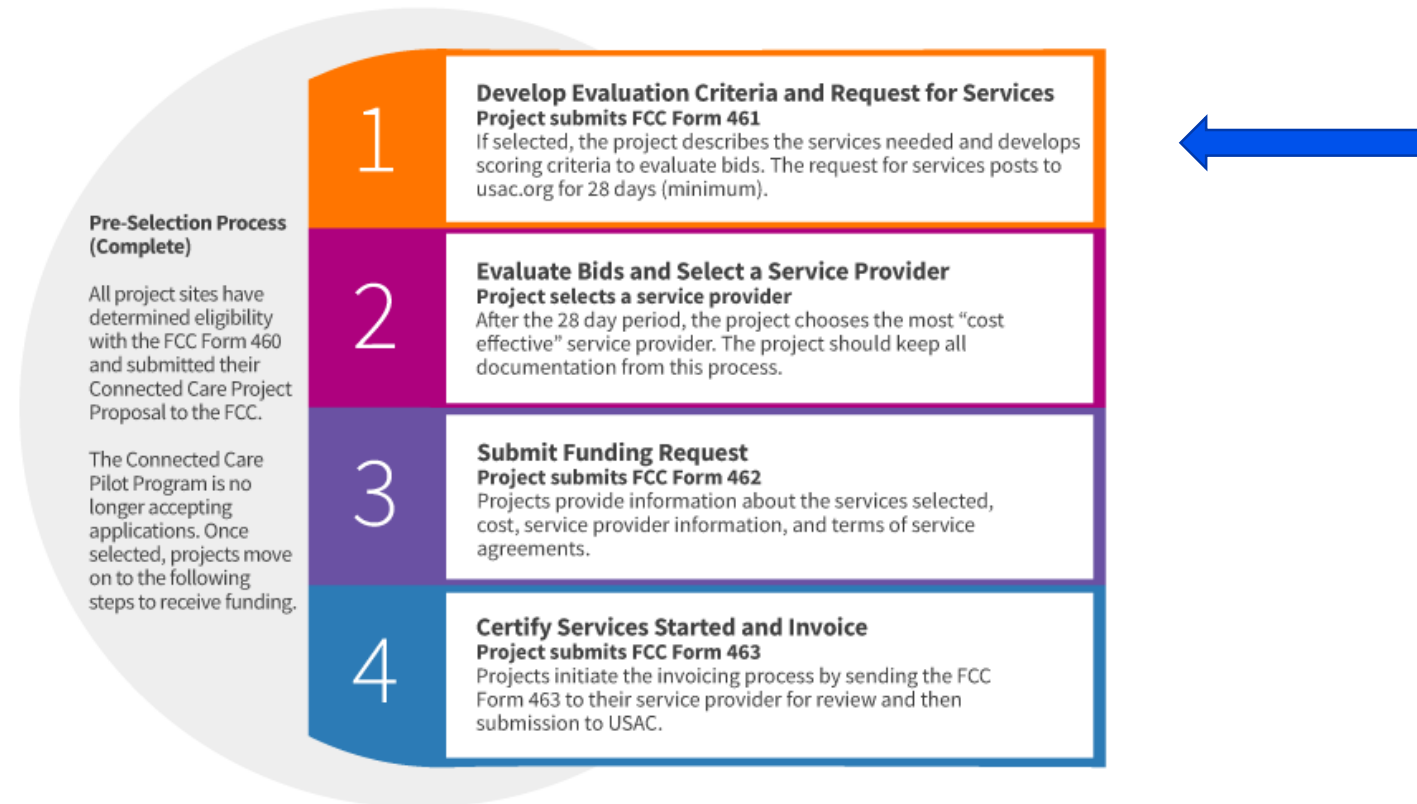
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# Overview

## Submitting the FCC Form 461



# Connected Care Pilot Program Application Process



**\*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 Request for Services?

- To initiate the competitive bidding process, you (the HCP) complete an FCC Form 461 in My Portal to let service providers know what types of eligible services you are looking for.
- Service providers use the information on the FCC Form(s) 461 to create a bid to provide those services.
- Request for Services Forms:
  - FCC Form 461 (Request for Services) – Same form that’s used for the Healthcare Connect Fund (HCF) Program (with slight modifications for Pilot Program participants)
  - Must select ‘Connected Care Pilot Program’
- Approved Request for Services forms must be posted for a minimum of 28 days on the USAC public website.
  - Once a form is posted, the 28 day competitive bidding process begins the next full business day.

## What is a Request for Services? (continued)

- Once a Request for Services is posted, service providers have a minimum of 28 days to send their bids to the applicant.
  - The HCP and service provider may not enter into an agreement to purchase services until the 28 days are over.
  - After the 28 days are complete, the HCP and service provider are welcome to sign a contract, this day is called the **Allowable Contract Selection Date (ACSD)**.

# CCPP Program Update

- 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.
- Per CCPP Program rules, all funding requests will end three years from the first date of service and no later than December 31, 2025.
  - To ensure that projects meet the December 31, 2023 deadline, projects must file their final FCC Form 462 by November 1, 2025.

# Eligible Services

Category	Eligible Services	Examples
<b>Patient Broadband Internet Access Services/Health Care Provider Broadband Data Connections</b>	New or upgraded broadband connections (whether for health care provider or participating patients) necessary for connected care services for the Pilot Program	Broadband Connections <ul style="list-style-type: none"> <li>○ Digital Subscriber Line</li> <li>○ Cable Modem</li> <li>○ Other Copper Wireline</li> <li>○ Optical Carrier/Fiber to the End-User</li> <li>○ Terrestrial Fixed Wireless</li> <li>○ Mobile Wireless (e.g., 3G, LTE, 4G, 5G)</li> <li>○ Satellite</li> <li>○ Broadband over Powerline</li> </ul> <ul style="list-style-type: none"> <li>• Firewall Service</li> </ul>
<b>Other Connected Care Information Services</b>	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.	<ul style="list-style-type: none"> <li>• HIPAA compliant (or requirement waived) video services</li> <li>• HIPAA compliant (or requirement waived) telehealth solutions/packages/platforms, suites of services.</li> <li>• One-time, annual, recurring monthly costs for information service</li> <li>• Licenses, subscriptions, or recurring charges necessary for providers to access or use eligible information service.</li> </ul>

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

# Eligible Services (continued)

Category	Eligible Services	Examples
<b>Network Equipment</b>	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.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Network equipment that helps manage, control, or operate a supported broadband service (consortia applicants only)</li> <li>• Servers used exclusively for eligible broadband services</li> <li>• Routers (including at patient's home)</li> <li>• Switches</li> </ul>
<b>Miscellaneous</b>	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.	<ul style="list-style-type: none"> <li>• Installation, Activation, and Initial Configuration (including implementation and integration costs necessary to integrate eligible information services with existing systems).</li> <li>• Fees and charges that are a necessary component of an eligible service: <ul style="list-style-type: none"> <li>• Shipping charges</li> <li>• Taxes, surcharges, and other reasonable charges incurred in obtaining an eligible product or service</li> </ul> </li> </ul>

*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?**



# Competitive Bidding

## Submitting the FCC Form 461

# Competitive Bidding

- The purpose of competitive bidding is to allow all service providers an equal opportunity to understand your service requirements and offer the most cost-effective solution to address those needs.
- RHC program rules and FCC Orders require that the competitive bidding process be “fair and open” and HCPs must choose the “most cost-effective” service provider before entering into a contract.

## Competitive Bidding (continued)

- Service providers who plan to bid cannot also assist with the preparation of the FCC Form 461, choose a winning bidder, or participate in the vendor selection process in any way.
- All potential bidders and service providers must have access to the same information about the service needs and must be treated in the same manner.
- All applicants and service providers must comply with any applicable state, Tribal, or local procurement laws.

# Bid Evaluation Criteria

- The bid evaluation criteria is a list of weighted standards included in your Request for Services that you will use to determine the most cost-effective bid.
- Applicants must have “minimum requirements” for each criterion.
- Each criterion is given a certain weight, and the sum of these weights must equal 100.
- The bid evaluation criteria should address your needs as indicated on the FCC Form 461 and be based on the FCC's definition of “cost-effective.” (47 CFR 54.622(c)).
- Cost must be a primary factor, but need not be the only primary factor.
- Although other factors may receive the same weight as cost, no single factor can receive a weight that is greater than cost (47 CFR 54.622(c)).

# Example of Evaluation Criteria

## Block 5: Bid Evaluation

22 Select selection criteria (and weights assigned to each) that will be used to evaluate bids received as a result of this request for services. Attach supplemental information (if necessary).

Criteria	Weight	Minimum Requirement
a. Cost	40	See attached for more information
b. One vendor solution	30	
c. Prior experience, including past performance	30	
d.		
e.		

# Examples of Evaluation Criteria

Bid evaluation criteria should include the factors that you deem most important for your site to provide eligible Connected Care services.

Criteria commonly included on the FCC Form 461 include:

- Technical support;
- Quality of transmission;
- Reliability;
- Service provider to provide a single point of contact; and
- Prior experience, including past performance.

# 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 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.



# 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 applicant 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 applicant must have evaluated multiple quotes or bids before signing the contract.

# Evergreen Contracts

- You are not required to file an FCC Form 461 or competitively bid for the life of a multi-year contract designated as [evergreen](#) under the HCF or Telecom programs.
- Your contract may have been designated as “evergreen” in HCF or Telecom program if the contract meets all of the following requirements:
  - Both parties are identified
  - Contract specifies the service type, bandwidth, and quantity
  - Contract is signed and dated by the HCP or consortium leader after the Allowable Contract Selection Date (ACSD)
  - Contract specifies the term and cost of service(s)
  - Contract includes the physical addresses of the HCP(s) purchasing from the contract
- **USAC must have designated the contract evergreen prior to submission of the funding request.**

# Site and Service Substitutions

- Site and service substitutions allow you (the HCP) to reallocate un-invoiced committed funds to substitute services, modify or upgrade services, or provide the requested services to other eligible sites.
- CCPP Program applicants 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 HCF 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.
- More information about [site and service substitutions](#)

# Requests for Proposal (RFP)

- A [request for proposal](#) (RFP) is a comprehensive bidding solicitation that describes your business priorities and functional requirements in sufficient detail to ensure an effective and fair and open competitive bidding process.
- You are required to submit an RFP if:
  - (A) it is required under applicable State, Tribal, or local procurement rules or regulations;
  - (B) the applicant is a consortium seeking more than \$100,000 in program support during the funding year, including applications that seek more than \$100,000 in program support for a multi-year commitment.

# Requests for Proposal (RFP) (continued)

- If you plan to issue an [RFP](#), it must be submitted with the FCC Form 461 for USAC review and approval, and it should include, at a minimum:
  - A description of the service needs;
  - The number of days during which bids will be accepted (28 days or more);
  - Clearly delineated deliverables; and
  - The bid evaluation criteria, including the weight assigned to each criterion.
  - The RFP should align with everything entered into the FCC Form 461 and provide more details.

# Service Providers and Competitive Bidding

- Service providers are prohibited from preparing, signing, or submitting an applicant's FCC Form 461 or any other competitive bidding documents.
- Service providers are prohibited from being involved in developing the bid evaluation criteria, or participating in the vendor selection process in any way.
- If it is determined that a service provider helped an HCP with its request for services and was subsequently chosen to provide services, the HCP will have committed a competitive bidding violation, and the funding request will be denied or any funding payments will be subject to rescission.

**Questions?**

# **Search Posted Services**

Submitting the FCC Form 461




# Search Posted Services


About	E-rate	<u>Rural Health Care</u>	Lifeline	High Cost	Service Providers
Getting Started		<b>Telecommunications Program</b>		<b>Additional Program Guidance</b>	<b>Learn</b>
Commitment Info		Determine Eligibility of Your Site		FCC Report and Order 19-78	Webinars
Service Providers		Prepare For Competitive Bidding & Request Services		Funding Year Overview	Videos
<b>Healthcare Connect Fund Program</b>		Evaluate Bids & Select Service Provider		Authorizations	Sample Documents
Determine Eligibility of Your Site		Submit Funding Requests		Evergreen Contracts	Newsletter
Develop Evaluation Criteria & Select Services		Review Funding Commitment Letter (FCL)		Document Retention	FAQs
Evaluate Bids & Select Service Provider		Invoice USAC		FCC Orders and Resources	<b>Contact Us</b>
Submit Funding Requests				<b>Resources</b>	
Review Your Funding Commitment Letter (FCL)				My Portal	
Invoice USAC				Forms	
What is a Consortia?				<b>Tools</b>	
				Upcoming Dates	
				Announcements	
				Appeals & Audits	

# Search Posted Services (continued)


## Additional Search Tools

[Funding Commitments Search - HCF Program \(2013 and later\)](#)  


This commitments search tool provides HCF Program funding commitment information.


[Funding Commitments - Telecom Program \(2012 and Later\)](#) 

This commitments search tool provides Telecom Program funding commitment information starting in FY2012.

[HCF Program & CCPP - Search Posted Services \\*](#) 

This tool allows service providers to view service request information posted by consortia and individual health care providers applying for funding through the Healthcare Connect Fund Program.

\*Connected Care Pilot Projects (CCPP) request for service postings can also be found under this tool.

[Telecom Program - Search Posted Services](#) 

This tool allows service providers to view service request information posted by consortia and individual health care providers applying for funding through the Telecom Program.

# Search Posted Services (continued)

## RURAL HEALTH CARE

### Search Posted Services

The Search Posted Services Tool allows service providers to view service request information provided by individual health care providers (HCPs) and consortia applying for funding through the Healthcare Connect Fund (HCF) Program or the Connected Care Pilot Program.

Requests for services may include the following information:

- **Posting Start Date:** Date that the request for services is posted to this page
- **Posting End Date:** Date that the request for services posting will expire - applicants are required to post for a minimum of 28 days but may choose to post for a period exceeding 28 days
- **ACSD:** The Allowable Contract Selection Date (ACSD) is the date that the applicant can enter into a contract with the selected service provider
- **Other Documents:** Links to documents related to the request for services as submitted by the applicant, such as FCC Form 461, Request for Proposal (RFP), Network Plan

To search for requests for services, type the full or partial criteria in the appropriate box below.

The search results will show a summary of each HCP whose service request(s) match the search criteria entered, with options to view additional information. View more information about each HCP by clicking "Details" next to each HCP number. All supporting documentation will be available for download on this expanded view.

Fund Year:	<input type="text"/>	City:	<input type="text"/>	Posting Start Date After:	<input type="text"/>
HCP Number:	<input type="text"/>	County:	<input type="text"/>	Posting End Date Before:	<input type="text"/>
Category of Expense:	<input type="text" value="Any"/>	State:	<input type="text" value="Any"/>	Applicant Type:	<input type="text" value="Any"/>

- Any
- HCF-Consortium
- HCF-Individual
- Connected Care Pilot Program

# Search Posted Services (continued)

Fund Year:  City:  Posting Start Date After:

HCP Number:  County:  Posting End Date Before:

Category of Expense:  State:  Applicant Type:

<input type="checkbox"/>	HCP#	HCP Name	Fund Year	Category of Expense Requested	Posting Start Date	ACSD
<input type="checkbox"/>	<a href="#">Details</a> 39483	Children's National Medical Center	2022	Leased/Tariffed Facilities or Services	12/21/2021	01/19/2022
<input type="checkbox"/>	<a href="#">Hide</a> 75851	Housing Works Health Services III, Inc. on behalf of EngageWell IPA	2022	Network Equipment	12/21/2021	01/19/2022

Site Address  
57 WILLOUGHBY ST FL 2  
BROOKLYN, NY 11201

Participating Sites States  
NY

Contact for Requested Services  
Christopher Joseph  
(718) 938-4705  
christopher@engagewellipa.com

Form 461

Request for Proposal  
[Housing Works Consortium CCPP Network Equipment RFP .pdf](#)

Network Plan  
[Housing Works Consortium \(75851\) CCPP Network Plan FINAL 12 2 21.pdf](#)

Additional Documents  
[Housing Works Consortium CCPP Network Equipment RFP Final.pdf](#)

# Submitting the FCC Form 461

Submitting the FCC Form 461

# Select HCP

- Go to “My HCPs” tab in My Portal and select the HCP for which you would like to file an FCC Form 461

## RURAL HEALTH CARE

Return to My Portal

The *My HCPs* tab provides a high-level overview of all HCPs in the Healthcare Connect Fund which you manage or have account access to, including:

- HCP Number and HCP Name
- Street Address
- Account Holder Type (Primary, Secondary, Tertiary, Draft)

To access a specific HCP, search by HCP Number or HCP Name (or simply scroll down the list of HCPs), then click on the HCP Number. Once you have selected an HCP, you will be taken to that HCP's My Forms tab, and information on all other tabs will now be specific to that HCP. To access information about another HCP, go to the *My HCPs* tab and select the new HCP.

[Create New Form 460](#)

**My HCPs** Account Holders

HCP #	HCP Name	Account Holder Type	Address	City	State	Zip
9251	Rural Health Care Program	Primary	123 Example Street	Washington	DC	20005

# Create FCC Form 461

- Once the HCP is selected, go to the “Form 460” tab and click “Create Form 461”




RURAL HEALTH CARE Return to My HCPs

**Form 460** | **Form 461** | **Form 462** | **Form 463** | **Documents**

**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 461s on this page and are able to click the 'Create 462' button after the ACSD period.

**New Form 460 Revision**

**Create Form 461** | **Create 462 Exempt from Competitive Bidding**

Form 460 App #	Last Edited	Status	Download
9251-00001		Approved	
9251-00002		Approved	
9251-00003		Approved	

# Navigating the FCC Form 461


## RURAL HEALTH CARE

Return to My HCP

GENERAL INFORMATION  INDIVIDUAL HCP SITE REQUEST FOR SERVICES  INDIVIDUAL HCP SITE REQUEST FOR SERVICES CONTD  
 DECLARATION OF ASSISTANCE  BID EVALUATION  ADDITIONAL DOCUMENTATION  CERTIFICATIONS  SIGNATURE

### General Information

Preview PDF Form Guide

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](#)

### USAC Internal Use Only

FCC Form 461 Application Number:



# General Information

- Application Number and form friendly name (optional)

## General Information

[Preview PDF](#) [Form Guide](#)

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](#)

### USAC Internal Use Only

FCC Form 461 Application Number:	<input type="text" value="1000"/>
FCC Form 460 Number:	<input type="text" value="9251"/>
Posting Start Date:	<input type="text"/>
Posting End Date:	<input type="text"/>
Allowable Contract Selection Date (ACSD):	<input type="text"/>
Form 461 Friendly Name:	<input type="text"/>

# General Information (continued)

- Select Connected Care Pilot Program, other information will pre-populate with information from the FCC Form 460

General Information

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

1 Funding Year: \* 2021

2 HCP Number:

3 Site Name/Consortium Name:

4 Address Line 1:

5 Address Line 2:

Geo Location:

6 County:

7 City:

8 State:

9 Zip Code:

Save and Exit Save and Continue Exit

# Individual HCP Site Request for Services

- Indicate if you are using an [RFP](#), and upload
- Enter number of posting days (minimum of 28 days)

GENERAL INFORMATION  INDIVIDUAL HCP SITE REQUEST FOR SERVICES  INDIVIDUAL HCP SITE REQUEST FOR SERVICES CONTD  
 DECLARATION OF ASSISTANCE  BID EVALUATION  ADDITIONAL DOCUMENTATION  CERTIFICATIONS  SIGNATURE

**Individual HCP Site Request for Services** [Preview PDF](#)

10 Indicate whether HCP site plans to utilize an RFP:

Applicant has prepared and is submitting an RFP with this form.  Applicant has not and will not prepare an RFP.

RFP Upload [Click to Upload](#)

10a Requested contract period: \*

10b Expected bid evaluation period (days):

11 Number of days Posted

Number of days USAC should post: \*

Posting end date:

[Save and Exit](#) [Save and Go Back](#) [Save and Continue](#) [Exit](#)

# Individual HCP Site Request for Services (continued)

- Enter in the information for the services you are requesting

**Individual HCP Site Request for Services contd** [Preview PDF](#)

12 Category of Expense Requested (check all applicable): \*

Network Equipment

Leased/Tariffed Facilities or Services

**12b Applicant requesting services for an off-site data center:**

Yes  No

If yes, provide HCP Number:

**12c Applicant requesting services for an off-site administrative office:**

Yes  No

If yes, provide HCP Number:

# Individual HCP Site Request for Services (continued)

- Enter contact information

13 Contact for Request for Services:

13a If other, provide full contact information: \*

Contact First Name:	Contact Middle Initial:	Contact Last Name:
<input type="text"/>	<input type="text"/>	<input type="text"/>

Organization Name: \*

Contact Name Title: \*

Phone: \*  Ext:

Fax:

Email: \*

Address Line 1: \*

Address Line 2:

City: \*

State: \*

Zip Code: \*

# Add Services

Identify services for which the applicant is requesting bids. Select all that apply. If appropriate, enter a bandwidth range for each service the applicant is requesting. \*

Services	Input if Other	Minimum Download Bandwidth (Mbps)	Maximum Download Bandwidth (Mbps)	Minimum Upload Bandwidth (Mbps)	Maximum Upload Bandwidth (Mbps)	The applicant is seeking bids for similar services if appropriate	Actions
<div style="border: 1px solid gray; padding: 2px;"><p>Select A Service ▾</p><p>Select A Service</p><p>Data</p><p>Equipment</p><p>Installation</p><p style="background-color: #0070C0; color: white; padding: 2px;">Other</p></div>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

(check all applicable): \*

# Declaration of Assistance

- List contact information for any assistance received in preparing the FCC Form 461 and the nature of the relationship

20 Have any consultants, service providers, or any other outside experts, whether paid or unpaid, aided in the preparation of the FCC Forms 460 or 461, RFP, bid evaluation, or network plan?

Yes  No

21 List the contact information for all consultants, service providers, and outside experts that assisted in preparing any part of the FCC Forms 460, 461, RFP, bid evaluation, or network plan.

Previous Next New Contact Select All Rows Delete Checked Rows

a. Contact Name: First Name:  Middle Initial:  Last Name:

b. Organization Type:

c. Title/Role:

d. Employer:

e. Address Line 1:

f. Address Line 2:

g. City:

h. State:

i. Zip Code:

Email:

Phone:  Ext:

Nature of Relationship:

# Minimum Requirements for Bid Evaluation Criteria & Disqualification Factors

GENERAL INFORMATION
  INDIVIDUAL HCP SITE REQUEST FOR SERVICES
  INDIVIDUAL HCP SITE REQUEST FOR SERVICES CONTD
  BID EVALUATION
  ADDITIONAL DOCUMENTATION
  CERTIFICATIONS
  SIGNATURE

**Bid Evaluation** [Preview PDF](#)

22 Select selection criteria (and weights assigned to each) that will be used to evaluate bids received as a result of this request for services. \*

Attach supplemental information (if necessary). [Click to Upload](#)

[Previous](#)
[Next](#)
[New Criterion](#)
[Select All Rows](#)
[Delete Checked Rows](#)

Criteria	Weight (%)	Minimum Requirement	Actions
Cost	40		<input type="checkbox"/>
One vendor solution	30		<input type="checkbox"/>
Prior experience, inclu...	30	3 references in the state for ...	<input type="checkbox"/>

Applicant has no disqualification factors that will be used to remove bids or bidders from further consideration.

Disqualification factor

their own network.



# Additional Documentation

- If you have any additional documentation, upload here by clicking “New Document”

GENERAL INFORMATION  INDIVIDUAL HCP SITE REQUEST FOR SERVICES  INDIVIDUAL HCP SITE REQUEST FOR SERVICES CONTD  
 DECLARATION OF ASSISTANCE  BID EVALUATION  ADDITIONAL DOCUMENTATION  CERTIFICATIONS  SIGNATURE

**Additional Documentation** [Preview PDF](#)

23 List all supporting documentation (RFP, Network Plan, etc) that is required to be submitted with this form.

[Previous](#) [Next](#) [New Document](#) [Select All Rows](#) [Delete Checked Rows](#)

Document Type	Actions
	<a href="#">Save and Exit</a> <a href="#">Save and Go Back</a> <a href="#">Save and Continue</a> <a href="#">Exit</a>

# Required Certifications



- All certifications must be read and checked

Certifications Preview PDF Form Guide

- 24. I certify under penalty of perjury that I am authorized to submit this request on behalf of the healthcare provider or consortium.
- 25. 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 contained herein and in any attachments are true.
- 26. I certify under penalty of perjury that the applicant seeking supported services has complied with any applicable state, Tribal, or local procurement rules.
- 28. I certify under penalty of perjury that the applicant seeking supported services satisfies all of the requirements under section 254 of the Communications Act, 47 U.S.C. § 254, and applicable Commission rules.
- 30. I understand that all documentation associated with this request, including a copy of the signed Request for Services (FCC Form 461), any bids/contracts resulting from the FCC Form 461 posting, scoring sheet, and other information that was used in the decision making process, must be retained for a period of at least five years pursuant to 47 CFR § 54.631, or as otherwise prescribed by the Commission's rules.
- I certify under penalty of perjury that the applicant seeking supported services is a nonprofit or public entity that falls within one of the seven categories set forth in the definition of health care provider listed in 47 CFR §54.600 of the Commission's rules.
- I certify under penalty of perjury that the services will not be sold, resold, or transferred in consideration for money or any other thing of value.
- 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 the Americans with Disabilities Act, the Rehabilitation Act, the False Claims Act, the Anti-Kickback Statute, 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 other applicable privacy and reimbursement laws and regulations, and applicable medical licensing 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 services 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.

Save and Exit Save and Go Back Save and Continue Exit

# Signature

**Signature**  [Preview PDF](#)  [Form Guide](#)

36 Email:

33 Printed Name of Authorized Person: First Name:  Middle Initial:  Last Name:

34 Title/Position of Authorized Person:

35 Phone:  Ext:

37 Employer:

38 Employer's FCC RN:

# Consortium FCC Form 461

- When filing a consortium FCC Form 461, you should make sure the FCC Forms 460 and LOAs for all member sites have been approved before filing the consortium FCC Form 461.
  - [LOA Submission Guide](#)
- Once the FCC Form 461 is filed, you will not be able to link sites to that FCC Form 461 that are later added to the consortium.
- Additionally, numerous FCC Forms 461 will likely mean numerous ACSDs, which would increase the administrative burden associated with competitive bidding.
- Ensure all of your [authorization](#) documents are up to date (i.e., TPA/LOA).

# After Submitting

- You will receive an email confirmation that your form was submitted with a copy of the PDF form. If you do not receive a confirmation email, reach out to [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org).
- 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.

**Questions?**

# **Best Practices & Resources**

## Submitting the FCC Form 461

# Best Practices: Communicating with Your Service Provider

- Once your ACSD has passed and you've chosen a service provider, include the service provider on all emails when you reply to Information Requests.
- Ensure your service provider is aware of all the necessary documentation needed for future steps in the funding request and disbursement.
- Include language in your bid documentation that confirms your service provider will act in compliance with all Pilot Program rules and FCC Orders concerning the Pilot Program.
- All bid correspondence should be handled via email for audit purposes.
- All applicants and service providers are required to retain documentation for a period of five years after the conclusion of the Pilot project.



# Information Request Reminders

- 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**.
- All account holders will receive all Information Requests.
- Applicants are given 14 calendar days to provide a response to the Information Request.
  - 11:59 p.m. ET on the 14<sup>th</sup> day would be the deadline to respond to the Information Request.
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.

# Important Dates and Deadlines

<b>What</b>	<b>Date</b>
Deadline to submit final FCC Form 461 to USAC	September 15, 2025
Deadline to submit final FCC Form 462 to USAC	November 1, 2025
Project end date	No later than December 31, 2025
Deadline to submit first Annual Report	Six months after the end of the first year of the Project
Deadline to submit second Annual Report	Six months after the end of the second year of the Project
Deadline to submit final Annual Report	Six months after the end date of the Project

# Resources

- [Develop Bid Evaluation Criteria & Select Services](#)
- [CCPP- Request for Services Summary](#)
- [CCPP Competitive Bidding Exemptions](#)
- [Search Posted Services](#)
- Blank [FCC Form 461 and Instructions](#)
- [CCPP Webpage](#)

The screenshot shows the USAC Rural Health Care Connected Care Pilot Program webpage. The navigation bar includes links for About, E-rate, Rural Health Care (selected), Lifeline, High Cost, and Service Providers. The breadcrumb trail reads: USAC | Rural Health Care | Connected Care Pilot Program. A sidebar on the left lists the program steps: Pre-Selection Process (Complete), Step 1: Develop Bid Evaluation Criteria & Select Services, Step 2: Evaluate Bids and Select Service Provider, Step 3: Submit Funding Requests, Step 4: Review FCL, and Step 5: Invoice USAC. The main content area features the title 'Connected Care Pilot Program' and a paragraph explaining the program's purpose, citing FCC Report and Order FCC 20-44. An 'Additional Resources' box on the right contains links to the FCC website, FCC 20-44, DA 20-1019, FCC 21-74, and an application process graphic.

About ▾ E-rate ▾ **Rural Health Care ▾** Lifeline ▾ High Cost ▾ Service Providers ▾

USAC | Rural Health Care | **Connected Care Pilot Program**

**Connected Care Pilot Program**

Pre-Selection Process (Complete)

Step 1: Develop Bid Evaluation Criteria & Select Services

Step 2: Evaluate Bids and Select Service Provider

Step 3: Submit Funding Requests

Step 4: Review FCL

Step 5: Invoice USAC

## Connected Care Pilot Program

In its [Report and Order FCC 20-44](#) released on April 2, 2020, the FCC established a new three-year Connected Care Pilot Program which will provide up to \$100 million of support from the Universal Service Fund (USF) to help defray eligible health care providers' costs of providing connected care services and help assess how USF funds might be used to support connected care services.

The Connected Care Pilot will provide funding for selected pilot projects to cover 85% of the eligible costs of broadband connectivity, certain network equipment (e.g., network equipment needed to make a support broadband service functional, such as a router), and information services necessary to provide connected care services to the intended patient population. In selecting pilot projects from eligible health care providers (HCPs), the FCC has a strong preference for pilot projects that will primarily benefit low-income Americans or veterans. These projects will also address public health epidemics, opioid dependency, mental health conditions, maternal health/high-risk pregnancy, and chronic or recurring conditions, conditions that are the focus of the Pilot Program. Funding these projects will help bring

**Additional Resources**

[Connected Care Pilot Program FCC Website](#)

[Report and Order FCC 20-44](#)

[Public Notice DA 20-1019](#)

[Report and Order 21-74](#)

[Application Process Graphic](#)

# RHC Program Customer Service Center



Email: [RHC-Assist@usac.org](mailto: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



# Customer Service Center

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## The Customer Service Center CAN

Answer general questions regarding both programs.

Provide account holder information for an HCP.

Provide clarity regarding FCC Report and Order 19-78.

Provide helpful resources and best practices for forms.

Assist with My Portal and RHC Connect

## The Customer Service Center CANNOT

Determine eligibility of a specific site or service before an official form submission.

Review a form or document for accuracy before an official submission.

Contact a service provider or other account holder on someone else's behalf.

Provide documents that are not already accessible in My Portal and/or RHC Connect.

Transfer a call to a specific form reviewer.

**Questions?**

**Thank You!**