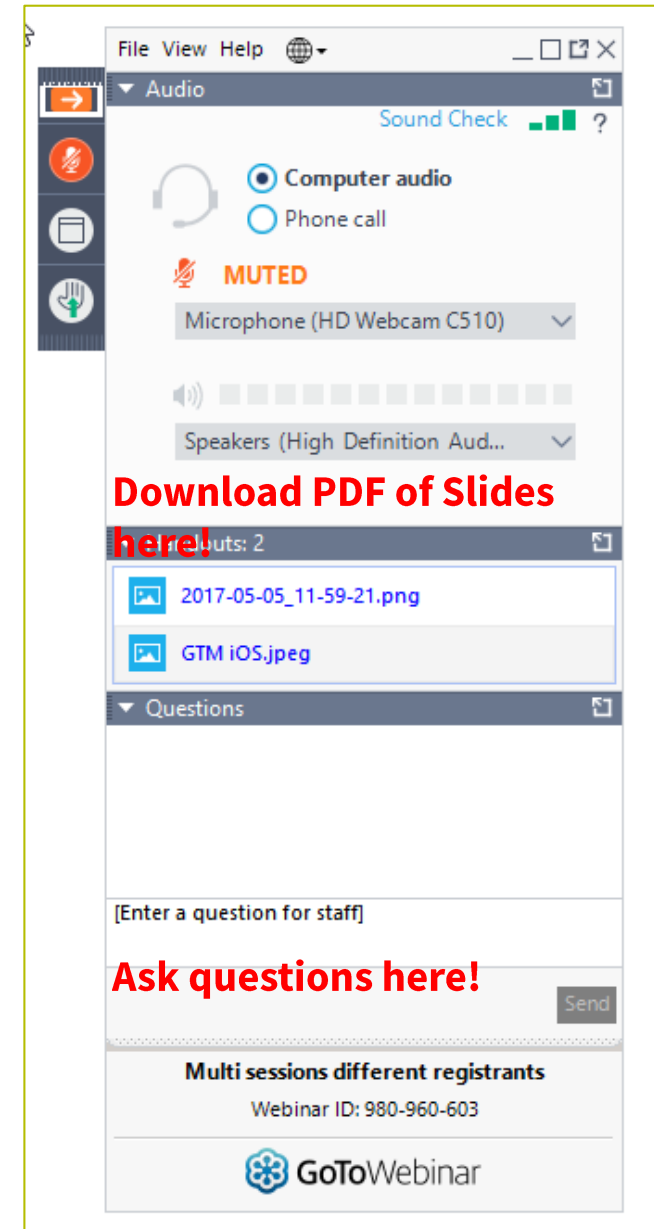


# Connected Care Pilot Program Kickoff

July 8, 2021

# 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
- Use the questions box to ask questions at any time.



**Download PDF of Slides**

**here!**

**Ask questions here!**

# Agenda

- Welcome and Overview
- Reminders
- Next Steps
- Resources

# **Welcome and Overview**

## Connected Care Pilot Program Webinar

# About the Connected Care Pilot Program

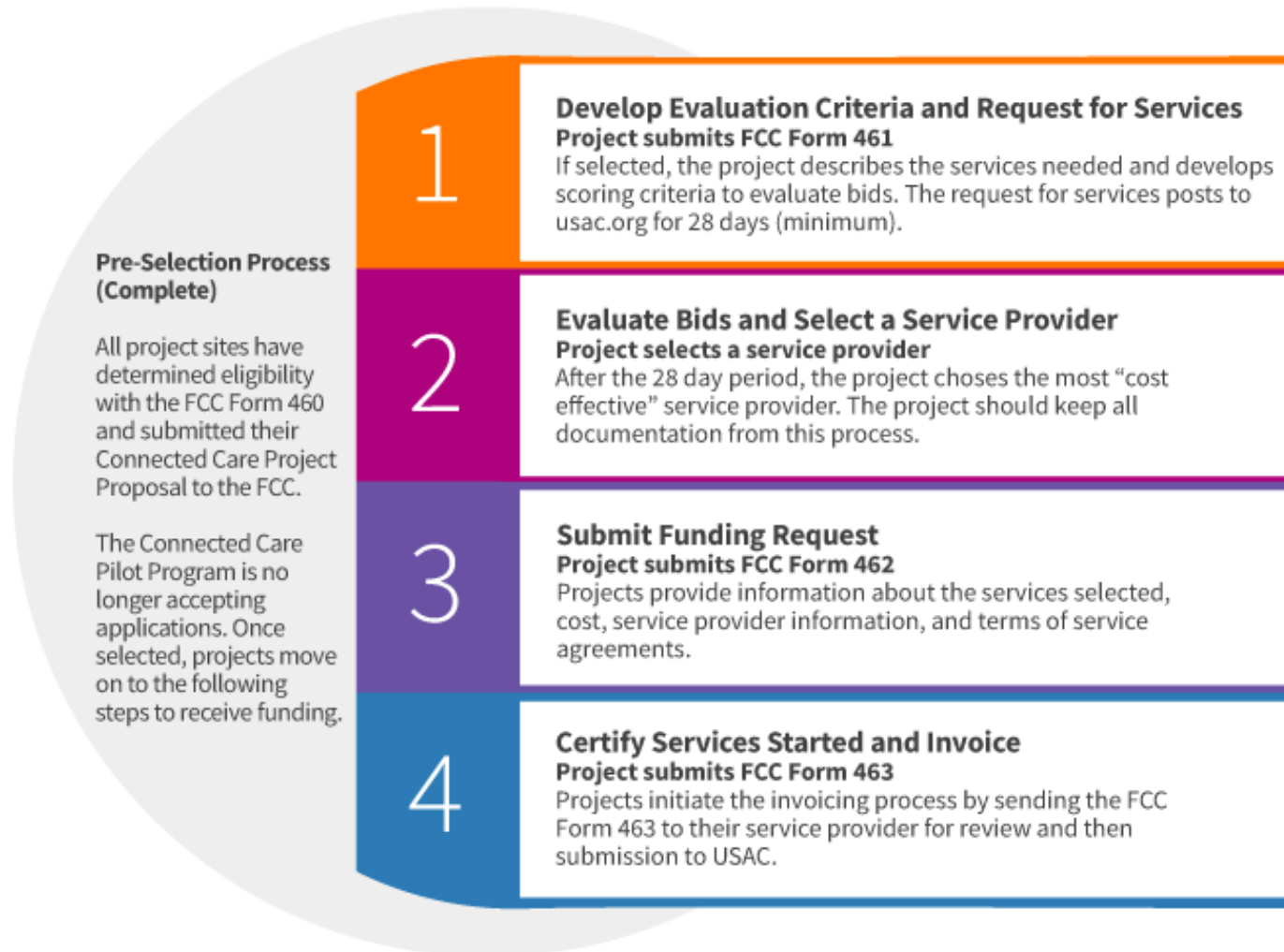
The Pilot Program will make available up to \$100 million from the Universal Service Fund over a three-year period for selected pilot projects to help defray the costs of providing certain telehealth services for eligible health care providers, with a particular emphasis on providing connected care services to low-income and veteran patients.

- The Pilot Program provides funding for selected pilot projects to cover 85% of the eligible costs of broadband connectivity, network equipment, and information services necessary to provide connected care services to the intended patient population.
- Applicants applied in November and December of 2020 and were selected in two separate Public Notices:
  - On [January 15, 2021](#), the FCC announced the initial set of 23 selected applications.
  - On [June 17, 2021](#), the FCC announced the second set of 36 selected applications.

# About the June and January Selected Projects

- A total of 59 applications serving patients in 30 states plus Washington, DC.
- Pilot projects will address a variety of critical health issues such as maternal health, chronic disease, mental health conditions, and opioid dependency.

# Connected Care Pilot Program Funding 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.

# Important Dates and Deadlines

- Connected Care Pilot Program participants will not follow the traditional funding year process for the Rural Health Care program.
- Pay careful attention to any dates contained in official CCPP correspondence to ensure compliance with all applicable dates and deadlines.
- Make sure all contact information is up to date to receive latest news and reminders.



# Important Dates and Deadlines

What	Date
Request for Services Webinar	July 21, 2:00 – 3:00 p.m. ET - <a href="#">Register</a>
Funding Request Webinar	August 5, 2:00 – 3:00 p.m. ET - <a href="#">Register</a>
<b>FCC Form 462 Deadline</b>	<b>TBD*</b>
Invoicing Webinar	Fall 2021

# Questions?

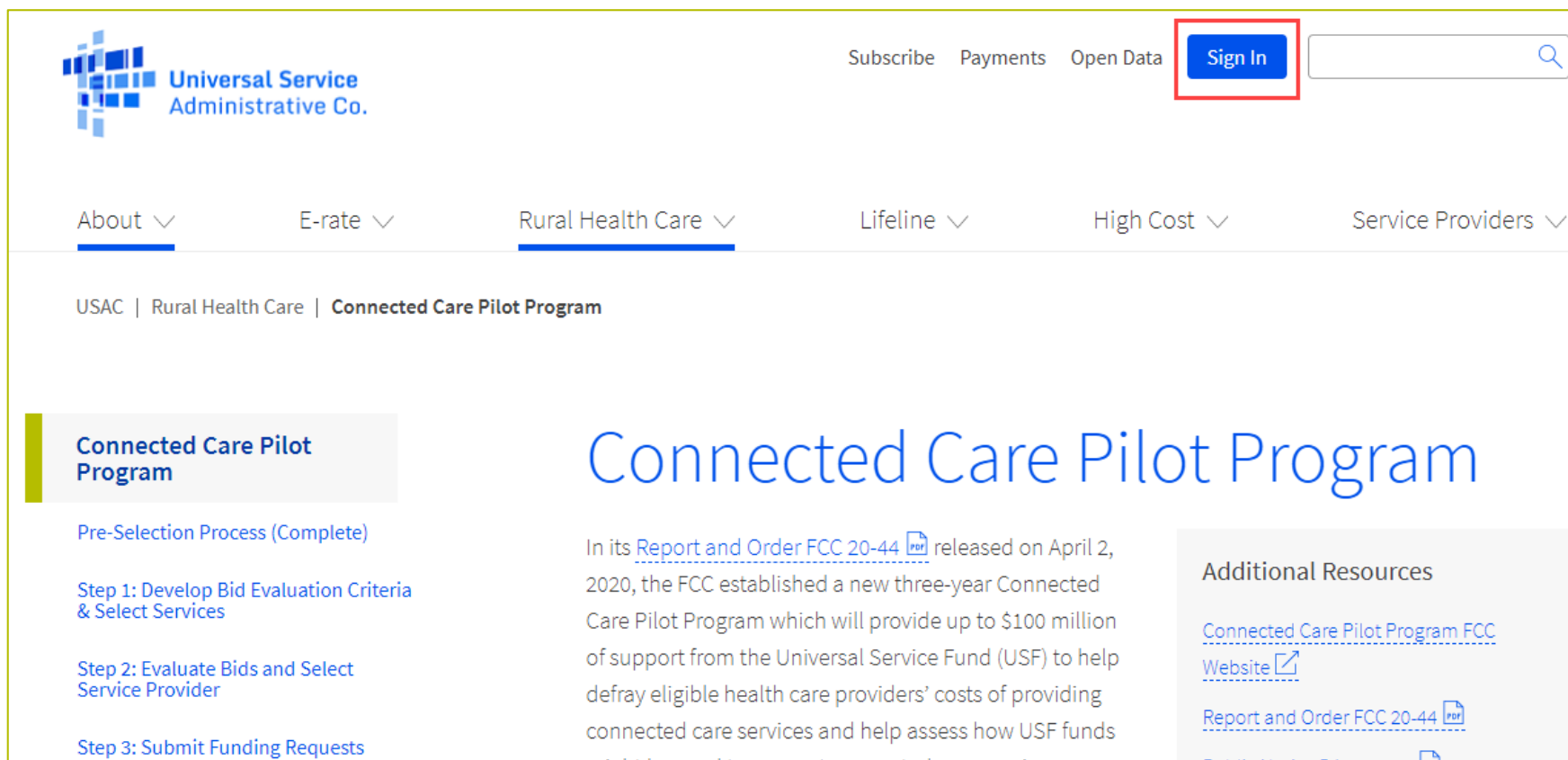
# Reminders

Connected Care Pilot Program Webinar

# My Portal

- All form and supporting documentation must be submitted to USAC through [My Portal](#), the RHC program online application management system.
- Your My Portal account is created when your first FCC Form 460 is approved.

# Accessing My Portal



The screenshot displays the Universal Service Administrative Co. (USAC) website. At the top, the USAC logo is on the left, and navigation links for 'Subscribe', 'Payments', 'Open Data', and a 'Sign In' button (highlighted with a red box) are on the right. Below the header is a horizontal menu with links for 'About', 'E-rate', 'Rural Health Care' (which is underlined), 'Lifeline', 'High Cost', and 'Service Providers'. The main content area has a breadcrumb trail: 'USAC | Rural Health Care | Connected Care Pilot Program'. On the left, a sidebar titled 'Connected Care Pilot Program' lists three steps: 'Pre-Selection Process (Complete)', 'Step 1: Develop Bid Evaluation Criteria & Select Services', and 'Step 2: Evaluate Bids and Select Service Provider'. The main content area features a large heading 'Connected Care Pilot Program' followed by a paragraph explaining the program's purpose, established by the FCC in April 2020. To the right, an 'Additional Resources' section lists links to the 'Connected Care Pilot Program FCC Website' and the 'Report and Order FCC 20-44'.

Universal Service Administrative Co.

Subscribe Payments Open Data **Sign In**

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

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



### Additional Resources


[Connected Care Pilot Program FCC Website](#)

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

# Accessing My Portal

## Dashboard

 In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page. 



### Upcoming Dates

07/15  
2021

RHC Program  
FY2022 Kickoff  
Webinar

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12/01  
2021

FY2022 Filing  
Window Opens


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04/01  
2022

FY2022 RHC  
Program Filing  
Window Closes

---

### Rural Health Care



RHC My Portal - RHC My Portal allows users to create, sign, certify, and submit all forms for the Healthcare Connect Fund (HCF) and Telecommunications (Telecom) Programs of the Rural Health Care Program.

Connected Care Pilot Program - Health care providers must use this page to complete and submit their Connected Care Pilot Program application to the FCC.

### Help?

Send us a message  
[Click here](#)

Call us  
(888) 641-8722

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# Establish Account Holders

- USAC recommends having more than one account holder for your project, there is no limit to the amount of account holders you can have.
- There are three types of account holders:
  - **Primary Account Holder:** Each Health Care Provider (HCP) has one primary account holder. The primary account holder has the ability to sign, certify, and submit forms for an HCP. The primary account holder must be a director, officer, or authorized employee of the HCP.
  - **Secondary Account Holder:** A secondary account holder also has the ability to sign, certify, and submit forms for an HCP. You can designate multiple secondary holders on your FCC Form 460. The secondary account holder must be a director, officer, or authorized employee of the HCP.
  - **Tertiary Account Holder:** Tertiary account holders are third parties/consultants authorized to submit forms on behalf of an HCP. The third party must submit a [Third Party Authorization](#) before they can access My Portal.
- Add secondary account holders in My Portal
  - Download the [Account Holder Guide](#)

# FCC Form 460 Reminder

- Each location seeking funding under CCPP must have their own approved FCC Form 460.
- Consortia may file forms for all member sites once the consortium formed.
- For more information about consortia, please use the [Forming a Consortium](#) tip sheet as a resource.



# Questions?

## **Next Steps**

Connected Care Pilot Program Webinar

# Request Services with the FCC Form 461

- Selected projects may now submit an **FCC Form 461 (Request for Services Form)** to let service providers know what types of eligible services or network equipment you are looking for.
- Service providers use the information on the FCC Form(s) 461 to create a bid to provide those services or equipment.
- Approved Request for Services forms must be posted for a minimum of 28 days on the [USAC public website](#).
  - Once USAC posts the form, the 28 day competitive bidding process begins the next full business day.
  - Those projects using a competitive bidding exemption can bypass competitive bidding for services or equipment that qualify for an exemption.
  - The project and service provider may not enter into an agreement to purchase services until the 28 days are over.

# 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.

# 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 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.

# 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	<div>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></div> <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
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.	<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>
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.	<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 list is illustrative and is not intended to be exhaustive.*



# Request Funding with the FCC Form 462

- Once a service provider is selected, the next step is to request funding with an FCC Form 462.
  - The FCC Form 462 provides USAC with information about the services selected
- Projects selected in January and June must file their initial FCC Form(s) 462 no later than six months after the effective date of FCC 21-74.
- Projects may receive multi-year commitments
  - Maximum commitment of three years
  - If a single year commitment is issued, the project must go through competitive bidding each year

# Funding Commitments

- Once the request for funding is approved, USAC will issue a Funding Commitment Letter (FCL) with details about the commitment.
- Projects may install equipment or pay for other supported non-recurring services before the start date but may not invoice for this equipment and services until after the start date.
- Services must be delivered by the service delivery deadline applicable to the funding year of the last day of the funding commitment.
- All funding commitments shall end three years from the first date of service for the project and by no later than June 30, 2025.
- Projects that seek single year commitments may access their unused funds in future years of the three year program period.

# Reimbursement with the FCC Form 463

- Invoicing is a two-step process involving the service provider and the project:
  - The project will submit the FCC Form 463 to the service provider, and then
  - The service provider will review, certify and approve the FCC Form 463 and submit to USAC.
- USAC will review supporting documentation before issuing reimbursement
- The invoice deadline is 120 days after service delivery deadline but no later than six months following the conclusion of the project.
- Projects and service providers must register with System for Award Management (SAM), more information and guidance will be provided.

# Wind Down Period and Project Conclusion

- Projects may begin receiving eligible expenses upon receipt of an FCL and must begin receiving service no later than six months following receipt of the FCL
- Project will last for three years from the first date of service and end no later than June 30, 2025.
- Projects have an additional six months to wind down and transition to a funding source other than CCPP.
  - During this period, projects can close out invoices and submit final data reporting and conclude all administrative tasks.

# Reporting

All projects are required to submit anonymized, aggregated data to the FCC regarding their project. Each project must submit three reports: one at the end of the project's first year of funding, a report after the second year of funding, and a final report six months after the end of the pilot project..

- Specific goals for the Pilot Program
  - Improve health outcomes through connected care
  - Reduce health care costs for patients, facilities and the health care system
  - Support the trend towards connected care everywhere
- Failure to provide the required data may result in either the elimination of the participant from CCPP, loss or reduction of support, or recovery of prior distributed funds.
- There will be a template for projects to enter this information. Details will be forthcoming.

# Document Retention, Audits, and Protection

- Documents must be retained for at least five years after the conclusion of their project.
  - Supporting documentation must be available upon request from FCC and/or USAC.
- Projects will be subject to random compliance audits.
- FCC will aggressively pursue instances of waste, fraud, or abuse under their own procedures and in cooperation with law enforcement agencies.
- Duplicative funding is strictly prohibited
  - Includes RHC programs and the COVID-19 Telehealth program
  - Participants shall notify USAC immediately upon discovery of duplicate funding under COVID-19 Telehealth program or RHC program and USAC will compare funding to ensure participants do not receive duplicative funding.

# Questions?

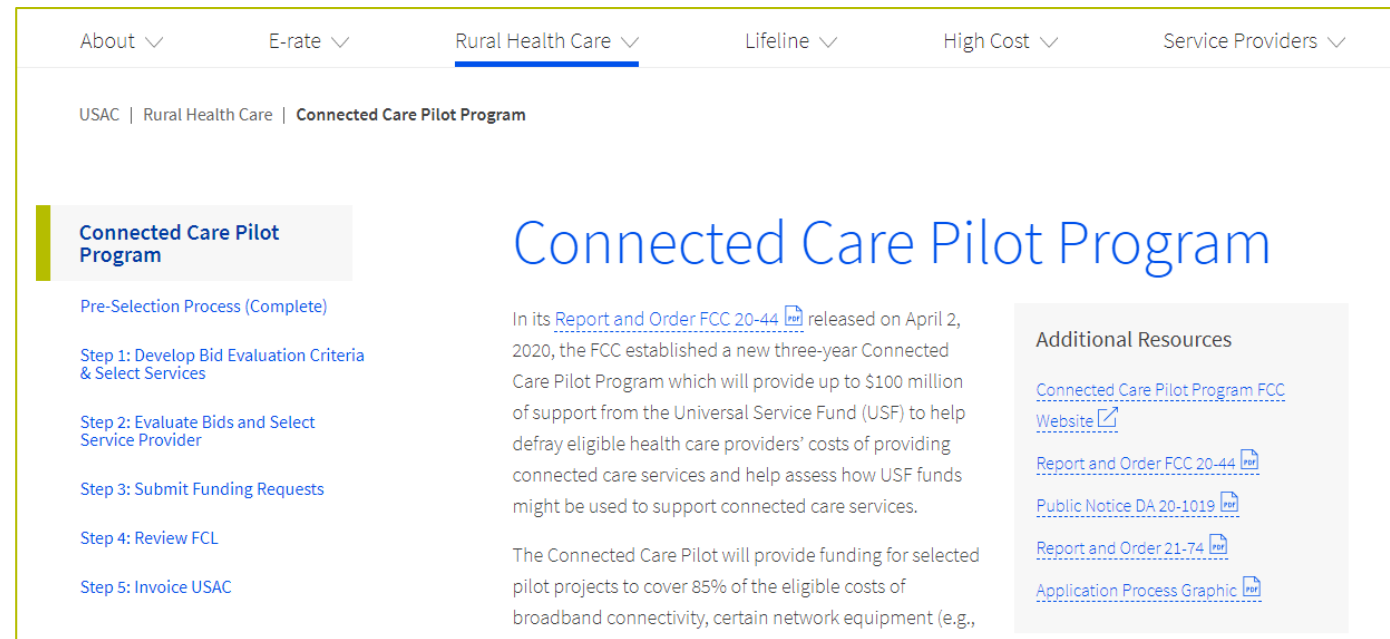
## **Additional Resources**

Connected Care Pilot Program Webinar



# Resources

- [Connected Care Pilot Program Website](#)
- [FCC CCPP Website](#)
- [Report and Order 20-44](#)
- [FCC PN 21-12](#)
- [FCC PN 21-74](#)
- [Funding Process](#)



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

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

## 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

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.,

### 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](#)

# Request for Services Resources

- [Developing Bid Evaluation Criteria](#)
- [Request for Services Summary](#)
- [Competitive Bidding Exemptions](#)
- [Search Posted Services](#)

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:   
HCP Number:   
Category of Expense:

City:   
County:   
State:

Posting Start Date After:   
Posting End Date Before:   
Applicant Type:

Any  
HCF-Consortium  
HCF-Individual  
Connected Care Pilot Program

Export Selected Export All

<input type="checkbox"/>		HCP#	HCP Name	Fund Year	Category of Expense Requested	Posting Start Date	ACSD
<input type="checkbox"/>	<a href="#">Details</a>	10277	White River Medical Center - Stone County Medical Center	2022	Network Equipment, Leased/Tariffed Facilities or Services	07/06/2021	08/04/2021
<input type="checkbox"/>	<a href="#">Details</a>	10269	Tallahatchie General Hospital	2022	Network Equipment, Leased/Tariffed Facilities or Services	07/06/2021	08/04/2021
<input type="checkbox"/>	<a href="#">Details</a>	10114	Graham County Hospital	2022	Network Equipment, Leased/Tariffed Facilities or Services	07/06/2021	08/04/2021

# Funding Request Resources

- [Request for Funding Website Page](#)
- [Equipment Tip Sheet](#)



## Rural Health Care Program

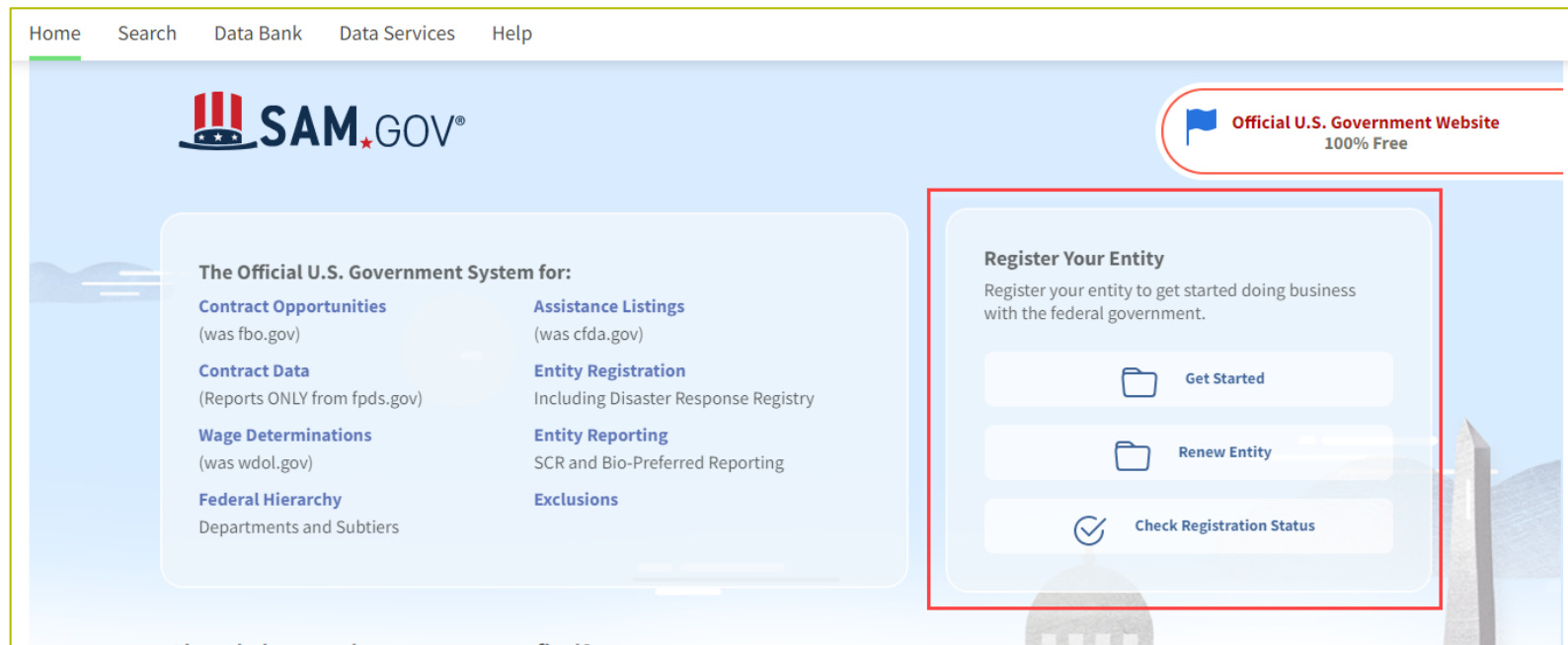
### Equipment in the Connected Care Pilot Program

Projects may receive support for network equipment necessary to make broadband services functional even if the service is not directly supported by Connected Care Pilot Program (CCPP). Projects may also receive support for network equipment necessary to make a connected care service functional as part of the CCPP.

<a href="#">Eligible Equipment</a>	Individual	Consortia
Equipment that terminates at service provider's transmission facility and routers/switches that directly connect to either the facility or the terminating equipment	Yes	Yes
Network equipment that helps manage, control, or operate a supported service	No	Yes
Network equipment necessary to make a connected care service functional	Yes	Yes

# Invoicing Resources

- [Invoicing Page](#)
- [System for Award Management \(SAM\)](#)



# Help Desk Information



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

- Please include “CCPP Project” and your consortium HCP# in the subject line of your email!



Phone: (800) 453-1546

- Hours are 8:00 a.m. – 8:00 p.m. ET Monday - Friday

# Questions?

**Thank You!**



**Universal Service**  
Administrative Co.