



Board of Directors Connected Care Pilot Update

Open Session

April 26, 2021



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Connected Care Order Updates

- Summary
 - Applicant portal launched November 6, 2020
 - Applicant Filing window: November 6 to December 7, 2020
 - Total submitted applications: 220 applications totaling \$185M
 - FCC currently reviewing project applications
 - FCC approved first group of 23 applications in January 2021 for \$25M

Connected Care Order Updates (continued)

- Next steps
 - Approved applicants will use My Portal (Modified HCF) to complete their forms
 - April 30 release will contain My Portal Form 461 and Form 462 submission changes
 - July 30 release will contain My Portal Form 462 Commitment/Review and Form 463 changes
 - Currently working with procurement team, and ICF who will process these forms



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Board of Directors Meeting

Supply Chain Outreach Plan

Open Session

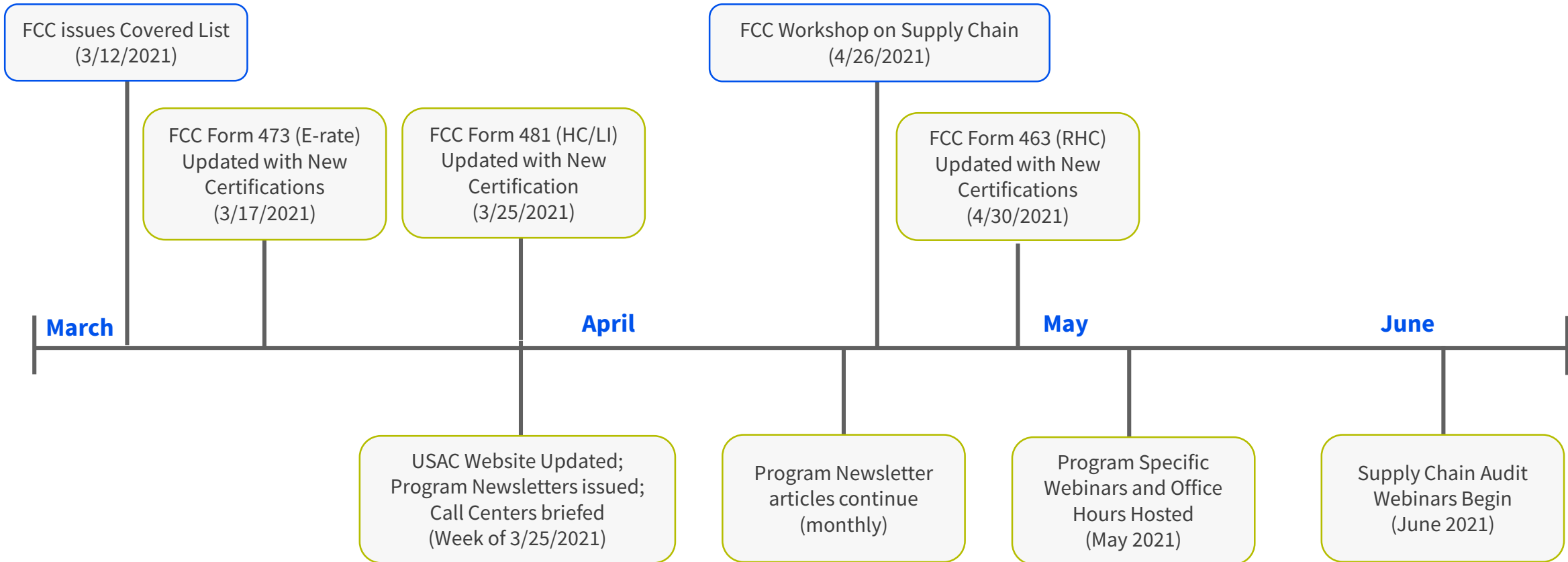
April 26, 2021



Supply Chain Outreach

- **Goal:** Help beneficiaries understand new requirements and timelines.
- Approach:
 - Launch multi-channel outreach strategy with both general and program specific information.
 - Create single destination for all [Supply Chain](#) information on USAC website .
 - Issue monthly newsletter articles tailored to each program.
 - Host webinars and open Office Hours to explain new Order requirements.
 - Host webinars to help beneficiaries prepare for Supply Chain audits.
 - Provide information through USAC's contact center with appropriate escalation paths to USAC staff.

2021 Supply Chain Activities Timeline





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Emergency Broadband Benefit Program

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Emergency Broadband Benefit Program (EBB Program)



Broadband and device benefit for low-income consumers during the COVID-19 pandemic

Eligible consumers can receive:

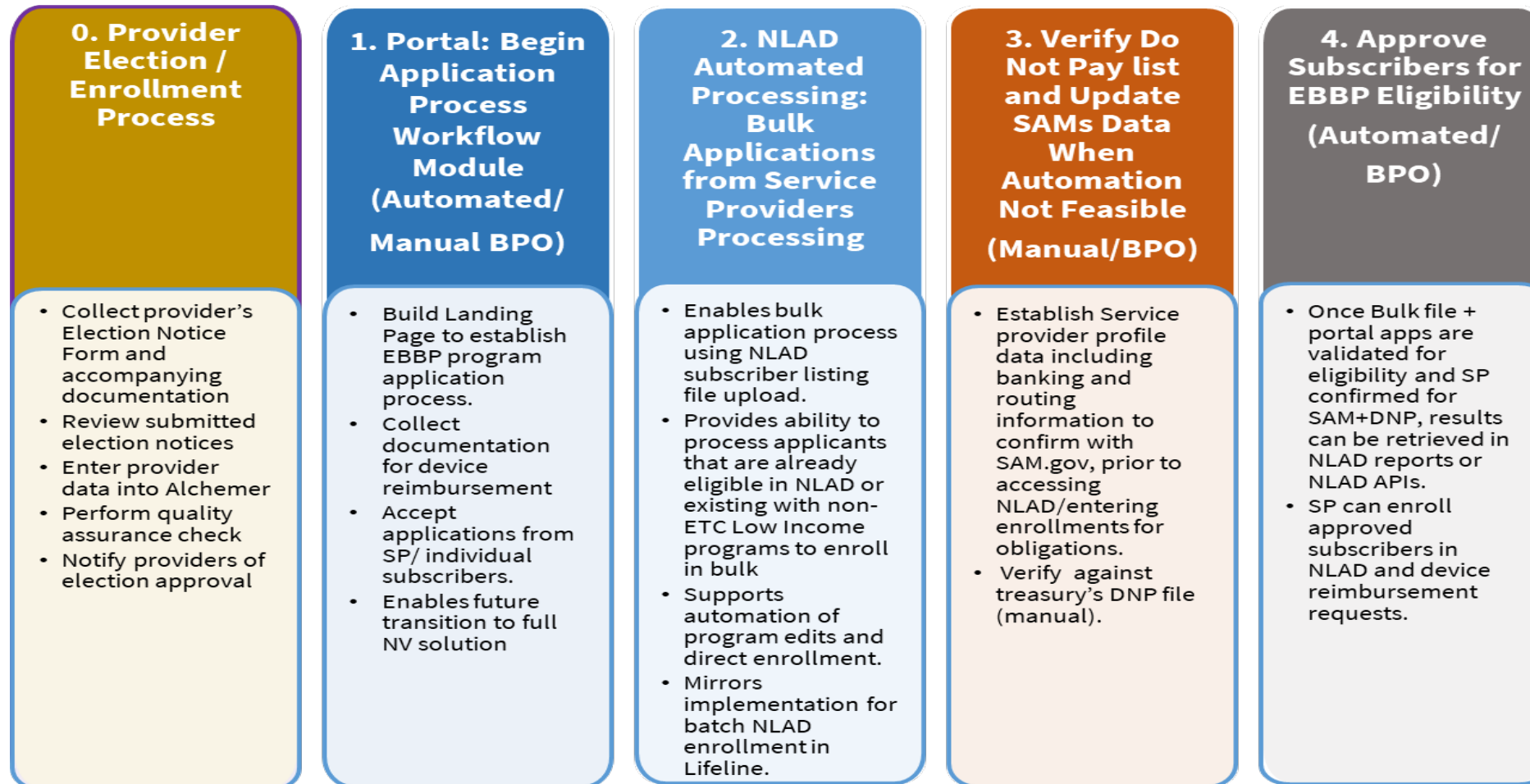
- Up to \$50/month discount for broadband service and associated equipment rentals
- Up to \$75/month discount for households on qualifying Tribal lands
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet supplied by a participating provider (consumer must contribute more than \$10 and less than \$50 toward cost)

The Emergency Broadband Benefit is limited to one monthly service discount and one device discount per eligible household.

Program is temporary and expires when funds are exhausted or six months after the Department of Health and Human Services declares the end of the COVID-19 health emergency.

EBB Program Modules

The modules below illustrate the high-level activities required to administer EBB.



EBB Program Status

- Outreach/Communications
 - Conducted six webinars since March 2021 with over 3,500 participants.
 - Conducted weekly office hours meetings for questions and answer sessions.
 - Created consumer facing content including webpages and informational videos.
- Information Technology
 - Completed performance testing for high volume scenarios across NLAD, NV, and TPIV services.
 - Performed penetration testing to examine potential security vulnerabilities as part of go-live preparations.
 - Completed integration testing across multiple systems as part of go-live preparations.

NLAD – National Lifeline Accountability Database

NV – National Verifier

RAD – Representative Accountability Database

TPIV – Third Party Identity Verification

EBB Program Status (Continued)

- Administrative procedures developed and documented for end to end processes for EBB operations.
- Staffing – In process of hiring BPO staff:
 - Staff training will continue throughout April
- Financial processes including obligation and payment calculations and transfer processes completed initial testing.



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COVID-19 Telehealth Program

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COVID-19 Telehealth Program



Help health care providers provide telehealth and connected care services to patients at their homes or mobile locations in response to the COVID-19 pandemic.

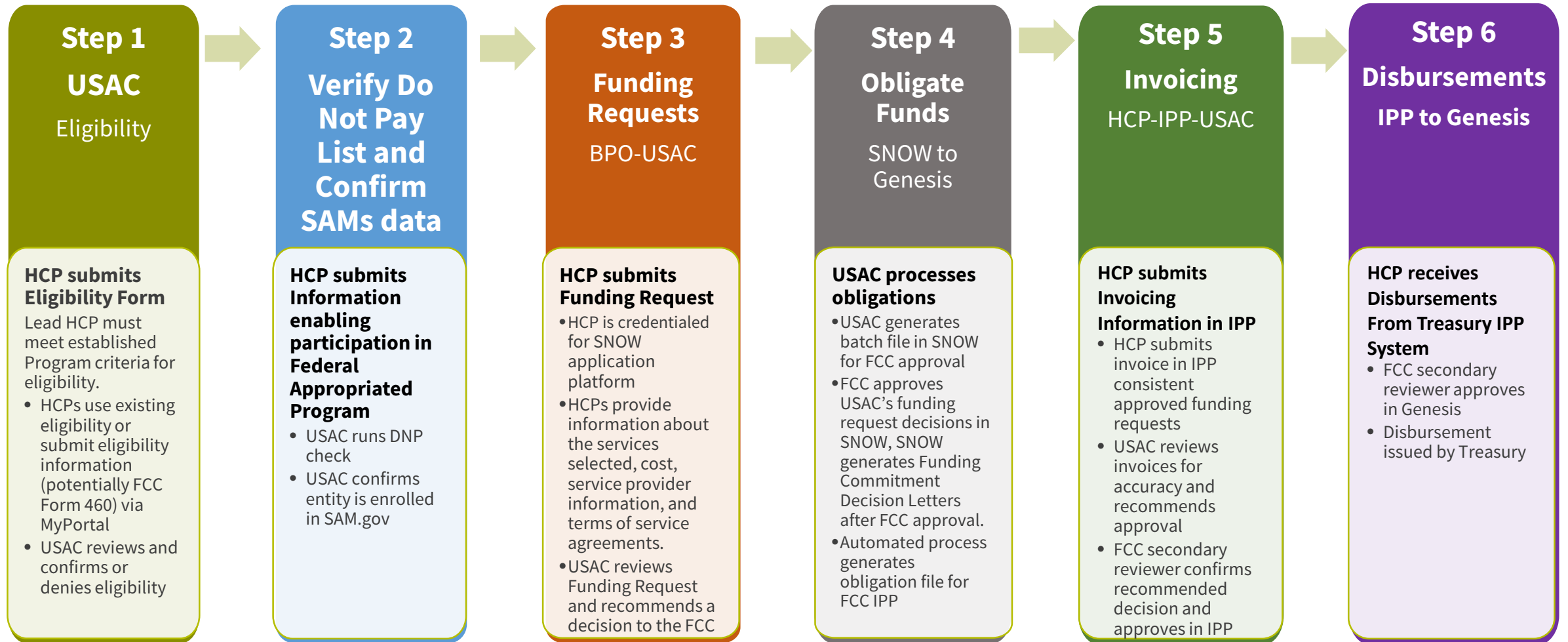
- The CARES Act provided \$200 million for immediate support to eligible health care providers responding to the COVID-19 pandemic by fully funding their telecommunications services, information services, and devices necessary to provide critical connected care services. Known as Round 1 funding.
- Congress appropriated \$249.95 million more in the Consolidated Appropriations Act (2021) to allow the FCC to continue efforts to expand connected care and enable patients to access necessary health care services, while helping slow the spread of COVID-19. Known as Round 2 funding.
- Amounts from the new appropriation, where possible, should go to at least one applicant in each state and DC, since the date of inception, unless there is no applicant eligible.

Telehealth Program (Continued)

FCC 21-39 – Report and Order and Order on Reconsideration (Released March 30):

- Established an application filing window for Round 2 to provide a level playing field to all applicants, regardless of size or resource level. Window expected to open within 30 days of the Order's release.
- Explained the Round 2 application filing process including process to determine an applicant's eligibility.
- Detailed application evaluation process including the specific metrics USAC will use to prioritize and evaluate Round 2 applications.
- Provided additional information on the process to confirm the eligibility of requested items and the funding commitment process.
- Requires USAC to conduct outreach to explain application process for Round 2.
- Requires USAC to use the same reimbursement process established for Round 1.

Telehealth Program Lifecycle



Telehealth Program Status

- Outreach/Communications
 - Updated procedure documents based on March 30 Order
 - Draft of webpages and informational materials completed, revised based on content of new Order
- Information Technology
 - Participated in UAT to evaluate existing system
 - FCC confirmed the Telehealth system has received an ATO (Authority to Operate)
- Operations
 - Trained the trainers on the FCC Form 460 review process
 - Completed preliminary procedures documents
 - Staffing for BPO (invoicing Round 1) hired, PMO identified call center staff
- Window opens April 29 and closes May 6

Contact Us

Craig Davis

Emergency Broadband Benefit & Telehealth Lead

Craig.Davis@usac.org

Christine James

Telehealth Project Manager

Christine.James@usac.org

Marcel Numa

Telehealth Operations Manager

Marcel.Numa@usac.org

Megan Reichert

PM Telehealth Lead

Megan.Reichert@usac.org

Brian Novogradac

PM Telehealth Operations Lead

Brian.Novogradac@usac.org

Round 2 Email Support Inbox

Round2TelehealthApplicationSupport@usac.org



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