



# Board of Directors Meeting

Connected Care Pilot Program Update

*Open Session*

October 26, 2021



Universal Service  
Administrative Co.

# Connected Care Pilot Program Updates

- **Summary**

- Connected Care (first announced in April 2020) offers **\$100 million over a three-year funding period**, and supports 85% of the cost of eligible services and equipment.
- FCC approved first group of 23 applications in January 2021 for \$26 million and an additional 36 in June 2021 for \$31 million, for a **total of 59 applications (\$57 million) approved to date**.
- Rules for participation in Connected Care are mostly aligned with HCF program.
- Approved applicants will use My Portal (Modified HCF) to complete their forms.
- April 30 release contained My Portal FCC Form 461 and FCC Form 462 submission changes.
- The FCC Second Report and Order (June 21, 2021) clarified guidance on eligible services, competitive bidding, invoicing and data reporting.

# Connected Care Pilot Program Updates (Continued)

- **USAC follow-up action to Second Report and Order (June 2021)**
  - Outreach:
    - Welcome letters sent to all selected projects.
    - Kick-off webinar for selected projects (July 8) to explain next steps (requirements, timelines, and future trainings).
  - System modifications:
    - July 30 release containing My Portal FCC Form 462 Commitment/Review and FCC Form 463 changes.
  - Currently working with procurement team and Maximus who will process FCC Forms 461/462. RHC staff will process FCC Form 463.
  - To date we have received 5 FCC Form 461 and 1 FCC Form 462.



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# **Audit Committee Meeting**

Audit and Assurance Business Update

*Open Session*

October 25, 2021



## BCAP Audits in Process

The combined status of BCAP audits in process as of October 1, 2021:

Program	Announced	Fieldwork	Reporting	<b>Total</b>
Contributor Revenue	1	8	2	<b>11</b>
High Cost	16	18	4	<b>38</b>
Lifeline	1	16	20	<b>37</b>
E-rate	2	21	36	<b>59</b>
Rural Health Care	5	18	15	<b>38</b>
<b>Total</b>	<b>25</b>	<b>81</b>	<b>77</b>	<b>183</b>

# BCAP Aging Report

The combined aging report of BCAP audits in process as of October 1, 2021:

Program	>6 months	>12 months	>18 months	<b>Total</b>
Contributor Revenue	2	0	2	<b>4</b>
High Cost	0	0	6	<b>6</b>
Lifeline	2	1	19	<b>22</b>
E-rate	16	4	16	<b>36</b>
Rural Health Care	0	8	14	<b>22</b>
<b>Total #</b>	<b>20</b>	<b>13</b>	<b>57</b>	<b>90</b>
<b>Total %</b>	<b>22%</b>	<b>14%</b>	<b>63%</b>	<b>100%</b>
<b>Reporting Phase</b>	<b>17</b>	<b>8</b>	<b>51</b>	<b>76</b>

Available for Public Use Note: For the 49 audits >18 months, 27 are with the FCC and 22 are with USAC for review.

# BCAP Aging Report Quarter-over-Quarter Comparison

The combined aging report of BCAP audits in process as of October 1, 2021:

Duration	June 30, 2021	September 30, 2021	Difference
>6 months	31	20	11
>12 months	8	13	-5
>18 months	49	57	-8
<b>Total #</b>	<b>88</b>	<b>90</b>	<b>-2</b>
<b>Reporting Phase</b>	<b>66</b>	<b>76</b>	<b>-10</b>





# Rural Health Care Committee Meeting

Rural Health Care Business Update

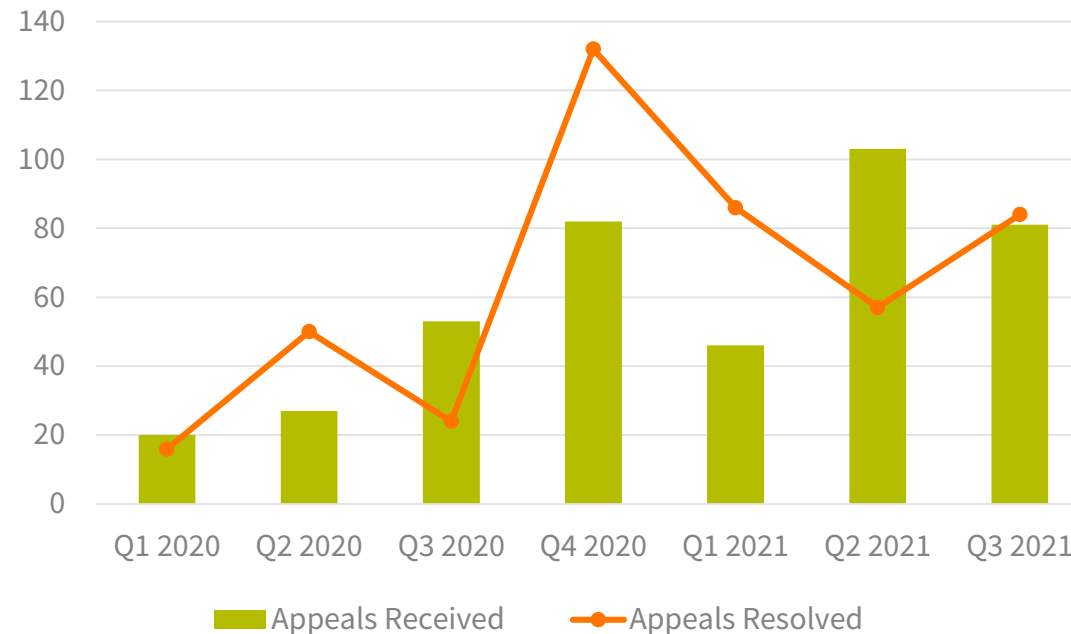
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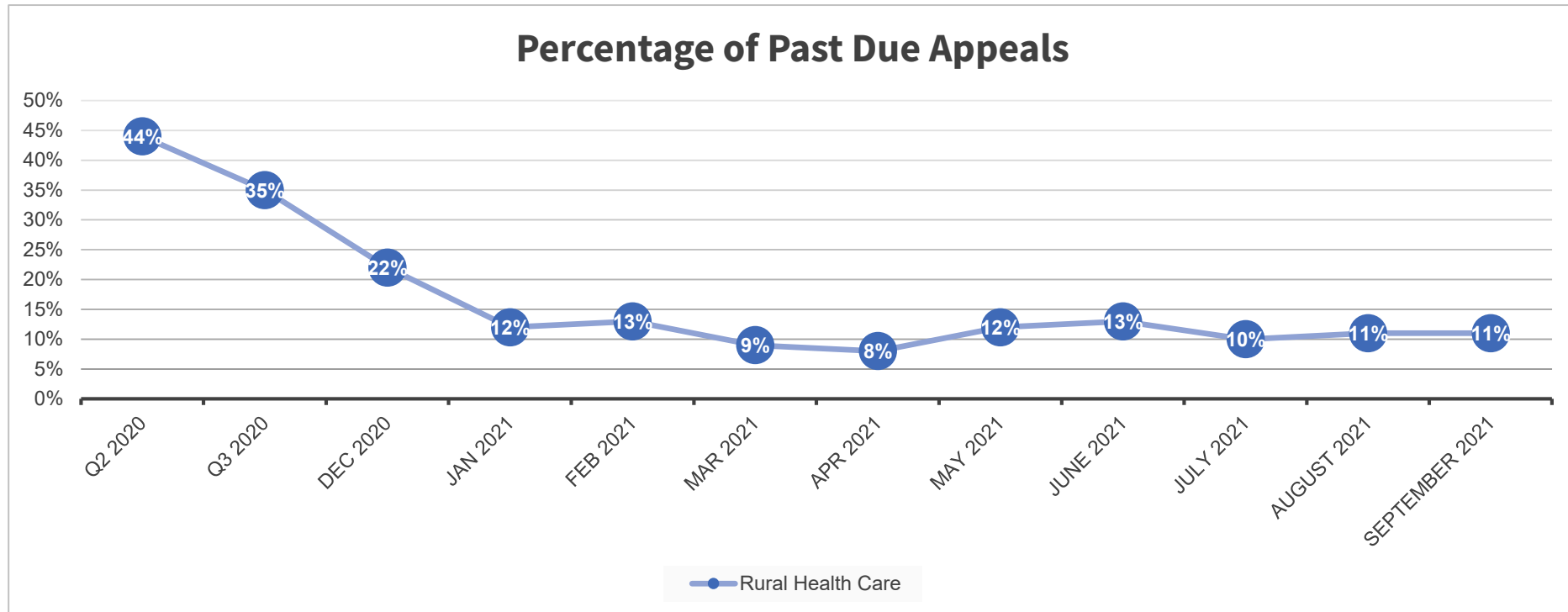
# Appeals Status Update

RHC Appeals Intake and Output (data as of September 30, 2021)



- Appeals received increased dramatically in first three quarters CY2021 (230) vs. CY2020 (100) largely due to PQA / BCAP exceptions and alleged processing errors.
- During the same timeframes (first three quarters), we have resolved in CY2021 (228) vs. CY2020 (90) – **150%** increase from last year.
- Pending appeals as of September 30, 2021 – 160

# RHC Appeals SLAs



- SLAs are assigned by the complexity of the appeal – Low, Medium, and High.
- RHC appeals team has reduced the number of past due appeals (not meeting SLA) by over 30% compared to CY2020.