

# COVID-19 Telehealth Program: Get Started

April 22, 2021



Universal Service  
Administrative Co.

## Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- **Enter questions at any time using the “Questions” box**
- If your audio or slides freeze, restart the webinar
- **A copy of the slide deck is in the “Handouts” section of webinar panel**

## Agenda

- What is required of health care providers?
- Telehealth Program: Overview and Eligibility Criteria
- Telehealth Program: Get Started
- Resources

# Telehealth Program

## Overview and Eligibility Criteria

## COVID-19 Telehealth Program Overview

The COVID-19 Telehealth Program provides funding to eligible health care providers responding to the COVID-19 pandemic to support the telecommunications services, information services, and connected devices needed to provide critical connected care to patients at their homes, mobile locations, or remotely from within the healthcare facility.

# COVID-19 Telehealth Program Funding Rounds

1

## Round 1 Funding

---

The COVID-19 Telehealth Program was established in April 2020 after the CARES Act appropriated \$200 million to the FCC. This initial round of funding was fully committed to more than 500 health care providers by July 8, 2020.

2

## Round 2 Funding

---

The Consolidated Appropriations Act (CAA) provided an additional \$249.95 million to fund a second round of the COVID-19 Telehealth Program. Universal Service Administrative Company (USAC) will be administering the program's second round under the FCC's oversight.

## How applicants receive funding

The FCC [announced](#) the filing window for Round 2 funding will be open from 12:00pm ET on April 29th through 12:00pm ET on May 6th. The application filing window will be open from Thursday, April 29 at noon until Thursday, May 6 at noon. The application filing window provides all applicants equal time to prepare and submit their applications. Applications will be evaluated based on objective evaluation metrics, and funds will go to the applications with the highest scores. Funding will be committed in two windows. After the first window of funding commitments, applicants who did not receive a funding commitment will be given the opportunity to supplement their applications.



Eligible health care providers that are receive funding awards will then purchase eligible services and connected devices. After these are received, funding awardees must submit requests for reimbursement, letters of authorization, and supporting documentation in order to receive reimbursement for eligible services and connected devices.



# COVID-19 Telehealth Program Workflow

## Health Care Provider Application Process



### Process

HCPs complete and submit **FCC Form 460** for the lead HCP.

USAC **verifies that the lead HCP meets the Program’s eligibility criteria:**

- Not for profit/public
- Eligible facility type
- Treats patients

FCC Form 460 via MyPortal (USAC)

HCPs submit information **enabling participation** in Federal Appropriated Program.

USAC run **DNP check** to confirm eligibility to receive federal funds.

Do Not Pay Portal (Treasury)

HCPs submit **detailed information on their Funding Requests** on their Applications with specific information on the connected devices, services, cost, and service providers.

USAC **reviews Applications and recommends** a decision to the FCC.

COVID-19 Telehealth Program Application Portal (FCC)

FCC **approves USAC funding request** recommendations.

HCPs **receive Funding Commitment Letters in two waves.**

Applicants that do not receive funding in the first round have an opportunity to supplement their applications before the final commitment phase.

FCC enters these **obligations into the Treasury Department’s financial systems.**

COVID-19 Telehealth ServiceNow Portal (FCC), Genesis (FCC)

HCPs **submit requests for reimbursement, letters of authorization, and** supporting documentation about the services and connected devices purchased.

USAC **reviews invoices to ensure that eligible services and connected devices are provided to eligible entities** before recommending approval.

FCC **confirms recommendation** and approves invoice.

Genesis (FCC) , Invoice Processing Platform (Treasury)

FCC **approves payment** in Genesis.

Department of the Treasury **issues reimbursement.**

HCP **receives disbursement.**

Genesis (FCC) , Invoice Processing Platform (Treasury)



# Eligibility Criteria

Health care providers must meet the following criteria in order to be eligible for funding:

- Nonprofit and public eligible health care providers that fall within the categories of health care providers in section 254(h)(7)(B) of the 1996 Telecommunications Act:
  - Post-secondary educational institutions offering health care instruction, teaching hospitals, and medical schools;
  - Community health centers or health centers providing health care to migrants;
  - Local health departments or agencies;
  - Community mental health centers;
  - Not-for-profit hospitals;
  - Rural health clinics;
  - Skilled nursing facilities; or
  - Consortia of health care providers consisting of one or more entities falling into the first seven categories.
- Both rural and non-rural health clinics are eligible to receive funding

## Key Change in Round 2 Applications

---

- + Health care providers must file an FCC Form 460 for the **lead health care provider site** for which they intend to purchase eligible services and/or connected devices
  - + Applicants requesting funding for multiple eligible health care provider sites in a single application **do not** need to receive eligibility determinations for every site during Round 2 of the Program, but instead will be required only to certify that those sites are eligible, and provide a full list of the sites to which funding was provided on a letter of authorization, which is submitted during the invoicing process
  - + When applying for funding, **only the lead health care provider** needs to be noted on the “general information” section of the application; member health care providers should only be listed **under the evaluation metrics portion of the application** if they qualify for a particular metric (e.g., located in rural and/or tribal area)
  - + Applications are accepted through a filing window rather than on a rolling basis; applications are evaluated using objective evaluation metrics
-

## Eligible Services and Devices



### **Telecommunications Services and Broadband Connectivity**

**Services:** Voice services and Internet connectivity services for health care providers or their patients. Recurring expenses are eligible for up to 12 months of funding.



**Information Services:** Internet connectivity services for health care providers or their patients; Recurring expenses are eligible for up to 12 months of funding.



**Connected Devices:** Tablets, smart phones, or connected devices to provide telehealth services for patient or health care provider use.

## Telehealth Program Requirements

- ✓ Health care providers must obtain an eligibility determination from the Universal Service Administrative Company (USAC) by filing an FCC Form 460
- ✓ Obtain an FCC Registration Number (FRN) from the Commission Registration System (CORES)
- ✓ Register with the federal System for Award Management (SAM)

# Telehealth Program: Get Started

# Request an Eligibility Determination

- Request an eligibility determination from USAC by filing an FCC Form 460 for the lead healthcare provider on the application
- The applicant will certify that the other sites listed on the application are eligible for the COVID-19 Telehealth program
- Health care providers who already have an approved eligibility determination **do not need to file another FCC Form 460**
- File the form through [My Portal](#) on USAC's website
- USAC will assign the health care provider an HCP number – applications cannot be submitted without an HCP number

FCC Form 460

OMB Approved 3060-0804  
Estimated Time Per Response: 1 hour

## Rural Health Care (RHC) Universal Service Eligibility and Registration Form

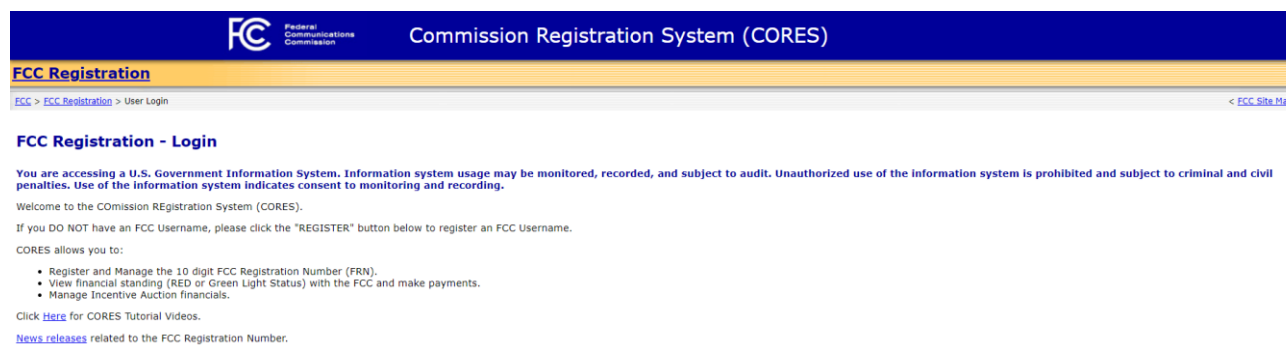
Read instructions thoroughly before completing this form. Failure to comply may cause delayed or denied funding.

Block 1: General Information			
1 Date Submitted:			
2 Applying to:		<input type="radio"/> Determine eligibility of an HCP site <input type="radio"/> Determine eligibility of Consortium <input type="radio"/> Register an off-site data center	
		<input type="radio"/> Register an ineligible site <input type="radio"/> Register an off-site administrative office	
2a If applying as an off-site data center, list all sites (eligible and ineligible) that will use the services of this data center.			
2b If applying as an off-site administrative office, list all sites (eligible and ineligible) that will use the services of this administrative office.			
Block 2: Site Information – Physical Site			
Enter the actual physical location of the site.			
3 HCP Number		4 Site Name	
5 Name of Legal Entity			
6 Enter FCC Registration Number (FCC RN) for Line 5 legal entity:			
6a If the Line 5 legal entity does not have an FCC RN and only plans to participate as a consortium member, applicant may enter FCC RN for the Consortium (see instructions for more detail):			
7 Site Contact Name			
8 Address Line 1			
9 Address Line 2			10 County
11 Geo Location (if no street address)			
12 City		13 State	14 Zip Code
15 Phone		Ext.	16 Email
Block 3: Consortium Information			
17 HCP Number			
18 Name of Consortium			
19 Is the Consortium a legal entity? <input type="radio"/> Yes <input type="radio"/> No If yes, Consortium FCC RN:			
20 Consortium has a written agreement allocating legal and financial responsibility. <input type="radio"/> Yes <input type="radio"/> No If yes, submit the agreement to USAC. If no, see instructions regarding the default entity that bears legal and financial responsibility for the consortium's activities in connection with the Healthcare Connect Fund.			
21 Consortium Leader Type:			
<input type="radio"/> The Consortium <input type="radio"/> An eligible HCP participating in the Consortium		<input type="radio"/> Ineligible State organization <input type="radio"/> Ineligible public sector (government) entity <input type="radio"/> Ineligible non-profit entity	
HCP Number: _____			
A state organization, public sector entity, or non-profit entity may obtain an exemption to allow the organization to perform vendor functions and provide application assistance. Submit any such request for exemption.			
22 Consortium Leader Contact Information			23 Name of Consortium Leader
Consortium applicants are required to have a Letter of Agency from each eligible HCP that authorizes the Consortium to file forms on the HCP's behalf. Submit a Letter of Agency for each eligible HCP.			
24 List participating sites by HCP Number (eligible/ineligible)			
Block 4: Contact Information			
25 Primary Account Holder/Project Coordinator Name			
26 Employer			
27 Address Line 1			<input type="radio"/> Same as Physical Location
28 Address Line 2			
29 City		30 State	31 Zip Code
32 Phone #		Ext.	33 Email

# Obtain FCC Registration Number (FRN)

All health care providers who do business with the FCC must obtain an FRN

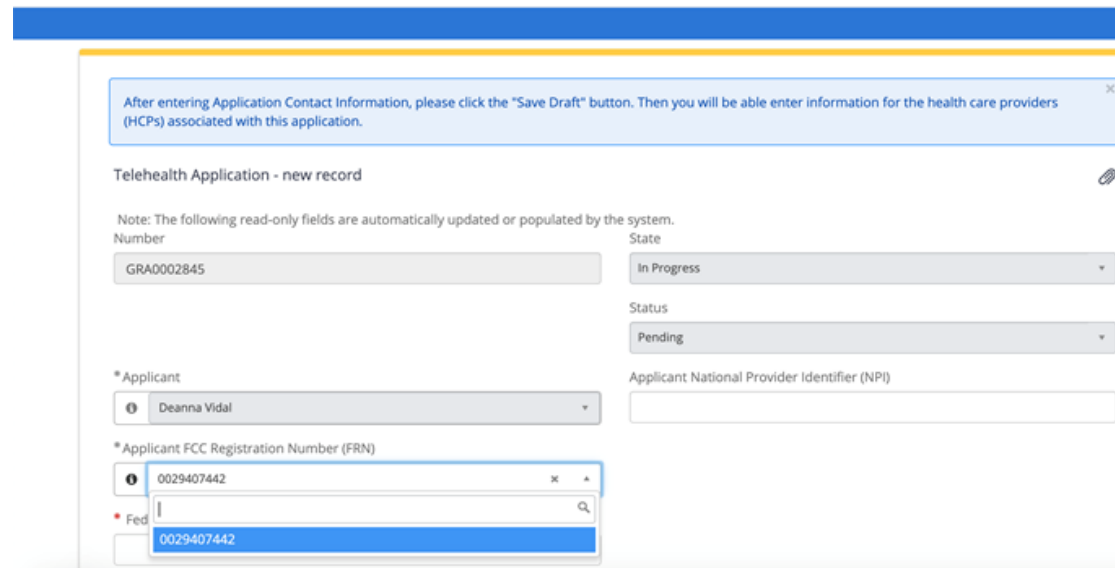
1. First, go to the [FCC CORES](#) webpage.
2. Set up an account in CORES by creating a username and password.
3. They will then receive an automated email to verify the account's email address and activate the account.
4. Once the account is activated, log in to CORES, and select "Register New FRN" if HCP does not have an FRN. If they have an existing FRN, select "Associate Username to FRN."
5. After they provide the required information and submit, CORES will generate a new FRN, which will be associated with that username. Only FRNs that are associated with your username will be available for selection in the online COVID-19 Telehealth Application.



The screenshot shows the FCC Registration System (CORES) login page. At the top, there is a blue header with the FCC logo and the text "Federal Communications Commission" and "Commission Registration System (CORES)". Below the header, there is a yellow banner with the text "FCC Registration". Underneath the banner, there is a breadcrumb trail: "FCC > FCC Registration > User Login" and a link to "FCC Site Map". The main content area is titled "FCC Registration - Login" and contains a disclaimer: "You are accessing a U.S. Government Information System. Information system usage may be monitored, recorded, and subject to audit. Unauthorized use of the information system is prohibited and subject to criminal and civil penalties. Use of the information system indicates consent to monitoring and recording." Below the disclaimer, there is a welcome message: "Welcome to the Commission Registration System (CORES)." and a note: "If you DO NOT have an FCC Username, please click the 'REGISTER' button below to register an FCC Username." The page also lists the services provided by CORES: "Register and Manage the 10 digit FCC Registration Number (FRN)", "View financial standing (RED or Green Light Status) with the FCC and make payments.", and "Manage Incentive Auction financials." At the bottom, there are links for "Click Here for CORES Tutorial Videos." and "News releases related to the FCC Registration Number."

## Navigating the CORES Website

- In the application portal, click the “search” icon in the FRN field & select the appropriate FRN
- If the FRN is associated with the user account in CORES, it will automatically appear as a drop down in the field on the application portal
- Select the FRN from the drop-down menu (do not manually type into the field)



After entering Application Contact Information, please click the "Save Draft" button. Then you will be able enter information for the health care providers (HCPs) associated with this application.

Telehealth Application - new record

Note: The following read-only fields are automatically updated or populated by the system.

Number: GRA0002845

State: In Progress

Status: Pending

\* Applicant: Deanna Vidal

Applicant National Provider Identifier (NPI):

\* Applicant FCC Registration Number (FRN): 0029407442

Fed: 0029407442



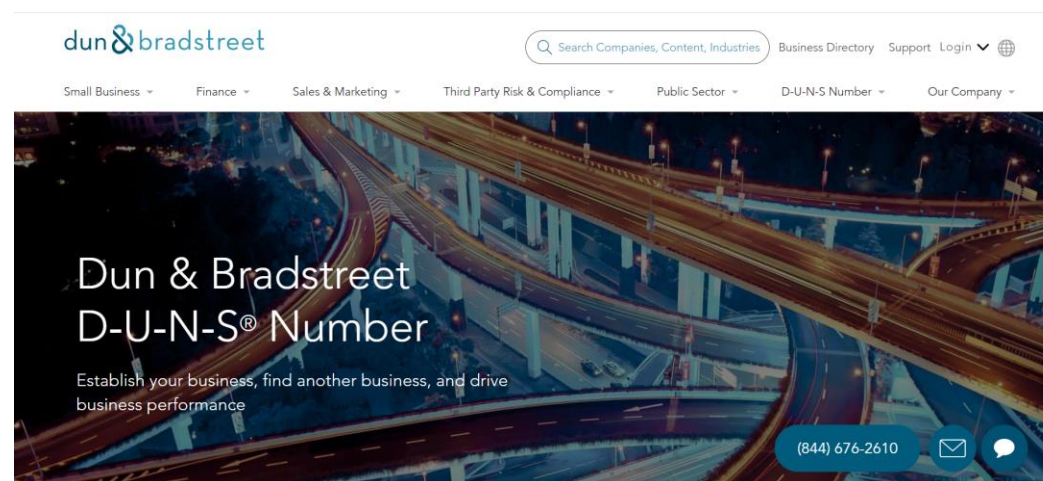
# Register for a System for Award Management (SAM) Account

- The [SAM](#) allows users to register to do business with the U.S. government
- Health care providers already registered in SAM do not need a new registration
- To participate in the COVID-19 Telehealth Program, register in SAM.gov
  - HCPs register with SAM before submitting an application.
  - We strongly recommend unregistered health care providers register immediately as it may take 10 or more business days to activate.

The screenshot displays the SAM.gov website interface. At the top, there is a navigation bar with the SAM.GOV logo and a 'Log In' button. Below the navigation bar, there are two alert messages: one regarding an extension of registration expiration dates and another about scheduled maintenance. The main content area features a 'Getting Started' section with three primary actions: 'Create A User Account' (represented by a person icon with a plus sign), 'Register Entity' (represented by a folder icon with a plus sign), and 'Search Records' (represented by a magnifying glass icon over a document). Each action is accompanied by a brief description of the next steps.

## Locate or Obtain a DUNS Number

- The Data Universal Number System (DUNS) assigns a unique numeric identifier to a single business entity upon request
- Dun & Bradstreet, the company that regulates DUNS, will issue a DUNS number without charge to an entity required to register with the federal government for contracts or grants
- First, check to see if you already have a DUNS number. You can check by using the [Dun & Bradstreet DUNS Number Lookup](#) tool.
- If you do not already have a DUNS number, you can apply for one through the [Dun & Bradstreet website](#).



## Locate or Obtain a TIN or EIN

- A TIN is a unique identification number issued by either the Internal Revenue Service (IRS) or the Social Security Administration (SSA)
- The EIN, also referred to as the Federal Tax Identification Number, is an example of a TIN and is used to identify a business entity
- To learn more about the TIN, visit the [IRS Taxpayer Identification Number \(TIN\)](#) webpage. To learn more about the EIN, visit the [IRS Employee ID Numbers](#) webpage.



# Required Information for Telehealth Program Application

## General Information:

### A. Applicant Information

- A. Applicant Name
- B. Applicant FCC Registration Number (FRN)
- C. Federal Employer Identification Number (EIN/Tax ID)
- D. Business Type (from Data Accountability and Transparency (DATA) Act Business Types) Applicants may provide up to three business types.
- E. Service Area Applicants must enter name of the applicable state or “nationwide.”



## Required Information for Telehealth Program Application (cont'd)

Contact information for primary and secondary application contacts:

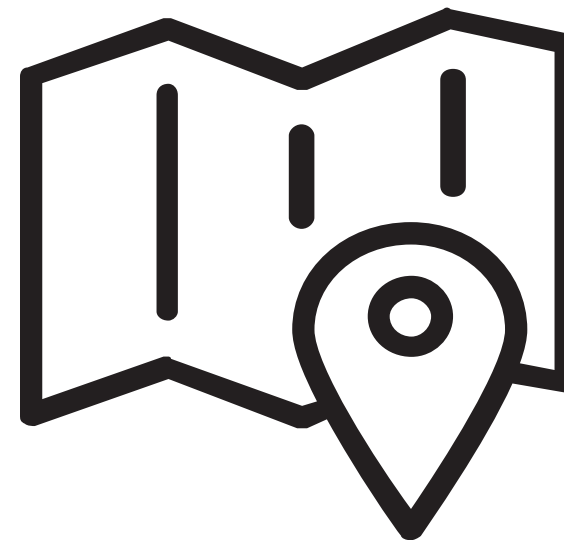
- A. Contact name for the individual that will be responsible for the application
- B. Position title, Company Name
- C. Phone number
- D. Mailing address
- E. Email Address



## Required Information for Telehealth Program Application (cont'd)

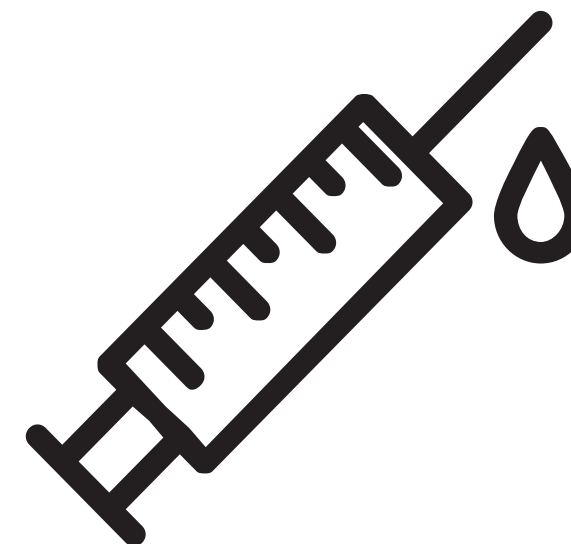
Health care provider information for the lead HCP:

- A. Lead Health care provider name
- B. Facility name
- C. Indicate whether the facility is a hospital
- D. Street address, city, state, county
- E. Healthcare provider number from FCC Form 460
- F. Total patient population
- G. Estimated number of patients to be served by the funding request



## Required Information for Telehealth Program Application: Conditions to be Treated with COVID-19 Telehealth Program Funding

1. Whether the applicant will treat COVID-19 patients directly
2. Whether the applicant will treat patients without COVID-19 symptoms or conditions
3. If the applicant will treat patients without COVID-19, identify the types of conditions to be treated or care to be provided (check all that apply):
  - Other infectious diseases
  - Emergency/Urgent Care
  - Routine, Non-Urgent Care
  - Mental Health Services (non-emergency)
  - Other conditions



## Eligible Service and Connected Devices

1. *Telecommunications Services and Broadband Connectivity Services: Voice services, broadband for health care providers or their patients.*
2. *Information Services: remote patient monitoring platforms and services; patient reported outcome platforms; store and forward services, such as asynchronous transfer of patient images and data for interpretation by a physician; platforms and services to provide synchronous video consultation.*
3. *Connected Devices/Equipment: Tablets, smart phones, or connected devices to receive connected care services at home (e.g., broadband-enabled blood pressure monitors; pulse oximetry monitors) for patient or health care provider use; or telemedicine kiosks/carts for health care provider sites.*



*\* HCPs must include detailed information in the application and will need to submit supporting documentation.*



## Round 2 Evaluation Metrics

### # Evaluation Metric

These objective metrics will allow USAC to award funding to the providers that need it most. Each metric is assigned an amount of prioritization points based on insights from Round 1, public comment, and extensive consideration from the FCC.

### Up to 15 Hardest Hit Area

This metric is designated as either a “sustained hotspot” or a “hotspot” on the **COVID-19 Community Profile Report, Area of Concern Continuum** by County dataset provided by the Department of Health and Human Services (HHS).

### Up to 15 Low-Income Areas

Round 2 funding prioritizes providers in low-income areas as these areas contain underserved and at-risk populations. USAC will use **Census Bureau data** to make the determination on which health care providers located in low-income areas.

### 15 Round 1 Unfunded Applicant

During Round 1, the program awarded 539 funding commitments out of thousands of applications, leaving a substantial number of Round 1 applicants unfunded. These applicants from Round 1 will be prioritized.

### 15 Tribal Communities

Round 2 funding aims to prioritize applications to serve sites located in **Tribal areas** given the obstacles to broadband deployment that Tribal lands face and the significantly higher risk from the COVID-19 pandemic.

### 10 Critical Access Hospitals (CAH)

CAH designations are given to eligible rural hospitals in participating states by the **Centers for Medicare and Medicaid Services**. CAHs have <26 acute care inpatient beds and provide 24/7 emergency care services.

### 10 Federally Qualified Health Center (FQHC)

FQHC are community-based health care providers that receive funds from the **Health Resources and Services Administration (HRSA)**. FQHC Lookalikes and Disproportionate Share Hospitals are also prioritized.

### Up to 10 Healthcare Provider Shortage Area

**HRSA** uses a health care provider’s geographic area and the medical services it provides to award a Primary Care **HPSA score**. HPSAs do not have enough health care providers to adequately serve their community.

### 5 Round 2 New Applicant

Because equitable and widespread distribution of Program funds is essential, USAC will prioritize applicants that are new to the Program over applicants who were awarded Round 1 funding.

### 5 Rural Areas

“Rural” will be **defined by the Rural Health Care (RHC) program’s statutory categories**. While health care providers in non-rural areas are eligible, rural health care providers will be prioritized.

## My Portal Access for New Users

- New applicants will not have access to our online application management system My Portal until your first form is approved
- Go to the [USAC Rural Health Care](#) site to get started
- Select the “**FCC Form 460**” to begin filing

The screenshot displays the USAC Rural Health Care website. At the top left is the logo for Universal Service Administrative Co. The top navigation bar includes links for 'Subscribe', 'Payments', 'Sign In', and a search box. The 'Sign In' dropdown menu is open, showing options for 'All Users' and 'EPC Only'. Below the navigation bar are tabs for 'About', 'E-rate', 'Rural Health Care' (which is selected), 'Lifeline', 'High Cost', and 'Service Provi'. The main content area features a large banner for 'Rural Health Care' with the text: 'Supporting healthcare facilities in bringing world class medical care to rural areas through increased connectivity'. Below the banner are three columns of content: 'Manage Forms' with a 'Sign In' button, 'Resources' with links for 'Search Posted Services', 'Funding Commitments', and 'Videos, Webinars, and Printable Resources', and 'Upcoming Dates' with a 'FY2020 Filing Window' section.

# The Invoicing Process

- Health care providers that are deemed eligible for participating in the COVID-19 Telehealth Program will receive further instructions on how to sign up for and use the Program's invoicing system



# Timeline

<b>March</b>	<b>March 30</b>	FCC released <a href="#">COVID-19 Telehealth Program Order</a>
<b>April</b>	<b>April 15</b>	Application filing window announced
	<b>April 22</b>	Get Started Trainings
	<b>April 26</b>	Eligibility Training
	<b>April 28</b>	Application Training
	<b>April 29</b>	Application filing window opens at 12:00pm ET
	<b>April 30</b>	Telehealth Office Hours
<b>May</b>	<b>May 4</b>	Telehealth Office Hours
	<b>May 6</b>	Application filing window closes

## How Health Care Providers will Stay Informed

- Visit [USAC.org](https://www.usac.org) to follow Telehealth Program updates
- Sign up for the [COVID-19 Telehealth email list](#) to:
  - Receive Telehealth Program email updates
  - Learn about Telehealth Program training
- Visit the [COVID-19 Telehealth Program Frequently Asked Questions Page](#) for information about the provider application process

# Questions?

