

**Universal Service Administrative Company
Rural Health Care Committee Quarterly Meeting Agenda**

**Monday, January 28, 2019
1:00 p.m. – 2:00 p.m. Eastern Time
USAC Offices
700 12th Street, N.W., Suite 900
Washington, D.C. 20005**

<u>OPEN SESSION</u>		<i>Estimated Duration in Minutes</i>
Chair	a1. Consent Items (each available for discussion upon request): A. Approval of Rural Health Care Committee Meeting Minutes of October 29, 2018 B. Approval of moving all Executive Session items into Executive Session	5
Chair	a2. Recommendation for Election of Committee Chair and Vice Chair	5
Mark	a3. Approval of Rural Health Care Support Mechanism 2nd Quarter 2019 Programmatic Budget and Demand Projection for the January 31, 2019 FCC Filing	10
Latoya Anderson	i1. Information on One USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Reports	5
Mark Rehana	i2. Rural Health Care Mechanism Business Update <ul style="list-style-type: none"> • 2018 Accomplishments • 2019 Goals • Lessons Learned, Preparing for 2019 and Beyond. 	15

<u>EXECUTIVE SESSION</u> Confidential – Executive Session Recommended		<i>Estimated Duration in Minutes</i>
Mark	i2. Rural Health Care Business Update (<i>Continued</i>)	10
Mark	a4. Approval of Rural Health Care Support Mechanism 2019 Annual Programmatic Budget	15

Next Scheduled USAC Rural Health Care Committee Meeting

**Monday, April 29, 2019
1:00 p.m. – 2:00 p.m.
USAC Offices, Washington, D.C.**

UNIVERSAL SERVICE ADMINISTRATIVE COMPANY
700 12th Street, N.W., Suite 900
Washington, D.C. 20005

RURAL HEALTH CARE COMMITTEE MEETING
Monday, January 28, 2019

MINUTES¹

The quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C. on Monday, January 28, 2019. Dr. Kathy Wibberly, Committee Chair, called the meeting to order at 1:13 p.m. Eastern Time, with a quorum of seven of the eight Committee members present (There is one seat vacant):

Fontana, Brent	Tinic, Atilla
Freeman, Sarah	Wein, Olivia
Kinsler, Cynthia	Wibberly, Dr. Kathy – Chair
Sekar, Radha – Chief Executive Officer	

Other Board members and officers of the corporation present:

Beckford, Ernesto – Vice President, General Counsel, and Assistant Secretary
Bocher, Bob – Member of the Board
Buzacott, Alan – Member of the Board
Delmar, Teleshia – Vice President of Audit and Assurance
Feiss, Geoff – Member of the Board
Gaither, Victor – Vice President of High Cost
Garber, Michelle – Vice President of Low Income
Gillan, Joe – Member of the Board
Holstein, Bob – Vice President and Chief Information Officer
Lubin, Joel – Member of the Board
Salvator, Charles – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer
Schell, Julie Tritt – Member of the Board
Sweeney, Mark – Vice President of Rural Health Care

Others present:

<u>NAME</u>	<u>COMPANY</u>
Albert, Blythe	USAC
Ayer, Catriona	USAC
Benton, Brittany	USAC

¹ Draft resolutions were presented to the Committee prior to the Committee meeting. Where appropriate, non-substantive changes have been made to the resolutions set forth herein to clarify language where necessary or to correct grammatical or spelling errors.

<u>NAME</u>	<u>COMPANY</u>
Bethel, Tameca	USAC
Butler, DeNaira	USAC
Butler, Stephen	USAC
Caparas, Mharibeth	USAC
Carpenter, Nikki-Blair	USAC
Contreras, Jennifer	USAC
Faunce, Donna	USAC
Hughet, Pamela	USAC
Kolachina, Roja	USAC
Little, Chris	USAC
McCornac, Carolyn	USAC
Miller, Arielle	USAC
Mitchell, Jeff	Lukas, LaFuria, Gutierrez & Sachs, LLP
Mohammed, Rehana	USAC
Numa, Marcel	USAC
Nuzzo, Patsy	USAC
Park, Sang	USAC
Pilgrim, Lisa	USAC
Pradhan, Saumya	USAC
Rogers, Camelia	Telehealth Funding Connections
Schrieber, Johnnay	USAC
Schwetz, Tori	USAC
Smith, Chris	USAC
Squire, Matt	USAC
Stauter, Erica	USAC
Tawes, Pauline	USAC
Tiwari, Tanya	USAC
Tomlin, Nicole	USAC
Williams, Erin	USAC

OPEN SESSION

All materials from Open Session can be found on the [USAC website](#).

- a1. Consent Items.** Dr. Wibberly introduced these items to the Committee for consideration.
- A.** Approval of Rural Health Care Committee Minutes of October 29, 2018.
 - B.** Approval of Moving all *Executive Session* Items into *Executive Session*.
 - (1) **i2** – Rural Health Care Support Mechanism Business Update (*Continued*). USAC management recommends this item be discussed in *Executive Session* because this matter relates to

- specific internal controls and procedures* concerning the administration of the program, or *confidential company data*.
- (2) **a4** – Approval of Rural Health Care Support Mechanism 2019 Annual Programmatic Budget. USAC management recommends this item be discussed in *Executive Session* because this matter relates to USAC’s *procurement strategy and contract administration*.

On a motion duly made and seconded and after discussion, the Committee adopted the following resolution:

RESOLVED, that the USAC Rural Health Care Committee hereby approves: (1) the Committee meeting minutes of October 29, 2018; and (2) discussion in *Executive Session* of the agenda items noted above.

- a2. Recommendation for Election of Committee Chair and Vice Chair.** Dr. Wibberly introduced this item and Mr. Mason, Chair of the Nominating Committee, shared the Nominating Committee recommendations for the leadership positions.

RESOLVED, that the USAC Rural Health Care Committee recommends that the USAC Board of Directors elect **Dr. Kathy Wibberly** as Chair and **Brent Fontana** as Vice Chair of the Committee. The term for each position begins immediately upon the election to such position by the Board and ends at such time as the Chair or Vice Chair (as the case may be): (i) is replaced by a successor selected by the Board, (ii) resigns from the Committee or the Board, (iii) is removed by resolution of the Board, or (iv) is no longer a member of the Board (whichever comes first).

- a3. Approval of Rural Health Care Support Mechanism 2nd Quarter 2019 Programmatic Budget and Demand Projection for the January 31, 2019 FCC Filing.** Mr. Sweeney presented this item for consideration. The presentation included a written report on USAC management’s recommendations for the Rural Health Care Support Mechanism 2nd quarter 2019 programmatic budget and demand projection for the January 31, 2019 FCC filing.

On a motion duly made and seconded and after discussion, the Committee adopted the following resolutions:

RESOLVED, that the USAC Rural Health Care Committee approves a 2nd Quarter 2019 Rural Health Care Support Mechanism direct program budget of \$2.65 million; and

RESOLVED FURTHER, that the USAC Rural Health Care Committee, having reviewed at its meeting on January 28, 2019, a summary of the 2nd Quarter 2019 Rural Health Care Support Mechanism demand estimate,

hereby directs USAC staff to proceed with the required January 31, 2019 filing to the FCC on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

- i1. Information on One USAC Audit and Assurance Division Rural Health Care Support Mechanism Beneficiary Audit Reports.** The Committee received a report with information on one USAC Audit and Assurance Division Rural Health Care Support Mechanism beneficiary audit report. This report was provided for informational purposes; no discussion was held.
- i2. Rural Health Care Business Update.** Mr. Sweeney, Ms. Mohammed and Ms. McCornac presented PowerPoint slides covering the following to the Committee for discussion:
1. Recap of action items from October 2018 Committee meeting
 2. 2018 Accomplishments
 3. 2018 Operational Performance Synopsis
 4. 2019 Goals and Objectives
 5. Discussion Topic: Optimizing RHC administration, based on key lessons learned from FY17 and FY18 administration
 6. Overview of RHC activities for next 12 months

At 1:58 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential items listed above.

EXECUTIVE SESSION

- i2. Rural Health Care Business Update (Continued).** Continuation of this item was not needed and no discussion was held in Executive Session.
- a4. Approval of Rural Health Care Support Mechanism 2019 Annual Programmatic Budget.** Mr. Sweeney presented this item for discussion. The presentation included a written summary and report detailing USAC management's recommendations for the Rural Health Care Support Mechanism 2019 programmatic budget.

On a motion duly made and seconded and after discussion, the Committee adopted the following resolution:

RESOLVED, that the Rural Health Care Committee approves a 2019 annual programmatic budget for the Rural Health Care Support Mechanism of \$9.5 million.

At 2:20 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time

Dr. Wibberly reported that, in *Executive Session*, the Committee voted on item a4 and discussed item i2.

On a motion duly made and seconded, the Committee adjourned at 2:20 p.m. Eastern Time.

/s/ Ernesto Beckford
Assistant Secretary

**Universal Service Administrative Company
Rural Health Care Committee Quarterly Meeting Agenda**

<p>Monday, April 29, 2019 1:00 p.m. – 2:00 p.m. Eastern Time USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</p>
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<u>OPEN SESSION</u>		<i>Estimated Duration in Minutes</i>
Chair	<p>a1. Consent Items (each available for discussion upon request):</p> <p style="padding-left: 20px;">A. Approval of Rural Health Care Committee Meeting Minutes of January 28, 2019</p> <p style="padding-left: 20px;">B. Approval of moving all Executive Session items into Executive Session</p>	5
Mark	<p>a2. Approval of Rural Health Care Support Mechanism 3rd Quarter 2019 Programmatic Budget and Demand Projection for the May 2, 2019 FCC Filing</p>	15
Latoya Anderson	<p>i1. Information on One USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Reports</p>	5
Mark	<p>i2. Rural Health Care Business Update</p> <ul style="list-style-type: none"> • At a Glance • Stakeholder Engagement 	10

<u>EXECUTIVE SESSION</u>		<i>Estimated Duration in Minutes</i>
Confidential – Executive Session Recommended		
Mark	<p>i2. Rural Health Care Business Update (<i>Continued</i>)</p> <ul style="list-style-type: none"> • Rural Health Care Dashboard • Rural Health Care System Environment and Assessment 	25

Next Scheduled USAC Rural Health Care Committee Meeting

<p>Monday, July 29, 2019 1:00 p.m. – 2:00 p.m. USAC Offices, Washington, D.C.</p>
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UNIVERSAL SERVICE ADMINISTRATIVE COMPANY
700 12th Street, N.W., Suite 900
Washington, D.C. 20005

RURAL HEALTH CARE COMMITTEE MEETING
Monday, April 29, 2019

MINUTES¹

The quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C. on Monday, April 29, 2019. Dr. Kathy Wibberly, Committee Chair, called the meeting to order at 1:01 p.m. Eastern Time, with a quorum of all eight Committee members present:

Fontana, Brent – Vice Chair – <i>by telephone</i>	Tinic, Atilla
Freeman, Sarah	Wade, Dr. Joan
Kinser, Cynthia	Wein, Olivia
Sekar, Radha – Chief Executive Officer	Wibberly, Dr. Kathy – Chair

Other Board members and officers of the corporation present:

Beckford, Ernesto – Vice President, General Counsel, and Assistant Secretary
Beyerhelm, Chris – Vice President of Enterprise Portfolio Management
Davis, Craig – Vice President of Procurement and Strategic Sourcing
Gaither, Victor – Vice President of High Cost
Garber, Michelle – Vice President of Lifeline
Gerst, Matthew – Member of the Board
Gillan, Joe – Member of the Board
Jacobs, Ellis – Member of the Board
Lubin, Joel – Member of the Board
Mason, Ken – Member of the Board
Salvator, Charles – Vice President, Chief Financial Officer, and Assistant Treasurer
Schell, Julie Tritt – Member of the Board
Sweeney, Mark – Vice President of Rural Health Care

Others present:

<u>NAME</u>	<u>COMPANY</u>
Anderson, Latoya	USAC
Barrett, Henry	USAC
Bethel, Tameca	USAC
Boden, Jerry	USAC
Braxton-Johnson, Kianna	USAC

¹ Draft resolutions were presented to the Committee prior to the Committee meeting. Where appropriate, non-substantive changes have been made to the resolutions set forth herein to clarify language, where necessary, or to correct grammatical or spelling errors.

<u>NAME</u>	<u>COMPANY</u>
Brown, Eric	California Telehealth Network
Butler, Stephen	USAC
Carpenter, Nikki-Blair	USAC
Contreras, Jennifer	USAC
Curtis, Shaun	USAC
Daniels, Joel	USAC
Faunce, Donna	USAC
Hughet, Pamela	USAC
Hutchinson, Kyle	USAC
Jang, Yun	USAC
Lawson, Suzanne	USAC
Luton, Smith	Avitecture
Little, Chris	USAC
McCornac, Carolyn	USAC
Mitchell, Jeff	Fletcher, Heald & Hildreth
Mohammed, Rehana	USAC
Numa, Marcel	USAC
Nuzzo, Patsy	USAC
Park, Sang	USAC
Pilgrim, Lisa	USAC
Pradhan, Saumya	USAC
Schwetz, Tori	USAC
Smith, Chris	USAC
Smith, Khala	USAC
Squire, Matt	USAC
Theodoropoulos, Nikoletta	USAC
Thompson, Arianna	USAC
Thompson, Kia	USAC
Tiwari, Tanya	USAC
Williams, Erin	USAC

OPEN SESSION

All materials from Open Session can be found on the [USAC website](#).

- a1. Consent Items.** Dr. Wibberly presented this item to the Committee.
- A.** Approval of Committee Meeting Minutes of January 28, 2018.
 - B.** Approval of Moving all *Executive Session* Items into *Executive Session*:
 - (1) **i2** – Rural Health Care Business Update (*Continued*). USAC management recommended this item be discussed in *Executive Session* because this matter relates to *specific internal controls and/or confidential company data* that would constitute a discussion of internal rules and procedures.

On a motion duly made and seconded and after discussion, the Committee adopted the following resolution:

RESOLVED, that the USAC Rural Health Care Committee hereby approves: (1) the Committee meeting minutes of January 28, 2019; and (2) discussion in *Executive Session* of the agenda item noted above.

- a2. Approval of Rural Health Care Support Mechanism 3rd Quarter 2019 Programmatic Budget and Demand Projection for the May 2, 2019 FCC Filing.** Mr. Sweeney presented this item for consideration. The presentation included a written report on USAC management's recommendations for the Rural Health Care Support Mechanism 3rd Quarter 2019 programmatic budget and demand projection for the May 2, 2019 FCC filing. The Committee requested an assessment of demand and denials against the demand.

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolutions:

RESOLVED, that the USAC Rural Health Care Committee approves a 3rd Quarter 2019 Rural Health Care Support Mechanism direct program budget of \$2.25 million; and

RESOLVED FURTHER, that the USAC Rural Health Care Committee, having reviewed at its meeting on April 29, 2019 a summary of the 3rd Quarter 2019 Rural Health Care Support Mechanism demand estimate, hereby directs USAC staff to proceed with the required May 2, 2019 filing to the FCC on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

- i1. Information on One USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Report.** The Committee received a report with information on one USAC Audit and Assurance Division Rural Health Care Support Mechanism beneficiary audit reports. The report was provided for informational purposes; no discussion was held on this item.
- i2. Rural Health Care Business Update.** Mr. Sweeney presented PowerPoint slides covering the following:
1. Overview of Rural Health Care activities for 2019
 2. Discussion of RHC's Customer Centric Approach

At 1:26 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential item noted above.

EXECUTIVE SESSION

- i2. Rural Health Care Business Update** (*continued*). Mr. Sweeney and Ms. Mohammed continued the presentation and discussed the following:
1. Dashboard – Overview of Rural Health Care Program Results
 2. RHC System Environment
 3. RHC Business and System Assessment

OPEN SESSION

At 2:05 p.m. Eastern Time, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Dr. Wibberly reported that, in *Executive Session*, the Committee discussed item i2.

On a motion duly made and seconded, the Committee adjourned at 2:05 p.m. Eastern Time.

/s/ Ernesto Beckford
Assistant Secretary

**Universal Service Administrative Company
Rural Health Care Committee Quarterly Meeting Agenda**

<p>Monday, July 29, 2019 1:00 p.m. – 2:00 p.m. Eastern Time USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</p>

<u>OPEN SESSION</u>		<i>Estimated Duration in Minutes</i>
Chair	<p>a1. Consent Items (each available for discussion upon request):</p> <p style="padding-left: 20px;">A. Approval of Rural Health Care Committee Meeting Minutes of April 29, 2019</p> <p style="padding-left: 20px;">B. Approval of moving all Executive Session items into Executive Session</p>	5
Mark	<p>a2. Approval of Rural Health Care Support Mechanism 4th Quarter 2019 Programmatic Budget and Demand Projection for the August 2, 2019 FCC Filing</p>	10
Mark	<p>i2. Rural Health Care Business Update</p> <ul style="list-style-type: none"> • Program At a Glance • Implementation of Recent FCC Actions • Customer Service • Q2 2019 Summary (<i>For Information Only</i>) 	20

<u>EXECUTIVE SESSION</u>		<i>Estimated Duration in Minutes</i>
Confidential – Executive Session Recommended		
Mark	<p>i2. Rural Health Care Business Update (<i>Continued</i>)</p> <ul style="list-style-type: none"> • Rural Health Care Dashboard • Collections and Net Demand • Key Performance Metrics • Rural Health Care Business and Systems Assessment 	25

Next Scheduled USAC Rural Health Care Committee Meeting

<p>Monday, October 28, 2019 1:00 p.m. – 2:00 p.m. USAC Offices, Washington, D.C.</p>

UNIVERSAL SERVICE ADMINISTRATIVE COMPANY
700 12th Street, N.W., Suite 900
Washington, D.C. 20005

RURAL HEALTH CARE COMMITTEE MEETING
Monday, July 29, 2019

MINUTES¹

The quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C. on Monday, July 29, 2019. Dr. Kathy Wibberly, Committee Chair, called the meeting to order at 1:00 p.m. Eastern Time, with a quorum of seven of the eight Committee members present:

Fontana, Brent – Vice Chair	Wade, Dr. Joan
Freeman, Sarah – <i>by telephone</i>	Wein, Olivia
Sekar, Radha – Chief Executive Officer	Wibberly, Dr. Kathy – Chair
Tinic, Atilla	

Committee members not present:

Kinser, Cynthia

Other Board members and officers of the corporation present:

Ayer, Catriona – Vice President of Schools and Libraries
Bocher, Bob – Member of the Board
Beckford, Ernesto – Vice President, General Counsel, and Assistant Secretary
Beyerhelm, Chris – Vice President of Enterprise Portfolio Management
Buzacott, Alan – Member of the Board
Delmar, Teleshia – Vice President of Audit Assurance Division
Davis, Craig – Vice President of Procurement and Strategic Sourcing
Gaither, Victor – Vice President of High Cost
Garber, Michelle – Vice President of Lifeline
Gillan, Joe – Member of the Board
Hutchinson, Kyle – Vice President of Information Technology and Chief Information Officer
Lubin, Joel – Member of the Board
Mason, Ken – Member of the Board
Salvator, Charles – Vice President, Chief Financial Officer, and Assistant Treasurer
Schell, Julie Tritt – Member of the Board
Sweeney, Mark – Vice President of Rural Health Care

¹ Draft resolutions were presented to the Committee prior to the Committee meeting. Where appropriate, non-substantive changes have been made to the resolutions set forth herein to clarify language, where necessary, or to correct grammatical or spelling errors.

Others present:

<u>NAME</u>	<u>COMPANY</u>
Albert, Blythe	USAC
Bah Bello, Fatoumata	USAC
Beaver, Tracey	USAC
Bethel, Tameca	USAC
Braxton-Johnson, Kianna	USAC
Carpenter, Nikki-Blair	USAC
Daniels, Joel	USAC
Faunce, Donna	USAC
Hughet, Pamela	USAC
Jones, Peggy	USAC
Lawson, Suzanne	USAC
Little, Chris	USAC
McCornac, Carolyn	USAC
Mitchell, Tamika	USAC
Mixon, Sparkle	USAC
Mohammed, Rehana	USAC
Neal, Denise	Espy Services
Numa, Marcel	USAC
Nuzzo, Patsy	USAC
Pradhan, Saumya	USAC
Schwetz, Tori	USAC
Smith, Chris	USAC
Smith, Khala	USAC
Sohn, Kihoon	USAC
Squire, Matt	USAC
Theodoropoulos, Nikoletta	USAC
Tiwari, Tanya	USAC
Williams, Erin	USAC

OPEN SESSION

All materials from *Open Session* can be found on the [USAC website](#).

- a1. Consent Items.** Dr. Wibberly presented this item to the Committee.
- A.** Approval of Committee Meeting Minutes of April 29, 2018.
 - B.** Approval of Moving all *Executive Session* Items into *Executive Session*:
 - (1) **i1** – Rural Health Care Business Update (*Continued*). USAC management recommends this item be discussed in *Executive Session* because it relates to *specific internal controls and/or*

confidential company data that would constitute a discussion of internal rules and procedures.

On a motion duly made and seconded and after discussion, the Committee adopted the following resolution:

RESOLVED, that the USAC Rural Health Care Committee hereby approves: (1) the Committee meeting minutes of April 29, 2019; and (2) discussion in *Executive Session* of the agenda item noted above.

- a2. Approval of Rural Health Care Support Mechanism 4th Quarter 2019 Programmatic Budget and Demand Projection for the August 2, 2019 FCC Filing.** Mr. Sweeney presented this item for consideration. The presentation included a written report on USAC management's recommendations for the Rural Health Care Support Mechanism 4th Quarter 2019 programmatic budget and demand projection for the August 2, 2019 FCC filing. The Committee requested an assessment of demand and denials against the demand.

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolutions:

RESOLVED, that the USAC Rural Health Care Committee approves a 4th Quarter 2019 Rural Health Care Support Mechanism direct program budget of \$2.22 million; and

RESOLVED FURTHER, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$2.22 million for Rural Health Care Support Mechanism administrative costs in the required August 2, 2019 filing to the FCC on behalf of the Committee; and

RESOLVED FURTHER, that the USAC Rural Health Care Committee, having reviewed at its meeting on July 29, 2019 the 4th Quarter 2019 Rural Health Care Support Mechanism demand estimate of \$147.75 million, hereby directs USAC staff to proceed with the required August 2, 2019 filing to the FCC on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

- i1. Rural Health Care Business Update.** Mr. Sweeney noted that Rural Health Care now has open data available on the website, and presented PowerPoint slides covering the following:

1. Recap of action items and updates from the April 2019 Rural Health Care Committee meetings
2. Rural Health Care Program At A Glance
3. Implementation of Recent FCC Actions

4. Analysis of July FCC Actions
5. Customer Service Q2 Improvements

At 1:24 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential item noted above.

EXECUTIVE SESSION

i1. Rural Health Care Business Update (*continued*). Mr. Sweeney continued the presentation and discussed the following:

1. Rural Health Care Dashboard – FY2017, FY2018, FY2019
2. Collections and Net Demand FY2016-FY2019
3. Carry Forward (Net Change for past 12 months)
4. Rural Health Care Key Performance Metrics
5. RHC Business and Systems Assessment

OPEN SESSION

At 1:49 p.m. Eastern Time, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Dr. Wibberly reported that, in *Executive Session*, the Committee discussed item i1.

On a motion duly made and seconded, the Committee adjourned at 1:50 p.m. Eastern Time.

/s/ Ernesto Beckford
Assistant Secretary

**Universal Service Administrative Company
Rural Health Care Committee Meeting
Agenda**

**Tuesday, August 27, 2019
4:00 p.m. – 4:30 p.m. Eastern Time
USAC Offices
700 12th Street, N.W., Suite 900
Washington, D.C. 20005**

ACTION ITEMS <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Craig	a1. Consideration of Contract Award for RHC Business and Operations Assessment	30

Next Scheduled USAC Rural Health Care Committee Meeting

**Monday, October 28, 2019
1:00 a.m. – 2:00 p.m. Eastern Time
USAC Offices, Washington, D.C.**

UNIVERSAL SERVICE ADMINISTRATIVE COMPANY
700 12th Street, N.W., Suite 900
Washington, D.C. 20005

RURAL HEALTH CARE COMMITTEE MEETING
Tuesday, August 27, 2019

(DRAFT) MINUTES¹

A meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C. on Tuesday, August 27, 2019. Dr. Kathy Wibberly, Board Chair, called the meeting to order at 4:07 p.m. Eastern Time, with a quorum of five the eight Committee members present:

Fontana, Brent – Vice Chair – *by telephone* Wein, Olivia – *by telephone*
Freeman, Sarah – *by telephone* Wibberly, Dr. Kathy – Chair – *by telephone*
Sekar, Radha – Chief Executive Officer

Members of the Committee not present:

Kinser, Cynthia
Tinic, Atilla
Wade, Dr. Joan

Officers of the corporation present:

Davis, Craig – Vice President of Procurement and Sourcing Strategy
Salvator, Charles – Vice President of Finance, Chief Financial Officer and
Assistant Treasurer
Sweeney, Mark – Vice President of Rural Health Care

Others present:

<u>NAME</u>	<u>COMPANY</u>
Williams, Erin	USAC
Nuzzo, Patsy	USAC
Tiwari, Tanya	USAC

OPEN SESSION

All materials from *Open Session* can be found on the [USAC website](#).

¹ Draft resolutions were presented to the Board prior to the Board meeting. Where appropriate, non-substantive changes have been made to the resolutions set forth herein to clarify language, where necessary, or to correct grammatical or spelling errors.

- a1. Consideration of Contract Award for the RHC Business and Operations Assessment.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

On a motion duly made and seconded, the Board adopted the following resolution:

RESOLVED, that the USAC Rural Health Care Committee determines that the discussion of this item be conducted in *Executive Session*.

At 4:08 p.m. Eastern Time, on a motion duly made and seconded, the Board moved into *Executive Session* for the purpose of discussing the confidential item listed above.

EXECUTIVE SESSION

- a1. Consideration of Contract Award for the RHC Business and Operations Assessment.** Mr. Davis presented this item for consideration. The presentation included a summary slide and written report with information on USAC's proposed contract award for the Rural Health Care Business and Operations Assessment.

On a motion duly made and seconded, the Board adopted the following resolution:

RESOLVED, that the Rural Health Care Committee of the USAC Board of Directors, having reviewed the recommendation of USAC management, hereby authorizes management, subject to required FCC approval, to award the RHC Business and Operations Assessment contract to Oasys International Consulting for a total not-to-exceed price of \$538,230 (plus applicable taxes).

OPEN SESSION

At 4:19 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Dr. Wibberly reported that, in *Executive Session*, the Committee took action on item a1.

On a motion duly made and seconded, the Committee adjourned at 4:19 p.m. Eastern Time.

/s/ Ernesto Beckford
Assistant Secretary

**Universal Service Administrative Company
Rural Health Care Committee Quarterly Meeting
Agenda**

<p>Monday, October 28, 2019 1:00 p.m. – 2:00 p.m. Eastern Time USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</p>
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<u>OPEN SESSION</u>		<i>Estimated Duration in Minutes</i>
Chair	<p>a1. Consent Items (each available for discussion upon request):</p> <ul style="list-style-type: none"> A. Approval of Rural Health Care Committee Meeting Minutes of July 29, 2019 and August 27, 2019 B. Approval of moving all Executive Session items into Executive Session 	5
Mark	<p>a2. Approval of Rural Health Care Support Mechanism 1st Quarter 2020 Programmatic Budget and Demand Projection for the November 1, 2019 FCC Filing</p>	10
Mark	<p>ii. Rural Health Care Business Update</p> <ul style="list-style-type: none"> • Rural Health Care Program At a Glance • Rural Health Care Reform Order • Q3 2019 Customer Service • Q3 2019 Summary (<i>For Information Only</i>) 	20

<u>EXECUTIVE SESSION</u> Confidential – Executive Session Recommended		<i>Estimated Duration in Minutes</i>
Mark	<p>ii. Rural Health Care Business Update (<i>Continued</i>)</p> <ul style="list-style-type: none"> • Rural Health Care Dashboard • Key Performance Metrics • Reform Order Implementation 	25

Next Scheduled USAC Rural Health Care Committee Meeting

<p>Monday, January 27, 2020 1:00 p.m. – 2:00 p.m. USAC Offices, Washington, D.C.</p>

UNIVERSAL SERVICE ADMINISTRATIVE COMPANY
700 12th Street, N.W., Suite 900
Washington, D.C. 20005

RURAL HEALTH CARE COMMITTEE MEETING
Monday, October 28, 2019

MINUTES¹

The quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C. on Monday, October 28, 2019. Dr. Kathy Wiberly, Committee Chair, called the meeting to order at 1:02 p.m. Eastern Time, with a quorum of six of the eight Committee members present:

Freeman, Sarah	Wade, Dr. Joan
Sekar, Radha – Chief Executive Officer	Wein, Olivia
Kinser, Cynthia	Wiberly, Dr. Kathy – Chair

Committee members not present:

Fontana, Brent – Vice Chair
Tinic, Atilla

Other Board members and officers of the corporation present:

Ayer, Catriona – Vice President of Schools and Libraries
Bocher, Bob – Member of the Board
Davis, Craig – Vice President of Procurement and Strategic Sourcing
Delmar, Teleshia – Vice President of Audit Assurance Division
Feiss, Geoff – Member of the Board
Gaither, Victor – Vice President of High Cost
Garber, Michelle – Vice President of Lifeline
Gerst, Matthew – Member of the Board
Gillan, Joe – Member of the Board
Hutchinson, Kyle – Vice President of Information Technology and Chief Information Officer
Lubin, Joel – Member of the Board
Salvator, Charles – Vice President, Chief Financial Officer, and Assistant Treasurer
Schell, Julie Tritt – Member of the Board
Sweeney, Mark – Vice President of Rural Health Care

¹ Draft resolutions were presented to the Committee prior to the Committee meeting. Where appropriate, non-substantive changes have been made to the resolutions set forth herein to clarify language, where necessary, or to correct grammatical or spelling errors.

Others present:

<u>NAME</u>	<u>COMPANY</u>
Albert, Blythe	USAC
Bah Bello, Fatoumata	USAC
Barrett, Henry	USAC
Bethel, Tameca	USAC
Braxton-Johnson, Kianna	USAC
Burgess, Melody	USAC
Butler, Stephen	USAC
Contreras, Jennifer	USAC
Faunce, Donna	USAC
Hughes, Pamela	USAC
James, Christine	USAC
Kim, Allen	USAC
Kim, Joanne	USAC
Kolachina, Roja	USAC
Lawson, Suzanne	USAC
McCornac, Carolyn	USAC
Mohammed, Rehana	USAC
Morning, Kimberly	USAC
Numa, Marcel	USAC
Nuzzo, Patsy	USAC
Park, Sang	USAC
Pradhan, Saumya	USAC
Santana-Gonzalez, Jeanette	USAC
Schecker, Larry	USAC
Smith, Khala	USAC
Squire, Matt	USAC
Tawes, Pauline	USAC
Theodoropoulos, Nikoletta	USAC
Tiwari, Tanya	USAC
Walsh, Jeffery	USAC
Ward, Rashonda	USAC
Williams, Erin	USAC

OPEN SESSION

All materials from *Open Session* can be found on the [USAC website](#).

- a1. **Consent Items.** Dr. Wibberly presented this item to the Committee.
 - A. Approval of Committee Meeting Minutes of July 29, 2019 and August 27, 2019.
 - B. Approval of Moving all *Executive Session* Items into *Executive Session*:

- (1) **i1.** – Rural Health Care Support Mechanism Business Update (*Continued*). USAC management recommends this item be discussed in *Executive Session* because it relates to *specific internal controls and/or confidential company data that would constitute a* discussion of *internal rules and procedures*. In addition, this item may include discussion of *internal rules and procedures* concerning the administration of the universal service support mechanisms where discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.

On a motion duly made and seconded and after discussion, the Committee adopted the following resolution:

RESOLVED, that the USAC Rural Health Care Committee hereby approves: (1) the Committee meeting minutes of July 29, 2019 and August 27, 2019; and (2) discussion in *Executive Session* of the agenda item noted above.

- a2. Approval of Rural Health Care Support Mechanism 1st Quarter 2020 Programmatic Budget and Demand Projection for the November 1, 2019 FCC Filing.** Mr. Sweeney presented this item for consideration. The presentation included a written report on USAC management's recommendations for the Rural Health Care Support Mechanism 1st Quarter 2020 programmatic budget and demand projection for the November 1, 2019 FCC filing.

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolutions:

RESOLVED, that the USAC Rural Health Care Committee approves a 1st Quarter 2020 Rural Health Care Support Mechanism direct program budget of \$3.19 million; and

RESOLVED FURTHER, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$3.19 million for Rural Health Care Support Mechanism administrative costs in the required November 1, 2019 filing to the FCC on behalf of the Committee; and

RESOLVED FURTHER, that the USAC Rural Health Care Committee, having reviewed at its meeting on October 28, 2019 the 1st Quarter 2020 Rural Health Care Support Mechanism demand estimate of \$147.38 million, hereby directs USAC staff to proceed with the required November 1, 2019 filing to the FCC on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

i1. Rural Health Care Business Update. Mr. Sweeney presented PowerPoint slides covering the following:

1. Rural Health Care Program At A Glance
2. RHC Reform Order
3. Q3 2019 Customer Service
4. Q3 2019 Update on Rural Health Care Administration (*For Information Only*)

Board members shared feedback from stakeholders expressing both interest and concern regarding the rural/urban rates and how they will be calculated. Ms. Sekar indicated that, while USAC may not be able to disclose the exact source of the data and rates, a concept could be shared at the April 2020 quarterly meeting.

At 1:30 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential item noted above.

EXECUTIVE SESSION

i1. Rural Health Care Business Update (*continued*). Mr. Sweeney continued the presentation and discussed the following:

1. Rural Health Care Dashboard – FY2017, FY2018, FY2019
2. Key Performance Metrics
3. Discussion Topic: Reform Order Implementation

OPEN SESSION

At 1:49 p.m. Eastern Time, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Dr. Wibberly reported that, in *Executive Session*, the Committee discussed item i1.

On a motion duly made and seconded, the Committee adjourned at 1:50 p.m. Eastern Time.

/s/ Ernesto Beckford
Assistant Secretary