FCC Telehealth Funding
Frequently asked questions

Q What is the purpose of the funding?

The Federal Communications Commission (FCC) is launching a $200 million telehealth funding program to support healthcare providers responding to COVID-19.

Funding will help healthcare providers purchase telecommunications, broadband connectivity, information services and devices necessary for providing telehealth services. Congress appropriated funds for the program in the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

Q How can our dedicated team help?

Netsmart is providing guidance on how to apply for the funding in order to support telehealth initiatives and ensure care and services continue to be delivered during COVID-19. The needs of many organizations have suddenly shifted to a virtual workforce and equipping staff with technology they need is essential to continue service delivery and stay connected.

Our virtual care suite of solutions is designed to help during this time of crisis, as well as in the future as telehealth becomes a common care delivery practice going forward. The FCC is not requiring applicants to procure pricing through RFPs but does encourage applicants to include a description of the telecommunications services, information services or "devices necessary to enable the provision of telehealth services" requested, the total amount of funding requested, as well as the total monthly amount of funding requested for each eligible item.

Our FCC funding specialist team is here to assist with supporting documentation for the costs indicated in your application including quotes, invoices or similar information to assist you. We can help you develop a timeline for rapid deployment of the services you are proposing and ways to track and measure the real impact of supported services and devices funded by the program.

The rapidly evolving and unprecedented challenges of COVID-19 are requiring us to think differently as we shape approaches to everything from workforce management to care delivery models. Social distancing, virtual working, self-isolation, and the other CDC recommendations will impact your organization and care delivery, as well as the mental well-being of your clients and staff.

For more information and updates on virtual care policy changes and how they may impact your organization, check out our Virtual Care Resource Center.

Q   Who is eligible to apply?

The FCC Report and Order for the program states: Consistent with the 1996 Act and the CARES Act, we limit the program to nonprofit and public eligible healthcare providers that fall within the categories of healthcare providers in section 254(h)(7)(B) of the 1996 Act: (1) post-secondary educational institutions offering healthcare instruction, teaching hospitals, and medical schools; (2) community health centers or health centers providing healthcare to migrants; (3) local health departments or agencies; (4) community mental health centers; (5) not-for-profit hospitals; (6) rural health clinics; (7) skilled nursing facilities; or (8) consortia of healthcare providers consisting of one or more entities falling into the first seven categories.

Funding applications from healthcare providers will be processed on a rolling basis.

Q   What can be purchased with the funding?

The COVID-19 Telehealth Program will provide immediate support to eligible healthcare providers responding to the COVID-19 pandemic by fully funding their telecommunications services, information services and devices necessary to provide critical connected care services until the program's funds have been expended or the COVID-19 pandemic has ended.

- **Telecommunications services and broadband connectivity services:** Voice services and internet connectivity services for healthcare providers or their patients.

- **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.

- **Internet connected devices/equipment:** Tablets, smart phones or connected devices to receive connected care services at home (e.g., broadband enabled blood pressure monitors; pulse-ox) for patient or healthcare provider use; telemedicine kiosks/carts for healthcare provider site.

Q   What are the three steps to apply?

1. Obtain an FCC Registration Number (FRN) from the Commission Registration System (CORES), as well as a CORES username and password via the link. An FRN is a 10-digit number that is assigned to a business or individual registering with the FCC and is used to identify the registrant's business dealings with the FCC.

   - Setting up an account in CORES means creating a username and account in the FCC User Registration System. Look for an automated email titled "FCC Account Request Verification." You must verify your account email address to get to step two.

   - Log in to CORES, the user should select the "Register New FRN" or "Associate Username to FRN" option as applicable from the menu options that appear and provide the information as prompted by CORES.

2. Obtain an eligibility determination from the Universal Service Administrative Company (USAC) by filing FCC Form 460 through My Portal on USAC's webpage. (Filers do not need to be rural healthcare providers in order to file Form 460 for this program). You will need to file a separate Form 460 for each healthcare facility you are including in your application.

3. Register with the federal System for Award Management (SAM). Don't forget to have your DUNS number and checking account information ready!

> **Tip:** Complete these steps at the same time as you apply (if you don't already have them completed). FCC guidance indicates that you may file an application with the Commission for the COVID-19 Telehealth Program while your FCC Form 460 is pending with USAC. The telehealth funding is available to rural AND non-rural eligible providers.

Q **Where can I get details about how to file an application?**

The FCC provides detailed filing guidance and instructions in the Wireline Competition Bureau Guidance on the COVID-19 Telehealth Program Application Process.

Information on filing an application:

◉ Video webinar on how to use the application portal

◉ Slides from the video webinar

◉ Guidance on the Application Process (FCC Public Notice)

◉ Questions about the application process can be emailed to: EmergencyTelehealthSupport@fcc.gov.

Q **Where do I file my application for funding?**

Applications are through a dedicated application portal, which will be available on the COVID-19 Telehealth Program page at www.fcc.gov/covid19telehealth at the time above.

Submit an application

1. Download a fillable PDF form for the COVID-19 Telehealth Program Application

2. Fill in the entries and answer the questions on the form

3. Save the form with the following filename template: FRN_ApplicantName_MMDDYYYY (date application submitted)

4. Email the completed form and supporting documentation to: TelehealthApplicationSupport@fcc.gov.

Questions specific to the application process can be directed to EmergencyTelehealthSupport@fcc.gov.

Health IT

1. Netsmart Telehealth

Netsmart Telehealth™ is a HIPAA compliant, mobile and web platform that brings healthcare directly to the consumer, and it is totally integrated with your EHR platform. By enabling the distribution of virtual clinical services, Telehealth expands the reach of specialized care during times of crisis. Improved care outcomes are achieved with the timely access to high-demand specialties, such as addiction treatment, psychiatry and after-hours access to physicians.

◉ Schedule initial intake or ongoing appointments with existing clients

◉ Access and launch a telehealth session from an EHR

◉ Document treatment and services and seamlessly bill for services

◉ Available on an Android or iOS device

◉ Dedicated tablets are available at remote locations (emergency departments (EDs), mobile health clinics and physicians' offices) to connect individuals with specialists for consultations and assessments

Telehealth enables collaboration across a network of more than 200 million consumers, 600,000 providers and more than 25,000 organizations.

2. Netsmart Telehealth Tablets

The Telehealth Tablets support secure, integrated live healthcare visits remotely. The tablet gives providers the tools necessary to perform telehealth sessions that reach individuals anytime and anywhere. Additionally, agencies and health systems can expand catchment areas and extend care options to individuals requiring specialty care. Extend the ability of a provider to instantly locate and connect with another provider, regardless of clinical setting.

Simplify and streamline deployment

The Telehealth Tablets are pre-configured with the Netsmart Telehealth solution, allowing clinicians to immediately focus on providing care and delivering a quality experience. The solution can be

moved between individual rooms or stationed in EDs, mobile crisis vans and other community centers. An optional cart or mount can be leveraged to improve mobility and positioning of the Telehealth Tablet. Its small footprint allows it to be stored discreetly when not in use. Optional diagnostic and peripheral devices are available, which can be used to extend the provider's diagnostic capabilities.

3. <u>Consumer engagement</u>

Support better outcomes and increased satisfaction by empowering individuals, families and caregivers to participate fully in their care.

Our portal supports consumer and family-driven care by connecting individuals to their treatment through a user-friendly, secure solution. Seamlessly integrated with the EHR, the portal provides consumers, families and caregivers convenient access to clinical and personal information. Consumer engagement forges a unique relationship between a provider and an individual where the person becomes more invested in their healthcare. Better communication between consumers and care providers support better outcomes for everyone involved.

We have a dedicated telehealth specialist team ready to help you succeed. <u>Contact us</u> for a demo or consultation.