



National Lifeline Accountability Database

Industry Webinar

Wednesday, February 18, 2015

Agenda

- Production Duplicate Subscribers
- Topics by audience request
 - One question submitted in advance
- Open Q&A

Question #1 – Submitted in Advance

A-Code

Why was the A-code list removed from the drop down box to submit disputes?

Question #1 – Submitted in Advance

ANSWER:

In order to maintain consistency and the integrity of the data being entered into NLAD, we have eliminated the override feature for TPIV, address, and age failures. If the subscriber resides in a rural or tribal address, carriers may continue to use the rural or tribal address flag to complete the enrollment into NLAD. If an enrollment fails due to an invalid address, carriers may submit a resolution request through NLAD. The request must include the Resolution ID and the documentation that was reviewed to confirm the address such as “A1” (Unexpired driver’s license). The agent name and certification statement is not required when submitting a request for address-only failures.