September 2020 Monthly Webinar:
National Verifier Recertification Training
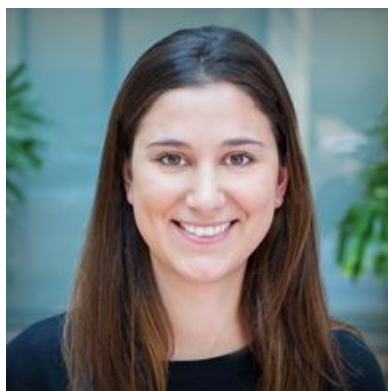
September 9, 2020

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**

Today's Presenters

Tiffany Brady

Linnita Hosten

Leah Sorini

Agenda

- COVID-19 Response

- Recertification Background
  - **NEW** Recertification Process
  - Portal Changes
  - Report Changes
  - Recertification Methods
  - Recertification Outcome
  - Automatic De-Enrollment

- Form 555

- FAQs

- Resources

COVID-19 Response

COVID-19 Response
Temporary Program Changes (1/2)

The FCC and USAC suspended certain rules and processes through **November 30** to ensure existing Lifeline subscribers are not involuntarily removed from the program during the pandemic:

- Recertification

- Reverification

- General de-enrollment requirements, except de-enrollment at the user's request

- Usage requirements

- USAC program integrity reviews

COVID-19 Response
Temporary Program Changes (2/2)

The FCC and USAC adjusted certain [documentation requirements](#) through **November 30** to make it easier for those hardest hit by the pandemic to apply:

- Proof of Income: Consumers who do not have three consecutive months of income documentation may provide other official documentation

    - Notice of unemployment benefit payments

    - Notice of a successfully submitted application for unemployment benefits

- Proof of Identity: USAC will accept expired driver's licenses or state identification cards when needed to complete a Lifeline application, as long as the identification expired on or after March 1, 2020

- Relief for rural, Tribal consumers: Consumers living in rural areas on Tribal lands may begin receiving service even if they are still in the process of providing any necessary documentation to confirm their eligibility

    - Consumers who enroll through this waiver process will have **45 days** to provide the required documentation

For more information, visit USAC's [Lifeline COVID-19 Response](#) page

Background
Recertification
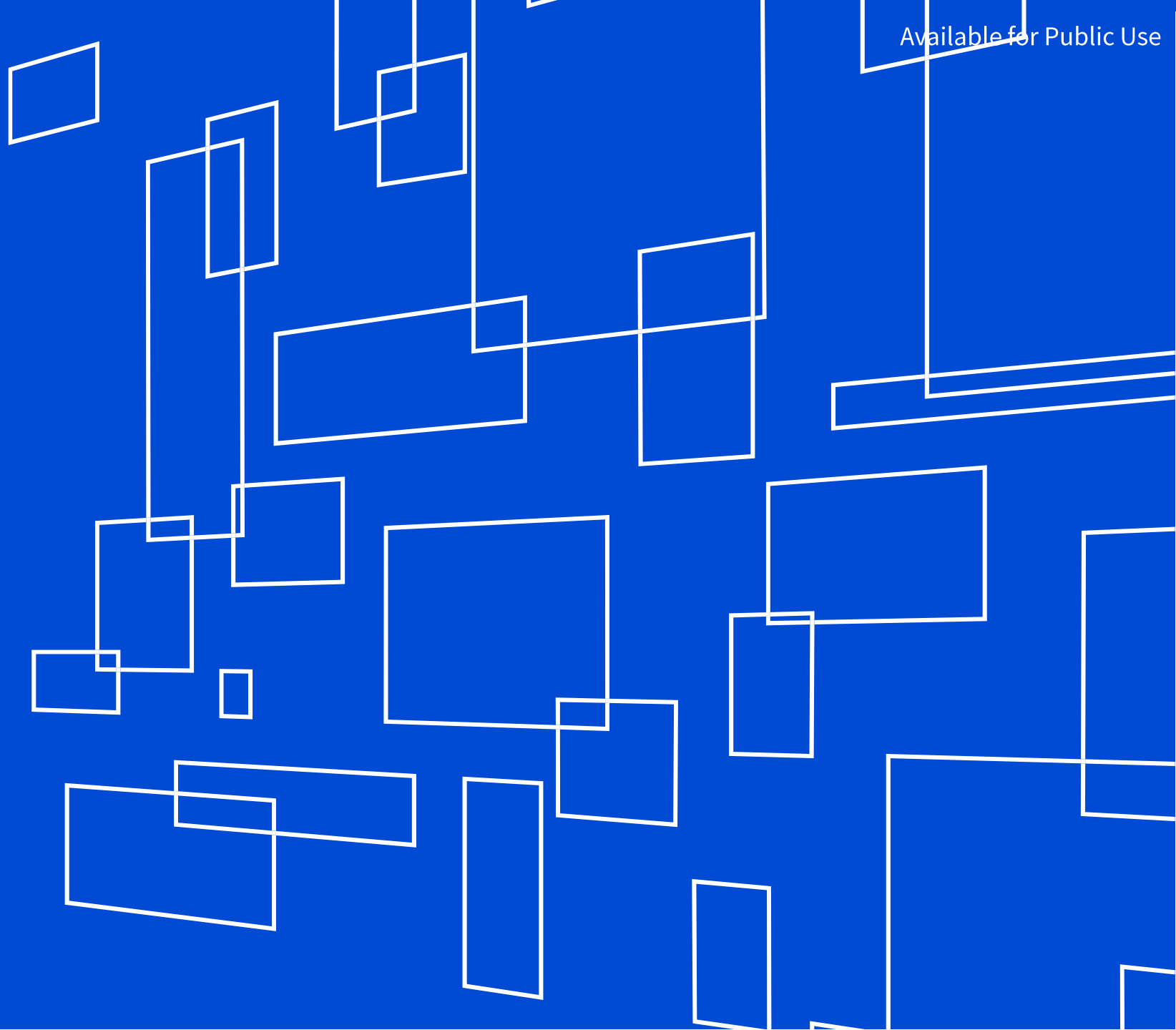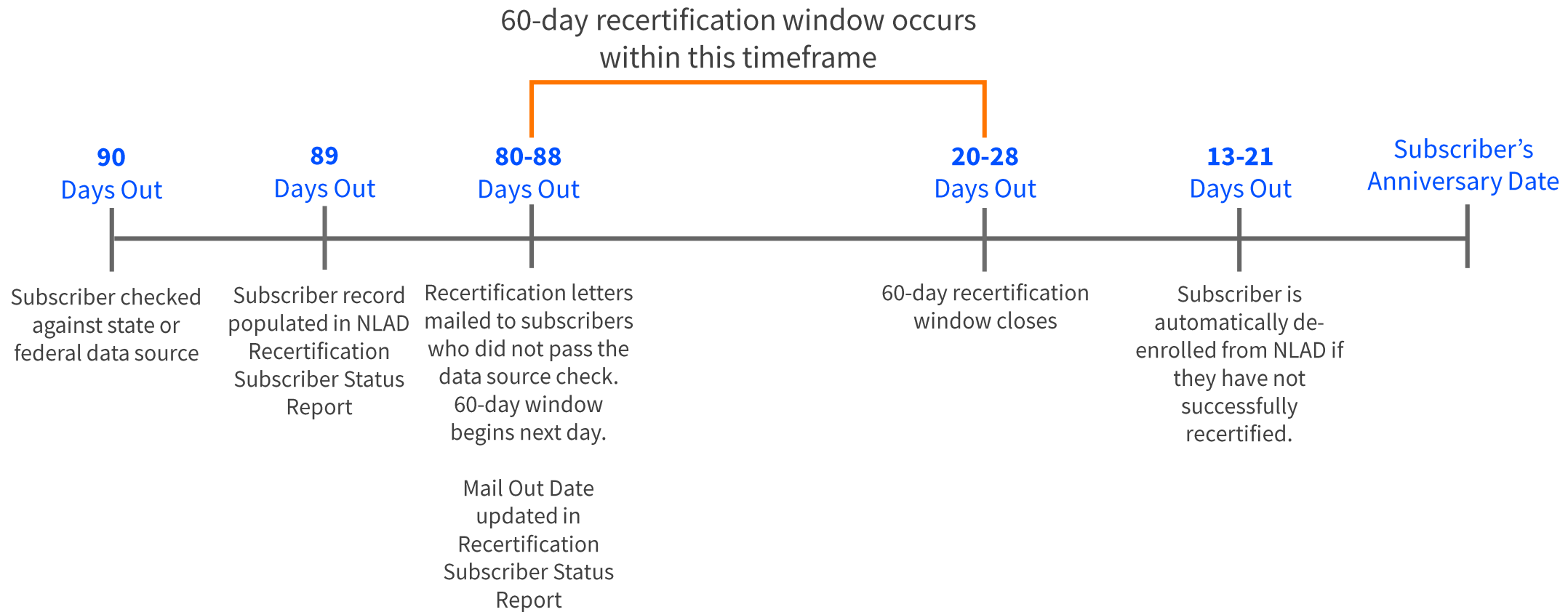
Recertification Process
Overview

- Recertification is an annual requirement for Lifeline subscribers. It is separate from reverification (one-time National Verifier process)

- The National Verifier recertification process starts 90 days before a subscriber's anniversary date in NLAD

- Recertification checks are conducted every day

- 60-day recertification windows are initiated every business day

Note: Recertification requirements are temporarily paused through **November 30, 2020**. However, the automated eligibility database checks for recertification will continue throughout the waiver period.
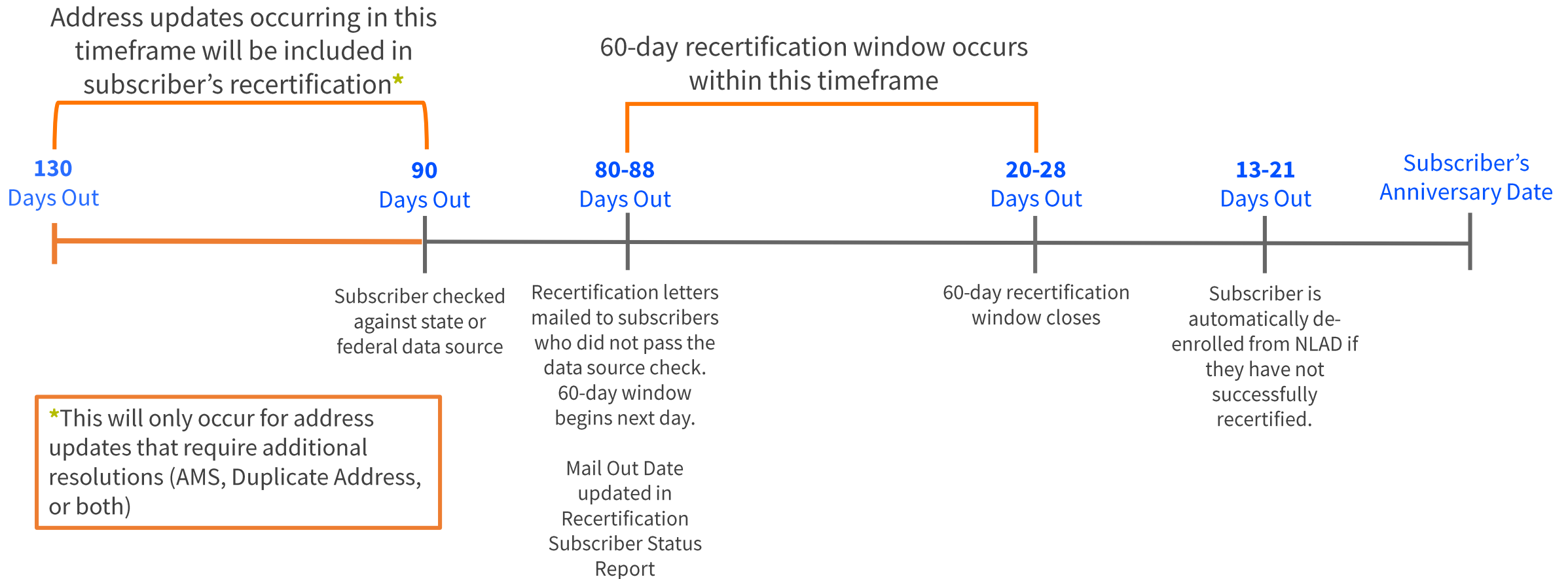
- When the [extended FCC waiver](#) ends, USAC will conduct outreach to subscribers who did not pass the automated checks and are required to recertify their continued eligibility.

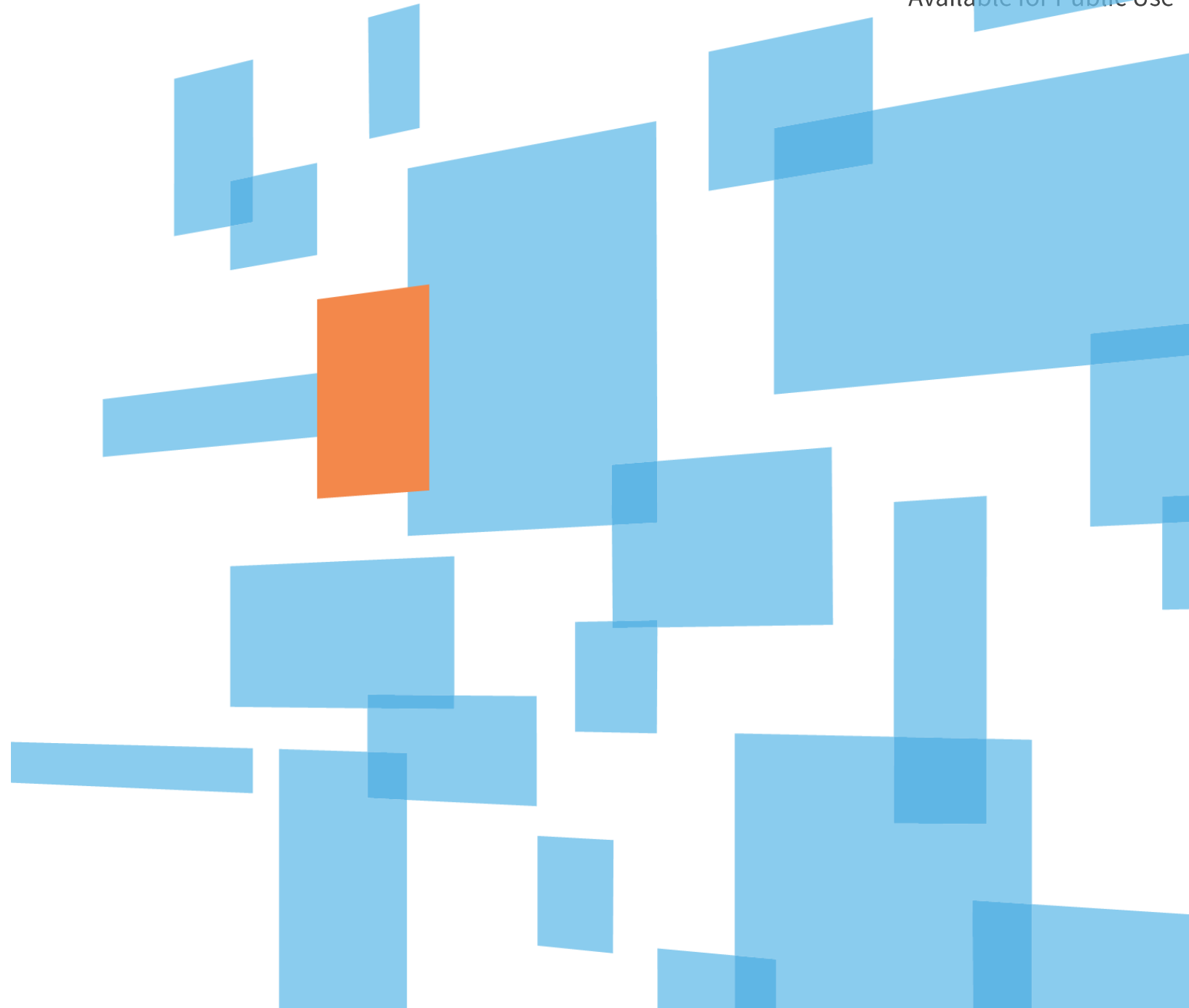# Recertification Process
Timeline

60-day recertification window occurs
within this timeframe

90 Days Out	**89** Days Out	**80-88** Days Out	**20-28** Days Out	**13-21** Days Out	Subscriber's Anniversary Date

Subscriber checked against state or federal data source

Subscriber record populated in NLAD Recertification Subscriber Status Report

Recertification letters mailed to subscribers who did not pass the data source check. 60-day window begins next day.

Mail Out Date updated in Recertification Subscriber Status Report

60-day recertification window closes

Subscriber is automatically de-enrolled from NLAD if they have not successfully recertified.

Recertification Process
Address Update within Recertification Timeline

Address updates occurring in this timeframe will be included in subscriber's recertification*

60-day recertification window occurs within this timeframe

130 Days Out

90 Days Out

80-88 Days Out

20-28 Days Out

13-21 Days Out

Subscriber's Anniversary Date

Subscriber checked against state or federal data source

Recertification letters mailed to subscribers who did not pass the data source check. 60-day window begins next day.

Mail Out Date updated in Recertification Subscriber Status Report

60-day recertification window closes

Subscriber is automatically de-enrolled from NLAD if they have not successfully recertified.

*This will only occur for address updates that require additional resolutions (AMS, Duplicate Address, or both)

New
Recertification
Process

Recertification Process
New Process

- Every subscriber in National Verifier recertification will go through an initial automated data check that will check the subscriber's eligibility.

  - Subscribers who **pass** the check do not need to take any action to retain their Lifeline benefit

  - Subscribers who **fail** the check are required to complete a recertification form

    - **NEW!** Subscribers who **fail** the current recertification check, but **passed** their previous (most recent) automated eligibility check are now required to provide proof of eligibility to complete their recertification.

  Note: The new recertification requirements go into effect on October 13, 2020.

Recertification Process
Application Types

R-apps (RXXXXX-XXXXX) **(EXISTING)**
- Requires *only* completion of recertification form
- This is the same type of application that is currently in production today
- Available via the following methods:
  - NV Consumer Portal
  - IVR
  - Mail

D-apps (DXXXXX-XXXXX) **(NEW!)**
- Requires completion of recertification form and proof documentation
- May require documentation for one or more resolutions, including program/income eligibility, AMS, and Duplicate Address
- Available via the following methods:
  - NV Consumer Portal
  - NV Service Provider Portal
  - NV Carrier API
  - Mail

*IVR **will not** be available for D-applications since documentation is required*

14

Recertification Process
Successful Recertification Eligibility Check

Jet's Example - No Action Required

Initiation	Jet is sent to the NV to check for recertification
Check	Jet is checked against federal/state data sources
Success	Jet **passes** the automated recertification check and successfully recertifies

Recertification Process
R-Applications

Kay's Example – Self-Certification Required

| Initiation | Kay is sent to the NV to check for recertification |

| Check | Kay is checked against federal/state data sources |

| **Error** | Kay **fails** the automated recertification check |

| **Previous Outcome** | Kay **failed** previous federal/state database check |

| **Self-Certification Required** Recertification Form | |

Recertification Process
D-Applications

Darryl's Example – Documentation Required

Initiation	Darryl is sent to the NV to check for recertification
Check	Darryl is checked against federal/state data sources
Error	Darryl **fails** the automated recertification check
Previous Outcome	Darryl **passed** the previous federal/state database check

Documentation Required

1) Recertification Form
2) Proof Documentation
(Eligibility and/or Address Resolution)

17
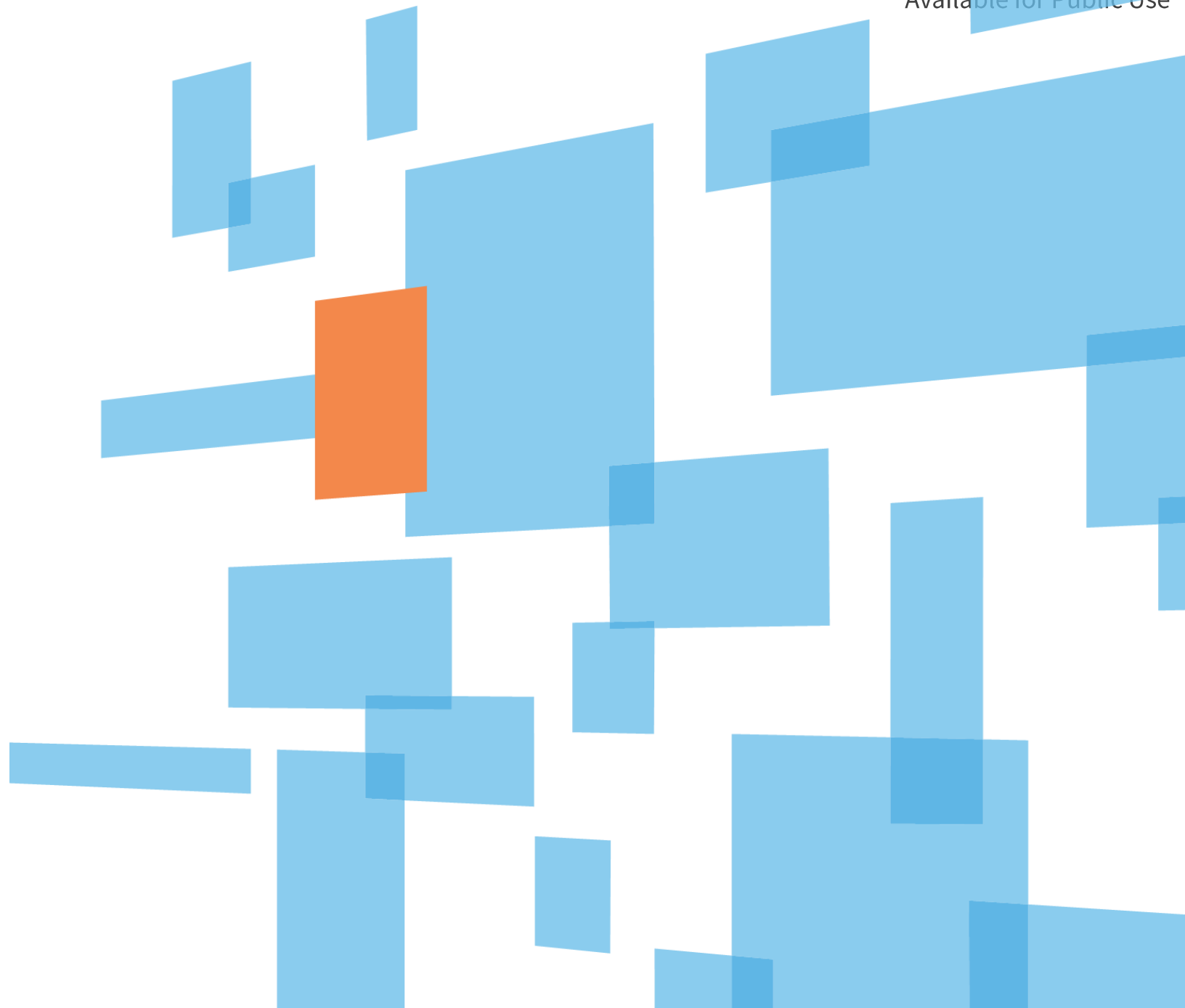
Portal Changes

Recertification Process
Portal Changes

- Service providers may use the NV service provider portal to assist a subscriber in completing the recertification requirement for applications requiring additional documentation (D-Application)

- After entering in the subscriber's identity information, the service provider will be informed that the subscriber is undergoing recertification

The following Lifeline subscriber is currently undergoing recertification. We were not able to automatically verify their eligibility and need some more information from them to complete the annual recertification process.

If they would like to transfer their service to another internet/phone provider, they will be able to submit a new Lifeline application after completing recertification.

Full Legal Name: **SP Cover Page Mockup**

Application ID: **D67642-82598**

Please click "Next" to continue.

Next

Need Help? Use this information and call the Lifeline Support Center at 1-800-234-9473.

Recertification Process
Portal Changes

- Service providers will see a revised *We Are Checking Their Documents* page that notes the following:
    - The service provider's next steps if the subscriber passes the automated recertification check
    - The service provider's next steps if the subscriber no longer qualifies for the Lifeline Program

  Note: In the consumer portal, subscribers will see a revised *We Are Checking Your Documents page* that notes the subscriber's next steps.

Recertification Reports

Recertification Reports
NLAD Updates

- USAC has implemented modifications to the **Recertification Subscriber Status Report:**

  - Previous NLAD reports were generated by the recertification check start date

  - Reports can now be generated by **anniversary date**

  - Field headers are more descriptive

  - New fields have been added

- Minor text updates have also been made to the **Failed Recertification De-enroll Report**

Recertification Reports
NLAD

- Service providers will be able to see which subscribers are currently undergoing recertification via the **Recertification Subscriber Status Report**, which is available in NLAD

- After the subscriber has been checked against an automated data source, service providers will be able to see the following information at the subscriber level:

EXISTING

- Outcome of data source check
- Mail out date (if required)
- Recertification deadline (if required)
  - Date will be 60 days from the date the initial mailing is sent.
- Recertification method

NEW!

- Recertification status
  - (Recertified/In-Progress)
- Eligibility Docs Required
- Eligibility Docs Accepted
- Eligibility Docs Rejected Reason
- Address Resolution Required

Recertification Reports
Recertification Subscriber Status Report

RECERTIFICATION SUBSCRIBER STATUS REPORT

Instructions

Select Filters

Will be able to select multiple SACs

Select SAC(s) [Select Sac(s) ▾]

Anniversary- Start Date [09/01/2018]   Anniversary- End Date [09/01/2018]

NEW! Search by a subscriber's anniversary date

Status ● Recertified
○ In Progress
○ All (Recertification & In Progress)

Report can be sorted in three ways

Select Report Format

● Display on web page (limited to first 500 responses)

○ CSV file with each row containing selected data on a single subscriber

[Submit]

Recertification Process & Methods
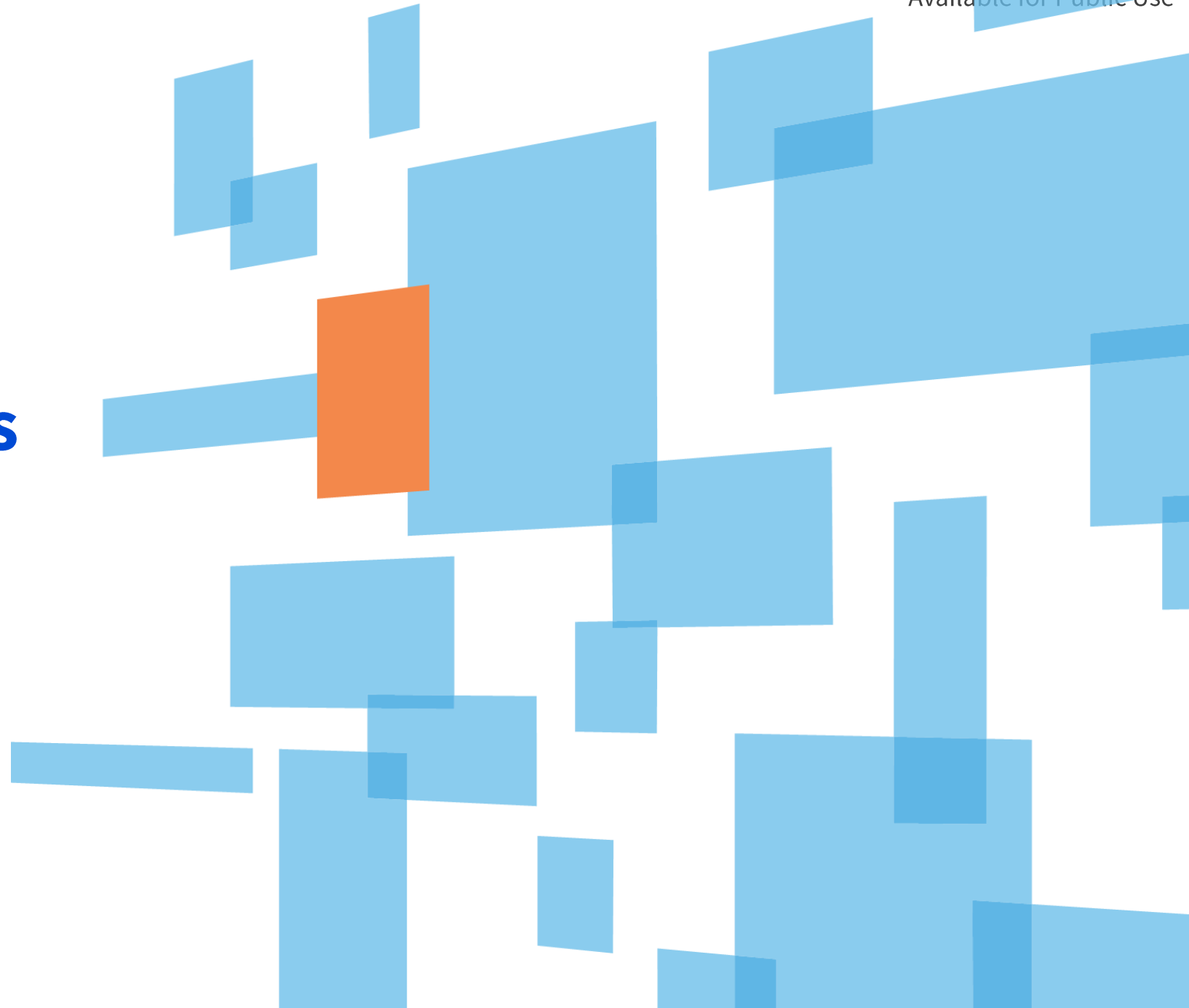
Recertification Methods
Overview

R-Applications

📫 Paper Recertification Form

📞 Interactive Voice Response (IVR)

💻 Recertify Online
- NV Consumer Portal

D-Applications

📫 Paper Recertification Form

💻 Recertify Online

- NV Consumer Portal
- NV Service Provider Portal
- NV Carrier API

Recertification Method #1:
Paper Form

- FCC Form 5630 Annual Recertification Form
  - Subscribers will receive a barcoded version of Form 5630 from USAC to submit via mail

- Subscribers *will not* receive written notice that their form was received
  - Subscribers can call Lifeline Support Center for status or service providers can reference the Subscriber Recertification Status Report in NLAD

- Full-size examples available on our website
  - English form, Spanish form

Recertification Method #2:
Interactive Voice Response (Only Available for R-Applications)

- Subscriber can complete recertification through an interactive voice response (IVR) system

- Subscriber calls IVR number and follows the prompts
  - English and Spanish language support available

- Takes 12-15 minutes to complete

- Subscriber finds out immediately whether they pass/fail

- ***Subscribers will need their Application ID (provided on the recertification letter) to enter the IVR***
  - *Application ID is also available on the Recertification Subscriber Status Report in NLAD.*

Do you, or does anyone in your household, participate in Medicaid?

Recertification Method #3:
Recertify Online

- Subscribers can recertify online via the [National Verifier web portal](#)

  - English and Spanish language support available

  - Instructions for recertifying online are provided in a letter to the subscriber

- Subscriber finds out immediately whether they pass/fail

Recertification
Outreach Via Pre-Recorded Messages & Postcards

- During the 60-day period, subscribers may receive up to three (3) pre-recorded messages and a reminder postcard.

    - Subscribers will receive scheduled reminders until they successfully recertify

- Pre-recorded messages inform subscribers:

    - That it is time to recertify their benefit,

    - The deadline to recertify, and

    - That they can continue immediately to recertify using the IVR (only available for R-Apps), recertify online (URL provided), or complete and return the mailed recertification form

Recertification Outcome
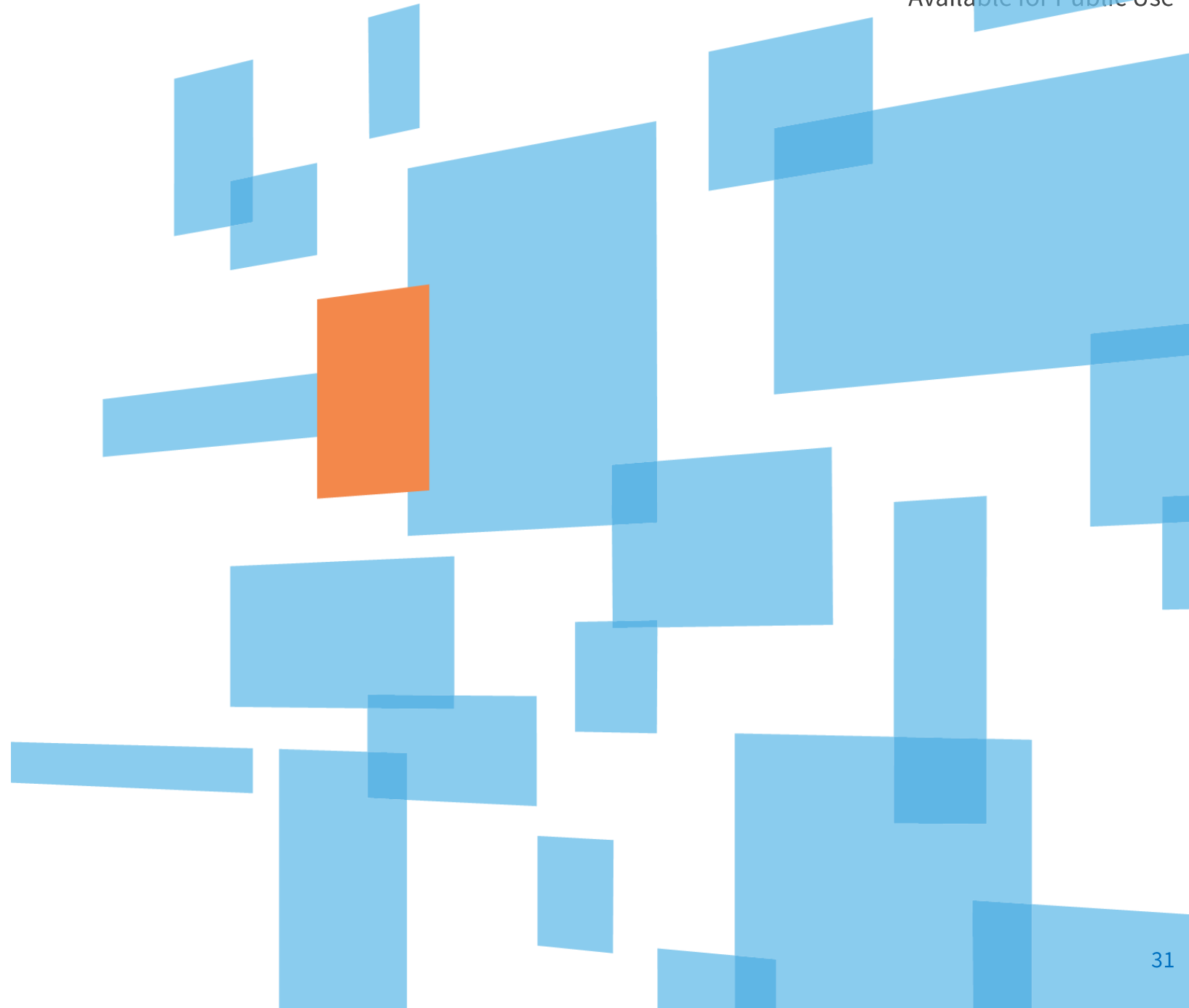
Recertification Outcome
Notification from USAC

- Subscribers will be notified of their successful recertification status depending on how they choose to recertify. If a subscriber successfully recertifies within their window…

  - Via IVR or Web: Immediate confirmation after submission

  - Via Mail: A mailed notification will be sent shortly after the successful recertification attempt.

Only subscribers that are required to recertify will be given the outreach listed above

Recertification Outcome
Notification from USAC

- If a subscriber *does not* successfully recertify within their window…
  - A mailed notification will be sent within 2-3 business days after a subscriber's window closes
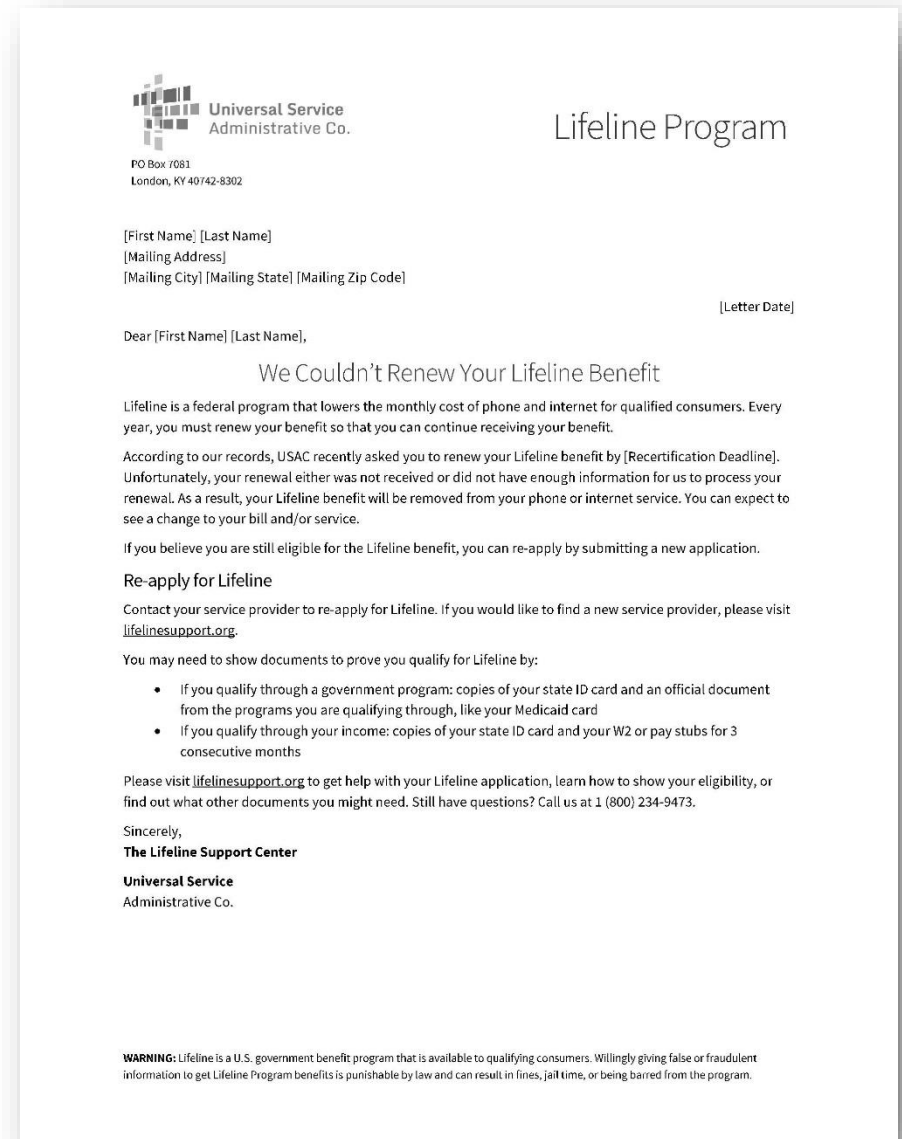
Automatic De-Enrollment

Automatic De-enrollment
NLAD

- If a subscriber does not successfully recertify by the end of their 60-day recertification window, they will be automatically de-enrolled from NLAD five (5) business days after their recertification window closes

- Service providers will be ***notified via an automated email*** (sent to ETC Administrator user role) of all de-enrollments for failed/non-responsive subscribers through the **Failed Recertification De-enroll Report** in NLAD
    - The email notification will indicate de-enrollments have occurred in one or more of the service provider's SACs and to check the Failed Recertification De-enroll Report for more information

- Service providers are still responsible for ensuring that subscribers that should be de-enrolled are not claimed for the Lifeline benefit

Automatic De-enrollment
Failed Recertification De-Enroll Report

FAILED RECERTIFICATION DE-ENROLL REPORT

Instructions

Select Filters

Will be able to select multiple SACs

Select SAC(s)   Select Sac(s) ▼

Start Date 09/10/2018   End Date 09/10/2018   ← Date when de-enrollment transaction occurred.

Select Report Format

◉ Display on web page (limited to first 500 responses)

○ CSV file with each row containing selected data on a single subscriber

Submit

Report Home | Recertification Subscriber Status Report | Failed Recertification De-Enroll Report |
Self Recertification Outreach Report

Automatic De-enrollment
NLAD Reports Review

- **Recertification Subscriber Status Report**

  - *What date should you enter?* – Search by a subscriber's anniversary date or a range of anniversary dates.

- **Failed Recertification De-enroll Report**

  - *What date should you enter?* – The date the de-enroll transaction occurred. This will be the day you receive the automated email from NLAD
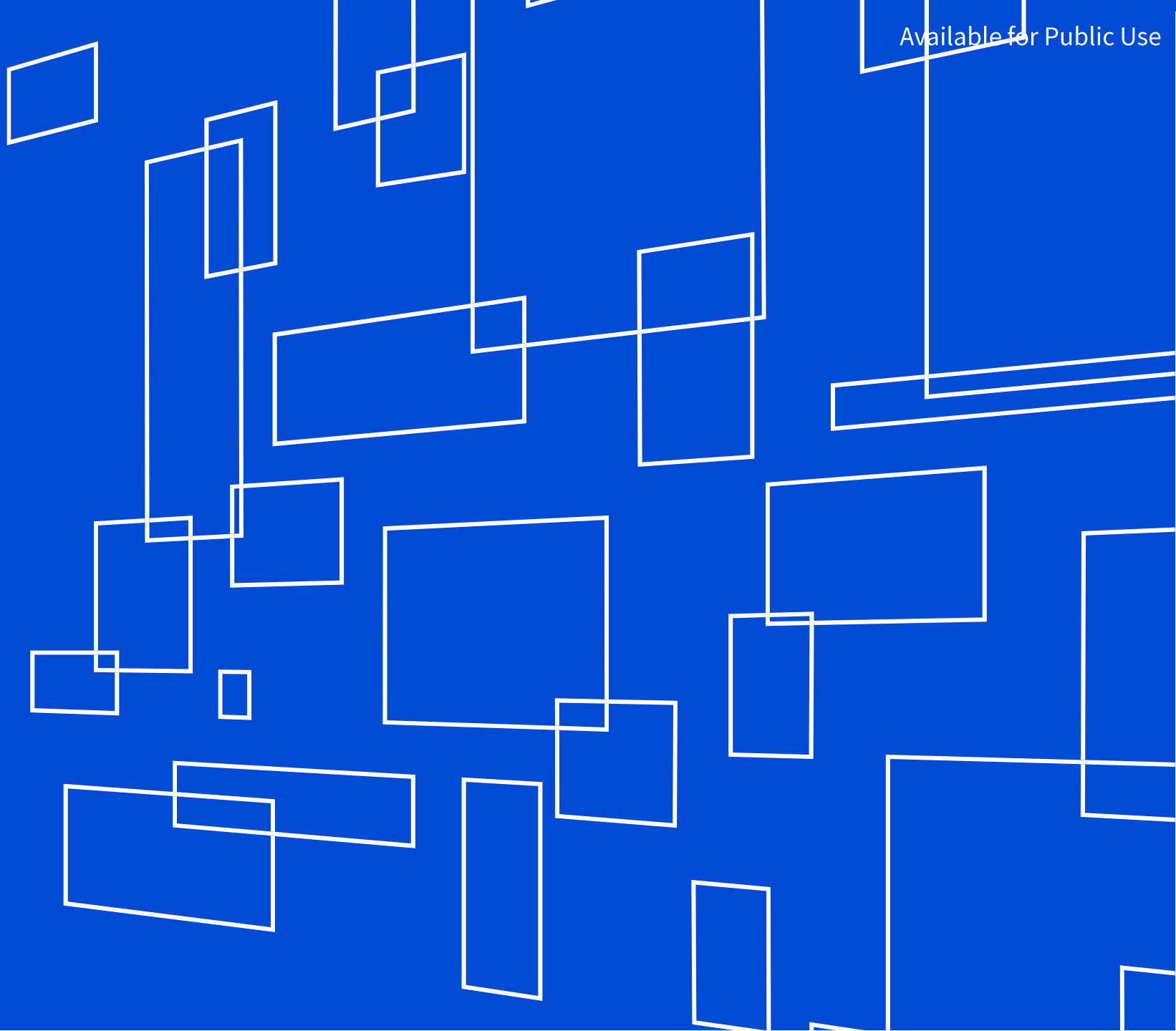
Questions?

FCC Form 555

FCC Form 555
Reporting

- Recertifications that are conducted by the National Verifier do not need to be recorded in a service provider's FCC Form 555

- **You will still be required to submit the FCC Form 555 for each SAC**, but will not need to include any National Verifier recertification data

FAQs

FAQs

- **Will a service provider be able to determine the recertification requirements for a subscriber *before* their application is created?**
  - No – after a recertification application is created, the NLAD report will notify the service provider of the requirements for that application.

- **Can service providers reach out to subscribers to inform them about USAC and the recertification process?**
  - Yes – service providers may educate their subscribers about who USAC is, why we are reaching out to them, and the recertification process.
    - Service providers **should not** provide or estimate deadlines as these are subject to change.

FAQs

- **Can I recertify my subscribers and enter the results into NLAD?**

    - No – subscribers going through National Verifier recertification must complete their recertification through one of the recertification methods or they will be de-enrolled from the Lifeline program.

- **If a subscriber attempts to recertify and they fail, can they attempt to recertify again?**

    - Yes – subscribers will have an unlimited number of attempts to recertify during their 60-day window.

FAQs

- **What happens if a subscriber passes recertification but needs to complete an Address Resolution?**

  - An Address Update application (A-app) will be created. The subscriber will be placed in the standard Address Update timeline.

- **What happens if a subscriber's address is changed while they have an open recertification application?**

  - Address updates that occur while a subscriber has an open recertification application will not begin until recertification ends.

Resources
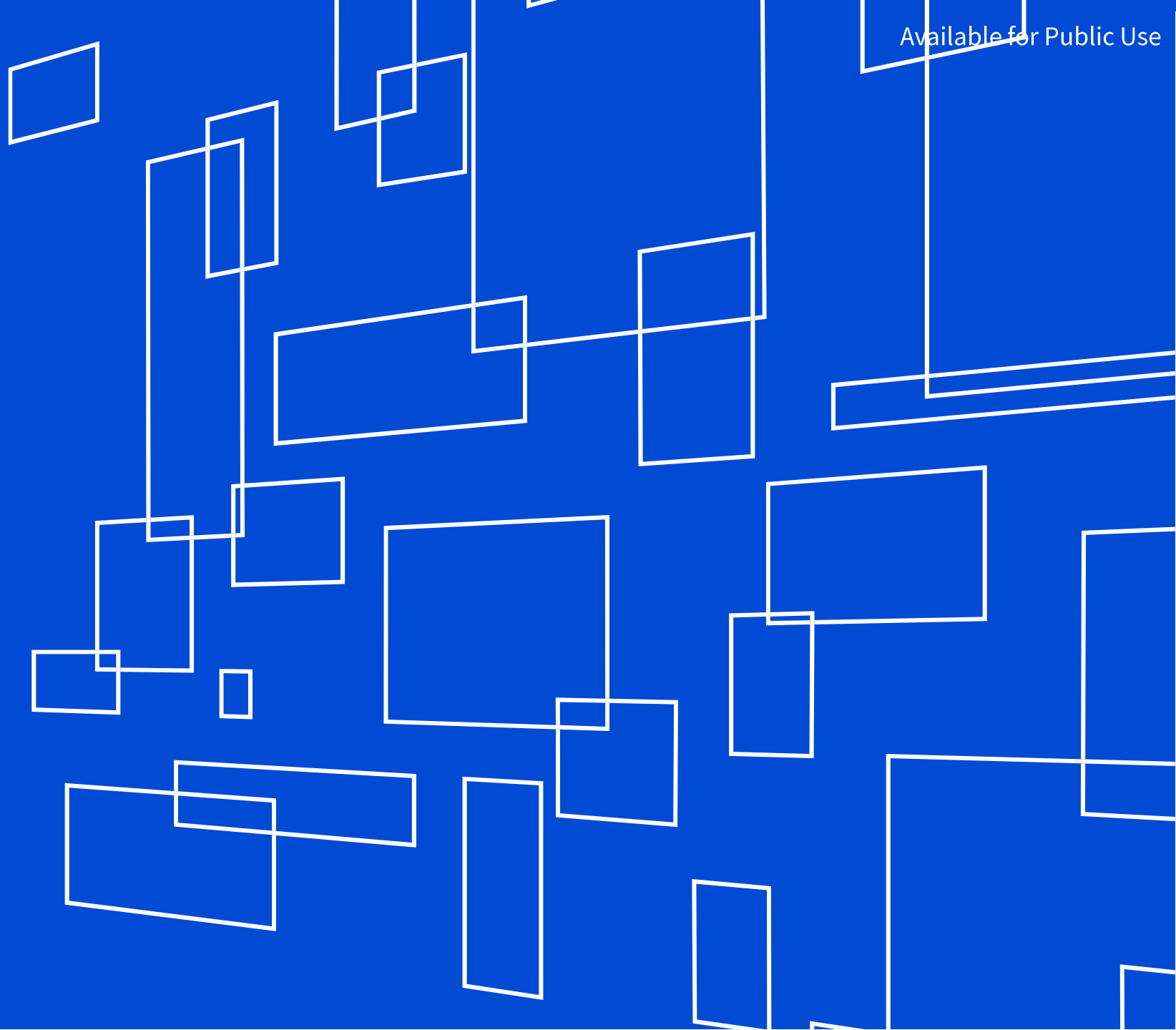
Resources
Lifeline Support

The Lifeline Support Center continues to operate and provide support. We will communicate with you as soon as possible if anything affects our operations.

- **Service provider inquiries, email**: LifelineProgram@usac.org

- **Consumer inquiries, email**: LifelineSupport@usac.org

By phone:

- 1 (800) 234-9473

- Agents available 7 Days a Week, 9 a.m. to 9 p.m. ET

By mail:

Lifeline Support Center

PO Box 7081

London, KY 40742

Resources
Upcoming Training Dates

Recertification Office Hours

- **October 8, 2020:** Open forum for service providers

Questions?

Learn More about Lifeline

- Sign up for Lifeline Program email updates and upcoming events

  - Visit usac.org and click "subscribe" in the upper-right corner

- Need help? Contact us!

  - General: LifelineProgram@usac.org

Universal Service
Administrative Co.