

Claims Process Overview

Affordable Connectivity Program



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**
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Announcements

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Program Overview

Overview of the Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) launched on December 31, 2021. ACP is a modification and extension of the Emergency Broadband Benefit Program (EBBP) and will help low-income households pay for broadband service and connected internet devices.

\$14.2B

in additional funding appropriated by Congress into the Affordable Connectivity Fund

\$30

per month is the new standard ACP benefit amount for households

\$75

per month is the enhanced support ACP benefit for households located on Tribal lands

Affordable Connectivity Program (ACP)

Consumer benefit overview

Eligible subscribers can receive:



Standard Broadband Services Benefit

ACP households can receive an up to \$30/month benefit for broadband services.



Enhanced Tribal Benefit

ACP households located on Tribal lands can receive an up to \$75/month benefit for broadband service.



Device Reimbursement

Participating providers may be reimbursed up to \$100 for a connected device delivered to the household, provided that the “charge to such eligible household is more than \$10 but less than \$50 for such connected device” (defined in the statute as a laptop, desktop computer, or a tablet).

Claims Process Background

Claims Process Background

EBBP to ACP Transition

Claims Submitted 1/1 - 1/18	<ul style="list-style-type: none"> • EBB claims <u>only</u> • EBB maximum rate = \$50 • FCC waiver defers first snapshot for ACP subscribers enrolled since December 31 to February 1
Claims Submitted 2/1 - 2/15 & 3/1 - 3/15	<ul style="list-style-type: none"> • <u>Both</u> EBB & ACP claims permitted • Standard EBB maximum rate = \$50 • Standard ACP maximum rate = \$30 • Tribal Benefit maximum rate for both EBB and ACP = \$75 • Snapshot to indicate subscribers eligible for EBB/ACP rate <ul style="list-style-type: none"> • EBB - enrolled prior to 12/31 • ACP - enrolled on or after 12/31
Starting April 1	<ul style="list-style-type: none"> • ACP claims <u>only</u> • Standard ACP maximum rate = \$30 • Tribal Benefit maximum rate = \$75

Claims Process Background

Using the ACP Claims Process

- ACP will use the ACP Claims Process to file reimbursement claims, which is built within the Lifeline Claims System
- Service providers will access the ACP Claims Process through USAC's [One Portal](#)

Claims Process Background

National Lifeline Accountability Database (NLAD) Snapshots

- On the first of the month, USAC takes a snapshot of all subscribers entered in NLAD
- Consumers who have not been entered in NLAD are not eligible for reimbursement
- Subscribers should only be claimed if they are receiving ACP service or legacy EBB service
 - e.g. Subscribers who have enrolled but have not started receiving service or those subscribers that are not assessed a monthly fee for the ACP-supported service who have service but did not use it during the data month are not eligible to be claimed

497 Officer & 497 User

497 Rules & Responsibilities

Overview



497 Officer

Must certify reimbursement claims, and can upload, modify, and submit claims



497 User

This user type is optional. Can upload, modify, and submit claims, but **cannot** certify claims

Guidelines for New and Existing ETCs

497 Officers and Users

- The 497 Officer is assigned during the election process and is the same designee as Company Officer; no 497 User assigned
- To change the 497 Officer or add a 497 User, email ACProgram@usac.org with the subject “**ACP 497 Officer/User Request**”
- Requests should include company SPIN and the Officer or User’s name, phone number, email address



Questions?

ACP Claims Process

Claims Process

Overview



Review Claims

Download **and review** list of subscribers eligible for reimbursement



Complete Claims Template

Populate and submit claims template with necessary information about each subscriber



Certify Claims

Certify claims submission by the 15th of the month or the first business day after the 15th if the 15th of the month falls on a weekend or holiday

Claims Process

Review Claims

- On or after the first of the month, service providers will:
 - Access the ACP Claims Process and download the list of subscribers eligible for reimbursement
 - The list is a report in the ACP Claims Process based on the NLAD “Subscriber Snapshot” report
 - This list will include a flag that denotes EBB vs. ACP subscribers
 - Review list of all subscribers available for reimbursement claims

ACP Claims Process

February/March Claims Template

The claims template will change slightly so that service providers can identify whether a subscriber can be claimed at the maximum ACP benefit amount (\$30 for non-Tribal subscribers) or the maximum EBBP benefit amount (\$50 for non-Tribal subscribers)

- The new last column, “**ACP Cert Indicator**,” will contain a “1” if the subscriber is an ACP subscriber; if the field is blank or contains a “0,” the subscriber can be claimed for up to the maximum EBBP benefit

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Subscriber ID	Rate	Reason Code	Device Benefit	SPIN	SAC	Last Name	First Name	Street Address	City	State	ZIP	Phone Number	ETC General	Service Type	Tribal Benefit Flag	ACP Cert Indicator
H40125AH6	30			143000000	800000	LASTUSAC	BABBRIAUSAC	1 FAIRYTALE STREET	BEAR	DE	19701			FIXEDWIRELESS	0	1
14012272D		U1		143000000	800000	LASTUSAC	JOHNUSAC	599 FAIRYTALE STREET	BEAR	DE	19701			FIXEDWIRELESS	0	0
G4012BS83	50		95	143000000	800000	SMITH	JOHN	599 MAIN STREET	BEAR	DE	19701	2022216477		FIXEDWIRELESS	0	0

Claims Process

Complete Claims Template

The template pre-populates with the amount claimed the previous month OR the expected rate entered in NLAD

For each subscriber indicate:

- The reimbursement amount claimed
- The amount claimed for device support (if applicable)
- If not claiming support for a subscriber, the reason code

Then upload the template back to the ACP Claims Process and submit

Claims Process

Reason Codes

The below codes are non-claim codes that providers will be required to choose if they are not claiming a subscriber on the snapshot:

Code	Reason
U1	Signed up for ACP, no usage yet
U2	Subscriber is in a non-usage cure period (snapshot date falls within the 15 day cure period)
U3	Subscriber lost eligibility prior to snapshot, but was not de-enrolled from NLAD prior to snapshot
U4	Subscriber's account is suspended
U5	Failed to match subscriber in ETC's internal system
U6	Other

ACP Claims Process

February/March Claims

In the February/March claim periods, providers will have the ability to submit and certify ACP claims between the 1st and 15th of the month

- USAC will review uploaded/certified claims to identify non-Tribal ACP subscribers who have been claimed above the \$30 rate
- If USAC identifies non-Tribal ACP subscribers claimed above the \$30 rate, providers will be notified via email and will be permitted to correct and resubmit their claims prior to the 15th
- If providers do not correct ACP claims above \$30, those claims will be withheld from the payment file until April
- **Providers are encouraged to submit their claims early, so there is enough time to correct and resubmit any ACP claims flagged by USAC prior to the deadline**

ACP Claims Process

Certify Claims

- The **497 Officer** must certify claims
- All claims must be certified by the 15th of the month after the snapshot date or the first business day after the 15th if the 15th of the month falls on a weekend or holiday
- Claims that are not certified **will not** be reimbursed
- Service providers cannot certify claims prior to the current month
- Providers will have the opportunity to submit revised claims in ACP, unlike EBBP; ACP revisions will be available starting April 1, assuming the ACP rules are effective by April 1. Providers will not be able to submit revised claims in ACP until the ACP rules are effective
 - EBBP claims cannot be revised

Determining the Claim Amount

ACP Reimbursement Claims

- Service providers can only claim reimbursement for the discount passed on to the consumer
- Consumers must receive service in the data month to be claimed for reimbursement
- Until the new non-usage rules take effect, consumers must receive **and use service** in the data month to be claimed for reimbursement if they are not assessed and do not pay a fee for their ACP service

Determining the Claim Amount

Applying the ACP & Lifeline Benefits

- Eligible consumers can choose to apply their ACP and Lifeline benefits to the same broadband service
- The full Lifeline discount must be applied first, then the ACP discount can then be applied to the remaining amount
- The ACP discount cannot be applied to a service plan that is already offered with no fee to the end user as a result of Lifeline program support or other benefit programs

Determining the Claim Amount

Reimbursement – Partial Months

- If a service provider prorates consumer costs for a partial month of service, the provider should only seek reimbursement for the actual discount applied to the consumer bill
- USAC does not prorate ACP claims – it is the responsibility of the service provider to enter the correct reimbursement amount in the claims template
- If a consumer de-enrolls with a service provider before the snapshot date, that consumer cannot be claimed for reimbursement



Questions?

Stay Informed

Service Providers: Stay Informed About ACP

- Visit [USAC.org](https://www.usac.org) to follow ACP updates
- Sign up for [ACP updates](#) and select the information you'd like to receive
- Training materials and FAQs are available USAC's [ACP Learn](#) page
- Contact ACProgram@usac.org with questions
- Visit the [FCC website](#) for the Affordable Connectivity Program Report & Order



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