

Affordable Connectivity Program Claims Process Overview

April 21, 2022



Universal Service
Administrative Co.

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Housekeeping

- Audio is available through your computer's speakers
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- **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**

Meet Our Team

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Agenda

- Program Overview
- Claims Process Overview
- How to Claim Reimbursement
 - Certify Claims
 - Revisions
 - Filing History
- Resources

Program Overview

Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) is a Federal Communications Commission benefit program that helps low-income households pay for broadband service and connected devices

Eligible households can receive:



\$30 Standard Discount

Up to \$30/month discount for broadband services



\$75 Tribal Discount

Up to \$75/month discount for broadband services for households on qualifying Tribal lands



Device Discount

A one-time discount of up to \$100 for a laptop, desktop computer, or tablet (consumer co-pay above \$10 and less than \$50 required)

ACP benefit is limited to one monthly service discount and one device discount per household

Claims Process Overview

Claims Process

Overview



Service providers use the **Affordable Connectivity Claims System (ACCS)** to claim ACP subscribers for reimbursement and to certify reimbursement claims

- The ACCS is available through USAC's [One Portal](#) system
- Service providers claim the monthly service reimbursement amount for each eligible subscriber, as well as any one-time device benefit reimbursement

Claims Process

Snapshot of Subscribers Eligible for Reimbursement

- On the first of the month, USAC takes a snapshot of all subscribers entered in the National Lifeline Accountability Database (NLAD) that may be claimed for reimbursement for the prior month
 - For example, a snapshot taken on April 1 shows the subscribers eligible to be claimed for the March data month
 - Consumers who have not been entered in NLAD are not eligible for reimbursement
 - Consumers who transferred to a different provider prior to the snapshot are not eligible for reimbursement
- Subscribers should only be claimed if they are receiving ACP service
 - For example, subscribers who have enrolled but have not started receiving service are not eligible to be claimed

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
- 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

Claims Process

Reason Codes

Service providers are required to provide a reason code for all unclaimed subscriber records

Code	Description
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

Claims Process

Filing Period for Claims

- Service providers have up to **six months from the snapshot date** to submit original claims or upward revisions on previous claims (applies to March 2022 data months and on)
 - **Example 1:** For the March 2022 data month (April 1 snapshot) providers must submit original claims by October 3 (since October 1 falls on a weekend)
 - **Example 2:** If a provider submits an original claim for the March 2022 data month on September 1, they still have until October 3 (since October 1 falls on a weekend) to submit an upward revision
- There is no time restriction on downward revisions
- Providers must certify claims by the 15th to receive payment at the end of the same month

Questions?

How to Claim Reimbursement

Claim Reimbursement

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 within six months of the snapshot date (taken on 1st of the month)

Claim Reimbursement

User Accounts and Responsibilities



497 Officer

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



497 User

Can upload, modify, and submit claims, but **cannot** certify claims

Eligible Telecommunications Carriers (ETCs) that participate in Lifeline and ACP:

- The 497 Officer and 497 User roles are assigned and managed in E-file, which can be accessed through USAC's [One Portal](#) system

ACP-only Providers:

- The 497 Officer is assigned during the election process
- To change the 497 Officer or add a 497 User, email ACProgram@usac.org with the subject “**ACP 497 Officer Request**”

Claim Reimbursement Log In

- Log in to [One Portal](#)
 - Select **Affordable Connectivity Claims System (ACCS)** under the Lifeline section of the dashboard
 - **Reminder:** ACCS users must have 497 Officer or 497 User entitlements to access the system

Dashboard

 In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page. 

Upcoming Dates

05/02 [Quarterly Filing](#)
2022 [due May 2](#)

05/04 [New Filer ID](#)
2022 [Basics](#)

05/05 [Office Hours:](#)
2022 [What to Expect](#)
[After Filing an](#)
[FCC Form 499](#)

[see full calendar](#)

High Cost

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline and ACP providers to test system features.

Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

Affordable Connectivity Claims System (ACCS) - Affordable Connectivity Program service providers file monthly reimbursement claims using the ACCS.

Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722

Claim Reimbursement

Log In

- Under the Claims section of NLAD, select the **Affordable Connectivity Program Claims** link

The screenshot displays the NLAD Claims page. At the top, there is a navigation bar with five items: 'Subscriber Management', 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. The 'Claims' item is highlighted with a yellow underline. Below the navigation bar, there is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Claims'. The main heading is 'Claims'. Below the heading, there are two links:

- [Lifeline Claims](#) - File and certify Lifeline subscribers.
- [Affordable Connectivity Program Claims](#) - File and certify Affordable Connectivity Program subscribers.

The second link, 'Affordable Connectivity Program Claims', is highlighted with a yellow rectangular box.

Claim Reimbursement

Download Claims (1 of 2)

On the **ACP File or Revise Claim** page of ACCS, providers can file an original claim or a revision

- Select the data month, year, and filing type
 - Search results will generate in the **SAC Status** section based on the applied filters
 - Click **Continue** to begin filing

Note: The claims template is typically available for download after 11:30 a.m. ET on the 1st of the month

USAC Home | ACP Program | ACP | ACP Claims

ACP File or Revise Claim | ACP Certify Claim | Filing History

ACP File or Revise Claim [Instructions](#)

Select a month to file or revise a claim.

Month: Year: Filing Type:

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SAC Status	
Not Started	3
Uploaded	0
Ready to Certify	0
Certified	0

[Continue](#)

Claim Reimbursement

Download Claims (2 of 2)

- To download the filing template, click on the **Download a new filing template** link
 - This list includes subscriber data from the NLAD subscriber snapshot report, which is taken on the 1st of the month
 - Subscriber data can be pulled for a specific SPIN/SAC
- Click **Download** to review list of subscribers eligible for reimbursement

File Claim

[Instructions](#)

March 2022 Filing Data

Upload Data
File format must be .csv

[Download a new filing template](#)

[Upload File](#)

Subscriber Counts

Displaying 1 to 5 of 18 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Devices Claimed
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0

Show 5 records/page

< 1 > of 4 pages

[Download to review uploaded data](#)

Claim Reimbursement

Complete Claims Template (1 of 5)

Populate claims template with necessary information (rate, reason code, and device benefit) for each subscriber

- **Rate** – enter the dollar amount for each subscriber that should be claimed or unclaimed
- **Reason Code** – enter a reason code for each unclaimed subscriber record
- **Device Benefit** – enter rate for one-time device benefit (if applicable), which should equal the market rate minus the co-pay amount
 - This should correspond to the information in NLAD and the [ACP Device Information Form](#)

A	B	C	D
Subscriber ID	Rate	Reason Code	Device Benefit
123456789A	30		
123456789B	0	U1	
123456789C	50		95

Claim Reimbursement

Complete Claims Template (2 of 5)

- Save as a **.csv file**
- Select **Upload File** to submit claims template

File Claim

[① Instructions](#)

March 2022
Filing Data

Upload Data

[Download a new filing template](#)

File format must be .csv

[Upload File](#)

Subscriber Counts

Displaying 1 to 5 of 18 records

SPIN ▼	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Devices Claimed
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0

Show records/page

< 1 > of 4 pages

[Download to review uploaded data](#)

Claim Reimbursement

Complete Claims Template (3 of 5)

- For a successful upload, users receive a success message
- The **Subscriber Counts** table updates to reflect the latest uploaded claims template
- View a detailed report by clicking on the **Download to review uploaded data** link

File Claim

[Instructions](#)

March 2022
Filing Data

Upload Data

File format must be .csv

[Upload File](#)
[Download a new filing template](#)

Subscriber Counts

Displaying 1 to 5 of 18 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Devices Claimed
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0
			Not Started	3	0	0	0	3	0	0

Show 5 records/page

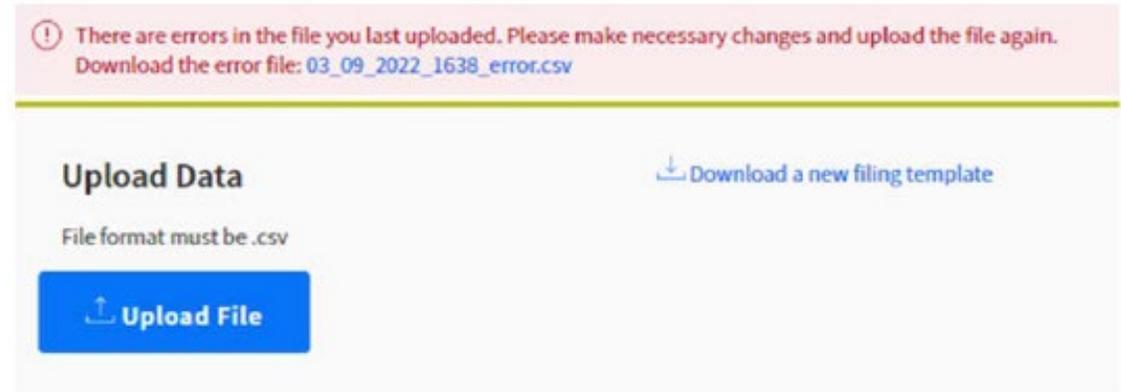
< 1 > of 4 pages

[Download to review uploaded data](#)

Claim Reimbursement

Complete Claims Template (4 of 5)

- For an unsuccessful upload, users receive an error message and can download the error file to review the failures
 - Make the necessary changes and upload the claims file (containing all subscriber records, which includes the records that passed as well as those that failed) again



Claim Reimbursement

Complete Claims Template (5 of 5)

- After successfully uploading a claim, click on the **View Support Summary** link to review a summary of claims before submitting the filing to the 497 Officer to certify
- From the **Support Summary** page, users can select filings to submit to the 497 Officer to certify
 - Select the claims that are ready to be submitted and enter required contact information
 - Click **Submit to Officer to Certify**

March 2022
Support Summary

Displaying 1 to 1 of 1 records

Select All Filter claims by: Uploaded

Ready to Submit	SPIN	SAC	Name	Status	ACP	One-Time Device Benefit	Total Support	Support Details
<input checked="" type="checkbox"/>				Uploaded	\$90.00	\$0.00	\$90.00	View

Show 5 records/page < 1 > of 1 pages

You selected **1 claims** to submit for certification.

Please fill out the following information in case we need to contact you with any questions about your claim.

Contact Name Contact Phone Number

Contact E-mail Address

Address 1

Address 2

City State Zip

Home [Back to Subscriber Counts](#) [Submit to Officer to Certify](#)

Questions?

Certify Claims

Claim Reimbursement

Certify Claims

- As a 497 Officer, log in to USAC's [One Portal](#) to access the ACCS
 - In NLAD, click on **Affordable Connectivity Program Claims** link under the Claims section
 - Under the **ACP Certify Claim** page, select the Month and Year to certify original claims and revisions
 - Click **Continue** to begin certifying the claim(s)

The screenshot shows the USAC Affordable Connectivity Program (ACP) Certify Claim page. The page has a blue header with the USAC logo and the text "Affordable Connectivity Program". Below the header is a navigation bar with links for "USAC Home", "ACP Program", "ACP", and "ACP Claims". The main content area has three tabs: "ACP File or Revise Claim", "ACP Certify Claim" (which is selected and highlighted with a green underline), and "Filing History". The "ACP Certify Claim" page features a title "ACP Certify Claim" and an "Instructions" link. Below the title is a form with the heading "Select a month to certify." and two dropdown menus: "Month" and "Year". The "Month" dropdown is currently set to "Select a Month" and the "Year" dropdown is set to "Select a Year". At the bottom of the page, there is a footer with the text "© 1997- 2022 Universal Service Administrative Company. All Rights Reserved." and contact information: "(877)-384-2575 | ACPProgram@usac.org | Website & Privacy Policies | Website Feedback".

Claim Reimbursement

Certify Claims

- Select the claims that are ready to certify
- Click **View** under the Support Details column to confirm the information

EBBP/ACP Certify Claim

[📘 Instructions](#)

March 2022 Claims to Certify

Displaying 1 to 2 of 2 records

 Select All

Filter claims by

Ready to Certify

Ready to Certify	SPIN	SAC	Name ▼	Status	ACP	One-Time Device Benefit	Total Support	Support Details
<input type="checkbox"/>				Ready to Certify	\$90.00	\$0.00	\$90.00	View
<input type="checkbox"/>				Ready to Certify	\$90.00	\$0.00	\$90.00	View

Claim Reimbursement

Certify Claims

- Review the **Certify and Sign** page
 - Sign at the bottom of the page
 - Select **Certify Claims**
 - A success message is displayed – *“Claim has now been successfully certified.”*

Note: Claims **must be certified** (not just uploaded) by the 15th to receive payment at the end of the same month

Certify and Sign

I certify, under penalty of perjury, that:

- 1) I am an officer authorized to submit the reimbursement request on behalf of the participating provider;
- 2) I have read the instructions relating to the reimbursements and the funds sought in the reimbursement request are for services and/or devices that were provided in accordance with the purposes and objectives set forth in the statute, rules, requirements, and orders governing the Affordable Connectivity Program;
- 3) The participating provider is in compliance with and satisfied all of the rules set forth in 47 CFR Part 54, Subpart R, the statute, requirements, and orders governing the Affordable Connectivity Program reimbursement, and the provider acknowledges that failure to be in compliance and remain in compliance with Affordable Connectivity Program statutes, rules, and orders may result in the denial of reimbursement, cancellation of funding commitments, and/or recoupment of past disbursements;
- 4) The participating provider has obtained valid certification and application forms as required by the rules in 47 CFR Part 54, Subpart R for each of the subscribers for whom it is seeking reimbursement;
- 5) The amount for which the participating provider is seeking reimbursement from the Affordable Connectivity Fund is not more than the amount charged to the eligible household and the discount has already been passed through to the household;
- 6) Each eligible household for which the participating provider is seeking reimbursement for providing an Internet service offering discounted by the affordable connectivity benefit has not been and will not be charged for the amount the provider is seeking for reimbursement;
- 7) Each eligible household for which the participating provider is seeking reimbursement for providing an Internet service offering discounted by the affordable connectivity benefit: 1) will not be required to pay an early termination fee if such eligible household elects to enter into a contract to receive such Internet service offering if such household later terminates such contract; 2) was not, after the date of the enactment of the Consolidated Appropriations Act, 2021, as amended by the Infrastructure Investment and Jobs Act, subject to a mandatory waiting period for such Internet service offering based on having previously received broadband Internet access service from such participating provider; and 3) will otherwise be subject to the participating provider's generally applicable terms and conditions as applied to other customers;
- 8) Each eligible household that is receiving a supported service offering that does not require the participating provider to assess and collect a monthly fee from the household has used the supported service, as usage is defined by 47 CFR § 54.407(c)(2), at least once during the service month being claimed;
- 9) Each eligible household for which the participating provider is seeking reimbursement for supplying such household with a connected device was charged by the provider and paid more than \$10.00 but less than \$50.00 for such connected device, and that no such household had already received a reimbursable connected device from the participating provider or any other participating provider when the connected device was distributed to the household;
- 10) If seeking reimbursement for a connected device, the connected device meets the Commission's requirements, the representations regarding the devices made on the provider's website and promotional materials are true and accurate, that the reimbursement claim amount reflects the market value of the connected device less the amount charged to and paid by the eligible household, and the connected device has been delivered to the household;
- 11) If seeking reimbursement for a connected device, the provider has retained the relevant supporting documents that demonstrate the connected devices requested are eligible for reimbursement and submitted the required information;

- 14) The provider has not offered, promised, received, or paid kickbacks, as defined by 41 U.S.C. § 8701, in connection with the Affordable Connectivity Program;
- 15) The information contained in this form is true, complete, and accurate to the best of the officer's knowledge, information, and belief, and is based on information known to the officer or provided to officer by employees responsible for the information being submitted;
- 16) The officer is aware that any false, fictitious, or fraudulent information, or the omission of any material fact on this request for reimbursement or any other document submitted by the provider, may subject the provider and the officer to punishment by fine or forfeiture under the Communications Act (47 U.S.C. §§ 502, 503(b), or 1606), or fine or imprisonment under Title 18 of the United States Code (18 U.S.C. §§ 1001, 286-87, 1343), or can lead to liability under the False Claims Act (31 U.S.C. §§ 3729-3733, 3801-3812);
- 17) No service costs or devices sought for reimbursement have been waived, paid, or promised to be paid by another entity, including any federal or state program;
- 18) No Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10;
- 19) For each ACP claim, the provider certifies it did not require enrollment in the ACP as a condition for enrolling in Lifeline or some other purpose, or imply such a condition existed. Evidence that a household claimed for ACP reimbursement was enrolled without the household's consent or as a requirement of receiving Lifeline service may lead to denial of support claims, as well as other penalties and referral to law enforcement;
- 20) All enrollments and transfers completed by the provider were bona fide, requested and consented by the subscriber household after receiving the disclosures required under § 54.1810(a) and (b), and made pursuant to program rules; and
- 21) The provider used the National Lifeline Accountability Database as a tool for enrollment, reimbursement calculations, and duplicate checks in all states, territories, and the District of Columbia, and checked their records in accordance with § 54.1806(a)(4).

Date
04/21/2022

Officer Name

Officer Title

[Back to Search](#)

[Certify Claims](#)

Questions?

Revisions

Revisions

Overview

A **revision** is when the provider submits and certifies an original filing, but then makes changes to it in a later filing period

- Service providers use the same filing process as original claims for revisions
- Providers access the revisions workflow by selecting **Revision** from the filing type dropdown on the **ACP File or Revise Claim** page
- Revisions are available beginning the first day of the next filing period after an original claim is certified



When filing revisions only include the subscribers you want to revise in the claims template

Revisions

Revise Claim Page

- From the **ACP File or Revise Claim** page, download the most current filing template to begin a revision
 - The template will include the most recent certified claims data
- Edit the template and then upload the file to begin a revision
 - Only subscribers with revisions should be included in the revised template
 - Upward and downward revisions can be made in the same file

March 2022 Filing Data

Upload Data
File format must be .csv

[Download most current filing template](#)

[Upload File](#)

Subscriber Counts
Displaying 1 to 2 of 2 records (filtered from 11 total records)

Filter claims by Ready to Revise

SPIN	SAC	Name	Status	Non-Tribal Last Claimed	Non-Tribal Revised Claim	Tribal Last Claimed	Tribal Revised Claim	Total Last Claimed	Total Revised Claim	Revised Devices Claim
				3	0	0	0	3	0	0
				3	0	0	0	3	0	0

Show 5 records/page < 1 > of 1 pages

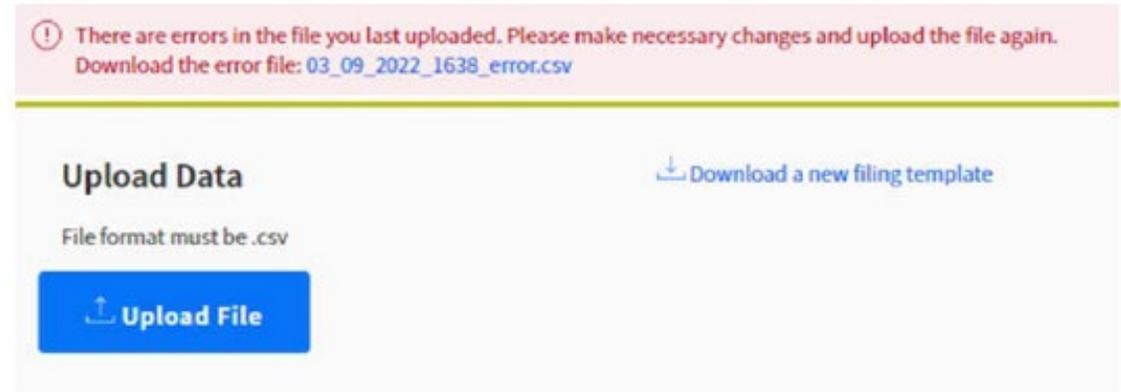
[Download to review uploaded data](#)

[Back to Search](#) [View Support Summary](#)

Revision

Revise Claim

- For an unsuccessful upload, users receive an error message and can download the error file to review the failures
 - If an upward revision is submitted outside of the filing window (**six months from the snapshot date**) an error message will be returned
 - *The subscriber's Rate cannot be increased, the revision is outside the administrative window*
- Make the necessary changes and upload the claims revision file (only subscribers with revisions should be included in the revised template) again



Filing History

Filing History

- From the **Filing History** page users can view certified claims from past months
- Search certified filings using the following filters:
 - Month
 - Year
 - SPIN
 - SAC (Optional)
- Click **Continue**

The screenshot shows the 'Affordable Connectivity Program' interface. At the top, there is a blue header with the program name. Below it, a breadcrumb trail reads 'USAC Home | ACP Program | ACP | ACP Claims'. A navigation bar contains three links: 'ACP File or Revise Claim', 'ACP Certify Claim', and 'Filing History', with the latter being the active page. The main content area is titled 'Filing History' and includes an 'Instructions' link. Underneath, there is a 'Search Certified Filings' section with four dropdown menus for filtering: 'Month' (with 'Select a Month' as the placeholder), 'Year' (with 'Select' as the placeholder), 'SPIN' (with 'Select' as the placeholder), and 'SAC (Optional)' (with 'Select' as the placeholder).

Filing History

- Users will see the following information in the **Filing History** table:
 - SPIN
 - SAC
 - Name
 - Date Certified
 - Monthly Benefit
 - One Time Device Benefit
 - Total Support
 - Support Details

Filing History

[Instructions](#)

March 2022
Certified Claims

Displaying 1 to 2 of 2 records

SPIN	SAC	Name ▼	Date Certified	Monthly Benefit	One-Time Device Benefit	Total Support	Support Details
			04/19/2022	\$90.00	\$0.00	\$90.00	View
			04/19/2022	\$90.00	\$0.00	\$90.00	View

Show records/page

[<](#) [1](#) [>](#) of 1 pages

Questions?

Resources

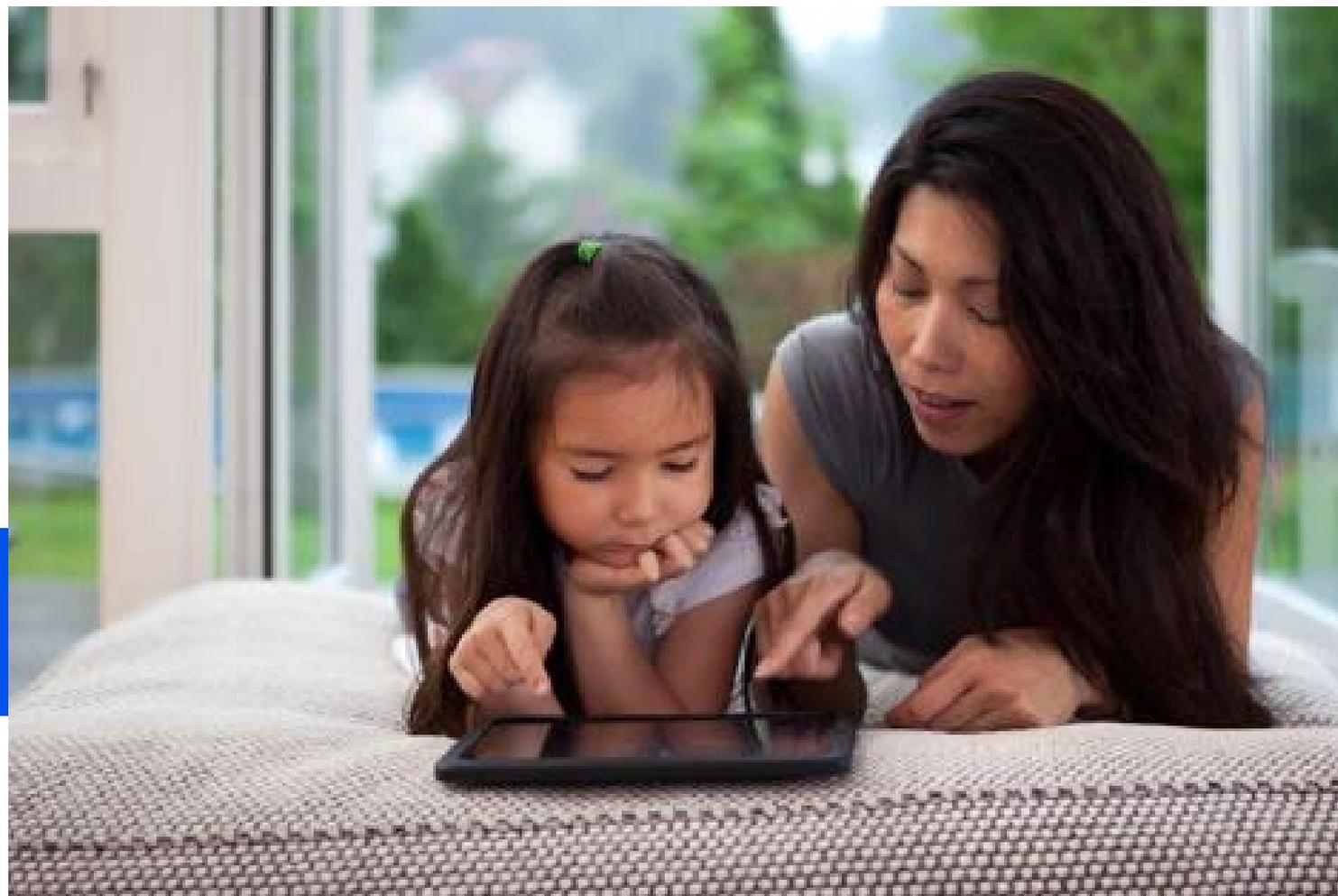
Resources

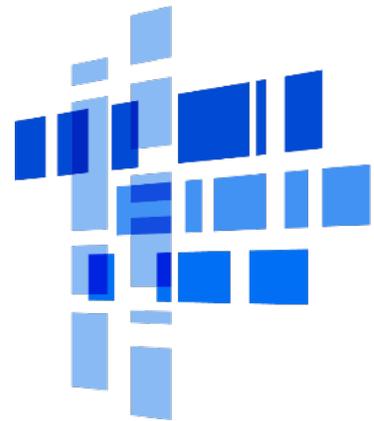
- Visit our [File ACP Reimbursement Claims](#) webpage for more information on ACCS
- Download the [Claims Input Template Sample](#) and list of [Error Descriptions](#)
- Detailed instructions are available in ACCS on the following pages:
 - ACP File or Revise Claim
 - ACP Certify Claim
 - Filing History

Stay Informed About the ACP

- [Sign up](#) for ACP email updates and upcoming events
- Visit [USAC's website](#) for service provider updates
- Find upcoming trainings and other resources on the [ACP Learn page](#)
- **Questions?** Email ACProgram@usac.org

Thank You!





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