Recertification

Affordable Connectivity Program

July 20, 2022
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• Enter questions at any time using the “Questions” box
  • We’ll answer questions both verbally and through the questions feature
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Meet Our Team

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Today’s Objectives

• To provide an overview of the recertification process
• To provide an overview of the methods to recertify
• To review key elements of the recertification report
Agenda

- ACP Recertification
  - Overview and Process
  - Methods to Recertify
  - Recertification Outcome
  - Automatic De-Enrollment
  - Recertification FAQs
ACP Recertification
Recertification Overview

• Recertification is an annual requirement for ACP subscribers
• For subscribers who enrolled via the National Verifier, USAC conducts the recertification process
• Where USAC conducts recertification the National Verifier first attempts to verify program or income eligibility by checking available automated eligibility databases
  • Subscribers who pass the automated check do not need to take any action
    • These eligibility databases include federal and state database checks (CMS, HUD, and any state connections)
• Subscribers whose continued eligibility cannot be verified through the automated check have a 60-day recertification window to recertify their benefit
• Subscribers who fail to timely recertify their benefit are de-enrolled from the program
Recertification

- Subscribers will only be recertified once in the calendar year 2022, including:
  - ACP subscribers who enrolled prior to December 31, 2021
    - This includes Emergency Broadband Benefit Program (EBB) subscribers who transitioned to the ACP
    - Subscribers' whose eligibility was reverified in 2022 due to the removal of the substantial loss of income and participation in a providers' COVID-19 Program eligibility will not need to be recertified in 2022
  - ACP subscribers who also participate in Lifeline and enrolled in the ACP prior to December 31, 2021
    - Subscribers who participate in ACP and Lifeline that pass the Lifeline recertification process will not need to undergo a separate ACP recertification process for ACP
Recertification Process

1. Subscriber record checked against automated data sources to verify subscriber’s eligibility

2. Outcome of database check populated in National Lifeline Accountability Database (NLAD) Recertification Subscriber Status Report

3. 60-day recertification window begins for subscribers who fail the database check

4. Failed/non-responsive subscribers sent de-enrollment notification and automatically de-enrolled from NLAD
**Recertification**

**Step 1: Eligibility Database Check**

- For recertification, every subscriber whose continued eligibility has not been recertified through the Lifeline process will go through an automated eligibility check that will verify the subscriber’s eligibility
  - Subscribers who **pass** the automated check **do NOT need to take any action** to retain their ACP benefit
  - Subscribers who **fail** the automated check are required to recertify their ACP eligibility
    - Subscribers who **fail** the recertification eligibility check and **failed** their previous (most recent) automated eligibility check are required to complete the ACP Recertification Form
    - Subscribers who **fail** the recertification eligibility check, but **passed** their previous (most recent) automated eligibility check are required to complete the ACP Recertification Form **AND** provide proof of eligibility
Recertification

Step 2: Recertification Report Populates in NLAD

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

- This is the only report for ACP Recertification, providers can filter the report by type:
  - Recertified
  - In Progress
  - De-enrolled – Failed Recertification
  - All
Recertification

Step 3: 60-Day Recertification Window

- USAC will conduct outreach to subscribers whose eligibility could not be confirmed via the automated check to inform them of the recertification requirement.

- The initial mailing to subscribers to initiate the recertification window will include:
  - A letter notifying them of their recertification requirement (English & Spanish), and
  - A copy of the ACP Recertification Form (English & Spanish).
Recertification

Step 4: Automatic De-Enrollment

• If a subscriber does not successfully recertify within their 60-day window, USAC will
  • Notify the subscriber via mail within 2-3 business days after their window closes, and
  • Automatically de-enroll the subscriber from NLAD five (5) business days after the conclusion of their recertification window

• After the de-enrollment has occurred, NLAD will send an automated email to notify the service provider and the Recertification Subscriber Status Report in NLAD will be updated
  • Service providers can filter the report to see only de-enrollments if they prefer
Recertification
Successful Recertification Eligibility Database Check

Adam’s Example – No Consumer Action Required

Step 1
Adam’s subscriber info is sent to the National Verifier to check for recertification

Step 2
Adam is checked against federal/state databases

Step 3
Adam passes the automated recertification check and successfully recertifies

Subscribers who pass the automated recertification check DO NOT have to take any action and will NOT receive any outreach from USAC
Recertification
S-Applications

Sarah’s Example - **Self-Certification Required**

**Step 1**
Sarah’s subscriber info is sent to the National Verifier to check for recertification

**Step 2**
Sarah is checked against federal/state databases

**Step 3**
Sarah **fails** the automated recertification check. She also **failed** her prior federal/state database check.

**Step 4**
Sarah must complete the **ACP Recertification Form**
Kevin’s Example – Recertification Form and Documentation Required

**Step 1**
Kevin’s subscriber info is sent to the National Verifier to check for recertification.

**Step 2**
Kevin is checked against federal/state databases.

**Step 3**
Kevin **fails** the automated recertification check. However, he **passed** the previous federal/state database check.

**Step 4**
Kevin must complete the ACP Recertification Form and provide **documentation of eligibility**.
Questions?
Recertification
Methods to Recertify
Recertification Methods to Recertify
S-Application (Self Certify)

An S-Application **only** requires completion of the **ACP Recertification Form**.
Recertification Methods to Recertify
K-Application (Document Upload Required)

A K-Application requires completion of the ACP Recertification Form and documentation.

**Mail**
Consumers can recertify by Mail

**Online**
Consumers can recertify online through:
1. National Verifier Consumer Portal
2. National Verifier Service Provider Portal
3. National Verifier Eligibility Check API
Recertification Method #1: Recertify by Mail

- Subscribers who were not recertified through an automated database check will receive an ACP Recertification Form from USAC to submit via mail
  - Subscribers can call the ACP Support Center for updates on the status or service providers can reference the Recertification Subscriber Status Report in NLAD
  - USAC will mail a notification confirming the subscriber’s continued eligibility to receive the ACP benefit shortly after the successful recertification attempt
Recertification Method #2
Recertify Online

• Subscribers who must complete a recertification form can recertify online at AffordableConnectivity.gov

• Subscribers can find out immediately whether they pass/fail

The Affordable Connectivity Program (ACP) provides a discount of up to $30 per month towards internet service for eligible households and up to $75 per month for those on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to $100 to purchase a laptop, desktop, or tablet from participating internet companies if they contribute more than $10 and less than $50 toward the purchase price.

We were not able to automatically verify your eligibility and need some more information from you to complete the annual recertification process.

If you would like to transfer your service to another internet company, you will be able to submit a new ACP application after completing recertification.

You Still Qualify for the Affordable Connectivity Program (ACP)

You have recertified for ACP.

You do not need to do anything else. We will let your internet company know and your service will continue.

If something changes and you do not qualify for ACP anymore, please tell your internet company within 30 days.

Next

Full Legal Name: ALDERMANPAG AAA
Application ID: K23038-T2050

Please click “Next” to complete your annual recertification.
Recertification Method #3: Recertify via IVR - Only available for S-Apps (self-certification required)

- 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 approximately 10-12 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 system**
  - Application ID is also available on the Recertification Subscriber Status Report in NLAD
Recertification Reminders
Outreach Via Pre-Recorded Messages & Postcards

• During the 60-day period, subscribers may receive up to three (3) pre-recorded phone 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,
  • Their deadline to recertify, and
  • That they can continue immediately to recertify using the IVR (only available for S-Apps (self-certification but no documentation required)), recertify online, or complete and return the mailed recertification form
Questions?
Recertification

Outcome
Recertification Outcome
Notification from USAC

• Subscribers will be notified of their successful recertification status depending on how they choose to recertify
  • 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 manually will be sent the confirmation outreach listed above
Recertification Outcome

Notification from USAC

• Subscribers will be notified if they do not successfully recertify within their window

• A mailed notification will be sent within 2-3 business days after a subscriber’s window closes
Recertification
Automatic De-Enrollment
Recertification
Automatic De-enrollment

• 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 Recertification Subscriber Status Report in NLAD.
  • The email notification will indicate de-enrollments have occurred in one or more of the service provider’s SACs and that the service provider must check the Recertification Subscriber Status Report for more information.
Recertification
NLAD Recertification Subscriber Status Report

Report Type
Select SAC(s)
Report Start Date
Report End Date
Type (Recertified, In Progress, De-enrolled – Failed Recertification, or All)
Report Format
Recertification FAQs
Recertification FAQs – General Questions

When will ACP recertification start?

ACP recertification will begin in August 2022.

How long do consumers have to recertify?

Consumers will have 60 days to recertify their ACP benefit. If they do not recertify their benefit within this 60-day window they will be de-enrolled from the program and lose their benefit.

What address will subscribers receive mail outreach to?

Mail outreach will be sent to a subscriber’s mailing address if one exists. If a mailing address is not available, the outreach will be sent to the physical home address.
Recertification FAQs – General Questions

Can a subscriber receive assistance from a service provider to recertify through the National Verifier service provider portal?

Subscribers can receive assistance only if they are required to provide documentation (K-app). Subscribers who are only required to self-certify (S-app) cannot be recertified via the service provider portal or the National Verifier eligibility check API.

How will consumers know when their recertification window ends?

USAC will send mail outreach that will show the date consumers will need to recertify by. Consumers will also receive pre-recorded messages and a postcard reminding them to recertify if they have not already done so.
Recertification FAQs – De-Enrollment

When will consumers be de-enrolled from the program?

If a consumer does not recertify their benefit within their 60 day window, they will be de-enrolled 5 business days after their recertification window closes.

How will service providers know what consumers have been de-enrolled?

Service providers will need to check the **Recertification Subscriber Status Report** in NLAD to see what consumers have been de-enrolled. USAC recommends checking the list daily for service providers to remain up to date on which consumers have been de-enrolled.

Once a consumer is de-enrolled from the program can they reapply?

Yes. If a consumer does not recertify their benefit within the 60 day recertification window, or believes they still qualify for the ACP they can reapply at any time.
Recertification FAQs – Lifeline and ACP Subscribers

If a subscriber receives both Lifeline and ACP benefits do they have to recertify twice?

No. If a subscriber passes the Lifeline recertification process, it satisfies their ACP recertification requirement and they will NOT need to undergo a separate ACP recertification.

If a subscriber does not pass Lifeline recertification will they be de-enrolled from ACP?

No. If a subscriber does not successfully complete the Lifeline recertification process they will be de-enrolled from Lifeline. They will then need to complete ACP recertification.
Recertification FAQs – NLAD Reports

Will there be a Failed Recertification De-enroll Report like there is for Lifeline?
No, for ACP recertification there will be only one report (the Recertification Subscriber Status Report). Service providers can filter the report to just show de-enrollments due to failed recertification.

How do service providers know what subscribers are de-enrolled?
Service providers will need to check the Recertification Subscriber Status Report in NLAD. Service providers can filter the report to just show de-enrollments due to failed recertification.
Questions?
Stay Informed

• **Sign up** for ACP email updates and upcoming events
• Visit [USAC’s website](http://www.usac.org) for service provider updates
• Find upcoming trainings and other resources on the [ACP Learn page](http://www.usac.org)
• **Questions?** Email [ACPProgram@usac.org](mailto:ACPProgram@usac.org)
Thank You!