ACP Recertification

June 6, 2023
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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 reports
Agenda

• Program Updates

• ACP Recertification
  • Overview and Process
  • Methods to Recertify
  • Recertification Outcome
  • Automatic De-Enrollment
  • Reports
  • Recertification FAQs
Program Updates
Program Updates
ACP

• New automated database connection with U.S. Department of Education for Pell Grant verification
  • Visit our Database Connections page for more information
• Transitioned the ACP landing page to GetInternet.gov
  • New Spanish URL available at AccedealInternet.gov
• Over 18 million households have enrolled in ACP
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

• When 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
  
  • 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
Overview

• Subscribers will only be recertified once in the 2023 calendar year, including:
  • ACP subscribers who enrolled prior to January 1, 2023
  • ACP subscribers who also participate in Lifeline and enrolled in the ACP prior to January 1, 2023
    • Subscribers who participate in ACP and Lifeline that pass the Lifeline recertification process will not need to undergo a separate 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
- Providers can filter the report by type:
  - Recertified
  - In Progress
  - De-enrolled – Failed Recertification
  - All
Recertification
Step 2 (cont.): Recertification Report Populates in NLAD

• Service providers will be able to see which subscribers are NOT currently undergoing recertification via the ACP Recertification Not Processed Report in NLAD

• This report indicates:
  • Why a subscriber is not currently undergoing ACP recertification at the time the report is pulled
  • If a subscriber is eligible to go through ACP recertification this year

• This report will update any time a subscriber is run through ACP recertification
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).

Available for Public Use

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Dear [Name],

The Affordable Connectivity Program (ACP) is a federal benefit program that provides a monthly benefit on internet services of up to $30 for eligible consumers on non-Tribal lands or up to $75 for eligible consumers living on qualifying Tribal lands. Each year, you must recently to continue receiving your ACP benefit.

1. **Recertify by October 31, 2023** or you will lose your ACP benefit.

**How to Recertify Your ACP Benefit**

You can recertify your benefit by using ONE of the following options:

1. **Call** (877) 384-2470

   Enter your application ID number (999999-3842470) and follow the prompts. Call (877) 384-2575 to recertify using your Tribal ID number.

2. **Online.** Go to AffordableConnectivity.gov

   Log in or create a new account with your address EXACTLY as it appears below:

   Scooby Doo
   Mystery Inc Way
   Crystal Cove, CA 92657

3. **Mail** the enclosed Recertification Form to:

   ACP Support Center
   PO Box 9100
   Wilkes-Barre, PA 18773

   **Recertify by October 31, 2023, or you will lose your ACP benefit.**

4. **Have questions?** Visit AffordableConnectivity.gov, email us at ACPSupport@usac.org, or call (877) 384-2575.

   The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

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ACP Support Center
Universal Service Administrative Co.

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The Universal Service Administrative Company (USAC) administers the Affordable Connectivity Program on behalf of the Federal Communications Commission. USAC is responsible for helping you apply for the program and understand eligibility requirements.

**WARNING:** The Affordable Connectivity Program is a federal benefit program that is available to qualifying consumers. Willingly giving false or inaccurate information to get Affordable Connectivity Program benefits is punishable by law and can result in fines, jail time, disqualification, or being barred from the program.
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 within 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

We Could Not Recertify Your ACP Benefit

Dear Scooby Doo,

The Affordable Connectivity Program (ACP) is a federal benefit program that provides a monthly benefit on Internet services of up to $30 for eligible consumers on non-Tribal lands or up to $75 for eligible consumers living on qualifying Tribal lands.

We recently asked you to recertify by October 31, 2023. We did not receive your recertification or did not have enough information to process the recertification.

1. As a result, you will no longer receive your ACP benefit. You can expect to see a change to your bill and/or service soon.

How to Reapply for ACP

You can submit a new application using ONE of the options below:

1. Online: Go to AffordableConnectivity.gov

You may need to show documents to prove you qualify for the ACP. NEVER send original copies of your document. Visit AffordableConnectivity.gov to learn about documents needed.

1. Have questions? Visit AffordableConnectivity.gov or call (877) 384-2575.

The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.
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. They will show as Recertified on the Recertification Subscriber Status Report in NLAD.
**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*.
Recertification

K-Applications

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
Methods to Recertify
Recertification Methods to Recertify
S-Application (Self Certify)

An S-Application only requires completion of the ACP Recertification Form

- **IVR**: Consumers can recertify via Interactive Voice Response (IVR)
- **Online**: Consumers can recertify online through the National Verifier Consumer Portal
- **Mail**: Consumers can recertify via Mail
Recertification Methods to Recertify
K-Application (Document Upload Required)

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

Consumers can recertify online through:
1. National Verifier Consumer Portal
2. National Verifier Service Provider Portal
3. National Verifier Eligibility Check API

Consumers can recertify via Mail
Recertification Method #1:
Recertify via IVR - Only available for S-Apps (self-certification required)

- Subscriber can recertify through an interactive voice response (IVR) system
- Subscriber calls IVR number and follows the prompts
  - The prompts are available in English or Spanish
- 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, or consumers can locate their Application ID in their National Verifier account
Recertification Method #2
Recertify Online

- Subscribers can recertify online at AffordableConnectivity.gov by clicking the “Recertify” button on the homepage

- Subscribers can find out immediately whether they successfully recertify

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.
Recertification Method #3: Recertify by Mail

- Subscribers can recertify by mail by completing the ACP Recertification Form (English and Spanish) and sending it along with copies of proof documentation (if required)
  - Subscribers can call the ACP Support Center for updates on the status or service providers can reference the Recertification Subscriber Status Report in NLAD
  - Recertification Form Instructions are available in multiple languages
  - USAC will mail a notification confirming the subscriber’s continued eligibility to receive the ACP benefit shortly after the successful recertification attempt
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

Dear [Subscriber],

The Affordable Connectivity Program (ACP) is a federal benefit program that provides a monthly benefit on internet services of up to $9.50 for eligible consumers on non-Tribal lands or up to $75 for eligible consumers living on qualifying Tribal lands.

We recently asked you to recertify by October 31, 2023. We did not receive your recertification or did not have enough information to process the recertification.

As a result, you will no longer receive your ACP benefit. You can expect to see a change to your bill and/or service soon.

How to Reapply for ACP

You can submit a new application using one of the options below:

- Online: Go to AffordableConnectivity.gov and log in or create a new account.
- Mail: Submit a completed ACP Application and copies of your documents to:
  ACP Support Center
  P.O. Box 9100
  Wilkes-Barre, PA 18773
- Contact: Call an Internet service provider that participates in ACP at AffordableConnectivity.gov.

You may need to show documents to prove you qualify for the ACP. Do not send original copies of your document. Visit AffordableConnectivity.gov to learn about documents needed.

Have questions? Visit AffordableConnectivity.gov, email us at ACPSupport@uspac.org, or call (877) 434-2575. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

ACP Support Center
Universal Service Administrative Co.

The Universal Service Administrative Company (USAC) administers the Affordable Connectivity Program on behalf of the Federal Communications Commission. USAC is responsible for helping you apply for the program and understand eligibility requirements.

Recertification: The Affordable Connectivity Program is a subsidized benefit program that is available to qualifying consumers. Failing to provide or not providing information to the Affordable Connectivity Program is a violation of law and can result in fines, dis-enrollment, or being barred from the program.
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 within five (5) business days after their recertification window closes.

• Service providers will be **notified via an automated email** (sent to the ETC Administrator user role) of all de-enrollments for failed/non-responsive subscribers.
  
  • 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.
Reports
Reports

Recertification Subscriber Status Report

• Date parameters of the report must be filtered correctly
  • Providers should set the **Report Start Date** to June (when recertification begins) and the **Report End Date** to the current day the report is pulled
  • If providers do not filter the report dates, they may not see all subscriber data accurately

Report Type

- Recertification Subscriber Status Report

Select SAC(s)

- SAC(s)

Report Start Date

- MM/DD/YYYY

Report End Date

- MM/DD/YYYY

Type (Recertified, In Progress, De-enrolled – Failed Recertification, or All)

Report Format

- Display on web page (limited to first 200 responses)
**Reports**

**Recertification Subscriber Status Report**

- ACP subscribers can satisfy the recertification requirement in multiple ways
  - Ex. A subscriber recently completed Lifeline Recertification and has a qualified Lifeline Recertification Application (R/D app)

- The Application ID on the Recertification Subscriber Status Report indicates the app type that was used to recertify the subscriber
# Reports

## Application Types

- The below application types could appear on the Recertification Subscriber Status Report to indicate that a subscriber has successfully recertified their ACP Benefit

<table>
<thead>
<tr>
<th>Application Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>S/K Application</td>
<td>Subscriber has a qualified ACP Recertification application</td>
</tr>
<tr>
<td>R/D Application</td>
<td>Subscriber has a qualified Lifeline Recertification application</td>
</tr>
<tr>
<td>B Application</td>
<td>Subscriber has a qualified ACP application</td>
</tr>
<tr>
<td>G Application</td>
<td>Subscriber has a qualified ACP Continued Eligibility application with an eligibility resolution</td>
</tr>
<tr>
<td>Q Application</td>
<td>Subscriber has a qualified Lifeline application</td>
</tr>
<tr>
<td>C Application</td>
<td>Subscriber has a qualified Lifeline Continued Eligibility application with an eligibility resolution</td>
</tr>
<tr>
<td>V Application</td>
<td>Subscriber has a qualified Lifeline Reverification application</td>
</tr>
</tbody>
</table>
Reports
ACP Not Yet Processed Report

• The new **ACP Not Yet Processed Report** identifies why subscribers in a SAC may not be undergoing ACP recertification at the time the report is pulled

• The report will have the below fields:
  • Subscriber ID
  • Study Area Code (SAC)
  • Exemption Reason/Not Processed Reason
  • Last Updated
  • Recertification Required
# Reports

## Not Processed Reason Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVP or School Lunch Subscriber</td>
<td>If a subscriber was determined eligible by a provider through an FCC-approved alternative verification process (AVP) or through provider review of Free and Reduced-Price School Lunch Program or School Breakfast Program documentation, the service provider is responsible for recertifying their subscribers by the end of each calendar year.</td>
</tr>
<tr>
<td>Undergoing Lifeline Recertification</td>
<td>Subscriber is currently undergoing the Lifeline recertification process</td>
</tr>
<tr>
<td>Undergoing Lifeline Continued Eligibility</td>
<td>Subscriber is currently undergoing the Lifeline continued eligibility process</td>
</tr>
<tr>
<td>Undergoing Lifeline Reverification</td>
<td>Subscriber is currently undergoing the Lifeline reverification process</td>
</tr>
<tr>
<td>Undergoing ACP Continued Eligibility</td>
<td>Subscriber is currently undergoing the ACP continued eligibility process</td>
</tr>
<tr>
<td>USAC Exclusion</td>
<td>USAC has excluded these subscribers for other reason at this time</td>
</tr>
<tr>
<td>Tribal Exclusion</td>
<td>Tribal subscribers are excluded for other reason at this time</td>
</tr>
</tbody>
</table>
FAQs
Recertification FAQs – General Questions

When will ACP recertification start?
ACP recertification will begin in June 2023.

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 by USAC within 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 only be de-enrolled from Lifeline. They will then need to complete ACP recertification.
Questions?
Resources

• Service providers can visit the Recertification page on USAC.org
• Consumers can visit the Recertify page on AffordableConnectivity.gov
• Sign up for ACP email updates and upcoming events
• Find upcoming trainings and other resources on the ACP Learn page
• Questions? Email ACPProgram@usac.org
Thank You!