ACP Recertification

Office Hours

August 24, 2022
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Housekeeping

- Audio is available through your computer’s speakers
- The audience will remain on mute
- **Enter questions at any time using the “Questions” box**
  - We’ll answer questions both verbally and through the questions feature
- If your audio or slides freeze, restart the webinar
- A copy of today’s presentation is available in the handouts section
Meet Our Team

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Agenda

• ACP Recertification
  • Overview and Process
  • Recertification FAQs
  • Recertification Subscriber Status Report
  • Recertification Application Demo
ACP Recertification Overview
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
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.
Recertification
Methods to Recertify

**S-Application (SXXXXX-XXXXX)**
Requires *only* completion of the Recertification Form

**K-Application (KXXXXX-XXXXX)**
Requires completion of Recertification Form and proof documentation

**WAYS TO RECERTIFY**

- **Recertify by Mail**
- **Recertify Online**
  - NV Consumer Portal
- **Recertify via Interactive Voice Response (IVR)**
  (Preferred Method)

- **Recertify by Mail**
- **Recertify Online**
  - NV Consumer Portal
  - NV Service Provider Portal
  - NV Eligibility Check API
Recertification FAQs
Recertification FAQs – General Questions

When will ACP recertification start?

ACP recertification began 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.

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.
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.
Questions?
Recertification Subscriber Status Report
Recertification

Recertification Report 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
NLAD Recertification Subscriber Status Report

EBBP/ACP Reports

- **Report Type**
- **Select SAC(s)**
- **Report Start Date**
- **Report End Date**
- **Type** (Recertified, In Progress, De-enrolled – Failed Recertification, or All)
- **Report Format**
Recertification Application Demo
Stay Informed

• **Sign up** for ACP email updates and upcoming events
• Visit **USAC’s website** for service provider updates
• For information on ACP Recertification providers can visit USAC’s **Recertification page**
  • Consumers can visit the **Recertify page** on AffordableConnectivity.gov
• Find training resources on the **ACP Learn page**
  • Visit the **Webinars page** to see upcoming trainings and recorded webinars
• **Questions?** Email **ACPProgram@usac.org**
Thank You!