ACP – August 2022 Newsletter

August 29, 2022

ACP Recertification

USAC-conducted ACP recertification began in August 2022. USAC encourages service providers to educate their ACP subscribers on the recertification process, inform them that USAC may contact them about recertification, and remind them that they should timely respond to any notifications they receive about the need to recertify their eligibility.

On July 20, USAC hosted a training on the USAC-conducted ACP recertification process. To view the webinar recording and learn more about ACP recertification, please visit USAC’s Webinars page. USAC also released a bulletin on August 10, which provides further detail on recertification for service providers. For more information on recertification, service providers can visit the Recertification page on USAC.org, and consumers can visit the Recertify page on AffordableConnectivity.gov.

API System Enhancements

On August 25, changes were made to the National Verifier Eligibility Check API and NLAD API. Both the National Verifier Eligibility Check and NLAD API now require a Benefit Qualifying Person (BQP) for ACP consumers who meet the following criteria:

1. Consumer’s only selected eligibility program = E50 (School Lunch/Breakfast Program)
2. Consumer is 22 years old or older

If a service provider attempts to submit an ACP Application for a consumer who is 22 years old or older with only the School Lunch/Breakfast Program selected and no BQP name provided, they will receive the following error code:

- **BQP_INFO_REQUIRED**: “BQP information is required when eligibilityProgramCode = E50 and the subscriber is 22 years old or older.”

If a service provider attempts to conduct a verify/enroll/transfer transaction through a School Lunch Exception or an Alternative Verification Process (AVP) and the above criteria is not met, they will receive the following error code:

- **BQP_INFO_REQUIRED**: “BQP information is required when the School Lunch Exception flag is selected, or when the AVP Exception flag is selected, and the eligibility program code E50 are provided, and the subscriber is 22 years old or older.”

National Verifier System Enhancements

The below system updates were made in August:
1. On August 17, updates were made to the National Verifier (NV) consumer search tool. When a consumer logs into their National Verifier portal account, they have an option to search for a specific application using their application ID. Previously, to find a matching application the system required the last 4 digits of a consumer’s SSN to match, as well as the application ID, the consumer’s first name, last name, and date of birth. With the update, consumers now only need their application ID, their first name, last name, and date of birth to match in order to search for a specific application.

2. The word “Lifeline” was removed from the banner on the National Verifier website NV.FCC.gov. The banner previously listed “Lifeline National Verifier” because the system was designed for the Lifeline program. Now that both ACP and Lifeline consumers use the National Verifier portal the term was removed to reduce confusion for consumers when completing ACP applications or completing ACP recertification.

3. USAC made updates to the ACP You Qualify page to ensure clarity and ease for consumers on completing next steps in the application process. These changes were made to both the English and Spanish Consumer Portal pages, and no changes were made to the Service Provider Portal page. These changes will be reflected on the ACP Carrier API in mid-September.

Database Connections Page on USAC.org

On August 18, USAC launched a new Database Connections page that outlines information about current federal and state database connections to the National Verifier for the Affordable Connectivity Program. The National Verifier is able to verify a consumer’s participation in a qualifying government program for the ACP through established Computer Matching Agreements (CMA) with state and federal government organizations. If you are a state, territory, or tribe interested in speaking with the team about the opportunity to implement a database connection to the National Verifier, email ACPGovPartners@usac.org.

Learn Page Revamp

The ACP Learn page has a brand-new look that makes navigation simpler for service providers. Providers can now select the Webinars, Bulletins, or FAQs pages to find the content they would like to learn more about. Consumer advocates or service providers can now easily subscribe to ACP updates directly from the ACP Learn page. All of our bulletins are posted on our Bulletins page in case you missed one. If service providers are looking for upcoming trainings, they will be able to find them on the Webinars page, along with all of our previous webinars and slide decks.

Outreach & Trainings

USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand all ACP Orders and their effect on current and new program processes. USAC will also continue to update its ACP service provider web content to reflect updated ACP rules and processes. Find upcoming trainings and other resources on the ACP Learn page on USAC’s website.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit USAC.org and consumers should visit AffordableConnectivity.gov. For general program support, service providers should email ACPProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.