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LCS Submission Instructions

Introduction
Beginning with the January 2018 data month, all requests for Lifeline reimbursement must be made using the Lifeline Claims System (LCS).

Steps to Submit Claim(s)
Following are the steps required when a 497 User and/or 497 Officer submits a Lifeline claim for reimbursement.

<table>
<thead>
<tr>
<th>Steps for Submitting a Lifeline Reimbursement Claim</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Access LCS</td>
</tr>
<tr>
<td>2. Select data month to file</td>
</tr>
<tr>
<td>3. Download a filing template</td>
</tr>
<tr>
<td>4. Update Excel spreadsheet</td>
</tr>
<tr>
<td>5. Upload subscriber data file</td>
</tr>
<tr>
<td>6. View Support Summary</td>
</tr>
<tr>
<td>7. Select Claims “Ready to Submit” for certification</td>
</tr>
<tr>
<td>8. Certify Claims</td>
</tr>
</tbody>
</table>

PDFs and Filing History
The 497 User and 497 Officer can view/print a PDF Lifeline Claims Worksheet from several pages within LCS:
- Support Summary
- Certify
- Filing History

Note: To retrieve a PDF Lifeline Claims Worksheet, claims must be in either the Ready to Certify or Certified status.
Step 1 – Access LCS

Introduction
To access the Lifeline Claims System, users log in through the NLAD Production environment.

NLAD URL
The following URL will direct users to the NLAD (National Lifeline Accountability Database.)

https://nlad.universalservice.org/ui/login.jsp

What User Name and Password Do I Use?
Users MUST use the User Name and Password associated with their 497 E-File Entitlements.

What Landing Page Will I See?
Users will be directed to different landing pages depending on their E-File entitlements. Users will be taken either directly to the Claims System or to their NLAD Menu.

Continued
Step 1 – Access LCS, Continued

Examples of Landing Pages

**NLAD Landing Page (will vary depending on user’s credentials):**

Users must click on Claims to be directed to Lifeline Claims System

**Claims Landing Page:**

**Notes:**
- **Opt-Out State File or Revise Claim** Page will only appear if you have entitlements to SACs in CA, OR, and/or TX
- **Certify Claim** Page will only appear if you have 497 Officer entitlements
Step 2 – Select Data Month to File

Introduction
The filing process begins by selecting the Data Month of the Lifeline (original or revised) claim being submitted for reimbursement.

Where Do I Select the Data Month?
The Data Month is selected from the File or Revise Claim Page.

Note: Users with subscribers in CA, OR, and/or TX will make their selection from the Opt-Out State File or Revise Claim Page.

From the Drop-down Menus, select the appropriate
- Month
- Year
- Filing Type (Original or Revision)

SAC Status Chart
LCS generates the search results based on a user’s applied filters and displays the available data for the selected Month, Year and Filing Type in the “SAC Status” chart. The total count of SAC(s) on the chart is based on the user’s entitlements, for each status. The chart is displayed at the bottom of the page.
Step 2 – Select Data Month to File, Continued

**Before Originals have been claimed:**

![Lifeline Claims System screenshot](image1)

**After Originals have been claimed:**

![Lifeline Claims System screenshot](image2)

Continued
Step 2 – Select Data Month to File, Continued

**SAC Status Descriptions**

The SAC Status descriptions are below:

<table>
<thead>
<tr>
<th>SAC Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Started</td>
<td>SAC(s) available to file an original claim</td>
</tr>
<tr>
<td>Ready to Revise</td>
<td>SAC(s) previously submitted and available for revision</td>
</tr>
<tr>
<td>Uploaded</td>
<td>SAC(s) successfully uploaded in LCS with no errors</td>
</tr>
<tr>
<td>Ready to Certify</td>
<td>SAC(s) with uploaded data in LCS ready to be certified by the 497 officer</td>
</tr>
<tr>
<td>Certified</td>
<td>SAC(s) with uploaded data in LCS that were certified by the 497 officer</td>
</tr>
</tbody>
</table>

**“Continue” to Begin Filing Claim(s)**

Click **Continue** at the bottom of the page to begin filing original or revised claim(s).
- Users filing an Original Claim will be directed to the **File Claim** Page.
- Users filing a Revised Claim will be directed to the **Revise Claim** Page.

---

**May 2017**

<table>
<thead>
<tr>
<th>SAC Status</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Started</td>
<td>6</td>
</tr>
<tr>
<td>Uploaded</td>
<td>4</td>
</tr>
<tr>
<td>Ready to Certify</td>
<td>15</td>
</tr>
<tr>
<td>Certified</td>
<td>6</td>
</tr>
</tbody>
</table>

**Continue**
Step 3 – Download a Filing Template

**Introduction**

The Lifeline reimbursement claims process requires ETCs to download a filing template (Claims_Input_Template.csv file) for each month it is requesting reimbursement.

**How Do I Download a Filing Template for an Original Claim?**

The Claims_Input_Template.csv is downloaded from the File Claim Page.

*Note: The File Claim Page is displayed after clicking “Continue” from the File or Revise Claim Page.*

Click on the link **Download a new filing template** located at the top right corner of the page.

*Note: The download template feature can be customized to pull subscriber data for a specific SPIN/SAC combination.*

Continued
Step 3 – Download a Filing Template, Continued

How Do I Download a Filing Template for a Revised Claim?

When submitting a revised claim, click on the link Download most current filing template located at the top right corner of the Revise Claim page.

Note: The Revise Claim Page is displayed after clicking “Continue” from the File or Revise Claim Page.

What Does the Filing Template Contain?

For users filing Original Claim:
The downloadable Claims_Input_Template.csv file includes subscriber data from the Summary and Detail Subscriber Snapshot Report(s) taken on the 1st day of the month at 6 am ET in NLAD.

For users filing Revised Claim:
The downloadable Claims_Input_Template.csv file will include subscriber data from the most recent certified filing for the user’s selected data month.

Template for Opt-Out States

For users with subscribers in CA, OR and/or TX, the Claims_Input Template.csv file will only contain column headers. Users are responsible for entering all required data to be uploaded into LCS.

Refer to Step 4 – Update Excel Spreadsheet - Filing Template for description of required data fields.

****
**Step 4 – Update Excel Spreadsheet**

---

**Introduction**

After downloading the Claims_Input_Template.csv file, ETCs must update the excel spreadsheet as necessary before saving and uploading the file into the Lifeline Claims System.

**Notes:**

- After updating the template, it is recommended to rename the Claims_Input_Template.csv file for your records and possible future use.
- The updated excel spreadsheet must be saved in the .csv file format.

---

**Filing Template**

The Claims_Input_Template.csv contains the following headers and data fields. The chart below identifies both NLAD and Opt-Out States data fields and requirements.

---

Continued
### Filing Template Requirements

<table>
<thead>
<tr>
<th>Excel Column</th>
<th>Field Name</th>
<th>Required Status</th>
<th>Field Requirements</th>
</tr>
</thead>
</table>
| A            | NLAD: Subscriber ID                             | NLAD: N/A       | NLAD system-generated unique identifier captured from the NLAD Snapshot Report.  
|              | **Opt-Out:** Carrier Subscriber ID              | **Opt-Out:** Optional | Enter ETC or State unique identifier assigned to subscriber, if available.  
| B            | Rate                                            | Required for NLAD & Opt-Out | Enter Subscriber’s Rate; see guidance below to complete “Column B”  
| C            | Reason Code                                     | Conditional for NLAD & Opt-Out | Enter Reason code for subscriber(s) where Rate = $0, see guidance below to complete “Column C”  
| D            | Tribal Link Up Charges Waived                   | Optional for NLAD & Opt-Out | Enter subscriber’s Tribal Link Up Charges waived. Tribal Benefit Flat (Column P) must = 1; see guidance below to complete “Column D”  
| E            | SPIN                                            | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter subscriber’s SPIN |  
| F            | SAC                                             | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter subscriber’s SAC |  
| G            | Last Name                                       | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter subscriber’s Last Name |  
| H            | First Name                                      | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter subscriber’s First Name |  
| I            | Street Address                                  | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter subscriber’s Street Address |  
| J            | City                                            | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter subscriber’s City |  
| K            | State                                           | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter subscriber’s State |  
| L            | ZIP                                             | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter subscriber’s Zip Code |  
| M            | Phone Number                                    | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Optional                           | **Opt-Out:** Enter subscriber’s phone number, if available |  
| N            | ETC General                                     | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Optional                           | **Opt-Out:** Enter ETC General use information, if available |  
| O            | Service Type                                    | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter subscriber’s Service Type; voice, broadband, bundledvoice, bundledbroadband, bundledvoicebroadband |  
| P            | Tribal Benefit Flag                             | NLAD: N/A       | Information is captured from NLAD  
|              | **Opt-Out:** Required                           | **Opt-Out:** Enter “1” (for Yes) or “0” (for No) to indicate subscriber’s Tribal Benefit Flag Status |  

Continued
Step 4 – Update Excel Spreadsheet, Continued

Validation Rules
Refer to the document below for a list of the validation rules associated with the required inputs for the Claims_Input_Template.csv.
LCS Upload Validation Rules

Updating Template for Original Claim
The following Columns are Required, Conditional, or Optional:

Column B - Rate - Required
- **To Claim Subscriber**: Enter “xx” dollar amount for each subscriber record that should be claimed. Rate cannot exceed $9.25 for non-tribal subscribers, and $34.25 for tribal subscribers.
- **To Unclaim Subscriber**: Enter “0” dollar amount for each subscriber record that should not be claimed. A reason code is required to be entered for all unclaimed subscriber records. (See Reason Codes below.)

Column C – Reason Code - Conditional
- Enter a Reason Code for each subscriber record being unclaimed (i.e. Column B – Rate = “0”).

Following is a list of the valid Reason Codes:

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>U1</td>
<td>Signed up for Lifeline, no usage yet</td>
</tr>
<tr>
<td>U2</td>
<td>Subscriber is in a non-usage cure period (snapshot date falls within the 15 day cure period)</td>
</tr>
<tr>
<td>U3</td>
<td>Subscriber lost eligibility prior to snapshot, but was not de-enrolled from NLAD prior to snapshot</td>
</tr>
<tr>
<td>U4</td>
<td>Subscriber’s account is suspended</td>
</tr>
<tr>
<td>U5</td>
<td>Failed to match subscriber in ETC’s internal system</td>
</tr>
<tr>
<td>U6</td>
<td>Other</td>
</tr>
</tbody>
</table>

Column D – Tribal Link Up Charges Waived
- Enter the Tribal Link Up Charges Waived for all eligible subscriber records as applicable. This can only be claimed if Column P – Tribal Benefit Flag = 1 and Tribal Link Up Charges Waived cannot exceed $100.00

Continued
Step 4 – Update Excel Spreadsheet, Continued

Notes for Updating Template

- No records can be added or deleted to the template.
- Column Headers cannot be modified or removed.

Updating Template for Revised Claim

For revised claims, users are only required to upload subscriber(s) records that need to be updated. On the downloadable most current Claims_Input_Template, users can claim or unclaim current active subscribers that were uploaded during their “Original” filings(s) for a selected data month.

Note for Opt-Out Revisions:

- Users must download the most current Claims_Input_Template to file a revision
- An additional field, “Subscriber ID”, is automatically added to the Claims_Input_Template. This unique identifier, allows Opt-Out States ETCs to track revisions completed on their subscribers’ records for a selected data month filing
- ETCs will not be able to submit filing(s) with upward revisions. On the downloadable Claims_Input_Template ETCs can only claim or unclaim current active subscribers that were uploaded during their “Original” filing(s) for a selected data month

***
Step 5 – Upload Subscriber Data File

**Introduction**
After the Claims_Input_Template.csv file is updated for the claimed and unclaimed subscribers, the file must be uploaded to submit a claim for reimbursement. **Note:** The saved file format must be .csv

**Upload File**
To upload the updated Claims_Input_Template.csv file, click on the link **Upload File** located at the top left corner of the **File Claim Page** and select the file you saved to upload.

**Successful Upload**
Users will receive a notification if their file was successfully uploaded.
Step 5 – Upload Subscriber Data File, Continued

UnSuccessful Upload  If any errors were encountered during the upload, users will receive an error notification and the name of an error file that should be downloaded and reviewed.

![Error File Image]

Error File  To download the error file, click on the error file name in the error message notification (mm_dd_yyyy_hhmm_error.csv), where the file name is based on the day/time file was generated.

<table>
<thead>
<tr>
<th>mm</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>dd</td>
<td>Day</td>
</tr>
<tr>
<td>yyyy</td>
<td>Year</td>
</tr>
<tr>
<td>hh</td>
<td>Hour (24 hour format)</td>
</tr>
<tr>
<td>mm</td>
<td>Minutes</td>
</tr>
</tbody>
</table>

Error File Example  Following is an example of an error file:

```
1 rowNumber subscriberID errorMessage errorData
2 1 16FWS3X94 Rate is required. null
3 2 NC848131 Rate is required. null
4 3 106WZ2AA95 Rate is required. null
5 4 1457895890 Rate is required. null
6 5 199A07IIH5 Rate is required. null
7 6 A0DF673K8 Rate can not exceed $9.25 for non-tribal subscriber or exceed $34.25 for tribal subscriber. 99999
```
Step 5 – Upload Subscriber Data File, Continued

**Correcting Errors**

Refer to the [LCS Upload Validation Rules](#) document for validation rules to make any corrections to your subscriber data file.

---

**Subscriber Counts Table**

After a successful upload, the Subscriber Counts table is updated in real time and will reflect the latest uploaded template.

**Note:** There is a Keyword Search box which users can lookup ETCs by entering a valid SPIN, SAC, Name, or Status.

Continued
### Subscriber Counts Table Descriptions

Following are descriptions of the items displayed on the Subscriber Count Table.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPIN</td>
<td>Service Provider Identification Number</td>
</tr>
<tr>
<td>SAC</td>
<td>Study Area Code</td>
</tr>
<tr>
<td>Name</td>
<td>ETC Name</td>
</tr>
<tr>
<td><strong>Status</strong></td>
<td>SAC Status: Not Started, Uploaded, Ready to Certify, Certified Ready to Revise, Uploaded, Ready to Certify, Certified</td>
</tr>
<tr>
<td><strong>Original Claims</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Revised Claims</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Non-Tribal</strong></td>
<td>Total count of Non-Tribal subscribers: reported on the Summary and Detail Subscriber</td>
</tr>
<tr>
<td><strong>Reported</strong></td>
<td>Snapshot Report (Original claims)</td>
</tr>
<tr>
<td><strong>Uploaded</strong></td>
<td>uploaded in LCS (Opt-out claims)</td>
</tr>
<tr>
<td><strong>Last Claimed</strong></td>
<td>last claimed on the uploaded Claims_Input_Template.csv (Revised claims)</td>
</tr>
<tr>
<td><strong>Non-Tribal</strong></td>
<td>Total count of Non-Tribal subscribers: claimed on the uploaded Claims_Input_Template.csv (Revised claims)</td>
</tr>
<tr>
<td><strong>Claimed</strong></td>
<td>revised on the uploaded Claims_Input_Template.csv (Revised claims)</td>
</tr>
<tr>
<td><strong>Revised Claimed</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Tribal</strong></td>
<td>Total count of Tribal subscribers: reported on the Summary and Detail Subscriber</td>
</tr>
<tr>
<td><strong>Reported</strong></td>
<td>Snapshot Report (Original claims)</td>
</tr>
<tr>
<td><strong>Uploaded</strong></td>
<td>uploaded in LCS (Opt-out claims)</td>
</tr>
<tr>
<td><strong>Last Claimed</strong></td>
<td>last claimed on the uploaded Claims_Input_Template.csv (Revised claims)</td>
</tr>
<tr>
<td><strong>Tribal</strong></td>
<td>Total count of Non-Tribal subscribers: claimed on the uploaded Claims_Input_Template.csv (Revised claims)</td>
</tr>
<tr>
<td><strong>Claimed</strong></td>
<td>revised on the uploaded Claims_Input_Template.csv (Revised claims)</td>
</tr>
<tr>
<td><strong>Revised Claimed</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>Total count of Non-Tribal/Tribal subscribers: reported on the Summary and Detail Subscriber</td>
</tr>
<tr>
<td><strong>Reported</strong></td>
<td>Snapshot Report (Original claims)</td>
</tr>
<tr>
<td><strong>Uploaded</strong></td>
<td>uploaded in LCS (Opt-out claims)</td>
</tr>
<tr>
<td><strong>Last Claimed</strong></td>
<td>last claimed on the uploaded Claims_Input_Template.csv (Revised claims)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>Total count of Non-Tribal/Tribal subscribers: claimed on the uploaded Claims_Input_Template.csv (Revised claims)</td>
</tr>
<tr>
<td><strong>Claimed</strong></td>
<td>revised on the uploaded Claims_Input_Template.csv (Revised claims)</td>
</tr>
<tr>
<td><strong>Revised Claimed</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Tribal Link-up</strong></td>
<td>Total Tribal Link up connections waived on the uploaded Claim_Input_Template</td>
</tr>
</tbody>
</table>

Continued
Step 5 – Upload Subscriber Data File, Continued

Examples of Subscriber Counts Table

Uploaded File contains Subscribers in Original Claims:

<table>
<thead>
<tr>
<th>SPIN</th>
<th>SAC</th>
<th>Name</th>
<th>Status</th>
<th>Non-Tribal Requested</th>
<th>Non-Tribal Claimed</th>
<th>Tribal Requested</th>
<th>Tribal Claimed</th>
<th>Total Requested</th>
<th>Total Claimed</th>
<th>Tribal Link-up</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1096</td>
<td>1096</td>
<td>0</td>
<td>0</td>
<td>1096</td>
<td>1096</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1430</td>
<td>1430</td>
<td>6</td>
<td>6</td>
<td>1436</td>
<td>1436</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>208</td>
<td>208</td>
<td>1</td>
<td>1</td>
<td>210</td>
<td>210</td>
<td>0</td>
</tr>
</tbody>
</table>

Uploaded File contains Subscribers in Original Claims – Opt-Out:

<table>
<thead>
<tr>
<th>SPIN</th>
<th>SAC</th>
<th>Name</th>
<th>Status</th>
<th>Non-Tribal Requested</th>
<th>Non-Tribal Claimed</th>
<th>Tribal Requested</th>
<th>Tribal Claimed</th>
<th>Total Requested</th>
<th>Total Claimed</th>
<th>Tribal Link-up</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>13</td>
<td>11</td>
<td>1</td>
<td>3</td>
<td>15</td>
<td>12</td>
<td>0</td>
</tr>
</tbody>
</table>

Uploaded File contains Subscribers in Revised Claims:

<table>
<thead>
<tr>
<th>SPIN</th>
<th>SAC</th>
<th>Name</th>
<th>Status</th>
<th>Non-Tribal Requested</th>
<th>Non-Tribal Claimed</th>
<th>Tribal Requested</th>
<th>Tribal Claimed</th>
<th>Total Requested</th>
<th>Total Claimed</th>
<th>Tribal Link-up</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Revisit to Certify</td>
<td>585</td>
<td>585</td>
<td>6</td>
<td>6</td>
<td>591</td>
<td>591</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Claimed</td>
<td>44</td>
<td>44</td>
<td>9</td>
<td>9</td>
<td>52</td>
<td>52</td>
<td>0</td>
</tr>
</tbody>
</table>

***
Step 6 – View Support Summary

Introduction

From the Support Summary Page, ETCs can view support details at the SAC level before marking them ready to submit for the 497 officer to certify.

Note: The user must move to the View Support Summary page in order to mark the claim(s) ready for 497 Officer certification.

Accessing the Support Summary Page

To Access the Support Summary Page, click on View Support Summary after uploading your subscriber data file.

Continued
Step 6 – View Support Summary, Continued

**View Support Details**  To view a detail summary of a SAC filing, click on the **View** link located under the Support Details column.

**Detail View**  Following is an example of the Detail View that will be displayed for a SAC’s filing.
Step 7 – Select Claims “Ready to Submit”

**Introduction**

Claims that are ready to be submitted to the 497 Officer to certify, are selected from the Support Summary Page.

To Access the Support Summary Page, click on View Support Summary after uploading your subscriber data file.

**Filter Claims**

To display the claims that are ready to submit for certification, Filter claims by “Uploaded.”

**Select SACs “Ready to Submit”**

The user can select “All” or individual SACs that have been identified as “Ready to Submit.”

Either click on the Select All checkbox or on the checkbox under the “Ready to Submit” column next to each individual SAC that the user wants the 497 Officer to certify.

Continued
Step 7 – Select Claims “Ready to Submit”, Continued

Complete Contact Information

Users are required to complete the contact information section before submitting claims to be certified.

**Note:** It is helpful to provide the information for the individual who is most familiar with the data submitted on the claim.

Submit Claims to Certify

Click on the **Submit Claims to Certify** link at the bottom of the page to make your completed claims available to the 497 Officer for certification.

View/Print PDF of Claim Submitted for Certification

After claims are submitted for certification, the status of the claims will change to **Ready to Certify**. To view PDFs that have been submitted for certification, filter claims by **Ready to Certify**. All available PDFs can be viewed/printed under the Support Details columns.

Refer to View and Download PDFs During Claim Submission Process for additional information.
Step 8 – Certify Claim(s)

Introduction

The **Certify Claim Page** is only accessible to a user with a 497 Officer account. It is from this page that the 497 Officer will select the SAC(s) to certify and submit for processing.

Select Data Month of Claim(s) to Certify

The 497 Officer must select a specific Data month and Year of claims to be certified.

![Certify Claim](image)

**Note:** If claims have been submitted for multiple months, they must be selected, viewed, and certified separately.

Status Count of Claims “Ready to Certify”

A Status Chart will be displayed identifying the number of SACs that are ready for the 497 Officer to certify.

![July 2017 SAC Status](image)

To begin certifying claim(s), click on **Continue** at the bottom of the page.

Continued
Step 8 – Certify Claim(s), Continued

Filter Claims
To display the claims that are ready for certification, **Filter claims by “Ready to Certify.”**

View SAC Support Details
The 497 Officer can view the support details (subscriber counts and rates) for any SAC by clicking on the **View** link located under the Support Details column.

Continued
Step 8 – Certify Claim(s), Continued

Select SAC(s) to Certify

The 497 Officer can select “All” or individual SACs that have been identified as “Ready to Certify.”

Either click on the Select All checkbox or on the checkbox under the “Ready to Certify” column next to each individual SAC that the officer wants to certify.

Certify and Sign

The Form 497 Officer must enter their Name and Title to confirm certification.
### Step 8 – Certify Claim(s), Continued

**Complete Certification**  
After signing the certification, the Form 497 Officer completes the certification process by clicking on the **Certify Claims** button at the bottom of the Claims Page.

![Certify Claims Button](image)

**View/Print PDF of Certified Claims**  
After claims have been certified, the status of the claims will change to **Certified**. To view PDFs of Certified claims, **filter claims by** Certified. All available PDFs can be viewed/printed under the Support Details columns.

```**````
View and Download PDFs during Claim Submission Process

Introduction

Lifeline Claims Worksheet PDF documents are only available for claims that are in the following status:

- Ready to Certify
- Certified

Continued
View and Download PDFs during Claim Submission Process, Continued

View PDFs – Ready to Certify Claims

After claims are submitted for certification, the status of the claims will change to **Ready to Certify**. To view PDFs that have been submitted for certification, filter claims by **Ready to Certify**. All available PDFs can be viewed under the Support Details columns. **Note**: Since the claims have not been certified, the certification page will not be completed.

**Viewing from Support Summary Page**

![Support Summary Page](image)

**Viewing from Claims Page (Applicable only to 497 Officers)**

![Claims Page](image)

Continued
View and Download PDFs during Claim Submission Process, Continued

View PDFs – Certified Claims

The 497 User and 497 Officer can view the PDFs of claims that have been certified.

After claims are certified, the status of the claims will change to Certified. To view PDFs that have been certified, filter claims by Certified. All available PDFs can be viewed under the Support Details columns.

Note: Certified claims will include a completed Certification Page.
Filing History

Introduction

The Filing History page provides the user the opportunity to review the history of certified (Original and Revised) Lifeline claims and download a printable PDF.

Filing History Archive

The list of available claims a user can retrieve/view/download is dependent on the data month of the claim.

The Filing History archive in LCS consists of:

- all 2018 and Future Original and Revised certified claims submitted through LCS
- the most recent Original or Revised certified Form 497 submitted through E-File.

Note: Original and Revised Paper Form 497s submitted through email, fax, or mail are not retrievable in LCS.
Filing History, Continued

How to Retrieve Filing History

The 497 User and 497 Officer can retrieve submitted certified claims to view/download.

From the Drop-down Menus on the Filing History page, select the appropriate:
- Month
- Year
- SPIN
- SAC (Optional)
Filing History, Continued

Retrieve Filing History – January 2018 Data Months and Future

All Original and Revised claims submitted through LCS for data months beginning with January 2018 can be retrieved for review/download.

LCS generates a list of all certified Lifeline Claims associated with the selected Month, Year, SPIN and SAC (Optional).

- For filings with multiple revisions the available versions can reviewed by clicking on the “View #” drop-down filter under the “Additional Filings” column.

Search Certified Filings

Month

Year [Format: YYYY]

SPIN

SAC [Optional]

Search

Showing 1 to 10 of 44 records

<table>
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</table>

Show 10 records/page
Filing History, Continued

Retrieve Filing History – December 2017 and Prior

Original or Revised Form 497s submitted through E-File for data months beginning with January 2007 through December 2017 can be retrieved for review/download.

LCS generates a list of the latest submitted certified Form 497 associated with the selected Month, Year, SPIN and SAC (Optional). The Additional Filings column is Not Applicable for Form 497 submitted claims.
Filing History, Continued

Which Form 497s Cannot be Retrieved Through LCS

The following Form 497s are not retrievable through LCS:

- Original Form 497s submitted through E-File, if the most current Form 497 submitted is a Revision
- Multiple Revisions for the same data month submitted through E-File (only latest will be retrieved)
- Original Form 497s submitted through email, fax, or mail
- Revised Form 497s submitted through email, fax, or mail

Download PDF

The user can download the Lifeline Claims Worksheet or Form 497 by clicking on Download icon next to each filing.

***