National Verifier Recertification
December 2018 Launch
Lifeline Program
July 30, 2019
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Today’s Presenters

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Agenda

1. Background
2. Recertification Process
   • Automated Data Source Check
   • Self-Certification Process & Methods
   • Automatic De-enrollment
3. Form 555
4. FAQs
Background
Receitification
Rolling Recertification

- The **2016 Lifeline Order** requires that subscribers be recertified on a rolling basis, which is referred to as “rolling recertification”
  - Subscriber’s eligibility is verified by their Lifeline anniversary date
  - USAC recertified subscribers in one-month batches
- The “anniversary date” is every 12 months from the service initiation date
  - Visible in NLAD (not an editable field)
Recertification and Reverification

- Recertification is an annual requirement for Lifeline subscribers. It is separate from reverification (one-time National Verifier process).
- Subscribers will only be due for recertification after they have successfully completed reverification or if they enrolled through the National Verifier.
- A subscriber cannot be in both recertification and reverification at the same time. However, you may have some subscribers in recertification and some subscribers in reverification because the December 2018 launch reverification process is not yet complete.
When will National Verifier Recertification start?

- Recertification for subscribers in December 2018 launch states (Missouri, North Carolina, Pennsylvania, and Tennessee) will **begin in September**.
Who is due for Recertification?

• The subscribers that will begin recertification in September have anniversary dates in December for one of the following reasons:
  • Successfully *reverified* their eligibility. The subscriber’s anniversary date will be one year from the date the subscriber successfully reverified.
  • Enrolled in the Lifeline program via the National Verifier on December 4, 2018 or later.

*USAC will be removing the anniversary date for any subscriber in a December 2018 launch state that is still undergoing reverification.*
Recertification Process
Recertification Timeline

- The National Verifier recertification process will start 90 days before a subscriber’s Anniversary Date in NLAD.
- Recertification checks will be conducted every day, and 60-day recertification windows will be initiated every business day.
Recertification Timeline – Daily Batching

60-day recertification window occurs within this timeframe

90 Days Out
Subscriber checked against state or federal data source

89 Days Out
Subscriber record populated in NLAD Recertification Subscriber Status Report

80-88 Days Out
Recertification letters mailed to subscribers who did not pass the data source check. 60-day window begins next day.

20-28 Days Out
60-day recertification window closes

13-21 Days Out
Subscriber is automatically de-enrolled from NLAD if they have not successfully recertified.

Subscriber's Anniversary Date
Recertification Process: Initial Data Source Check

1. Subscriber record checked against data source
2. 60-day recertification window for subscribers who do not pass the data source check
3. Failed/non-responsive subscribers automatically de-enrolled
4. Outcome of data source check populated in NLAD Recertification Subscriber Status Report
5. Failed/non-responsive subscribers sent de-enrollment notification
Recertification Automated Checks

• Per the Lifeline rules, every subscriber in National Verifier recertification will first be run through an automated data source check.

• Subscribers will *only* have their eligibility checked.
Recertification Process: Recertification Subscriber Status Report

Subscriber record checked against data source

60-day recertification window for subscribers who do not pass the data source check

Failed/non-responsive subscribers automatically de-enrolled

Outcome of data source check populated in NLADRecertification Subscriber Status Report

Failed/non-responsive subscribers sent de-enrollment notification
Recertification Reports in NLAD

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

• After the subscriber has been checked against an automated data source, service providers will be able to see the following information at the subscriber level:
  • Outcome of data source check
  • Recertification status (updated daily)
  • Mail out date (if self-certification required)
  • Recertification deadline (if self-certification required)
    • This date will be 60 days from the date the initial mailing is sent.
  • Recertification method
Recertification Subscriber Status Report

Will be able to select multiple SACs

Report can be sorted by subscribers who have successfully recertified and those that haven’t.

Date when subscriber’s eligibility is checked. This will be 90 days from subscriber’s anniversary date.
Self-Certification

• Subscribers whose eligibility can’t be verified via an automated check will be required to self-certify their eligibility for the Lifeline benefit.
• USAC will conduct outreach to subscribers that did not pass an automated data source check and require self-certification.
Recertification Process: 60-day self-certification window

1. Subscriber record checked against data source
2. 60-day recertification window for subscribers who do not pass the data source check
3. Failed/non-responsive subscribers automatically de-enrolled
4. Outcome of data source check populated in NLAD Recertification Subscriber Status Report
5. Failed/non-responsive subscribers sent de-enrollment notification
60-Day Self-Certification Window – Initial mailing

• Per the Lifeline rules, the initial mailing to subscribers to initiate the recertification window will include:
  • A letter notifying them of their recertification requirement (English & Spanish)
  • A *barcoded* copy of FCC Form 5630 Annual Recertification Form (English & Spanish)
• This mailing will be sent approximately 85 days before the subscriber’s Anniversary Date.
60-Day Self-Certification Window – Letter and Form

Lifeline Program

Stay Connected: Time to Renew Your Lifeline Benefit by [Letter Date = 60 days]

Lifeline is a federal program that lowers the monthly cost of phone and Internet service for qualified consumers. Every year, you must renew your benefit so that you can continue receiving your benefits. You must renew your benefit by [Letter Date = 60 days].

How to Renew Your Benefit

You have to renew by [Letter Date = 60 days] or you will lose your Lifeline benefit. You can renew your benefit by doing one of the following options:

1. Call 1-888-240-2123. Enter your application ID number ([ID Number]) and follow the prompts.
2. Complete the online form at [Online Form].
3. Complete the form included with this letter and mail it to:
   Lifeline Support Center
   PO Box 19815
   London, KY 40747-8202

Do not use the second address box.

Rules

• Your household must get at least one Lifeline benefit on the same phone line.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Do not give your benefit to another person

Lifeline benefits cannot be transferred to another person even if they qualify.

Be honest on this form

You must give us accurate information on this form and on any other forms you complete. If you give us false information, you will lose your Lifeline benefit.

Lifeline is a government program that provides a monthly discount on phone or Internet service for eligible low-income households. To be eligible, you must meet the income guidelines established by the Universal Service Administrative Company (USAC) and the Federal Communications Commission (FCC). If you do not meet the income guidelines, you may be eligible for a discount on your phone or Internet service through the Lifeline program. To learn more about the Lifeline program, you can visit the website for USAC at [USAC Website], or call the Lifeline Support Center at [Lifeline Support Center Phone Number].

Recentry

To renew your Lifeline benefit, fill out and sign the letter and return it to the Lifeline Support Center at the address below.

Lifeline Support Center
1050 Pennsylvania Ave., N.W.
Washington, D.C. 20418

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Self-Certification Methods
Recertification Process
60-Day Recertification Window – Recert Methods

Paper Recertification Form

Interactive Voice Response (IVR)

Recertify Online
Self-Certification Method #1: Paper Form

- FCC Form 5630 Annual Recertification Form
  - Subscribers will receive a barcoded version of Form 5630 from USAC to submit via mail
  - Subscribers will not receive written notice that their form was received.
    - Subscribers can call Lifeline Support Center for status or service providers can reference the Subscriber Recertification Status Report in NLAD.
- Full-size examples available on our website
  - English form, Spanish form
Self-Certification Method #2: Interactive Voice Response

- 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 12-15 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**
  - Application ID is also available on the Recertification Subscriber Status Report in NLAD.
Self-Certification Method #3: Recertify Online

- Subscribers can recertify online via the National Verifier web portal
  - English and Spanish language support available
  - Instructions for recertifying online provided on letter to subscriber
- Subscriber finds out immediately whether they pass/fail
Robo-calls & Postcard

- During the 60-day period, subscribers may receive up to three (3) robo-calls and a reminder postcard. Subscribers will receive scheduled reminders until they successfully recertify.

- Robo-calls inform subscribers:
  - That it is time to recertify their benefit,
  - Of their deadline to recertify, and
  - That they can continue immediately to recertify using the IVR, recertify online (URL provided), or complete and return the mailed recertification form.
Recertification Process: Recertification Outcome

Subscriber record checked against data source

60-day recertification window for subscribers who do not pass the data source check

Failed/non-responsive subscribers sent de-enrollment notification

Failed/non-responsive subscribers automatically de-enrolled
Recertification Outcome Notification from USAC

- Subscribers will be notified of the successful recertification status depending on how they choose to recertify. If a subscriber successfully recertifies within their window…
  - Via IVR or Web: Immediate confirmation after submission
  - Via Mail: A mailed notification will be sent shortly after the successful recertification attempt.
- If a subscriber does not successfully recertify within their window…
  - A mailed notification will be sent within 2-3 business days after a subscriber’s window closes.

Only subscribers that are required to self-certify will be given the outreach listed above
Automatic De-enrollment
Recertification Process
Recertification Process: Failed Recertification De-enroll Report

1. Subscriber record checked against data source
2. 60-day recertification window for subscribers who do not pass the data source check
3. Failed/non-responsive subscribers automatically de-enrolled
4. Outcome of data source check populated in NLAD Recertification Subscriber Status Report
5. Failed/non-responsive subscribers sent de-enrollment notification
Automatic De-enrollment from NLAD

• 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.

• Subscribers must complete recertification through one of the three self-certification recertification methods or they will be automatically de-enrolled.

• Service providers will be notified via an automated email of all de-enrollments for failed/non-responsive subscribers in NLAD through the Failed Recertification De-enroll Report in NLAD. The email notification will indicate de-enrollments have occurred in one or more of your SACs and to check the Failed Recertification De-enroll Report for more information.

• Service providers are still responsible for ensuring that subscribers that should be de-enrolled are not claimed for the Lifeline benefit.
Failed Recertification De-Enroll Report

Select Filters

Select SAC(s)

Start Date: 09/10/2018
End Date: 09/10/2018

Select Report Format

- Display on web page (limited to first 500 responses)
- CSV file with each row containing selected data on a single subscriber

Submit

Will be able to select multiple SACs

Date when de-enrollment transaction occurred.
NLAD Reports Review

• **Recertification Subscriber Status Report**
  - *What date should you enter?* – The day the recertification process starts for a subscriber. This will be 90 calendar days prior to their anniversary date.

• **Failed Recertification De-enroll Report**
  - *What date should you enter?* – The date the de-enroll transaction occurred. This will be the day you receive the automated email from NLAD.
Form 555
FCC Form 555 Reporting

- Recertifications that are conducted by the National Verifier do not need to be recorded in your Form 555.

- You will still be required to submit a Form 555 for each SAC, but will not need to include any recertification data.
FAQs

• Can I recertify my subscribers and enter the results into NLAD?
  • No – subscribers going through National Verifier recertification must complete their recertification through one of the three recertification methods or they will be de-enrolled from the Lifeline program.

• If a subscriber attempts to self-certify and they fail, can they attempt to self-certify again?
  • Yes – subscribers will have an unlimited number of attempts to self-certify during their 60-day window.
FAQs

• Can service providers reach out to subscribers to inform them about USAC and the recertification process?
  • Yes – service providers may educate their subscribers about who USAC is, why we are reaching out to them, and the recertification process.
    • Service providers **should not** provide or estimate deadlines as these are subject to change.
Questions?
Lifeline Program Webinar

• Thank you for joining us!

• Sign up for Lifeline Program email updates and upcoming events
  • Visit usac.org/li and click “subscribe” in the upper-right corner

• Need help? Contact us!
  • General: LifelineSupport@usac.org
  • Recertification: Liverifications@usac.org