A blue-tinted photograph of a woman and a young girl sitting on a couch, looking at a tablet together. The woman is on the right, pointing at the screen, and the girl is on the left, resting her chin on her hand. The background is blurred, showing a window and some indoor plants.

# **National Verifier Reverification Process Webinar – February 2019 Launch**

May 7, 2019



**Universal Service  
Administrative Co.**

- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the “Questions” box
  - There is a large audience signed in today. We will accept as many questions as possible
- If your audio or slides freeze, restart the webinar
- A copy of the slide deck is in the “Handouts” section of the webinar panel

# Reverification Process

## Today's Presenters

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**Catie Miller**



**Leah Sorini**



**Tiffany Brady**



**Tim O'Brien**

# Course Objectives

## Reverification Process

At the end of the course, you will...



...be able to:

- Plan a process to submit documentation to USAC for the reverification of your current consumers
- Identify which types of documents you need to submit for each consumer



...understand:

- Requirements & deadlines for the reverification process
- Your role in the process, including if you choose to opt-out of USAC-conducted outreach
- What documents the National Verifier will accept

# Course Overview

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**01 | OVERVIEW OF THE REVERIFICATION PROCESS**

**02 | NLAD REPORTS**

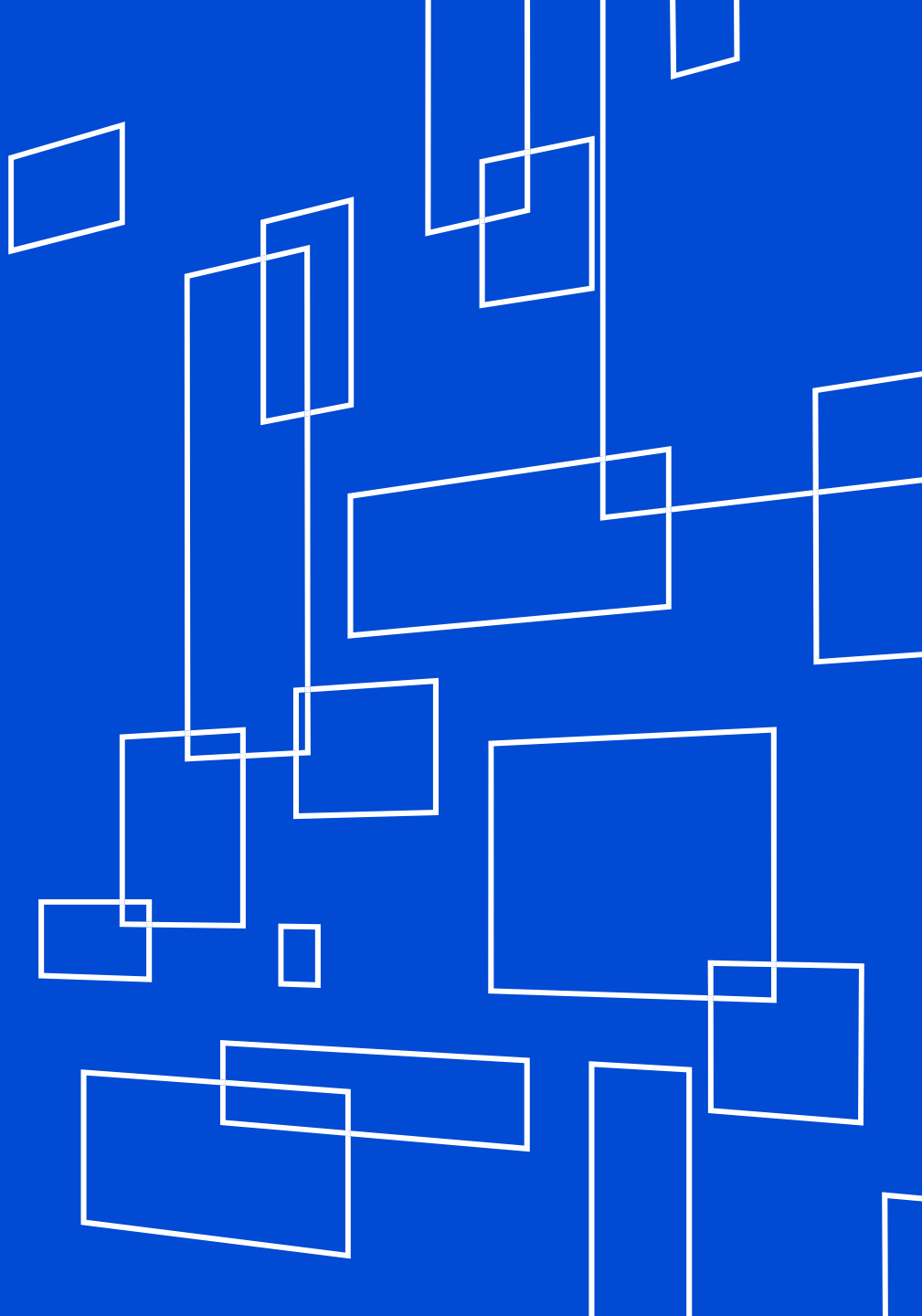
**03 | STEP-BY-STEP FOR ALL GROUPS**

**04 | USAC-CONDUCTED OUTREACH AND THE OPT-OUT PROCESS**

**05 | ACCEPTABLE DOCUMENTATION**

**06 | SUBMITTING TO USAC**

## **Section 1: Overview of the Reverification Process**



# Overview of the Reverification Process

## USAC Communications

USAC will make several announcements (via email and the USAC website) regarding the reverification process and window openings.

- **On-hand Documentation Submission:** Opens the 45-day window for service providers to provide on-hand documentation to USAC.
- **Reminders:** Notifications to service providers reminding them of upcoming document submission deadlines.
- **Subscriber Outreach:** USAC will notify service providers when outreach is conducted to subscribers who require additional documentation to complete reverification. Subscribers will be given 60 days to respond with documentation.
- **De-enrollments:** USAC will notify any affected service providers before any subscribers are de-enrolled for failing to reverify.

\* **Note:** To be added to the February 2019 launch list, email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org)

# Reverification vs. Recertification

## What is reverification?

### Reverification



- A separate, one-time process that is associated only with bringing current Lifeline subscribers into the National Verifier
- Requires a current subscriber to pass same eligibility checks as a subscriber that is enrolled through the National Verifier
- *Timeline will vary by NV Launch*

### Recertification



- Annual process of confirming continued eligibility for the Lifeline benefit via self-certification
- Per the Lifeline rules, **does not** require eligibility documentation
- Subscribers who pass *reverification* must be *recertified* one year following the date of their successful reverification
- *Existed before the National Verifier*



# Overview of the Reverification Process

## What is reverification?

All existing subscribers are run through several automated database checks.

- Subscribers are run through automated program eligibility databases, Third Party Identity Verification (TPIV), USPS Address Matching Service (AMS), and the National Lifeline Accountability Database (NLAD).

All service providers are required to submit on-hand documentation.

- Service providers will be required to submit on-hand documentation to resolve errors that result from failed database checks.
- Service providers will be given a 45-day window to submit on-hand documentation.

USAC will perform all reverification outreach to subscribers.

- For any errors that remain unresolved after service providers' on-hand documentation is reviewed, **USAC will conduct all necessary outreach to subscribers**, eliminating the need for service providers to conduct outreach.
- Service providers may **opt-out** of this process and choose to conduct the outreach themselves.

# Overview of the Reverification Process

## Automated Database Checks

Reverification utilizes several checks to ensure that existing subscribers are eligible for Lifeline.

Data Base Checks	If automated check fails...
Automated eligibility databases	requires manual review of eligibility documents
Third Party Identity Verification (TPIV), including checking whether the subscriber is deceased	requires manual review of identity documents and/or proof of life
USPS Address Matching Service (AMS)	requires documentation of geo-coordinates or other proof of address
NLAD Duplicate Address	requires an Independent Economic Household (IEH) form

Please see USAC's [Acceptable Documentation Guidelines](#) for additional information.

# Overview of the Reverification Process

## Service Providers Document Submission

If the National Verifier cannot verify a subscriber's eligibility through automated checks, service providers will be required to submit any available documentation they have on file for failed subscribers.

- USAC will open a 45 day window for service providers to submit documentation for subscribers with failures.
- Consumers will be separated into three groups, based on their Lifeline enrollment date (NLAD "ENROLLMENT DATE").

# Overview of the Reverification Process

February 2019 Launch Groups

- **Groups 2 & 3:** Subscribers that enrolled prior to soft launch; service providers must submit existing (on hand) AMS, TPIV, Deceased, and IEH documentation to resolve failures. On-hand program or income eligibility documentation (retained prior to soft launch) will not be accepted.
    - Once initial reviews are complete, USAC will reach out to subscribers to resolve remaining failures.
  - **Group 4:** Consumers enrolled through the legacy NLAD process during the soft launch period; service providers must submit existing (on hand) eligibility, certification, AMS, TPIV, Deceased, and IEH documentation to resolve failures.
    - Once initial reviews are complete, USAC will reach out to subscribers to resolve remaining failures.
- \* **Note:** Due to the time between the anticipated start of reverification and the February 2019 soft launch, there will be **no** Group 1. Subscribers will fall into Groups 2-4.

# Overview of the Reverification Process

## Subscriber Outreach

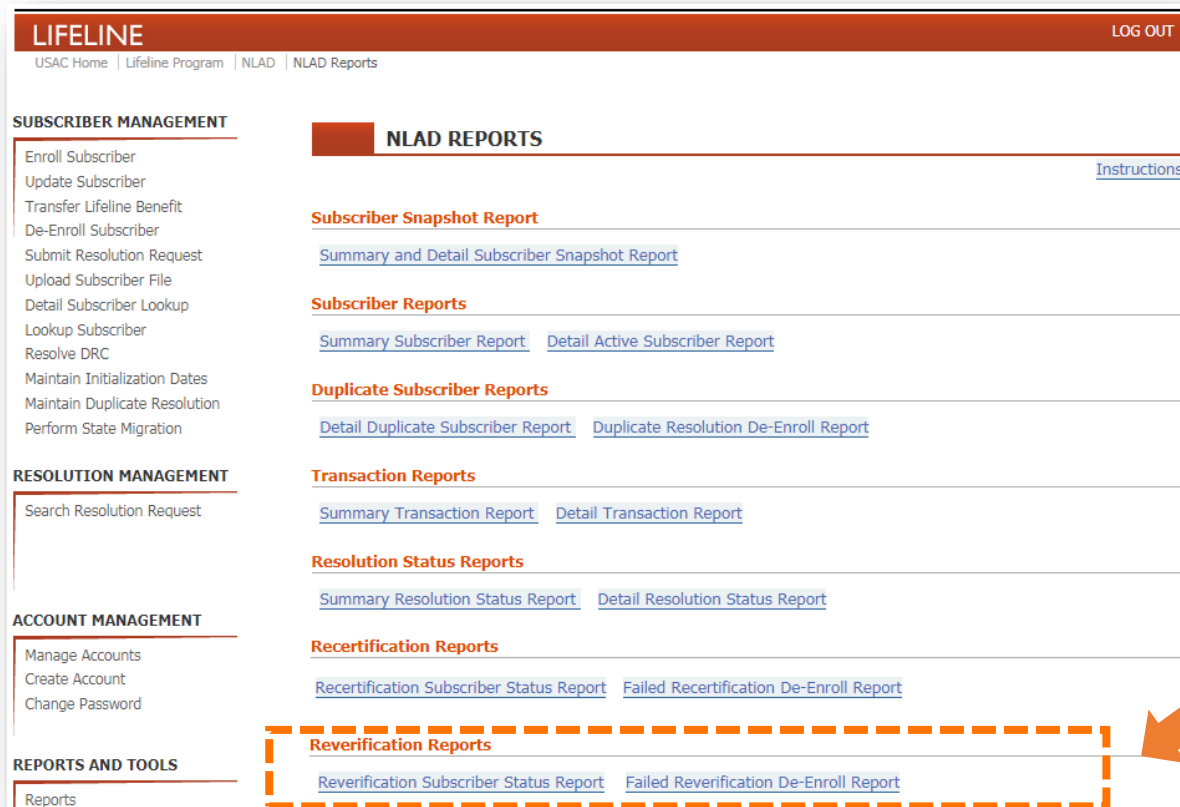
- USAC will conduct outreach to subscribers who require additional documentation to complete reverification. Subscribers will be given 60 days to respond with documentation.
- What outreach will subscribers receive?
  - Subscribers who require new program or income eligibility documentation will be provided a copy of the National Verifier application form to send back with their eligibility proof.
    - This applies to all Groups 2 & 3 subscribers who fail automated eligibility database checks and Group 4 subscribers who fail the automated eligibility database checks and whose on-hand documentation is insufficient for the National Verifier.
  - Subscribers with an open duplicate address failure will be provided a copy of the Independent Economic Household worksheet to return to USAC.
  - Subscribers with a TPIV (including deceased) error and/or an AMS error will be provided acceptable documentation guidelines in order to successfully submit documentation.

## Section 2: NLAD Reports

# NLAD Reports

## Reverification Process

The **Reverification Subscriber Status Report** provides service providers with the reverification status for each of their consumers. When USAC makes reverification announcements, service provider and subscriber submission needs are based on this report.



The screenshot shows the 'NLAD REPORTS' section of the Lifeline program interface. On the left, there are navigation menus for 'SUBSCRIBER MANAGEMENT', 'RESOLUTION MANAGEMENT', 'ACCOUNT MANAGEMENT', and 'REPORTS AND TOOLS'. The main content area lists various reports under the 'NLAD REPORTS' heading. The 'Reverification Reports' section is highlighted with a dashed orange border, and an orange arrow points to it from the right. The reports listed are: Subscriber Snapshot Report, Subscriber Reports (Summary and Detail), Duplicate Subscriber Reports (Detail and Duplicate Resolution De-Enroll), Transaction Reports (Summary and Detail), Resolution Status Reports (Summary and Detail), Recertification Reports (Recertification Subscriber Status and Failed Recertification De-Enroll), and Reverification Reports (Reverification Subscriber Status and Failed Reverification De-Enroll).

**LIFELINE** LOG OUT

USAC Home | Lifeline Program | NLAD | NLAD Reports

**SUBSCRIBER MANAGEMENT**

- Enroll Subscriber
- Update Subscriber
- Transfer Lifeline Benefit
- De-Enroll Subscriber
- Submit Resolution Request
- Upload Subscriber File
- Detail Subscriber Lookup
- Lookup Subscriber
- Resolve DRC
- Maintain Initialization Dates
- Maintain Duplicate Resolution
- Perform State Migration

**RESOLUTION MANAGEMENT**

- Search Resolution Request

**ACCOUNT MANAGEMENT**

- Manage Accounts
- Create Account
- Change Password

**REPORTS AND TOOLS**

- Reports

**NLAD REPORTS** [Instructions](#)

**Subscriber Snapshot Report**

- [Summary and Detail Subscriber Snapshot Report](#)

**Subscriber Reports**

- [Summary Subscriber Report](#)
- [Detail Active Subscriber Report](#)

**Duplicate Subscriber Reports**

- [Detail Duplicate Subscriber Report](#)
- [Duplicate Resolution De-Enroll Report](#)

**Transaction Reports**

- [Summary Transaction Report](#)
- [Detail Transaction Report](#)

**Resolution Status Reports**

- [Summary Resolution Status Report](#)
- [Detail Resolution Status Report](#)

**Recertification Reports**

- [Recertification Subscriber Status Report](#)
- [Failed Recertification De-Enroll Report](#)

**Reverification Reports**

- [Reverification Subscriber Status Report](#)
- [Failed Reverification De-Enroll Report](#)

Where to find the  
**Reverification  
Subscriber Status  
Report** in NLAD

# NLAD Reports

## Reverification Process

### Snapshot of the **Reverification Subscriber Status Report** in NLAD

**LIFELINE**LOG OUT

USAC Home | Lifeline Program | NLAD | Reverification Subscriber Status Report

**SUBSCRIBER MANAGEMENT**

- Enroll Subscriber
- Update Subscriber
- Transfer Lifeline Benefit
- De-Enroll Subscriber
- Submit Resolution Request
- Upload Subscriber File
- Detail Subscriber Lookup
- Lookup Subscriber
- Resolve DRC
- Maintain Initialization Dates
- Maintain Duplicate Resolution
- Perform State Migration

**REVERIFICATION SUBSCRIBER STATUS REPORT**[Instructions](#)

**Select Filters**

Select SAC(s)

Group ☐ 1  
☐ 2  
☐ 3  
☐ 4

Status ☐ Passed Reverification  
☐ Failed Reverification

**Select Report Format**

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



### The **Reverification Subscriber Status Report**:

- Is available in NLAD upon the completion of USAC's automated reverification checks for each subscriber and is updated as documentation reviews are conducted
- Is updated daily, but the report is subject to change
  - Service providers should only take action when USAC makes official announcements
- Shows whether a subscriber has passed reverification, and, if they haven't, which errors still need to be resolved for that subscriber
- Shows whether documentation was reviewed for each error and whether the documentation was approved or rejected

The **Reverification Subscriber Status Report** provides the status for each of the following potential errors.

- Data Source (this is the result of the automated eligibility check)
- TPIV (DOB, SSN, or Identity Not Found)
- TPIV Deceased
- AMS
- Duplicate Address
- Certification Form (Lifeline application form)

# NLAD Reports

## Reverification Process

In the **Reverification Subscriber Status Report**, errors and resolutions are in separate columns.

In the “**Fail**” Column:

- A “Y” in a “**Fail**” column indicates validation checks that require additional documentation.
- An “N” in a “**Fail**” column indicates a passed check, and no documentation is required.

# NLAD Reports

## Reverification Process

In the **Reverification Subscriber Status Report**, errors and resolutions are in separate columns.

In the **Resolution** Column:

- A blank value in a “**Resolution**” column indicates that no review of documentation for the corresponding error has occurred.
- A “Y” will appear in a “**Resolution**” column if documentation has been reviewed that resolved the error.
- An “N” will appear in a “**Resolution**” column if a review was conducted but the documentation reviewed did not resolve the error.

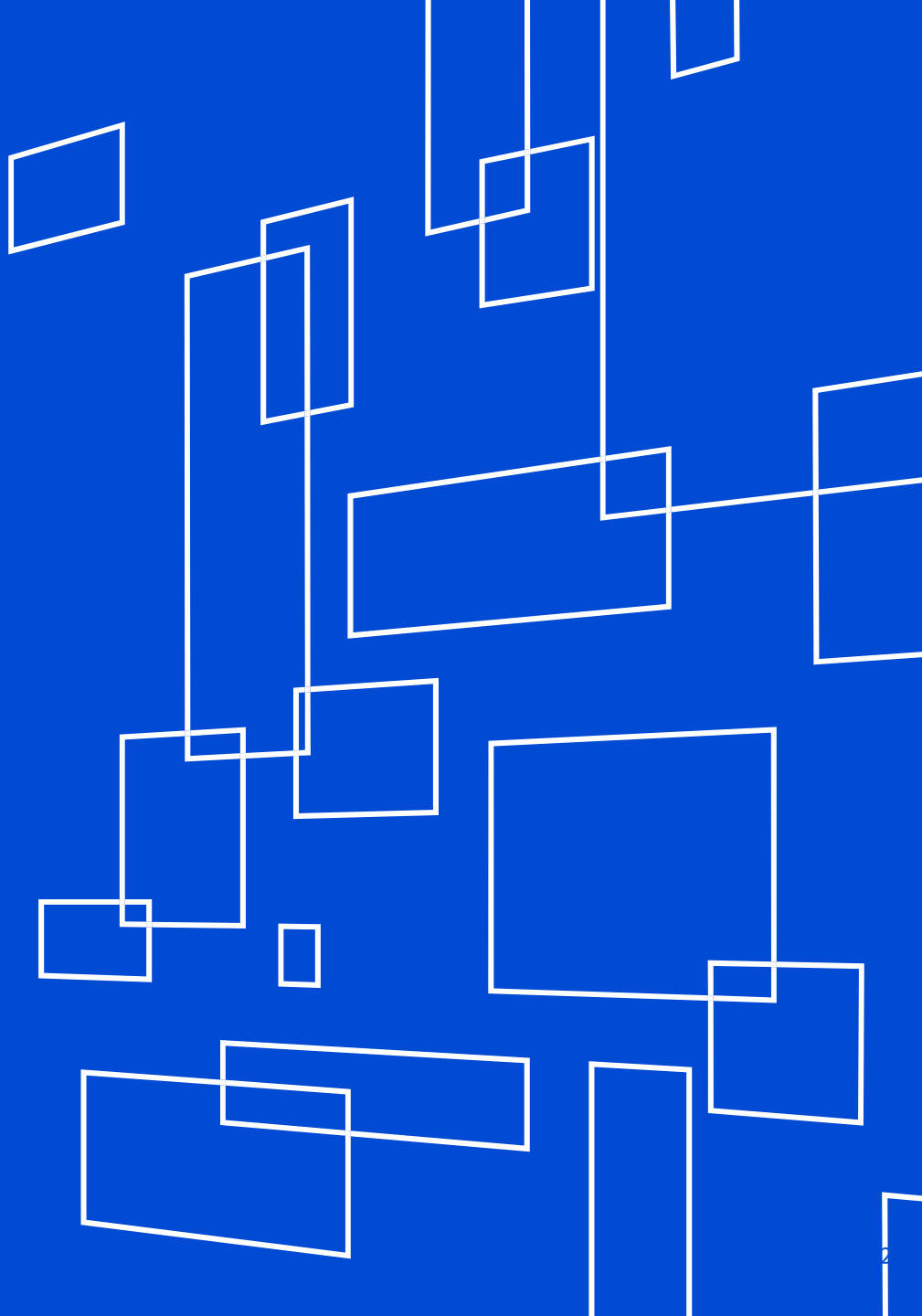
# NLAD Reports

## Reverification Process

After the reverification process is complete, USAC will conduct de-enrollments of subscribers that have not qualified.

- **Reverification Subscriber De-Enroll Report** will show which consumers failed the reverification process and have been de-enrolled from NLAD.
- The report will be updated several times as USAC conducts new de-enrollments.

## **Section 3: Step-by-Step for all Groups**



# Step-by-Step for Groups 2-4

## Reverification Process

1. Once USAC makes an announcement opening the on-hand submission window, log into NLAD to view the **Reverification Subscriber Status Report**.
2. Look at the failures for your Group 2-4 subscribers, and gather any documentation you have on hand that would resolve the failures.
  - Only AMS, TPIV, Deceased, and IEH errors can be resolved with existing (on-hand) documentation for Groups 2 & 3. Program/income eligibility documentation and certification forms (Lifeline application forms) on hand with the service provider will not be accepted for these groups.

## Step-by-Step for Groups 2-4

### Reverification Process

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3. Label the documents; prepare for submission to USAC.
  - Use the National Verifier's naming conventions and submission instructions
4. Send the documents to USAC within 45 days after USAC's on-hand document submission announcement.
  - Preferred: Send electronic files via USAC's HTTPS server
  - Alternatively: Mail paper items to USAC



## Step-by-Step for Groups 2-4

### Reverification Process

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5. Once USAC completes the reviews of the documentation you submitted in the initial 45-day window, the **Reverification Subscriber Status Report** will show the remaining errors that USAC will be reaching out to subscribers to resolve.
6. USAC will conduct outreach to subscribers to collect documentation that will resolve the errors for each subscriber. USAC will provide subscribers 60 days to submit documentation.

## Step-by-Step for Groups 2-4

### Reverification Process

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7. USAC will de-enroll subscribers that do not submit acceptable documentation to USAC by the deadline, and de-enrolled subscribers will appear on the Reverification Subscriber De-Enroll Report.

\* **Note:** The processes for Group 2 and Group 3 are identical for service providers. Splitting the groups allows USAC to do two separate batches and spread out reviews. Service providers who opt-out of USAC-conducted outreach and choose to do outreach themselves will have different windows for Group 2 and Group 3.

## **Section 4: USAC-Conducted Outreach & the Opt-Out Process**



USAC will conduct outreach to subscribers who require additional documentation to complete reverification. Subscribers will be given 60 days to respond with documentation.

- Subscribers who require new program or income eligibility documentation will be provided a copy of the National Verifier application form to send back with their eligibility proof.
  - This applies to all Groups 2 & 3 subscribers who fail automated eligibility database checks and Group 4 subscribers who fail the automated eligibility database checks and whose on-hand documentation is insufficient for the National Verifier.
- Subscribers with an open duplicate address failure will be provided a copy of the Independent Economic Household worksheet to return to USAC.
- Subscribers with a TPIV (including deceased) error and/or an AMS error will be provided acceptable documentation guidelines in order to successfully submit documentation.

# Consumer Outreach

## Reverification Process

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Service providers are encouraged to reach out to applicable subscribers before the 60-day reverification window to inform them about USAC and the reverification process. Correspondence may include:

- General information about USAC and the requirement to reverify their eligibility to keep their benefits
- USAC will be reaching out to them and requesting personal documentation from them
- If they do not respond to USAC's outreach, they may lose their Lifeline benefit

# Opt Out of USAC-Conducted Outreach

## Reverification Process

Service providers may opt out of USAC-conducted outreach and choose to reach out to their subscribers instead. Service providers that opt-out of USAC-conducted outreach have several additional requirements.

- Service providers *must* ensure that *all* subscribers that have not passed reverification after USAC's initial review are contacted and given the opportunity to prove eligibility.
- The notice sent to subscribers by service providers must be in writing (separate from the subscriber's bill and in clear, easy to understand language), must indicate what documentation (or type of document) is needed, and must provide exactly 60 days for the subscriber to respond.
- Service providers must collect the documentation received from subscribers (cannot direct subscribers to mail directly to the Lifeline Support Center), must submit the documents to USAC by the date they are due, following all document submission guidelines.

# Opt Out of USAC-Conducted Outreach

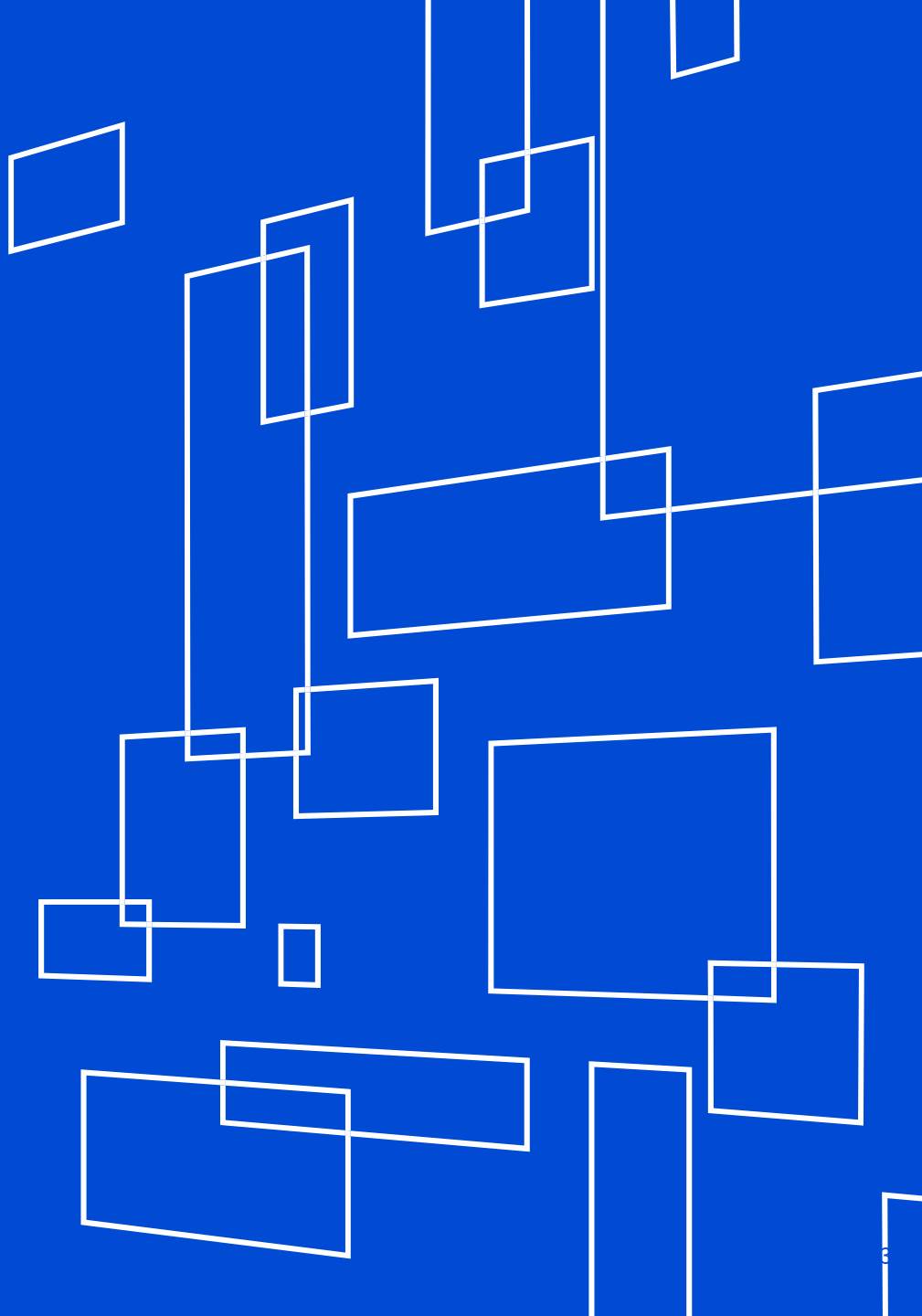
## Reverification Process Timelines

Service providers who opt out of USAC-conducted outreach will have the following timelines.

1. Opt-out service providers will have **45 days** to provide all on-hand documentation for Groups 2 – 4 that would resolve open failures for their subscribers (except program/income eligibility documentation and certifications for *Groups 2 & 3*). This step is the same for opt-out as it is for every other service provider.
2. Once USAC completes initial reviews and makes an announcement that outreach is beginning, opt-out service providers will have **90 days** to submit to USAC any documentation collected for *Group 2* subscribers and **120 days** for *Group 3 and 4* subscribers. The 90- and 120-day windows include the 60 days service providers must give subscribers to respond.

The opt-out period for February 2019 launch starts today, May 7, 2019, and ends on May 21, 2019. The link to the opt-out form is available [here](#) and will be emailed to all February 2019 launch service providers.

## **Section 5: Acceptable Documentation**





Documentation that proves participation in a Lifeline qualifying program must include:

- The consumer's name, or the name of consumer's benefit qualifying person (BQP);
- The name of the Lifeline-qualifying program, such as SNAP;
- The government or Tribal program administrator or the managed care organization (MCO) that issued the document; and
- An issue date within the last 12 months or a future expiration date that aligns with the benefit period.

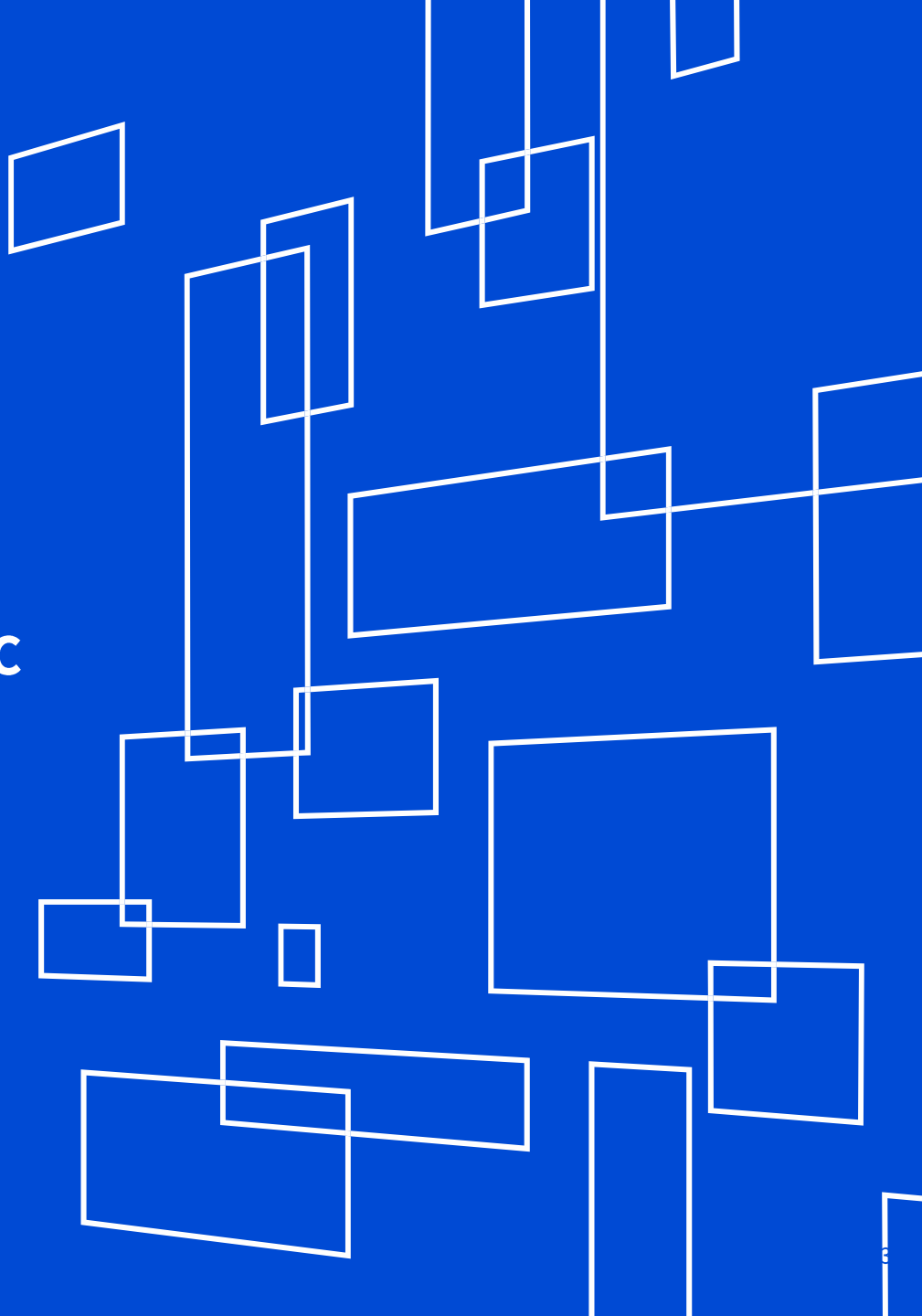
# Acceptable Documentation

## National Verifier – Additional Information

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- Visit our [website](#) for details regarding acceptable documentation for income.
- The website also includes types of acceptable documentation for:
  - Proof of identity (TPIV dispute resolution)
  - Proof of address (AMS dispute resolution)
  - Benefit qualifying persons (BQP)

## **Section 6: Submitting to USAC**



# Submitting to USAC

## How to Submit Documents to USAC

### Submission options:

1. Provide documents in .zip files via HTTPS (preferred)
2. Mail paper documents to USAC

USAC will not accept documentation until after the respective February 2019 launch reverification announcements are made.

For mailed in documents, the **postmarked date** must meet the deadline for each window.

# Submitting to USAC

## Via Hyper Text Transfer Protocol Secure (HTTPS)

- Prepare a single PDF document per consumer
  - Submit all documentation as one PDF per consumer
  - Use the naming convention [ApplicationID.pdf](#)  
for example, XXX-123-4X56.pdf
  - Use the Application ID shown on the Reverification Subscriber Status Report
- Combine the batch of consumer PDFs into a single .zip file
  - Use the naming convention  
[nv\\_reverification\\_SACname\\_MMDDYYYY\\_HHMMSS.zip](#)  
for example, nv\_reverification\_american telco\_12152017\_153056.zip
  - For the hours minutes and seconds, please use a 24-hour clock
- Upload the .zip file to the HTTPS Server
  - Upload the completed reverification .zip files to the “Reverification” folder on the HTTPS server

# Submitting to USAC

## Via Mail

- Mail paper documents to USAC
  - Use the [required cover page](#) for each consumer showing only their application ID (as shown in the Reverification Subscriber Status Report) and last name
  - Use the cover sheets to create separation between each consumer's documentation (do not staple or paper clip). Use a cover sheet any time you are mailing documents for a consumer for reverification.

- Mailing address

USAC Lifeline Support Center

P.O. Box 7081

London, KY 40742

**Questions?**

## Thank You!

- Thank you for joining us!
- Sign up for Lifeline Program email updates and upcoming events
  - Visit [usac.org/li](https://usac.org/li) and click “Subscribe” in the upper right hand corner
- Need help? Contact us!
  - General: [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)
  - Specific reverification questions: [LiVerifications@usac.org](mailto:LiVerifications@usac.org)





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