



National Verifier Reverification Process Webinar – June 2019 Launch

October 14, 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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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

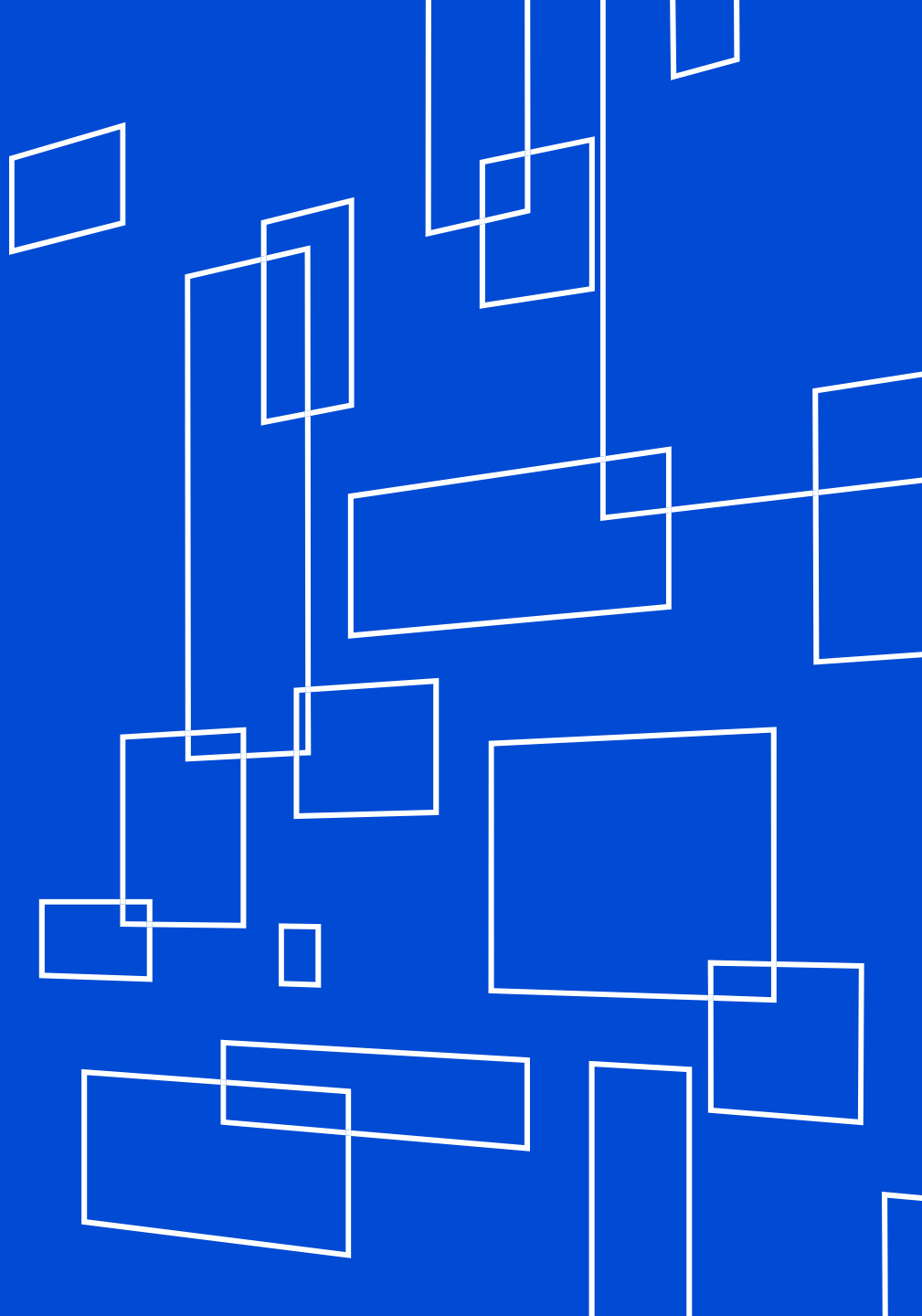


...understand:

- 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

- 01 | OVERVIEW OF THE REVERIFICATION PROCESS**
- 02 | STEP-BY-STEP REVERIFICATION PROCESS**
- 03 | NLAD REPORTS**
- 04 | USAC-CONDUCTED OUTREACH AND THE OPT-OUT PROCESS**
- 05 | ACCEPTABLE DOCUMENTATION**
- 06 | SUBMIT TO USAC**

Section 1: Overview of the Reverification Process



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 new subscriber that enrolls 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

June 2019 Reverification Groups

Reverification for subscribers in the **June 2019 Launch states** (Arizona, Connecticut, Georgia, Iowa, Kansas, Nebraska, Nevada, New York, Vermont, Virginia, and West Virginia) will be performed in groups based on a subscriber's enrollment date.

- **Group 1:** Recent subscribers that enrolled January 1, 2019 through June 24, 2019
- **Group 2 & 3:** Subscribers that enrolled prior to January 1, 2019
- **Group 4:** Subscribers enrolled through the legacy NLAD process during the soft launch period (enrolled June 25, 2019 through October 22, 2019)

Overview of the Reverification Process

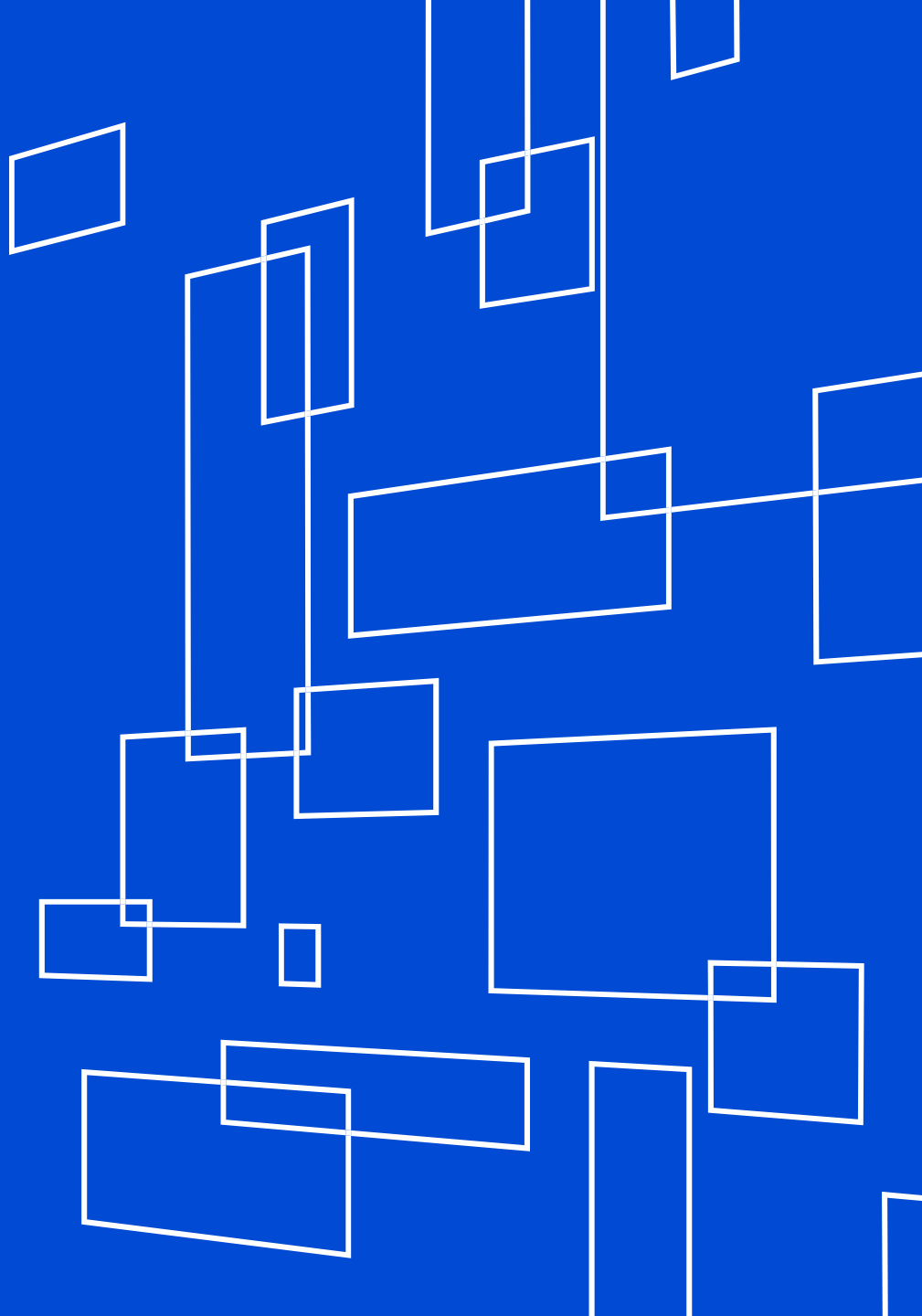
USAC Communications

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

- **On-hand Documentation Submission:** Opens a 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.
- **USAC Outreach to Subscribers:** 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 June 2019 launch list, email LifelineProgram@usac.org

Section 2: Step-by-Step Reverification Process



Overview of the Reverification Process

Step-by-Step Process

1. National Verifier performs automated database checks.
2. USAC opens the **45 day on-hand submission window** for service providers to submit documentation on file for subscribers with failures.
3. USAC completes review of existing documentation and conducts outreach to subscribers to collect documentation for unresolved errors.
 - USAC will collect documentation to resolve any remaining errors for subscribers unless service providers opt out.
4. USAC will de-enroll subscribers that do not submit acceptable documentation by the deadline, and de-enrolled subscribers will appear on the **Failed Reverification De-Enroll Report**.

Overview of the Reverification Process

STEP 1: Automated Database Checks

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

Automated Database Checks	If automated check fails...
Automated eligibility databases	Requires proof of eligibility & Lifeline application
Third Party Identity Verification (TPIV), including checking whether the subscriber is deceased	Requires proof of identity 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

STEP 2: Service Provider On-Hand 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 hand for failed subscribers.

- Once USAC makes an announcement opening the **45 day on-hand submission window** for service providers will:
 - Login to NLAD to view the **Reverification Subscriber Status Report**.
 - Review the failures and gather any existing documentation that would resolve the failures.
 - Send the documents to USAC within 45 days after USAC's announcement.
 - **Preferred:** Send electronic files via USAC's [secure webpage](#)
Use the [document upload process](#) for instructions on how to prepare and submit files.
 - Alternative: Mail paper items to USAC
[Reverification Cover Sheet](#) is required for all paper submissions.

Note: For **Groups 2 & 3**, only AMS, TPIV, Deceased, and IEH errors can be resolved with existing (on-hand) documentation. *Service providers should not submit certifications or program eligibility documents for subscribers in Groups 2 & 3.*

Overview of the Reverification Process

STEP 3: Outreach to Subscribers to Collect Documentation

If the National Verifier **cannot** verify a subscriber's eligibility from documentation provided by service providers, USAC will reach out to subscribers to collect documentation for unresolved failures.

- Subscribers will receive a letter from USAC requesting the documentation needed to resolve errors. The letter will provide details on what documentation is needed and how to submit it to USAC.
- Subscribers will be required to submit documentation within 60 days.

Subscribers could be asked to submit documentation for any or all of the following:

- Proof of Eligibility
- Lifeline application form
- One-per-household worksheet
- Proof of date of birth
- Proof of social security number
- Proof of valid address

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

Overview of the Reverification Process

STEP 4: National Verifier Determines Eligibility

USAC will review all of the documentation collected, whether the service provider or USAC conducted the subscriber outreach.

- Subscribers that successfully complete reverification will maintain their Lifeline benefit. No further action is required until they are required to recertify their eligibility by their next anniversary date which is reset upon the completion of reverification.
- USAC will de-enroll subscribers that fail reverification from NLAD and mail a de-enrollment notice.

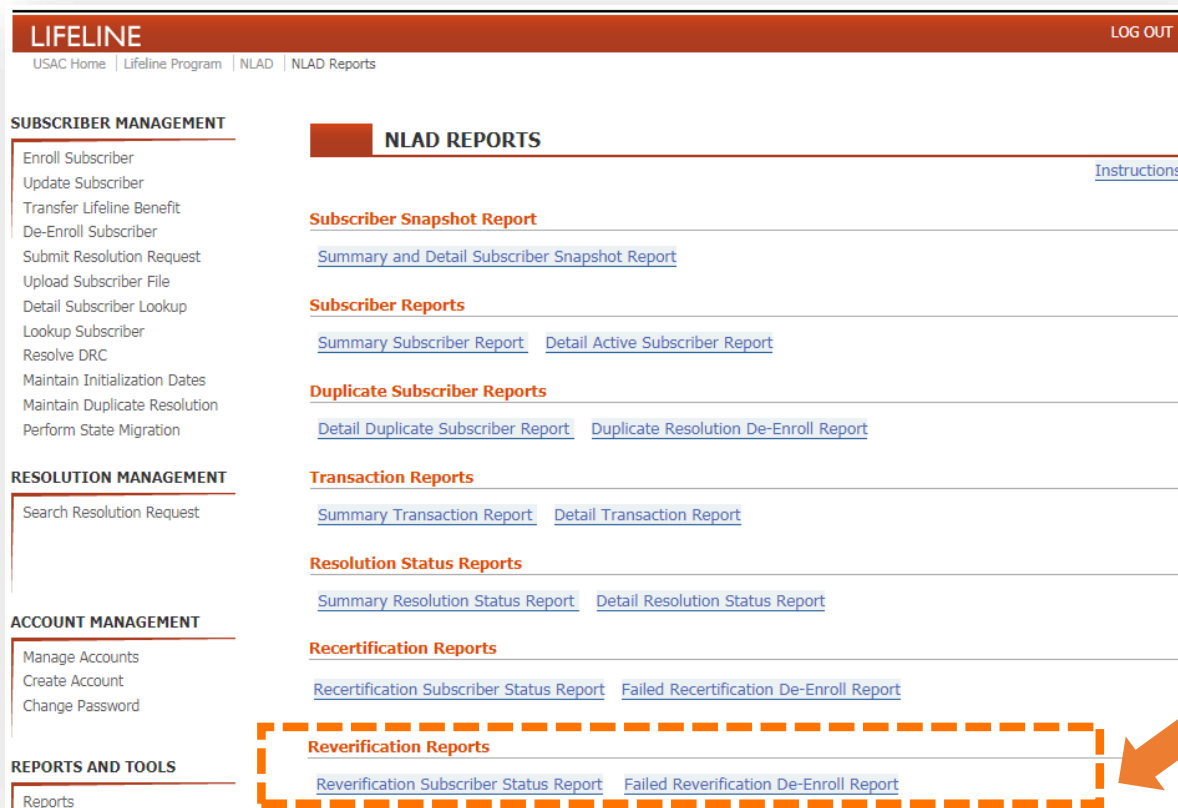
After the reverification process is complete, the **Failed Reverification De-Enroll Report** in NLAD will show which subscribers failed the reverification process and that USAC has de-enrolled.

Section 3: NLAD Reports

NLAD Reports

Reverification Process

The **Reverification Subscriber Status Report** provides service providers with the reverification status for each of their consumers.



The screenshot shows the 'NLAD REPORTS' section of a web application. On the left is a sidebar with navigation links: 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), and REPORTS AND TOOLS (Reports). The main content area is titled 'NLAD REPORTS' and includes an 'Instructions' link. It lists several report categories: 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), and Reverification Reports (Reverification Subscriber Status Report, Failed Reverification De-Enroll Report). The 'Reverification Reports' section is highlighted with a dashed orange box, and an orange arrow points from the text on the right to this box.

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

NLAD Reports

Reverification Process

Reverification Subscriber Status Report page in NLAD

LIFELINELOG 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**:

- Available in NLAD upon the completion of USAC's automated reverification checks for each subscriber and is updated as documentation reviews are conducted
- 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

NLAD Reports

Reverification Process

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

Error	This field indicates...
Data Source Check Fail	If the subscriber failed the automated eligibility check
TPIV DOB Failure	If the subscriber failed the date of birth check
TPIV SSN Failure	If the subscriber failed the SSN check
TPIV Not Found Failure	If the subscriber failed the identity check
AMS Fail	If the subscriber failed the address check
Duplicate Address Failure	If the subscriber failed the duplicate address check
Cert Form Required	If the subscriber is required to provide a certification form to pass rever

NLAD Reports

Reverification Process

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

Column Type	Description
Failure	Y – indicates a failed check, that requires additional documentation
	N – indicates a passed check, and no documentation is required
Resolution	Blank - indicates that no review of documentation has occurred
	Y – indicates that documentation has been reviewed that resolved the error
	N – indicates that documentation has been reviewed that did not resolve the error

After the reverification process is complete, USAC will conduct de-enrollments of subscribers that have not qualified. The **Failed Reverification 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 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.
- Subscribers with a 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.

Service providers may 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 reach out to them and request personal documentation from them
- If they do not respond to USAC's outreach, they may lose their Lifeline benefit

Service providers **should not** tell subscribers timeframes of when they should expect to receive letters as these dates are subject to change.

Note: USAC will provide notice to ETCs about 7 days prior to conducting outreach to subscribers.

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 (see timeline on *next slide*), and must follow all document submission guidelines.

Opt Out of USAC-Conducted Outreach

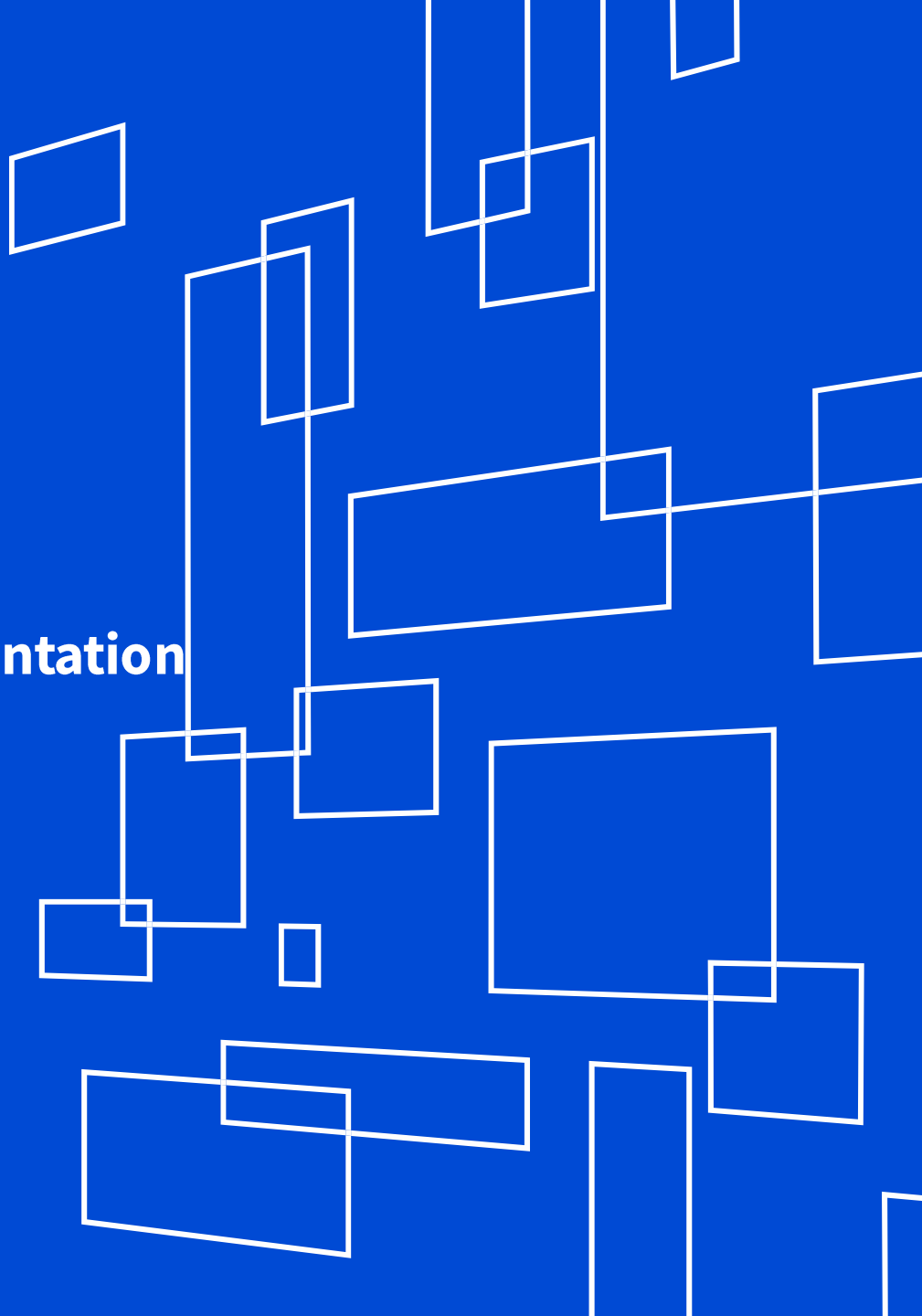
Reverification Process Timelines

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 1 – 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 1 & 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 June 2019 launch starts today, October 14, 2019, and ends on October 29, 2019. The link to the opt-out form is available [here](#) and will be emailed to all June 2019 launch service providers.

Section 5: Acceptable Documentation



Acceptable Documentation

National Verifier – Eligibility

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

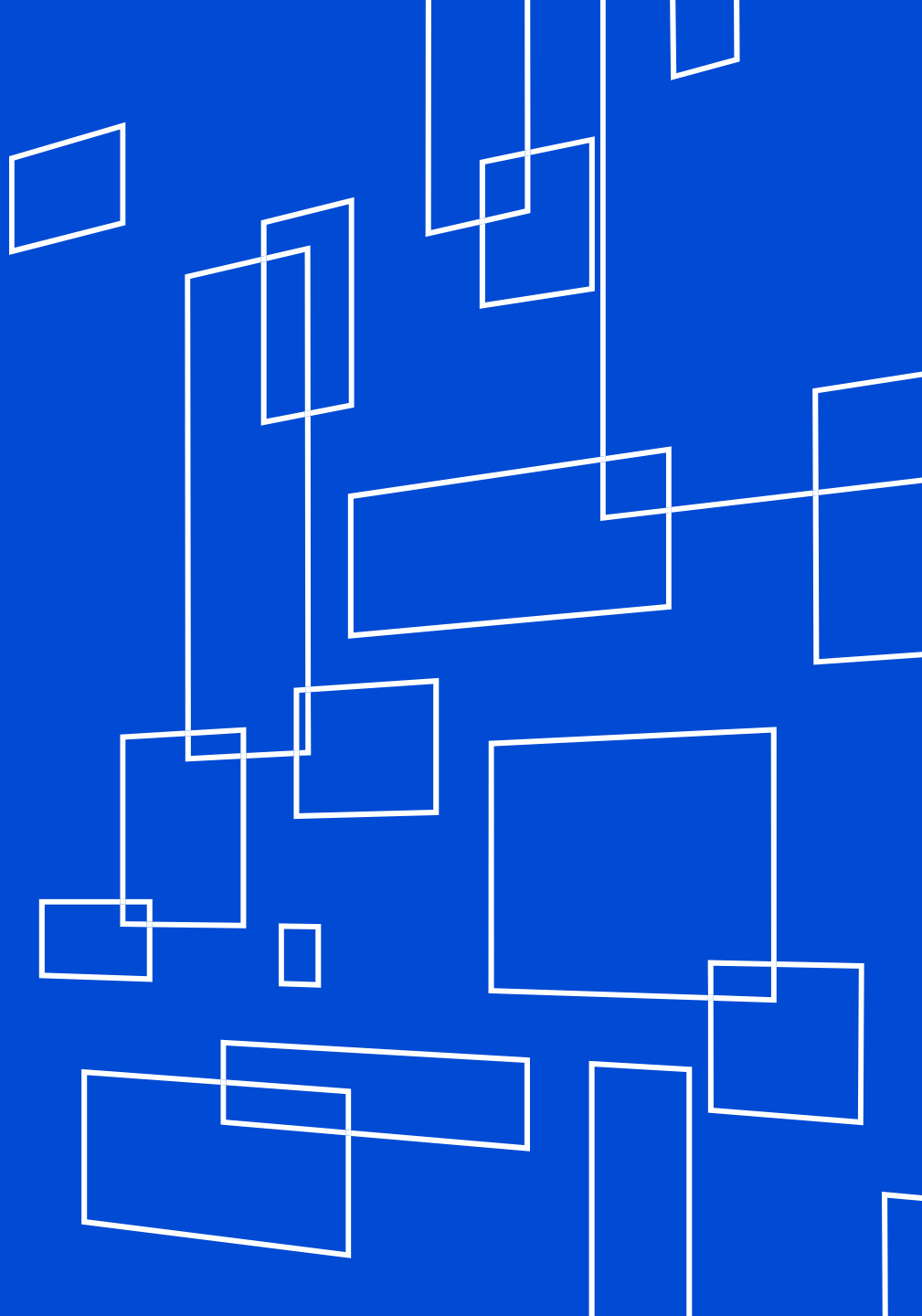
- The consumer's name, or the name of consumer's benefit qualifying person (BQP);
- The name of the Lifeline-qualifying program, such as SNAP;
- The government or Tribal program administrator or the managed care organization (MCO) that issued the document; and
- An issue date within the last 12 months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

Acceptable Documentation

National Verifier - Other

- 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 Life (Deceased dispute resolution)
 - Proof of address (AMS dispute resolution)

Section 6: Submit to USAC



Submit to USAC

How to Submit Documents to USAC

Submission options:

1. Provide documents via USAC's [secure webpage](#) (preferred)
 - Use the [document upload process](#) for instructions on how to prepare and submit files.
2. Mail paper documents to USAC
 - For mailed in documents, the **postmarked date** must meet the deadline for each window.
 - [Reverification Cover Sheet](#) is required for all paper submissions.

USAC will not accept documentation until after the respective June 2019 launch Reverification announcements are made. Credentials for the secure webpage will be provided when USAC opens up the 45 day window to submit existing documentation.

Submit to USAC

Via Secure Webpage

- 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_america telco_12152017_153056.zip
 - For the hours minutes and seconds, please use a 24-hour clock
- Upload the .zip file to the secure webpage
 - Upload the completed reverification .zip files to the “Reverification” folder on the secure webpage

Submit 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

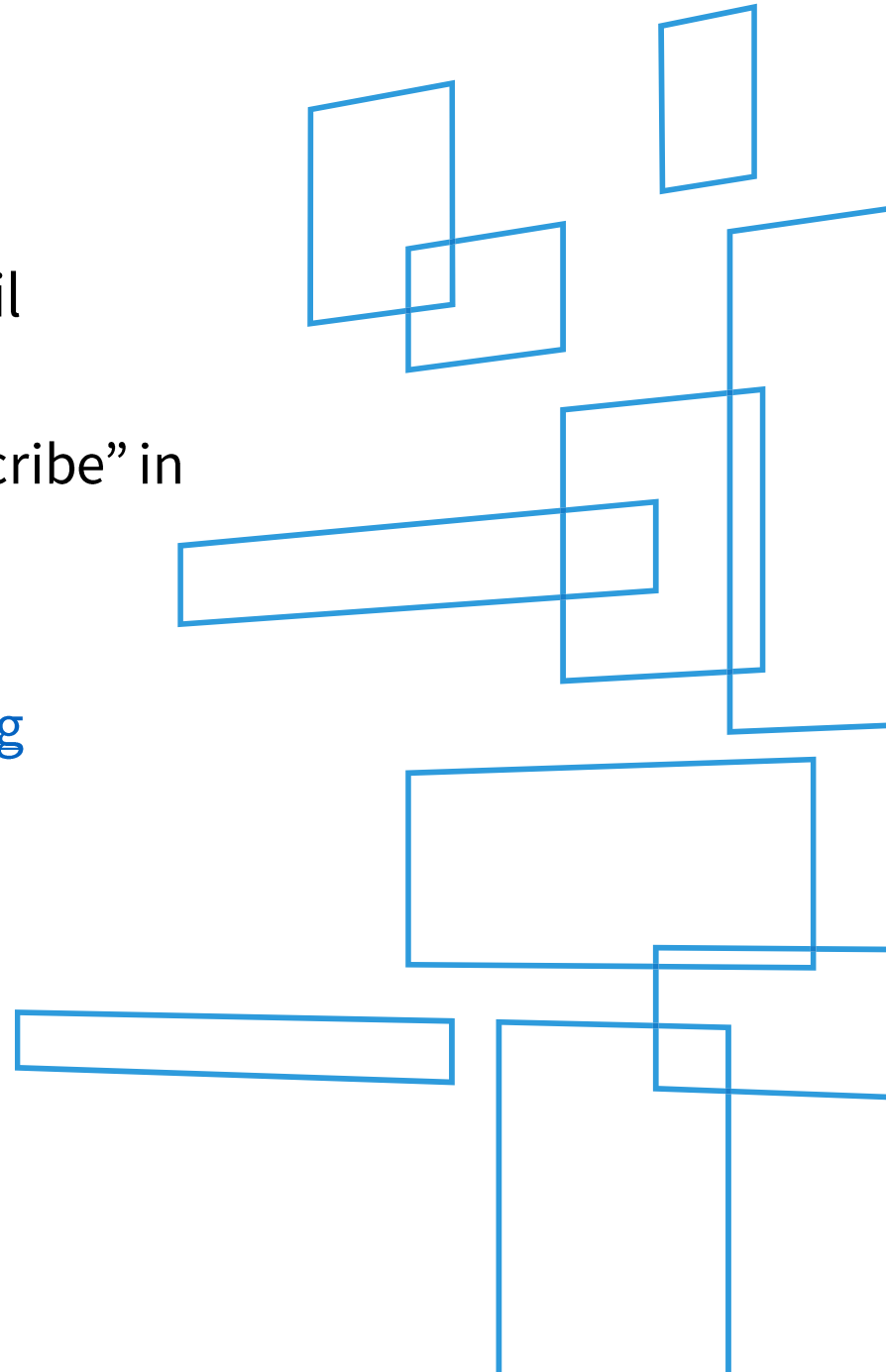
P.O. Box 7081

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 and click “Subscribe” in the upper right hand corner
- Need help? Contact us!
 - General: LifelineSupport@usac.org
 - Specific reverification questions: LiVerifications@usac.org





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