

# National Verifier Reverification Process Webinar – October 2019 Launch

January 16, 2020



Universal Service  
Administrative Co.

# Housekeeping

- 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
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## Today's Presenters



**Catie Miller**



**Leah Sorini**



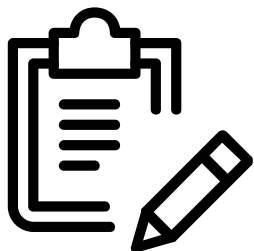
**Tiffany Brady**

# Course Objective

## 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

**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 | SUBMITTING 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

## October 2019 Reverification Groups

Reverification for subscribers in the [October 2019 Launch states](#) (Alabama, Arkansas, Louisiana, Massachusetts, Maryland, New Jersey, Oklahoma, Puerto Rico, South Carolina, and Washington) will be performed in groups based on a subscriber's enrollment date.

**Group 1:** Recent subscribers that enrolled May 1, 2019 through October 10, 2019

**Group 2 & 3:** Subscribers that enrolled prior to May 1, 2019

**Group 4:** Subscribers enrolled through the legacy NLAD process during the soft launch period (enrolled October 11, 2019 through January 22, 2020<sup>\*</sup>)

**Note:** For Puerto Rico, the Group 4 enrollment dates will be slightly different, as the timing of the hard launch for PR has not been announced yet.



# 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 October 2019 launch list, email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org)

# Questions?

## **Section 2: Step-by-Step Reverification Process**

# Overview of the Reverification Process

**Step 1:** National Verifier performs automated database checks, the status of subscribers will appear on the **Reverification Subscriber Status Report**.

**Step 2:** USAC opens the **45 day on-hand submission window** for service providers to submit documentation on file for subscribers with failures.

**Step 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.

**Step 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**, 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 on Documentation:** For Groups 2 & 3, only address, identity, and duplicate household errors can be resolved with existing (on-hand) documentation. *USAC will collect new proof of eligibility and Lifeline applications from these subscribers during the consumer outreach period.*

# 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.



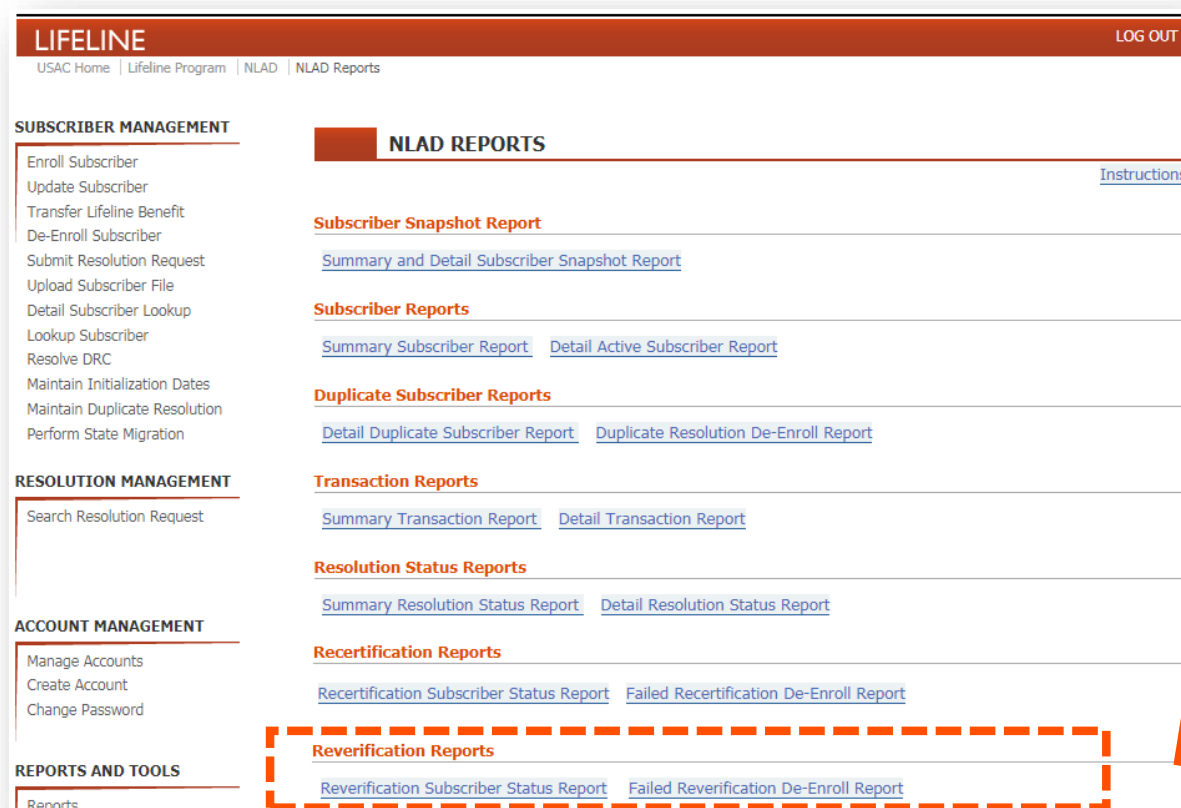
# Questions?

## 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.



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

# NLAD Reports

## Reverification Process

**Reverification Subscriber Status Report** page in NLAD:

LIFELINE

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](#)

RESOLUTION MANAGEMENT

[Search Resolution Request](#)

REVERIFICATION SUBSCRIBER STATUS REPORT

[Instructions](#)

Select Filters

Select SAC(s) 

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

Submit

# NLAD Reports

## Reverification Process

### 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
- [Instructions](#) for the Reverification Subscriber Status Report

# 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

- Y – Yes, indicates a failed check – additional documentation required to resolve failure
- N – No, indicates a passed check – no documentation is required

# NLAD Reports

## Reverification Process

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

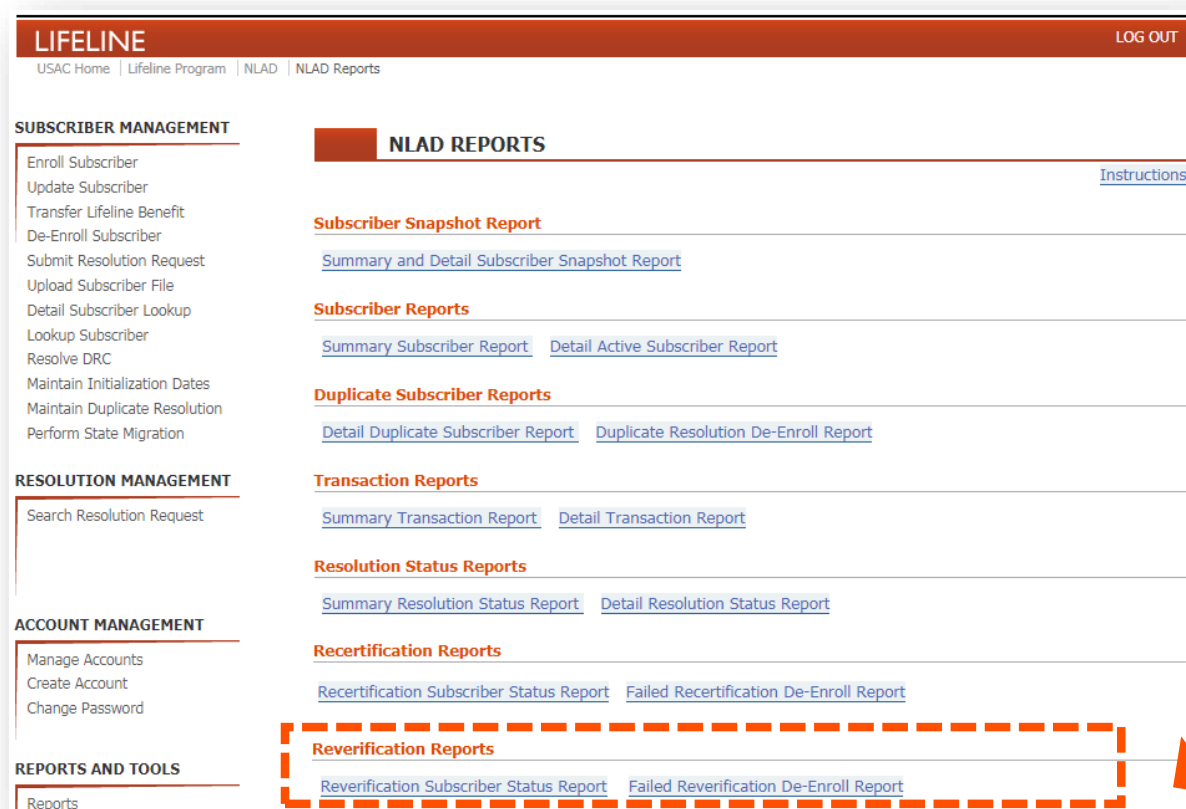
Resolution Columns	This field indicates...
Data Source Check Resolution	If documentation was provided to prove eligibility
TPIV Resolution	If documentation was provided to prove identity
AMS Resolution	If documentation was provided to prove address
Duplicate Address Resolution	If documentation was provided to override duplicate address failure
Cert Form Resolution	If certification form (Lifeline Application) was provided

- Blank – indicates that no review of documentation has occurred
- Y – Yes, indicates that documentation has been reviewed that resolved the error
- N – No, indicates that documentation has been reviewed that did not resolve the error.

# NLAD Reports

## Reverification Process

The **Failed Reverification De-Enroll Report** lists all subscribers de-enrolled from NLAD by USAC for a failure to complete reverification.



Where to find the **Failed Reverification De-Enroll Report** in NLAD



# NLAD Reports

## Reverification Process

The **Failed Reverification De-Enroll Report** will show which consumers failed the reverification process and have been de-enrolled from NLAD.

- After the reverification process is complete, USAC will conduct de-enrollments of subscribers that have not qualified.
- This report will be updated as USAC conducts new de-enrollments.
- [Instructions](#) for the Failed Reverification De-Enroll Report

# Questions?

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

# Consumer Outreach

## Reverification 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 [Lifeline 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

Service providers may reach out to subscribers before USAC begins outreach 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 notify service providers about 7 days prior to conducting outreach to subscribers.

# Opt Out of USAC-Conducted Outreach

## Reverification Process

Service providers may opt out of the USAC conducted subscriber outreach and choose to reach out to their subscribers instead.

Service providers that opt-out will receive notice of the final documentation deadlines and have several additional outreach 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 the October 2019 launch starts today, **January 16, 2020, and ends on January 31, 2020**. The link to the opt-out form is available [here](#) and will be emailed to all October 2019 launch service providers.

# Questions?



## **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)
  - Benefit qualifying persons (BQP)

# Questions?

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

# Submitting 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 October 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.

# Submitting 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

# 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!**
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  - [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org)



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