

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 – December 2018 Launch

February 28, 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



Catie Miller



Leah Sorini



Kevin Risser



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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

01 | OVERVIEW OF THE REVERIFICATION PROCESS

02 | NLAD REPORTS

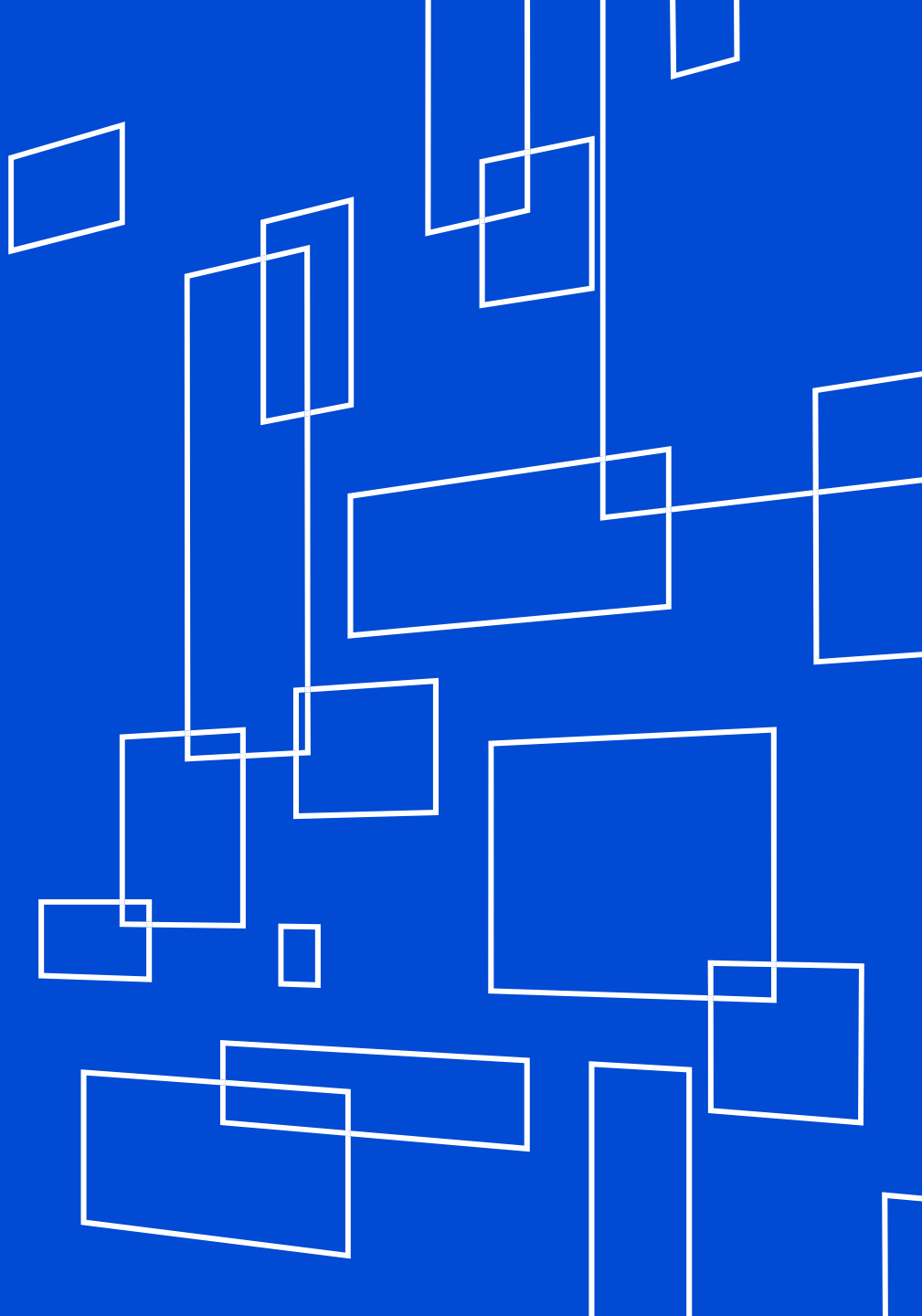
03 | STEP-BY-STEP FOR ALL GROUPS

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

What is reverification?

Reverification is the **one-time process** performed by the National Verifier that to confirm that all existing Lifeline subscribers are eligible

Reverification begins during the soft launch period.

Pre National Verifier

- Carriers can use existing systems and processes

Soft Launch of the National Verifier

- Carriers may use the legacy systems or the National Verifier
- **Reverification begins:** A one time check to determine the eligibility of existing subscribers

Hard Launch of the National Verifier

- Carriers must use the National Verifier
- **Reverification continues** until USAC concludes

Overview of the Reverification Process

What is reverification?

Reverification is different from annual recertification.

- Reverification is not related to when consumers last recertified.
- Reverification stands in for recertification and will reset a consumer's anniversary date, so a consumer will be recertified by the National Verifier one year after the date the consumer is successfully reverified.

USAC will perform all reverification outreach to subscribers.

Starting with this third launch (December 2018 Soft launch), **USAC will be performing all outreach to subscribers** when additional documentation is needed, eliminating the need for service providers to conduct outreach. However, service providers may **opt-out** of this process and conduct the outreach themselves.

Overview of the Reverification Process

What is reverification?

Step 1

National Verifier Performs Automated Database Checks

- All subscribers are checked against the available eligibility databases.
- USAC provides the results of the automated check to service providers in the Reverification Subscriber Status Report in NLAD. USAC will notify service providers when this report is available.

Step 2

Service Providers Submit Existing Documents

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

Step 3

USAC Collects New Documentation From Subscribers

- If the National Verifier cannot verify the subscriber's eligibility with the database, or from the documentation provided by the service providers, USAC will reach out to subscribers to collect documentation.

Step 4

National Verifier Determines Eligibility for Subscribers

- No further action is required from subscribers that were successfully reverified until they need to recertify their eligibility by their next anniversary date which is reset upon the completion of reverification.
- After the reverification process is complete, the Failed Reverification De-Enroll Report will show which subscribers failed the reverification process and that USAC has de-enrolled.

Overview of the Reverification Process

Step One: Automated Database Checks

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

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

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

Overview of the Reverification Process

Step Two: 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 reach out to service providers with specific requests and time periods for submission.
- Consumers will be separated into four groups, based on their Lifeline enrollment date (NLAD “ENROLLMENT DATE”).
- USAC will make four official Announcements, via email, bulletins, and the USAC website, regarding the reverification process and window openings.

Overview of the Reverification Process

Reverification Groups

Consumers will be separated into four groups, based on their Lifeline enrollment date (NLAD “ENROLLMENT DATE”).

- **Group 1:** Recent enrollees (enrolled July 1, 2018, or later); 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.
 - **Groups 2 & 3:** Subscribers that enrolled prior to July 1, 2018; service providers must submit existing (on hand) AMS, TPIV, Deceased, and IEH documentation to resolve failures. Existing program or income eligibility documentation (retained prior to July 1, 2018) 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:** Dates mentioned above are specific to the December 2018 launch

Overview of the Reverification Process

USAC Communications

USAC will make four official Announcements, via email, bulletins, and the USAC website, regarding the reverification process and window openings.

- **Announcement One:** Opens the 45-day window for service providers to provide on-hand documentation to USAC for subscribers in Groups 1-3.
 - **Announcement Two:** Confirms that the report has been updated after review of on-hand documents received during the initial 45-day window for Groups 1-3; notifies service providers that USAC is beginning outreach to subscribers in Groups 1-3 for any remaining failures.
 - **Announcement Three:** Occurs after hard launch; opens the 20-day window for service providers to provide on-hand documentation to USAC for Group 4 subscribers.
 - **Announcement Four:** Confirms that the report has been updated after review of on-hand documents received during the initial 20-day window for Group 4; notifies service providers that USAC is beginning outreach to Group 4 subscribers for any remaining failures.
- * **Note:** To be added to the December 2018 launch list, email LifelineProgram@usac.org

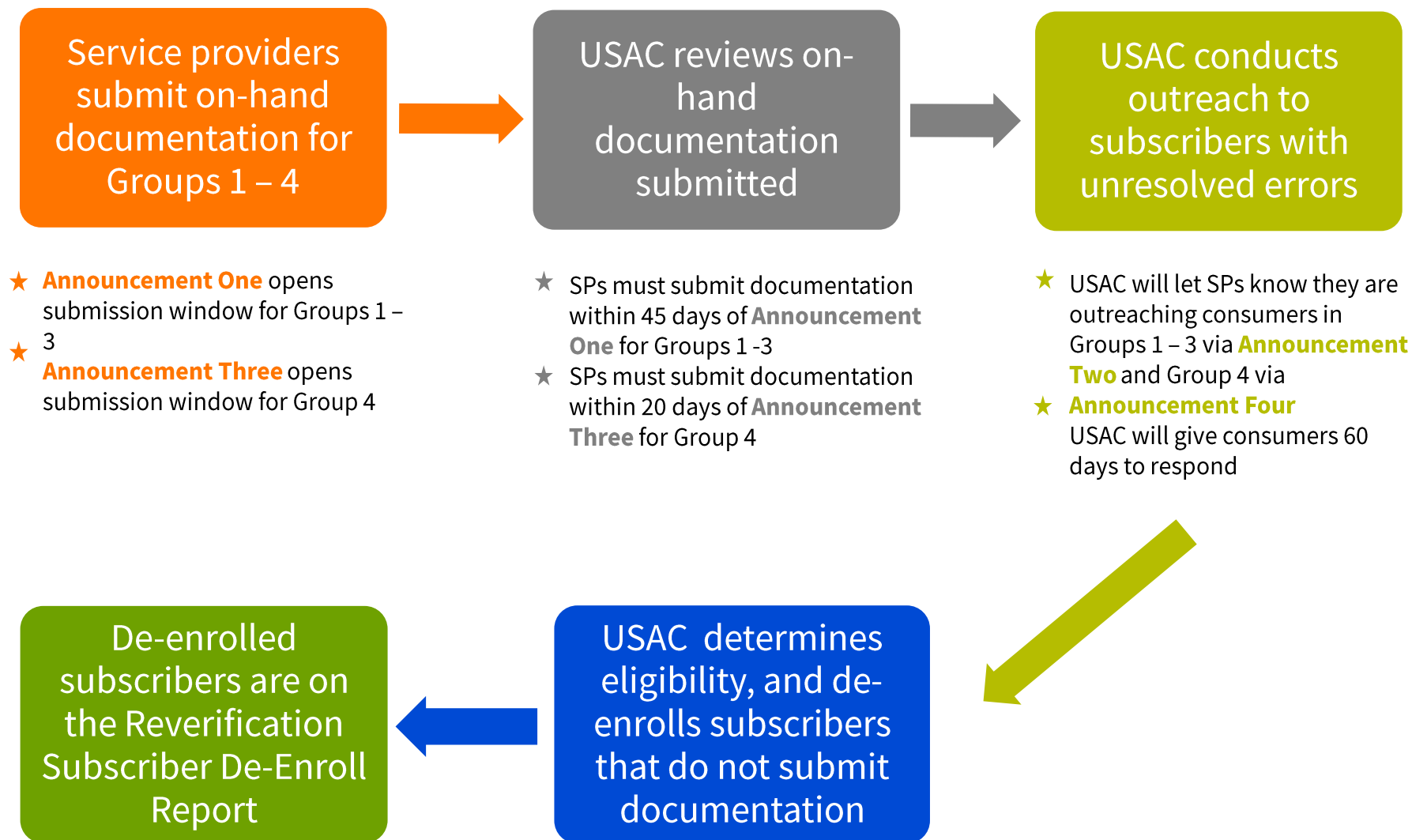
Overview of the Reverification Process

Service Provider Deadlines and USAC's Announcements

USAC will send notice via email, via bulletin, and on our website when initial or updated reports are ready for use. Documents mailed to USAC must be **postmarked** by the deadline.

Reverification Step	Group 1	Groups 2 & 3	Group 4
ETCs submit all existing documentation the service provider has on hand that would resolve an error (except program/income eligibility docs for Groups 2 & 3)	USAC makes Announcement One, opening the window for service providers to submit Groups 1-3 documents on hand, due 45 days after Announcement One.	USAC makes Announcement One, opening the window for service providers to submit Groups 1-3 documents on hand, due 45 days after Announcement One.	USAC makes Announcement Three, opening the window for service providers to submit Group 4 documents on hand, due 20 days after Announcement Three.
USAC's initial review (review of on-hand documentation submitted by service providers)	After the window for on-hand documentation closes, USAC finishes its review and makes Announcement Two, indicating USAC is beginning outreach for unqualified subscribers.	After the window for on-hand documentation closes, USAC finishes its review and makes Announcement Two, indicating USAC is beginning outreach for unqualified subscribers.	After the window for on-hand documentation closes, USAC finishes its review and makes Announcement Four, indicating USAC is beginning outreach for unqualified subscribers.
USAC's final review (review of documentation submitted by subscribers)	After the deadline for subscribers to submit documentation, USAC finishes its review, and USAC conducts de-enrollments of unqualified subscribers.	After the deadline for subscribers to submit documentation, USAC finishes its review, and USAC conducts de-enrollments of unqualified subscribers.	After the deadline for subscribers to submit documentation, USAC finishes its review, and USAC conducts de-enrollments of unqualified subscribers.

Reverification Process



Section 2: NLAD Reports

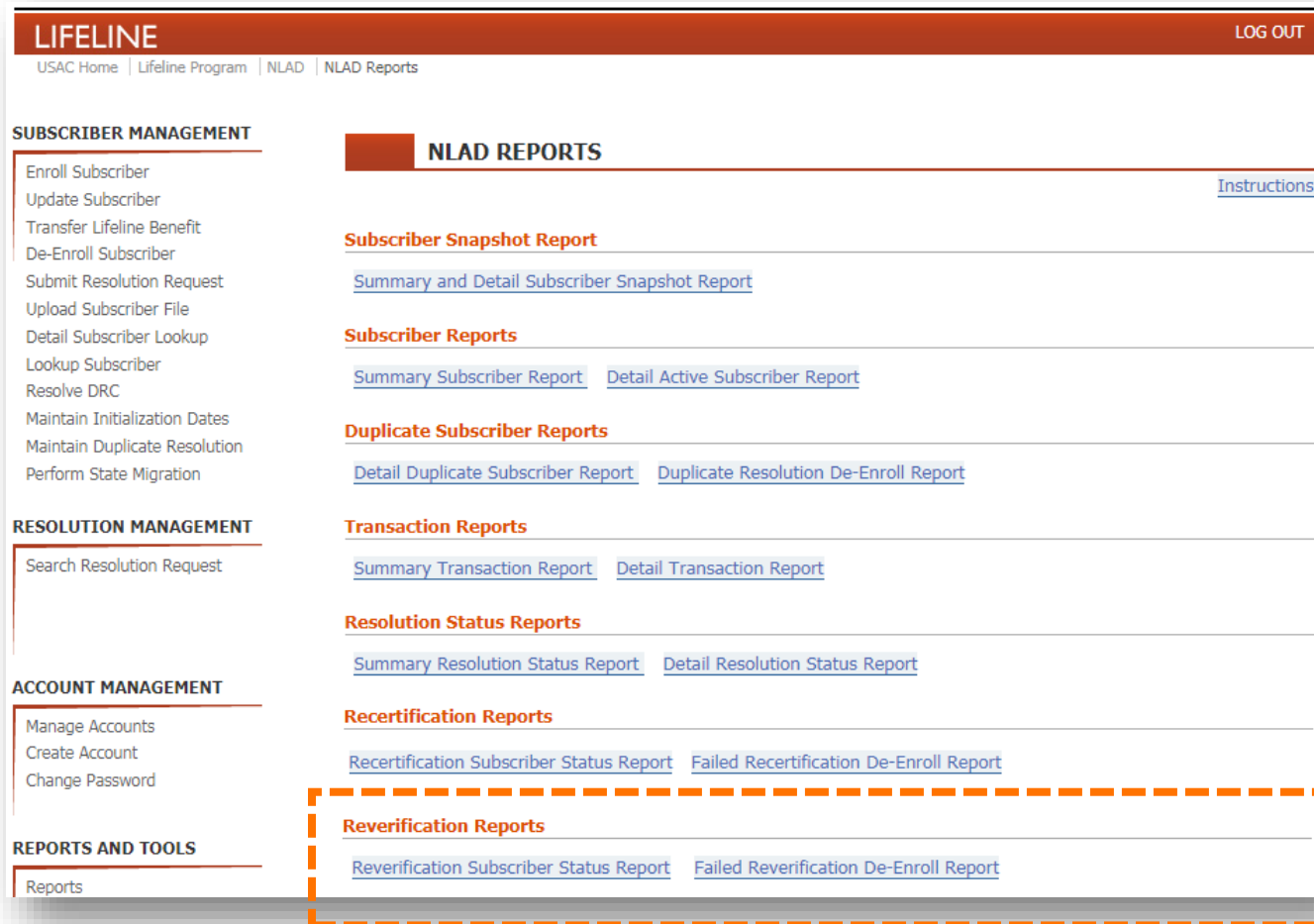
The **Reverification Subscriber Status Report** provides service providers with the reverification status for each of their consumers. When USAC makes Reverification Announcements, service provider and subscriber submission needs are based on this report.

- Available in NLAD upon the completion of USAC's automated reverification checks for each subscriber, and 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

Snapshot of where to find the **Reverification Subscriber Status Report** in NLAD



The screenshot displays the NLAD Reports interface. On the left is a sidebar with navigation links: SUBSCRIBER MANAGEMENT, RESOLUTION MANAGEMENT, ACCOUNT MANAGEMENT, and REPORTS AND TOOLS. The main content area is titled 'NLAD REPORTS' and contains several sections: Subscriber Snapshot Report, Subscriber Reports, Duplicate Subscriber Reports, Transaction Reports, Resolution Status Reports, Recertification Reports, and Reverification Reports. The 'Reverification Reports' section is highlighted with an orange dashed border, and it contains two links: 'Reverification Subscriber Status Report' and 'Failed Reverification De-Enroll Report'.

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](#)

NLAD Reports

Reverification Process

Snapshot of the **Reverification Subscriber Status Report** 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** 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)

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

- 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

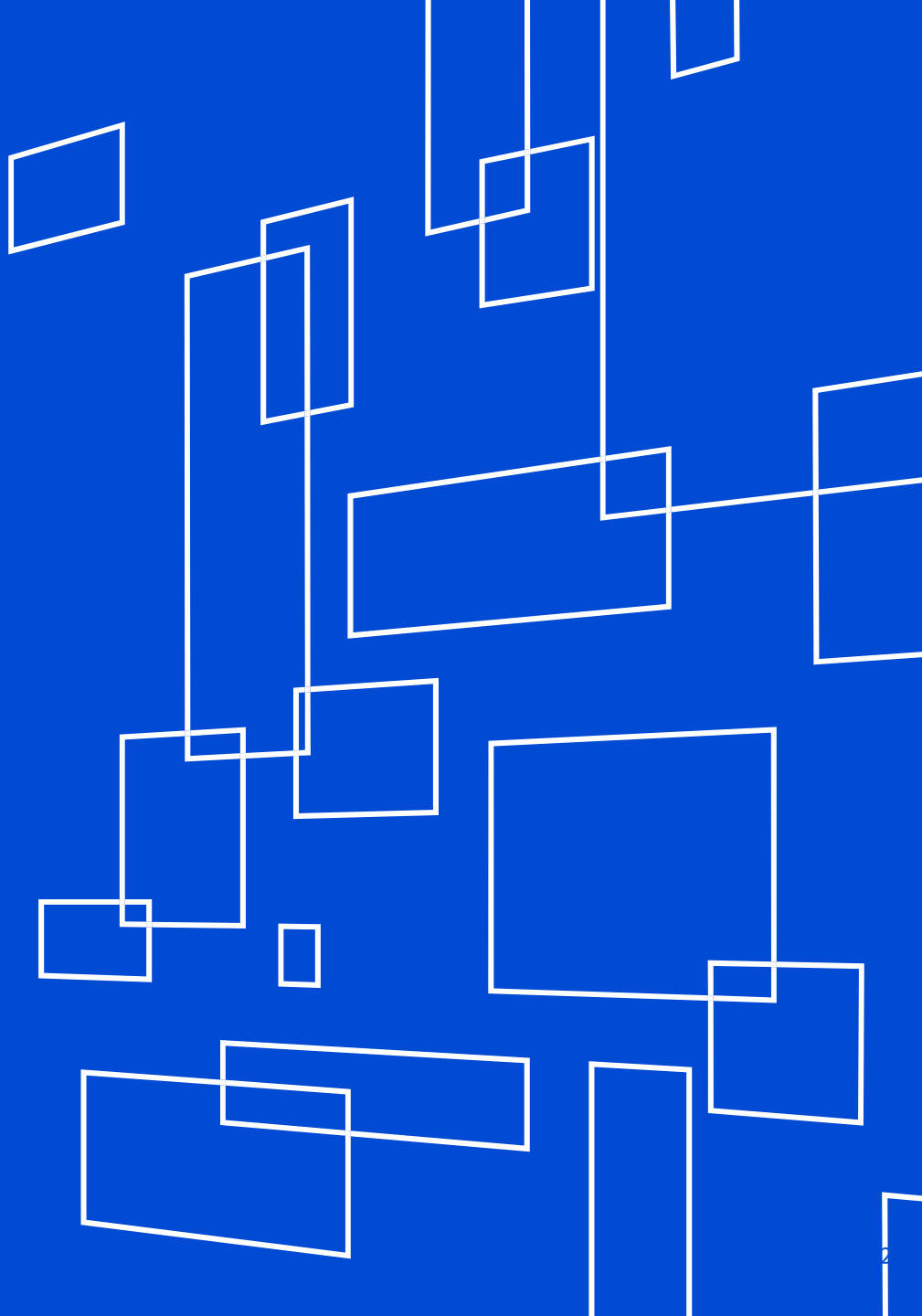
Reverification Process

- 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.

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 Group 1

Reverification Process

1. Once USAC makes the December 2018 launch Reverification “Announcement One,” log into NLAD to view the Reverification Subscriber Status Report.
2. Look at the failures for your Group 1 subscribers and gather any documentation you have on hand that would resolve the failures.
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 Announcement One.
 - Preferred: Send electronic files via USAC’s SFTP server
 - Alternatively: Mail paper items to USAC
5. Once USAC completes the reviews of the documentation you submitted in the initial 45-day window and makes the December 2018 Reverification “Announcement Two,” the Reverification Subscriber Status Report will show the remaining errors that USAC will be reaching out to subscribers to resolve.

Step-by-Step for Groups 1

Reverification Process

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.
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:** USAC will collect documentation to resolve any remaining errors for subscribers in all four groups unless service providers opt out

Step-by-Step for Groups 2 & 3

Reverification Process

1. Once USAC makes the December 2018 launch Reverification “Announcement One,” log into NLAD to view the Reverification Subscriber Status Report.
2. Look at the failures for your Group 2 & 3 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.
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 Announcement One.
 - Preferred: Send electronic files via USAC’s SFTP server
 - Alternatively: Mail paper items to USAC

Step-by-Step for Groups 2 & 3

Reverification Process

5. Once USAC completes the reviews of the documentation you submitted in the initial 45-day window and makes the December 2018 launch Reverification “Announcement Two,” 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.
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.

*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. The distinction between Groups 2 & 3 does, however, come into play for service providers who opt-out of USAC-conducted reverification in order to do outreach themselves.

Step-by-Step for Group 4

Reverification Process

The Group 4 process is similar to the Group 1 process, but occurs after hard launch. However, the submission window for on-hand documentation for Group 4 is shorter (20 days rather than 45 days) due to the smaller size of the group.

Recall: Group 4 is made up of subscribers that enrolled during soft launch using the Legacy enrollment process (those that did not enroll through the National Verifier during soft launch).

1. Once USAC makes the December 2018 launch Reverification “Announcement Three,” log into NLAD to view the Reverification Subscriber Status Report.
2. Look at the failures for your Group 4 subscribers, and gather any documentation you have on hand that would resolve the failures.
3. Label the documents; prepare for submission to USAC.
 - Use the National Verifier’s naming conventions and submission instructions

Step-by-Step for Group 4

Reverification Process

4. Send the documents to USAC within 20 days after Announcement Three.
 - Preferred: Send electronic files via USAC's SFTP server
 - Alternatively: Mail paper items to USAC
5. Once USAC completes the reviews of the documentation you submitted in the initial 20-day window and makes the December 2018 launch Reverification "Announcement Four," 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.
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.

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 (Groups 2 & 3 subscribers who fail automated eligibility database checks) will be provided a copy of the National Verifier Application Form to send back with their eligibility proof.
- Subscribers with an open duplicate address failure will be provided a copy of the Independent Economic Household worksheet to return to USAC.

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
- They will only have 60 days to submit personal documentation needed to verify
- If they do not respond with the necessary documentation within the 60 day window, they will 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 (see timeline on *next slide*), and must follow all document submission guidelines.

Opt Out of USAC-Conducted Outreach

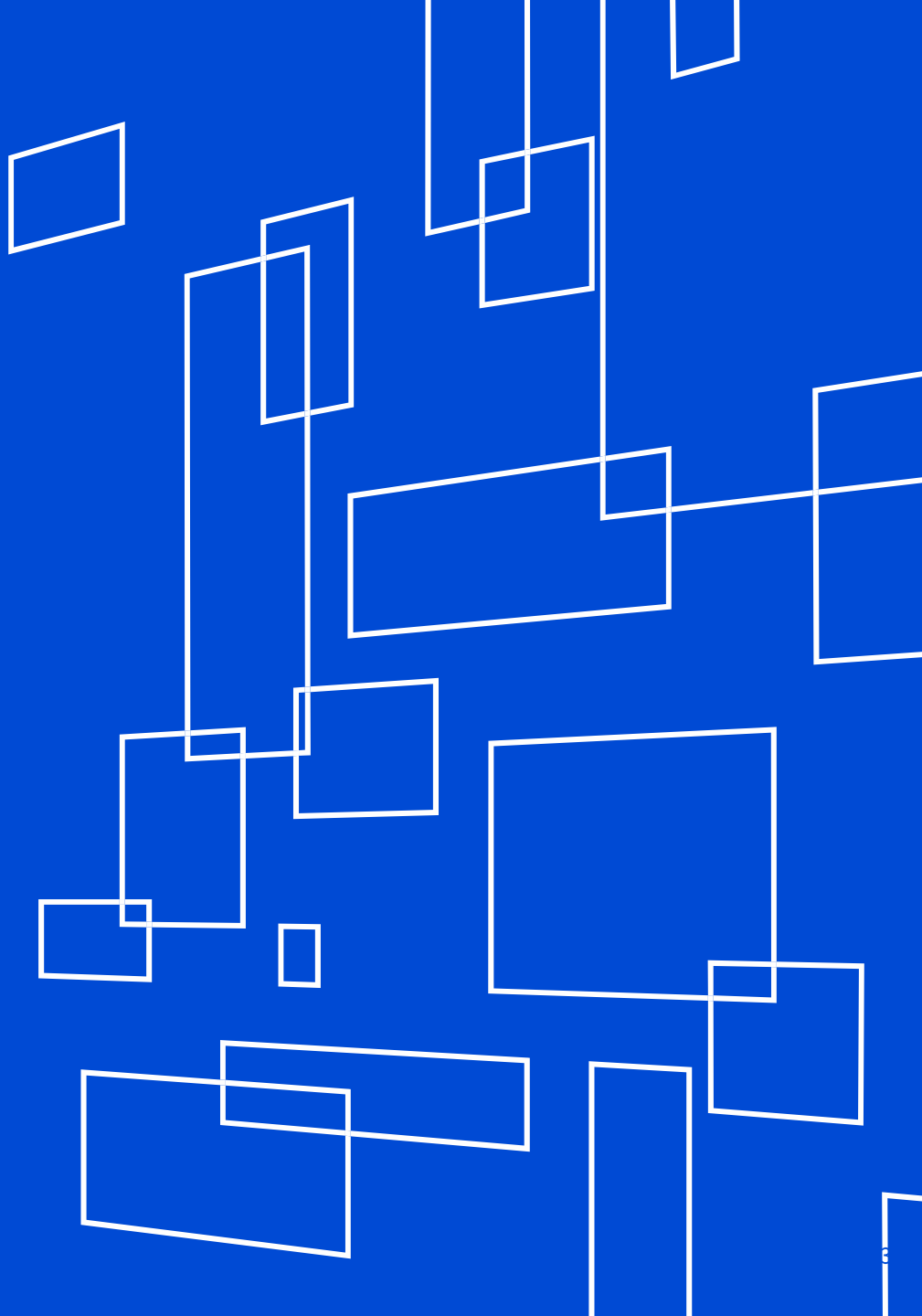
Reverification Process Timelines

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

1. Opt-out service providers will have 45 days from Announcement One to provide all on-hand documentation that would resolve open failures for Groups 1-3 (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 Announcement Two, opt-out service providers will have 90 days to submit to USAC any documentation collected for Groups 1 & 2 subscribers and 120 days for Group 3 subscribers. The 90- and 120-day windows include the 60 days service providers must give subscribers to respond.
3. Opt-out service providers will have 20 days from Announcement Three to provide all on-hand documentation that would resolve open failures for Group 4. This step is the same for opt-out as it is for every other service provider.
4. Once USAC completes initial reviews and makes Announcement Four, opt-out service providers will have 90 days to submit to USAC any documentation collected for Group 4 subscribers. The 90-day window includes the 60 days service providers must give subscribers to respond.

The opt-out period for December 2018 launch starts today, February 28, 2019, and ends on March 14, 2019. The link to the opt-out form is available [here](#) and will be emailed to all December 2018 launch service providers.

Section 5: Acceptable Documentation



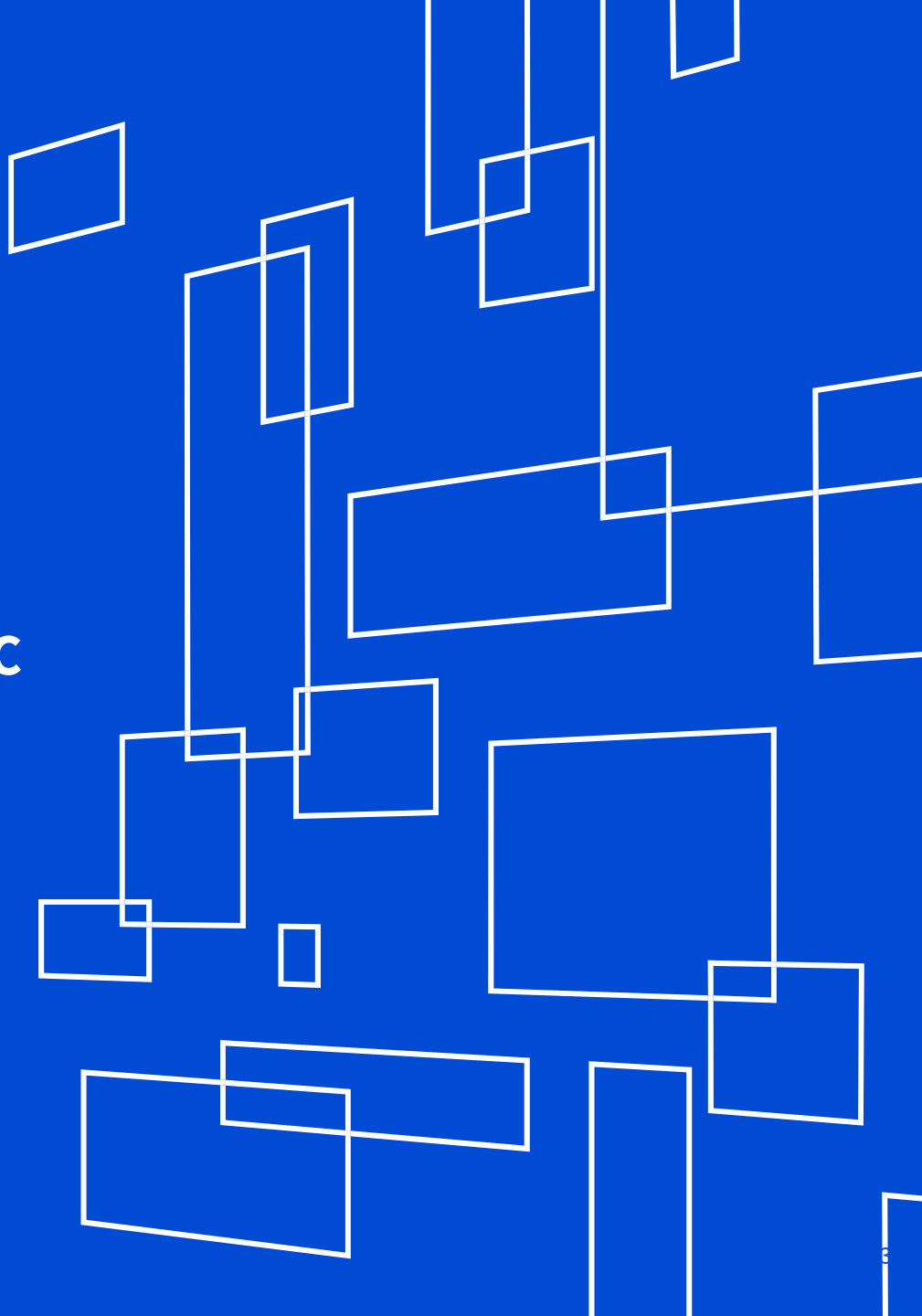
Documentation that proves participation in a Lifeline qualifying program must include:

- 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.

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 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 December 2018 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_americaTelco_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

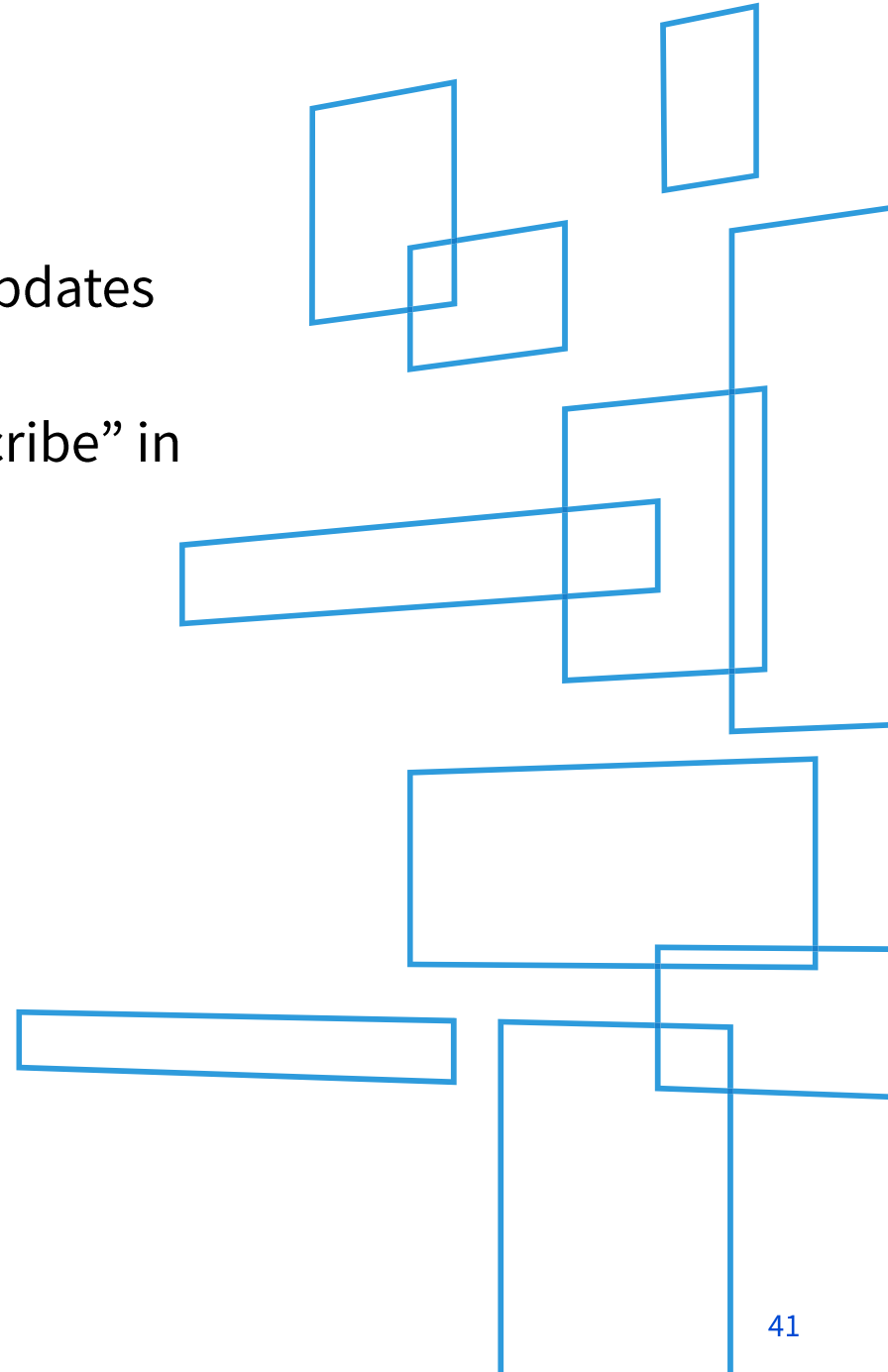
P.O. Box 7081

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 and click “Subscribe” in the upper right hand corner
- Need help? Contact us at LifelineProgram@usac.org





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