LCS Office Hours:
NLAD Opt-Out State Process

December 3, 2020
Housekeeping

- Audio is available through your computer’s speakers
- The audience will remain on mute
- **Enter questions at any time using the “Questions” box**
- If your audio or slides freeze, restart the webinar
- **A copy of the slide deck is in the “Handouts” section of webinar panel**
Today’s Presenters

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Brandi Streuslin  
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Agenda

1. LCS Overview
2. Questions
LCS Overview
LCS Overview

• The Lifeline Claims System (LCS) is the online filing system that service providers use to receive reimbursement for offering Lifeline-supported services to eligible consumers
• User roles available to file a claim:
  • The 497 Officer can enter data and is authorized to certify the claim
  • A 497 User (sub-account) is a company employee that can enter data, but does not have the authority to certify the claim
LCS Overview
Claims Process

• To enhance program integrity efforts by reducing incorrect/over claims, USAC is updating the Lifeline claims process for NLAD opt-out states (CA, OR, TX) beginning with the **December 2020 data month** (*January 1, 2021 snapshot*)

• Beginning with the December 2020 data month:
  • Service providers will use a template pre-populated in LCS with eligible subscribers from their state PUC
  • Service providers may only claim subscribers listed on the template
LCS Overview
Claims Process: How to File

When the user opens the claims template, it will be populated with the NLAD opt-out state’s subscribers

- The user will then need to populate columns B, C and D (Rate, Reason Code, and Tribal Link Up Charges Waived) with the correct information

<table>
<thead>
<tr>
<th>Subscriber ID</th>
<th>Rate</th>
<th>Reason Code</th>
<th>Tribal Link Up Charges Waived</th>
<th>SPIIN</th>
<th>SAC</th>
<th>Last Name</th>
<th>First Name</th>
<th>Street Address</th>
<th>City</th>
<th>State</th>
<th>ZIP</th>
<th>Phone Number</th>
<th>ETC General</th>
<th>Service Type</th>
<th>Tribal Benefit Flag</th>
<th>Corrected</th>
</tr>
</thead>
<tbody>
<tr>
<td>XXXXXXXXXXXX</td>
<td></td>
<td></td>
<td></td>
<td>XXXXX</td>
<td>XXX</td>
<td>Last</td>
<td>Test</td>
<td>123 Road</td>
<td>Queens</td>
<td>TX</td>
<td>12345</td>
<td>1234567891</td>
<td>BundledBroadband</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>XXXXXXXXXXXX</td>
<td></td>
<td></td>
<td></td>
<td>XXXXX</td>
<td>XXX</td>
<td>Test</td>
<td>Subscriber</td>
<td>123 Town</td>
<td>Queens</td>
<td>TX</td>
<td>12345</td>
<td>1234567891</td>
<td>Broadband</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>XXXXXXXXXXXX</td>
<td></td>
<td></td>
<td></td>
<td>XXXXX</td>
<td>XXX</td>
<td>Subscriber</td>
<td>First</td>
<td>123 Street</td>
<td>Queens</td>
<td>TX</td>
<td>12345</td>
<td>1234567891</td>
<td>Voice</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- More information about the claims process can be found in the [LCS Training: NLAD Opt-Out State Process](#)
LCS Overview
Claims Process: How to File

• Service providers will not be able to add or remove subscribers, they can only claim subscribers provided by the state

• If the service provider enrolls certain subscribers in NLAD (CA broadband-only service type or TX cross-border SACs), those subscribers will be included on the templates
LCS Overview
Claims Process: How to File

• The template will contain all of the same headers in addition to a new column: “Corrected”
  • This column will be blank, unless the state files a correction after the template is generated the first time
  • If there is a correction to a subscriber’s record, that row will contain the day/time the record was updated, in the following format: mm_dd_yyyy_hhmm

• If a state makes a correction to a file:
  • USAC will notify service providers by email that an updated template is available for their review
  • This email will include what service providers will see in LCS if the state made a correction
LCS Overview
Claims Process: How to File

- **Column B - Rate**: Service provider enters the correct dollar amount for each subscriber
  - Rates for non-Tribal cannot exceed $9.25; rates for Tribal cannot exceed $34.25
  - Enter '0' for subscribers that should be unclaimed; A reason code is required for all unclaimed subscribers
- **Column C - Reason Code**: If a subscriber is not claimed, service providers must enter a reason code
- **Column D - Tribal Link Up Charges Waived**: This is an optional field and service providers can populate it as needed
  - If column D is populated, column P (Tribal Benefit Flag) must be populated with a ‘1’
  - Tribal Link Up charges waived cannot exceed $100
LCS Overview
Claims Process: How to File

- **Column O - Service Type**: Can be updated if needed (OR and CA only)
  - *This field is optional for service providers in TX that do not have the ability to change service type*
  - “Service Type” is a required field for OR and CA service providers
  - “Service Type” must be one of the following (not case sensitive):
    - Voice
    - BundledVoice
    - Broadband
    - BundledBroadband
    - BundledVoiceBroadband
  - OR and CA service providers will receive an error if they do not provide the service type column or if there are any subscribers with a blank service type when the claim is uploaded
LCS Overview
Revision Process

• The updated revision process (effective beginning with the December 2020 data month) follows the same steps as the original filing process, with some slight differences:
  • The template will be populated with the most recently submitted data (including rates, reason codes, and Tribal Link Up charges waived)
  • When service providers upload the revisions, they only need to include subscribers whose data is being revised
  • Service providers can no longer add subscribers during the revision process in NLAD opt-out states
LCS Overview
Resources

Website

• **December 20, 2019 Launch web page**: information about each NLAD opt-out state’s relationship with the National Verifier

• **Lifeline Claims System web page**: high-level information about the system

• **Claim Reimbursement web page**: high-level review of how to file a claim

• **Reimbursement FAQs web page**: frequently asked questions about how to receive reimbursement and file claims
LCS Overview

Resources

Instructions and Guides

• LCS Upload Field Descriptions
• LCS Instructions

Connect with a Program Analyst

• Email: LifelineProgram@usac.org
Questions?