October 2020 Monthly Webinar: Lifeline Program Updates

October 14, 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

Tiffany Brady

Linnita Hosten

Leah Sorini
Agenda

• Announcements
• Recertification Process
• Updated Lifeline Forms
• Resources
Announcements
Announcements
COVID-19 Response - Temporary Program Changes (1/2)

The FCC and USAC suspended certain rules and processes through November 30 to ensure existing Lifeline subscribers are not involuntarily removed from the program during the pandemic:

- Recertification
- Reverification
- General de-enrollment requirements, except de-enrollment at the user’s request
- Usage requirements
- USAC program integrity reviews
Announcements
COVID-19 Response - Temporary Program Changes (2/2)

The FCC and USAC adjusted certain documentation requirements through November 30 to make it easier for those hardest hit by the pandemic to apply:

- **Proof of Income**: Consumers who do not have three consecutive months of income documentation may provide other official documentation
- Notice of unemployment benefit payments
- Notice of a successfully submitted application for unemployment benefits
- **Proof of Identity**: USAC will accept expired driver’s licenses or state identification cards when needed to complete a Lifeline application, as long as the identification expired on or after March 1, 2020
- **Relief for rural, Tribal consumers**: Consumers living in rural areas on Tribal lands may begin receiving service even if they are still in the process of providing any necessary documentation to confirm their eligibility
- Consumers who enroll through this waiver process will have **45 days** to provide the required documentation

For more information, visit USAC’s [Lifeline COVID-19 Response](#) page
Announcements
NLAD Tribal Error Codes

- On **September 15**, USAC released NLAD updates to enhance system messaging for errors related to the Tribal Benefit flag
- Representatives will now receive more detailed error messages when the Tribal Benefit flag cannot be applied to the consumer during enrollment, update, and transfer transactions
- Review the [Tribal Benefit Resolution](#) web page for more information on the three new error messages and the resolution process for each message
Recertification Process
NV Recertification Process
Overview

- Recertification is an annual requirement for Lifeline subscribers
- In the 2019 Lifeline Order, the FCC adopted changes to require additional documentation during the annual recertification process in certain situations
- This upcoming change to the process helps ensure that Lifeline subscribers are still eligible for the Lifeline benefit

**NOTE**: On October 13, 2020, USAC released system changes related to the upcoming change to the recertification process.

- Recertification requirements are temporarily paused through November 30, 2020. When the extended FCC waiver ends, USAC will conduct outreach to subscribers who are required to recertify their continued eligibility
Recertification Process
Updated Process Post-Waiver

• Every subscriber in National Verifier recertification will go through an initial automated data check that will check the subscriber’s eligibility
  • Subscribers who **pass** the check do not need to take any action to retain their Lifeline benefit
  • Subscribers who **fail** the check are required to complete a recertification form
    • **NEW!** Subscribers who **fail** the current recertification check, but **passed** their previous (most recent) automated eligibility check are now required to provide proof of eligibility to complete their recertification

• A detailed overview of the new recertification process was discussed in the September Lifeline Program Webinar
Recertification Process
Application Types

**R-apps (RXXXXX-XXXXX) (EXISTING)**
- Requires *only* completion of recertification form
- This is the same type of application that is currently in production today
- Available via the following methods:
  - NV Consumer Portal
  - IVR
  - Mail

**D-apps (DXXXXX-XXXXX) (NEW!)
- Requires completion of recertification form and proof documentation
- May require documentation for one or more resolutions, including program/income eligibility, AMS, and Duplicate Address
- Available via the following methods:
  - NV Consumer Portal
  - NV Service Provider Portal
  - NV Carrier API
  - Mail

*IVR will not* be available for D-applications since documentation is required
Questions?
Portal Changes
Portal Changes
Cover Page

- Service providers using the NV service provider portal to assist a subscriber in completing the recertification requirement for applications requiring additional documentation (D-Applications) will be shown a new cover page.

The following Lifeline subscriber is currently undergoing recertification. We were not able to automatically verify their eligibility and need some more information from them to complete the annual recertification process.

If they would like to transfer their service to another internet/phone provider, they will be able to submit a new Lifeline application after completing recertification.

Full Legal Name: [Redacted]
Application ID: 067642-82598

Please click "Next" to continue.

Need Help? Use this information and call the Lifeline Support Center at 1-800-234-9473.
Portal Changes
Cover Page

• All subscribers using the NV Consumer Portal or NV Carrier API will be shown a new cover page for applications requiring additional documentation (D-Applications)
Portal Changes
Pending Review Page

- Service providers assisting subscribers with applications requiring additional documentation (D-Applications) will see a revised **We Are Checking Their Documents** page that notes the following:
  - The service provider’s next steps if the subscriber qualifies
  - The service provider’s next steps if the subscriber no longer qualifies for the Lifeline Program
Portal Changes
Pending Review Page

- After submitting documentation via either the NV Consumer Portal or the NV Carrier API for applications requiring additional documentation (D-Applications), subscribers will be shown a **We Are Checking Your Documents** page.
Recertification Reports
Recertification Reports
NLAD Updates

• USAC has implemented modifications to the Recertification Subscriber Status Report:
  • Reports can now be generated by anniversary date
  • Field headers are more descriptive
  • New fields have been added
    • Recertification status (Recertified/In-Progress)
    • Eligibility Docs Required
    • Eligibility Docs Accepted
    • Eligibility Docs Rejected Reason
    • Address Resolution Required

• Minor text updates have also been made to the Failed Recertification De-enroll Report
Recertification Reports
Recertification Subscriber Status Report

Now able to select multiple SACs

Reports can be sorted in three ways

NEW! Search by a subscriber's anniversary date
Questions?
Updated Lifeline Forms
Updated Lifeline Forms
Overview of Changes

- Updates have been made to the following forms:
  - Lifeline Program Application Form (FCC Form 5629)
  - Lifeline Program Annual Recertification Form (FCC Form 5630)
- Updated forms are available on the website in English and Spanish.
Updated Lifeline Forms

Overview of Changes

- Updated form instructions regarding the types of documents a consumer can provide
Updated Lifeline Forms
Overview of Changes

- Created an option for subscribers to opt-in via text message
Updated Lifeline Forms
Overview of Changes

- Revised the fifth certification statement to allow service providers and consumers to consent to allow states to provide information to USAC
Questions?
Resources
Resources
Lifeline Support

The Lifeline Support Center continues to operate and provide support. We will communicate with you as soon as possible if anything affects our operations.

- **Service provider inquiries, email:** LifelineProgram@usac.org
- **Consumer inquiries, email:** LifelineSupport@usac.org

**By phone:**
- 1 (800) 234-9473
- Agents available 7 Days a Week, 9 a.m. to 9 p.m. ET

**By mail:**
Lifeline Support Center
PO Box 7081
London, KY 40742
Learn More about Lifeline

- Sign up for Lifeline Program email updates and upcoming events
  - Visit usac.org and click “subscribe” in the upper-right corner
- Need help? Contact us!
  - General: LifelineProgram@usac.org