October 2020 Monthly Webinar:
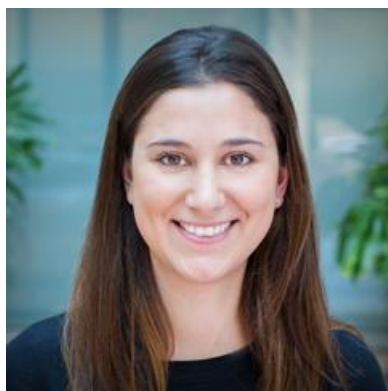## Lifeline Program Updates

October 14, 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**

- 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
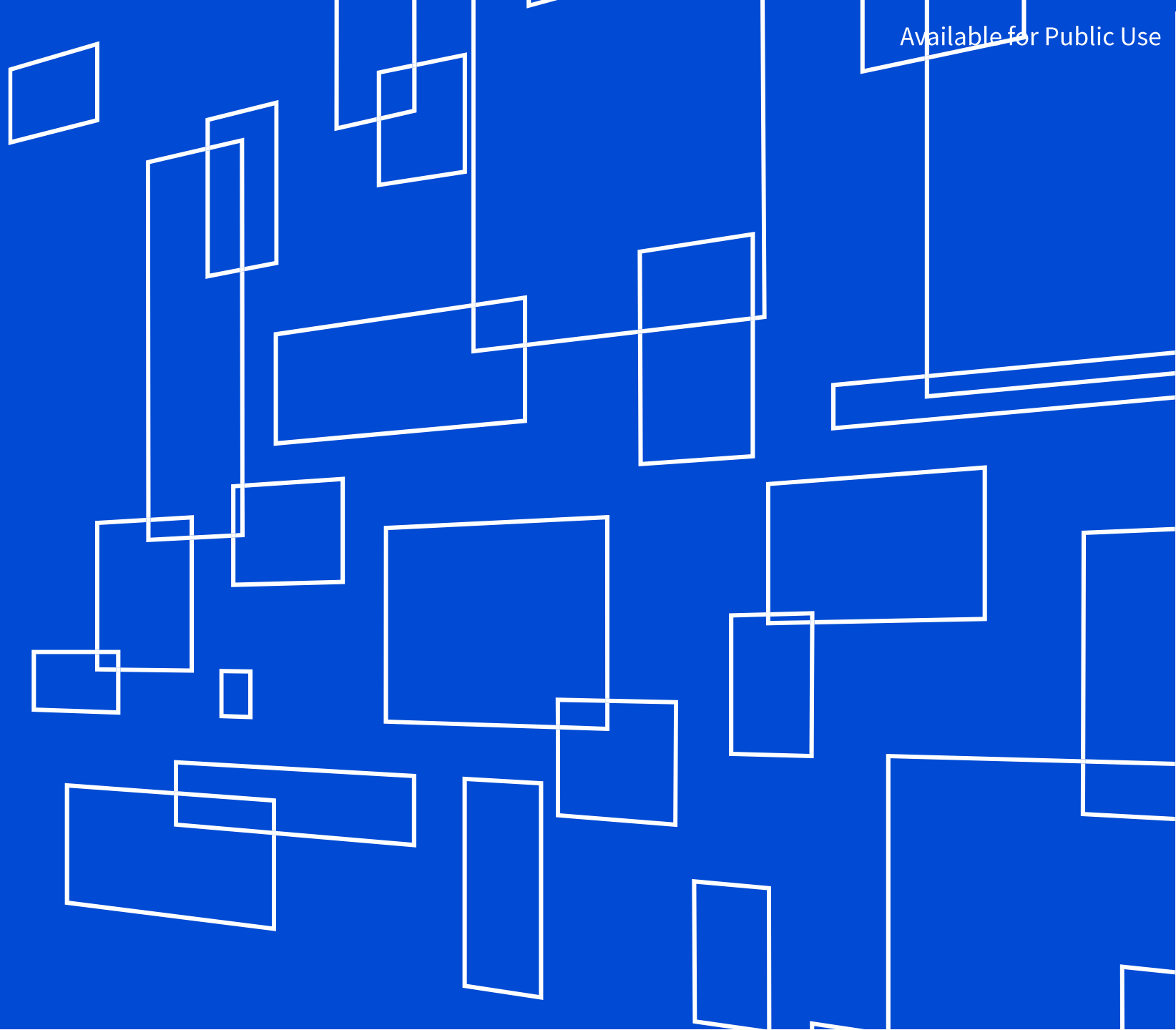
NV Recertification Process
Overview

- 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
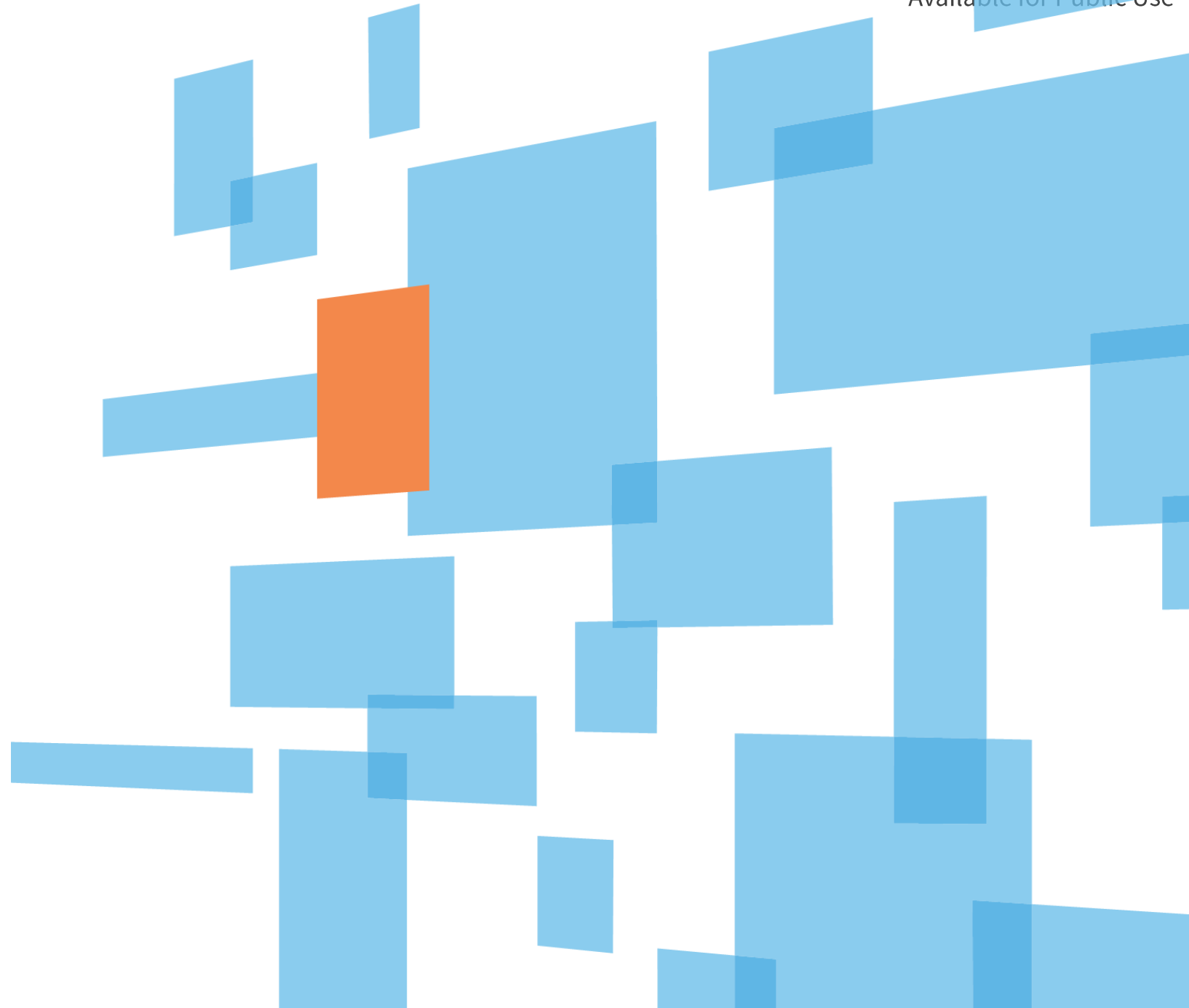
Portal Changes
Cover Page

- 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: **SP Cover Page Mockup**

Application ID: D67642-82598

Please click "Next" to continue.

Next

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

We Are Checking Their Documents

We need to check their documents to make sure they still qualify for Lifeline.

This will take a few minutes.

The Lifeline Support Center hours are 9 a.m. - 9 p.m. ET, Monday-Sunday. If you're using the system outside of those hours, the subscriber's record will be updated within a few business days.

If they still qualify...	If they no longer qualify...
You do not need to do anything else. This subscriber will have completed recertification. If they would like to transfer their service to another internet/phone provider, they will be able to submit a new Lifeline application.	We'll ask you for more information or tell you what to do next. **You will have until 6/15/2020 (Based on US Eastern Time)** to show they still qualify for Lifeline.

Need help? Use this information and call the Lifeline Support Center at 1-877-524-1325

Full Legal Name:	**SP Pending Review Mockup**
Address:	**123 SP FLOW, MOCKUP, UT 12345**
Application ID:	**D67642-82598**

Return to Homepage

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
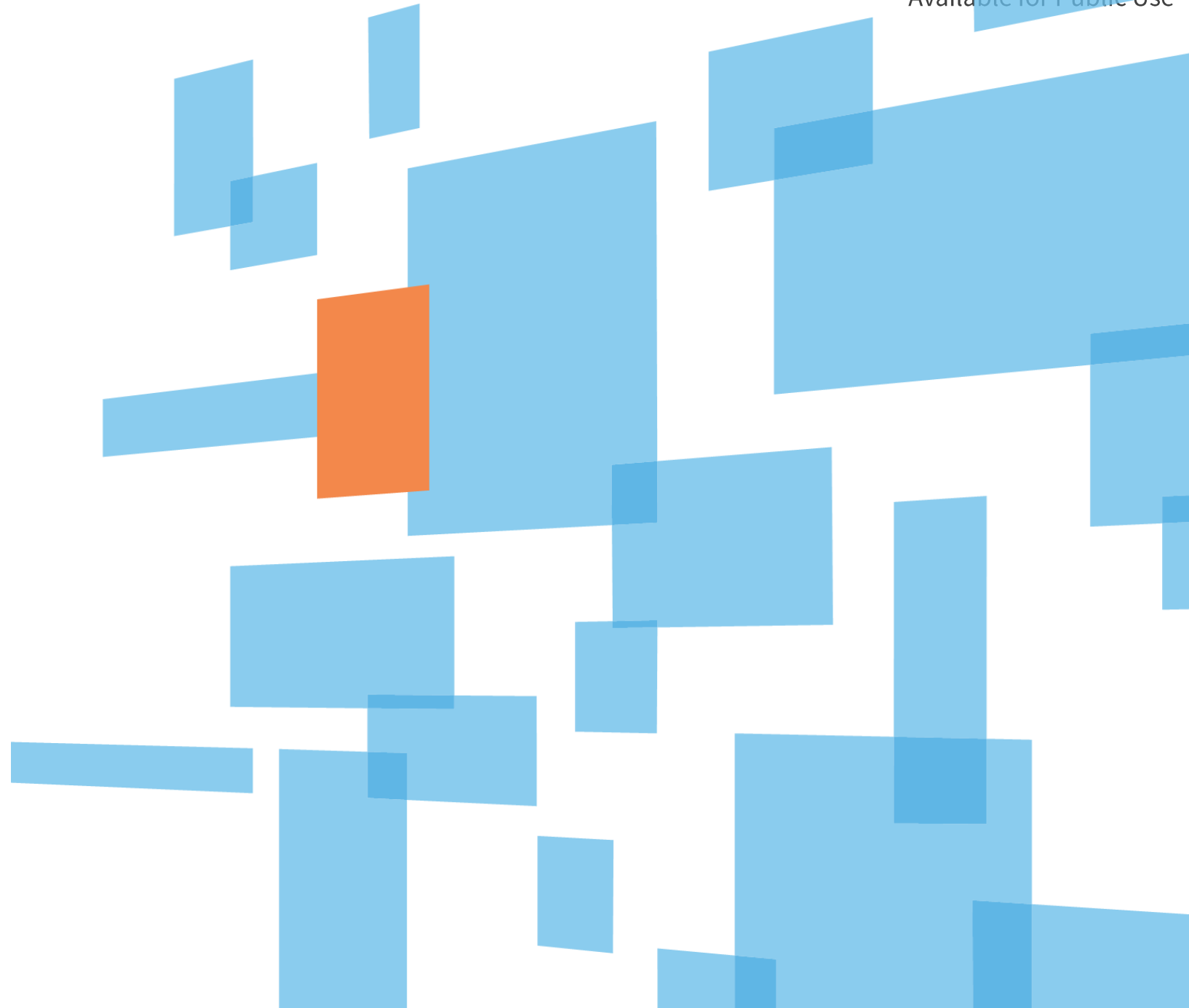
Recertification Reports
NLAD Updates

- 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

RECERTIFICATION SUBSCRIBER STATUS REPORT

Instructions

Select Filters

Now able to select multiple SACs → Select SAC(s) [Select Sac(s) ▼]

Anniversary- Start Date [09/01/2018]   Anniversary- End Date [09/01/2018] ← NEW! Search by a subscriber's anniversary date

Status ⦿ Recertified
○ In Progress
○ All (Recertification & In Progress)

Reports can be sorted in three ways →

Select Report Format

⦿ Display on web page (limited to first 500 responses)

○ CSV file with each row containing selected data on a single subscriber

[Submit]

Questions?

Updated
Lifeline Forms
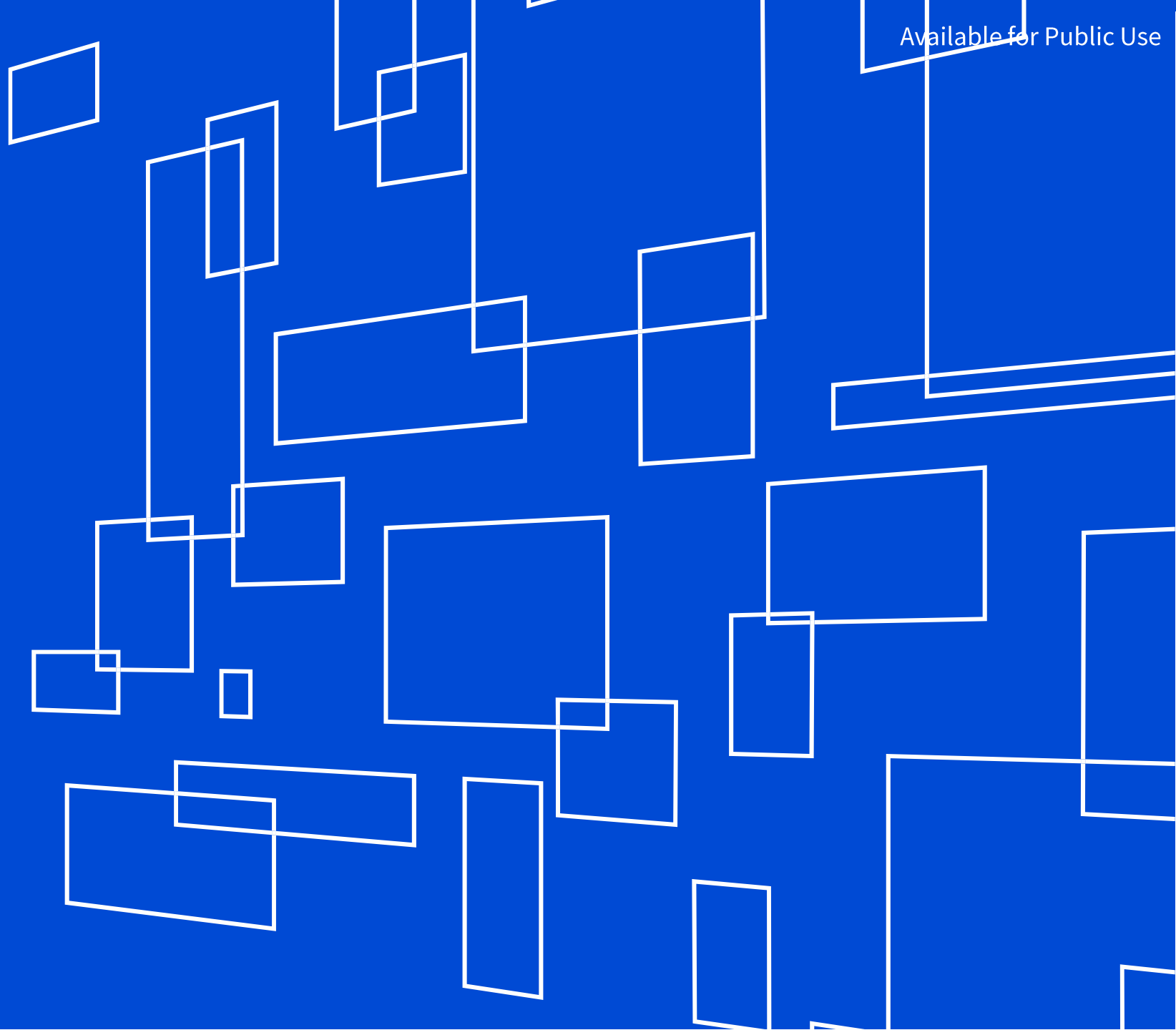
Updated **Lifeline Forms**
Overview of Changes

- 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