

October 2020 Monthly Webinar: Lifeline Program Updates October 14, 2020

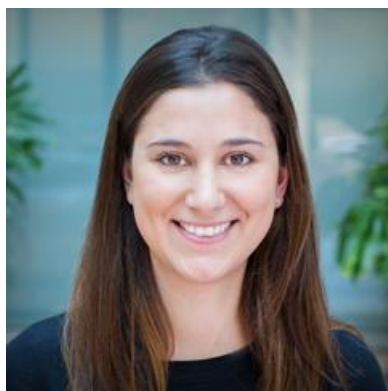


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Housekeeping

- 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

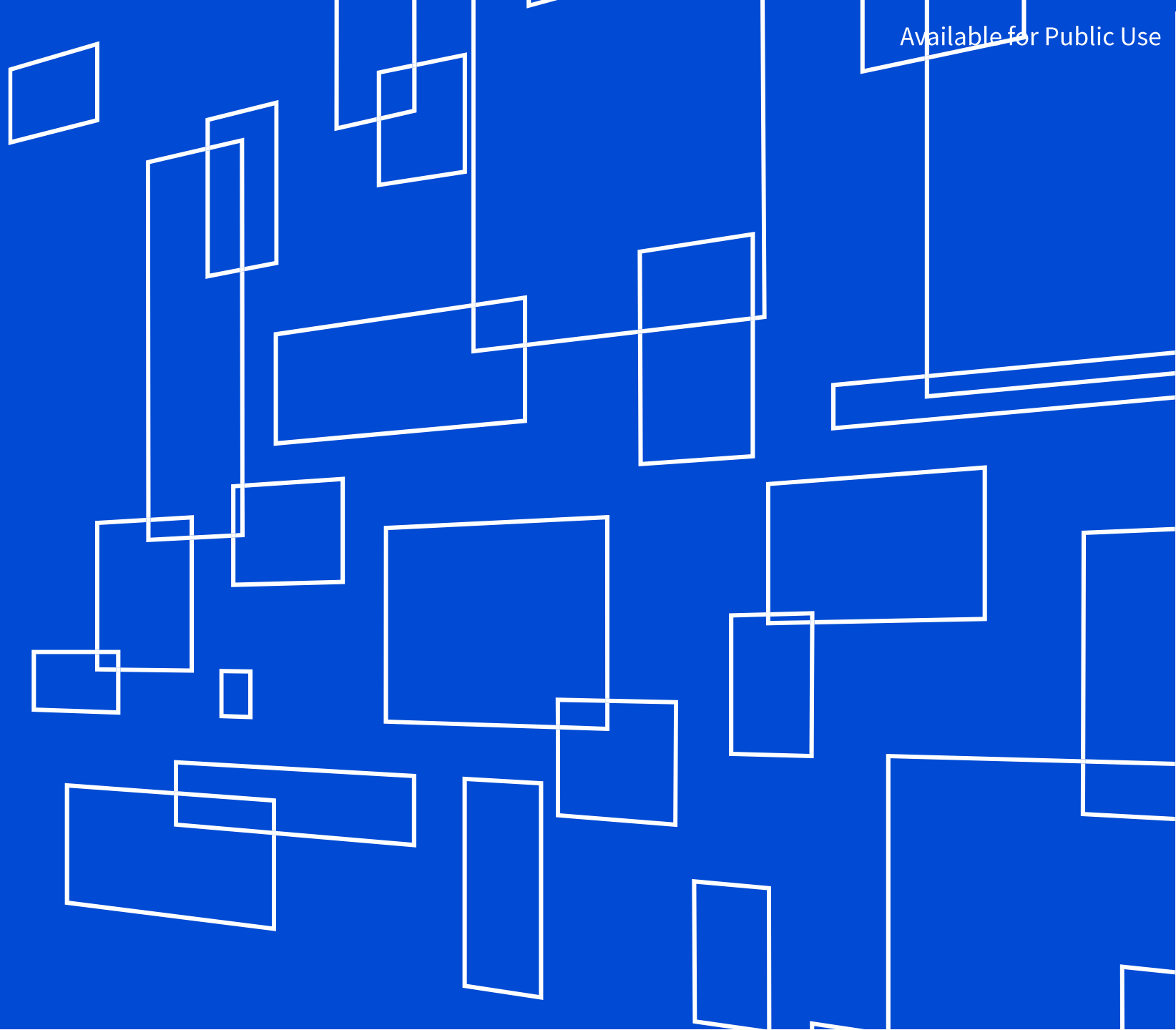
Announcements

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

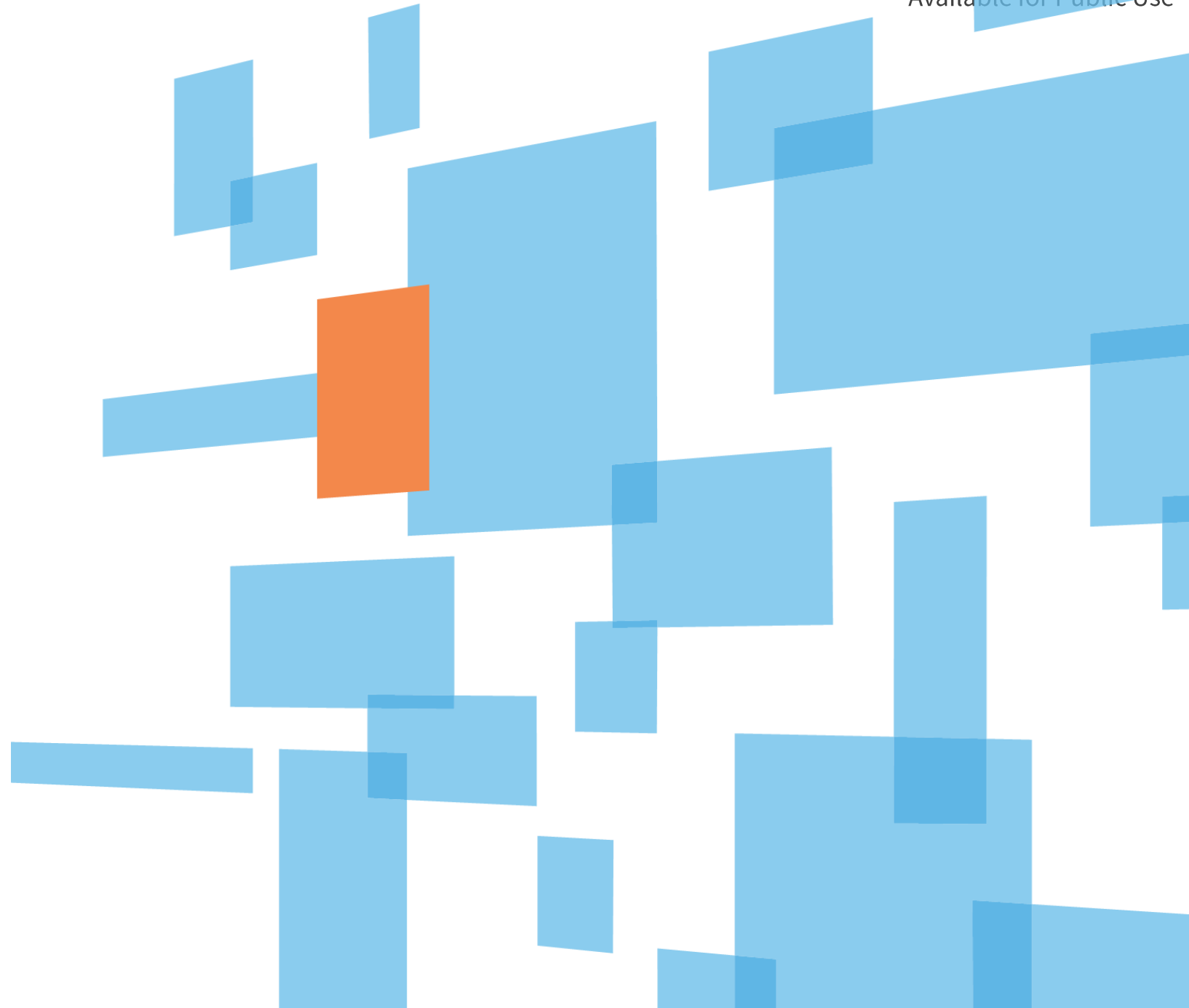
D-apps (DXXXXX-XXXXX) (**NEW!**)

- 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](tel: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)

Recertify that You Qualify for Lifeline

Lifeline is a federal program that lowers the monthly cost of phone and internet for qualified consumers. Every year, you must renew your benefit so that you can continue receiving your benefit.

We were **not** able to automatically verify your eligibility and need some more information from you to complete the annual recertification process.

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

Full Legal Name: **Jane Mary Smith**

Application ID: **R74550-58083**

By clicking "Next" to continue, I accept the [terms and conditions](#) of the National Verifier system.

Next >

Need Help? Use this information and call the Lifeline Support Center at (800) 234-9473.

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...

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.

If they no longer qualify...

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](tel: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

Lifeline National Verifier

English | Español

We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you still qualify for Lifeline.

This will take a few minutes.

If you need to leave and come back later, this page will be available until mm/dd/yyyy (based on U.S. Eastern Time).

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, please check back today or tomorrow morning after 9 a.m. ET to see if you qualify for Lifeline.

If you still qualify...

You do not need to do anything else. We will let your phone or internet company know and your service will continue.

If you no longer qualify...

We'll ask you for more information or tell you what to do next. You will have until mm/dd/yyyy (based on U.S. Eastern Time) to show you still qualify for Lifeline.

Full Legal Name: Jane Mary Smith

Address: 123 Main Street
Salisbury, MD 21804

Application ID: Q79062-13129

To return to your internet/phone company's website, please click "Return" below:

Return

Need Help? Use this information and call the Lifeline Support Center at (800) 234-9473.

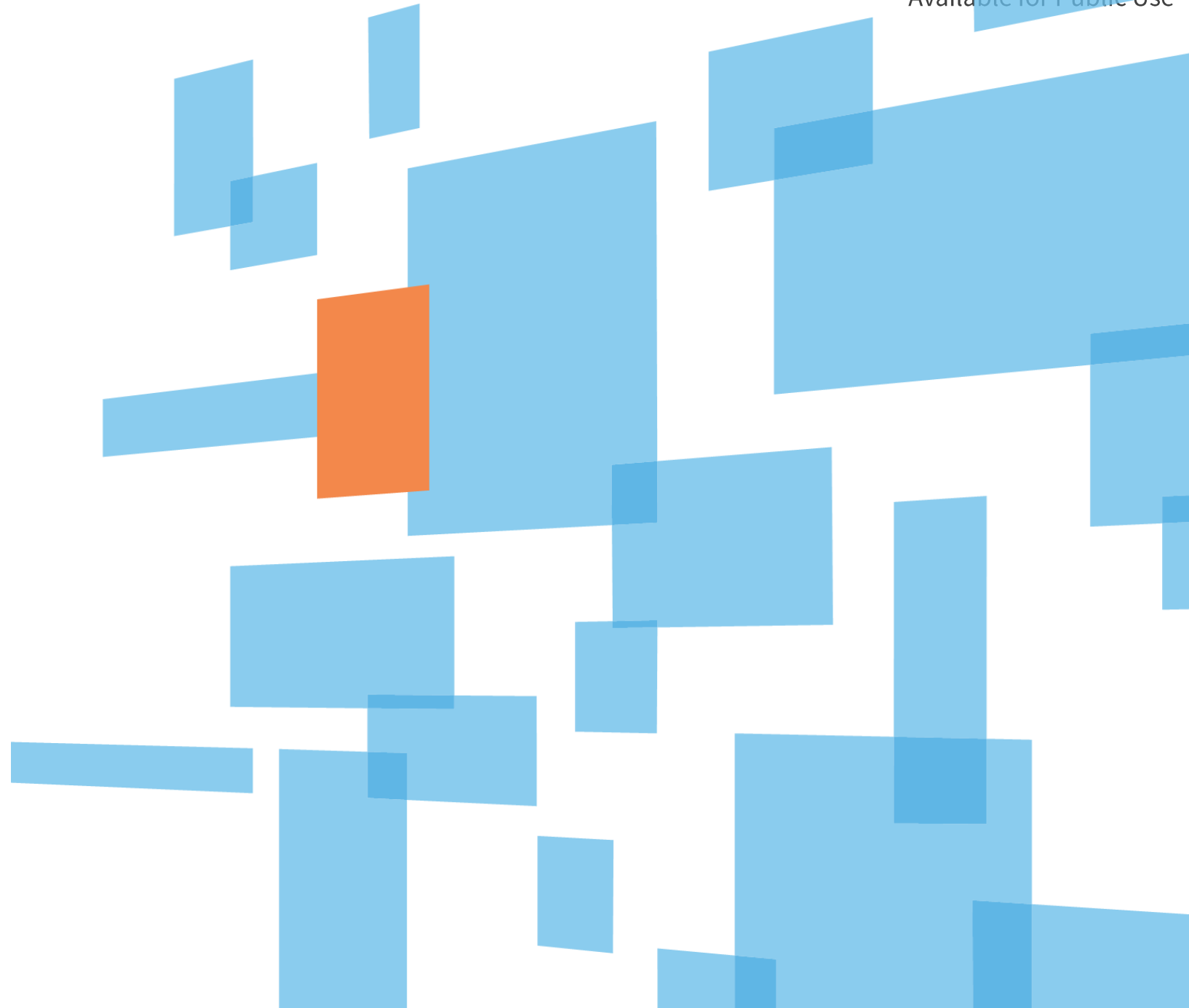
OMB Control Number: 3060-0819

Paperwork Reduction Act Notice

Privacy Act Statement

Terms and Conditions

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)**

Anniversary- Start Date **Anniversary- End Date** ← **NEW! Search by a subscriber's anniversary date**

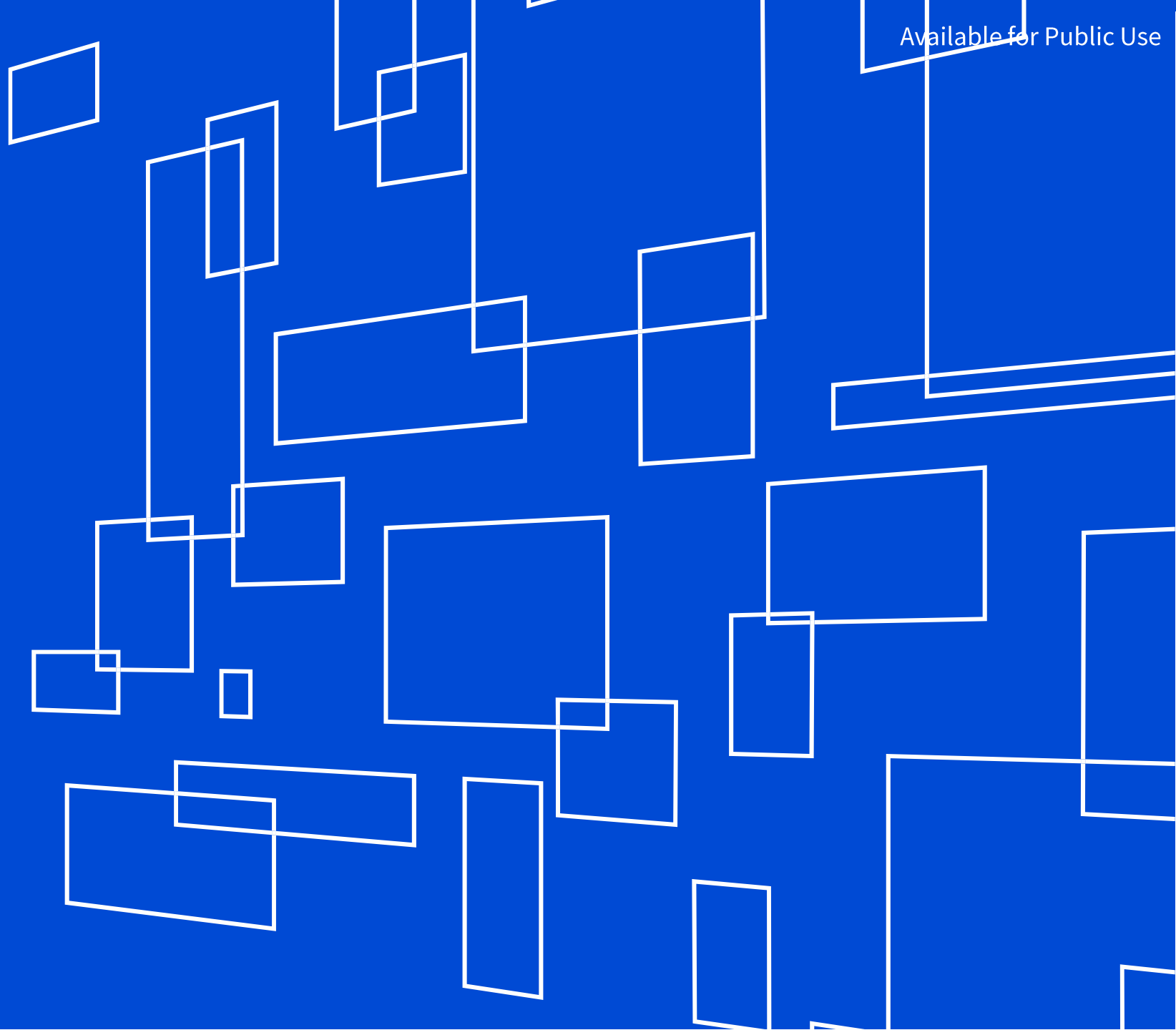
Status ☒ Recertified
☐ In Progress
☐ All (Recertification & In Progress) → **Reports can be sorted in three ways**

Select Report Format

☒ Display on web page (limited to first 500 responses)
☐ CSV file with each row containing selected data on a single subscriber

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

FCC FORM 5630
Lifeline Program
Annual Recertification Form

OMB APPROVAL EDITION 3060-0819

FCC **Universal Service Administrative Co.**

1. About Lifeline
Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

Rules
If you qualify, your household can get Lifeline for phone or internet service, but not both.
• If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
• If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
• If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.
Your household cannot get Lifeline from more than one phone or internet company.
You are only allowed to get one Lifeline benefit per household, **not per person**. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

What is a household?
A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Do not give your benefit to another person
Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

Be honest on this form
You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents
If the Lifeline Program Administrator is not able to validate that you or someone in your household qualify using this form and electronic databases, you may need to provide an official document from one of the government qualifying programs or documentation that proves your annual income. You can submit copies of your official documents with this application or wait until the Lifeline Program Administrator asks you for them. To add them now, include the documents in option 1 or option 2 below:
1. If you qualify through a government program, provide a copy of a document such as an approval letter or benefit letter with the name of the person in your household who qualifies, name of the program, and issue date within the past 12 months or future expiration date.
2. If you qualify through your income, provide a copy of the prior year's state, federal, or Tribal tax return or a current income statement from an employer or paycheck stub for 3 consecutive months (or other accepted documents).

Visit [lifelinesupport.org](https://www.lifelinesupport.org) to see all acceptable document guidelines.

Apply
To apply for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6.

Mail the form to this address:
**USAC
Lifeline Support Center
P.O. Box 7081
London, KY 40742**

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Page 1 of 8

Universal Service Administrative Company | www.lifelinesupport.org
Need help? Call the Lifeline Support Center at 1-800-234-9473

Updated Lifeline Forms

Overview of Changes

- Updated form instructions regarding the types of documents a consumer can provide

FCC FORM 5629 OMB APPROVAL EDITION 3060-0819

**Lifeline Program
Application Form**   Universal Service
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- 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

FCC FORM 5629 OMB APPROVAL EDITION 3060-0819

Lifeline Program Application Form  

4. Agreement

I agree, under penalty of perjury, to the following statements:

You must initial next to each statement.

☐ ☐ I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

☐ ☐ I agree that if I move I will give my service provider my new address within 30 days.

☐ ☐ I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

- 1) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
- 2) Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

☐ ☐ I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

☐ ☐ I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

☐ ☐ All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

☐ ☐ I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

☐ ☐ My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

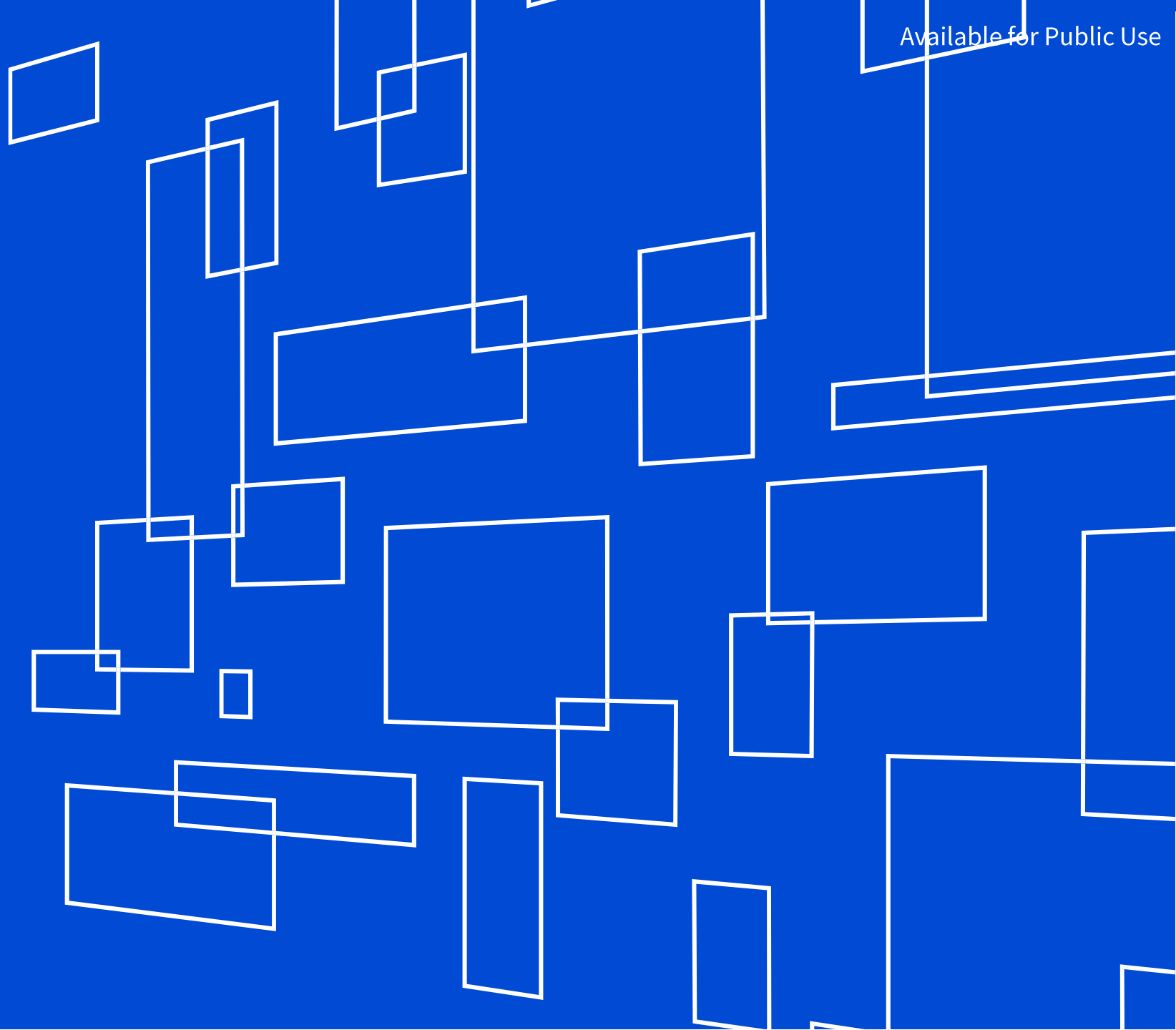
☐ ☐ I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.

Signature **Today's Date**

Page 6 of 8 Universal Service Administrative Company | www.lifelinesupport.org
Need help? Call the Lifeline Support Center at 1-800-234-9473

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



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