Rural Tribal Waiver Training

June 2020

Universal Service
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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
  - 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

- Copy of the slide deck in the "handouts" section of webinar panel

Today's Presenters

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Agenda

1. Introduction
2. Application Process
3. Enrollment
4. Lifeline Service Claims

Introduction to Tribal Waiver

Changes in Response to COVID-19 Pandemic

Introduction

- The FCC issued an order on June 1, 2020 to make it easier for those who reside in rural areas on Tribal lands to enroll in the Lifeline program during the COVID-19 pandemic.

- In times of social distancing, access to affordable communications services for low-income households is more important than ever, especially for consumers residing in rural areas on Tribal lands.

- This training will cover the waiver, application process, and enrollment in compliance with this waiver.

Introduction: Modifications Under Waiver

Through **August 31, 2020**, carriers have the option to allow eligible consumers living in rural areas on Tribal lands to enroll in Lifeline without immediately satisfying any or all of the documentation requirements for any errors in their application such as:

- AMS (address),

- IEH (one-per-household),

- TPIV (identity), or

- Program/income eligibility.

Introduction: Qualifying for the Benefit

- Consumers **must** enroll for Lifeline through their service provider to benefit from this waiver. Service providers may choose to voluntarily offer the application flexibility authorized by this waiver.

- This waiver applies **only** to consumers who reside in **rural areas on, Tribal lands**.

- Consumers who enroll through this waiver process will have **45 days** to provide the required documentation after sign up.

- Carriers **cannot** claim reimbursement for these consumers until they have successfully qualified for the benefit through the National Verifier.

Questions?

Application Process

Application Process: Before You Get Started

- This waiver applies only to consumers who reside in rural areas on Tribal lands.

- Service providers must confirm the consumer lives in a rural area on Tribal lands prior to starting this process.

- Use the **NLAD Tribal Lands Eligibility Verification mapping tool** or other method to confirm a consumer's eligibility for the waiver.

Application Process: Rural Tribal Waiver

Consumer applies using the standard National Verifier* application process.

If the consumer receives a qualified result in the National Verifier initially:

- The consumer will not need to use the waiver process.
- The service provider should enroll the consumer in NLAD as normal.

If the consumer is unable to qualify in the National Verifier:

- The service provider should enroll the consumer through the legacy process in NLAD
- Consumers have 45 days to provide the required documentation before their application expires.
- Documentation needs to be mailed to Lifeline Support or uploaded in the National Verifier.

* This process differs for consumers living on Rural Tribal Lands in California and Texas

Enrollment

With the Legacy Process

Enrollment Process

- For consumers in rural areas on Tribal lands who are **unable** to automatically qualify in the National Verifier:

    - The NLAD legacy enrollment process should be used to enroll them.

- This allows consumers to be enrolled in NLAD even though they have yet to qualify through the National Verifier.
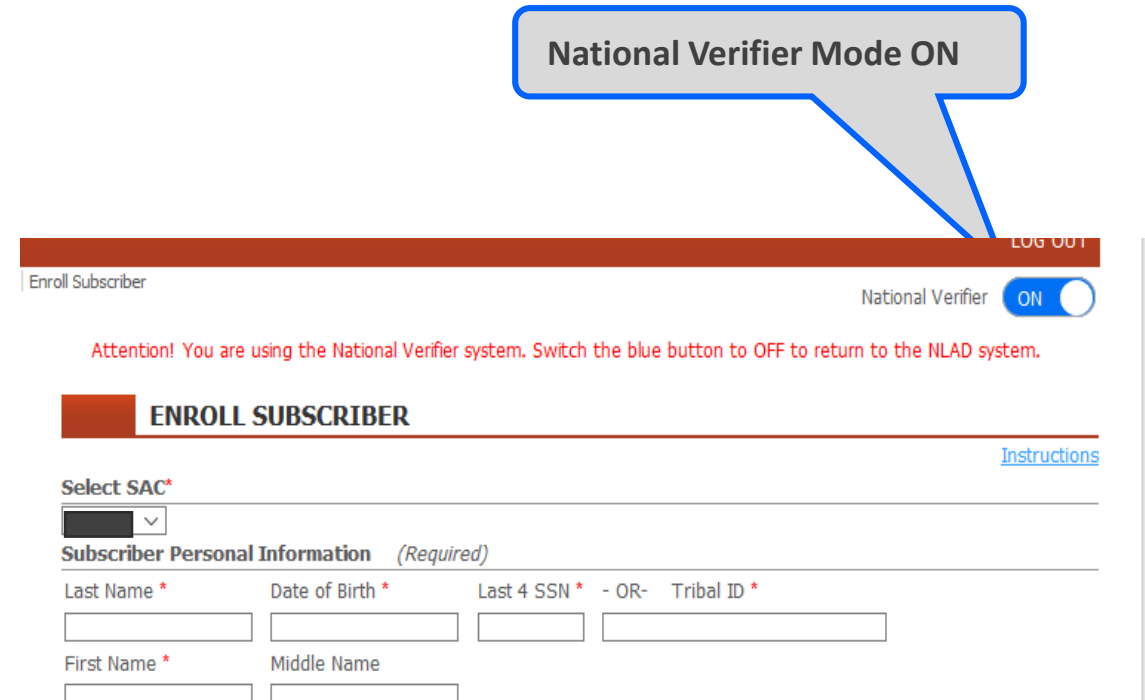
Enrollment Process

- To enroll a consumer who lives in a rural area on Tribal lands using the legacy NLAD enrollment process:

    - Turn the National Verifier Mode off, and

    - Complete the enrollment transaction as you would have prior to the National Verifier.

Enrollment Process: Turn Off NV

How to Turn Off the National Verifier Mode:

- Navigate to the top of the Enroll Subscriber page and locate the National Verifier button in the top right corner, just underneath the "LOG OUT" option.

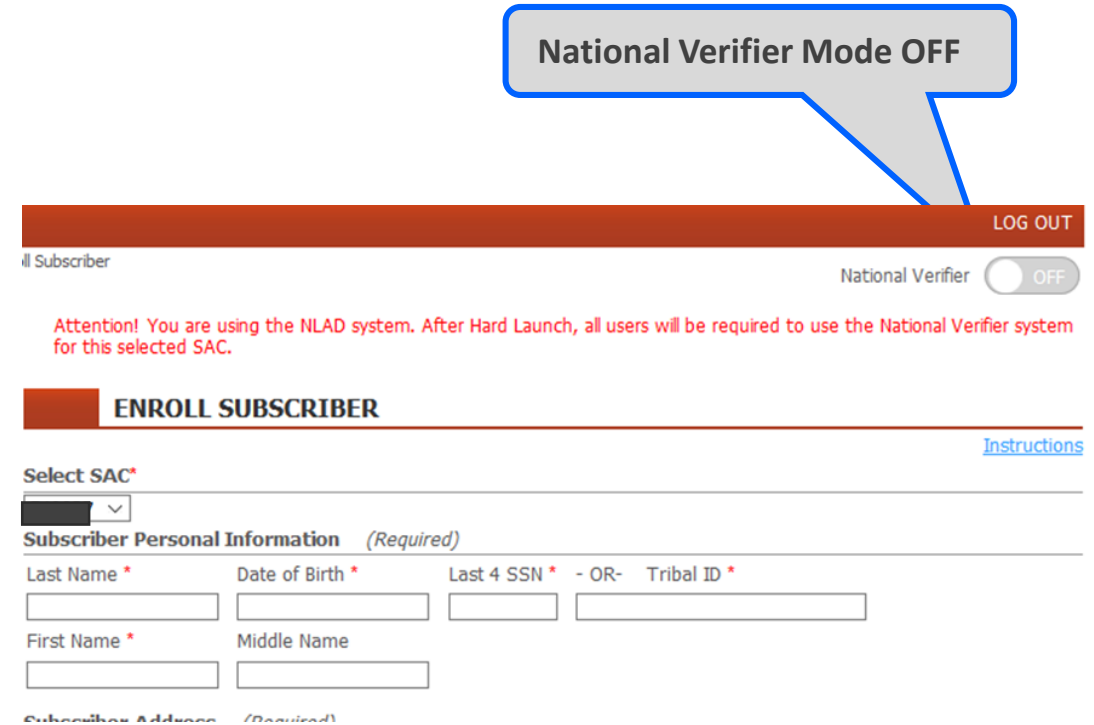- If National Verifier Mode is ON, click on the blue button to turn it off.

National Verifier Mode ON

Enroll Subscriber

National Verifier **ON**

Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.

ENROLL SUBSCRIBER

Instructions

Select SAC*

Subscriber Personal Information   *(Required)*

Last Name *   Date of Birth *   Last 4 SSN *   - OR-   Tribal ID *

First Name *   Middle Name

Enrollment Process: Turn Off NV

WARNING:

- Enrolling a Tribal consumer through the legacy process starts a 45-day clock for the consumer to qualify in the National Verifier through submission of required documentation.

- The consumer must qualify for the benefit **and** the service provider **must** conduct a de-enroll/re-enroll to ensure the consumer retains the benefit beyond the initial 45 days.

National Verifier Mode OFF

LOG OUT

ll Subscriber

National Verifier   OFF

Attention! You are using the NLAD system. After Hard Launch, all users will be required to use the National Verifier system for this selected SAC.

ENROLL SUBSCRIBER

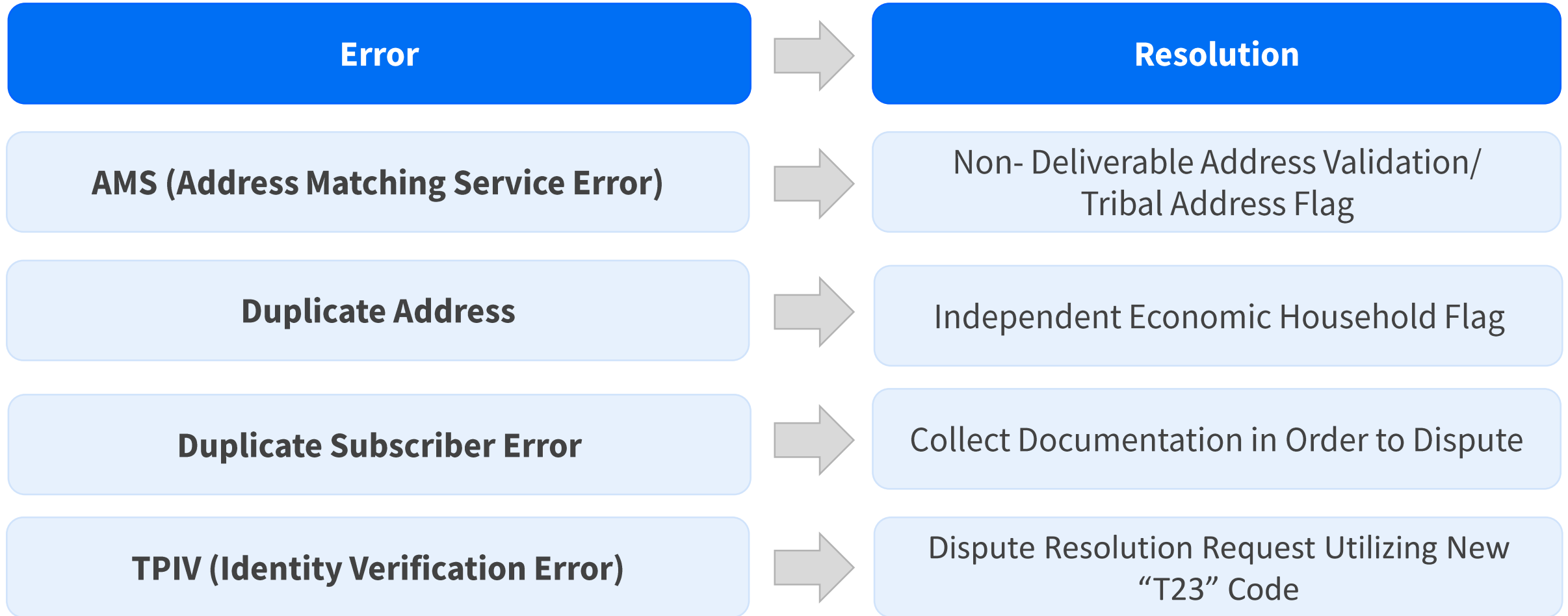Instructions

Select SAC*

Subscriber Personal Information   *(Required)*

Last Name *   Date of Birth *   Last 4 SSN * - OR-   Tribal ID *

First Name *   Middle Name

Subscriber Address   (Required)

Enrollment Process: Resolve Errors

Error		Resolution
AMS (Address Matching Service Error)	→	Non- Deliverable Address Validation/ Tribal Address Flag
Duplicate Address	→	Independent Economic Household Flag
Duplicate Subscriber Error	→	Collect Documentation in Order to Dispute
TPIV (Identity Verification Error)	→	Dispute Resolution Request Utilizing New "T23" Code

Enrollment Process: Final Steps

- Consumers who are enrolled through the NLAD legacy process and receive service remain in NLAD for up to 45 days.

    - These consumers cannot be claimed in LCS until they qualify in the National Verifier.

- If the consumer completes their National Verifier application and qualifies:

    - **The service provider must de-enroll** the original legacy enrollment and re-enroll through the NV-mode in NLAD.

- If, after 45 days, the consumer is still in NLAD through the legacy enrollment, USAC **will de-enroll** the subscriber from NLAD.

Questions?

Lifeline Service Claims

Claiming Subscribers

Lifeline Service Claims – Information for Providers

- Service providers will **<u>not</u>** be able to claim support for service provided until after the subscriber has qualified through the National Verifier.

- Consumers enrolled through this legacy process will appear on your snapshot report, but a reason code must be provided for any subscriber that has not qualified through the NV yet.

- Use reason code "U6" in the LCS system to indicate why the subscriber is not being claimed.

- Once the subscriber is fully qualified, service providers will have an opportunity to revise up for service provided, dating back to the day service began up to the day of qualification, not to exceed 45 days.

Lifeline Service Claims - Example

Here is an **example** of how you would make a claim in LCS if the consumer qualifies within **45 days :**

- June 15th – Legacy enrollment in NLAD

- July 1st – The consumer appears on July 1 snapshot (June data month)
  - Carrier cannot claim support for consumer and should use the "U6" reason code

- July 25th – Consumer qualifies through the NV (40 days after enrollment)
  - Carrier can go back and upward revise claim for June data month (July 1 snapshot) for this subscriber

Questions?

Resolving AMS Errors

For Consumers on Tribal Lands

A Note on Address Errors
Resolving AMS Errors Online

- If a consumer entered a descriptive address or another address that cannot be verified, they will need to provide more information using this mapping tool.

- The map will try to locate the consumer's home based on the information originally entered.
  - The latitude and longitude fields will automatically populate.

- The consumer can move the pin around to locate where they live.

- Dropping a pin or providing coordinates is **crucial** for those who reside on Tribal lands.
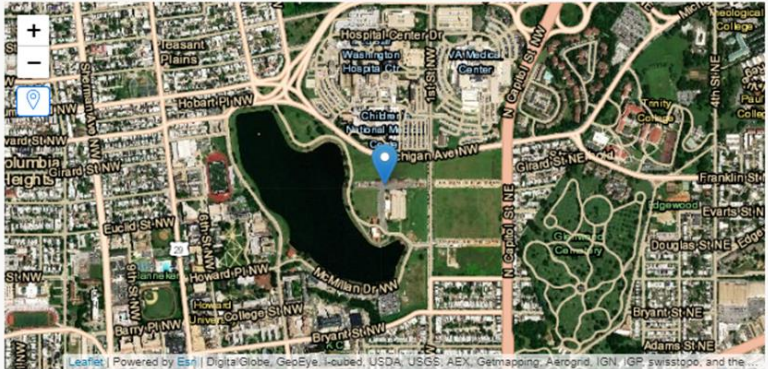

We Didn't Recognize Your Address
The U.S. Postal Service could not find the address you gave us.

Show us that your address is right.

This is the information you gave us.

We need to confirm where you live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.

Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude	Longitude
38.92529	-77.01403

Back   Next

A Note on Address Errors
Resolving AMS Errors on Paper

Option 1: If a consumer has access to the internet but does not want to submit an online application, USAC recommends that they use a mapping tool (such as Google maps) to drop a pin where they live

- Consumers may take a screenshot of the mapping tool (the image should include the dropped pin and the consumer's latitude and longitude coordinates)

A Note on Address Errors
Resolving AMS Errors on Paper

Option 2: A consumer may use a map from their community (i.e., from a gas station or if their phone/internet company or Tribal government has maps of the area)
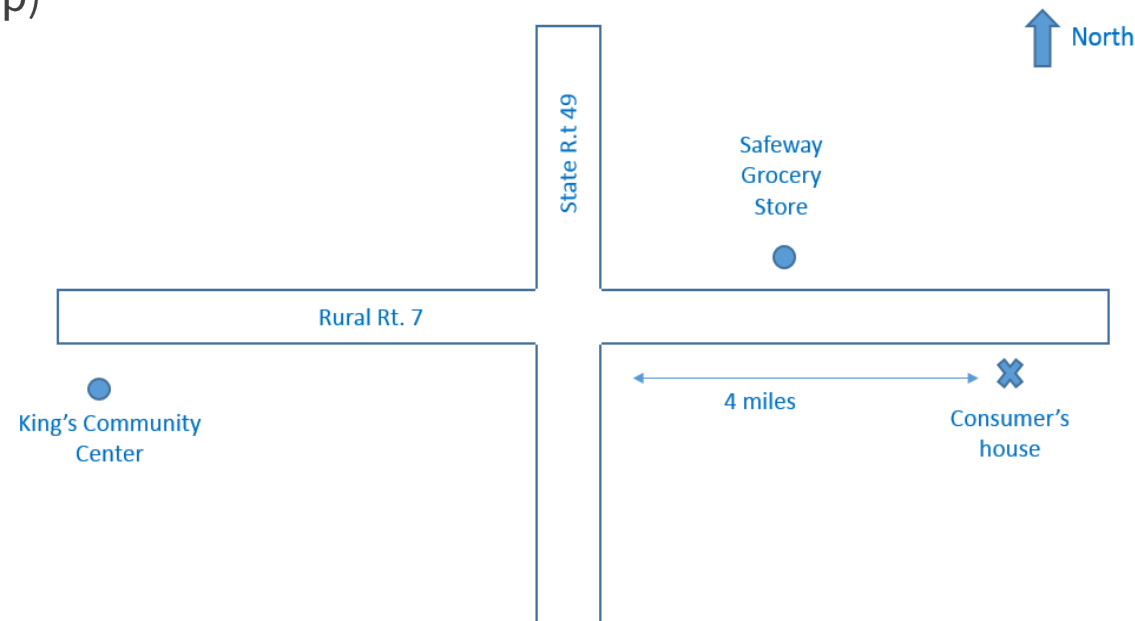
- The consumer must circle the location of their home

- If coordinates are known, the consumer should write them on the map (otherwise, USAC will determine coordinates based on the map)

A Note on Address Errors
Resolving AMS Errors on Paper

Option 3: Consumers may hand draw a map to show where they live

- This map should include **cross roads**, **identifiable landmarks**, and **distances**

- If coordinates are known, the consumer should write them on the map (otherwise, USAC will determine coordinates based on the map)

Questions?

Thank You!

- Thank you for joining us!

- Sign up for our Lifeline Program newsletter to receive the latest news about the Program

  - Visit our subscription center

- Need help? Contact us!

  - General & technical inquiries: LifelineProgram@usac.org