

Tribal Q2 Webinar

How to Resolve Application Errors



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 Q&A box
- If your audio or slides freeze, restart the webinar
- Participants received a copy of the slide deck via email one week before webinar

Annotations and Feedback Features



Meet Our Team



Kraynal Alfred

Tribal Liaison | USAC

Kraynal coordinates Tribal outreach across USAC.

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Leah Sorini

Senior Communications Specialist | Lifeline

Leah develops external communications, including website content, email campaigns, and training.

Agenda

- Q1 Webinar Refresher
- How to Resolve Application Errors
 - How to Resolve Eligibility Errors
 - How to Resolve Address Errors
- Lifeline COVID-19 Response
- Support

Today's Objectives

- The webinar will focus on how to resolve application errors so that attendees can support consumers by understanding:
 - What information is necessary to resolve different errors a consumer may receive
 - How to resolve address errors to ensure consumers who live on Tribal lands and are eligible for Lifeline, receive the enhanced Tribal benefit
 - How to submit information to resolve errors

Q1 Webinar Refresher

Lifeline Overview

Q1 Webinar Refresher

Each Stakeholder Helps Support the Lifeline Program's Objectives

- Universal Service Administrative Company (USAC) administers the Lifeline program and educates stakeholders on processes, systems, and rules and requirements
- The Federal Communications Commission (FCC) develops policies and regulations for the Lifeline program and provides guidance to USAC
- Tribal partners include Tribal governments, agencies, and nonprofits serving Tribal communities
 - Tribal partners collaborate with USAC to educate consumers about Lifeline and assist eligible consumers with Lifeline program processes

Q1 Webinar Refresher

Lifeline Benefit

- Monthly discount up to \$9.25
- Eligible residents of Tribal lands can receive an enhanced monthly discount up to \$34.25
- The Lifeline discount may apply to only one of the [service types](#):
 - Qualifying fixed service (phone or internet, or the internet/phone service in a bundled package) or
 - Mobile service (phone or internet, or the internet/phone service in a bundled package)
- **Link Up:** a Tribal lands one-time benefit up to \$100 for initial connection costs

Q1 Webinar Refresher

National Verifier (NV): Centralized Application System



- Online – Apply at [CheckLifeline.org](https://www.checklifeline.org)



- By Mail – Print [application](#)



- Through a Service Provider – Find a company using the [Companies Near Me](#) tool

Q1 Webinar Refresher

- For a full review of the **Tribal Q1 Webinar: Lifeline Program Overview**



- Watch the [webinar recording](#)



- Download the [presentation](#)

How to Resolve Application Errors

Information Submitted for Verification

- During the application process, consumers will submit their:
 - First and last legal name
 - Date of birth
 - Physical address
 - Last four digits of their social security number or Tribal ID
 - How they qualify for Lifeline
- The information above is required for online and mailed applications as well as applications submitted with assistance of a service provider

USAC Contacts Consumer if More Information is Needed



- The NV checks consumer information when an application is submitted against [available database connections](#)
- If the consumer's information is not found, the consumer can provide additional information
- USAC will contact the consumer if they need to submit more information

How USAC Contacts the Consumer



- USAC will contact the consumer based on how they applied
- The consumer will also provide contact information on the application, which USAC may use to provide application status updates
 - The consumer may provide a mailing address, phone number, and/or email address as well as an alternate email address if they chose to do so
 - The consumer may include someone like a caseworker or family member as their alternate contact
 - The alternate contact will receive any status or application updates that the consumer receives

Additional Information: Submission Process

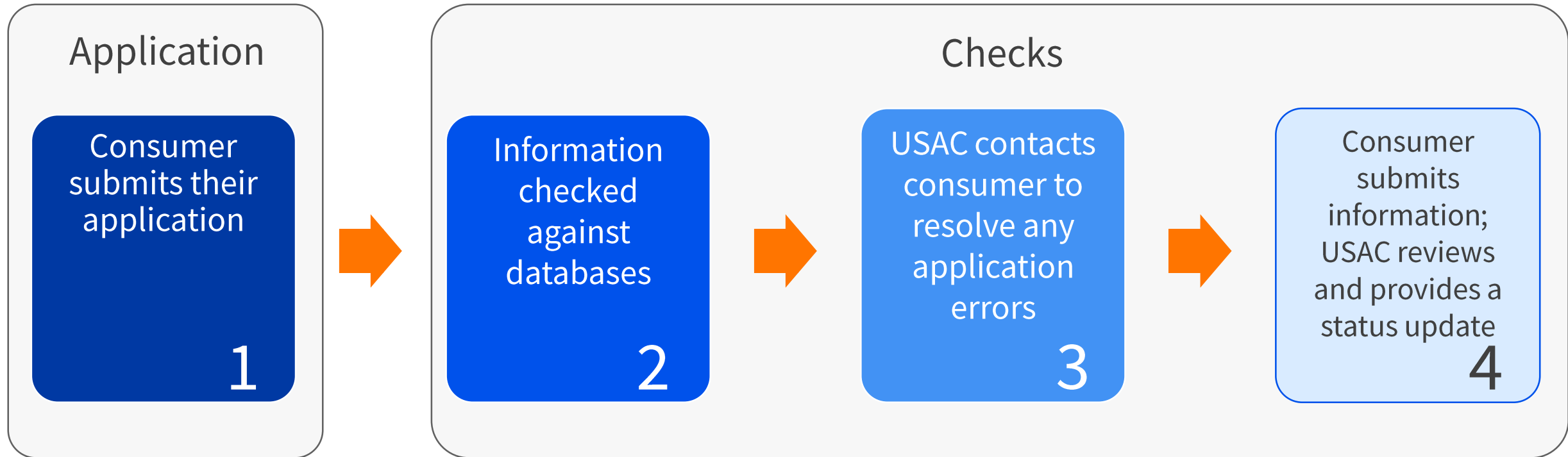
	Online	Mail (Paper Applications)
Decision timeline (if more information needed)	Reviewed in order of receipt	7 – 14 business days
How does USAC notify the consumer of the application decision?	A screen will populate asking the consumer to provide additional information to qualify for Lifeline, if needed	<p>If needed, consumers will receive a letter in the mail:</p> <ul style="list-style-type: none"> • Explaining what information is needed to qualify for the program • The coversheet • A pre-paid envelope
How to submit additional information?	Click the “upload” button on the screen and attach any documentation that meets the requirements or complete the prompts that appear	<p>In the pre-paid envelope the consumer should:</p> <ul style="list-style-type: none"> • Make copies of the requested documents/complete form if requested • Complete the coversheet

Additional Information Requirements



- The consumer must submit all information requested by USAC within 45 days of when they initially applied to fully complete the application
- If the consumer needs to submit documentation to resolve application errors, the consumer should **always submit copies** of the documentation
 - Consumers should never submit original documentation

Summary



Potential Application Errors

Error	Information Required
TPIV (identity verification)	Proof of identity
AMS (address validation)	Proof of address
Duplicate address	Household Worksheet
Under 18	Proof of emancipated minor
Eligibility	Proof of program or income
Deceased	Proof of life

Questions?

How to Resolve Eligibility Errors

When Eligibility Errors Occur



- A consumer will receive an eligibility error when USAC cannot verify how the consumer qualifies for Lifeline
- The consumer can submit documentation to prove participation in a qualifying program or to prove their income meets Lifeline's criteria

Verify Program Participation

- Documentation for **qualifying programs** must include:
 - The consumer's name, or the name of the consumer's benefit qualifying person (BQP)
 - The name of the Lifeline-qualifying program, such as SNAP
 - The name of the government or Tribal agency that issued the document
 - An issue date within the last 12 months or a future expiration date that aligns with the benefit period
- The documentation cannot be expired or from a period in the past

Verify Program Participation

- Examples of **qualifying program** documentation^{*}:
 - Award letter
 - Screenshot of government application or website showing eligibility
 - Benefit or case portal screenshot
 - Medicaid Card
- ^{*} The document **must** meet the requirements listed on previous slide

Verify Income

- Documentation for **income** must:
 - Cover a full year of income or the consumer must present the same type of documentation covering three consecutive months of income within the previous 12 months *
 - USAC recommends that the consumer include their **household size**
- * The FCC and USAC have created flexibility around income eligibility documentation during the pandemic so that, through June 30, 2021, consumers who do not have three consecutive months of income documentation may provide an official document that confirms their current income information

Verify Income

- Examples of **income** documentation:
 - The prior year's state, federal, or Tribal tax return
 - Current income statement from an employer or paycheck stub
 - A Social Security statement of benefits
 - A Veterans Administration statement of benefits
 - A retirement/pension statement of benefits
 - Unemployment/worker's compensation statement of benefit
 - Federal or Tribal notice letter of participation in General Assistance
 - Divorce decree, child support award, or other official document containing income information

Questions?

How to Resolve Address Errors

When Address Errors Occur



- A consumer will receive an address error when USAC cannot verify the consumer's address against USPS's Address Matching System (AMS)
 - This often occurs because a consumer submits a descriptive address
- The consumer can submit information that verifies where they live

Examples of Descriptive Address

- Consumers may enter a **descriptive address** or the intersection near where they reside if they don't have a street number and/or name

What is your home address?
The address where you will get service. Do not use a P.O. Box.

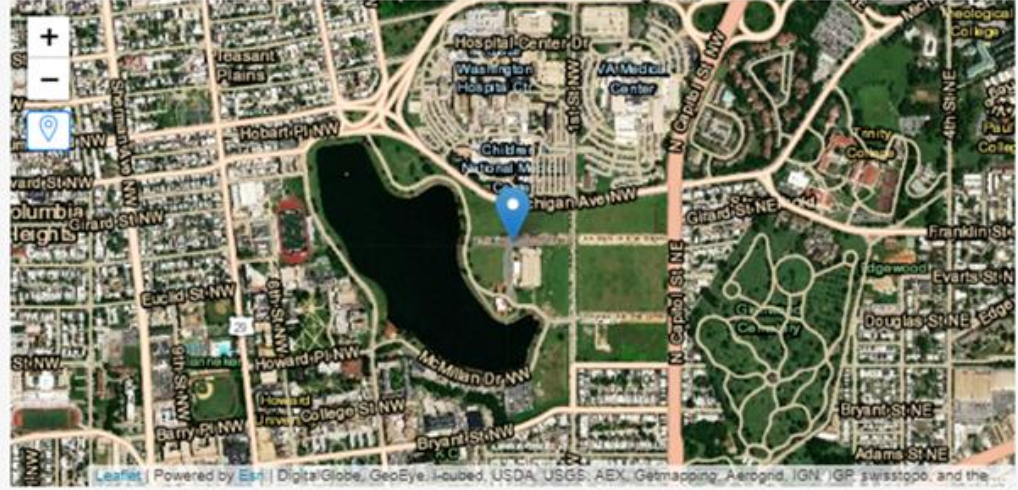
Street Number and Name	Apt, Unit, etc.	
<input type="text" value="Red House in the Middle Of Town"/>	<input type="text"/>	
City	State	Zip Code
<input type="text" value="Sample Town"/>	<input type="text" value="WA"/> ✓	<input type="text" value="12345"/>

[Clear All](#) [Next >](#)

Verify Address Online

- The consumer will use the mapping tool
- The map will try to locate the consumer's home
 - The consumer can move the pin around to locate where they live
 - The coordinates automatically populate

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
<input type="text" value="38.92529"/>	<input type="text" value="-77.01403"/>

[Back](#)[Next](#)

Verify Address via Mail

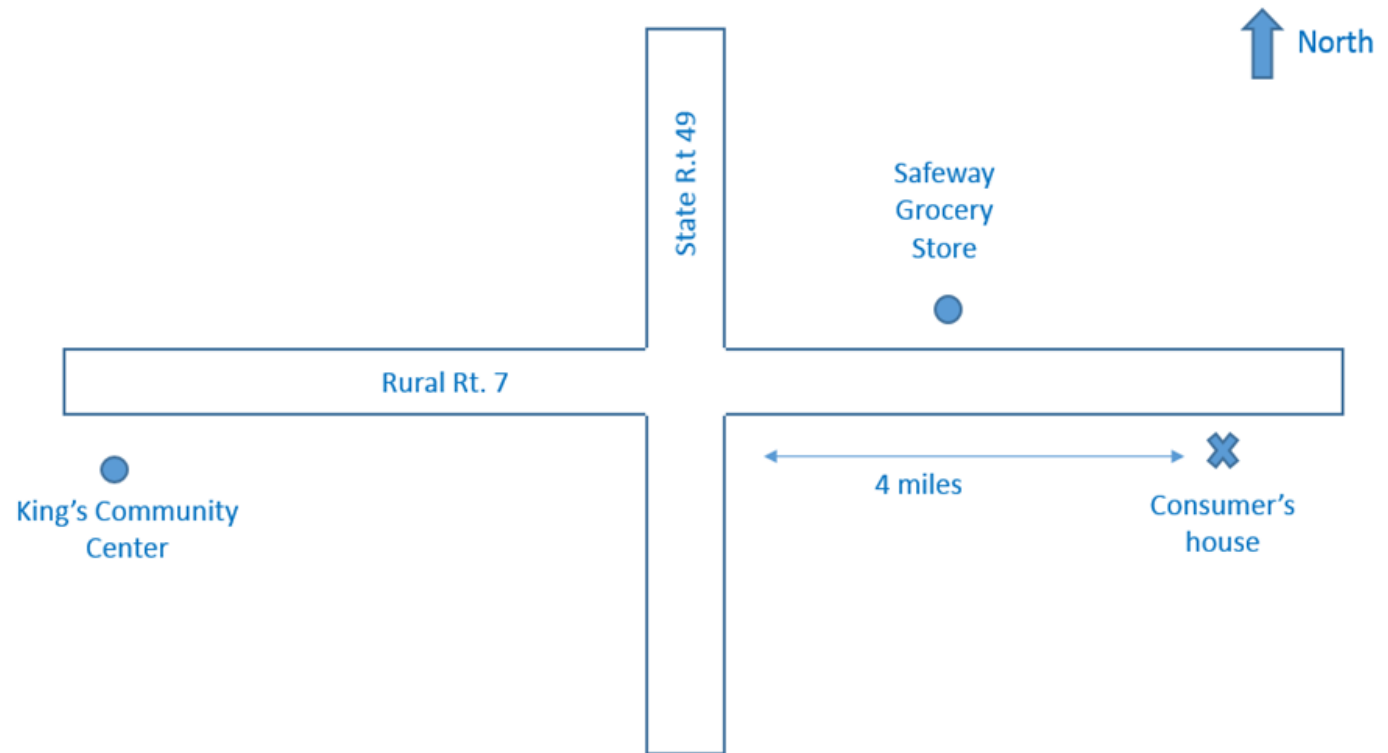
- **Option 1:** If a consumer has access to the internet but does not want to submit an online application, USAC recommends that they use a mapping tool (e.g., *Google maps*) to drop a pin where they live
 - Take a screenshot of the mapping tool (include the **dropped pin** and the **consumer's coordinates**) and print it
- Consumers must mail this information to USAC's Lifeline Support Center and the completed cover sheet within 45 days of initially submitting their application

Verify Address via Mail

- **Option 2:** Consumer uses a map from their community (e.g., *from a gas station, phone or internet company, or Tribal government*)
 - The consumer must circle their home
 - If coordinates are known, the consumer should write them on the map
- Consumers must mail this information to USAC's Lifeline Support Center and the completed cover sheet within 45 days of initially submitting their application

Verify Address via Mail

- **Option 3:** Consumer draws a map
- This map should include cross roads, identifiable landmarks, and distances
- If coordinates are known, the consumer should write them on the map
- Consumers must mail this information to USAC's Lifeline Support Center and the completed cover sheet within 45 days of initially submitting their application



Tips to Confirm Address through Mail

- USAC needs a way to obtain the consumer's coordinates to verify they are eligible for the enhanced Tribal benefit
 - Options 1 – 3 allow USAC to do so, even if the consumer does not include the coordinates on their submission
 - If the consumer does not include coordinates, it may take longer for USAC to verify the consumer's address
- If a consumer applies through the mail with a descriptive address, they should include one of these options with the application submission to reduce processing time


Questions?

Lifeline COVID-19 Response

FCC Waivers Released in Response to Pandemic

- FCC and USAC released a [series of waivers](#) to ensure that consumers have access to the connectivity services they need during the pandemic
- Most of these temporary changes, with the exception of the waiver of the FCC's non-usage rule, are now set to expire on **June 30, 2021**
 - The FCC limited the waiver extension timeframe associated with the non-usage requirement, which expired on May 1, 2021

More Flexibility for Consumers

- 
- USAC and the FCC adjusted the income and identification documentation requirements to allow individuals recently unemployed or social distancing due to the pandemic to more easily complete their Lifeline application

Continued Service For Consumers



- Lifeline recertification, reverification, and general de-enrollment requirements paused to ensure Lifeline subscribers are not involuntarily de-enrolled from the program
- ***Reminder:*** Non-usage waiver requirement expired May 1, 2021

Consumers Residing in Rural Areas on Tribal Lands



- FCC temporarily waived its rules to allow Lifeline providers to begin providing service to eligible consumers residing in rural areas on Tribal lands even if those consumers have not yet submitted certain supporting information to complete their Lifeline application
- The consumer will then have 45 days to submit their information to maintain their Lifeline benefit
- This waiver is set to expire on **June 30, 2021**

Support

USAC's Websites

- USAC has two websites available:
 - Lifeline's **consumer** website: LifelineSupport.org
 - USAC's Lifeline website for service providers, state and federal partners, consumer advocates, and **Tribal partners**: usac.org/lifeline

USAC's Websites

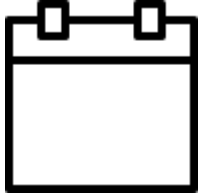


- Content on [how to resolve application errors](#) for consumers



- Content on [how to resolve applications errors](#) for stakeholders assisting consumers with the process

Upcoming Quarterly Tribal Webinars



- All webinars from 3:00 p.m. to 4:00 p.m. ET
 - [Lifeline Tribal Webinar – Q3](#) on **Wednesday, September 1, 2021**
 - [Lifeline Tribal Webinar – Q4](#) on **Wednesday, December 1, 2021**

Lifeline Support Center



- **Email:** LifelineSupport@usac.org



- **Call:** (800) 234-9473

Lifeline Support Center

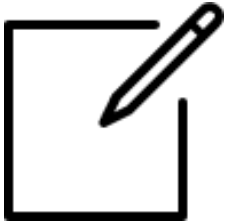
- **Hours:** 7 days a week, from 9:00 a.m. to 9:00 p.m. ET
- **Support:**
 - Consumers with disabilities who need help submitting a Lifeline application may contact the support center for assistance
 - The Lifeline Support Center can now assist consumers in 200 different languages (in addition to English and Spanish)

USAC Tribal Liaison

- Email USAC's Tribal Liaison at TribalLiaison@usac.org
 - If you need help connecting to a Lifeline program analyst
 - If you have feedback
 - If you have questions about any of the USAC programs
 - If you want to say hi

Questions?

Take Our Survey



- We want to hear about your webinar experience
- Expect an email from invites@mailersurveygizmo.com with a unique survey link in 1-2 business days
- We appreciate your feedback

Thank You!





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