Recertification 101
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Meet Our Team

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Today’s Objectives

- To provide an overview of the recertification process
- To provide an overview of the methods to recertify
- To review key elements of the recertification reports
Agenda

• Lifeline Program Recertification
  • Overview and Process
  • Methods to Recertify
  • Recertification Outcome
  • Automatic De-enrollment
Lifeline Program Recertification
Recertification
Overview

- Recertification is an annual requirement for Lifeline subscribers
- Automated recertification checks are conducted every day
- 60-day recertification windows are initiated every business day

**Note:** There is currently a waiver of the Lifeline rectification requirements in place and set to expire on June 30, 2022, however, the Commission may extend this waiver as it has in the past.
Recertification

Process

1. Subscriber record checked against automated data source to verify subscriber’s eligibility

2. Outcome of data source check populated in NLAD Recertification Subscriber Status Report

3. 60-day recertification window begins for subscribers who fail the data source check

4. Failed/non-responsive subscribers sent de-enrollment notification and automatically de-enrolled from NLAD
Recertification

Step 1: Eligibility Database Check

- For recertification, every subscriber will go through an automated eligibility check that will verify 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 recertify their Lifeline eligibility
    - Subscribers who **fail** the recertification eligibility check and **failed** their previous (most recent) automated eligibility check are required to complete the Recertification Form
    - Subscribers who **fail** the most recent recertification eligibility check, but **passed** their previous (most recent) automated eligibility check are required to complete the Recertification Form and provide proof of eligibility
Recertification

Step 2: Recertification Report Populates in NLAD

- Service providers will be able to see which subscribers are currently undergoing recertification via the Recertification Subscriber Status Report in NLAD
Recertification

Step 3: 60-Day Recertification Window Opens

- USAC will conduct outreach to subscribers whose eligibility could not be confirmed to inform them of the recertification requirement

- The initial mailing to subscribers to initiate the recertification window will include:
  - A letter notifying them of their recertification requirement (English & Spanish), and
  - A barcoded copy of FCC Form 5630 Annual Recertification Form (English & Spanish)
Recertification

Step 4: Automatic De-Enrollment

- If a subscriber does not successfully recertify within their 60-day window, USAC will
  - Notify the subscriber via mail within 2-3 business days after their window closes, and
  - Automatically de-enroll the subscriber from NLAD five (5) business days after the conclusion of their recertification window

- After the de-enrollment has occurred, NLAD will send an automated email to notify the service provider and the Failed Recertification De-enroll Report in NLAD will be updated
Recertification
Successful Recertification Eligibility Check

Jet’s Example - No Action Required

Start
- Jet is sent to the National Verifier to check for recertification

Check
- Jet is checked against federal/state data sources

Success
- Jet passes the automated recertification check and successfully recertifies
Recertification
R-Applications

Kay’s Example – Self-Certification Required

Start
• Kay is sent to the National Verifier to check for recertification

Check
• Kay is checked against federal/state data sources

Error
• Kay **fails** the automated recertification check

Previous Check
• Kay **failed** previous federal/state database check

Self-Certification Required
• Kay must complete the **Recertification Form**
Recertification
D-Applications

Darryl’s Example – Documentation Required

Start
- Darryl is sent to the National Verifier to check for recertification

Check
- Darryl is checked against federal/state data sources

Error
- Darryl fails the automated recertification check

Previous Check
- Darryl passed previous federal/state database check

Documentation Required
- Darryl must complete the Recertification Form and provide proof of eligibility
Questions?
Recertification
Methods to Recertify
# Recertification Methods to Recertify

## Overview

<table>
<thead>
<tr>
<th>R-Application (RXXXXX-XXXXX)</th>
<th>D-Application (DXXXXX-XXXXX)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requires <em>only</em> completion of the Recertification Form</td>
<td>Requires completion of <em>Recertification Form</em> and <em>proof documentation</em></td>
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<tr>
<td><strong>Recertify by Mail</strong></td>
<td><strong>Recertify by Mail</strong></td>
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</table>
| **Recertify Online**  
  • NV Consumer Portal | **Recertify Online**  
  • NV Consumer Portal  
  • NV Service Provider Portal  
  • NV Eligibility Check API |
| **Recertify via Interactive Voice Response (IVR)** | |

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Recertification Method #1: Recertify by Mail

- Subscribers will receive a barcoded version of FCC Form 5630 Annual Recertification Form (Spanish) from USAC to submit via mail
- Subscribers can call the Lifeline Support Center for updates on the status or service providers can reference the Recertification Subscriber Status Report in NLAD
- USAC will mail a notification confirming the subscriber’s continued eligibility to receive the Lifeline benefit shortly after the successful recertification attempt
Recertification Method #2
Recertify Online

- Subscribers can recertify online at NV.FCC.gov
- Subscriber finds out immediately whether they pass/fail

Lifeline is a federal program that lowers the monthly cost of phone and internet for qualified consumers. Every year, you must recertify 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.

You Still Qualify for Lifeline
You have recertified for the Lifeline Program.

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

For nothing changes and you do not qualify for Lifeline anymore, please tell your internet or phone company within 30 days.

You may be asked to recertify for Lifeline again each year. To learn more about Lifeline, visit lifelinesupport.org.
Recertification Method #3:
Recertify via IVR *(Only Available for R-Applications)*

- Subscriber can complete recertification through an interactive voice response (IVR) system
- Subscriber calls IVR number and follows the prompts
  - English and Spanish language support available
- Takes approximately 10-12 minutes to complete
- Subscriber finds out immediately whether they pass/fail
- **Subscribers will need their Application ID (provided on the recertification letter) to enter the IVR**
  - Application ID is also available on the Recertification Subscriber Status Report in NLAD
Recertification Reminders
Outreach Via Pre-Recorded Messages & Postcards

- During the 60-day period, subscribers may receive up to three (3) pre-recorded messages and a reminder postcard
  - Subscribers will receive scheduled reminders until they successfully recertify
- Pre-recorded messages inform subscribers:
  - That it is time to recertify their benefit,
  - The deadline to recertify, and
  - That they can continue immediately to recertify using the IVR (only available for R-Apps), recertify online (URL provided), or complete and return the mailed recertification form
Recertification
Outcome
Recertification Outcome
Notification from USAC

- Subscribers will be notified of their successful recertification status depending on how they choose to recertify
  - Via IVR or Web: Immediate confirmation after submission
  - Via Mail: A mailed notification will be sent shortly after the successful recertification attempt

Only subscribers that are required to recertify will be given the outreach listed above
Recertification Outcome
Notification from USAC

• Subscribers will be notified if they do not successfully recertify within their window
  • A mailed notification will be sent within 2-3 business days after a subscriber’s window closes
Recertification
Automatic De-Enrollment
Recertification
Automatic De-enrollment

• If a subscriber does not successfully recertify by the end of their 60-day recertification window, they will be automatically de-enrolled from NLAD five (5) business days after their recertification window closes.

• Service providers will be notified via an automated email (sent to ETC Administrator user role) of all de-enrollments for failed/non-responsive subscribers through the Failed Recertification De-enroll Report in NLAD.
  • The email notification will indicate de-enrollments have occurred in one or more of the service provider’s SACs and to check the Failed Recertification De-enroll Report for more information.
Recertification
Automatic De-enrollment

Failed Recertification De-Enroll Report

Report Type
Select SAC(s)
Report Start Date
Report End Date
Report Format
Questions?
Learn More About Lifeline

• Sign up for Lifeline email updates and upcoming events
• Need help? Contact us!
  • General inquiries: LifelineProgram@usac.org
Take Our Survey

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