

Recertification 101



Universal Service
Administrative Co.

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. This feature is to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.

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



Meet Our Team



Linnita Hosten

Senior Communications Specialist
| Lifeline

Linnita develops external communications and creates content about Lifeline systems and program changes

linnita.hosten@usac.org



Tiffany Johnson

Communications Manager
| Lifeline

Tiffany manages all communications for Lifeline, Affordable Connectivity Program (ACP), and state/federal partnerships

tiffany.johnson@usac.org

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

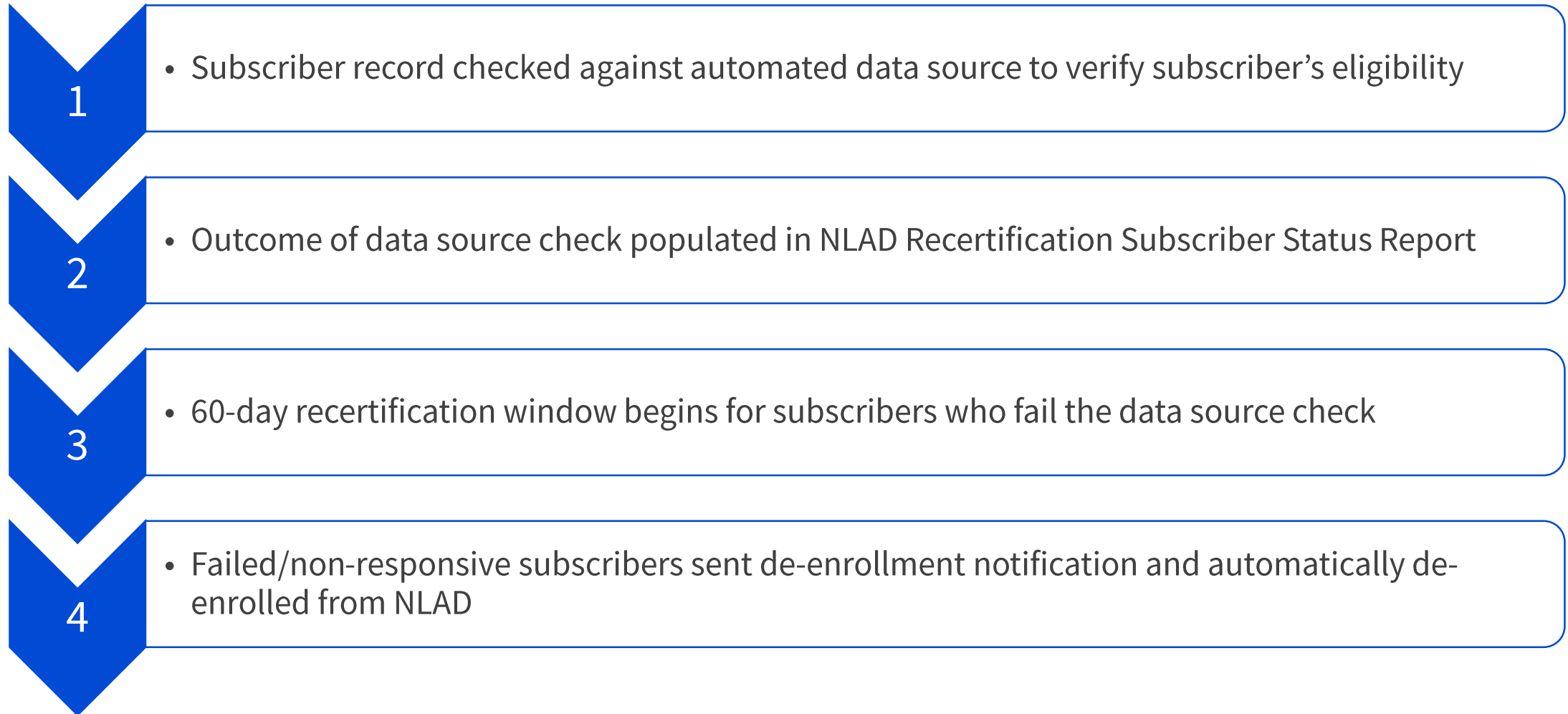
Overview

- 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



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

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. The top navigation bar is blue with the Universal Service Administrative Co. logo and the text "National Lifeline Accountability Database". Below this, a secondary navigation bar contains links for "Subscriber Management", "ACP Subscriber Management", "Account Management", and "Tools & Resources", with the latter highlighted by an orange box. A breadcrumb trail at the bottom of the navigation bar reads: "USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Recertification Subscriber Status Report".

The main content area is titled "Reports" and includes a link to "Instructions". Below this, a form is displayed with the following fields:

- Report Type:** A dropdown menu with "Recertification Subscriber Status Report" selected.
- SAC(s):** A dropdown menu with a blank selection.
- Type:** A dropdown menu with "Recertified" selected.
- Report Format:** A dropdown menu with "Display on web page (limited to first 500 responses)" selected.

A blue "Submit" button is located at the bottom right of the form.

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](#))



Lifeline Program Recertification Notice

RC-5001
R11111-11111
August 26, 2022

Bruce Wayne
1007 Mountain Drive
Gotham, NY

Stay Connected! Renew Your Lifeline Benefit by October 25, 2022

Dear Bruce Wayne,

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. You must renew by **October 25, 2022** or you could lose your Lifeline benefit.

How to Renew Your Lifeline Benefit

You can renew your benefit by doing **ONE** of the following options:

1. Call 1 (855) 359-4299. Enter your application ID number, **R11111-11111**, and follow the prompts.
2. Complete the online form at [CheckLifeline.org](#). To complete the online recertification form you will need to create an account using the information **EXACTLY** as it appears below.

Bruce Wayne
1007 Mountain Drive*
Gotham, NY

* **ONLY** enter this line into the first address box on the online form. Do **NOT** use the second address box.

3. Complete the Recertification form included with this letter and mail it to:

Lifeline Support Center
PO Box 7081
London, KY 40742-8302

Thank you for responding by **October 25, 2022**. If you have any questions, contact us at 1 (800) 234-9473. If you do not respond to this letter, you will lose your Lifeline benefit.

Sincerely,
The Lifeline Support Center

Universal Service
Administrative Co.

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



Lifeline Program De-enrollment Notice

RC-7001
R11111-11111
October 29, 2022

Bruce Wayne
1007 Mountain Drive
Gotham, NY

We Could Not Renew Your Lifeline Benefit

Dear Bruce Wayne,

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

According to our records, USAC recently asked you to recertify or renew your Lifeline benefit by October 25, 2022. Unfortunately, your renewal either was not received or did not have enough information for us to process your renewal. As a result, your Lifeline benefit will be removed from your phone or internet service. You can expect to see a change to your bill and/or service.

If you believe you are still eligible for the Lifeline program, you can reapply by submitting a new application.

How to Reapply for Lifeline

You can submit a new application to the Lifeline Support Center by one of the three ways below:

1. Complete a new application online by logging on to the National Verifier portal at [CheckLifeline.org](https://checklifeline.org).
2. Contact your phone or internet company. Your company can help submit an application for you. If you do not know who your company is, call us at 1 (800) 234-9473.
3. Complete the application included with this letter and mail to:

Lifeline Support Center
PO Box 7081
London, KY 40742

You may need to show documents to prove you qualify for Lifeline. Visit LifelineSupport.org to learn how to prove you qualify, find out what other documents you might need, or get help with your Lifeline application.

There is no deadline to submit a new application, but you cannot receive your Lifeline benefit until your application is approved.

Still have questions? Call us at 1 (800) 234-9473.

Sincerely,
The Lifeline Support Center
Universal Service
Administrative Co.

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	<ul style="list-style-type: none">Darryl is sent to the National Verifier to check for recertification
Check	<ul style="list-style-type: none">Darryl is checked against federal/state data sources
Error	<ul style="list-style-type: none">Darryl fails the automated recertification check
Previous Check	<ul style="list-style-type: none">Darryl passed previous federal/state database check
Documentation Required	<ul style="list-style-type: none">Darryl must complete the Recertification Form and provide proof of eligibility






Questions?

Recertification

Methods to Recertify

Recertification Methods to Recertify

Overview

R-Application (RXXXXX-XXXXX)	D-Application (DXXXXX-XXXXX)
Requires only completion of the Recertification Form	Requires completion of Recertification Form and proof documentation
 Recertify by Mail	 Recertify by Mail
 Recertify Online <ul style="list-style-type: none">• NV Consumer Portal	 Recertify Online <ul style="list-style-type: none">• NV Consumer Portal• NV Service Provider Portal• NV Eligibility Check API
 Recertify via Interactive Voice Response (IVR)	

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

FCC FORM 5630

Lifeline Program
Annual Recertification Form

OMB APPROVAL EDITION 3060-0819

FC

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. The Lifeline Administrator will contact you with instructions if documents are required.

Recertify

To recertify for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 5.

Mail the form to this address:

**USAC
Lifeline Support Center
P.O. Box 7081
London, KY 40742**

Page 1 of 7

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

Recertification Method #2

Recertify Online

- Subscribers can recertify online at [NV.FCC.gov](https://nv.fcc.gov)
- Subscriber finds out immediately whether they pass/fail

Lifeline National Verifier

Qualify for Lifeline!

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

What is your state or territory?

AZ

Get Started If you do not want to qualify online, you can use a paper form.

Do you need to recertify?

If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

Recertify to keep Lifeline

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.

Full Legal Name: **DS**
Application ID: **R7**

Please click "Next" to complete your annual recertification.

Next

Need Help? Use this information and call the Lifeline Support Center at 1-800-234-9473.

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 and your service will continue.

If something 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

Questions?

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



Lifeline Program Recertification Notice

RC-8001
R11111-11111
October 20, 2022

Bruce Wayne
1007 Mountain Drive
Gotham, NY

You Successfully Renewed Your Lifeline Benefit!

Dear Bruce Wayne,

Thank you for responding to our Recertification request. USAC was able to renew your Lifeline benefit! You will continue to receive your Lifeline discount for another year.

Next Steps

If you are happy with the service you are getting, you do not need to do anything else.

If you need to change your service or want to cancel your benefit, contact your phone or internet company. If you do not know what company is giving you service, call us at 1 (800) 234-9473.

If you want to change your phone or internet company, contact the new company that you would like to transfer your benefit to. To find a new company, visit [Lifelinesupport.org](https://www.lifelinesupport.org) and select **Companies Near Me** from the menu on the left.

Things to Remember

- **You will have recertify again, next year.** If you get a letter from the USAC Lifeline Support Center asking you to recertify, you must do so within 60 days, or you'll lose your Lifeline discount.
- **Use it or lose it.** If your Lifeline supported service is free (your company doesn't send you a bill), use it at least once every 30 days. If you don't, you will get a 15-day notice to use it or it will get turned off.
- **Keep your contact information up-to-date.** If your address or eligibility status changes, notify your phone or internet company within 30 days.
- **Know your rights.** The full list of the Lifeline program's rules and your rights as a Lifeline subscriber is on our website: [Lifelinesupport.org](https://www.lifelinesupport.org).

If you are not receiving your Lifeline discount on your monthly bill, or have questions about your service, please contact your phone or internet company.

If you have any questions about the Lifeline Program, contact us at 1 (800) 234-9473 or visit [Lifelinesupport.org](https://www.lifelinesupport.org).

Sincerely,
The Lifeline Support Center

**Universal Service
Administrative Co.**

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



Lifeline Program De-enrollment Notice

RC-7001
R11111-11111
October 29, 2022

Bruce Wayne
1007 Mountain Drive
Gotham, NY

We Could Not Renew Your Lifeline Benefit

Dear Bruce Wayne,

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

According to our records, USAC recently asked you to recertify or renew your Lifeline benefit by October 25, 2022. Unfortunately, your renewal either was not received or did not have enough information for us to process your renewal. As a result, your Lifeline benefit will be removed from your phone or internet service. You can expect to see a change to your bill and/or service.

If you believe you are still eligible for the Lifeline program, you can reapply by submitting a new application.

How to Reapply for Lifeline

You can submit a new application to the Lifeline Support Center by one of the three ways below:

1. Complete a new application online by logging on to the National Verifier portal at [CheckLifeline.org](https://www.checklifeline.org).
2. Contact your phone or internet company. Your company can help submit an application for you. If you do not know who your company is, call us at 1 (800) 234-9473.
3. Complete the application included with this letter and mail to:

Lifeline Support Center
PO Box 7081
London, KY 40742

You may need to show documents to prove you qualify for Lifeline. Visit [LifelineSupport.org](https://www.LifelineSupport.org) to learn how to prove you qualify, find out what other documents you might need, or get help with your Lifeline application.

There is no deadline to submit a new application, but you cannot receive your Lifeline benefit until your application is approved.

Still have questions? Call us at 1 (800) 234-9473.

Sincerely,
The Lifeline Support Center
Universal Service
Administrative Co.

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

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. The top navigation bar includes the Universal Service Administrative Co. logo, the NLAD title, a notification bell, and the email address etc.admin@uat.com. Below this is a menu with links to Subscriber Management, ACP Subscriber Management, Claims, Account Management, and Tools & Resources. The breadcrumb trail shows the path: USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Failed Recertification De-Enroll Report.

The main content area is titled "Reports" and contains a form for generating a "Failed Recertification De-Enroll Report". The form includes the following fields:

- Report Type:** A dropdown menu with "Failed Recertification De-Enroll Report" selected.
- SAC(s):** A dropdown menu for selecting the Service Area Code(s).
- Start Date:** A date input field with the placeholder "MM/DD/YYYY" and a calendar icon.
- End Date:** A date input field with the placeholder "MM/DD/YYYY" and a calendar icon.
- Report Format:** A dropdown menu with "Display on web page (limited to first 500 responses)" selected.

Arrows point from the following labels to the corresponding form fields:

- Report Type** points to the Report Type dropdown.
- Select SAC(s)** points to the SAC(s) dropdown.
- Report Start Date** points to the Start Date input field.
- Report End Date** points to the End Date input field.
- Report Format** points to the Report Format dropdown.

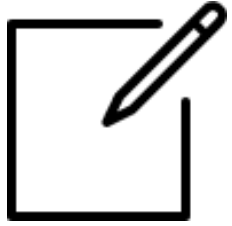
A "Submit" button is located at the bottom right of the form.

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@mailersurveygizmo.com with a unique survey link in 1-2 business days
- We appreciate your feedback

Thank You!





**Universal Service
Administrative Co.**