

Lifeline Program: Year 2023 in Review and Reverification

January 10, 2024



Universal Service
Administrative Co.

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Meet Our Team



Winta Woldu

Communications Specialist | Lifeline

Winta creates website content and training for consumer advocates, consumers, and service providers.



Linnita Hosten

Senior Communications Specialist | Lifeline

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

Agenda

- Announcements
- Program Updates
 - 2023 Program Accomplishments
 - 2024 Training Schedule
- Reverification
- Q&A
- Resources

Announcements

Announcements

FCC Form 555

- The FCC Form 555 is due by Wednesday, January 31, 2024.
- The FCC Form 555 must be submitted electronically via USAC's [One Portal](#).
- Service providers must also file a copy of their FCC Form 555 in the [FCC's Electronic Comment Filing System](#), Docket 14-171, with their state regulatory commission, and relevant Tribal governments.
- Visit Lifeline's [Annual Filings](#) page for more information on the FCC Form 555.
 - For details on the FCC Form 555, review the FCC Form 555 [Supplemental Information](#).
 - For a system demonstration, view the Form 555 [Demo](#).

Announcements

Hawaii Waiver Enrollment Ending

- On August 25, 2023, the Federal Communications Commission adopted Order ([DA-23-67A1](#)) that temporarily waived Lifeline eligibility requirements in section 54.409(a)-(b) to allow consumers participating in [FEMA's Individuals and Households Program \(IHP\)](#), as a result of the Hawaii wildfires, to apply for and enroll in the Lifeline program through **February 25, 2024**.
 - This waiver also confirmed that the Disaster Supplemental Nutrition Assistance Program (SNAP) can be treated the same as SNAP enrollment for Lifeline and the Affordable Connectivity Program (ACP).
 - **Consumers applying for Lifeline and relying exclusively on their FEMA-program participation are not permitted to enroll in the ACP.**

Program Updates

Program Updates

Lifeline Program Highlights: System Enhancements

- Debuted a new process to resolve Representative Accountability Database (RAD) registration errors, in which representatives can now submit documentation online through USAC's secure webpage or by mail to the new Lifeline Support Center P.O. Box.
- Improved the Lifeline Claims System (LCS) data upload process for service providers, no longer requiring providers to include all subscribers for a given Study Area Code (SAC) when uploading a claims template. Better known as the "partial upload process".
- Released duplicate Benefit Qualifying Person (BQP) error code preventing multiple households from enrolling in the Lifeline program using the same BQP. Three new BQP error codes were added to NLAD to verify, enroll, and transfer transactions.

Program Updates

Lifeline Program Highlights

- On January 17, 2023, USAC implemented an automated database connection between the National Verifier (NV) and the Arizona Department of Economic Security, allowing consumers applying for the Lifeline program in Arizona to benefit from the NV's connections.
- On March 28, 2023, the Lifeline Support Centers underwent a transition that resulted in a new P.O. Box which began in March 2023. USAC released updated versions of the Lifeline application, recertification forms, and Lifeline videos with the new P.O. Box mailing address.
- On May 1, 2023, the USAC recertification process which ensures that active Lifeline subscribers are still eligible to receive the Lifeline benefit, initiated automated database checks to verify the eligibility of subscribers that are due for recertification in 2023.
- In 2023, Lifeline continued to hold quarterly Tribal trainings that saw increased engagement and attendance highlighting USAC's goal of improving program awareness and enrollment within Tribal communities.

Program Updates

NV Statistics: Applications Received

**13,876,215 million
applications submitted
through the NV this year
through Q3 2023.**


Program Updates

Upcoming Trainings

Register for upcoming Lifeline program monthly webinars on the USAC.org [Learn: Webinars](#) webpage.

Webinars

Join us to learn about Lifeline program updates, including Lifeline program rules and orders, guidance about compliance and filings, the National Verifier (NV), and the National Lifeline Accountability Database (NLAD).

[Sign up](#)  for the Lifeline program newsletter to receive webinar announcements via email.

Upcoming Trainings

January 2024 Monthly Webinar: Year in Review and Reverification

Date: Wednesday, January 10, 2024

Time: 03:00 pm ET – 04:00 pm ET

[Register](#)

February 2024 Monthly Webinar: How to Apply for Lifeline

Date: Wednesday, February 14, 2024

Time: 03:00 pm ET – 04:00 pm ET

[Register](#)

Questions?

Reverification Overview and Grouping

Reverification Overview

- Reverification is the one-time process to confirm that all subscribers enrolled in the Lifeline program through legacy processes (i.e., pre-National Verifier processes) meet the National Verifier's eligibility standards.
- USAC implemented reverification in groups based on a state's National Verifier launch group. Once a database check was completed, each reverification group proceeded through a two-part process to reverify subscribers that did not automatically pass the database check:
 - **Part One:** Collection of on-hand documentation from service providers. (At this stage, service providers were not expected to collect documentation from subscribers).
 - **Part Two:** USAC performed direct consumer outreach to collect documentation from subscribers.

Reverification Grouping

- USAC is reverifying subscribers in four groups. Service providers may have subscribers in multiple groups.
 - Reverification grouping is based on which two-part process needs to be completed.
 - Most states have already completed part one of the reverification process. These states are currently in part two of the reverification process (labeled as Group One) in which USAC conducts direct consumer outreach.

Reverification Grouping

- The chart below provides service providers with a summary of their required action steps based on their reverification group:

Group	Location	Part One: SP Document Submission	Part Two: USAC Consumer Outreach	Service Provider Action Required
Group 1	All states/territories (except PR), CA broadband only, FL, IL, MN, OH, and WI	Complete	Starts December 6, 2023 Ends Between February 9 – 17, 2024	None. USAC is conducting consumer outreach.
Group 2	PR, CA broadband only, FL, IL, MN, OH, WI	January 9 – February 23, 2024	Starts May 15, 2024 Ends Between July 17 – 21, 2024	Collect and submit on-hand documents.
Group 3	Select Study Area Codes (SAC)	December 6, 2023 – June 28, 2024	N/A	Collect on-hand documentation and conduct consumer outreach to obtain documentation. Submit documentation to USAC.
Group 4	All states/territories	N/A	Starts May 15, 2024 Between July 17 – 19, 2024	None. USAC will notify service providers later in 2024 when more details are available.

Reverification Grouping

Group One

There is no action required for service providers.

- **Group One Includes:** All states/territories (except PR), CA broadband only, FL, IL, MN, OH, and WI.
- USAC is conducting outreach to subscribers who require additional documentation to complete their reverification.
- USAC has initiated outreach. Service providers may reference the Reverification Subscriber Status Report in NLAD to identify their reverification status.
- All final documentation is due between February 9 – 17, 2024.

Reverification Grouping

Group Two

Service providers review the Reverification Subscriber Status Report in the National Lifeline Accountability Database (NLAD).

- **Group Two Includes:** PR, CA broadband only, FL, IL, MN, OH, and WI.
- Identify which consumers need to reverify and what failures are remaining.
- Review document requirements for failures and collect on-hand documentation to submit via mail. (USAC will perform direct consumer outreach at a later time).
- Starting on January 9, 2024, USAC will open the 45-day window for service providers to provide on-hand documentation to USAC. All on-hand documentation is due by February 23, 2024.

Reverification Grouping

Group Three

Service providers review the Reverification Subscriber Status Report in NLAD.

- **Group Three Includes:** *Select Study Area Codes (SACs).
- Identify which consumers need to reverify and what failures are remaining.
- Review document requirements for those failures.
- Collect on-hand documentation and outreach to consumers directly to collect documentation. All final documentation is due by June 28, 2024.

*Applicable SACs: 489014, 499011, 499016, 509014, 499001, and 509002.

Reverification Grouping

Group Four

No action is required at this time.

- Group Four Includes: All states/territories.
- USAC will notify service providers later in 2024 when more details are available.
- All final documentation is due between July 17 – 19, 2024.

Reverification Process

Step 1: National Verifier Performs Automated Database Checks

This step was completed in the Fall of 2023.

- The following checks were used:
 - Eligibility databases.
 - Third-Party Identity Verification (TPIV), including checking whether the subscriber is deceased.
 - USPS Address Matching Service (AMS).
 - Data checks for duplicate benefits for the same address.

Reverification Process

Step 2: Providers Review Failures and Submit Existing Documentation

- If the National Verifier **cannot** verify a subscriber's eligibility through the database checks, service providers will be required to submit any available documentation they have on file for failed subscribers.

Note: This step is only necessary for those who have not completed it yet, as some subscribers and service providers have already done so.

Reverification Process

Step 2: Providers Review Failures and Submit Existing Documentation

- Login to NLAD and pull the Reverification Subscriber Status Report. View [Quick Reference Guide](#) to assist with interpreting report data.
- Review the failures and gather any existing on-hand documentation that would resolve the failures.
 - **Service providers are not required to collect new documents for this step.**
 - **Existing** on-hand documentation will be accepted to resolve address, identity, or duplicate address failures.
 - Proof of life and eligibility documents must be current and valid. Service providers are not expected to have these documents on hand. USAC will perform outreach to consumers if these documents are needed.

Note: For more information on acceptable documentation, visit the [Resolve Application Errors](#) page.

Reverification Process

Step 2: Providers Review Failures and Submit Existing Documentation

- **Send the documents to USAC by the last day of the submission window.**
 - Group Two - All on-hand documents are due by February 23, 2024.
 - Group Three - Final documents are due by June 28, 2024.
- **Mail paper documents** (only submission method available for providers):
 - Lifeline Support Center
PO Box 9100
Wilkes-Barre, PA 18733

Reverification Process

Step 2: Providers Review Failures and Submit Existing Documentation

- **Ensure mail is postmarked by your submission deadline** and includes a cover page.
- The cover page below is required for all paper submissions and the “Application ID” and “Last Name” fields must be completed.
- Use the cover sheet to create separation between each subscriber’s documentation (do not staple or paper clip).
 - [Reverification Cover Sheet](#)
 - [Reverification Cover Sheet \(Spanish\)](#)

Reverification Process

Step 3: Outreach to Subscribers to Collect New Documentation

- If the National Verifier cannot verify a subscriber's eligibility through the database checks, or from the documentation provided by the service provider, USAC will reach out to subscribers to collect documentation for unresolved errors.
- Subscribers will receive a letter from USAC requesting the documentation needed to reverify their eligibility in Lifeline. The letter will provide details on what documentation is needed and how they can submit it to USAC. They will be required to submit documentation within 60 days.

Note: USAC will be conducting outreach for all groups except for Group 3, who will be contacted by their service provider.

Reverification Process

Step 4: National Verifier Determines Eligibility for Subscribers

- Upon receipt, USAC will review all documentation collected to determine if subscribers that successfully complete reverification will keep their Lifeline benefit. No further action is needed until subscribers are required to recertify their eligibility.
 - USAC will de-enroll subscribers that fail reverification from NLAD and mail a de-enrollment notice.
- After the reverification process is complete, the **Failed Reverification De-Enroll Report** in NLAD will show which subscribers failed the reverification process and that USAC has de-enrolled.

National Lifeline Accountability Database (NLAD) Reports

NLAD Reports

Reverification Subscriber Status Report

- The **Reverification Subscriber Status Report** provides service providers with the reverification status for each of their consumers and can be found **under the Tools and Resources** mega menu.
- USAC created a [quick reference guide](#) to support service providers with interpreting the Reverification Subscriber Status Report.

Reports

[PDF Instructions](#)

Report Type

Reverification Subscriber Status Report

SAC(s)

Group

Status

Report Format

Display on web page (limited to first 500 responses)

Submit

NLAD Reports

Failed Reverification De-Enroll Report

- The Failed Reverification De-Enroll Report will indicate:
 - All subscribers de-enrolled from NLAD by USAC for a failure to complete reverification.
 - For support in interpreting the Failed Reverification De-Enroll Report view the [quick reference guide](#).

Reports

 [Instructions](#)

Report Type

Failed Reverification De-Enroll Report

SAC(s)

Report Format

Display on web page (limited to first 500 responses)

Submit

Questions?

Poll

USAC Reverification Communication

USAC Reverification Communication

- USAC will make several announcements (via email and the USAC website) regarding the reverification process and window openings.
 - **On-hand Documentation Submission:** Opens the 45-day window for service providers to provide on-hand documentation to USAC.
 - **Reminders:** Notifications to service providers reminding them of upcoming document submission deadlines.
 - **Outreach to Subscribers:** USAC will notify service providers when outreach is conducted to subscribers who require additional documentation to complete reverification. Subscribers will be given 60 days to respond with the documentation.

USAC Reverification Communication

- Service providers may reach out to their subscribers before USAC begins outreach to subscribers to inform them about USAC and the reverification process.
- Correspondence may include:
 - General information about USAC and the requirement to reverify their eligibility to keep their benefits.
 - USAC will reach out to them and request personal documentation from them.
 - If they do not respond with the needed documentation within the 60-day window, they will lose their Lifeline benefit.
 - Service providers should not tell subscribers timeframes of when they should expect to receive these letters as these dates are subject to change.

Questions?

Resources

Resources

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.
- Reverification information can be found on the [Reverification section](#) of our website.
 - If submitting by mail use the [Reverification Cover Sheet](#).
- Contact LifelineProgram@usac.org for technical questions, assistance, and general inquiries.
- [Subscribe](#) to receive notices from USAC regarding reverification updates.

Thank You!



