

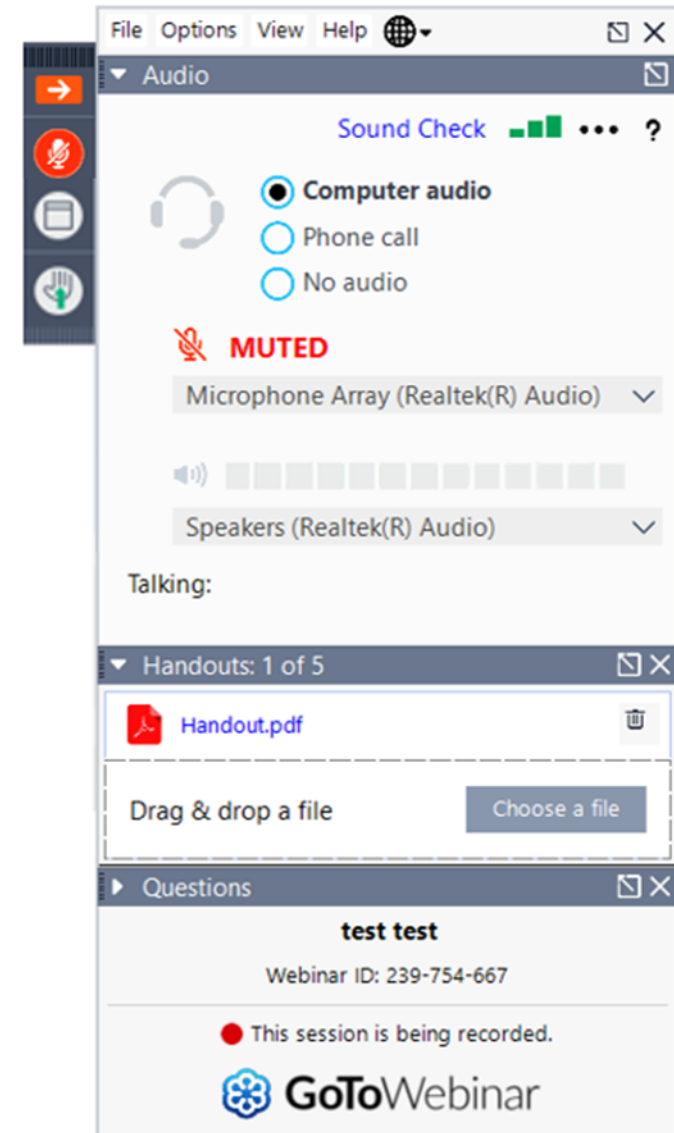


# Using the Lifeline Claims System (LCS)

June 12, 2024

# 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 the webinar panel.



# Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support!

# Meet Our Team



## Linnita Hosten

Sr. Communications Specialist | Lifeline

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



## Winta Woldu

Communications Specialist | Lifeline

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

# Agenda

- Announcements
- Lifeline Claims Overview
  - Filing Claims
  - Certifying Claims
  - Revising Claims
- Resources

# Announcements

## Reverification Update

- 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.
- The submission window for document collection is open for **Group Three**. This group includes specific Study Area Codes (SACs):
  - 489014
  - 499011
  - 499016
  - 509014
  - 499001
  - 509002
  - 459024
  - 459001

# Announcements

## Reverification Update

- Service providers in **Group Three** should:
  - Review the **Reverification Subscriber Status Report** in the National Lifeline Accountability Database (NLAD) to identify which consumers need to reverify, what failures are remaining, and review document requirements for those failures.
  - Collect on-hand documentation and conduct consumer outreach to obtain documentation.
- Final documentation is due by June 28, 2024.

# Announcements

## Reverification Update

- USAC is also performing direct consumer outreach to subscribers who require additional documentation to complete their reverification in the following groups:
  - **Group Two:** Puerto Rico, California (broadband only), Florida, Illinois, Minnesota, Ohio, and Wisconsin.
  - **Group Four:** All states/territories.
- Final documentation for subscribers in Group Two and Group Four is due mid-July.



# Announcements

## Reverification Update

- Consumers who fail to successfully complete the reverification process will be de-enrolled and mailed a de-enrollment notice.
- Service providers are encouraged to monitor the **Failed Reverification De-Enroll Report** in the NLAD to see which subscribers failed the reverification process and have been de-enrolled.
- For more information on the Lifeline reverification process, providers can visit the [Reverification](#) page.

# Announcements

## New Lifeline Mailing Address

- On **June 1, 2024**, the Lifeline Support Center mailing address transitioned to PO Box 1000 Horseheads, NY 14845.
- Mail sent to the previous address will be forwarded to the new mailing address for one year.

# Lifeline Claims Overview

# Lifeline Claims Overview



Review Claims

Complete Claims  
Template

Certify Claims

**Download and review**  
list of subscribers  
eligible for  
reimbursement.

**Populate and submit**  
template  
with necessary  
information about  
subscribers.

**Certify claims submission**  
within one year of the  
snapshot date (taken on 1<sup>st</sup>  
of the month.)

# Lifeline Claims Overview

- The [Lifeline Claims System \(LCS\)](#) is the online filing system that service providers use to receive reimbursements for offering Lifeline-supported services to eligible consumers.
- After providing eligible consumers with Lifeline-supported service, a service provider must submit a claim to receive reimbursement.
- Service providers must submit one reimbursement claim for each month they are claiming support through LCS.
- Service providers have up to one year after the data month to submit original claims and upward revisions.

# Lifeline Claims Overview

## Reimbursement

- Service providers must submit one reimbursement claim for each month they claim support, even if there are no subscriber changes within the last month.
- A snapshot is taken in The National Lifeline Accountability Database (NLAD) on the 1<sup>st</sup> of the month and shows the total number of subscribers eligible for reimbursement for the prior month.
  - For example: a snapshot taken on June 1, 2024, shows the subscribers eligible for reimbursement for the May 2024 data month.
- In the case of opt-out states California, Oregon, and Texas, service providers can only claim subscribers listed on the file in LCS provided by their state [Public Utility Commission \(PUC\)](#).
- Claims certified by the 8<sup>th</sup> of the month are processed for reimbursement in the same month.

# Lifeline Claims Overview

## Omitting Subscribers from a Claim

- Service providers are required to provide a reason code for all unclaimed subscriber records.
- Reason codes should accurately reflect the reason a subscriber is not claimed in a particular month.

---

| <b>Code</b> | <b>Description</b>                                                                           |
|-------------|----------------------------------------------------------------------------------------------|
| <b>U1</b>   | Signed up for Lifeline, no usage yet                                                         |
| <b>U2</b>   | Subscriber is in a non-usage cure period (snapshot date falls within the 15-day cure period) |
| <b>U3</b>   | Subscriber lost eligibility but was not de-enrolled prior to snapshot                        |
| <b>U4</b>   | Subscriber's account is suspended                                                            |
| <b>U5</b>   | Failed to match subscriber in ETC's internal system                                          |
| <b>U6</b>   | Other                                                                                        |

---

# Lifeline Claims Overview

## Pass Through Requirement

- Service providers are required to pass through the full benefit amount to qualifying consumers.
  - **Standard Benefit:** Monthly discount up to \$9.25 for internet and bundled service and up to \$5.25 for phone service.
  - **Enhanced Tribal Benefit:** Monthly discount up to an additional \$25 for consumers living on Tribal lands.



# Filing Claims

# Filing Claims

## User Accounts and Responsibilities

### 497 Officer



- Must certify reimbursement claims, and can upload, modify, and submit claims.

### 497 User



- Can upload, modify, and submit claims, but **cannot** certify claims.

### Eligible Telecommunications Carriers (ETCs) that participate in Lifeline:

- The 497 Officer and 497 User roles are assigned and managed in E-file, which can be accessed through USAC's [One Portal](#) system.

# Filing Claims

## Log In

- Once logged into [One Portal](#), select **Lifeline Claims System (LCS)**.
  - Reminder:** LCS users must have 497 Officer or 497 User credentials to access LCS.

The screenshot shows the dashboard of the Universal Service Administrative Co. The header includes the company logo and name, a 'Sign Out' button, and the user email 'etc.admin@uat.com'. A yellow notification banner at the top states: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the USAC Supply Chain page.' The main content is divided into three sections: 'Upcoming Dates' with a calendar icon, 'Lifeline' with an upward arrow, and 'Help?' with a question mark icon. The 'Upcoming Dates' section lists three monthly webinars: April 2024 (04/10), May 2024 (05/08), and June 2024 (06/12), with a 'see full calendar' link. The 'Lifeline' section contains three informational boxes: 'National Verifier' (describing its use for eligibility verification), 'National Lifeline Accountability Database (NLAD)' (describing its role in subscriber management), and 'National Lifeline Accountability Database Staging Environment' (describing its use for testing). A yellow-bordered box at the bottom of the 'Lifeline' section defines the 'Lifeline Claims System (LCS)' as a system for filing monthly reimbursement claims. The 'Help?' section includes links for 'Send us a message' and 'Click here', and contact information: 'Call us (888) 641-8722'.

Universal Service Administrative Co. Sign Out

etc.admin@uat.com

### Dashboard

**Notification:** In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain page](#).

#### Upcoming Dates

|               |                                  |
|---------------|----------------------------------|
| 04/10<br>2024 | April 2024<br>Monthly<br>Webinar |
| 05/08<br>2024 | May 2024<br>Monthly<br>Webinar   |
| 06/12<br>2024 | June 2024<br>Monthly<br>Webinar  |

[see full calendar](#)

#### Lifeline

**National Verifier** - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

**National Lifeline Accountability Database (NLAD)** - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

**National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows Lifeline and ACP providers to test system features.

**Lifeline Claims System (LCS)** - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

#### Help?

**Send us a message**  
[Click here](#)

**Call us**  
(888) 641-8722

# Filing Claims

- From the **File or Revise Claim** page, providers can file an original claim or a revision.
  - Select the data month, year, and filing type.
    - Search results will generate in the **SAC Status** section based on the applied filters.
    - New SAC Status for **Partially Uploaded**.
    - Select **Continue** to begin filing.

File or Revise Claim   Opt-Out State File or Revise Claim   Certify Claim   Filing History

---

File or Revise Claim [Instructions](#)

Select a month to file or revise a claim.

Month: January   Year: 2024   Filing Type: Original

**January 2024**

**SAC Status**

|                  |   |
|------------------|---|
| Not Started      | 4 |
| Partial Upload   | 0 |
| Uploaded         | 0 |
| Ready to Certify | 0 |
| Certified        | 0 |

[Continue](#)

**Note:** The claims template is typically available for download after 11:30 a.m. ET on the 1<sup>st</sup> of the month.

# Filing Claims

- Search results will generate in the Study Area Code (SAC) Status section based on the filters below:
  - **Not started:** SAC(s) available to file an original claim in LCS.
  - **Uploaded:** SAC(s) for which subscriber data was successfully uploaded in LCS with no errors.
  - **Ready to Certify:** SAC(s) with uploaded data in LCS ready to be certified by the 497 Officer.
  - **Certified:** SAC(s) with uploaded data in LCS that were certified by the 497 Officer.
- Select **Continue** to begin filing.

File or Revise Claim    Opt-Out State File or Revise Claim    Certify Claim    Filing History

---

File or Revise Claim    [Instructions](#)

Select a month to file or revise a claim.

|         |      |             |
|---------|------|-------------|
| Month   | Year | Filing Type |
| January | 2024 | Original    |

**January 2024**

**SAC Status**

|                  |   |
|------------------|---|
| Not Started      | 4 |
| Partial Upload   | 0 |
| Uploaded         | 0 |
| Ready to Certify | 0 |
| Certified        | 0 |

[Continue](#)

---

# Filing Claims

- Select **Download original filing template**.
  - The template includes subscriber data from the NLAD subscriber snapshot report, which is taken on the 1<sup>st</sup> of the month.
    - Subscriber data can be pulled for a specific SPIN/SAC.
- Select **Download to Review Uploaded Data** to view the list of subscribers eligible for reimbursement.

File or Revise Claim   Opt-Out State File or Revise Claim   Certify Claim   Filing History

## File Claim Instructions

### January 2024 Filing Data

Last updated 04/24/24 4:01 PM EDT

**Upload Data** Download original filing template

File format must be .csv

[Upload File](#)

### Subscriber Counts

Displaying 1 to 4 of 4 records Type a keyword to search

| SPIN | SAC | Name | Status      | Non-Tribal Reported | Non-Tribal Claimed | Tribal Reported | Tribal Claimed | Total Reported | Total Claimed | Tribal Link-up |
|------|-----|------|-------------|---------------------|--------------------|-----------------|----------------|----------------|---------------|----------------|
|      |     |      | Not Started | 5                   | 0                  | 359             | 0              | 364            | 0             | 0              |
|      |     |      | Not Started | 28                  | 0                  | 0               | 0              | 28             | 0             | 0              |
|      |     |      | Not Started | 52026               | 0                  | 0               | 0              | 52026          | 0             | 0              |
|      |     |      | Not Started | 167                 | 0                  | 0               | 0              | 167            | 0             | 0              |

Show 5 records/page 1 of 1 pages

[Download to review uploaded data](#)

[Back to Search](#) [View Support Summary](#)

# Filing Claims

- Complete the claims template with the required information for each subscriber record.
  - Review the [LCS Upload Field Descriptions](#) for details on how to populate the claims template
- Save as a .csv file.
- Select **Upload File** to submit the claims template.

File or Revise Claim   Opt-Out State File or Revise Claim   Certify Claim   Filing History

File Claim ① Instructions

January 2024  
Filing Data  
Last updated 04/24/24 4:01 PM EDT

Upload Data ↓ Download original filing template ①

File format must be .csv

**Upload File**

---

Subscriber Counts Type a keyword to search 🔍

Displaying 1 to 4 of 4 records

| SPIN ▼ | SAC | Name | Status      | Non-Tribal Reported | Non-Tribal Claimed | Tribal Reported | Tribal Claimed | Total Reported | Total Claimed | Tribal Link-up |
|--------|-----|------|-------------|---------------------|--------------------|-----------------|----------------|----------------|---------------|----------------|
|        |     |      | Not Started | 5                   | 0                  | 359             | 0              | 364            | 0             | 0              |
|        |     |      | Not Started | 28                  | 0                  | 0               | 0              | 28             | 0             | 0              |
|        |     |      | Not Started | 52026               | 0                  | 0               | 0              | 52026          | 0             | 0              |
|        |     |      | Not Started | 167                 | 0                  | 0               | 0              | 167            | 0             | 0              |

Show 5 records/page < 1 > of 1 pages

↓ Download to review uploaded data ①

[Back to Search](#) [View Support Summary](#)

# Filing Claims

- After each successful upload, the Subscriber Counts table updates to reflect the latest uploaded claims.
- View a detailed report by clicking on the **Download to review uploaded data** link.
- Select **View Support Summary** to review all SAC(s) that were successfully uploaded in LCS for the selected data month.

File or Revise Claim   Opt-Out State File or Revise Claim   Certify Claim   Filing History

File Claim [Instructions](#)

**January 2024**  
Filing Data  
Last updated 04/24/24 4:01 PM EDT

**Upload Data** [Download original filing template](#)

File format must be .csv

[Upload File](#)

**Subscriber Counts**  
Displaying 1 to 4 of 4 records

| SPIN | SAC | Name | Status      | Non-Tribal Reported | Non-Tribal Claimed | Tribal Reported | Tribal Claimed | Total Reported | Total Claimed | Tribal Link-up |
|------|-----|------|-------------|---------------------|--------------------|-----------------|----------------|----------------|---------------|----------------|
|      |     |      | Not Started | 5                   | 0                  | 359             | 0              | 364            | 0             | 0              |
|      |     |      | Not Started | 28                  | 0                  | 0               | 0              | 28             | 0             | 0              |
|      |     |      | Not Started | 52026               | 0                  | 0               | 0              | 52026          | 0             | 0              |
|      |     |      | Not Started | 167                 | 0                  | 0               | 0              | 167            | 0             | 0              |

Show  records/page [Download to review uploaded data](#) < 1 > of 1 pages

[Back to Search](#) [View Support Summary](#)



# Filing Claims

- Unsuccessful uploads will display an error message. Download the error file to review the failure(s).
- To resolve the error(s), make the necessary changes and reupload the claims file.
  - Be sure the updated claims file contains all subscriber records, including the records that were previously successfully submitted.

## File Claim

[📘 Instructions](#)

June 2024  
Filing Data

⚠️ There are errors in the file you last uploaded. Please make necessary changes and upload the file again.  
[Download the error file: 08\\_19\\_2021\\_1800\\_error.csv](#)

Upload Data

[📄 Download a new filing template](#)

File format must be .csv

[📁 Upload File](#)

# Filing Claims

- From the **Support Summary** page, users can select filings to submit to the 497 Officer to certify.
- Select the claims that are ready to be submitted and enter required contact information.
- Select **Submit to Officer to Certify**.

June 2024  
Support Summary

Displaying 1 to 1 of 1 records

Select All      Filter claims by: Uploaded     

| Ready to Submit                     | SPIN | SAC | Name ▼ | Status | ACP     | One-Time Device Benefit | Total Support | Support Details      |
|-------------------------------------|------|-----|--------|--------|---------|-------------------------|---------------|----------------------|
| <input checked="" type="checkbox"/> |      |     |        |        | \$90.00 | \$5.00                  | \$90.00       | <a href="#">View</a> |

Show 5 records/page

< 1 > of 1 pages

You selected **1 claims** to submit for certification.

Please fill out the following information in case we need to contact you with any questions about your claim.

Contact Name       Contact Phone Number

Contact E-mail Address

Address 1

Address 2

City       State       Zip

[Home](#)

[Back to Subscriber Counts](#)

[Submit to Officer to Certify](#)

**Questions?**

# Certifying Claims

# Certifying Claims

## Only a 497 Officer can certify claims.

- As a 497 Officer, navigate to the **Certify Claim** page.
- Select the month and year to certify original claims and revisions.
- Review the SAC Status section which includes the status of original and revised claims
  - **Ready to Certify:** SAC(s) with uploaded data in LCS ready to be certified by the 497 Officer.
  - **Certified:** SAC(s) with uploaded data in LCS that were certified by the 497 Officer.
- Select **Continue** to begin certifying original and/or revised claim(s).

File or Revise Claim   Opt-Out State  
File or Revise Claim   **Certify Claim**   Filing History

---

Certify Claim 📘 Instructions

Select a month to certify.

Month Year

January 2024

**January 2024**

SAC Status

|                  |   |
|------------------|---|
| Ready to Certify | 0 |
| Certified        | 0 |

[Continue](#)

# Certifying Claims

- Select the claims that are ready to certify.
- Select **View** under the Support Details column to confirm the information.

File or Revise Claim   Opt-Out State  
File or Revise Claim   **Certify Claim**   Filing History

## Certify Claim

[Instructions](#)

### January 2024 Claims to Certify

Displaying 1 to 0 of 0 records

Select All   Filter claims by Ready to Certify   Type a keyword to search

| Ready to Certify | SPIN | SAC | Name | Status   | Lifeline | Tribal Link-up | Total Support | Support Details      |
|------------------|------|-----|------|----------|----------|----------------|---------------|----------------------|
|                  |      |     |      | Uploaded | \$90.00  | \$0.00         | \$90.00       | <a href="#">View</a> |

Show 5 records/page   < 1 > of 0 pages

# Certifying Claims

- Review the **Certify and Sign** page.
  - Sign at the bottom of the page.
  - Select **Certify Claims**.

**Note:** Claims **must be certified** (not just uploaded) by the 8<sup>th</sup> (or next business day if the 8<sup>th</sup> falls on a weekend or holiday) to receive payment at the end of the same month.

## Certify and Sign

I certify that my company is in compliance with all of the Lifeline program rules, and, to the extent required, have obtained valid certifications for each subscriber for whom my company seeks reimbursement.

I certify that my company will pass through the full amount of all Non-Tribal and Tribal federal Lifeline support for which it seeks reimbursement, as well as all applicable intrastate Lifeline support, to all qualifying low-income subscribers by an equivalent reduction in the subscriber's monthly bill for supported service, or by offering a pre-paid wireless plan that complies with the appropriate minimum service standards contained in 47 CFR §54.408.

Based on the information known to me or provided to me by employees responsible for the preparation of the data being submitted, I certify under penalty of perjury that the data has been examined and reviewed and is true, accurate, and complete.

I acknowledge the Fund Administrator's authority to request additional supporting information as may be necessary.

Persons willfully making false statements on this form can be punished by fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. §1001.

Date  
05/17/2024

Officer Name

Officer Title

# Revising Claims



# Revising Claims

A **revision** is when the provider submits and certifies an original filing, but then makes changes to it in a later filing period.

- Service providers use the same filing process as original claims for revisions.
- Revisions are available beginning the first day of the next filing period after an original claim is certified.
- To revise a claim, from the **File or Revise Claim** page, select the data month, year, and filing type.
- Select **Continue** to begin a revision.

File or Revise Claim   [Opt-Out State File or Revise Claim](#)   [Certify Claim](#)   [Filing History](#)

---

[File or Revise Claim](#)   [Instructions](#)

Select a month to file or revise a claim.

|         |      |             |
|---------|------|-------------|
| Month   | Year | Filing Type |
| January | 2024 | Original    |

**January 2024**

**SAC Status**

|                  |   |
|------------------|---|
| Not Started      | 4 |
| Partial Upload   | 0 |
| Uploaded         | 0 |
| Ready to Certify | 0 |
| Certified        | 0 |

[Continue](#)

# Revising Claims

- From the **File Claim** page, download the most current filing template to begin a revision.
  - The template will include the most recent certified claims data.
- Edit the template and select **Upload File** to begin a revision.
  - Only subscribers with revisions should be included in the revised template.
  - Upward and downward revisions can be made in the same file.
    - Upward revisions are only allowed within one year of the snapshot, there is no time restriction for downward revisions.

File or Revise Claim   Opt-Out State File or Revise Claim   Certify Claim   Filing History

## File Claim [Instructions](#)

### January 2024 Filing Data

Last updated 04/24/24 4:01 PM EDT

**Upload Data**  
File format must be .csv

[Download original filing template](#)

**Upload File**

### Subscriber Counts

Displaying 1 to 4 of 4 records

| SPIN | SAC | Name | Status | Non-Tribal Reported | Non-Tribal Claimed | Tribal Reported | Tribal Claimed | Total Reported | Total Claimed | Tribal Link-up |
|------|-----|------|--------|---------------------|--------------------|-----------------|----------------|----------------|---------------|----------------|
|      |     |      |        | 5                   | 0                  | 359             | 0              | 364            | 0             | 0              |
|      |     |      |        | 28                  | 0                  | 0               | 0              | 28             | 0             | 0              |
|      |     |      |        | 52026               | 0                  | 0               | 0              | 52026          | 0             | 0              |
|      |     |      |        | 167                 | 0                  | 0               | 0              | 167            | 0             | 0              |

Show  records/page  of 1 pages

[Download to review uploaded data](#)

[Back to Search](#) [View Support Summary](#)

# Revising Claims

- Unsuccessful uploads will display an error message. Download the error file to review the failure(s).
- To resolve the error(s), make the necessary changes and reupload the claims file.
  - Be sure the updated claims file only includes revised subscriber data.

## Revise Claim

[Instructions](#)

June 2024

Filing Data

ⓘ There are errors in the file you last uploaded. Please make necessary changes and upload the file again.  
Download the error file: [03\\_03\\_2022\\_1327\\_error.csv](#)

Upload Data

[Download most current filing template](#)

File format must be .csv

[Upload File](#)

# Resources

# Resources

- For more information on the LCS view:
  - [Lifeline Claims System \(LCS\)](#)
  - [Lifeline Claims System User Guide](#)
  - [Reimbursement FAQs](#)
  - [LCS Upload Field Descriptions](#)
- View Instructional Videos:
  - [How to Submit Claims in LCS in NLAD States](#)
  - [How to Submit Claims in LCS in NLAD Opt-Out States](#)
- Email [Form497@usac.org](mailto:Form497@usac.org) for questions about claims and disbursements.

**Questions?**

**Thank You!**





**Universal Service**  
Administrative Co.