



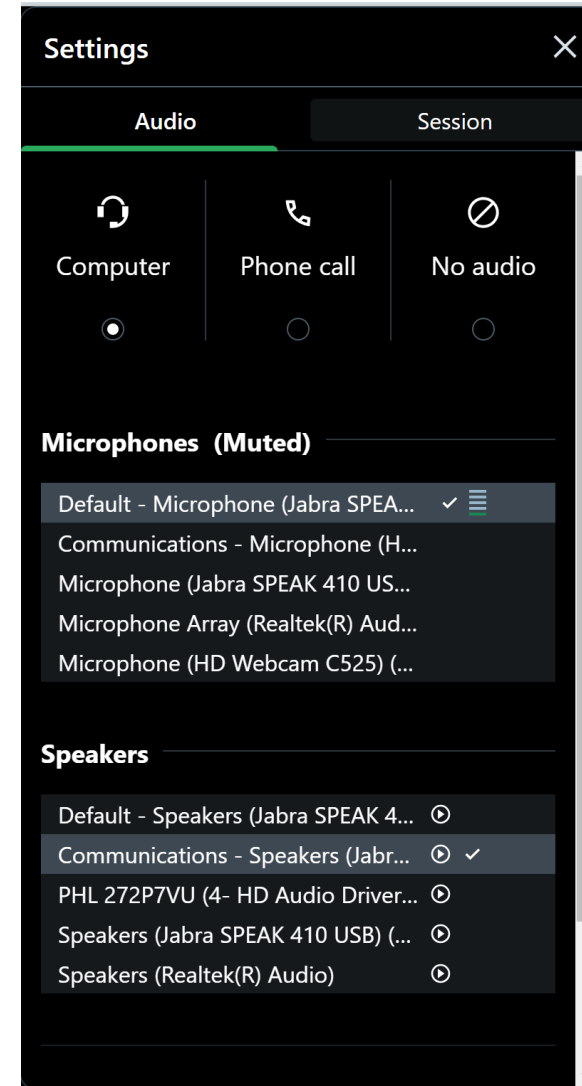
# **CA Continued Eligibility Office Hours**

Lifeline Program

August 26, 2026

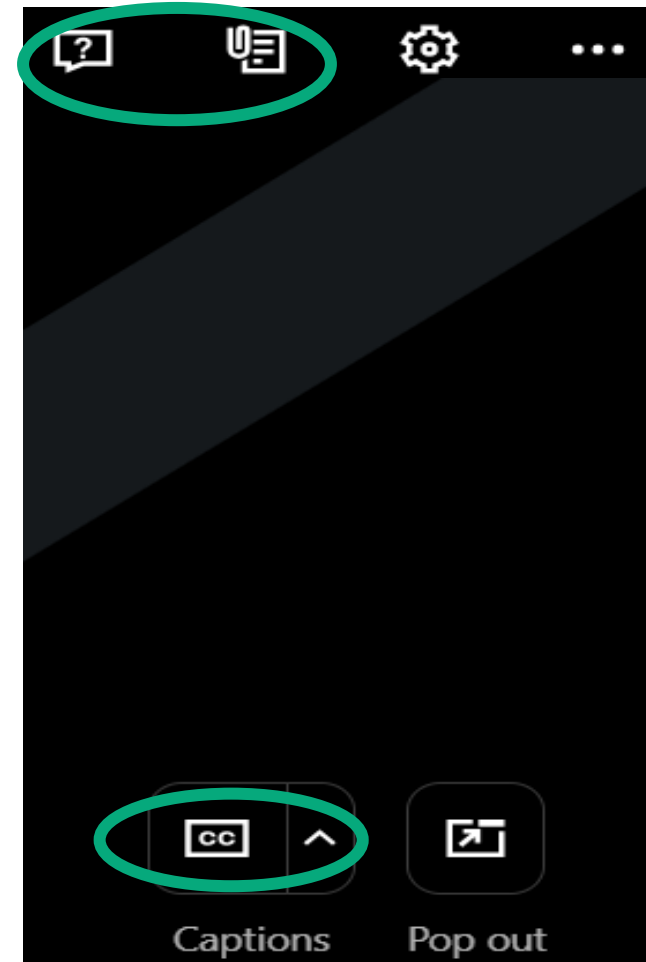
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# Housekeeping

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# Meet Our Team

**Elizabeth Dewey**

Senior Communications Specialist

**Teodora Dimitrov**

Manager of Communications

# Agenda

- California Continued Eligibility Overview
- Continued Eligibility Status Report
- FAQs
- Resources

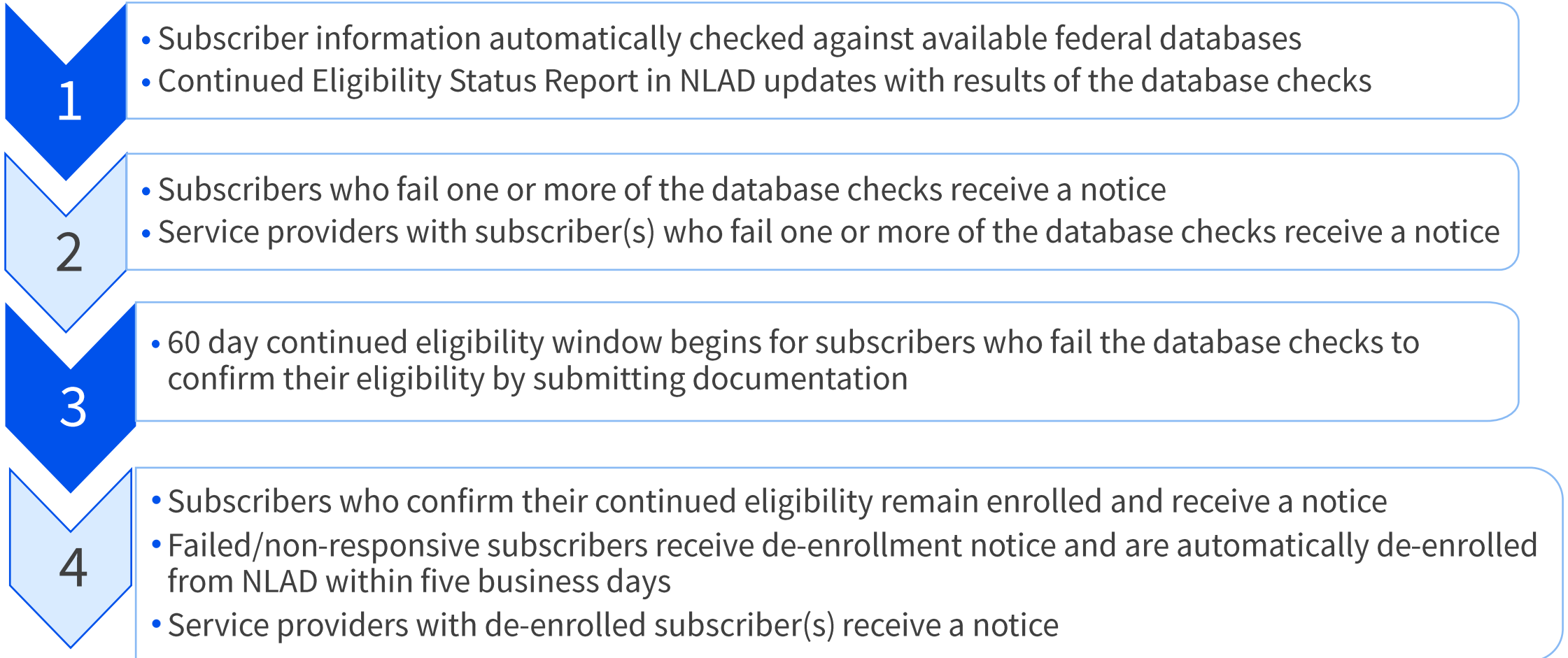
# California Continued Eligibility Overview

# California Continued Eligibility

## Overview

- On **August 6**, USAC initiated the continued eligibility process for federal Lifeline subscribers who were previously determined eligible by the California Public Utility Commission (CPUC).
  - USAC hosted a webinar on [July 8](#) covering the California Continued Eligibility Process.
- USAC is running affected subscribers through the continued eligibility process in daily batches.
- Service providers will be able to use the **Continued Eligibility Status Report** in the National Lifeline Accountability Database (NLAD) to track subscribers.
- California Lifeline subscribers who are required to take action to complete the continued eligibility process will have **60 days** to respond to outreach from USAC (instead of the standard 30-day response window).
  - This process fulfils the 2026 recertification requirement for affected subscribers in California.
  - California subscribers whose eligibility was determined by the National Verifier will not undergo the continued eligibility process.

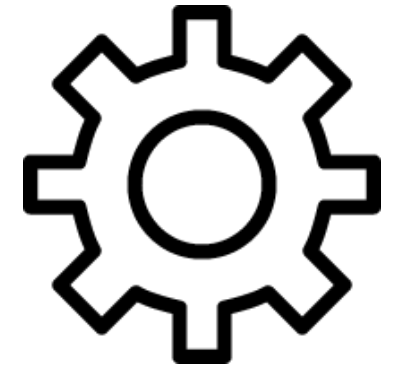
# Timeline



# California Continued Eligibility

## Automated Database Checks

- Subscribers will first be checked against automated databases to verify their:
  - Eligibility
  - Identity
  - Address
  - Duplicate Address
  - Deceased Status
- If USAC **cannot** automatically confirm the subscriber's information, USAC **will contact** the subscriber by email or mail with instructions on how to complete the process.
- If USAC **can** automatically confirm the subscriber's information, there will **not** be any further action for the subscriber, and they will remain enrolled in the program.



**Note:** If a subscriber fails **ANY** of the above checks, they will need to take action to complete the continued eligibility process. For example, if they fail an address check, they will then need to provide documentation.

# Subscriber Notices

## Overview

- If a subscriber needs to take action to complete the continued eligibility process, two notices will be sent to the subscribers via **email or mail** (if no email is available).
  1. The initial notice will contain **instructions** on how to complete the continued eligibility process.
    - Subscribers who fail to complete the process or provide sufficient documentation by the deadline will be de-enrolled from the National Lifeline Accountability Database (NLAD) within five business days after the end of their 60-day window.
    - De-enrolled subscribers may reapply for the benefit on [LifelineSupport.org](https://LifelineSupport.org), by mail, or with the assistance of a service provider.
  2. The second notice will inform the subscriber on the **outcome** of the continued eligibility process.
- Subscribers who do not need to take an action will not receive any outreach from USAC and will remain enrolled in the program.

**Note:** Consumers can reference the [Acceptable Documentation Guide](#) for more information on what they may need to provide.

# Notices to Service Providers

## Notifications

- Service providers may receive two different emails from NLAD to help track the status of their California subscribers undergoing the continued eligibility process.
  - **“NLAD Notice – Continued Eligibility Check”** will indicate when one or more subscribers are undergoing continued eligibility. This email will be sent to each Study Area Code (SAC) where one or more subscribers must complete the continued eligibility process.
  - **“NLAD Notice – Lifeline Notice De-enrollment for Failed Continued Eligibility Check”** will indicate when a subscriber has been de-enrolled for failing to complete the continued eligibility process.

# Questions?

# Continued Eligibility Status Report

# Continued Eligibility Status Report

## Reporting

- Service providers will be able to use the **Continued Eligibility Status Report** in NLAD to track subscribers' status during the process.
- Service providers can export the report to a **CSV file** to see a full version with additional fields.
- Providers can filter by **Status**.
  - Confirmed Eligibility
  - In Progress
  - De-enrolled Failed Continued Eligibility
- The report will update daily, as USAC processes subscribers in batches.

### Reports

[Instructions](#)

Report Type

Continued Eligibility Status Report

SAC Optional

CE Type Optional

Continued Eligibility Start Date Optional

MM/DD/YYYY

Status Optional

☐ Select All

☐ Confirmed Eligibility

☐ In Progress

☐ De-enrolled Failed Continued Eligibility

Submit

# Continued Eligibility Status Report

Review the “Resolution Required” columns on the Continued Eligibility Status Report in NLAD. If a resolution field is marked “**Yes**” then a subscriber will need to upload [documentation](#) to resolve that error.

| Resolution Required     | Required Documentation                                                                                                                                  |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Eligibility             | <ul style="list-style-type: none"><li>• Proof of income or program participation (may require submission of new Lifeline application)</li></ul>         |
| TPIV DOB                | <ul style="list-style-type: none"><li>• Proof of date of birth</li></ul>                                                                                |
| TPIV Identity Not Found | <ul style="list-style-type: none"><li>• Proof of last 4 digits of Social Security Number or Tribal ID number</li><li>• Proof of date of birth</li></ul> |
| TPIV SSN4               | <ul style="list-style-type: none"><li>• Proof of last 4 digits of Social Security Number or Tribal ID number</li></ul>                                  |

**Note:** Refer to the [Acceptable Documentation Guide](#) for a list of documents that can be used to resolve these errors.

# Continued Eligibility Status Report

Review the “Resolution Required” columns on the Continued Eligibility Status Report in NLAD. If a resolution field is marked “**Yes**” then a subscriber will need to upload [documentation](#) to resolve that error.

| Resolution Required | Required Information                                                                                                                                                                                                     |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TPIV Deceased       | <ul style="list-style-type: none"><li>• Proof of life (must be dated within last three months)</li><li>• Proof of last 4 digits of Social Security Number or Tribal ID number</li><li>• Proof of date of birth</li></ul> |
| AMS                 | <ul style="list-style-type: none"><li>• Proof of address</li></ul>                                                                                                                                                       |
| Duplicate Address   | <ul style="list-style-type: none"><li>• Lifeline Household Worksheet</li></ul>                                                                                                                                           |
| Under 18            | <ul style="list-style-type: none"><li>• Proof of emancipation</li></ul>                                                                                                                                                  |

**Note:** Refer to the [Acceptable Documentation Guide](#) for a list of documents that can be used to resolve these errors.

# Questions?

# FAQs

# FAQs

## California Continued Eligibility

### Question 1:

What subscriber information will be checked during the continued eligibility process?

### Answer 1:

USAC will be checking eligibility, identity, address, duplicate address, and whether the subscriber is deceased for all affected California subscribers.

# FAQs

## California Continued Eligibility

### Question 2:

What information do subscribers need to provide when completing the continued eligibility process?

### Answer 2:

Regardless of how subscribers choose to complete the continued eligibility process, they will need to enter their information **exactly** as it is listed on the notice (email or mail) they receive from USAC. This includes their personally identifiable information (PII) such as their first and last name, date of birth, or their address.

# FAQs

## California Continued Eligibility

### Question 3:

What if a subscriber's information does not match what is listed in NLAD?

### Answer 3:

Subscribers will be asked to provide information that **must match what is already in their NLAD subscriber record**. If their information has changed and does not match what is listed in NLAD, they will need to reapply for the benefit.

# FAQs

## California Continued Eligibility

### Question 4:

Will California subscribers need to undergo recertification in 2026 in addition to continued eligibility?

### Answer 4:

No, California subscribers will not need to undergo recertification in 2026. The continued eligibility process fulfills the 2026 recertification requirement for affected subscribers.

## FAQs

### California Continued Eligibility

#### Question 5:

How does the transfer process work for subscribers undergoing the continued eligibility process?

#### Answer 5:

If a subscriber has different personally identifiable information (PII) than their current enrollment information in NLAD, they can re-apply to create a new qualified application. A transfer requires a qualified application.

If a subscriber's PII is correct and does not need to be changed, the subscriber must first complete their continued eligibility application to transfer to a new service provider. Once their continued eligibility application is closed, they can re-apply for the Lifeline benefit. Once the new qualified application is created, a transfer transaction can then be completed in NLAD.

# FAQs

## California Continued Eligibility

### Question 6:

How will providers know which California subscribers are undergoing continued eligibility?

### Answer 6:

USAC will send initial outreach to the eligible telecommunications carrier (ETC) Administrator user role in NLAD and any other users the ETC added as an email recipient on NLAD notices.

- The outreach will inform the provider that subscribers in the SAC are undergoing continued eligibility, and they will need to refer the Continued Eligibility Status Report in NLAD to see the specific subscribers.
- The Continued Eligibility Status Report will be updated daily.

## FAQs

### California Continued Eligibility

#### Question 7:

How should providers use the Continued Eligibility Status Report?

#### Answer 7:

Providers should use the Continued Eligibility Status Report in NLAD to identify and track subscribers who are undergoing continued eligibility. The report is updated daily, as USAC processes subscribers in batches.

Once a subscriber appears on the report, providers can see their Continued Eligibility Start Date, their fixed Deadline Date, and what information the subscribers need to confirm. Providers should check the report regularly and use the deadline information to support subscribers.

# Questions?

# Resources

# Resources

## Continued Eligibility

- Visit our [Continued Eligibility](#) webpage for information on the standard continued eligibility process. Note that affected California subscribers will have a 60-day completion window instead of 30 days.
- Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical support and additional information on processes, rules, and requirements.
- Visit Lifeline's [Webinars](#) page to review past trainings and register for upcoming events.

- Subscribe

## Your Information

|                      |                      |
|----------------------|----------------------|
| First Name           | Last Name            |
| <input type="text"/> | <input type="text"/> |
| Email                |                      |
| <input type="text"/> |                      |

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**Thank You!**





**Universal Service**  
Administrative Co.