Lifeline Program Update

July 8, 2020
Housekeeping

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- If your audio or slides freeze, restart the webinar
- A copy of the slide deck is in the “Handouts” section of webinar panel
Today’s Presenters

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Agenda

1. Announcements
2. Lifeline Household Worksheet
3. System Enhancement
4. Reminders: Resolving Address Errors
5. Upcoming NLAD Enhancement
6. Resolving Tribal Address Errors
7. Resources
Announcements
Temporary Lifeline Program Changes Due to COVID-19

In response to the pandemic, the FCC released a series of waivers suspending the following rules and processes through **August 31**:

- Recertification
- Reverification
- General de-enrollment requirements (except de-enrollment at the user’s request)
- Usage requirements
- USAC program integrity reviews
- Requirement to submit 3 consecutive months of income documentation
Announcements

Tribal Waiver

The FCC also issued an Order to make it easier for those who reside in rural areas on Tribal lands to enroll in the Lifeline Program during the COVID-19 Pandemic. These temporary changes, which are in effect through August 31, 2020, include:

• Allowing Tribal consumers in rural areas to receive service without immediately satisfying the documentation requirements for any errors in their application.

• Allowing service providers to waive a confirmed qualification status before enrolling a consumer. (Consumers can enroll before they are successfully qualified for the benefit through the National Verifier.)
Announcements
Tribal Waiver Cont.

• Allowing consumers who enroll through this waiver process **45 days** to provide the required documentation after sign up.

• Allowing service providers to elect to begin providing Lifeline service to consumers even if the consumer has not yet submitted supporting documentation to confirm their eligibility. Service providers **cannot** claim reimbursement for these consumers until they have successfully qualified for the benefit through the National Verifier.
Announcements
New National Verifier Database Connections

Puerto Rico & Nevada

- USAC is pleased to announce two database connections:
  - The **Puerto Rico Department of the Family**, which oversees the Puerto Rico Nutrition Assistance Program (PAN).
  - The **Nevada Department of Health and Human Services**.
- USAC has established 15 other state connections and two nationwide federal connections.
Announcements
Upcoming National Verifier Database Connections

The USAC team is finalizing two additional National Verifier database connections with the following states:

• Washington
• Wisconsin
*API sends an automatic response. Batch connections collect and store data. At a scheduled time, the data is processed/released.
Announcements
Representative Accountability Database (RAD) New Feature

• To update an email address, physical address, and/or security questions, visit LifelineRAD.org and click “Update Information.”

• To update information such as name, date of birth (DOB), or last four digits of a social security number (SSN4), email the Lifeline Program with the subject line: “Personal Information Change Request for RepID.”
Lifeline Household Worksheet
Lifeline Household Worksheet
One-Per-Household Rule

- Consumers are only allowed to receive one Lifeline discount per household, not per person.
- If a consumer lives at an address where another consumer already receives the Lifeline discount, the consumer will need to complete a Lifeline Household Worksheet.
Lifeline Household Worksheet
Household Definition

- A household is a group of people who live together and share income and expenses (even if they are not related to each other).
- If consumers live together and share money, they are one household.
- If consumers live together and do not share money, they are 2+ households.

One Household

- A married couple who live together are one household.

Two + Households

- 4 roommates who live together but do not share money are 4 households. They can have one Lifeline discount each, 4 total.
- A parent/guardian and child who live together are one household
- 30 seniors who live in an assisted-living home are 30 households
- A married couple who live together are one household. They must share one Lifeline discount.
A **Lifeline Household Worksheet** must be completed if:

1. More than one subscriber at a single residential address receives Lifeline-supported service; or

2. When a new customer applies for service at an address where a customer is already receiving a Lifeline benefit.
Lifeline Household Worksheet
Resolving Duplicate Address Errors Via Paper Form

Consumers who apply to the Lifeline Program using a paper form can resolve a duplicate household error by:

• Completing and submitting the Lifeline Household Worksheet

• All mailed documents must be accompanied by a Lifeline Program Cover Sheet. The consumer must include their last name and application ID.
Lifeline Household Worksheet

Resolving Duplicate Address Errors via the NV Portal

Consumers who apply to the Lifeline Program using the NV portal can resolve a duplicate household error in the NV portal.

Someone at Their Address Already Gets Lifeline

We need more information from the subscriber to find out if they qualify as another 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). You are only allowed one Lifeline benefit per household, not per person.

Do they share money (income and expenses) with another adult who gets Lifeline?

This can be the cost of bills, food, etc., and income.

- [ ] Yes
- [x] No

They will have 45 days to complete this section so we can determine whether they qualify for Lifeline. If they do not complete this by, they will need to come back to this site and fill this form out again.

If the consumer chooses “No”, they will be able to apply for Lifeline. They will receive this message below and must initial the agreement.

They Can Apply for Lifeline

The subscriber lives at an address with more than one household and their household does not get Lifeline yet.

Have them initial the agreement below:

- [ ] Initial
  - I live at an address with more than one 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).

- [ ] Initial
  - I understand I am only allowed to get one Lifeline benefit per household, not per person.

- [ ] Initial
  - I understand that this is an FCC rule, and lying about my household on this form can make me lose my Lifeline benefit and is against the law.

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Lifeline Household Worksheet
Resolving Duplicate Address Errors via the NV Portal

Someone at Their Address Already Gets Lifeline

We need more information from the subscriber to find out if they qualify as another 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). You are only allowed one Lifeline benefit per household, not per person.

Do they share money (income and expenses) with another adult who gets Lifeline?

- [ ] Yes
- [ ] No

They will have 45 days to complete this section so we can determine whether they qualify for Lifeline. If they do not complete this by, they will need to come back to this site and fill this form out again.

If the consumer selects “Yes”, they will not be able to apply for Lifeline. They will receive this message below.

They Cannot Apply for Lifeline

Someone in the subscriber’s household already gets a Lifeline benefit. They are only allowed to get one Lifeline benefit per household, not per person.

If they want to transfer or cancel an existing Lifeline benefit in their household, the person who gets Lifeline needs to call their company.

For more information on or to dispute this result, call the Lifeline Support Center at 1-877-564-1653.

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System Enhancement
System Enhancement
Duplicate-Recheck Solution Background

On June 30, USAC released a duplicate-recheck solution.

- This functionality allows for an easier resolution of cases when consumers who qualified in the National Verifier without an IEH error are found to have a duplicate address during an attempted enrollment in NLAD.

- This scenario occurs when another consumer applies and enrolls at the initial consumer’s address before the first consumer is enrolled.
System Enhancement
Duplicate-Recheck Solution

Happy Path

Apply
Consumer applies and qualifies for Lifeline.

Enroll
Service Provider attempts to enroll the consumer in NLAD.

SUCCESS
If there are no errors, the enrollment is complete.
System Enhancement
Duplicate-Recheck Scenario

Old Error Path (Prior to June 30)

1. **Apply**
   - Consumer applies and qualifies for Lifeline.

2. **Enroll**
   - SP attempts to enroll the consumer in NLAD.

3. **ERROR**
   - The consumer receives an **IEH error** in NLAD, due to a Lifeline subscriber at the same address.

4. **Support Required**
   - The consumer and/or service provider **must** contact Lifeline Support to resolve this error.

**IEH Error:** Independent economic household (IEH)/duplicate address error occurs when a consumer is identified as living at an address at which another Lifeline consumer lives.

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System Enhancement
Duplicate-Recheck Scenario

New NLAD IEH Error Resolution

Apply
Consumer applies and qualifies for Lifeline.

Enroll
SP attempts to enroll the consumer in NLAD.

IEH Error
If the consumer receives an IEH error in NLAD, the IEH workflow is initiated in the National Verifier.

Resolve in National Verifier
Consumer resolves the IEH error in the National Verifier portal/ by mail (cover sheet must be included for mail submissions).

IEH Error: Independent economic household (IEH)/duplicate address error occurs when a consumer is identified as living at an address at which another Lifeline consumer lives.

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System Enhancement
Duplicate-Recheck Scenario- **Old Process**

**Scenario:** Taylor and Andrew are roommates.

**Step 1**
Taylor and Andrew each apply for the Lifeline Program via the NV portal and are qualified via the National Verifier.

**Step 2**
The following day, Andrew attempts to enroll into the Lifeline Program with the help of a service provider representative. Andrew receives a duplicate address error (because NLAD checks for duplicates at the time of enrollment).

**Step 3**
Andrew logs into his NV account. His account notes that his application is qualified but he is not able to resolve the duplicate address error (via an IEH form) because NLAD does not pass on the failure to the NV.
System Enhancement
Duplicate-Recheck Scenario- Old Process Cont.

Scenario: Taylor and Andrew are roommates.

Step 4

The service provider representative emails Lifeline Support and provides Andrew’s Application ID. With the help of USAC admin, Andrew’s NV account is updated to reflect a duplicate address failure.

Step 5

The service provider representative instructs Andrew to return to his NV portal and complete the IEH form.

Step 6

Andrew logs into his NV account, completes the IEH form and finishes the application. The service provider representative enrolls Andrew in NLAD.
System Enhancement
Duplicate-Recheck Scenario- *New Process*

**Scenario:** Taylor and Andrew are roommates.

**Step 1**
Taylor and Andrew each apply for the Lifeline Program via the NV portal and are qualified via the National Verifier.

**Step 2**
The following day, Andrew attempts to enroll in the Lifeline Program with the help of a service provider representative. Andrew receives a duplicate address error (because NLAD checks for duplicates at the time of enrollment.)

**Step 3**
NLAD communicates to the NV that Andrew’s application needs to be updated to reflect more documents needed (IEH form).

**Step 4**
The service provider representative instructs Andrew to revisit his NV portal and complete the IEH form. Andrew completes the form and the service provider representative enrolls Andrew in NLAD.
Reminders: Resolving Address Errors
Reminders: Resolving Address Errors
Descriptive Address Option

• When completing the Lifeline Household Worksheet, if a consumer does not have a traditional home address, the consumer can provide a descriptive address (such as an intersection).
Reminders: Resolving Address Errors
Consumer Address Review

• Use the same consumer address for both the National Verifier (NV) and the National Lifeline Accountability Database (NLAD).

• Review the consumer’s Lifeline letter to ensure the correct address is being used.

• If additional help is needed, contact Lifeline Support.
Upcoming NLAD Enhancement

Address Workflow Update
Upcoming NLAD Enhancement
Update Subscriber Address

• As part of continual system improvements, USAC is streamlining the process of updating a subscriber’s address.

• **Upcoming change:** This fall, USAC will release changes to the NLAD “Update Subscriber” feature to:
  • Reduce the service provider and consumer burden required to resolve address errors,
  • Streamline the process of updating and verifying an existing subscriber’s new address, and
  • Ensure continued program compliance.
Upcoming NLAD Enhancement
New Address Resolution

- Address updates will no longer be rejected by NLAD for AMS and/or IEH errors.
- New addresses which receive an AMS and/or IEH error will automatically be sent to the National Verifier for address resolution.
- Consumers will be expected to resolve their address errors in the National Verifier portal or via mail, to maintain their enrollment status.
- **USAC will de-enroll consumers that fail to resolve errors associated with their address update within 30 days of when USAC sends the notice.**
## Upcoming NLAD Enhancement
### New Address Resolution

<table>
<thead>
<tr>
<th>System</th>
<th>Current Process</th>
<th>New Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>The consumer informs their SP of the address change.</td>
<td>The consumer informs their SP of the address change.</td>
</tr>
<tr>
<td>NLAD</td>
<td>The SP attempts to update the address in NLAD.</td>
<td>The SP attempts to update the address in NLAD.</td>
</tr>
<tr>
<td>NLAD</td>
<td>If new address passes AMS and IEH check, update is successful.</td>
<td>New address is successfully updated in NLAD.</td>
</tr>
<tr>
<td></td>
<td>If new address fails AMS and/or IEH and errors are not resolved in the NV, the new address is rejected by NLAD.</td>
<td>SP is informed in real-time if new address fails AMS and/or IEH. If there are failures, the address resolution is initiated in the NV.</td>
</tr>
<tr>
<td>National Verifier</td>
<td>SP instructs or assists consumer to resolve address errors in the NV portal or via mail.</td>
<td>USAC instructs or assists consumer to resolve address errors in the NV portal or via mail. Consumer must resolve errors within 30 days of notification to avoid de-enrollment.</td>
</tr>
<tr>
<td>National Verifier</td>
<td>Consumer successfully resolves address errors in the NV portal/ by mail and informs SP.</td>
<td>Consumer successfully resolves address errors in the NV portal/ by mail.</td>
</tr>
<tr>
<td>NLAD</td>
<td>SP updates address in NLAD.</td>
<td>Address update resolution process is complete and the consumer remains enrolled.</td>
</tr>
</tbody>
</table>
Resolving Tribal Address Errors
Resolving Tribal Address Errors
Federally-Recognized Tribal Land

Note: In order to receive the enhanced tribal benefit, a consumer must live on Federally-Recognized Tribal Land. This is best confirmed by latitude and longitude coordinates.

Additional information is available in NLAD and on our [website](#).
Resolving Tribal Address Errors
Tribal Applicants Via the NV Portal

• If a consumer entered a descriptive address or another address that cannot be verified, they will need to provide more information using this mapping tool.

We Didn't Recognize Your Address
The U.S. Postal Service could not find the address you gave us.

Show us that your address is right.
This is the information you gave us.
Resolving Tribal Address Errors
Tribal Applicants Via the NV Portal

- The map will try to locate the consumer’s home based on the information originally entered
- The latitude and longitude fields will automatically populate
- The consumer can move the pin around to locate where they live

Note: The consumer must drop the pin on federally-recognized Tribal land in order to receive the enhanced Tribal benefit. If the pin is dropped outside of federally-recognized Tribal land, the consumer will only qualify for the standard Lifeline benefit.
Resolving Address Errors
Tribal Applicants Via Paper Forms

**Option 1:** If a consumer has access to the Internet but does not want to submit an online application, USAC recommends that they use a mapping tool (such as Google maps) to drop a pin where they live

- Consumers may take a screenshot of the mapping tool and print it out (the image should include the dropped pin and the consumer’s latitude and longitude coordinates).
Resolving Address Errors
Tribal Applicants Via Paper Forms

Option 2: A consumer may use a map from their community (e.g., from a gas station or if their phone/internet company or Tribal government has maps of the area)

• The consumer must circle the location of their home
• If coordinates are known, the consumer should write them on the map (otherwise, USAC will determine coordinates based on the map)
Resolving Address Errors
Tribal Applicants Via Paper Forms

**Option 3:** Consumers may hand draw a map to show where they live

- This map should include **cross roads, identifiable landmarks, and distances**
- If coordinates are known, the consumer should write them on the map (otherwise, USAC will determine coordinates based on the map)
Upcoming NLAD Enhancement
Tribal Error Codes
Upcoming NLAD Enhancement
Tribal Error Codes

**Current State**

- When a service provider attempts to enroll a consumer into NLAD *with* the enhanced Tribal benefit and the consumer is *ineligible*, the transaction will result in an error.
- The error carriers receive is not specific. The error states the subscriber’s location is not eligible for the Tribal benefit.
Upcoming NLAD Enhancement
Tribal Error Codes

Future State

• When a service provider attempts to enroll a consumer into NLAD with the enhanced tribal benefit and the consumer is ineligible, the transaction will result in one of three errors.

• This will provide carriers with more detail about why a consumer is ineligible for the enhanced benefit.

• Remember, it is imperative USAC is able to identify where a consumer lives to determine their eligibility for this additional benefit.
Upcoming NLAD Enhancement
Tribal Error Codes

Future State

• The error that they receive will be specific to one of the 3 following situations:
  • USAC verified the consumer’s address and the location is not on Tribal lands.
  • USAC was unable to verify the consumer’s address and the consumer either doesn’t have a qualified app in National Verifier or there is a qualified app but it does not provide coordinates.
  • USAC was unable to verify the consumer’s address. The consumer did provide coordinates in the National Verifier, but those coordinates are either not on Tribal land or they are invalid because they are not in the same state as the consumer’s residential state.
Upcoming NLAD Enhancement
Tribal Error Codes

Carrier Impact

• Any NLAD user that enrolls consumers on Tribal lands will see new error messages with this release.
• NLAD API users will need to make some system adjustments, and will be able to test those in a staging environment prior to the production release.
Upcoming NLAD Enhancement
Tribal Error Codes

Timeline

• The release is currently scheduled for this fall.
• With COVID-19 the release date may be subject to change.
• The change will be released in the test environment at least 4 weeks prior to any release.
• More information and training will be forthcoming.
Questions?
Lifeline Program Resources

- Visit the COVID-19 Response page on the USAC website
- View past trainings on the USAC website
- Email LifelineProgram@usac.org
- Call Lifeline Support (800) 234-9473
Lifeline Support Contact Information

By Phone:

- Agents available 7 Days a Week, 9 A.M. to 9 P.M. ET
- Please call (800) 234-9473

By email:

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