Overview of the Lifeline Claims System (LCS)

Lifeline Program Update

April 10, 2019

Universal Service
Administrative Co.

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the "Questions" box
  - There is a large audience signed in today. We will accept as many questions as possible!
- If your audio or slides freeze, restart the webinar
- Copy of the slide deck in the "handouts" section of webinar panel

Today's Presenters

Leah Sorini

Debby Smith

Christian Konan

Agenda

1. Announcements
2. Process for Reimbursement Claims
3. Lifeline Claims System (LCS)
4. Questions

Announcements

Lifeline Claims System (LCS)

Announcements

- Per the implementation of LCS, service providers can submit downward revisions for data months January 2018 and beyond that fall outside of the 12-month window.
  - Data months prior to January 2018 should still be submitted on Form 497 to USAC at LIFilings@hcli.universalservice.org.

- Carriers with SACs in the opt-out states (CA, OR, TX) now have the ability to submit upward revisions (for data months within the administrative window) directly through LCS.

Process for Reimbursement Claims

Lifeline Claims System (LCS)

Process for Reimbursement Claims & Reminders

- Effective with the January 2018 data month, service providers must use the Lifeline Claims System (LCS) to submit all original and revised claims for reimbursement
- Action is required to submit the claim (even if there are no changes since last month)
- Snapshot taken on the first of the month shows the subscriber count for the prior month
  - For example: A snapshot taken on February 1 shows the subscriber count for the January data month
- Receive reimbursement in the same month if claim is certified by the 8th of the month
- Revisions allowed
- Options to report quarterly or up to one year after data month
- Lifeline reimbursement claims do not result in any automatic de-enrollments

How it Works: Original Claim Submission

1. Download the Claims Input Template containing the list of subscribers eligible for reimbursement
    - Based off the NLAD "subscriber snapshot report"
    - Service providers will make modifications to the .csv format input template before uploading the file back to the system
2. Add the dollar amount claimed for each subscriber
    - Defaults to value from prior month
3. Indicate which subscribers are not being claimed and reason why
4. Upload the .csv format input template back into Lifeline Claims System
5. Certify the submission
    - Indicates that the review is complete and reimbursement claim is submitted

Reason Codes for Omitting a Consumer from Claim

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

For all unclaimed subscribers (for example, where rate = $0), service providers are required to provide one of these reason codes.

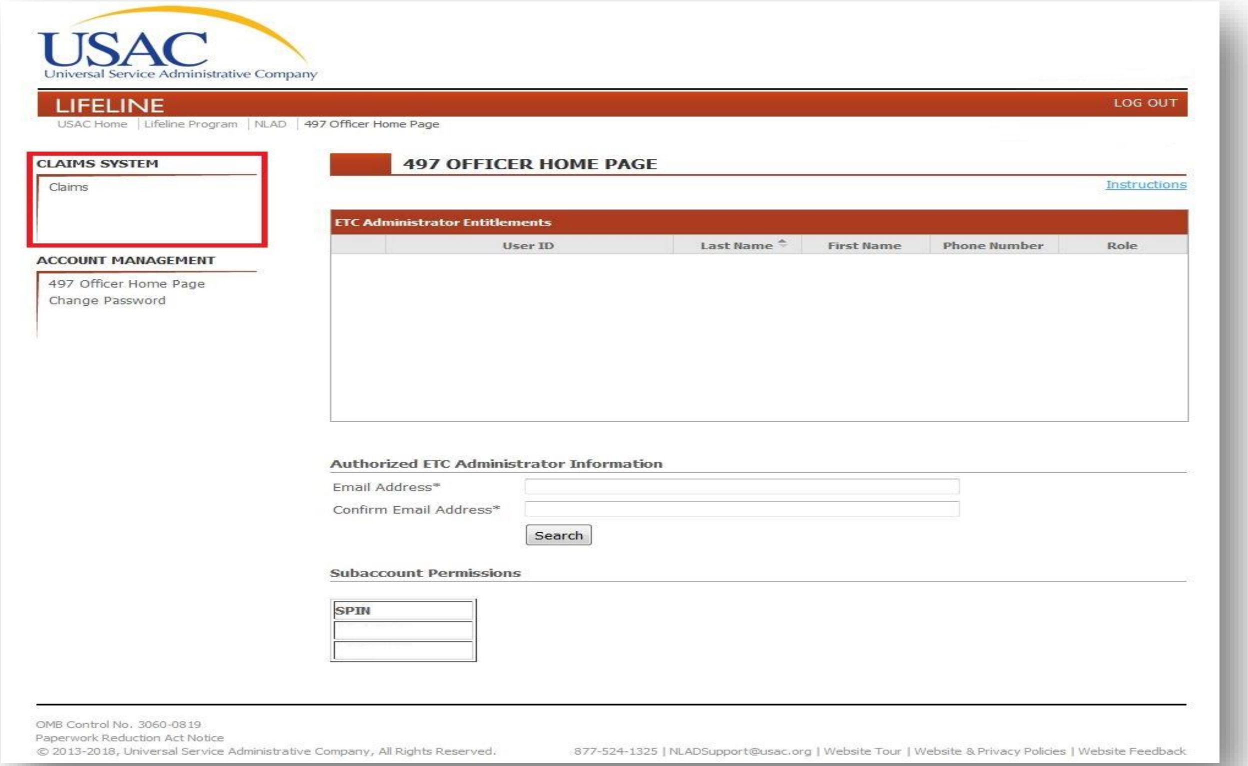
New to E-File?

- To register your company for the first time
  - Visit the E-File homepage and select "E-File," then select "new service provider" from the bottom menu
  - Complete the registration using the information from FCC Form 498 (Service Provider ID Number and General Contact Information Form)
- To get a new E-File account
  - Contact your company's E-File "Officer" or "General Contact"
  - Not sure who is your E-File Admin? Contact customersupport@usac.org
- Help with E-File
  - E-File User Guide
  - Contact (888) 203-8100 or customersupport@usac.org

Lifeline Claims System

Logging in

Logging into the Lifeline Claims System (LCS)



Service providers will log into the LCS through the NLAD production environment. LCS users must have **497 Officer** or **497 User** credentials in order to access the system.

497 Users will be routed directly to the LCS upon logging in.

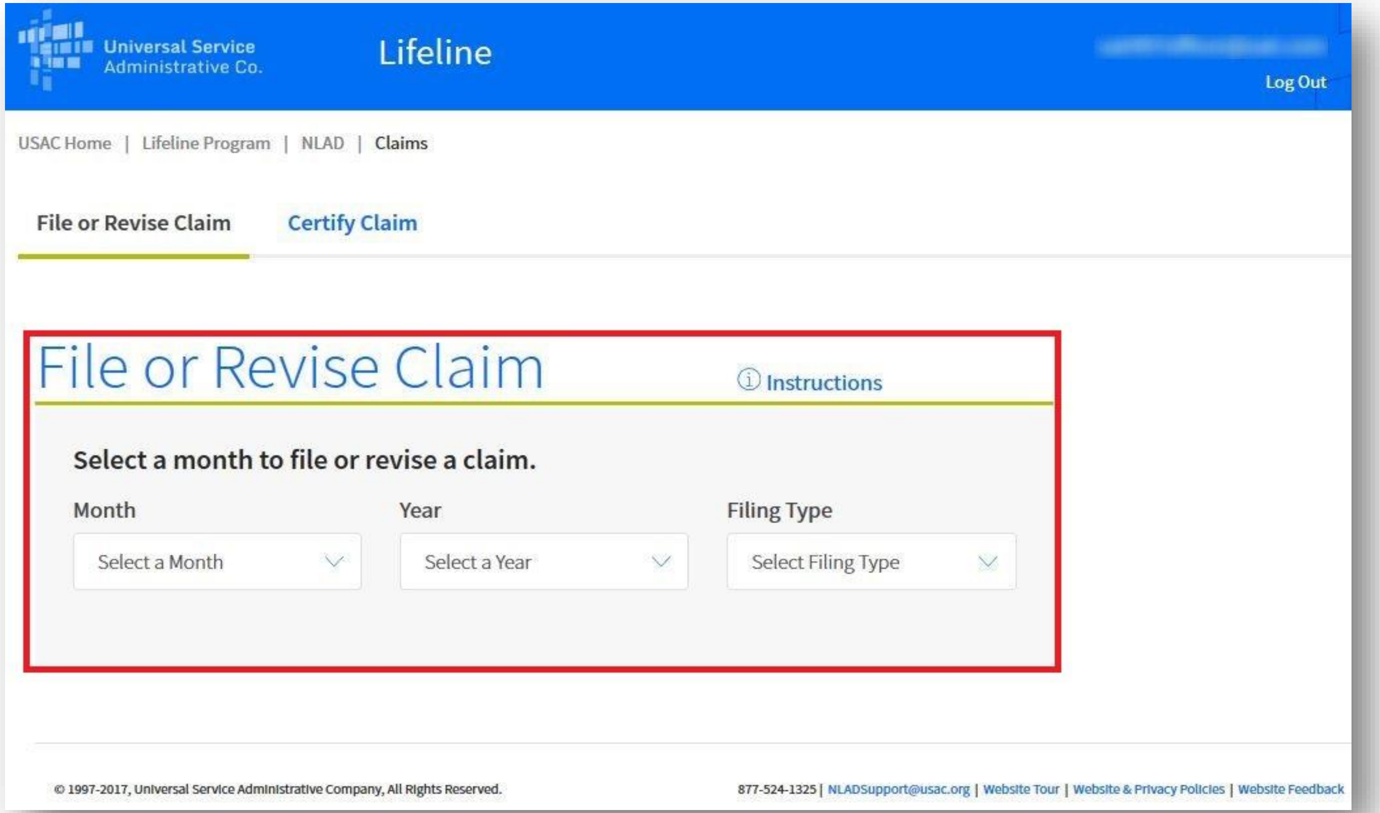
497 Officers will first land on the **NLAD 497 Home Page** (left) after login. A link to the LCS will be available in the left-hand navigation pane.

The LCS landing page will differ depending on the user's E-File entitlements.

Lifeline Claims System

Landing Page

Filing or Revising a Claim



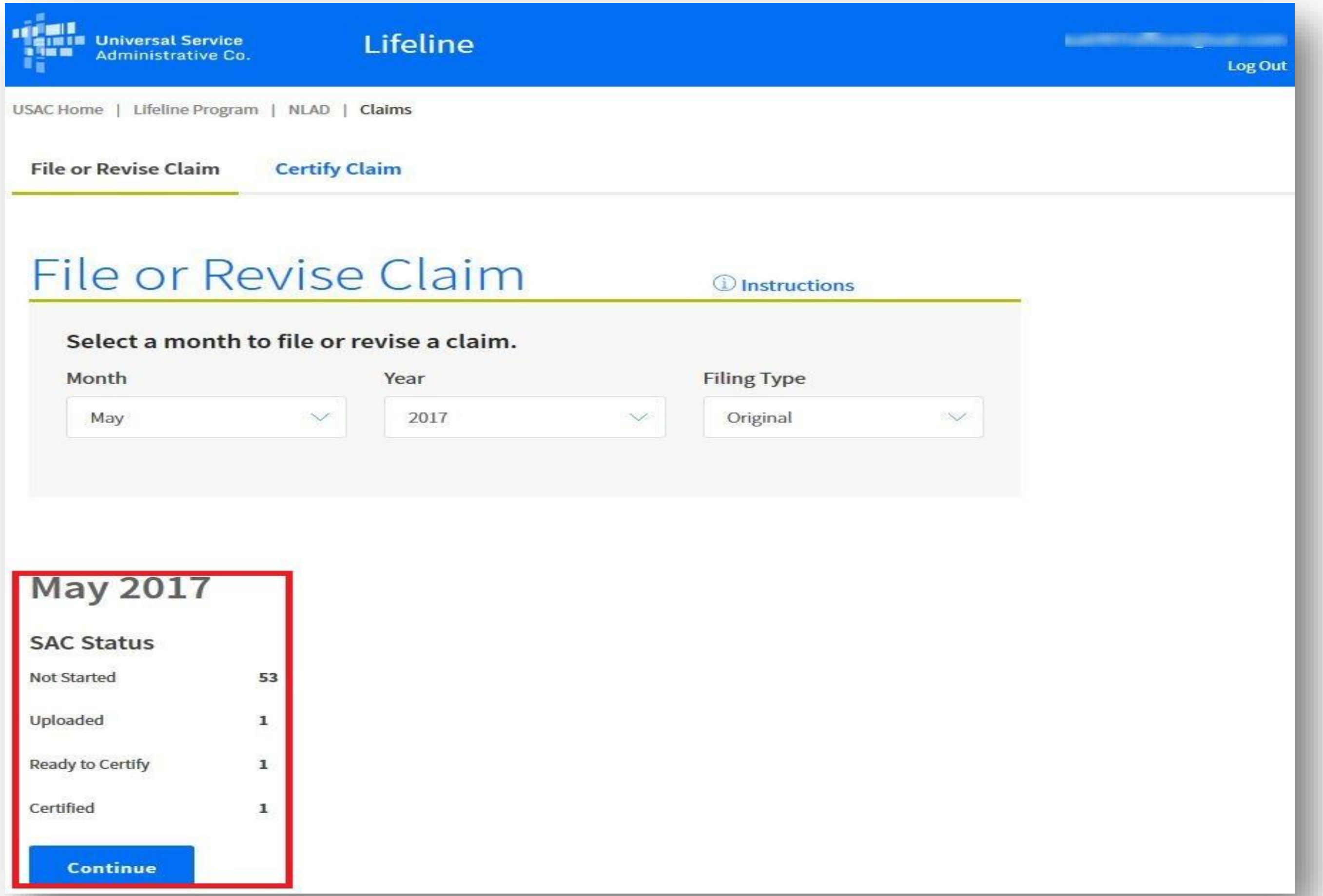
From the **File or Revise Claim** page, users may file original claims or revise existing reimbursement claims.

For **Original Claims**:
Select Month, Year, and "Original" Filing Type.

For **Revisions**:
Select Month, Year, and "Revision" Filing Type.

Original reimbursement claims can only be filed for data months that have yet to be submitted in LCS or data months resubmitted before the 8th of the month.

Filing an Original Claim

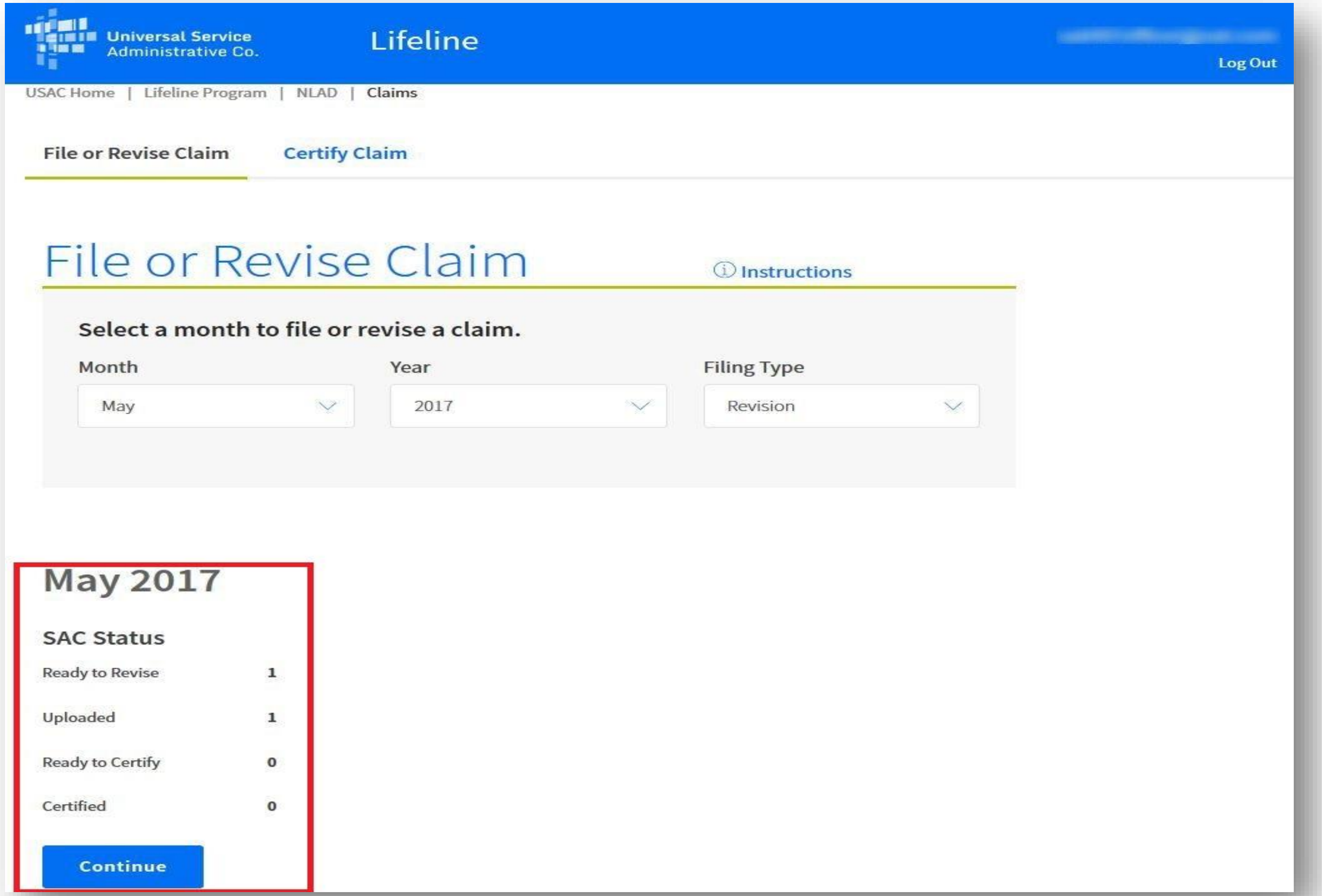


The **SAC Status** chart shows the total counts of SAC(s) available for each status. LCS users will only see the SACs delegated to their user accounts.

SAC Status Descriptions

- **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

Filing a Revision



The **SAC Status** chart shows the total counts of SAC(s) available for each status. LCS users will only see the SACs delegated to their user accounts.

SAC Status Descriptions

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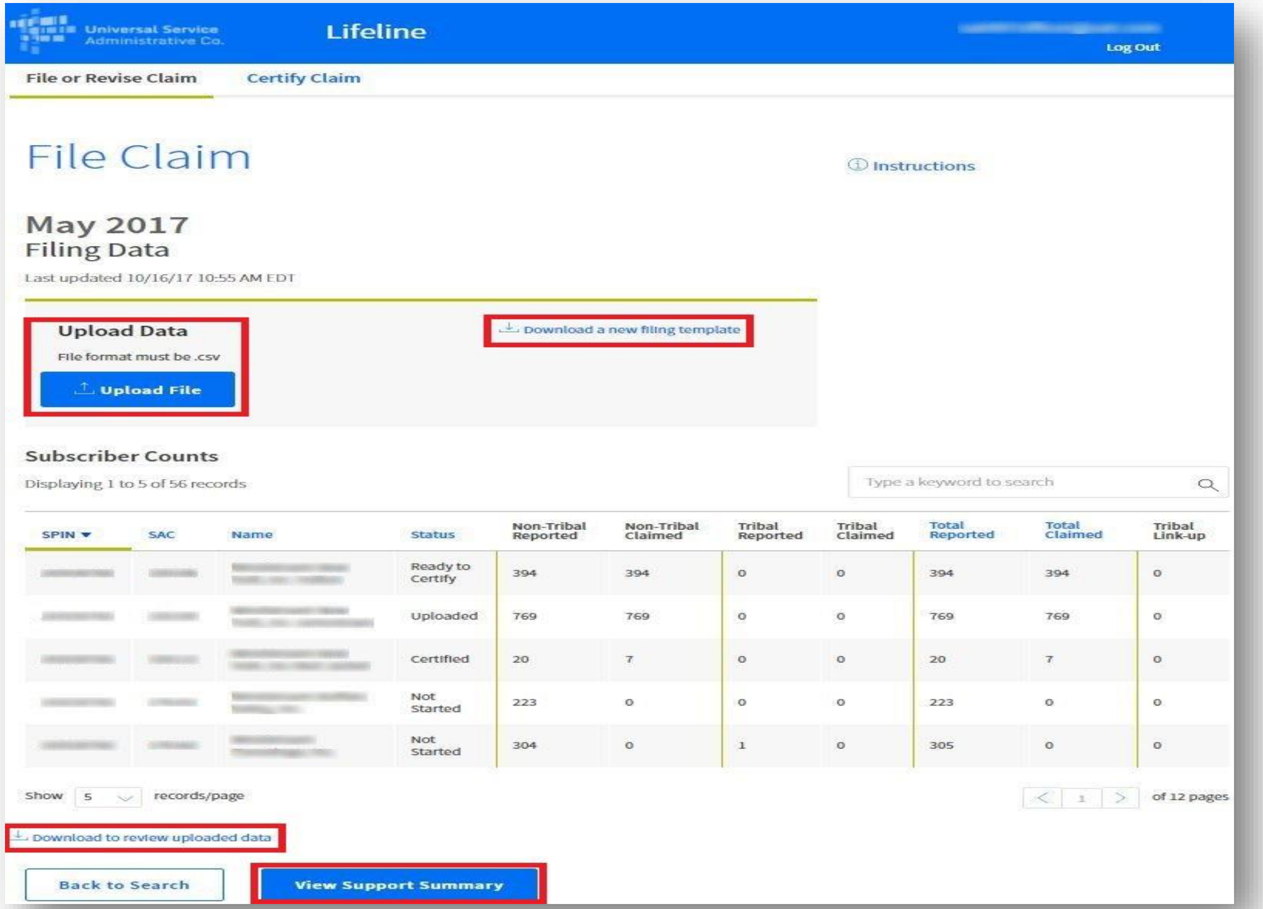
Lifeline Claims System

Filing an Original Claim

Filing an Original Claim



From the **File Claim** page:

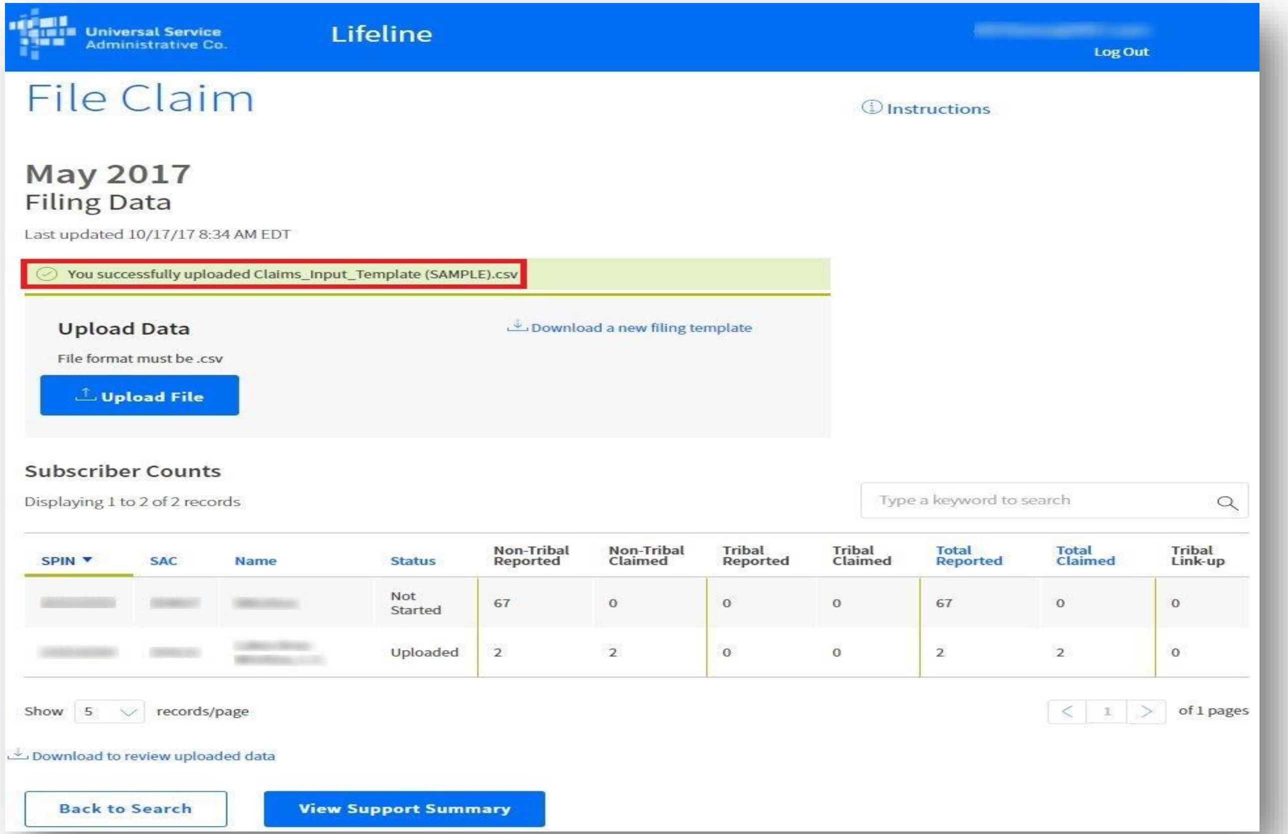
1. Download a new filing template
2. Upload a Claims Input template
3. Review uploaded data
4. Review Support Summary and submit claims for certification

Filing an Original Claim – Claims Input Template Headers

Excel Column	Field Name	Required Status	Field Requirements
A	Subscriber ID	Required	NLAD system-generated unique identifier captured from the NLAD Snapshot Report; no input required
B	Rate	Required	Enter Subscriber's Rate
C	Reason Code	Conditional	Enter Reason code for subscriber(s) where Rate = $0
D	Tribal Link Up Charges Waived	Optional	Enter subscriber's Tribal Link Up Charges waived. Tribal Benefit Flag (Column P) must = 1
E	SPIN	Optional	Field information is captured from the NLAD Snapshot Report; no input required
F	SAC	Required	
G	Last Name	Optional	
H	First Name	Optional	
I	Street Address	Optional	
J	City	Optional	
K	State	Optional	
L	ZIP	Optional	
M	Phone Number	Optional	
N	ETC General	Optional	
O	Service Type	Optional	
P	Tribal Benefit Flag	Optional	

Column Headers A, B, and F are required and need to be listed in that order on the template for the upload to process; all other columns are optional.

Filing an Original Claim – Successful Upload



Keyword Search Box: LCS users can use this sort option to lookup ETCs by name; to filter the Subscriber Counts Table by ETC, enter a valid ETC Name in the search box

For every successful upload, the *Subscriber Counts table* is updated in real time and will reflect the latest uploaded Claims_Input_Template.csv changes.

Filing an Original Claim – Successful Upload

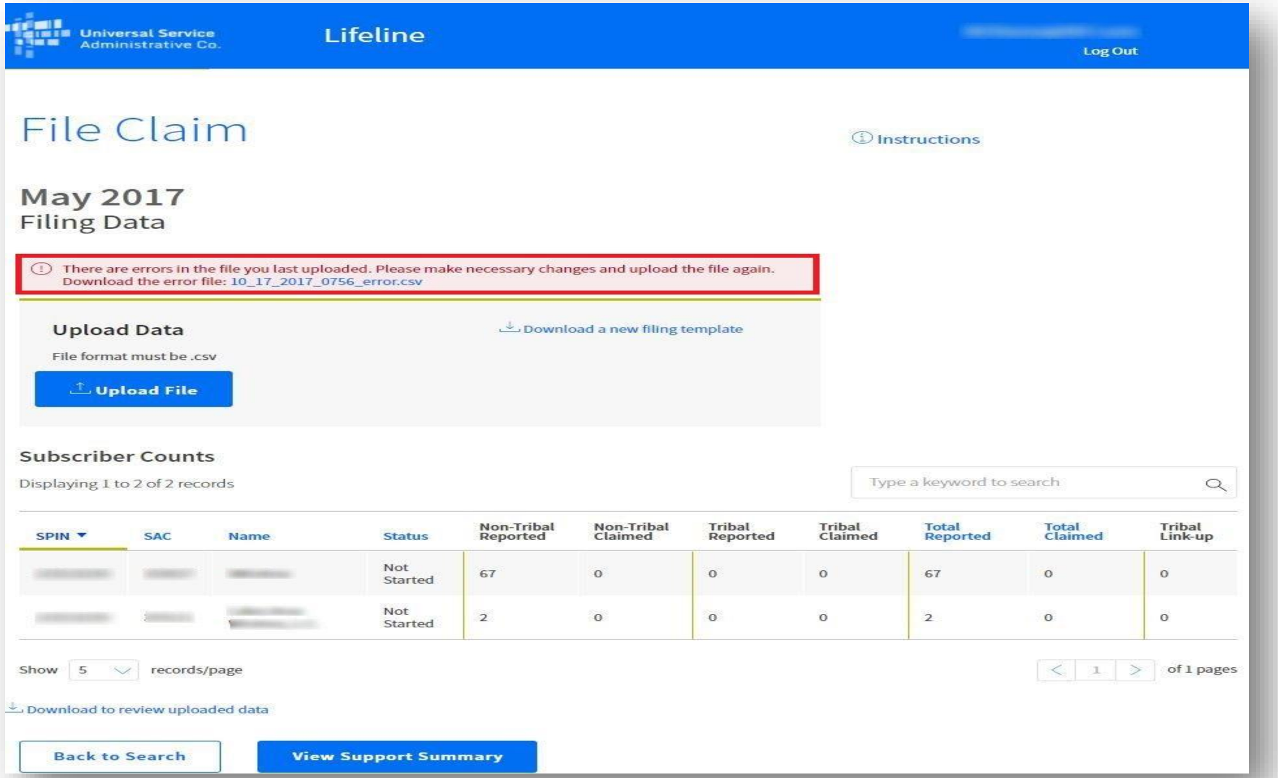
Reviewing Uploaded Data

- After each successful upload, a Detailed Summary report - **Subscribers_Rates_mmyyyy.csv** (month/year) will be available to download.
- The Detailed Summary includes all SAC(s) that were successfully uploaded in LCS for the selected data month. ETCs can use that file to review their uploaded subscribers' rates and Tribal Link up Charges waived, and make edits for resubmission.
- To download the **Subscribers_Rates_mmyyyy.csv**, from the **File Claim** Page, click on the link **Download to review uploaded data** located at the bottom left corner of the page.

Reviewing Support Summary and Submit Claims for Certification

- Once ETCs successfully upload their subscribers' rates and Tribal Link up Charges waived for all SAC(s), they can review a summary of all claimed support per SAC before submitting the filings to the 497 Officer to certify.
- To view the **Support Summary** breakdown, from the **File Claim** Page, click on the link **View Support Summary** located at the bottom of the page.

Filing an Original Claim – Unsuccessful Upload



For every unsuccessful upload, ETCs will be able to download an error file to review the Claims_Input_Template.csv failures.

The error file name appears in following format: **mm_dd_yyyy_hhmm_error.csv**

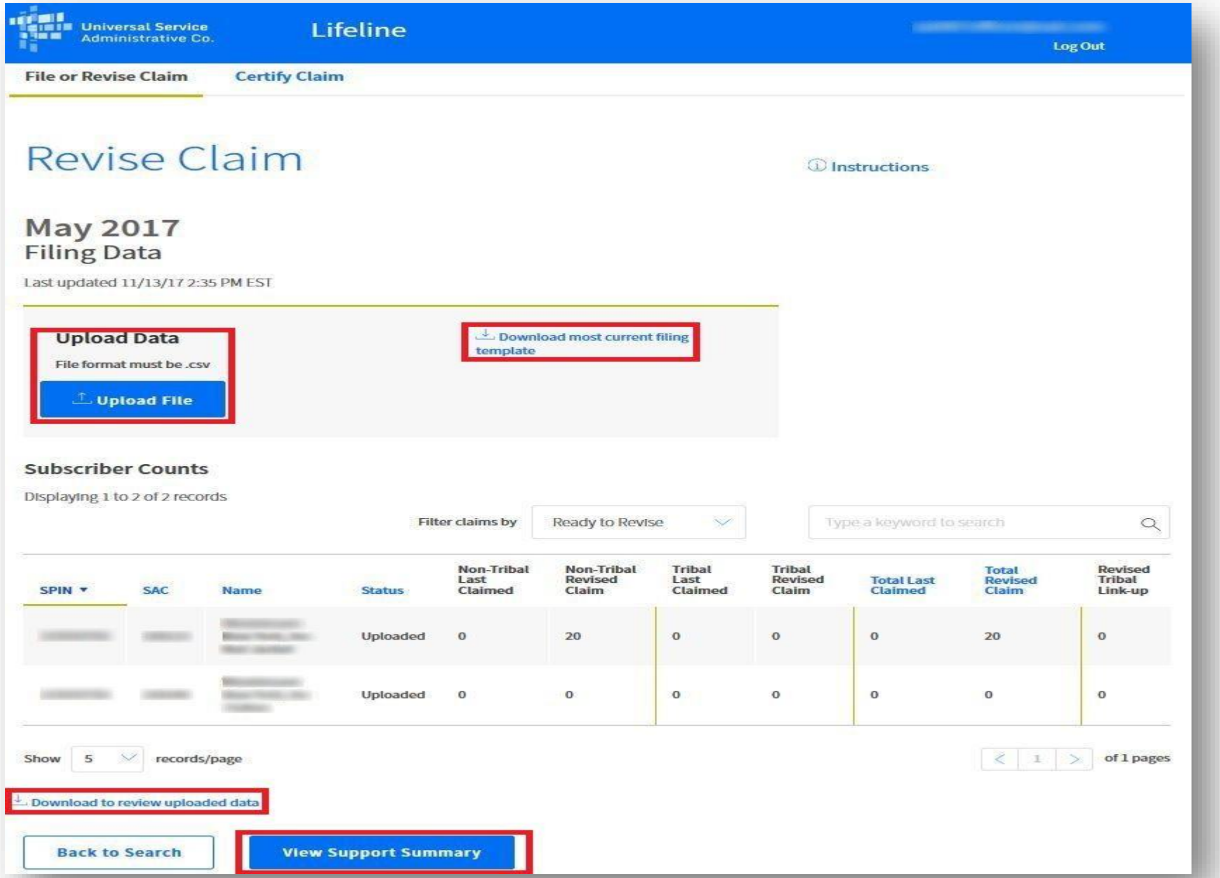
- mm: month
- dd: day
- yyyy: year
- hh: hour (24 hour format)
- mm: minute

To download the error file, from the **File Claim** Page, click on the file name - **mm_dd_yyyy_hhmm_error.csv**.

Lifeline Claims System

Revising a Claim

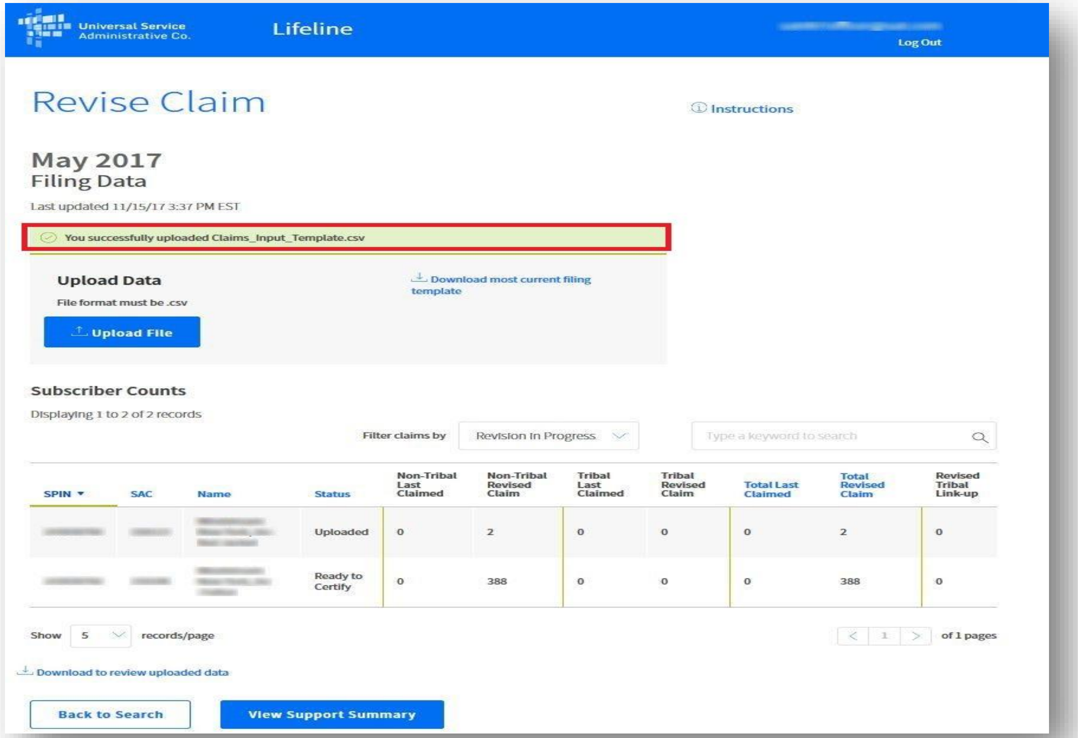
Revising a Claim



From the **Revise Claim** page:

1. Download the most current filing template
2. Upload a Claims Input template
3. Review uploaded data
4. Review Support Summary and submit claims for certification

Revising a Claim – Successful Upload



"Filter Claims By" drop-down: LCS users can use this drop-down option to filter filings by SAC status - Ready to revise, and Revision In progress (Uploaded, Ready to Certify, Certified)

Keyword Search Box: LCS users can use this sort option to lookup ETCs by name; to filter the Subscriber Counts table by ETC, enter a valid ETC Name in the search box

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Revising a Claim – Successful Upload

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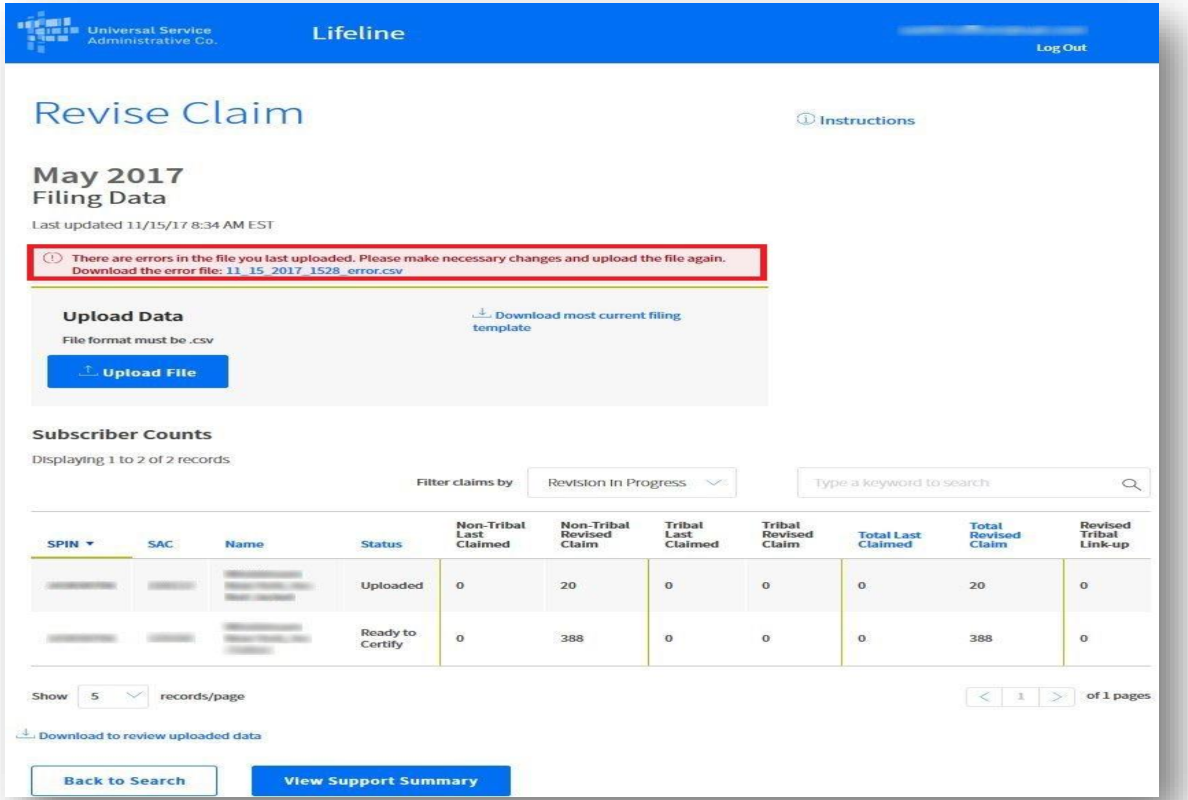

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- mm: month
- dd: day
- yyyy: year
- hh: hour (24 hour format)
- mm: minute

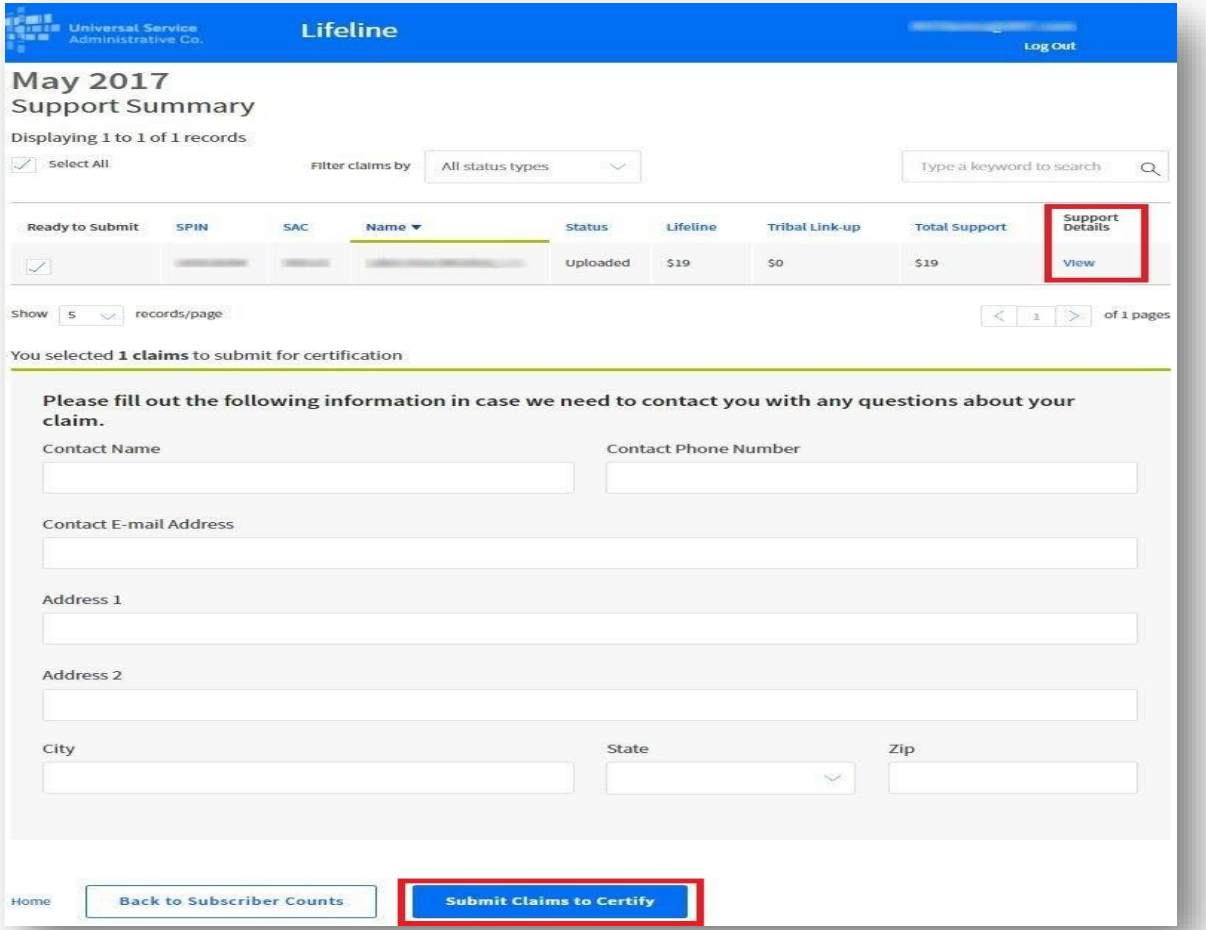
To download the error file, from the **File Claim** Page, click on the file name - **mm_dd_yyyy_hhmm_error.csv**.

Questions?

Lifeline Claims System

Reviewing Your Claim

Support Summary Page



From the **Support Summary** Page:

1. View Support Details at the SAC level
2. Select SAC(s) filings to submit to the 497 officer to certify

To submit a claim to the 497 Officer to certify:

1. Click on the checkbox under the "Ready to Submit" column to make your SAC selection(s)
2. Click on the **Submit Claims to Certify** link at the bottom of the page

Note: LCS users are required to complete the contact information section before submitting claims to be certified.

To view a detail summary of a SAC filing, click on the **View** link located under the Support Details column.

Support Summary Page – Support Details at the SAC Level

Detail View

SPIN	[illegible]	Total Lifeline Support	$19
SAC	[illegible]	Total Link-up	$0
Name	[illegible]	Total Support	$19
Status	Uploaded		

Lifeline

Subscriber	Voice			Broadband			Bundled			Total	
	Subscribers	Rate	Subtotal	Subscribers	Rate	Subtotal	Subscribers	Rate	Subtotal	Subscribers	Lifeline Payment
Non Tribal	2	$9.25	$19	0	$0.00	$0	0	$0.00	$0	2	$19
Tribal	0	$0.00	$0	0	$0.00	$0	0	$0.00	$0	0	$0

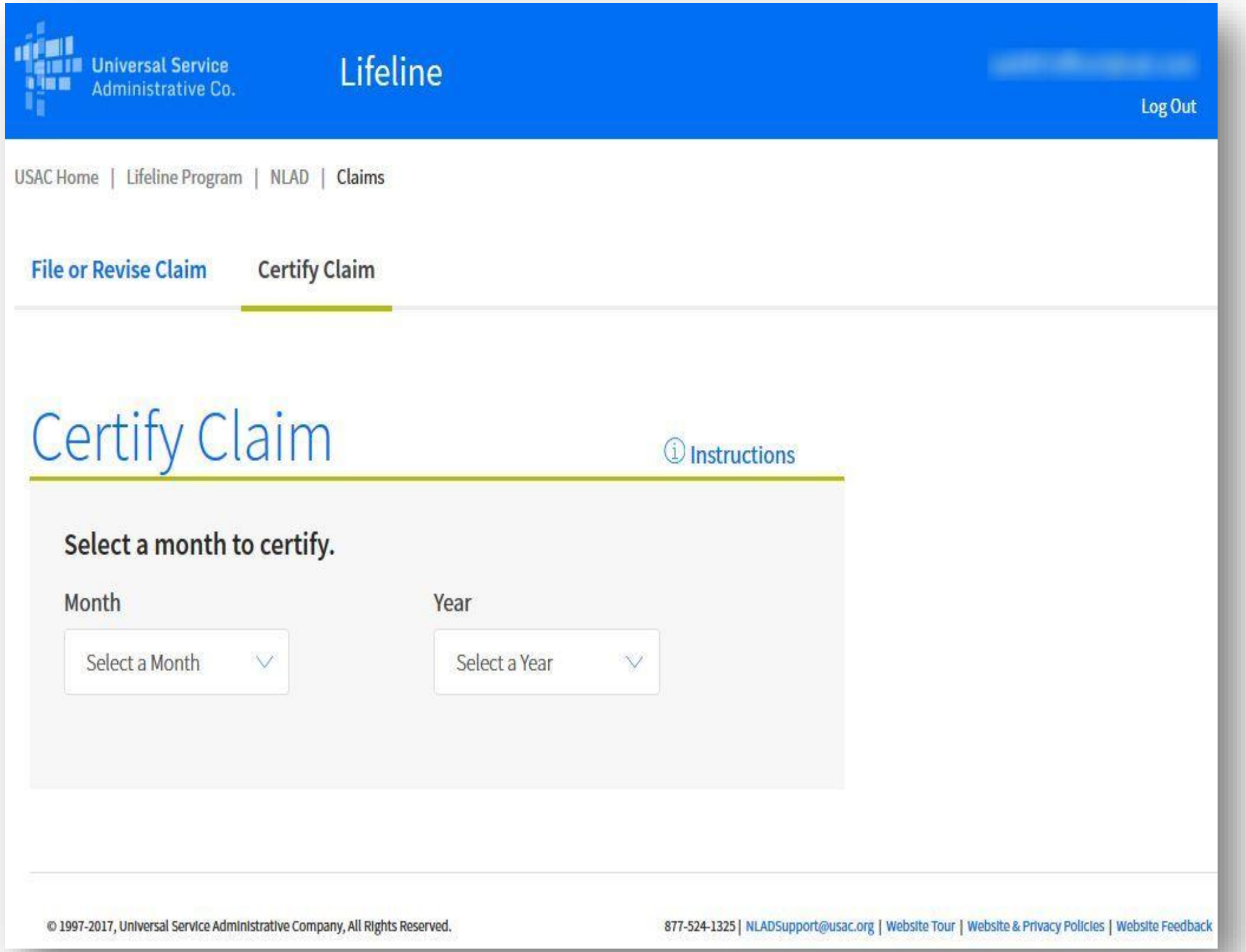
Tribal Link-up

Connections Waived	0
Charges Waived per Connection	$0.00
Link-up Dollars Waived	$0

Lifeline Claims System

Certifying Your Claim

Certify Claim Page



From the **Certify Claim** page, the 497 Officer can certify Lifeline claims for a selected data month and year.

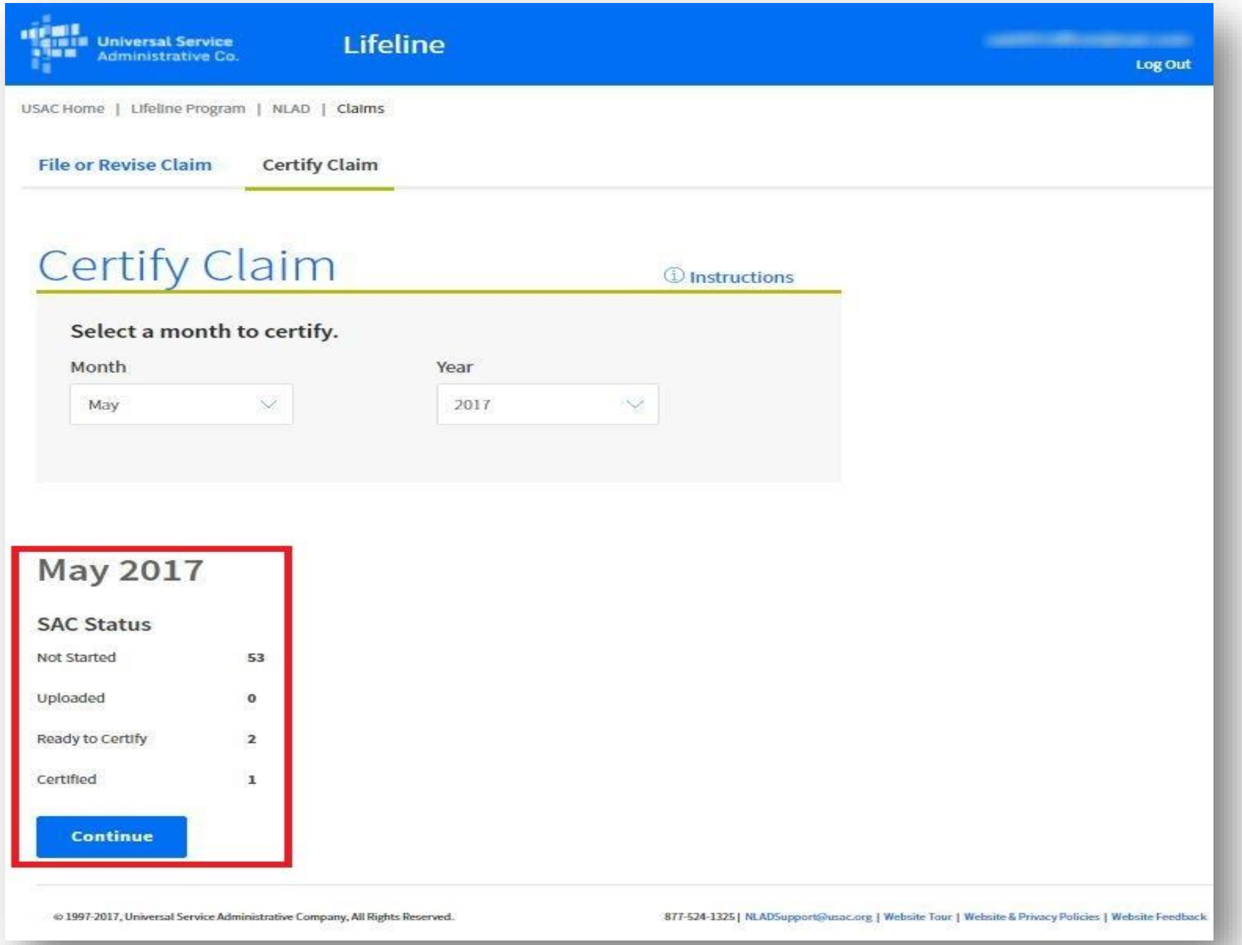
From the Drop-down Menu:

Select **Month**

Select **Year**

Note: The "Certify Claim" feature is only accessible with a 497 Officer User account.

Certify Claim Page



The Lifeline Claims System (LCS) will generate the search results based on a user's applied filters and display the available data for the selected Month, and Year in the "SAC Status" section located at the bottom of the page.

SAC Status description

- **Not started** – SAC(s) available to certify an original or revised claim in LCS
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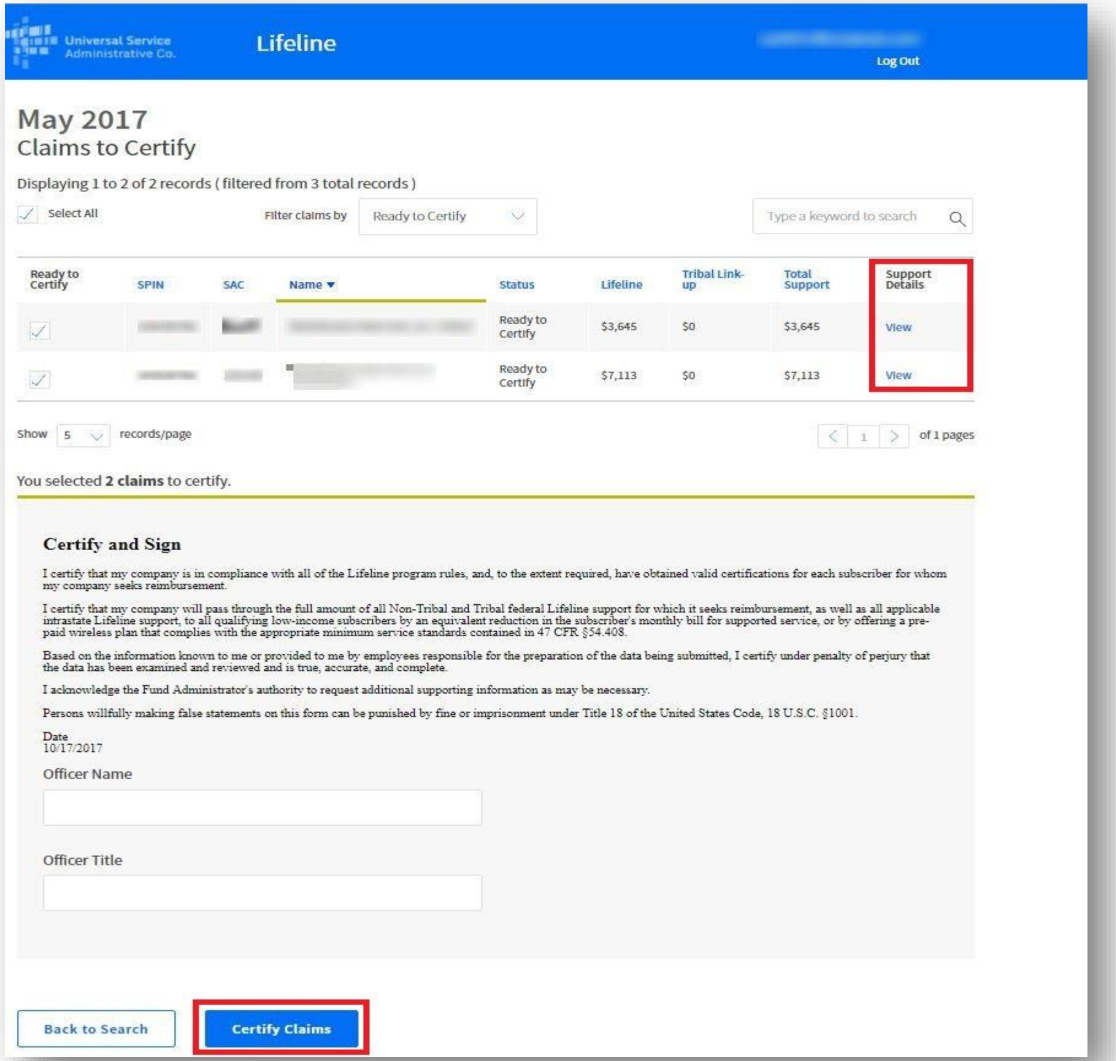
- **Ready to Certify** – SAC(s) with uploaded data in LCS ready to be certified by the 497 Officer
- **Certified** – SAC(s) with uploaded data in LCS that were certified by the 497 Officer

Note: The SAC Status counts breakdown includes both Original and Revised claims.

Click **Continue** at the bottom of the page to begin certifying original and/or revised claim(s).

Claims to Certify Page



From the **Claims to Certify** page, the 497 Officer can:

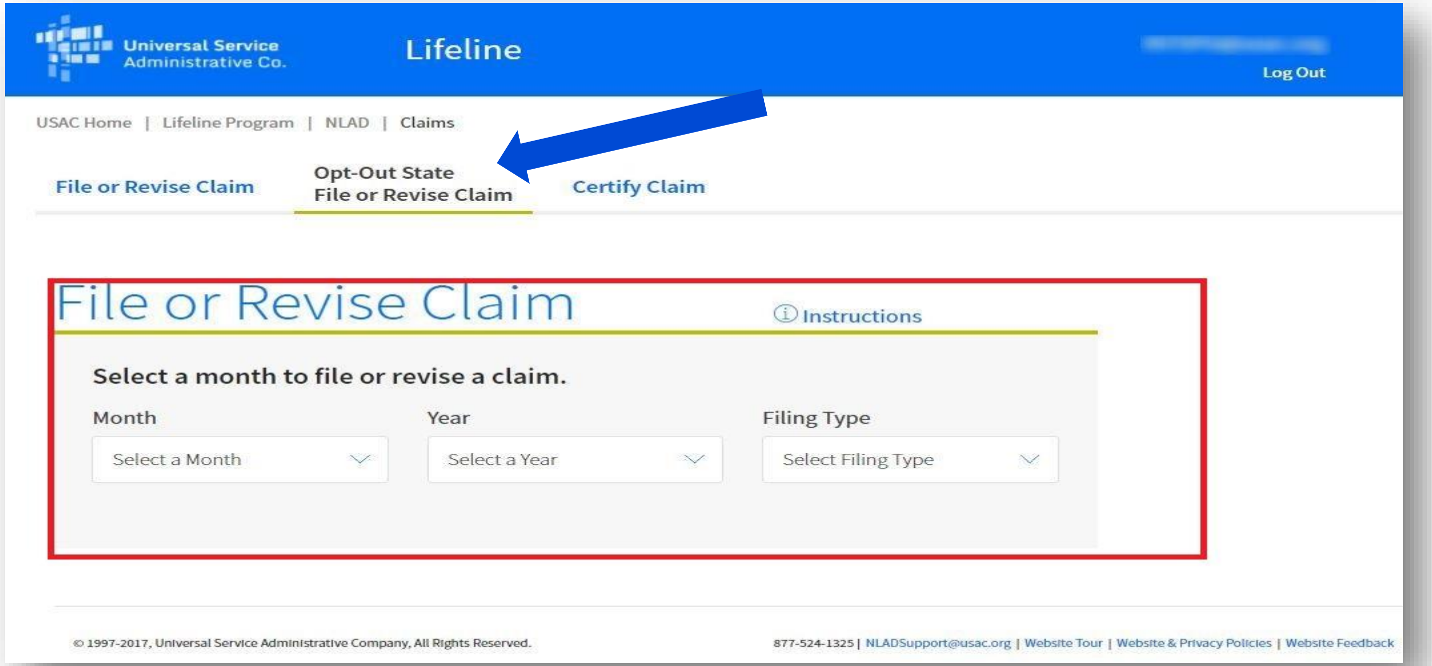
- **View Support Details at the SAC level** by clicking on the **View** link located under the Support Details column
- **Select SAC(s) filings to certify** by clicking on the checkbox under the "Ready to Certify" column to select the SAC
- **Certify Claims** by clicking on the link at the bottom of the page

Lifeline Claims System

NLAD Opt-Out States (CA, OR, TX)

NLAD Opt-Out States

All processes are essentially the same except users in NLAD Opt-out states will choose an action through the “Opt-Out State” option in the header.



Users will download a blank template and populate all of the required fields before uploading it back to the LCS.

LCS users that have both NLAD and NLAD opt-out states SACs will need to submit original filings for each data set in the LCS.

Claims Input Template Headers for Opt-Out States

Excel Column	Field Name	Required Status	Field Requirements
A	Carrier Subscriber ID	Optional	Enter ETC or State unique identifier assigned to subscriber if available
B	Rate	Required	Enter Subscriber's Rate
C	Reason Code	Conditional	Enter Reason code for subscriber(s) where Rate = $0
D	Tribal Link Up Charges Waived	Optional	Enter subscriber's Tribal Link Up Charges waived. Tribal Benefit Flag (Column P) must = 1
E	SPIN	Required	Enter subscriber's SPIN information
F	SAC	Required	Enter subscriber's SAC information
G	Last Name	Required	Enter subscriber's Last name
H	First Name	Required	Enter subscriber's First name
I	Street Address	Required	Enter subscriber's Street Address
J	City	Required	Enter subscriber's City
K	State	Required	Enter subscriber's State
L	ZIP	Required	Enter subscriber's Zip Code
M	Phone Number	Optional	Enter subscriber's phone number if available
N	ETC General	Optional	Enter ETC General use information if available
O	Service Type	Required	Enter subscriber's Service Type: voice, broadband, bundledvoice, bundledbroadband, bundledvoicebroadband
P	Tribal Benefit Flag	Required	Enter "1" (for Yes) or "0" (for No) to capture the subscriber's Tribal Benefit Flag Status

Please review the required column headers. These need to be listed in that order on the template for the upload to process.

Process for NLAD Opt-out States

1. Download a new filing template
2. Populate blank template with required data
3. Review and validate subscribers being claimed for reimbursement
4. Enter “0” and provide reason code for any subscribers not being claimed
5. Submit claim for certification
6. 497 Officer certifies claim

Are you ready?

- Confirm that you have an E-File account
  - If you are not currently submitting online, you need to set up an account and entitlements in E-File
- Keep NLAD up-to-date
  - Enrollments, de-enrollments, change of subscriber information
  - The Lifeline Program's rules require service providers to update NLAD within ten (10) business days for subscriber updates and one (1) business day for de-enrollments
- Detailed instructions are available on most pages by clicking on the "Instructions" link in the upper-right corner

Questions?

Lifeline Program Webinar

- Thank you for joining us!
- Sign up for Lifeline Program email updates and upcoming events
  - Visit usac.org/li and click “subscribe” in the upper-right corner
- Need help? Contact us!
  - FCC Form 497: Form497@usac.org
  - E-File: CustomerSupport@usac.org
  - General: LifelineProgram@usac.org

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