

NLAD Address Update Workflow

Wednesday, March 11, 2020



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



Catie Miller



Leah Sorini



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Agenda

1. Announcements
2. Overview
3. Resolving Errors via Portal
4. Resolving Errors via Mail
5. Timeline

Announcements

March Monthly Webinar

Announcements

Recent & Upcoming Dates: 2019 Order

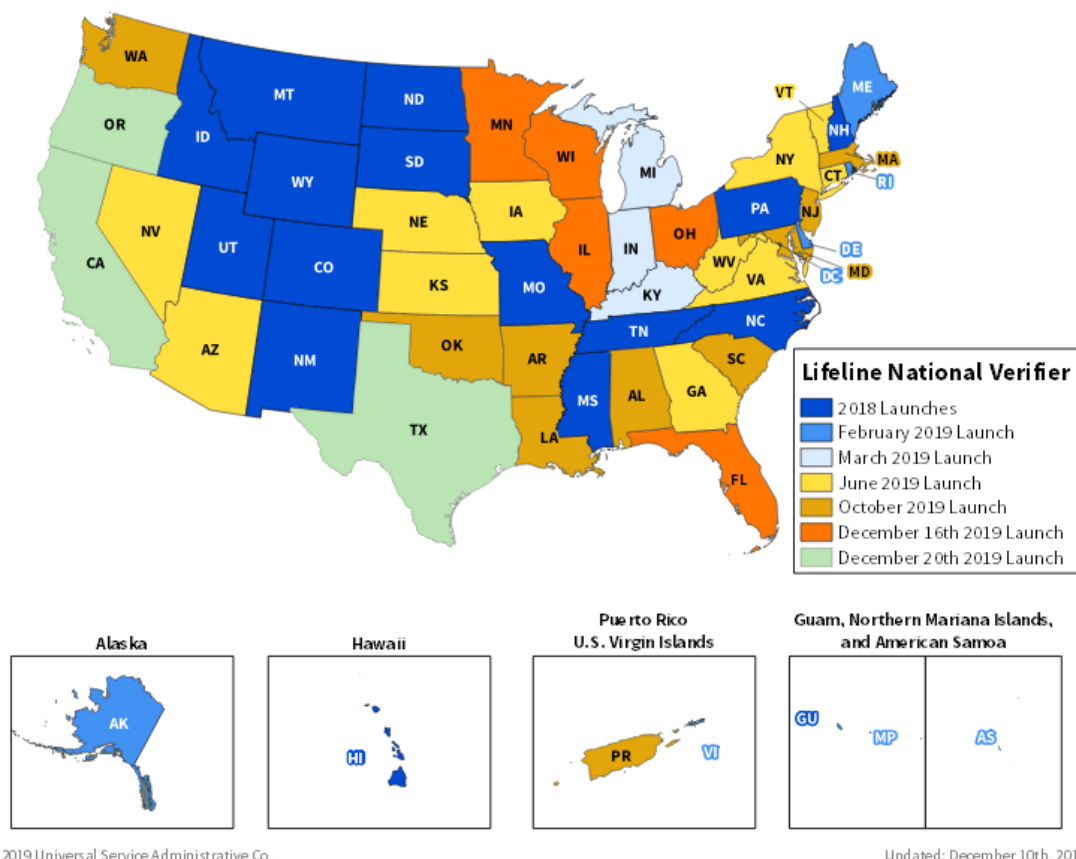
Date	Change	Change Description
February 25	Elimination of Commissions	Providers may not pay commission based on Lifeline applications or enrollments to their enrollment representatives.
March 26	Representative Accountability Database (RAD)	RAD will no longer be voluntary and will function as designed and communicated prior to the Order, with minor exceptions communicated previously.
TBD *	Annual Recertification	ETCs will now be required to collect eligibility documentation from a subscriber when that subscriber's eligibility was previously determined through an eligibility database, but at the time of recertification, the subscriber's eligibility cannot be confirmed through a database check. This was not previously required.
**	Biennial Audits	ETCs that must complete the audits will be selected using risk-based factors, rather than the level of Lifeline disbursements. These factors will be used in biennial audits announced after the effective date.

* 90 days after announcement of Office of Management and Budget approval under the Paperwork Reduction Act.

** As in the past, those selected for biennial audits will undergo USAC provided training and have access to subject matter experts throughout the process.

Announcements

Upcoming Dates: December 16, 2019 Launch



- The Lifeline National Verifier will fully launch in the following states on **Tuesday, March 24, 2020**:
 - Florida
 - Illinois
 - Minnesota
 - Ohio
 - Wisconsin
- At full launch, use of the National Verifier is required for service providers checking consumer eligibility and consumers may apply on their own through the [consumer portal](#).

*Puerto Rico, in the October 2019 launch, will hard launch at a later date.

Announcements

Upcoming Dates: RAD



March 26

Beginning **Thursday, March 26, 2020**, the use of RAD will be mandatory. At that time:

1. Applicable NLAD website transactions and all National Verifier portal transactions will require a linked Representative ID.
2. Transactions submitted via API and batch files **must** include the two new RAD fields and those fields must be included and **populated correctly** as described in the NLAD API Specifications and [Field Names and Descriptions](#):
 - **RepID**: This field should be used to send a Representative ID for the representative associated with the transaction, **or**
 - **RepNotAssist**: This field should be used to indicate no representative was involved in the transaction.

Announcements

RAD Linking Process

On the afternoon of **Thursday, March 12**, USAC will add some additional functionalities to the linking process.

- At that time, using the “**Linking Representatives File Upload Template**,” ETC Admins may:
 - Link a Representative ID to a batch user if needed, and
 - Unlink Representative IDs in bulk from NLAD subaccount roles, API IDs, and/or batch users.

Announcements

RAD Linking Process

- An updated linking file with a new column for each functionality listed previously (“linkType” and “batch”) and updated linking guides will be posted on the [RAD Resources](#) page at the time of this change.
- Beginning March 12, ETC Admins and 497 Officers **must** use the updated version when linking Representative IDs using the File Upload Template.

	A	B	C	D	E	F	G	H	I	J	K
1	linkType	firstName	lastName	representativeId	userName	apId	batch	masterAgentFirstName	masterAgentLastName	masterAgentRepID	
2											
3											

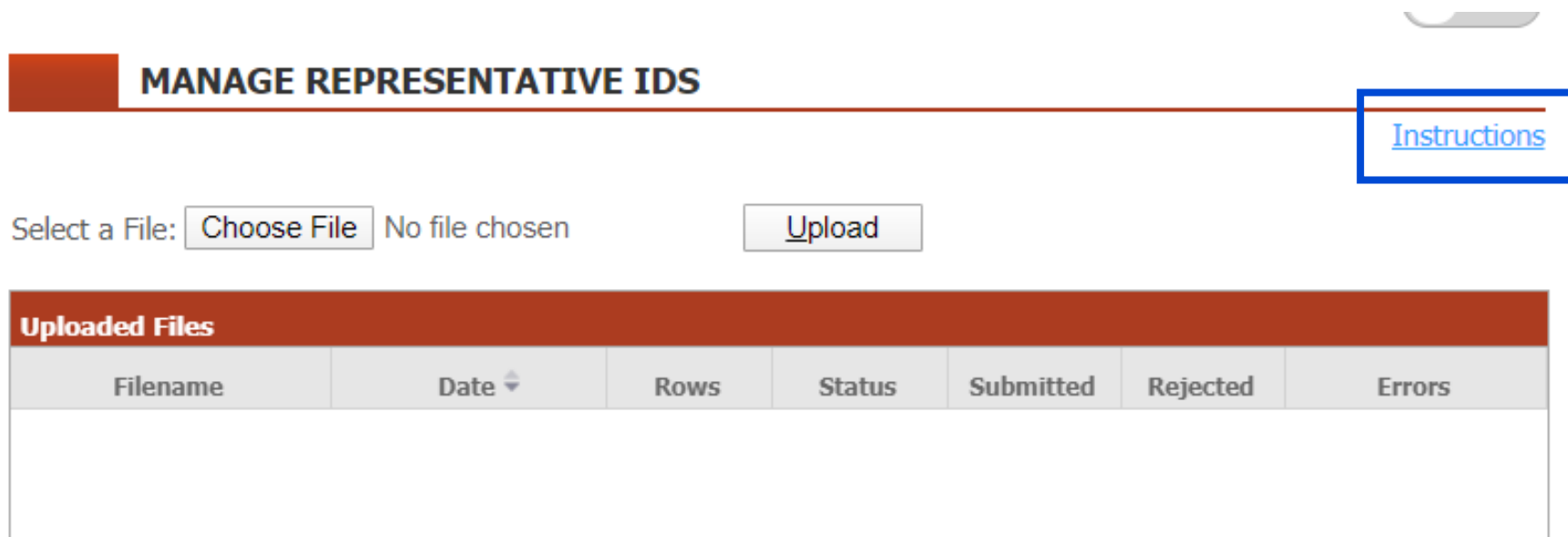
Enter “**link**” or “**unlink**” to indicate if you are linking Rep IDs or unlinking.

To link to a batch user, enter “**Y**.” If you are not linking to a batch user, leave it blank.

Announcements

RAD Linking Process

- Updated instructions regarding the two new columns on the “Linking Representatives File Upload Template” are posted on the “Manage Representative IDs” page in NLAD.



MANAGE REPRESENTATIVE IDS

[Instructions](#)

Select a File: No file chosen

Uploaded Files						
Filename	Date ▾	Rows	Status	Submitted	Rejected	Errors

Announcements

RAD Resources

- You can find information on how to resolve errors for [domestic representatives](#) and [international representatives](#) on USAC's website.
- The [RAD Resources](#) page includes:
 - [A RAD Fact Sheet](#),
 - NLAD Staging Guides for linking individual user accounts and APIs,
 - NLAD Production Guides for linking individual user accounts and APIs,
 - [Linking Representatives File Upload Template](#), and the
 - Slide decks from previous training sessions.
- A short video series is available on the [Lifeline Learn](#) page.
- Representatives that need assistance with the registration process should email LifelineSupport@usac.org.
- Service providers should email LifelineProgram@usac.org for technical assistance and questions.

Announcements

Upcoming Dates: FPG



March 31

The U.S. Department of Health and Human Services (HHS) released [the 2020 Federal Poverty Guidelines](#) in January, and USAC has updated the Lifeline Income Eligibility Chart to reflect 135% of the 2020 FPG:

- Service providers may review the updated chart on the [Income Eligibility](#) page.
- **Service providers have until Tuesday, March 31, 2020, to update their forms and systems.**
- Service providers that have state-issued forms should follow their state's guidance.

Overview of Upcoming Change

NLAD Address Update Workflow

Overview of Upcoming Change

Terms to Know



- **AMS Error:** USAC validates Lifeline consumer addresses through the USPS Address Management System (AMS). If this service is unable to verify the consumer's address, the consumer will receive an AMS (or address) error.
- **AMS Resolution Guide:** This [guide](#) provides an overview of how consumers can resolve AMS errors online and through the mail.
- **IEH Error:** Only one Lifeline benefit is allowed per independent economic household (IEH). If a consumer is identified as living at an address at which another Lifeline consumer lives at, they will receive an IEH (or duplicate address) error.
- **IEH Worksheet:** The IEH worksheet (or [Lifeline household worksheet](#)) is the form a consumer must complete to self-certify that they do not share income and expenses with another Lifeline consumer.

Overview of Upcoming Change Background

- As part of continual system improvements, USAC is streamlining the process of updating a subscriber's address.
- **Upcoming change:** 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.

Overview of Upcoming Change

New Process for 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.**

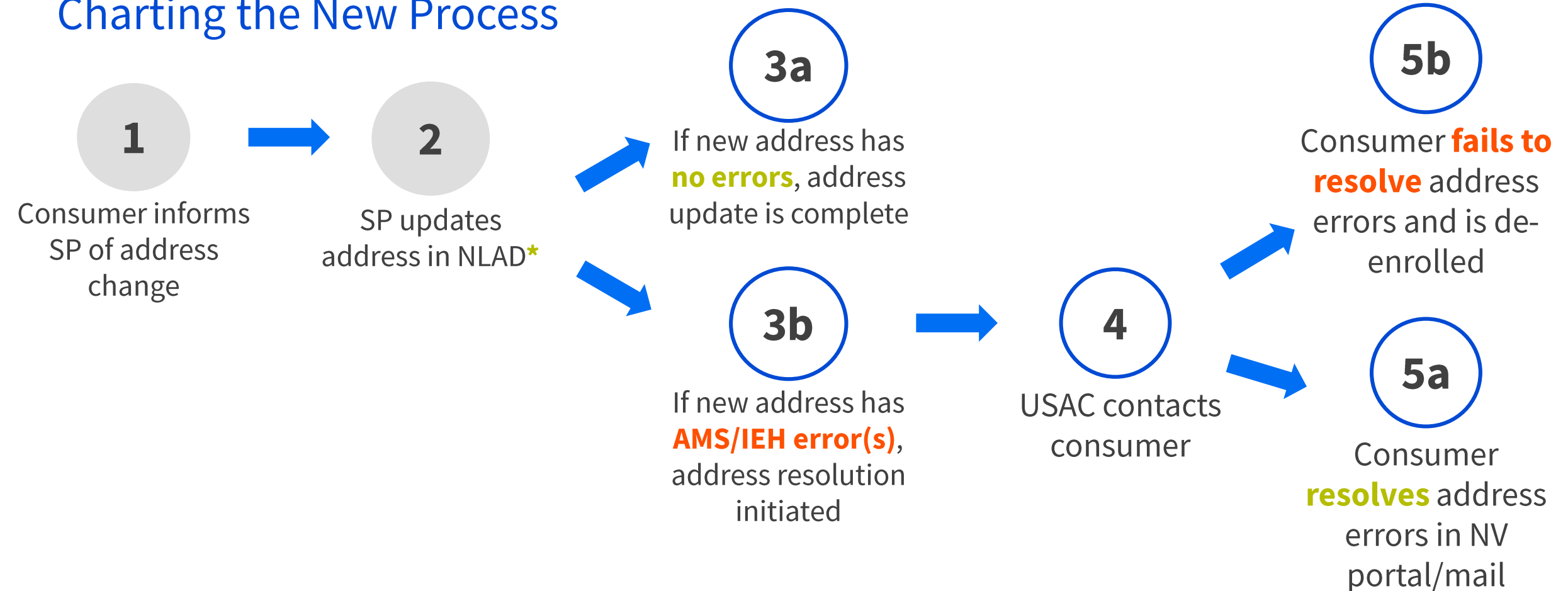
Overview of Upcoming Change

Success Flow

System	Current Process	New Process
-	The consumer informs their SP of the address change.	The consumer informs their SP of the address change.
NLAD	The SP attempts to update the address in NLAD.	The SP attempts to update the address in NLAD.
NLAD	<p>If new address passes AMS and IEH check, update is successful.</p> <p>If new address fails AMS and/or IEH and errors are not resolved in the NV, the new address is rejected by NLAD.</p>	<p>New address is successfully updated in NLAD.</p> <p>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.</p>
National Verifier	SP instructs or assists consumer to resolve address errors in the NV portal or via mail.	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.
National Verifier	Consumer successfully resolves address errors in the NV portal/by mail and informs SP .	Consumer successfully resolves address errors in the NV portal/by mail.
NLAD	SP updates address in NLAD.	Address update resolution process is complete and the consumer remains enrolled.

Overview of Upcoming Change

Charting the New Process



* During the pending address resolution process, the subscriber's address in NLAD will continue to reflect their newly updated address until either successful resolution to complete the process or subscriber de-enrollment if errors are unresolved after 30 days. Carriers are informed of subscribers' address resolution status throughout the workflow via NLAD reports.

Overview of Upcoming Change NLAD Reports

- At the time of the release, two new reports will be available in NLAD:
 - **“Address Change Report:”** Includes the subscribers’ details and information about their address failure and the resolution deadline.
 - **“Address Change De-Enroll Report:”** Includes the subscribers’ details and information about their address failure and their de-enrollment.

NLAD REPORTS

[Instructions](#)

Subscriber Snapshot Report

[Summary and Detail Subscriber Snapshot Report](#)

Subscriber Reports

[Summary Subscriber Report](#) [Detail Active Subscriber Report](#)

Duplicate Subscriber Reports

[Detail Duplicate Subscriber Report](#) [Duplicate Resolution De-Enroll Report](#)

Transaction Reports

[Summary Transaction Report](#) [Detail Transaction Report](#)

Resolution Status Reports

[Summary Resolution Status Report](#) [Detail Resolution Status Report](#)

Recertification Reports

[ETC Recertification Snapshot Report](#) [Internal Recertification Snapshot Report](#) [Recertification Subscriber Status Report](#) [Failed Recertification De-Enroll Report](#) [Self Recertification Outreach Report](#)

Reverification Reports

[Reverification Subscriber Status Report](#) [Failed Reverification De-Enroll Report](#)

Linked Representatives Report

[Linked Representatives Report](#)

Address Change Report

[Address Change Report](#) [Address Change De-enroll Report](#)

Overview of Upcoming Change NLAD Reports

Users may select a start and end date to pull the report **or** pull the report from the last 30 days.

The “**Passed**” status indicates that the 30-day window for the consumer has concluded. This will list all consumers whose 30 day windows have completed, including those de-enrolled for failing to complete the process.

Address Change Report

[Instructions](#)

Select Filters

Select SAC(s)

Select Sac(s)

Last 30 days from initiated address update ☒

Address Update Start Date Address Update End Date

Status ☒ Passed
☐ In-Progress
☐ Not Started

Select Report Format

☒ Display on web page (limited to first 500 responses)
☐ CSV file with each row containing selected data on a single subscriber

Submit

[Report Home](#) | [Address Change Report](#) | [Address Change De-enroll Report](#)

Questions?

The Happy Path

NLAD Address Update Workflow

Address Update Workflow

Consumer Informs Service Provider



- The consumer informs their service provider of their new address.

Address Update Workflow

Service Provider Updates NLAD

- The service provider updates the new address in NLAD.
- The process to update subscriber information in **NLAD** remains the **same**.

Address Update Workflow

Service Provider Updates NLAD



- If new address has **no errors**, address update is complete in NLAD.
- No further action is needed from the service provider or consumer.

Resolving Errors

NLAD Address Update Workflow

National Verifier Portal

National Verifier Portal

Consumer Informs Service Provider



- The consumer informs their service provider of their new address.

National Verifier Portal


Service Provider Updates NLAD

- The service provider updates the new address in NLAD.
- The process to update subscriber information in **NLAD** remains the **same**.

National Verifier Portal

Service Provider Updates NLAD – Errors Found

TRANSACTION SUCCESSFUL

 Subscriber successfully updated

Warning

Validation Error

- **Primary Address : Address Not Found. ZIP4 did not match.**
- **Address : The primary address in this transaction matches the primary address of another subscriber.**

SAC Number	Phone Number	Subscriber ID	Anniversary Date
461835	(571) 419-8634	A169KT6D8	01/23/2020

Subscriber Personal Information

Last Name	Date of Birth	Last 4 SSN	Tribal ID
BERNARD DIOMANDE	05/19/1987	2990	

First Name	Middle Name
TANGERIE	

Subscriber Address

Primary Address			Mailing Address		
2000 L ST NW # 871			2000 L ST NW # 871		
WASHINGTON	DC	20036	WASHINGTON	DC	20036

Additional Subscriber Information

Service Type	BROADBAND	Service Initiation Date	01/23/2019
Lifeline Tribal Benefit		Linkup Service Date	

ETC General Use

asdasda

Benefit Qualifying Person

Last Name	Date of Birth	Last 4 SSN	Tribal ID
First Name	Middle Name		

- If the new address receives an AMS and/or IEH error, the service provider is notified in real-time in NLAD.
- During the pending address resolution process, the subscriber's address in NLAD will continue to reflect their newly updated address.
- USAC will reach out to the consumer immediately to provide instructions to resolve their new address error(s).

Note: API change: Update transaction “success” response now returned with address errors (see NLAD API specs).

National Verifier Portal

USAC Contacts Consumer to Resolve Error(s)



- Consumers will receive **mailed outreach** from USAC, which will include:
 - A reminder of the consumer's obligation to resolve the errors associated with their new address within 30 days, and
 - Information on acceptable documentation to resolve AMS errors and a copy of the IEH form from USAC.
- Two new reports will be available in NLAD:
 - "Address Change Report"
 - "Address Change De-Enroll Report"
- Service providers are encouraged to coordinate with their subscribers to ensure completion of this process.

National Verifier Portal

Consumer Accesses Account



Welcome Sam Rogers

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Start New Application](#)

[Return to Application](#)

Application Type	Application ID	Application Created	Expiration Date	Status
Confirm Your Address	A34356-98285	01/07/2020	02/21/2020	Incomplete
Qualification Form	Q54731-31022	11/05/2019	12/20/2019	Expired
Qualification Form	Q53521-57463	10/15/2019	12/19/2019	Expired
Recertification Form	R69219-09729	09/11/2019	09/12/2019	Expired

Consumer selects here to update their address.

Apply or Transfer Your Service

Complete a new application if you'd like to sign up for Lifeline or want to transfer your benefit to a different company.

Update Your Address

If you already get Lifeline but have moved recently, update your address here and let your company know as soon as possible.

Find a Company Near Me



Lifeline is a federal benefit. If you are not happy with your Lifeline service, you can move to another phone or internet company.

- Within the NV portal, the consumer will either create a new account or sign-in to their existing NV account.
- If the consumer has an existing account, the option to confirm their address will appear as an application on their account dashboard.

National Verifier Portal

Consumer Accesses Open Address Application

You recently changed your address with your Lifeline phone/internet company. We need some more information from you to confirm your new address.

Address: 123 ADDRESS DR
CITY, VA 98765

You will have until 04/15/2020 to confirm your new address, or you may lose your Lifeline benefit.

Please click "Next" to continue.

Note: You will not need to provide any documentation.

Next

- Upon accessing their open address application, the National Verifier reminds the consumer they have **30 days** (from when USAC's initial mailed outreach was sent) to resolve any errors associated with their new address.

National Verifier Portal

Consumer Resolves Error(s): AMS

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.

Address:

123 ADDRESS DR
CITY, VA 98765

Consumer may fix typos here.

If you see a typo in your address, [fix it here.](#)

You will have until 04/15/2020 to complete this section so we can determine whether you qualify for Lifeline. If you do not complete this by then, you will need to come back to this site and fill this form out again.

Consumer uses National Verifier mapping tool.



We Didn't Recognize Your Address

The U.S. Postal Service could not find the address you gave us.

We need to confirm where you live on the map below.

You will have until 04/15/2020 to complete this section so we can determine whether you qualify for Lifeline.

Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.

Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude	Longitude
<input type="text" value="38.8975766884537"/>	<input type="text" value="-77.0364421610430"/>

Next

National Verifier Portal

Consumer Resolves Error(s): IEH

Consumer completes the online IEH form.

Someone at Your Address Already Gets Lifeline

We need more information to determine whether you qualify for Lifeline.

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

This can be the cost of bills, food, etc., and income. If your spouse receives Lifeline, please answer "Yes" to this question.

☐ Yes ☒ No

You will have until 04/15/2020 to complete this section so we can determine whether you qualify for Lifeline. If you do not complete this by then, you will need to come back to this site and fill this form out again.

[Back](#)[Next](#)

You Can Apply for Lifeline

Your household does not get Lifeline yet. A household is a group of people who live together and share income and expenses (even if they are not related to each other.)

Please initial the agreements below (2 & 3 are required):

Initial

SR

1. I live at an address with more than one household.

If you live alone or you live with other adults who do not receive Lifeline, do not initial this box.

Initial

SR

2. I understand I am only allowed to get one Lifeline benefit per household, not per person.

Initial

SR

3. I understand that this limit is an FCC rule, and lying about my household on this government form can make me lose my Lifeline benefit and is against the law.

[Back](#)[Next](#)

National Verifier Portal

Consumer Certifies

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

Consumer must enter first and last initial.

I agree, under penalty of perjury, to the following statements:

Initial
 SR I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial
 SR I agree that if I move I will give my service provider my new address within 30 days.

Initial
 SR I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial
 SR I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

Initial
 SR I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

Initial
 SR All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial
 SR I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial
 SR My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial
 SR If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules. ⓘ

Consumer must e-sign by entering their full name.

Your Signature

Enter your first and last name (the same as you gave us before) below

Sam Rogers

☒ I understand this is a digital signature, and is the same as if I signed my name with a pen.

[Back](#)

[Submit](#)

National Verifier Portal

Address Update Complete

You Have Successfully Updated Your Address

You do not need to do anything else. We will let your phone or internet company know and your service will continue.

If something changes and you do not qualify for Lifeline anymore, please tell your internet or phone company within 30 days.

You may be asked to recertify for Lifeline each year. To learn more about Lifeline, visit LifelineSupport.org.

- After the consumer resolves all errors associated with their new address, the process is complete and the consumer will remain enrolled.
- **No further action is required by the consumer or service provider.**

National Verifier Portal

Address Update Errors Unresolved

- Consumers that fail to resolve address errors within 30 days of when USAC's mailed outreach was sent are **de-enrolled** by USAC from the Lifeline Program.
- USAC encourages service providers to coordinate with their subscribers to ensure consumers complete the process.
- Consumers are notified of their de-enrollment via mail.
- Consumers that are de-enrolled for failing to complete an address update may re-apply at any time with their new address.

Questions?

Resolving Errors

NLAD Address Update Workflow

Mailed Application

An abstract graphic consisting of several overlapping rectangles in various shades of blue and one orange rectangle. The rectangles are arranged in a way that creates a sense of depth and movement, with some appearing to be in front of others. The colors are a mix of light blue, medium blue, and a single orange rectangle at the bottom center.

Mailed Application

Consumers may resolve any errors associated with their new address via mail:

- Consumers should mail the necessary documentation ([documentation to resolve AMS errors](#) and/or [IEH worksheet](#)), **-and-**
- A completed [cover sheet](#) to the **Lifeline Support Center** at
Lifeline Support Center
P.O. Box 7081
London, KY 40742

Mailed Application Reminders

- A list of acceptable documentation to resolve AMS errors via mail is available on the [Acceptable Documentation](#) page and on the [AMS Resolution Guide](#).

Scroll down to
“**Address Documentation**”
section

Eligibility

National Verifier ^

Acceptable Documentation for the National Verifier

Common Transactions

Eligibility Decision Process

How To Use It

Launches

Reverification

National Verifier Eligibility Check API

Maintenance Schedule

National Verifier Training and

Acceptable Documentation for the National Verifier

An application may result in an error that requires the consumer to submit additional documentation for Lifeline Support Center manual review.

The following errors require additional documentation that must be mailed in or uploaded to the National Verifier Portal.

Error	Document Required
TPIV (Identity Verification Error)	Proof of identity
AMS (Address Verification Error)	Proof of residential address
Duplicate Address	Household Worksheet
Under 18	Proof of emancipated minor

Address Documentation

When an address validation cannot be verified through any of the National Verifier’s automated data sources, the subscriber can submit documentation to resolve the error. There are two types of errors that a consumer may receive relating to their address. To help consumers resolve specific address errors, see below.

AMS Error (address not found)

* Review the [AMS Resolution Guide](#)  more for detail.



Mailed Application Reminders

- The [IEH worksheet](#) is available on the Lifeline Forms page.

FCC FORM 5631

**Lifeline Program
Household Worksheet**

OMB APPROVAL EDITION 3060-0819

About Lifeline

Lifeline is a benefit that lowers the monthly cost of phone or internet service (not both). You are only allowed to get one Lifeline benefit per household, not per person.

What this worksheet is for

Use this worksheet if someone else at your address gets Lifeline. The answers to these questions will help you find out if there is more than one household at your address.

What is a 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).

Examples of one household:

- A married couple who live together are one household. They must share one Lifeline benefit.
- A parent/guardian and child who live together are one household. They must share one Lifeline benefit.
- An adult who lives with friends or family who financially support him/her are one household. They must share one Lifeline benefit.

Examples of more than one household:

- 4 roommates who live together but do not share money are 4 households. They can have one Lifeline benefit each, 4 total.
- 30 seniors who live in an assisted-living home are 30 households. They can have one Lifeline benefit each, 30 total.

Household expenses

A household shares expenses. Household expenses include, but are not limited to, food, healthcare expenses, and the cost of renting or paying a mortgage on your place of residence and utilities.

Income

Households share income. Income includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Questions?

Timeline

Please note this slide was updated in July 2020 to reflect the latest timeline for this enhancement.

Mid August

**Thursday,
August 13**

Available in NLAD Staging:

1. API Specs will be available in NLAD Staging
2. Changes to NLAD “Update Subscriber” feature to accept all address changes (*Address resolution process and reports **not** included*)

TBD



TBD

The production release for this enhancement is tentative and contingent upon how the COVID-19 pandemic continues to evolve

Available in NLAD Production - **Go-Live Date:**

1. Changes to NLAD “Update Subscriber” feature to accept all address changes
2. Address resolution process initiated
3. “Address Change Report” and “Address Change De-Enroll Report” available

Thank You!

- Thank you for joining us!
- Sign up to our Lifeline Program newsletter to receive the latest news about the new address update workflow
 - Visit [our subscription center](#)
- Need help? Contact us!
 - General inquiries:
LifelineProgram@usac.org



Universal Service
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