NLAD Address Update Workflow

Wednesday, March 11, 2020
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  Linnita Hosten
Agenda

1. Announcements
2. Overview
3. Resolving Errors via Portal
4. Resolving Errors via Mail
5. Timeline
### Announcements
#### Recent & Upcoming Dates: 2019 Order

<table>
<thead>
<tr>
<th>Date</th>
<th>Change</th>
<th>Change Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 25</td>
<td>Elimination of Commissions</td>
<td>Providers may not pay commission based on Lifeline applications or enrollments to their enrollment representatives.</td>
</tr>
<tr>
<td>March 26</td>
<td>Representative Accountability Database (RAD)</td>
<td>RAD will no longer be voluntary and will function as designed and communicated prior to the Order, with minor exceptions communicated previously.</td>
</tr>
<tr>
<td>TBD</td>
<td>Annual Recertification</td>
<td>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.</td>
</tr>
<tr>
<td>**</td>
<td>Biennial Audits</td>
<td>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.</td>
</tr>
</tbody>
</table>

* 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

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.

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>linkType</td>
<td>firstName</td>
<td>lastName</td>
<td>representativeID</td>
<td>userName</td>
<td>applID</td>
<td>batch</td>
<td>masterAgentFirstName</td>
<td>masterAgentLastName</td>
<td>masterAgentRepID</td>
<td></td>
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<tr>
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</tbody>
</table>

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.
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
  - 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**: At the end of Q1, 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

<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 <strong>passes</strong> AMS and IEH check, update is successful.</td>
<td>New address is <strong>successfully updated</strong> in NLAD.</td>
</tr>
<tr>
<td>NLAD</td>
<td>If new address <strong>fails</strong> 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><strong>USAC</strong> 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 <strong>informs SP</strong>.</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 <strong>process is complete</strong> and the consumer remains enrolled.</td>
</tr>
</tbody>
</table>
Overview of Upcoming Change
Charting the New Process

1. Consumer informs SP of address change
2. SP updates address in NLAD*
   - If new address has **no errors**, address update is complete
     - **3a**
   - If new address has **AMS/IEH error(s)**, address resolution initiated
     - **3b**
3. USAC contacts consumer
4. Consumer **resolves** address errors in NV portal/mail
   - **5a**
5. Consumer **fails to resolve** address errors and is de-enrolled
   - **5b**

* 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.
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.
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

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.
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.

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.

• 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

If you see a typo in your address, fix it here.

You will have until 04/30/2020 to complete this section. Some 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.

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

Consumer may fix typos here.
Consumer uses National Verifier mapping tool.
National Verifier Portal
Consumer Resolves Error(s): IEH

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.

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):

1. I live at an address with more than one household. If you live alone or you are the only other adult who is not related to you, do not initial this box.

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

3. I understand that falsifying or lying about my household on this government form can make me lose my Lifeline benefit and is against the law.

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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.

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

Initial  

[Initial]

I am dependent on other persons in my household for family or personal support (or a person in my household is 21 years old or older). I do not have less than three dollars and twenty-five cents in cash on hand at the time of the interview.

Initial  

[Initial]

I agree that I will give my service provider my new address within 15 days.

Initial  

[Initial]

I understand that I have to tell my service provider within 30 days if I discontinue service, including:
1. I live in an LMR area or I live in a region of the United States where the government program or income average is lower than the national average.
2. I was not using the service for at least 30 days before I received government approval for Lifeline service.

Initial  

[Initial]

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.

Your Signature
Enter your first and last name the same as you gave us before below.

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

Consumer must enter first and last initial.

Consumer must e-sign by entering their full name.
National Verifier Portal
Address Update Complete

You Have Successfully Updated Your Address

- 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.

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.
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
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

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:

<table>
<thead>
<tr>
<th>Error</th>
<th>Document Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPIV (Identity Verification Error)</td>
<td>Proof of identity</td>
</tr>
<tr>
<td>AMS (Address Verification Error)</td>
<td>Proof of residential address</td>
</tr>
<tr>
<td>Duplicate Address</td>
<td>Household Worksheet</td>
</tr>
<tr>
<td>Under 18</td>
<td>Proof of unaccompanied minor</td>
</tr>
</tbody>
</table>

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 for more detail.
Mailed Application Reminders

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

Early-March

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)

March 6

End of March

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

End of Q1 2020
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