National Verifier Recertification Office Hours
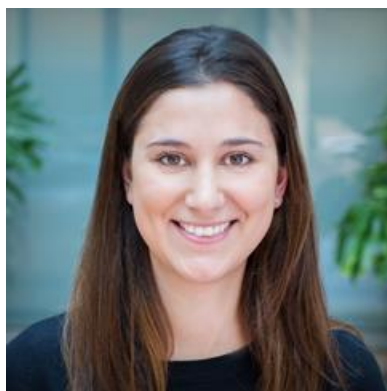
October 20, 2020

Universal Service
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Housekeeping

- Audio is available through your computer's speakers

- The audience will remain on mute

- **Enter questions at any time using the "Questions" box**

- If your audio or slides freeze, restart the webinar

- **A copy of the slide deck is in the "Handouts" section of webinar panel**
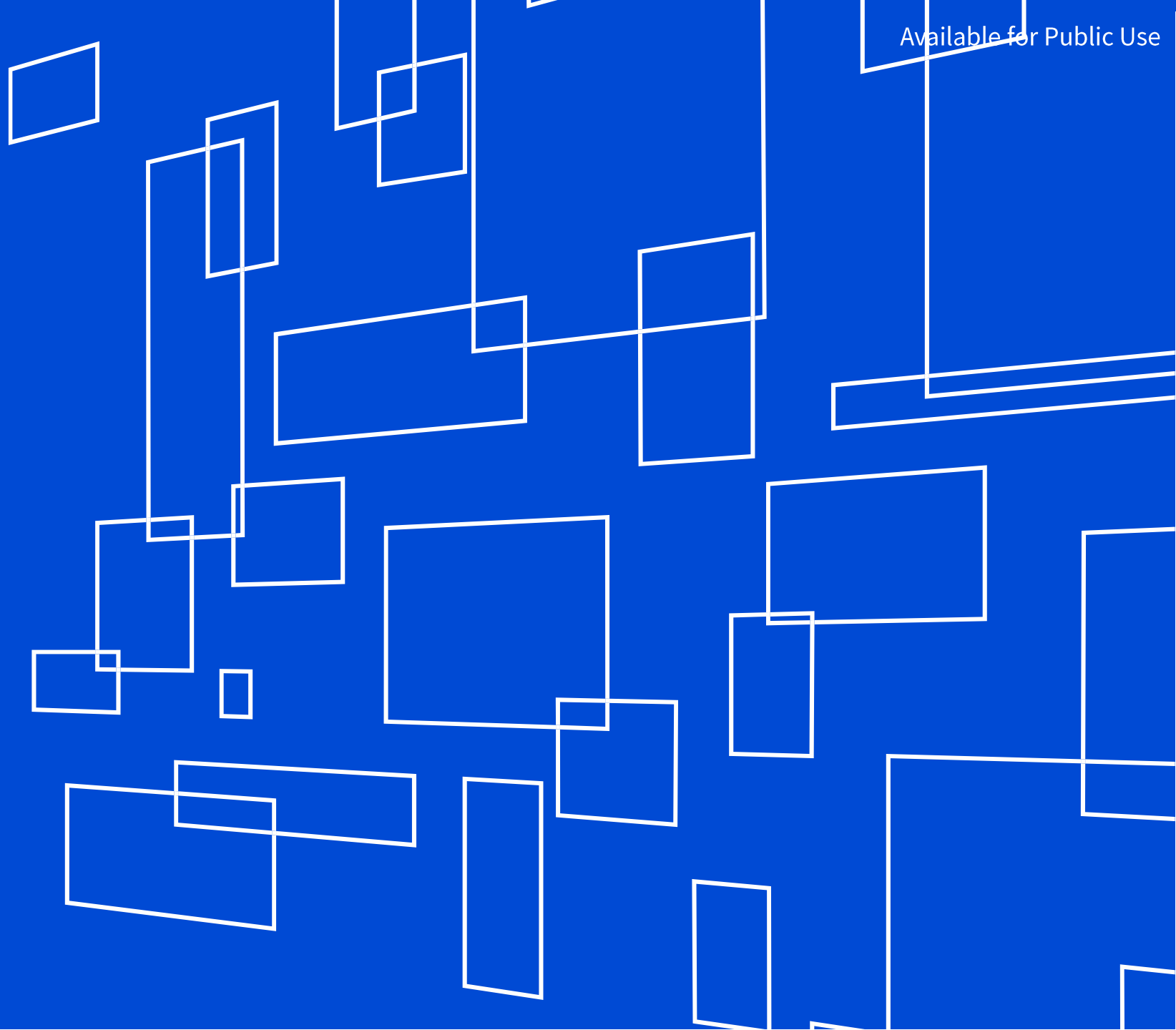
Today's Presenters

Tiffany Brady

Linnita Hosten

Agenda

- Recertification Process Overview

- Q&A

- Resources

Recertification Process Overview

NV Recertification Process
Overview

- Recertification is an annual requirement for Lifeline subscribers

- In the 2019 Lifeline Order, the FCC adopted changes to require additional documentation during the annual recertification process in certain situations

- This upcoming change to the process helps ensure that Lifeline subscribers are still eligible for the Lifeline benefit

NOTE: On **October 13, 2020**, USAC released system changes related to the upcoming change to the recertification process.

- Recertification requirements are temporarily paused through **November 30, 2020**. When the extended FCC waiver ends, USAC will conduct outreach to subscribers who are required to recertify their continued eligibility

Recertification Process
Updated Process Post-Waiver

- Every subscriber in National Verifier recertification will go through an initial automated data check that will check the subscriber's eligibility

  - Subscribers who **pass** the check do not need to take any action to retain their Lifeline benefit

  - Subscribers who **fail** the check are required to complete a recertification form

    - **NEW!** Subscribers who **fail** the current recertification check, but **passed** their previous (most recent) automated eligibility check are now required to provide proof of eligibility to complete their recertification

- A detailed overview of the new recertification process was discussed in the September Lifeline Program Webinar

Recertification Process
Application Types

**R-apps** (RXXXXX-XXXXX) **(EXISTING)**

- Requires *only* completion of recertification form
- This is the same type of application that is currently in production today
- Available via the following methods:
  - NV Consumer Portal
  - IVR
  - Mail

D-apps (DXXXXX-XXXXX) **(NEW!)**

- Requires completion of recertification form and proof documentation
- May require documentation for one or more resolutions, including program/income eligibility, AMS, and Duplicate Address
- Available via the following methods:
  - NV Consumer Portal
  - NV Service Provider Portal
  - NV Carrier API
  - Mail

*IVR *will not* be available for D-applications since documentation is required

Portal Changes
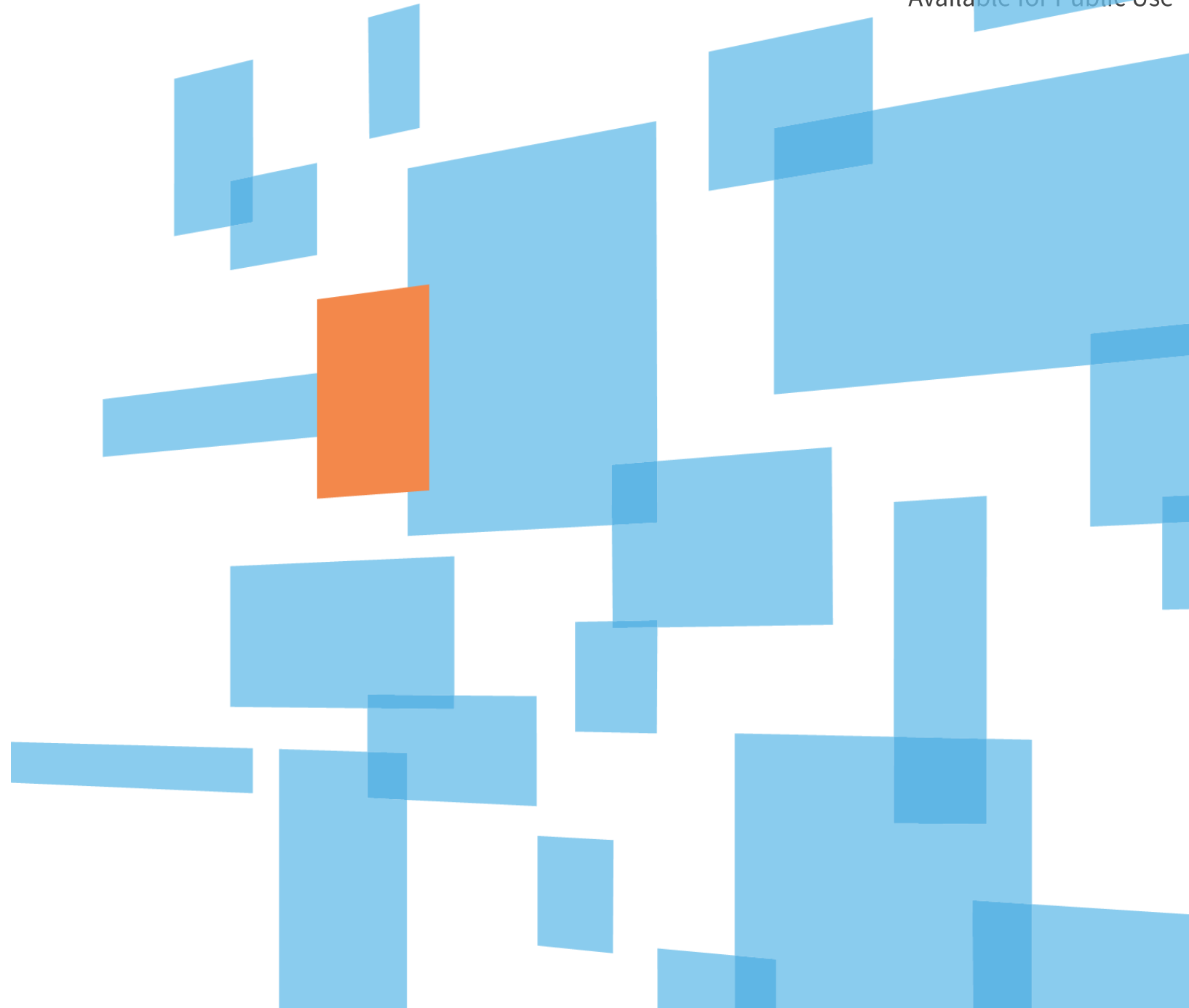
Portal Changes
Cover Page

- Service providers using the NV service provider portal to assist a subscriber in completing the recertification requirement for applications requiring additional documentation (D-Applications) will be shown a new cover page

The following Lifeline subscriber is currently undergoing recertification. We were not able to automatically verify their eligibility and need some more information from them to complete the annual recertification process.

If they would like to transfer their service to another internet/phone provider, they will be able to submit a new Lifeline application after completing recertification.

Full Legal Name: **SP Cover Page Mockup**

Application ID: D67642-82598

Please click "Next" to continue.

Next

Need Help? Use this information and call the Lifeline Support Center at 1-800-234-9473.

Portal Changes
Cover Page

- All subscribers using the NV Consumer Portal or NV Carrier API will be shown a new cover page for applications requiring additional documentation (D-Applications)

Portal Changes
Pending Review Page

- Service providers assisting subscribers with applications requiring additional documentation (D-Applications) will see a revised ***We Are Checking Their Documents*** page that notes the following:

  - The service provider's next steps if the subscriber qualifies

  - The service provider's next steps if the subscriber no longer qualifies for the Lifeline Program

We Are Checking Their Documents

We need to check their documents to make sure they still qualify for Lifeline.

This will take a few minutes.

The Lifeline Support Center hours are 9 a.m. - 9 p.m. ET, Monday-Sunday. If you're using the system outside of those hours, the subscriber's record will be updated within a few business days.

If they still qualify...

You do not need to do anything else. This subscriber will have completed recertification. If they would like to transfer their service to another internet/phone provider, they will be able to submit a new Lifeline application.

If they no longer qualify...

We'll ask you for more information or tell you what to do next. **You will have until 6/15/2020 (Based on US Eastern Time)** to show they still qualify for Lifeline.

Need help? Use this information and call the Lifeline Support Center at 1-877-524-1325

Full Legal Name:	**SP Pending Review Mockup**
Address:	**123 SP FLOW,**
	MOCKUP, UT 12345
Application ID:	**D67642-82598**

Return to Homepage

Portal Changes
Pending Review Page

- After submitting documentation via either the NV Consumer Portal or the NV Carrier API for applications requiring additional documentation (D-Applications), subscribers will be shown a *We Are Checking Your Documents* page

Recertification Reports

Recertification Reports
NLAD Updates

- USAC has implemented modifications to the **Recertification Subscriber Status Report**:
  - Reports can now be generated by **anniversary date**
  - Field headers are more descriptive
  - New fields have been added
    - Recertification status (Recertified/In-Progress)
    - Eligibility Docs Required
    - Eligibility Docs Accepted
    - Eligibility Docs Rejected Reason
    - Address Resolution Required
- Minor text updates have also been made to the **Failed Recertification De-enroll Report**

Recertification Reports
Recertification Subscriber Status Report

Now able to select multiple SACs

NEW! Search by a subscriber's anniversary date

Reports can be sorted in three ways

Questions?
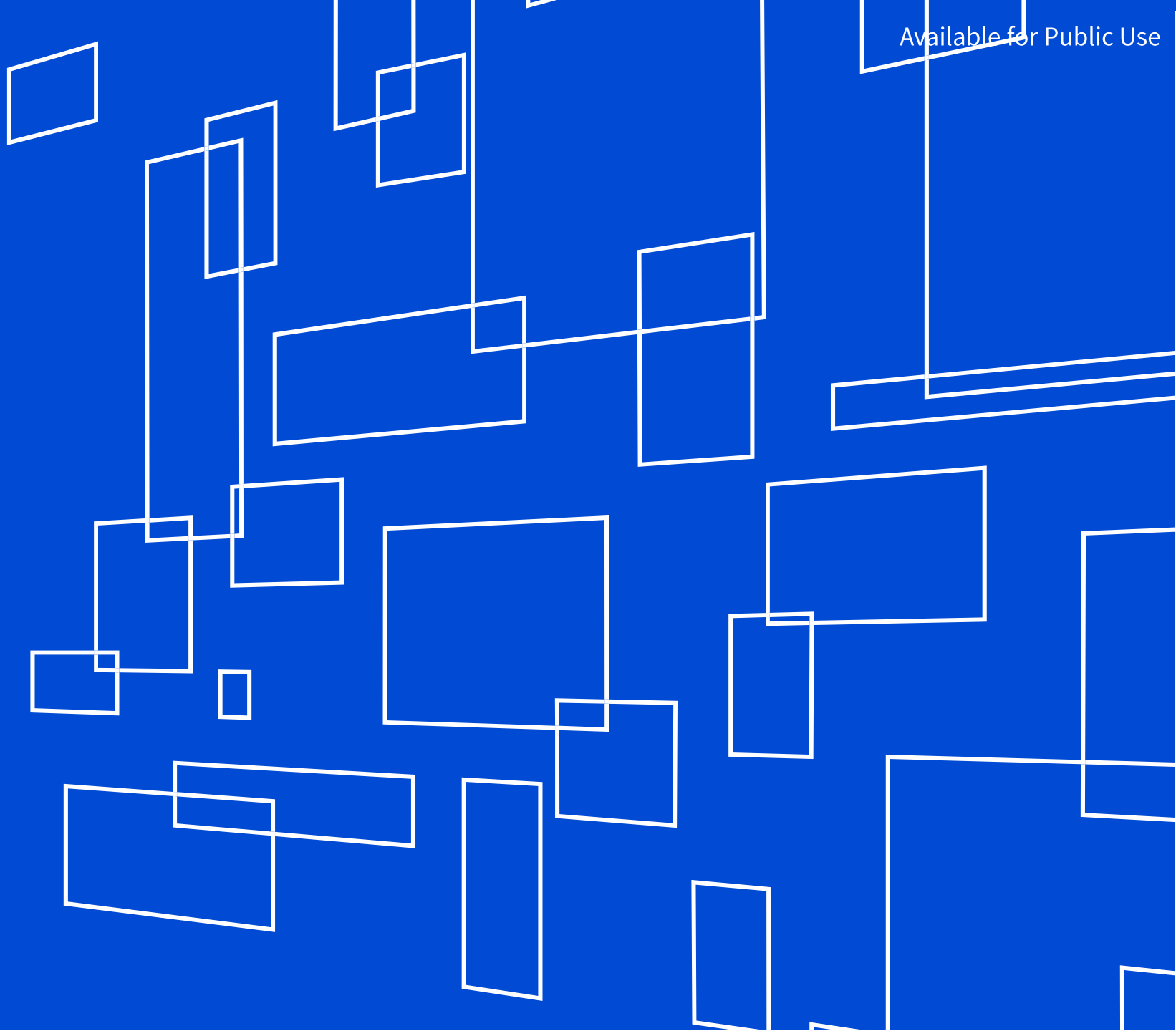
Resources

Resources

Past Trainings

- <u>September Monthly Webinar</u>-Detailed overview of the updated National Verifier recertification process

- <u>October Monthly Webinar</u> -High-level review of the National Verifier recertification process

Webpages

- <u>Recertification Webpage</u>

Resources
Lifeline Support

The Lifeline Support Center continues to operate and provide support. We will communicate with you as soon as possible if anything affects our operations.

- **Service provider inquiries, email**: LifelineProgram@usac.org

- **Consumer inquiries, email**: LifelineSupport@usac.org

By phone:

- 1 (800) 234-9473

- Agents available 7 Days a Week, 9 a.m. to 9 p.m. ET

By mail:

Lifeline Support Center

PO Box 7081

London, KY 40742

Questions?

Learn More about Lifeline

- Sign up for Lifeline Program email updates and upcoming events

  - Visit usac.org and click "subscribe" in the upper-right corner

- Need help? Contact us!

  - General: LifelineProgram@usac.org

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