Reverification Training: December 16, 2019 National Verifier Launch States

August 2020

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- Audio is available through your computer's speakers

- The audience will remain on mute

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Today's Presenters

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Course Objective
Reverification Process

At the end of the course, you will…

…be able to:

- Plan a process to submit documentation to USAC for the reverification of your current consumers

- Identify which types of documents you need to submit for each consumer

…understand:

- Requirements & deadlines for the reverification process

- Your role in the process, including if you choose to opt-out of USAC-conducted outreach

- What documents the National Verifier will accept

Course Overview

01 | OVERVIEW OF THE REVERIFICATION PROCESS

02 | STEP-BY-STEP REVERIFICATION PROCESS

03 | NLAD REPORTS

04 | USAC-CONDUCTED OUTREACH AND THE OPT-OUT PROCESS

05 | ACCEPTABLE DOCUMENTATION

06 | SUBMITTING DOCUMENTS TO USAC

Section 1: Overview of the Reverification Process

Reverification vs. Recertification
What is reverification?

Reverification

- A separate, one-time process that is associated only with bringing current Lifeline subscribers into the National Verifier

- Requires a current subscriber to pass same eligibility checks as a new subscriber that enrolls through the National Verifier

- *Timeline will vary by National Verifier launch*

Recertification

- Annual process of confirming continued eligibility for the Lifeline benefit

- Subscribers who pass *reverification* must be *recertified* one year following the date of their successful reverification

- *Existed before the National Verifier*

Overview of the Reverification Process
December 16, 2019 Launch Reverification Groups

Reverification for subscribers in the **December 16, 2019 launch states** (Florida, Illinois, Minnesota, Ohio, and Wisconsin) will be performed in groups based on a subscriber's enrollment date:

Group 1: Recent subscribers that enrolled from July 1, 2019 through December 15, 2019

Group 2 & 3: Subscribers that enrolled prior to July 1, 2019

Group 4: Subscribers enrolled through the legacy NLAD process during the soft launch period (enrolled December 16, 2019 through March 24, 2020)

Overview of the Reverification Process
USAC Communications

USAC will make several announcements (via email and the USAC website) regarding the reverification process and window openings:

- **On-hand Documentation Submission**: Opens a **45-day window** for service providers to provide on-hand documentation to USAC
- **Reminders**: Notifications to service providers reminding them of upcoming document submission deadlines
- **USAC Outreach to Subscribers**: USAC will notify service providers when outreach is conducted to subscribers who require additional documentation to complete reverification (subscribers will be given **60 days** to respond with documentation)
- **De-enrollments**: USAC will notify any affected service providers before any subscribers are de-enrolled for failing to reverify

Note: To be added to the December 16, 2019 launch reverification announcements list, email LifelineProgram@usac.org

Questions?

Section 2: Step-by-Step Reverification Process

Overview of the Reverification Process
Step-by-Step Process

Step 1: National Verifier performs automated database checks, the status of subscribers will appear on the **Reverification Subscriber Status Report**

Step 2: USAC opens the **45 day on-hand submission window** for service providers to submit documentation on-hand for subscribers with failures

Step 3: USAC completes review of existing documentation and conducts outreach to subscribers to collect documentation for unresolved errors

- USAC will collect documentation to resolve any remaining errors for subscribers unless service providers opt out

Step 4: USAC will de-enroll subscribers that do not submit acceptable documentation by the deadline, and de-enrolled subscribers will appear on the **Failed Reverification De-Enroll Report**

Overview of the Reverification Process
STEP 1: Automated Database Checks

Reverification utilizes several checks to ensure that existing subscribers are eligible for Lifeline:

Automated Database Checks	If automated check fails…	Notes on required proof for failures
Automated eligibility databases	Requires proof of eligibility & Lifeline application	Existing proof of eligibility and Lifeline application is allowed for groups 1&4; new proof of eligibility and new Lifeline application is required for groups 2&3
Third Party Identity Verification (TPIV), including checking whether the subscriber is deceased	Requires proof of identity and/or proof of life	Existing proof of identity is allowed for all four groups; proof of life must be within 3 months
USPS Address Management System (AMS)	Requires documentation of geo-coordinates or other proof of address	Existing proof of address is allowed for all four groups
NLAD Duplicate Address	Requires an Independent Economic Household (IEH) form	Existing Lifeline Household Worksheet is allowed for subscribers in all four groups

Note: See USAC's Acceptable Documentation Guidelines for additional information

Overview of the Reverification Process
STEP 2: Service Provider On-Hand Document Submission

- If the National Verifier **cannot** verify a subscriber's eligibility through automated checks, service providers will be required to submit any available documentation they have on hand for failed subscribers

- Once USAC makes an announcement opening the **45 day on-hand submission window**, service providers will:

  - Login to NLAD to view the **Reverification Subscriber Status Report**

  - Review the failures and gather any existing documentation that would resolve the failures

  - Send the documents to USAC within 45 days after USAC's announcement

    - **Preferred**: Send electronic files via USAC's secure webpage

      Use the Documentation Upload Guide for instructions on how to prepare and submit files

    - Alternative: Mail paper items to USAC

      Reverification Cover Sheet is required for all paper submissions

Note on Documentation: **For Groups 2 & 3**, only address, identity, and duplicate household errors can be resolved with existing (on-hand) documentation (*USAC will collect new proof of eligibility and Lifeline applications from these subscribers during the consumer outreach period*)

Overview of the Reverification Process
STEP 3: Outreach to Subscribers to Collect Documentation

- If the National Verifier **cannot** verify a subscriber's eligibility from documentation provided by service providers, USAC will reach out to subscribers to collect documentation for unresolved failures

- Subscribers will receive a letter from USAC requesting the documentation needed to resolve errors
    - The letter will provide details on what documentation is needed and how to submit it to USAC

- Subscribers will be required to submit documentation within 60 days

- Subscribers could be asked to submit documentation for any or all of the following:
    - Proof of Eligibility *
    - Lifeline application form
    - One-per-household worksheet
    - Proof of date of birth
    - Proof of social security number
    - Proof of valid address
    - Proof of life

***Note on Documentation**: **For Groups 2 & 3** new proof of eligibility and new Lifeline application will be required for subscribers with an eligibility failure

Overview of the Reverification Process
STEP 4: National Verifier Determines Eligibility

- USAC will review all of the documentation collected, whether the service provider or USAC conducted the subscriber outreach

- Subscribers that successfully complete reverification will maintain their Lifeline benefit
  - No further action is required until they are required to recertify their eligibility by their next anniversary date which is reset upon the completion of reverification

- USAC will de-enroll subscribers that fail reverification from NLAD and mail a de-enrollment notice

- After the reverification process is complete, the **Failed Reverification De-Enroll Report** in NLAD will show which subscribers failed the reverification process and that USAC has de-enrolled
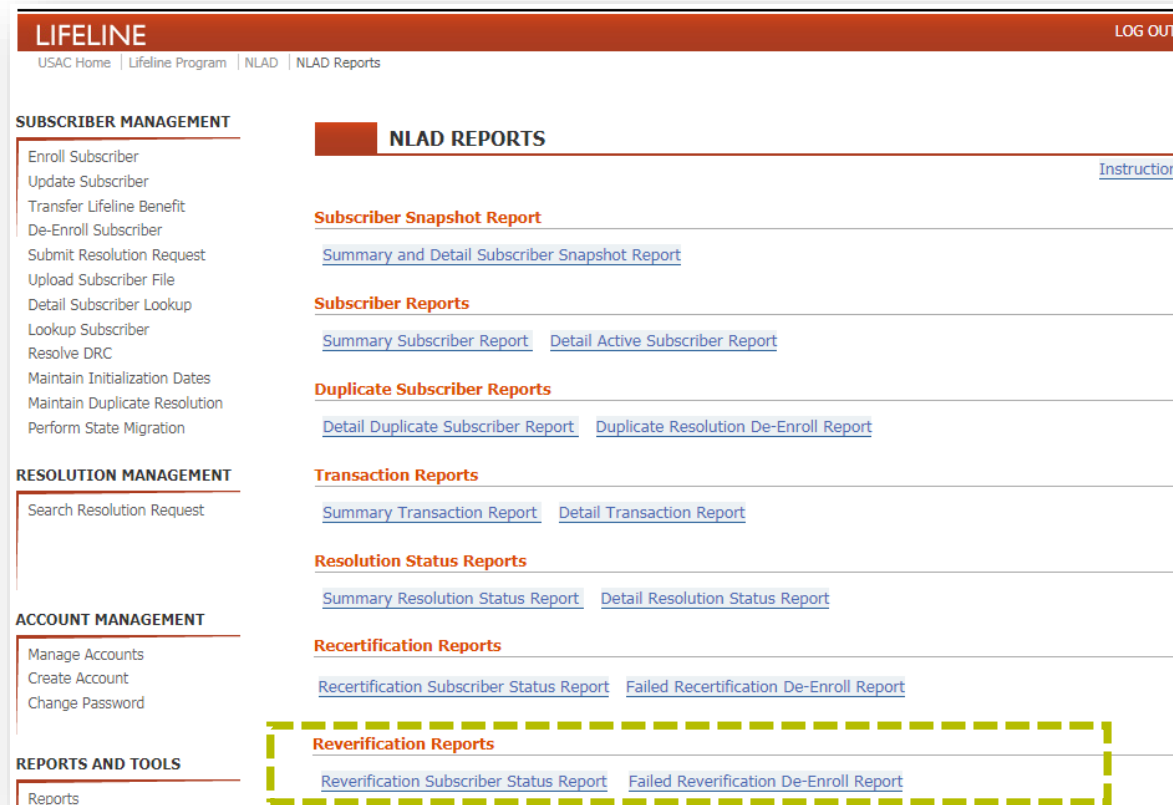
Questions?

Section 3: NLAD Reports

NLAD Reports
Reverification Process

The **Reverification Subscriber Status Report** provides service providers with the reverification status for each of their consumers and can be found here:

Where to find the **Reverification Subscriber Status Report** in NLAD

NLAD Reports
Reverification Process

Reverification Subscriber Status Report page in NLAD:

Where to find the instructions for the **Reverification Subscriber Status Report**

NLAD Reports
Reverification Process

The **Reverification Subscriber Status Report**:

- Available in NLAD upon the completion of USAC's automated reverification checks for each subscriber and is updated as documentation reviews are conducted

- Updated daily, but the report is subject to change
  - Service providers should only take action when USAC makes official announcements

- Shows whether a subscriber has passed reverification, and, if they haven't, which errors still need to be resolved for that subscriber

- Shows whether documentation was reviewed for each error and whether the documentation was approved or rejected

- Instructions for the Reverification Subscriber Status Report

NLAD Reports
Reverification Process

The **Reverification Subscriber Status Report** provides the status for each of the following potential errors:

Error	This field indicates...
Data Source Check Fail	If the subscriber failed the automated eligibility check
TPIV DOB Failure	If the subscriber failed the date of birth check
TPIV SSN Failure	If the subscriber failed the SSN check
TPIV Not Found Failure	If the subscriber failed the identity check
AMS Failure	If the subscriber failed the address check
Duplicate Address Failure	If the subscriber failed the duplicate address check
Cert Form Required	If the subscriber is required to provide a certification form to pass reverification

- Y – Yes, indicates a failed check – additional documentation required to resolve failure
- N – No, indicates a passed check – no documentation is required

NLAD Reports
Reverification Process

In the **Reverification Subscriber Status Report**, resolutions are in separate columns:

Resolution Columns	This field indicates…
Data Source Check Resolution	If documentation was provided to prove eligibility
TPIV Resolution	If documentation was provided to prove identity
AMS Resolution	If documentation was provided to prove address
Duplicate Address Resolution	If documentation was provided to override duplicate address failure
Cert Form Resolution	If certification form (Lifeline Application) was provided

- Blank – indicates that no review of documentation has occurred
- Y – Yes, indicates that documentation has been reviewed that resolved the error
- N – No, indicates that documentation has been reviewed that did not resolve the error

NLAD Reports
Reverification Process

The **Failed Reverification De-Enroll Report** lists all subscribers de-enrolled from NLAD by USAC for a failure to complete reverification and can be found here:
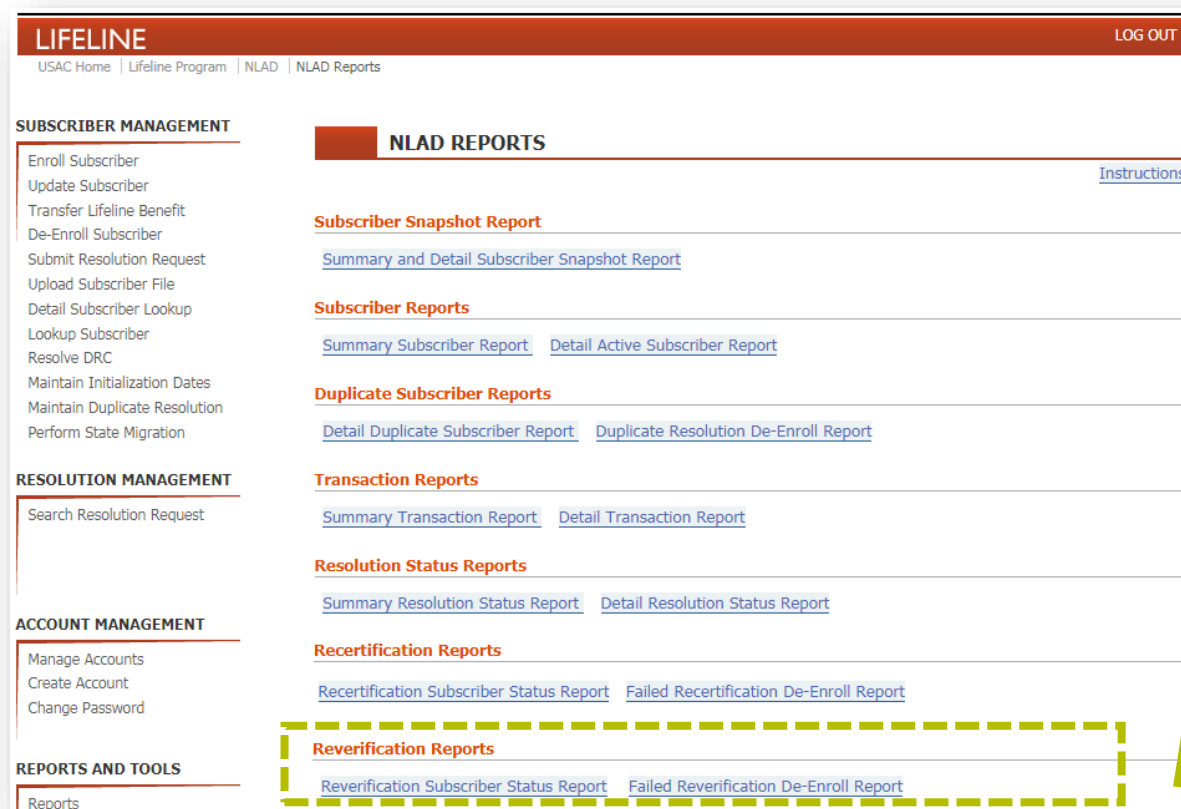
Where to find the **Failed Reverification De-Enroll Report** in NLAD

NLAD Reports
Reverification Process

- The **Failed Reverification De-Enroll Report** will show which consumers failed the reverification process and have been de-enrolled from NLAD

- After the reverification process is complete, USAC will conduct de-enrollments of subscribers that have not qualified

- This report will be updated as USAC conducts new de-enrollments

- [Instructions](#) for the Failed Reverification De-Enroll Report

Questions?

Section 4: USAC-Conducted Outreach & the Opt-Out Process
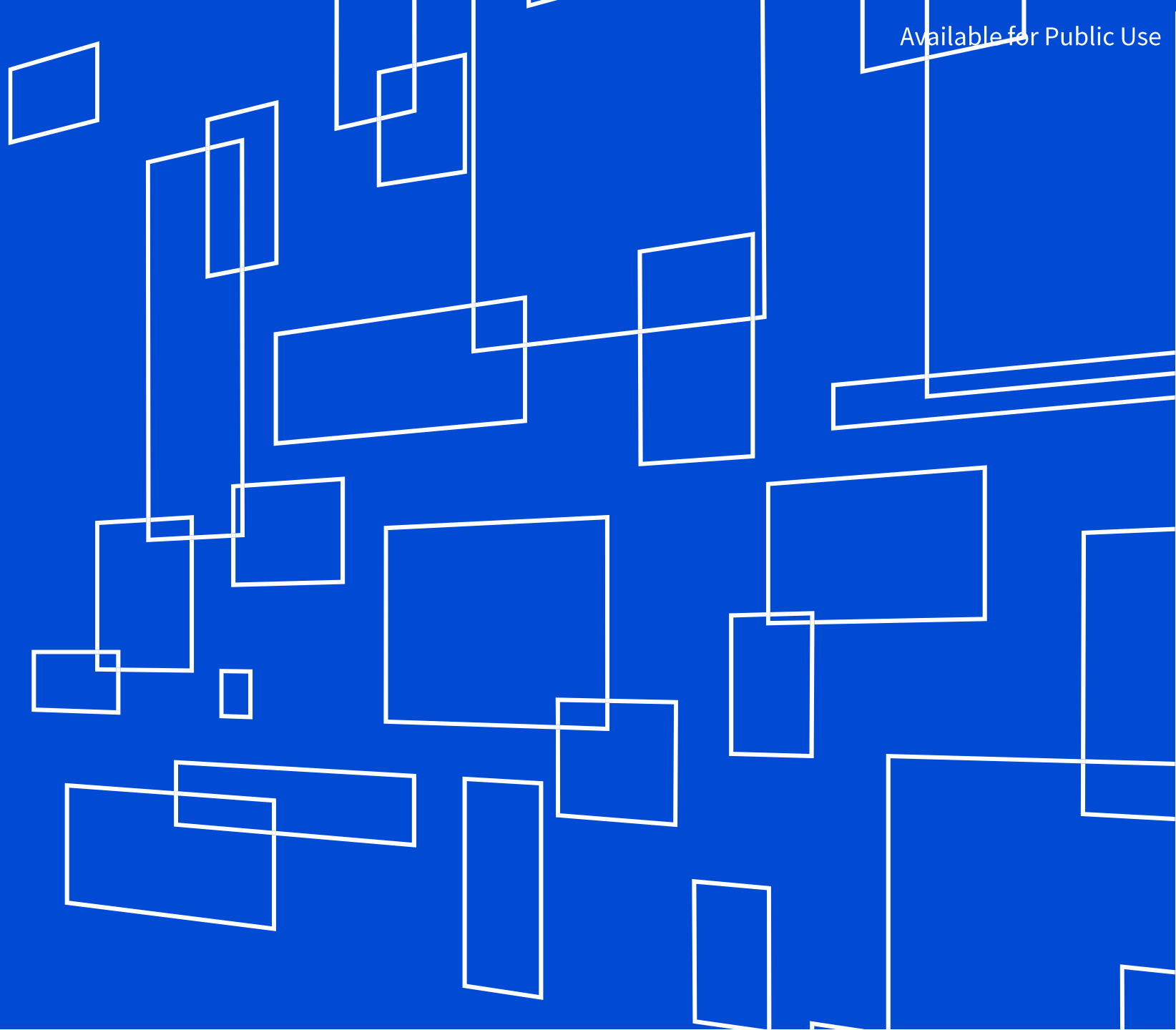
Consumer Outreach
Reverification Process

- USAC will conduct outreach to subscribers who require additional documentation to complete reverification, unless a service provider opts to conduct this outreach themselves

- Subscribers will be given 60 days to respond with documentation

- Subscribers who require new program or income eligibility documentation will be provided a copy of the National Verifier Application Form to send back with their eligibility proof

- Subscribers with a duplicate address failure will be provided a copy of the Lifeline Household Worksheet to return to USAC

- Subscribers with a TPIV (including deceased) error and/or an AMS error will be provided acceptable documentation guidelines in order to successfully submit documentation

Consumer Outreach
Reverification Process

- Service providers may reach out to subscribers before USAC begins outreach to inform them about USAC and the reverification process

- Correspondence may include:

  - General information about USAC and the requirement to reverify their eligibility to keep their benefits

  - An explanation that USAC will reach out to them and request personal documentation from them

  - A notification that if they do not respond to USAC's outreach, they may lose their Lifeline benefit

- Service providers **should not** tell subscribers timeframes of when they should expect to receive letters as these dates are subject to change

Note: USAC will notify service providers about 7 days prior to conducting outreach to subscribers

Opt Out of USAC-Conducted Outreach
Reverification Process

- Service providers may opt out of the USAC-conducted subscriber outreach and choose to reach out to their subscribers instead

- Service providers that opt out will receive notice of the final documentation deadlines and have several additional **outreach requirements**:

  - Service providers *must* ensure that *all* subscribers that have not passed reverification after USAC's initial review are contacted and given the opportunity to prove eligibility

  - The notice sent to subscribers by service providers must be in writing (separate from the subscriber's bill and in clear, easy to understand language), must indicate what documentation (or type of document) is needed, and must provide 60 days for the subscriber to respond

  - Service providers **must collect the documentation** received from subscribers (cannot direct subscribers to mail directly to the Lifeline Support Center), **must submit the documents to USAC** by the date they are due (see timeline on *next slide)*, and must follow all document submission guidelines

Opt Out of USAC-Conducted Outreach
## Reverification Process Timelines

Service providers who opt out of USAC-conducted outreach will have the following timelines:

1. Opt-out service providers will have **45 days** to provide all on-hand documentation for Groups 1 – 4 that would resolve open failures for their subscribers (except program/income eligibility documentation and certifications for *Groups 2 & 3*)

   - This step is the same for opt-out service providers as it is for every other service provider

2. Once USAC completes initial reviews and makes an announcement that outreach is beginning, opt-out service providers will have **90 days** to submit to USAC any documentation collected for *Group 1 & 2* subscribers and **120 days** for *Group 3 and 4* subscribers

   - The 90- and 120-day windows include the 60 days service providers must give subscribers to respond

Note: The opt-out period for the December 16, 2019 launch starts **today**, **Thursday**, **August 13, 2020**, and ends on **Friday, August 28, 2020**. The link to the opt-out form is available here and will be emailed to all December 16, 2019 launch service providers.

Questions?

Section 5: Acceptable Documentation
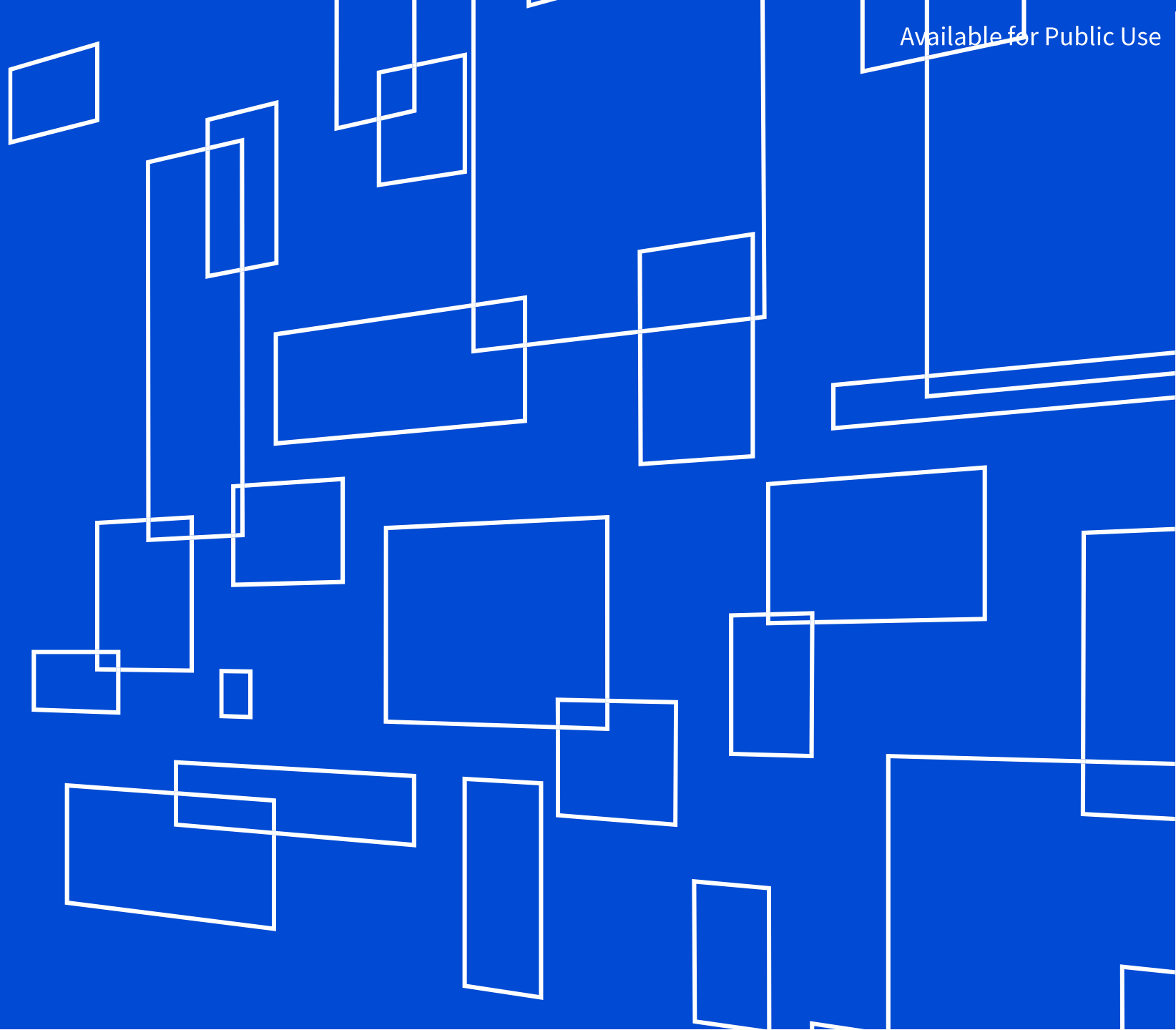
Acceptable Documentation
National Verifier – Eligibility

Documentation that proves participation in a Lifeline qualifying program must include:

- The consumer's name, or the name of consumer's benefit qualifying person (BQP)

- The name of the Lifeline-qualifying program, such as SNAP

- The government or Tribal program administrator or the managed care organization (MCO) that issued the document

- An issue date within the last 12 months or a future expiration date that aligns with the benefit period

Acceptable Documentation
National Verifier – Other

- Visit our [website](#) for details regarding acceptable documentation for income

- The website also includes types of acceptable documentation for:
  - Proof of identity (TPIV dispute resolution)
  - Proof of Life (Deceased dispute resolution)
  - Proof of address (AMS dispute resolution)
  - Benefit qualifying persons (BQP)

Questions?

Section 6: Submitting Documents to USAC

Submitting Documents to USAC
How to Submit Documents to USAC

Submission options:

1. Provide documents via USAC's <u>secure webpage</u> (preferred)

   - Use the <u>Documentation Upload Guide</u> for instructions on how to prepare and submit files

2. Mail paper documents to USAC

   - For mailed in documents, the **postmarked date** must meet the deadline for each window

   - <u>Reverification Cover Sheet</u> is required for all paper submissions

Note: Credentials for the secure webpage will be provided when USAC opens up the 45-day window to submit existing documentation

Submitting Documents to USAC
Via Secure Webpage

- Prepare a single PDF document per consumer

  - Submit all documentation as one PDF per consumer

  - Use the naming convention: **ApplicationID.pdf**
    for example, XXX-123-4X56.pdf

  - Use the Application ID shown on the Reverification Subscriber Status Report

- Combine the batch of consumer PDFs into a single .zip file

  - Use the naming convention: **nv_reverification_SACname_MMDDYYYY_HHMMSS.zip**
    for example, nv_reverification_americantelco_12152017_153056.zip

  - For the hours minutes and seconds, please use a 24-hour clock

- Upload the .zip file to the secure webpage

  - Upload the completed reverification .zip files to the "Reverification" folder on the secure webpage

Submitting Documents to USAC
Via Mail

- Mail paper documents to USAC

  - Use the [required cover page](#) for each consumer showing only their application ID (as shown in the Reverification Subscriber Status Report) and last name

  - Use the cover sheets to create separation between each consumer's documentation (do not staple or paper clip)

  - Use a cover sheet any time you are mailing documents for a consumer for reverification

- Mailing address

  USAC Lifeline Support Center

  P.O. Box 7081

  London, KY 40742

Questions?

Learn More about Lifeline

Thank you for joining us!

- **Resources**

  - Visit the December 16, 2019 National Verifier Launch page

  - Visit the Reverification page for high-level information on the process

- **Sign up for Lifeline Program email updates and upcoming events**

  - Visit our subscription center

- **Need help? Contact us!**

  - LifelineProgram@usac.org

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