

LCS Office Hours: NLAD Opt-Out State Process

December 3, 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**
- 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



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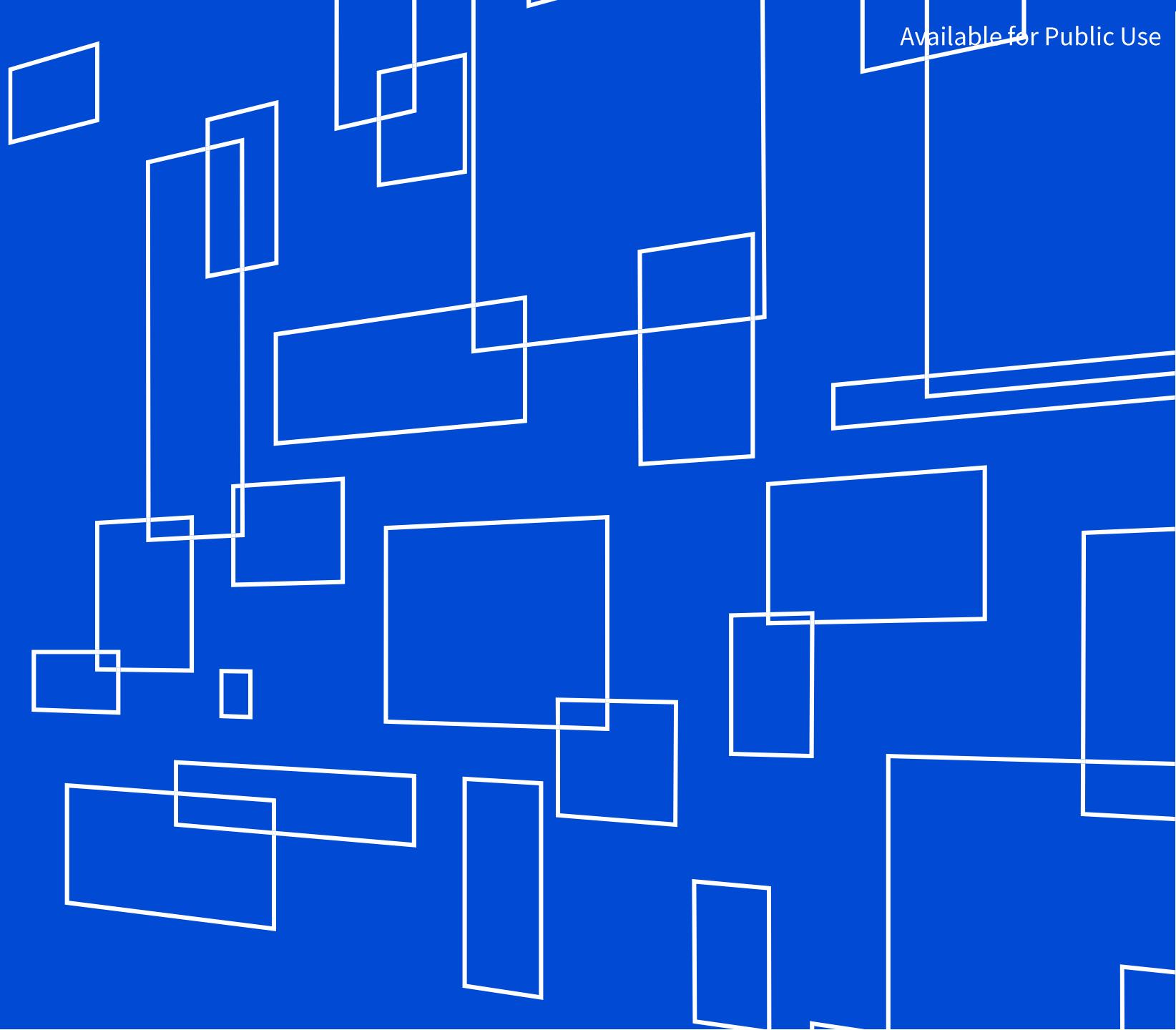


Debby Smith

Agenda

1. LCS Overview
2. Questions

LCS Overview



LCS Overview

- The Lifeline Claims System (LCS) is the online filing system that service providers use to receive reimbursement for offering Lifeline-supported services to eligible consumers
- User roles available to file a claim:
 - The **497 Officer** can enter data and is authorized to certify the claim
 - A **497 User** (sub-account) is a company employee that can enter data, but does not have the authority to certify the claim

LCS Overview

Claims Process

- To enhance program integrity efforts by reducing incorrect/over claims, USAC is updating the Lifeline claims process for NLAD opt-out states (CA, OR, TX) beginning with the **December 2020 data month** (*January 1, 2021 snapshot*)
- Beginning with the December 2020 data month:
 - Service providers will use a template pre-populated in LCS with eligible subscribers from their state PUC
 - Service providers may only claim subscribers listed on the template

LCS Overview

Claims Process: How to File

When the user opens the claims template, it will be populated with the NLAD opt-out state's subscribers

- The user will then need to populate columns B, C and D (Rate, Reason Code, and Tribal Link Up Charges Waived) with the correct information

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Subscriber ID	Rate	Reason Code	Tribal Link Up Charges Waived	SPIN	SAC	Last Name	First Name	Street Address	City	State	ZIP	Phone Number	ETC General	Service Type	Tribal Benefit Flag	Corrected
XXXXXXXXXX				XXXXXXXXXXXX	XXXXXX	Last	Test	123 Road	Queens	TX	12345	1234567891		BundledBroadband		0
XXXXXXXXXX				XXXXXXXXXXXX	XXXXXX	Test	Subscriber	123 Town	Queens	TX	12345	1234567891		Broadband		1
XXXXXXXXXX				XXXXXXXXXXXX	XXXXXX	Subscriber	First	123 Street	Queens	TX	12345	1234567891		Voice		0

- More information about the claims process can be found in the [LCS Training: NLAD Opt-Out State Process](#)

LCS Overview

Claims Process: How to File

- Service providers will not be able to add or remove subscribers, they can only claim subscribers provided by the state
- If the service provider enrolls certain subscribers in NLAD (CA broadband-only service type or TX cross-border SACs), those subscribers will be included on the templates

LCS Overview

Claims Process: How to File

- The template will contain all of the same headers in addition to a new column: “Corrected”
 - This column will be blank, unless the state files a correction after the template is generated the first time
 - If there is a correction to a subscriber’s record, that row will contain the day/time the record was updated, in the following format: mm_dd_yyyy_hhmm
- If a state makes a correction to a file:
 - USAC will notify service providers by email that an updated template is available for their review
 - This email will include what service providers will see in LCS if the state made a correction

LCS Overview

Claims Process: How to File

- **Column B - Rate:** Service provider enters the correct dollar amount for each subscriber
 - Rates for non-Tribal cannot exceed \$9.25; rates for Tribal cannot exceed \$34.25
 - Enter '0' for subscribers that should be unclaimed; A reason code is required for all unclaimed subscribers
- **Column C - Reason Code:** If a subscriber is not claimed, service providers must enter a reason code
- **Column D - Tribal Link Up Charges Waived:** This is an optional field and service providers can populate it as needed
 - If column D is populated, column P (Tribal Benefit Flag) must be populated with a '1'
 - Tribal Link Up charges waived cannot exceed \$100

LCS Overview

Claims Process: How to File

- **Column O - Service Type:** Can be updated if needed (**OR and CA only**)
 - *This field is optional for service providers in TX that do not have the ability to change service type*
 - “Service Type” is a required field for OR and CA service providers
 - “Service Type” must be one of the following (not case sensitive):
 - Voice
 - BundledVoice
 - Broadband
 - BundledBroadband
 - BundledVoiceBroadband
 - OR and CA service providers will receive an error if they do not provide the service type column or if there are any subscribers with a blank service type when the claim is uploaded

LCS Overview

Revision Process

- The updated revision process (*effective beginning with the **December 2020 data month***) follows the same steps as the original filing process, with some slight differences:
 - The template will be populated with the most recently submitted data (including rates, reason codes, and Tribal Link Up charges waived)
 - When service providers upload the revisions, they only need to include subscribers whose data is being revised
 - Service providers can no longer add subscribers during the revision process in NLAD opt-out states

LCS Overview

Resources



Website

- [December 20, 2019 Launch](#) **web page**: information about each NLAD opt-out state's relationship with the National Verifier
- [Lifeline Claims System](#) **web page**: high-level information about the system
- [Claim Reimbursement](#) **web page**: high-level review of how to file a claim
- [Reimbursement FAQs](#) **web page**: frequently asked questions about how to receive reimbursement and file claims

LCS Overview

Resources



Instructions and Guides

- [LCS Upload Field Descriptions](#)
- [LCS Instructions](#)



Connect with a Program Analyst

- Email: LifelineProgram@usac.org

Questions?



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