LCS Training: NLAD Opt-Out State Process

November 19, 2020

Universal Service Administrative Co.

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Agenda

1. LCS Overview
2. Claims
3. Revisions
4. Resources

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LCS Overview

Lifeline Claims System (LCS)
Overview

- LCS is the online filing system that service providers use to receive reimbursement for offering Lifeline-supported services to eligible consumers
- To register your company for the first time:
  - Visit one portal and select “E-File”
  - Select “create an account” from the bottom menu
  - Select “Service Provider – 498 ID” and click “Register Your Company”

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Lifeline Claims System (LCS)
Overview

- Create an E-file account and sub-accounts 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

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Claims

Claims
Changes to 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

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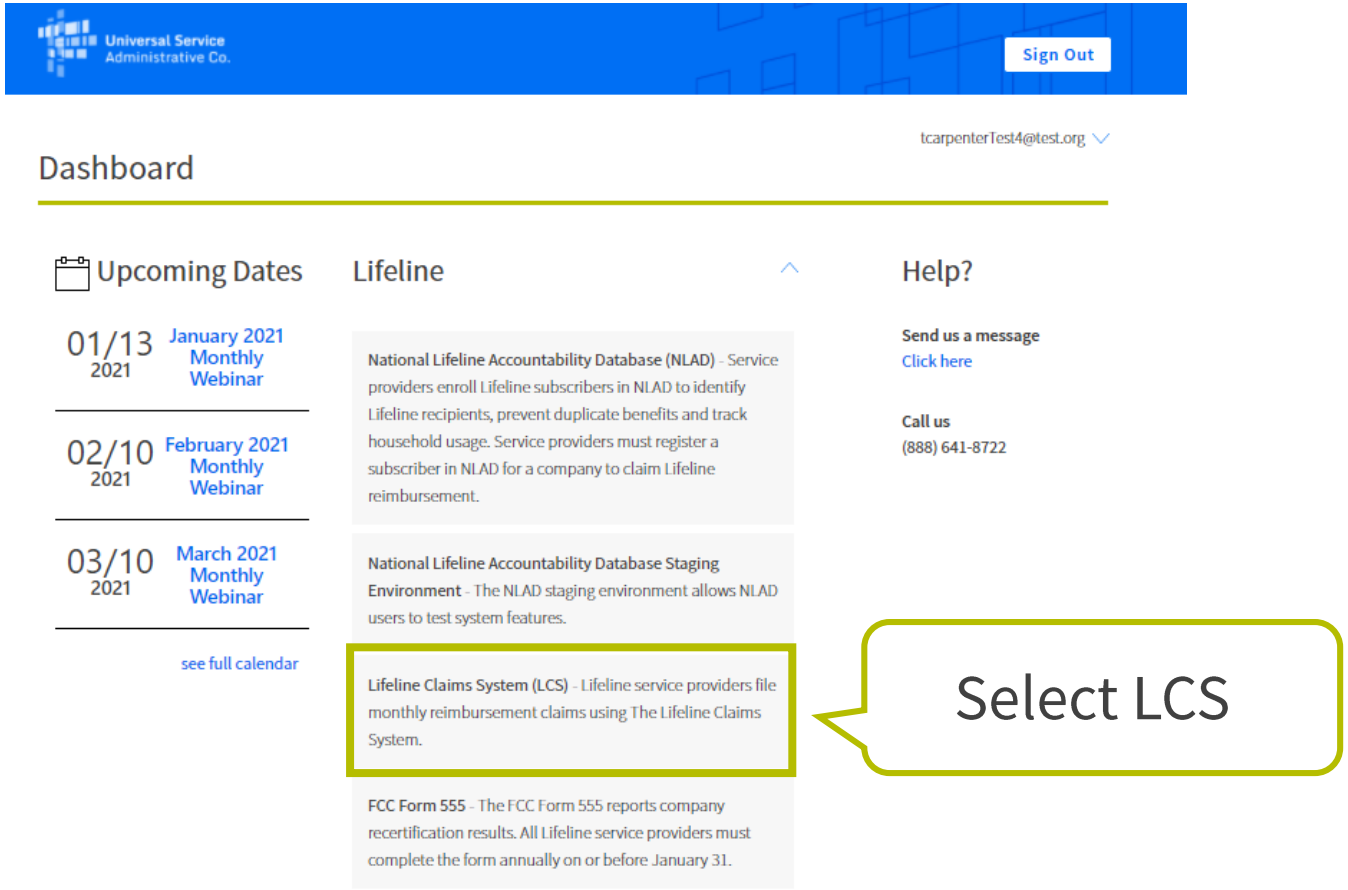
Claims
How to File

Step 1: User logs in to one portal



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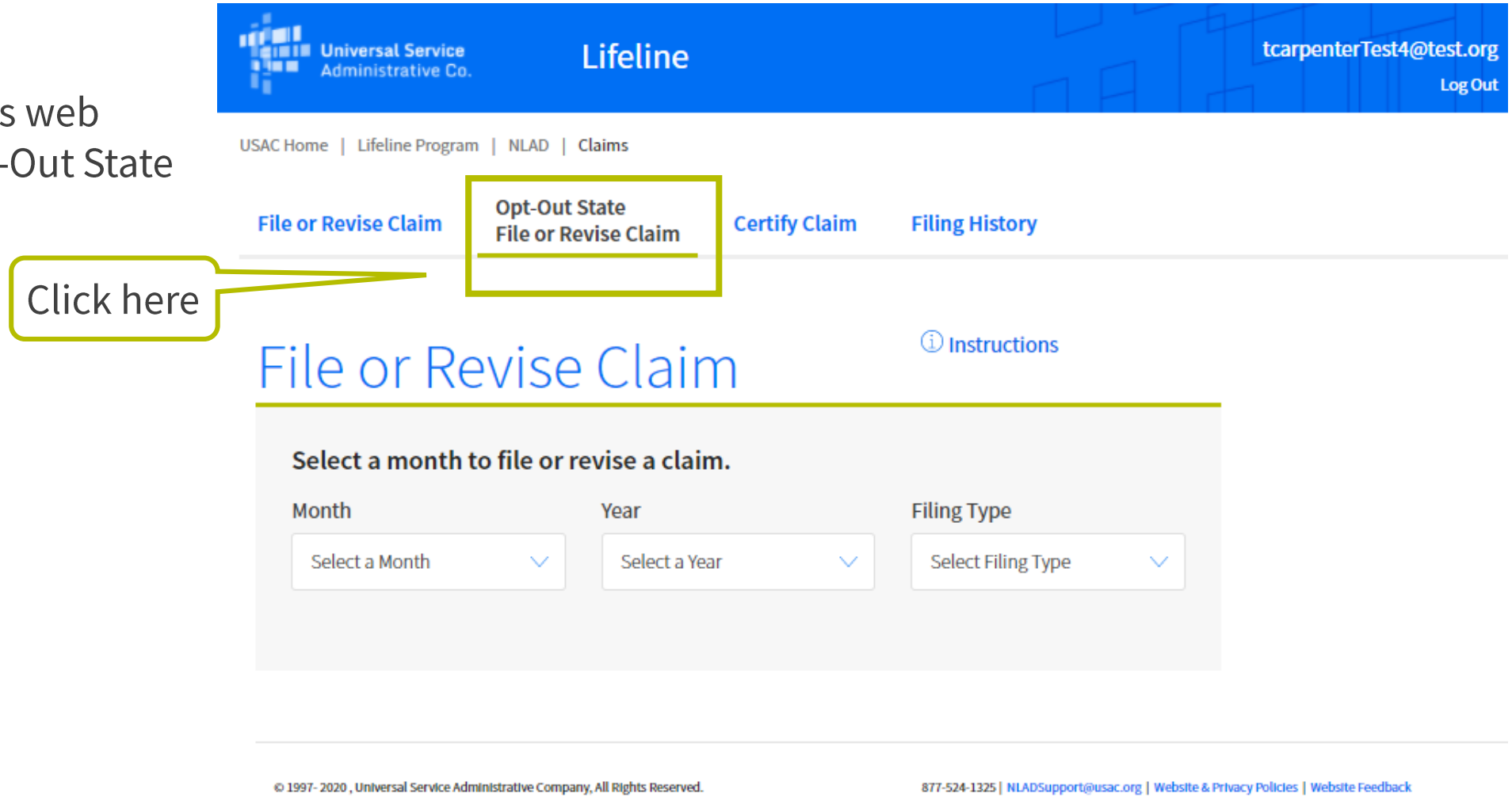
Claims
How to File

Step 2: From the Claims web page, user selects “Opt-Out State File or Revise Claim”



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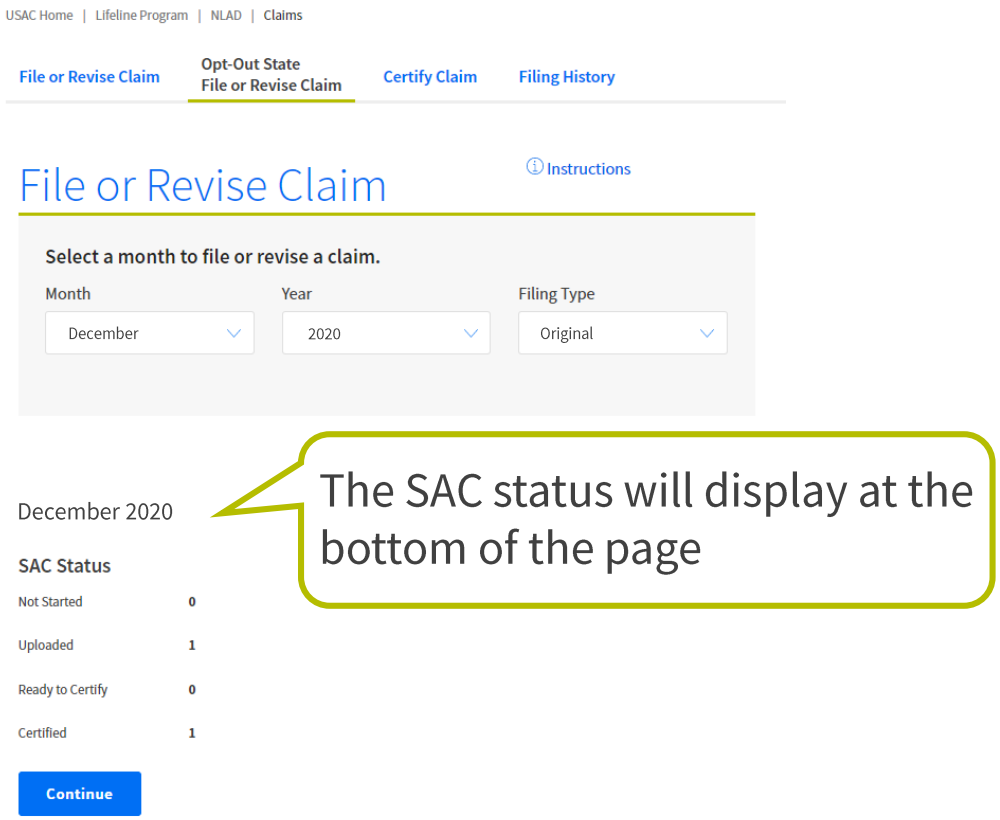
Claims
How to File

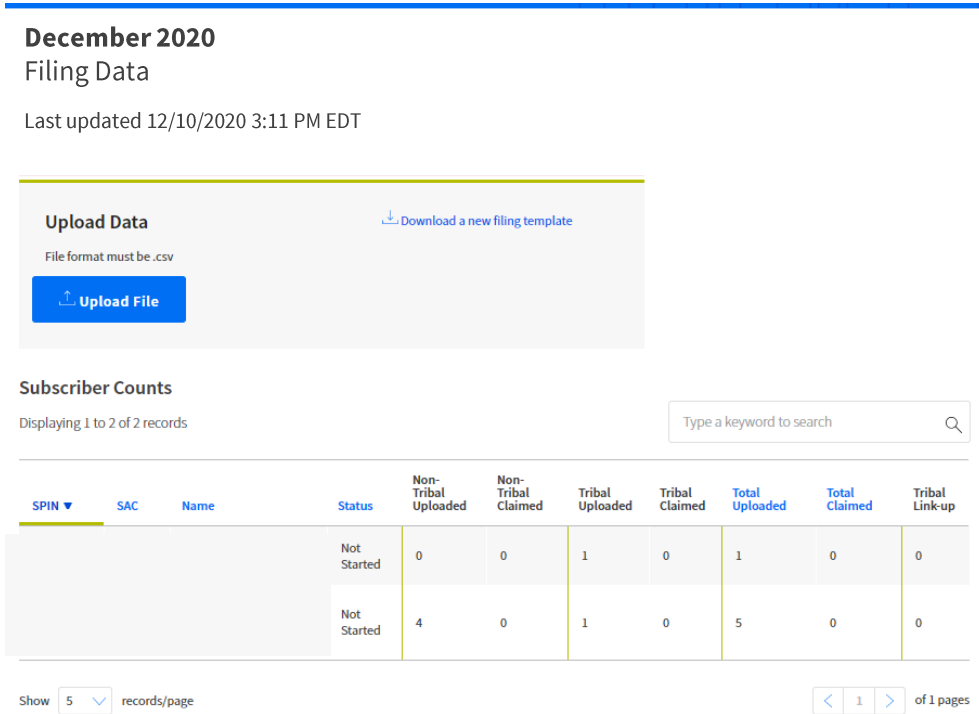
Step 3a: User selects “Month,” “Year,” and “Filing Type”



The SAC status will display at the bottom of the page

Step 3b: User is then taken to the “File Claim” page:

- Here, user has the option to download pre-populated claims template and then upload updated template
- User can review “Subscriber Counts” table for a summary of all SACs and subscribers



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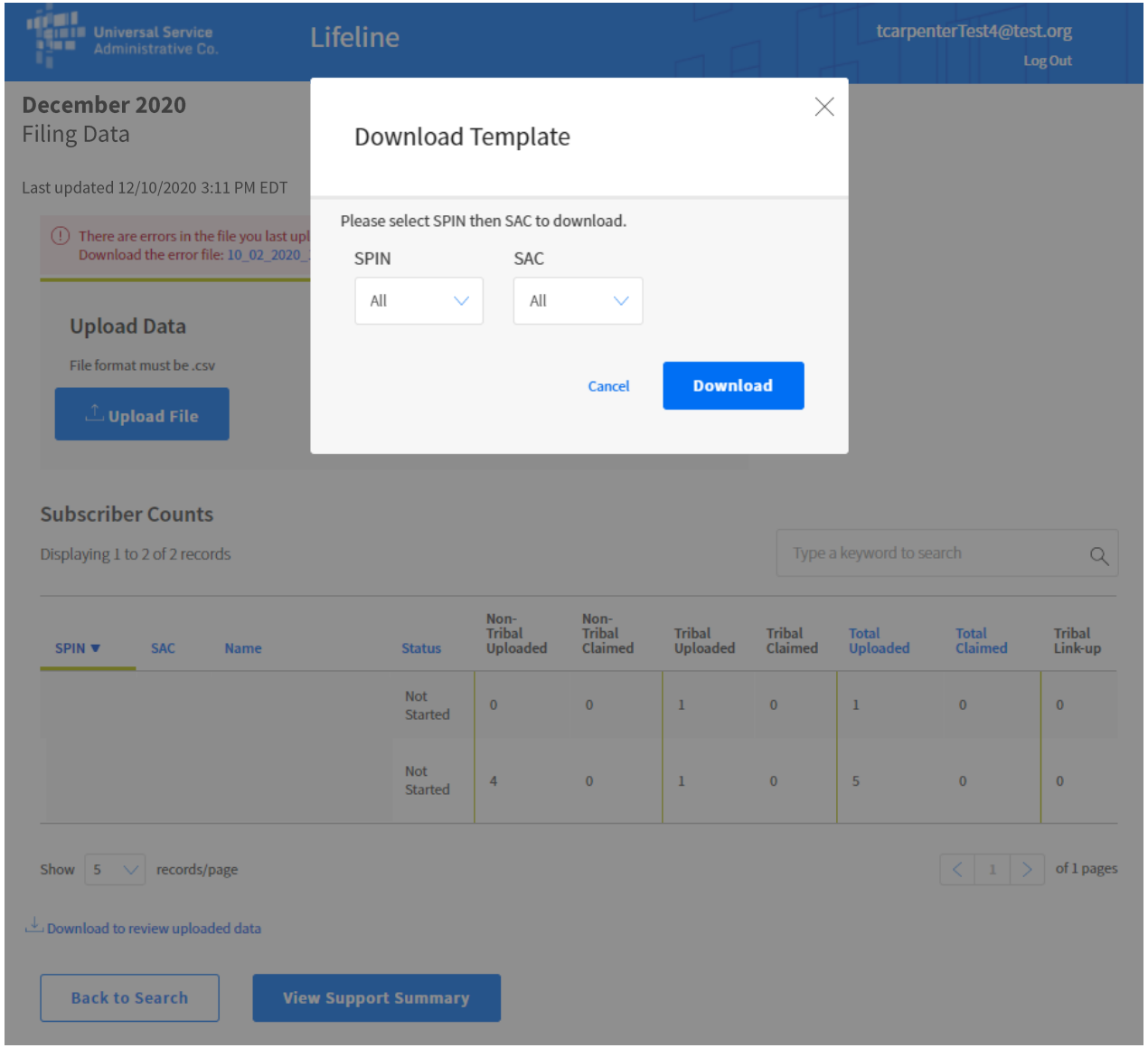
Claims
How to File

Step 4: User downloads the claims template; the user can download all SPIN/SACs ***or*** download specific SPINs/SACs



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Claims
How to File

Step 5: When the user opens the claims template, it will be populated with the NLAD opt-out state's subscribers

- The user can then 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	Reasone Code	Tribal Link Up Charges Waived	SPIN	SAC	Last Name	First Name	Street Addres	City	State	ZIP	Phone Number	ETC General	Service Type	Tribal Benefit Flag	Corrected
XXXXXXXXX				XXXXXXXXXX	XXXXXX	Last	Test	123 Road	Queens	TX	12345	1234567891		BundledBroadband	0	
XXXXXXXXX				XXXXXXXXXX	XXXXXX	Test	Subscriber	123 Town	Queens	TX	12345	1234567891		Broadband	1	
XXXXXXXXX				XXXXXXXXXX	XXXXXX	Subscriber	First	123 Street	Queens	TX	12345	1234567891		Voice	0	

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Claims
How to File

Step 5: Filing template notes

- Service providers will not be able to add or remove subscribers
- 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
  - ***Cross-border***: service areas that extend beyond or cross state borders

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How to File

Step 5: Filing template notes – new column

- 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 they will see in LCS if the state made a correction

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Claims
How to File

Step 5: Updating the template for claims

- **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
  - Reason codes are outlined in the LCS Instructions available in LCS and on the Claim Reimbursement web page
- **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

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How to File

Step 5: Updating the template for claims

- **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

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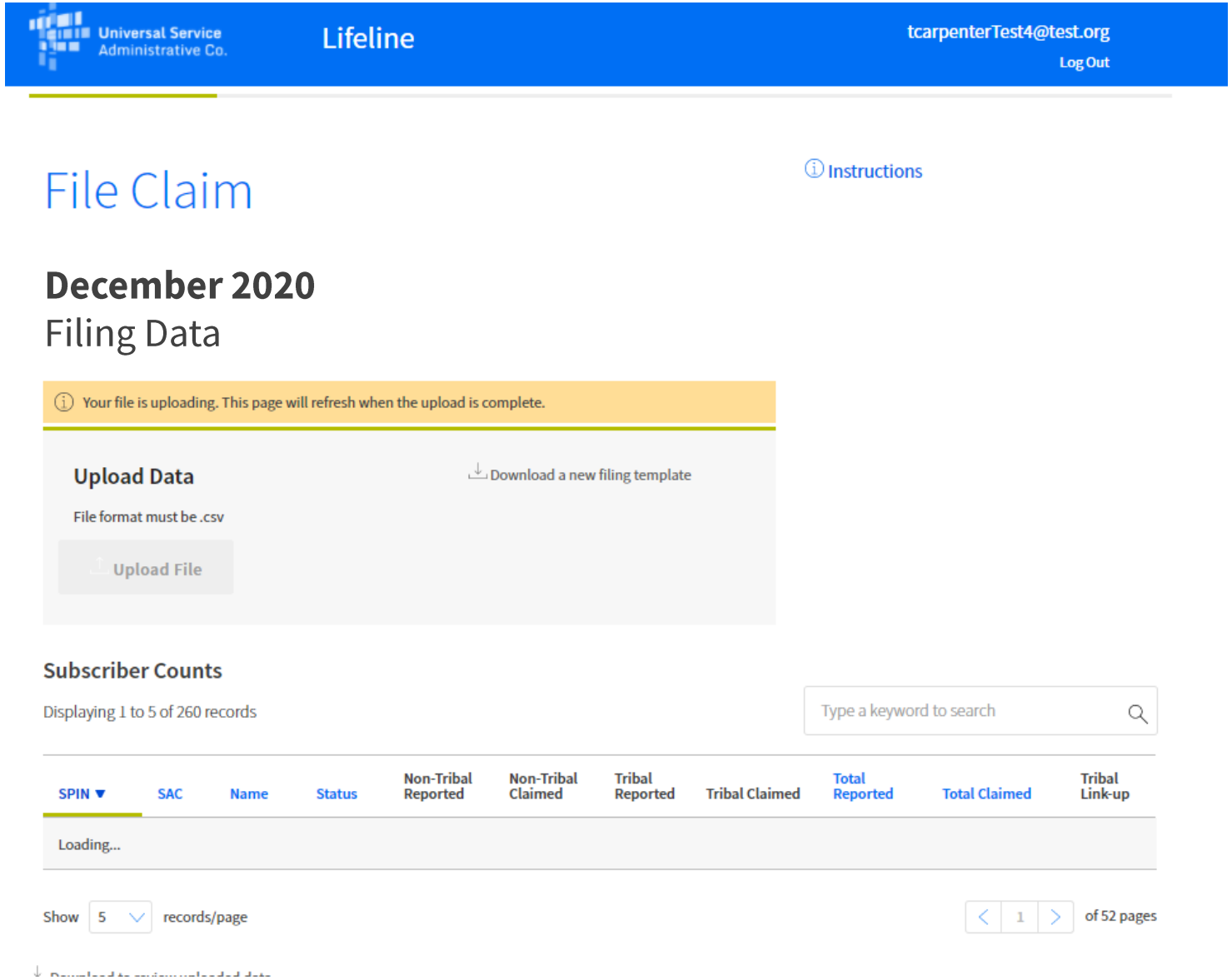
Claims
How to File

Step 6a: After all changes are saved, the user will upload the file as a .csv

- The page will refresh once processing is complete



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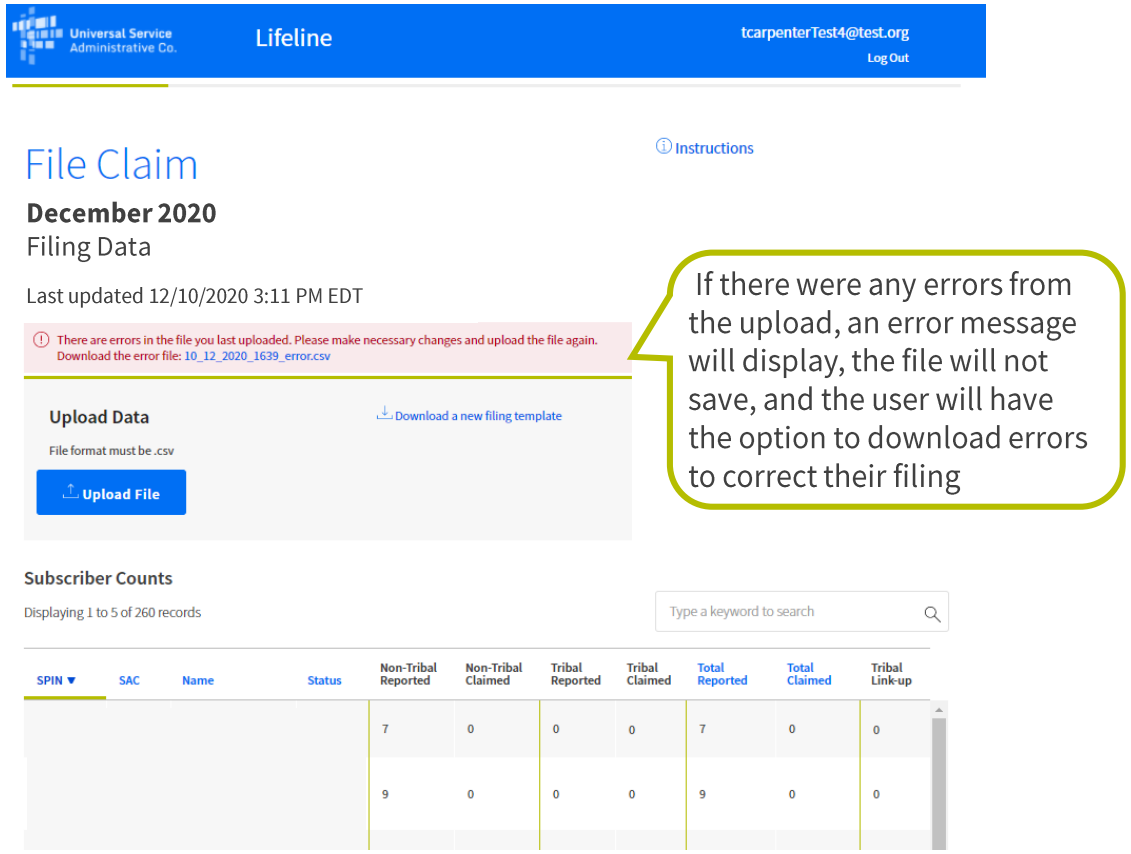
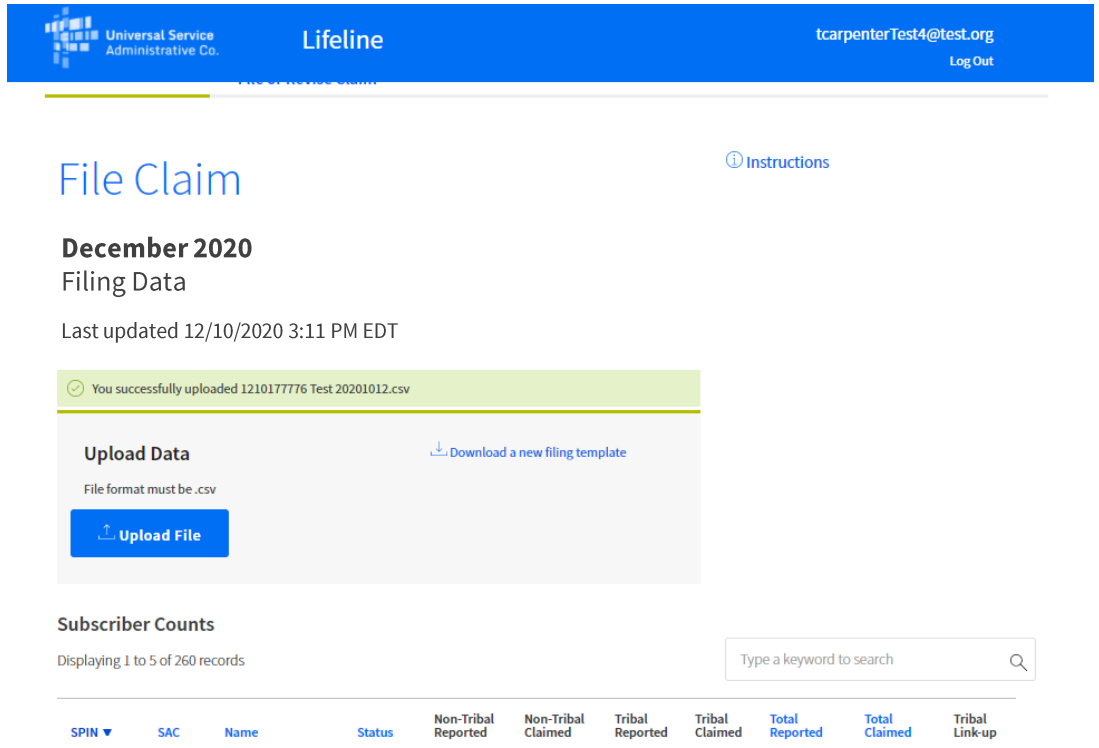
Step 6b: If there are errors in the file, the error file is available for download



If there were any errors from the upload, an error message will display, the file will not save, and the user will have the option to download errors to correct their filing

Step 6c: If there are no errors in the file, a success message is displayed



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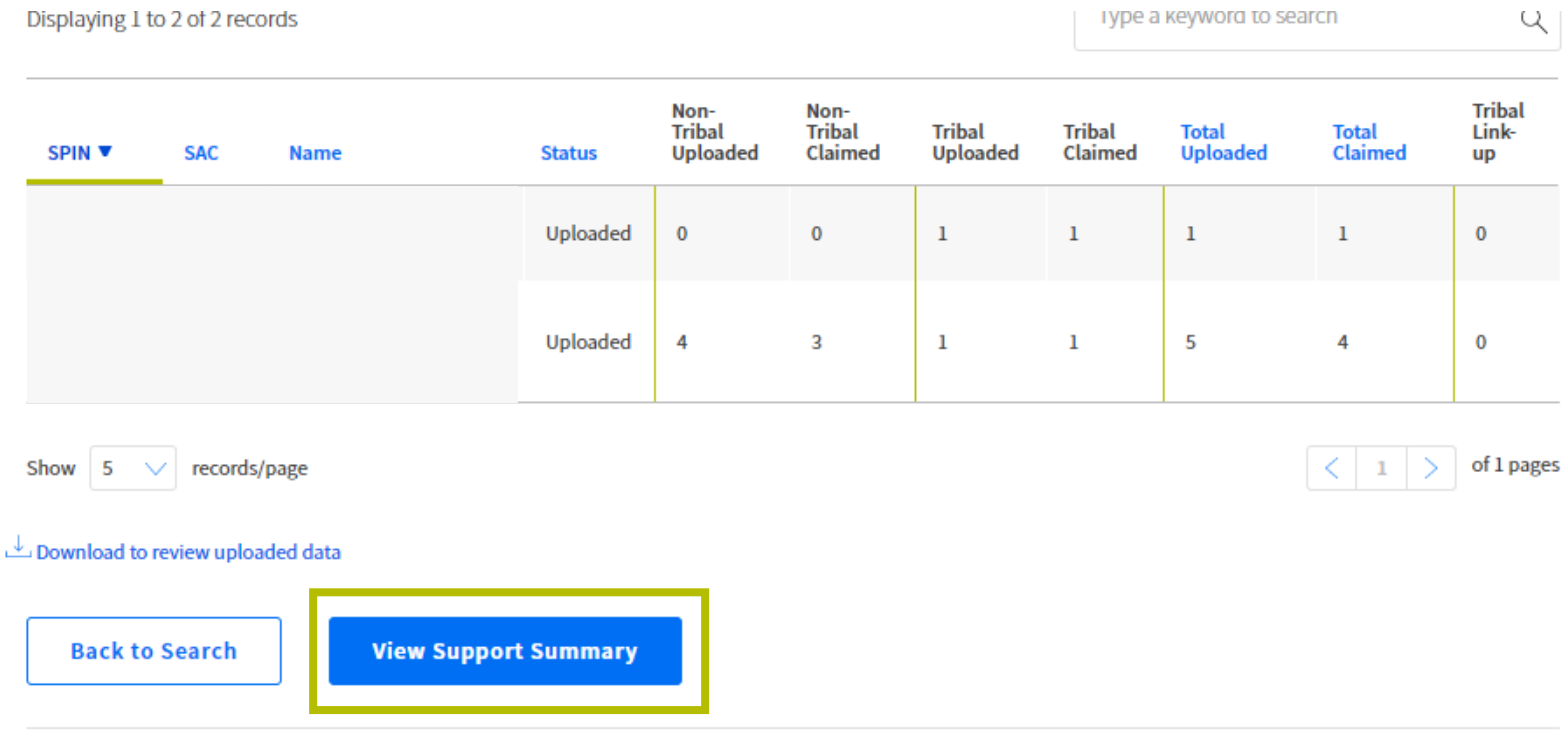
Step 7: When the service provider is finished with uploading files, they select "View Support Summary" at the bottom of the page



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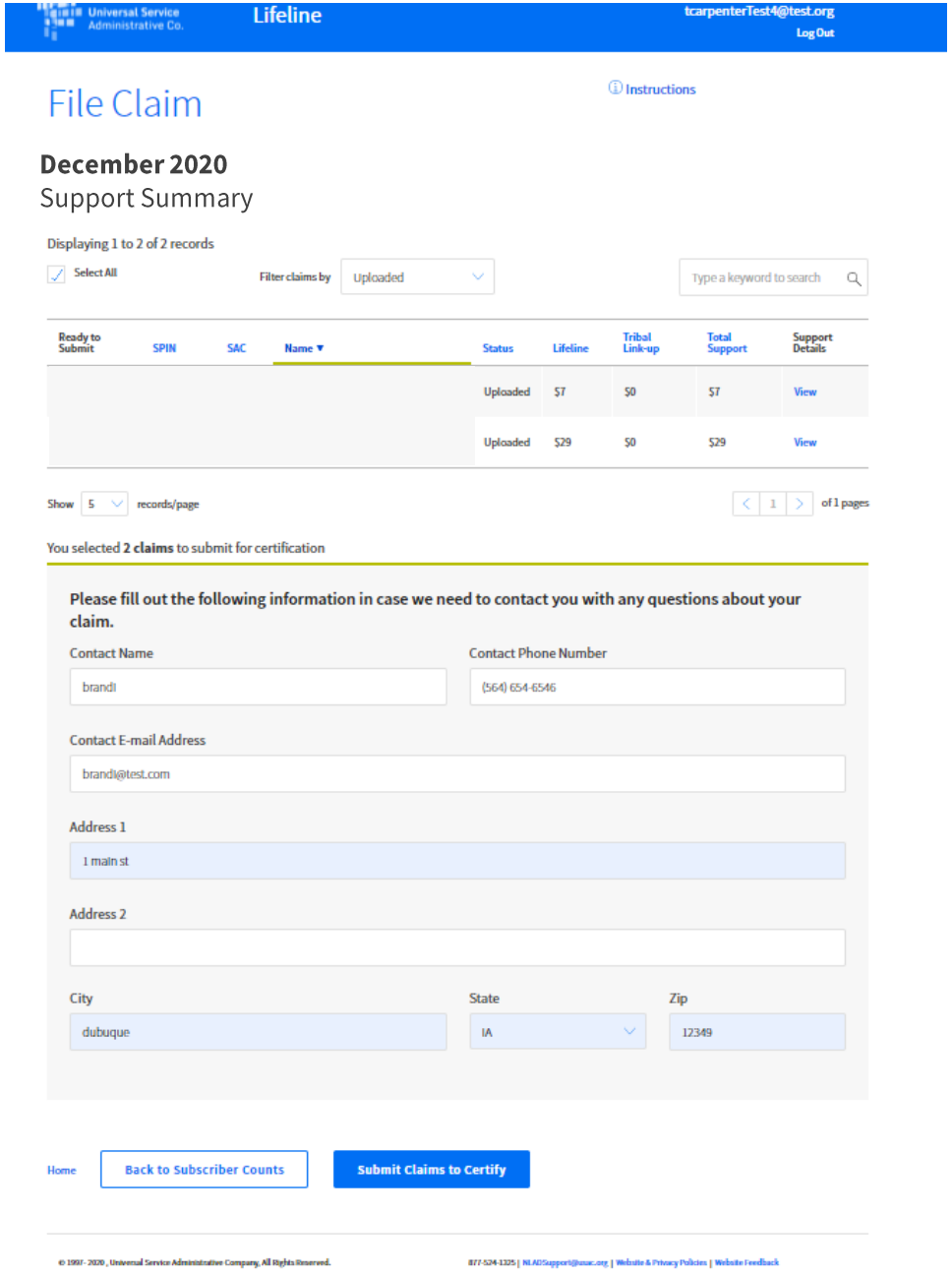
Claims
How to File

Step 8: The service provider indicates which claims are ready to certify, provides contact information, and submits the claims to the 497 Officer to certify

** ***To "sign off" on the claims the preparer (user who uploads file) has to click on "Submit Claims to Certify." After "Submit Claims to Certify" is selected, the 497 Officer will be able to review and certify the claims.***



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Revisions

Revisions
Changes to Process

- The updated revision process (*effective beginning with the **December 2020 data month***) follows the same steps as the original filings 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

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Resources

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

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Resources

Instructions and Guides

- LCS Upload Field Descriptions
- LCS Instructions

Connect with a Program Analyst

- Email: LifelineProgram@usac.org

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