

LCS Training: NLAD Opt-Out State Process

November 19, 2020



Universal Service
Administrative Co.

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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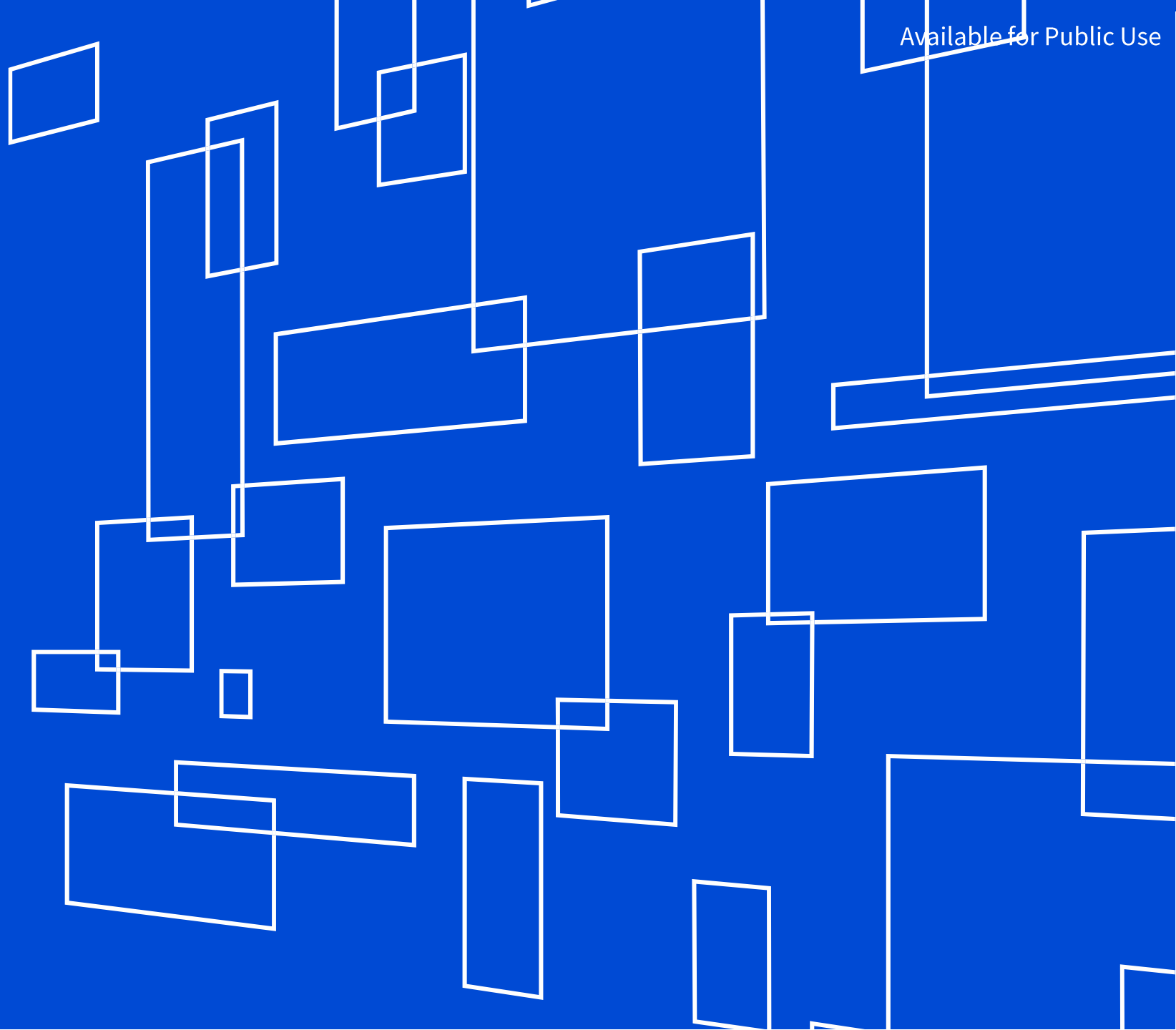


Debby Smith

Agenda

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

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”

Lifeline Claims System (LCS)

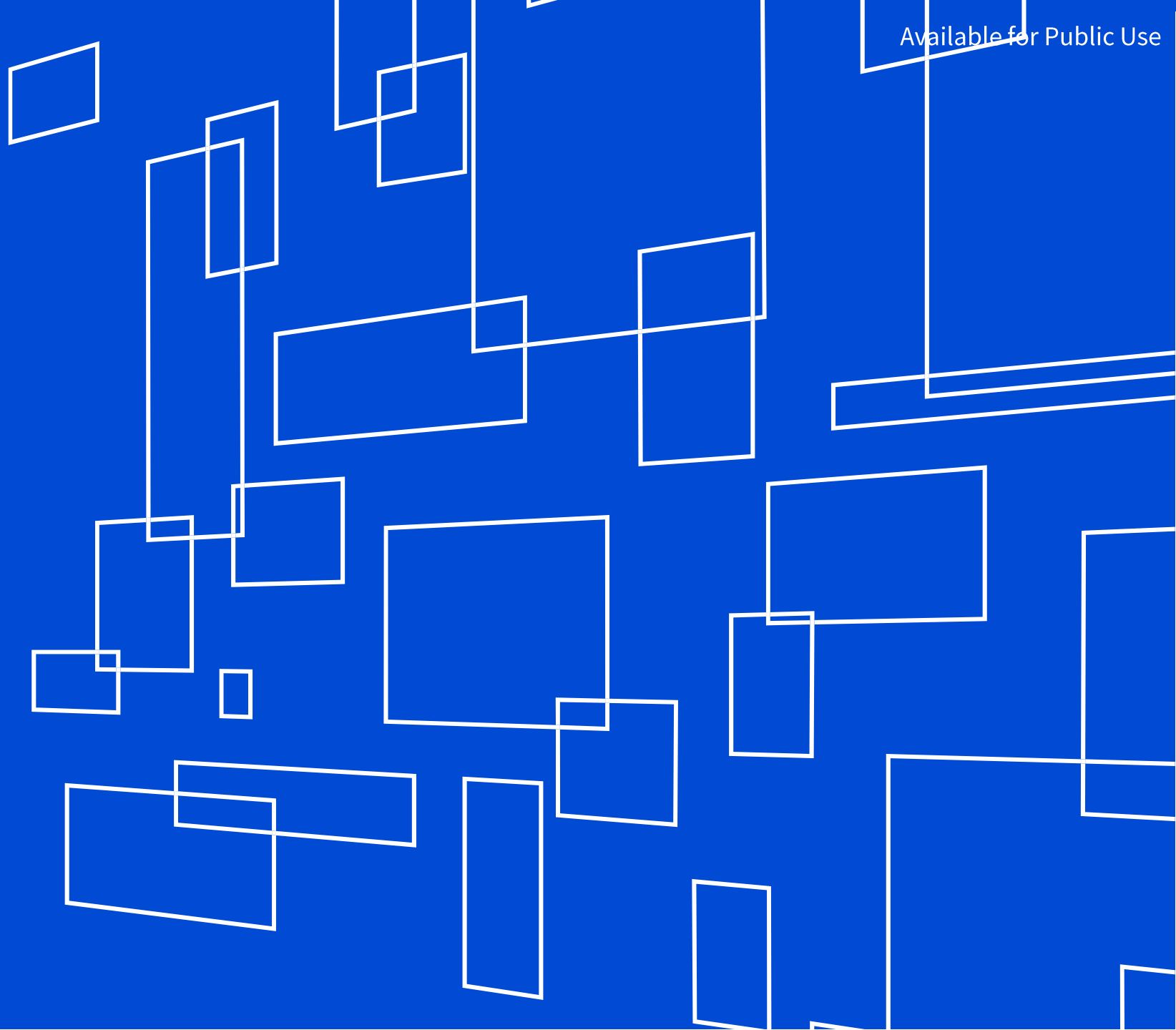
Overview



- 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

Questions?

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

Claims

How to File

Step 1: User logs in to one portal

Universal Service Administrative Co. [Sign Out](#)

tcarpenterTest4@test.org

Dashboard

Upcoming Dates

01/13/2021 [January 2021 Monthly Webinar](#)

02/10/2021 [February 2021 Monthly Webinar](#)

03/10/2021 [March 2021 Monthly Webinar](#)

[see full calendar](#)

Lifeline

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline subscribers in NLAD to identify Lifeline recipients, prevent duplicate benefits and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline reimbursement.

National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows NLAD users to test system features.

Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using The Lifeline Claims System.

FCC Form 555 - The FCC Form 555 reports company recertification results. All Lifeline service providers must complete the form annually on or before January 31.

Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722

Select LCS

Claims

How to File

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

Click here

The screenshot shows the USAC Lifeline Claims web page. The top navigation bar is blue with the USAC logo and 'Lifeline' text. The user is logged in as 'tcarpenterTest4@test.org'. The main navigation menu includes 'File or Revise Claim', 'Opt-Out State File or Revise Claim' (highlighted with a yellow box and a callout 'Click here'), 'Certify Claim', and 'Filing History'. Below the navigation, there is a section titled 'File or Revise Claim' with an 'Instructions' link. The main content area contains a form with the heading 'Select a month to file or revise a claim.' and three dropdown menus: 'Month' (Select a Month), 'Year' (Select a Year), and 'Filing Type' (Select Filing Type). The footer contains copyright information and contact details.

Universal Service Administrative Co. Lifeline tcarpenterTest4@test.org Log Out

USAC Home | Lifeline Program | NLAD | Claims

[File or Revise Claim](#) **Opt-Out State File or Revise Claim** [Certify Claim](#) [Filing History](#)

[Instructions](#)

File or Revise Claim

Select a month to file or revise a claim.

Month Year Filing Type

Select a Month Select a Year Select Filing Type

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Claims

How to File

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

USAC Home | Lifeline Program | NLAD | Claims

File or Revise Claim **Opt-Out State
File or Revise Claim** Certify Claim Filing History

File or Revise Claim

[Instructions](#)

Select a month to file or revise a claim.

Month Year Filing Type

December 2020 Original

December 2020

SAC Status

Not Started 0

Uploaded 1

Ready to Certify 0

Certified 1

Continue

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

December 2020

Filing Data

Last updated 12/10/2020 3:11 PM EDT

Upload Data

[Download a new filing template](#)

File format must be .csv

Upload File

Subscriber Counts

Displaying 1 to 2 of 2 records

Type a keyword to search

SPIN	SAC	Name	Status	Non-Tribal Uploaded	Non-Tribal Claimed	Tribal Uploaded	Tribal Claimed	Total Uploaded	Total Claimed	Tribal Link-up
			Not Started	0	0	1	0	1	0	0
			Not Started	4	0	1	0	5	0	0

Show 5 records/page

1 of 1 pages

Claims

How to File

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

The screenshot displays the 'Lifeline' web application interface. At the top, the header includes 'Universal Service Administrative Co.', 'Lifeline', and the user 'tcarpenterTest4@test.org' with a 'Log Out' link. The main content area is titled 'December 2020 Filing Data' and shows 'Last updated 12/10/2020 3:11 PM EDT'. A red error message states: 'There are errors in the file you last uploaded. Download the error file: 10_02_2020_...'. Below this is an 'Upload Data' section with the instruction 'File format must be .csv' and an 'Upload File' button. A 'Download Template' dialog box is open in the foreground, prompting the user to 'Please select SPIN then SAC to download.' It features two dropdown menus for 'SPIN' and 'SAC', both currently set to 'All', and 'Cancel' and 'Download' buttons. In the background, the 'Subscriber Counts' section is visible, displaying 'Displaying 1 to 2 of 2 records' and a search bar. A table with columns for SPIN, SAC, Name, Status, Non-Tribal Uploaded, Non-Tribal Claimed, Tribal Uploaded, Tribal Claimed, Total Uploaded, Total Claimed, and Tribal Link-up is shown. The table contains two rows of data. At the bottom, there is a 'Show 5 records/page' control, a 'Download to review uploaded data' link, and two buttons: 'Back to Search' and 'View Support Summary'.

SPIN	SAC	Name	Status	Non-Tribal Uploaded	Non-Tribal Claimed	Tribal Uploaded	Tribal Claimed	Total Uploaded	Total Claimed	Tribal Link-up
			Not Started	0	0	1	0	1	0	0
			Not Started	4	0	1	0	5	0	0

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	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				XXXXXXXXXX	XXXXXX	Last	Test	123 Road	Queens	TX	12345	1234567891		BundledBroadband	0	
XXXXXXXXXX				XXXXXXXXXX	XXXXXX	Test	Subscriber	123 Town	Queens	TX	12345	1234567891		Broadband	1	
XXXXXXXXXX				XXXXXXXXXX	XXXXXX	Subscriber	First	123 Street	Queens	TX	12345	1234567891		Voice	0	

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

Claims

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

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

Claims

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

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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Administrative Co.**

Lifeline

 tcarpenterTest4@test.org
[Log Out](#)

[Instructions](#)

File Claim

December 2020 Filing Data

i Your file is uploading. This page will refresh when the upload is complete.

Upload Data

File format must be .csv

Upload File

[Download a new filing template](#)

Subscriber Counts

Displaying 1 to 5 of 260 records Type a keyword to search 🔍

SPIN ▼	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Tribal Link-up
Loading...										

Show 5 records/page
 < 1 >
 of 52 pages

↓ Download to customize loaded data

Claims

How to File

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



File Claim

December 2020

Filing Data

Last updated 12/10/2020 3:11 PM EDT

There are errors in the file you last uploaded. Please make necessary changes and upload the file again.
Download the error file: [10_12_2020_1639_error.csv](#)

Upload Data [Download a new filing template](#)

File format must be .csv

[Upload File](#)

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

Subscriber Counts

Displaying 1 to 5 of 260 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Tribal Link-up
				7	0	0	0	7	0	0
				9	0	0	0	9	0	0

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



File Claim

December 2020

Filing Data

Last updated 12/10/2020 3:11 PM EDT

You successfully uploaded 1210177776 Test 20201012.csv

Upload Data [Download a new filing template](#)

File format must be .csv

[Upload File](#)

Subscriber Counts

Displaying 1 to 5 of 260 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Tribal Link-up
------	-----	------	--------	---------------------	--------------------	-----------------	----------------	----------------	---------------	----------------

Claims

How to File

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

Displaying 1 to 2 of 2 records

SPIN ▼	SAC	Name	Status	Non-Tribal Uploaded	Non-Tribal Claimed	Tribal Uploaded	Tribal Claimed	Total Uploaded	Total Claimed	Tribal Link-up
			Uploaded	0	0	1	1	1	1	0
			Uploaded	4	3	1	1	5	4	0

Show records/page of 1 pages

[Download to review uploaded data](#)

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.**

Universal Service Administrative Co. Lifeline
tcarpenterTest4@test.org
Log Out

File Claim Instructions

December 2020
Support Summary

Displaying 1 to 2 of 2 records

Select All Filter claims by Uploaded

Ready to Submit	SPIN	SAC	Name ▼	Status	Lifeline	Tribal Link-up	Total Support	Support Details
				Uploaded	\$7	\$0	\$7	View
				Uploaded	\$29	\$0	\$29	View

Show 5 records/page < 1 > of 1 pages

You selected **2 claims** to submit for certification

Please fill out the following information in case we need to contact you with any questions about your claim.

Contact Name

Contact E-mail Address

Address 1

Address 2

City

Contact Phone Number

State IA

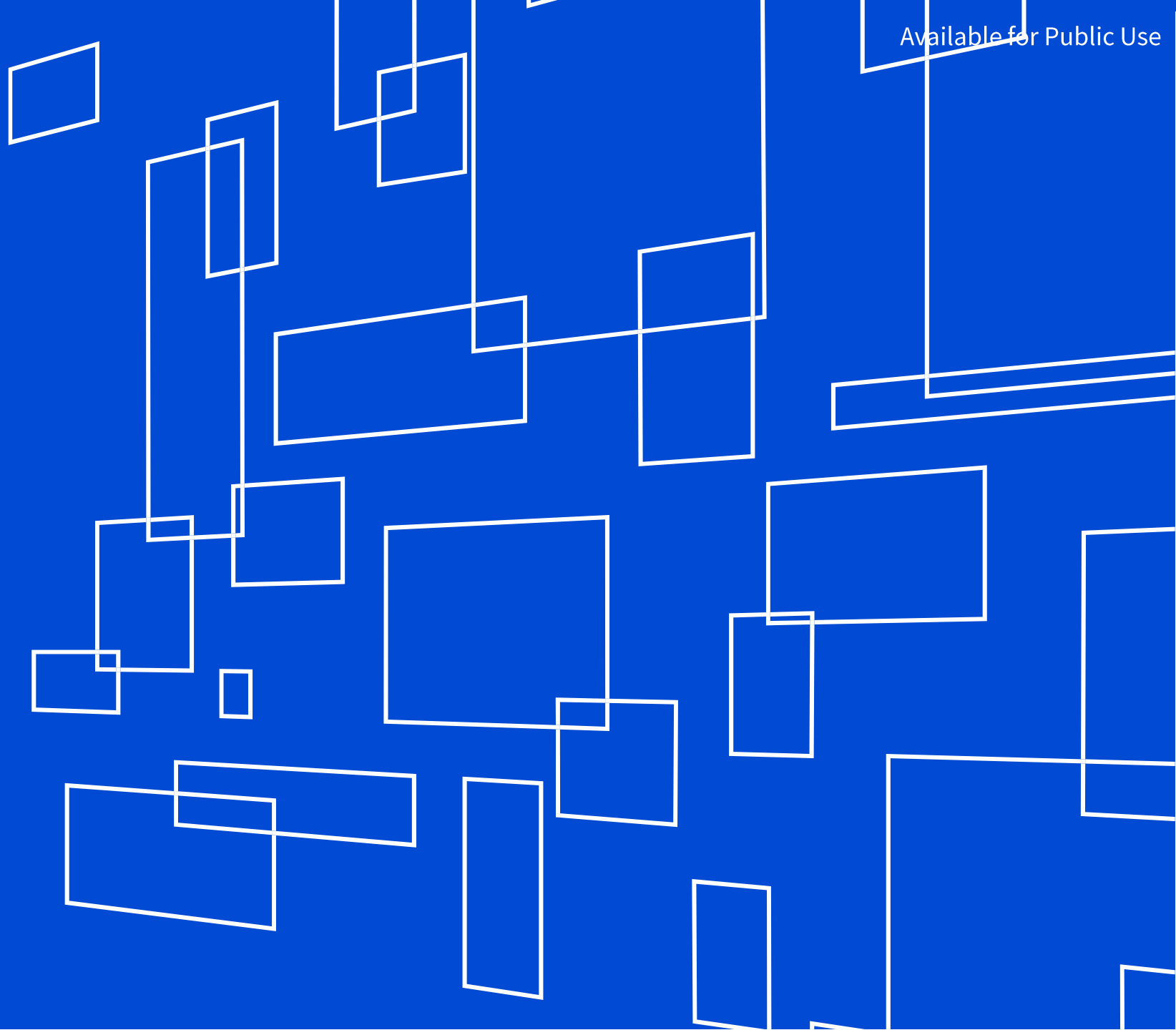
Zip

Home
Back to Subscriber Counts
Submit Claims to Certify

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Questions?

Revisions



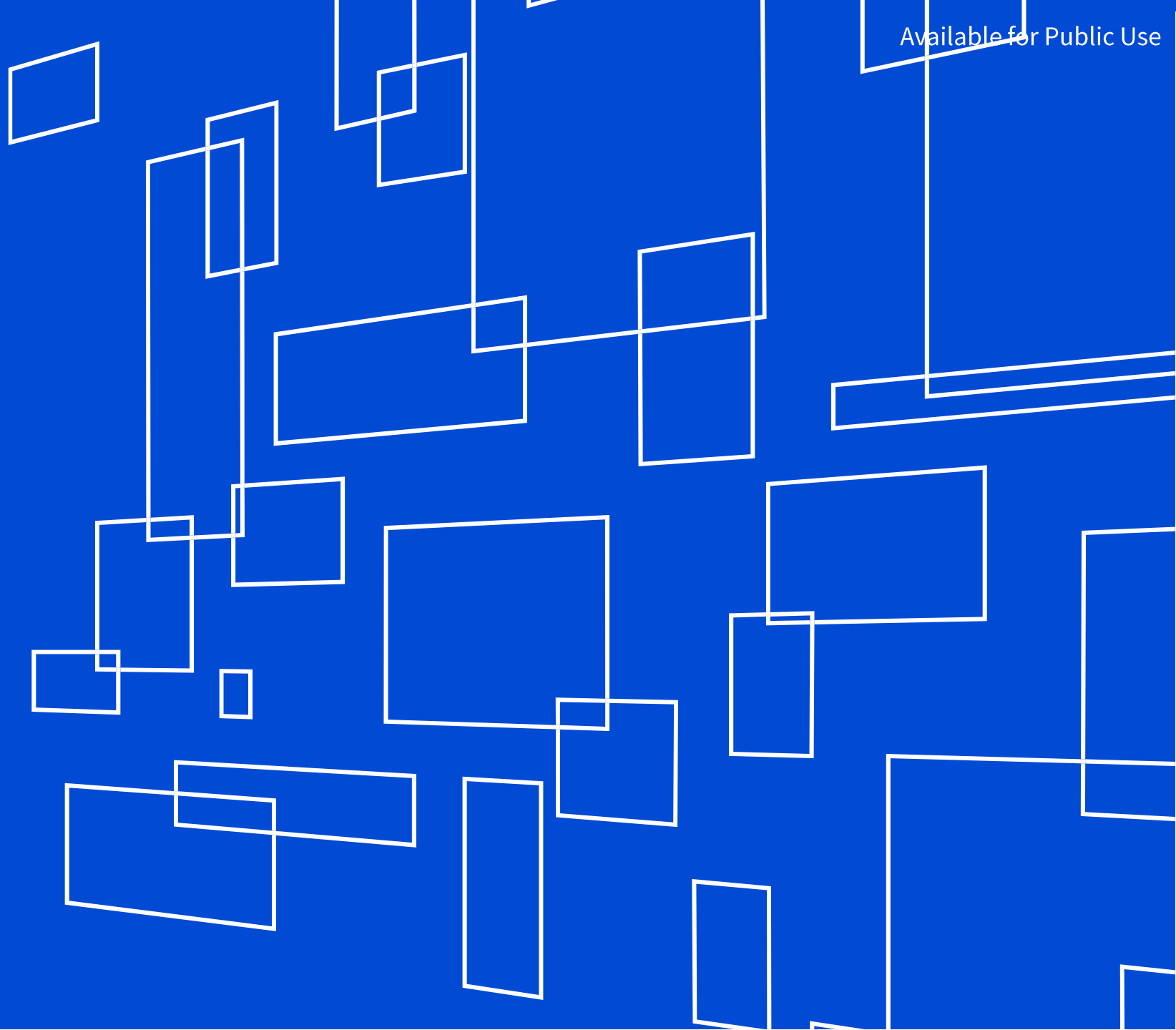
Revisions

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

Questions?

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

Resources



Instructions and Guides

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



Connect with a Program Analyst

- Email: LifelineProgram@usac.org

Questions?

Learn More about Lifeline

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