



Universal Service  
Administrative Co.

ACP

## ACP - July 2023 Newsletter

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July 28, 2023

### Waiver for ACP Participants Affected by Typhoon Mawar

On June 30, 2023, the Wireline Competition Bureau (WCB) released an Order ([DA-23-571](#)) that temporarily waives the non-usage, de-enrollment for non-usage, and annual recertification requirements under the ACP rules for ACP subscribers in Guam and the Northern Mariana Islands. This Order applies to ACP subscribers in Guam and the Northern Mariana Islands as of June 30, 2023.

The waiver period under this order is through August 31, 2023. After the end of the waiver period, ACP recertification efforts will resume. At the end of the waiver period, ACP subscribers who reside in the impacted area and who are subject to the non-usage rule will have 30 days (beginning on September 1, 2023) to use their ACP service. If the subscriber does not use their ACP service during the 30-day period, the 15-day cure notice period will begin on October 1, 2023.

### Medicaid Renewal Process

As a result of COVID-19, the [Medicaid renewal process \(Spanish\)](#) has been on hold and yearly eligibility reviews will resume in 2023. ACP consumers who qualified for the ACP benefit through Medicaid may need to renew their Medicaid eligibility this year. To reach as many Medicaid recipients as possible, USAC updated the [Do I Qualify](#) page on [AffordableConnectivity.gov](#) with information on how consumers can renew their Medicaid eligibility. To prepare for the Medicaid renewal process, consumers should update their contact information, check their mail, and complete the renewal form if they receive one. Consumers can contact their state Medicaid office for more information about the Medicaid renewal process.

### ACP Recertification

ACP Recertification began on June 27. Recertification is an annual requirement for ACP subscribers. Service providers with FCC-approved alternative verification processes or that use a school-based eligibility verification process for the Free and Reduced-Price School Lunch or School Breakfast Program must conduct recertification for those subscribers that are qualified through those methods. For all other ACP subscribers, USAC conducts recertification to ensure that ACP subscribers are still eligible for the benefit. Subscribers who participate in Lifeline and ACP that pass the USAC-conducted Lifeline recertification process will not need to undergo a separate ACP recertification process.

For more information on ACP Recertification, please refer to the training USAC hosted on [June 6](#) or the bulletin that was released on [May 18](#). A detailed overview of the [recertification process](#) can also be found on USAC's website.

### Updated Screenshots of Online Application

On July 1, USAC released updated [screenshots](#) of the online application in the consumer portal. The screenshots include updated to the landing page that consumers see when they visit [GetInternet.gov](#). These screenshots will continue to be updated as further enhancements are made to the online application.

## Updated Spanish Acceptable Documentation Guide

On July 14, USAC released updates to the Spanish version of the [Acceptable Documentation Guide](#) to make it easier for consumers to understand what documents they may need to provide when they apply for the ACP. The language and formatting have been simplified to help consumers understand the document requirements and common examples of acceptable documentation to confirm their eligibility, identity, or address. The [English](#) version of the acceptable documentation guide was updated on June 9.

## ACP Support Center P.O. Box Transition

The ACP and Lifeline Support Centers have transitioned their P.O. Box mailing address for both the ACP and Lifeline to a new address. Mail sent to the old P.O. Box mailing address will continue to be forwarded for a period to ensure that there is no interruption in application/document processing. However, service providers should begin using the new P.O. Box as soon as possible.

### **New P.O. Box mailing address:**

ACP Support Center  
PO Box 9100  
Wilkes-Barre, PA 18773-9100

USAC has released updated versions of the ACP application and recertification forms that include the new P.O. Box mailing address on our website. The new P.O. Box has also been updated on all USAC web content. Service providers should update their consumer outreach materials that contain the current ACP and Lifeline Support Centers' mailing address. For more information, please refer to the bulletin USAC released on [March 28](#).

## Claims for January 2023 Data Month Due by August 1

Providers must submit and certify original claims or revisions for the January 2023 data month (snapshot taken on February 1, 2023) by **11:59 p.m. ET on August 1, 2023**. As a reminder, the 6-month filing period for claims began with the March 2022 data month. Original claims or upward revisions submitted or certified after 11:59 p.m. ET on August 1, 2023, for the January 2023 data month will not be accepted. For more information on the claims deadline, providers can refer to the bulletin USAC released on [September 15](#).

### **Outreach & Trainings**

USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand all ACP Orders and their effect on current and new program processes. USAC will also continue to update its ACP service provider web content to reflect updated ACP rules and processes. Find upcoming trainings and other resources on the ACP Learn page on USAC's website.

### **Need Help? Contact Us!**

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#), and consumers should visit [AffordableConnectivity.gov](#). Consumers can apply for the ACP at [GetInternet.gov](#), and Spanish speaking consumers can apply at [AccedealInternet.gov](#). For general program support, service providers should email [ACProgram@usac.org](mailto:ACProgram@usac.org) and consumers should email [ACPSupport@usac.org](mailto:ACPSupport@usac.org). Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.

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