

# Device Claims Updates

## Affordable Connectivity Program

June 16, 2022



Universal Service  
Administrative Co.

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# Meet Our Team

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# Agenda

- Device Eligibility Updates
- Maximum Device Rate Validations

# Device Eligibility Updates



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# Device Eligibility Updates

## Overview

- On June 28, USAC will make changes to the National Lifeline Accountability Database (NLAD) and the Affordable Connectivity Claims System (ACCS) to align with the ACP rules and current manual processes on the one-time connected device benefit, including:
  - **Device Claims Based on First Provider:** Ensuring the first provider to give a subscriber a device is able to claim reimbursement, even if the subscriber transfers to another provider prior to the snapshot (taken on the 1<sup>st</sup> of the month), and
  - **Maximum Device Rate Validations:** Ensuring providers cannot claim more than the market value of the device minus the copay that the household paid for the device, or \$100

# Device Claims Based on First Provider

## Background

- The FCC's orders allow participating providers to submit device claims for households that received a device from the first provider, but transferred their monthly service benefit to a different provider before the first of the month.
- To implement the FCC's order, USAC added a warning in NLAD to inform providers when seeking to provide a device, that the subscriber may have previously already received a device from another provider(s).
  - **DEVICE\_WARNING:** The consumer has already been enrolled with # carrier(s) that indicated the one-time device benefit was provided to the consumer. Most recent date: MM/DD/YY.
  - USAC also worked directly with providers who were impacted by this rule and collected certified device claims outside of the regular ACP monthly claim submission process in ACCS.



# Device Claims Based on First Provider

## Upcoming System Changes

On June 28, USAC will apply system changes to ensure that “first providers” will now be able to submit a device claim for subscribers affected by this rule, directly through ACCS with their regular monthly ACP claim filing.

In addition:

- Once a subscriber has enrolled with a provider with a device reimbursement date, no other provider will be able to add a device reimbursement date moving forward.
- Other providers are still able to transfer (if still enrolled with another provider) or re-enroll (if previously de-enrolled from ACP) the subscriber for ACP service, but will not be able to add a device reimbursement date.

# Device Claims Based on First Provider

## NLAD – New Error Message (1 of 2)

- A new hard error is being implemented on verify, enroll, transfer, and update transactions to prevent providers from enrolling a subscriber with a device reimbursement date
  - **UNAVAILABLE\_DEVICE\_IN\_PROGRESS:** Another provider has already given a one-time device benefit to this subscriber and is still within the administrative window for claiming the benefit. You can offer the subscriber a device after the filing deadline in the following month if the provider does not submit a claim: MM/YY. Contact [ACProgram@usac.org](mailto:ACProgram@usac.org) to dispute.
    - The MM/YY date is based on when the six-month administrative window for filing claims ends for the first provider
    - For example, if the first provider added a device reimbursement date into NLAD on 4/15/2022, the filing deadline will be 11/22



The new error will replace the existing “warning message” that providers receive if they try to add a device reimbursement date for a subscriber who has already received the device, but has not been claimed for the benefit yet

# Device Claims Based on First Provider

## NLAD – New Error Message (2 of 2)

- If subscriber is not eligible for the device benefit and is not eligible for transfer, the provider will receive hard errors
  - For example, if ABC Company attempts to transfer a subscriber that has already transferred once during the same calendar month and they are identified as already having a device reimbursement date, ABC company will receive both hard errors below:
    - **INELIGIBLE\_FOR\_TRANSFER:** Date eligible for transfer: 07/01/2022
    - **NEW ERROR: UNAVAILABLE\_DEVICE\_IN\_PROGRESS:** Another provider has already given a one-time device benefit to this subscriber and is still within the administrative window for claiming the benefit. You can offer the subscriber a device after the filing deadline in the following month if the provider does not submit a claim: MM/YY. Contact [ACProgram@usac.org](mailto:ACProgram@usac.org) to dispute.
      - **EXISTING ERROR that will be replaced: DEVICE\_WARNING:** The consumer has already been enrolled with # carrier(s) that indicated the one-time device benefit was provided to the consumer. Most recent date: MM/DD/YY.

# Device Claims Based on First Provider

## NLAD Report Changes

- USAC is making updates to the **Detail Subscriber Snapshot Report** to show providers which benefit a subscriber can be claimed for during a given service month (data month)
- The Detail Subscriber Snapshot report will include two new fields:
  - Eligible for Device
  - Eligible for Rate
- **Note:** As a result of these updates, a single subscriber may appear on more than one provider's snapshot report for a given data month
  - A subscriber will only appear as eligible for the device benefit on the snapshot report for the month that the device reimbursement date was added (not the date itself)
  - For example, if the first provider added a device reimbursement date into NLAD on 4/15/2022, the subscriber will appear as eligible for the device benefit on the May 1 snapshot report

# Device Claims Based on First Provider

## ACCS Claims Input Template Changes (1 of 2)

- USAC is making updates to the ACCS **claims template** to allow the first provider to claim device support, even if the subscriber transfers to another provider prior to the snapshot
- The ACCS claims template will include two new fields:
  - Eligible for Device
  - Eligible for Rate

Benefit Eligibility	Eligible for Device	Eligible for Rate
Monthly benefit only	0	1
Device benefit only	1	0
Monthly and device benefits	1	1

# Device Claims Based on First Provider

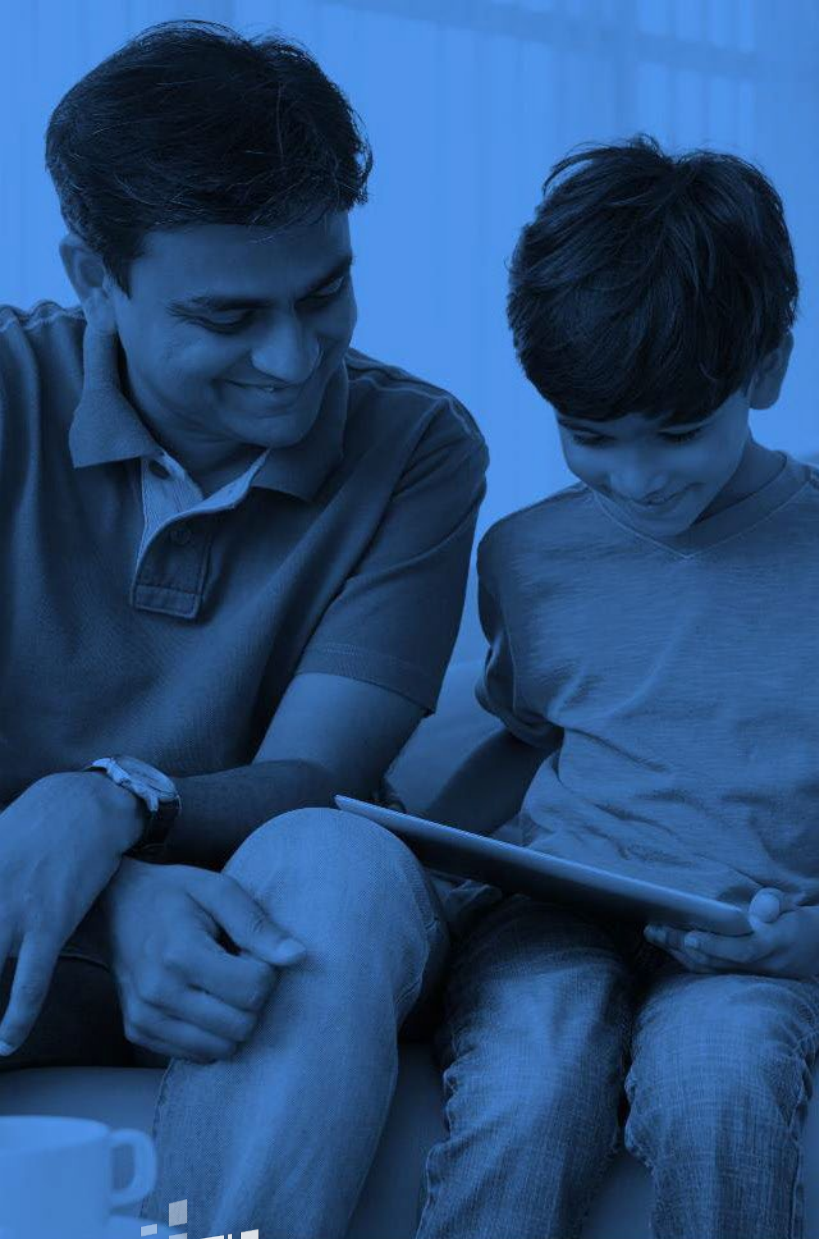
## ACCS Claims Input Template Changes (2 of 2)

- If a provider is able to claim a subscriber for the device benefit but not the monthly benefit, the “Rate” field will be pre-populated with a Rate of 0 and a Reason Code of U8
  - U8 is a new reason code that means the subscriber is eligible for the device benefit only

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Subscriber ID	Rate	Reason Cc	Device Be	SPIN	SAC	Last Name	First Name	Street Address	City	State	ZIP	Phone Nu	ETC Gener	Service Type	Tribal Benefit	Eligible for Device	Eligible for Rate
2	1401227B2	0	U8		1.43E+08	845018	LASTUSAC	JOHNUSAC	583 FAIRYTALE	BEAR	DE	19701			FIXEDWIRELESS	0	1	0
3	14RCN5BR0	0	U8		1.43E+08	845018	LASTUSAC	TELAHUSAC	1 FAIRYTALE S	BEAR	DE	19701			FIXEDWIRELESS	0	1	0
4	WJ0WA0267	0	U8		1.43E+08	845018	SMITH	JOHN	583 MAIN STR	BEAR	DE	19701	2.02E+09		FIXEDWIRELESS	0	1	0
5	WJ0WA0285	14			1.43E+08	845018	SMITHS	TESTER	585 MAIN STR	BEAR	DE	19701			FIXEDWIRELESS	0	0	1



Questions?



## Maximum Device Rate Validations



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# Maximum Device Rate Validations: ACCS

- A new validation will be added to ACCS to ensure providers cannot claim more than the market value of the device minus the copay that the household paid for the device or the maximum benefit of \$100
  - For example, ABC Company wants to claim a device benefit for Subscriber ABC23456, who receives a tablet
    - **Market value in NLAD:** \$125
    - **Device copay in NLAD:** (-) \$30
    - **Maximum device rate:** \$95
  - If the device rate exceeds the maximum rate, providers will receive the following error and the claims file will be rejected:
    - Device Benefit rate is invalid. You may not claim more than: \$xx.xx

# Maximum Device Rate Validations: NLAD

- In addition to the new validation in the claims system, providers will no longer be required to include the “**expectedRateDevice**” field on verify, enroll, transfer, or update transactions in NLAD
  - The field will no longer be available on transactions performed on the NLAD portal
  - The batch template and API specifications will be updated to remove the field
    - Users will not receive an error if they continue to include the field, however the data provided will be ignored and not saved



Questions?

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**Thank You!**





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