

ACP Recertification Office Hours

August 24, 2022



Universal Service
Administrative Co.

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- **Enter questions at any time using the “Questions” box**
 - We'll answer questions both verbally and through the questions feature
- If your audio or slides freeze, restart the webinar
- A copy of today's presentation is available in the handouts section

Meet Our Team

Elizabeth Dewey

Communications Specialist | Lifeline

Tiffany Johnson

Communications Manager | Lifeline

Joseph Ho

Senior Manager | Lifeline

Agenda

- ACP Recertification
 - Overview and Process
 - Recertification FAQs
 - Recertification Subscriber Status Report
 - Recertification Application Demo

ACP Recertification Overview

Recertification

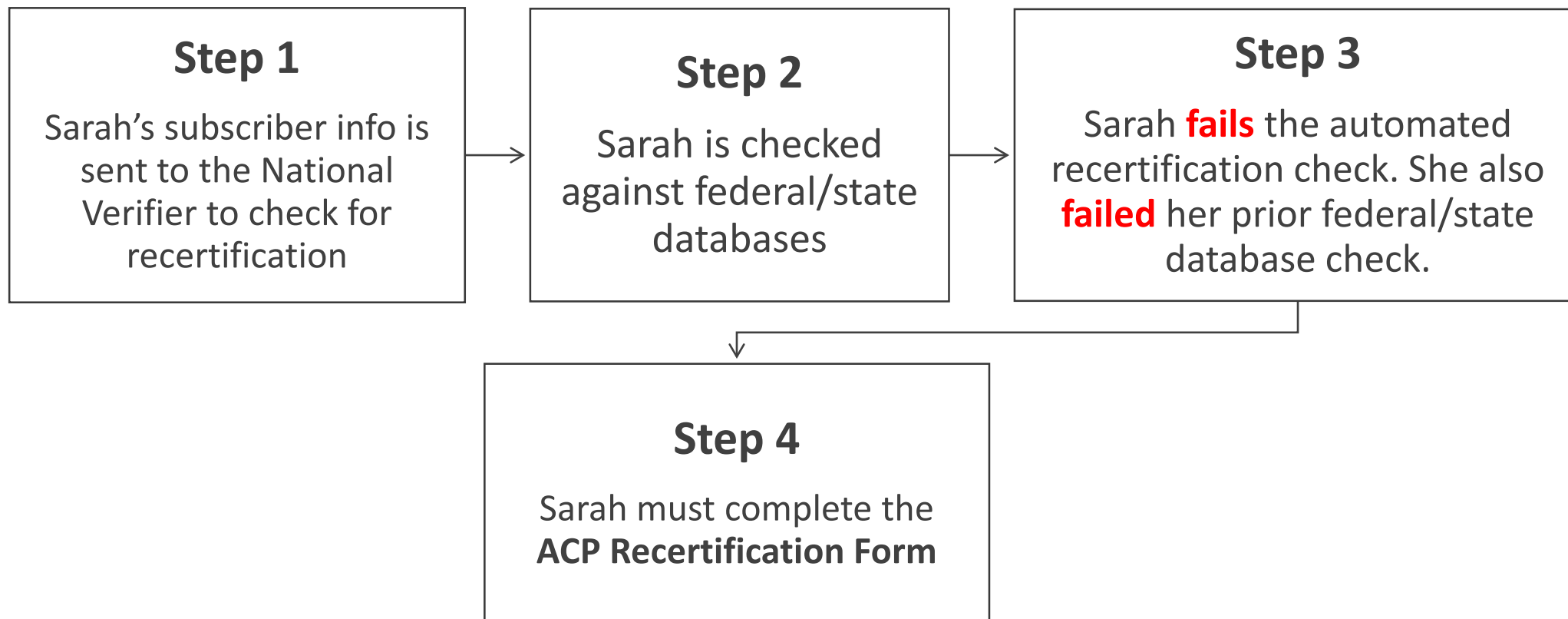
Overview

- Recertification is an annual requirement for ACP subscribers
- For subscribers who enrolled via the National Verifier, USAC conducts the recertification process
- Where USAC conducts recertification the National Verifier first attempts to verify program or income eligibility by checking available automated eligibility databases
 - Subscribers who pass the automated check do not need to take any action
 - These eligibility databases include federal and state database checks (CMS, HUD, and any state connections)
- Subscribers whose continued eligibility cannot be verified through the automated check have a 60-day recertification window to recertify their benefit
- Subscribers who fail to timely recertify their benefit are de-enrolled from the program

Recertification

S-Applications

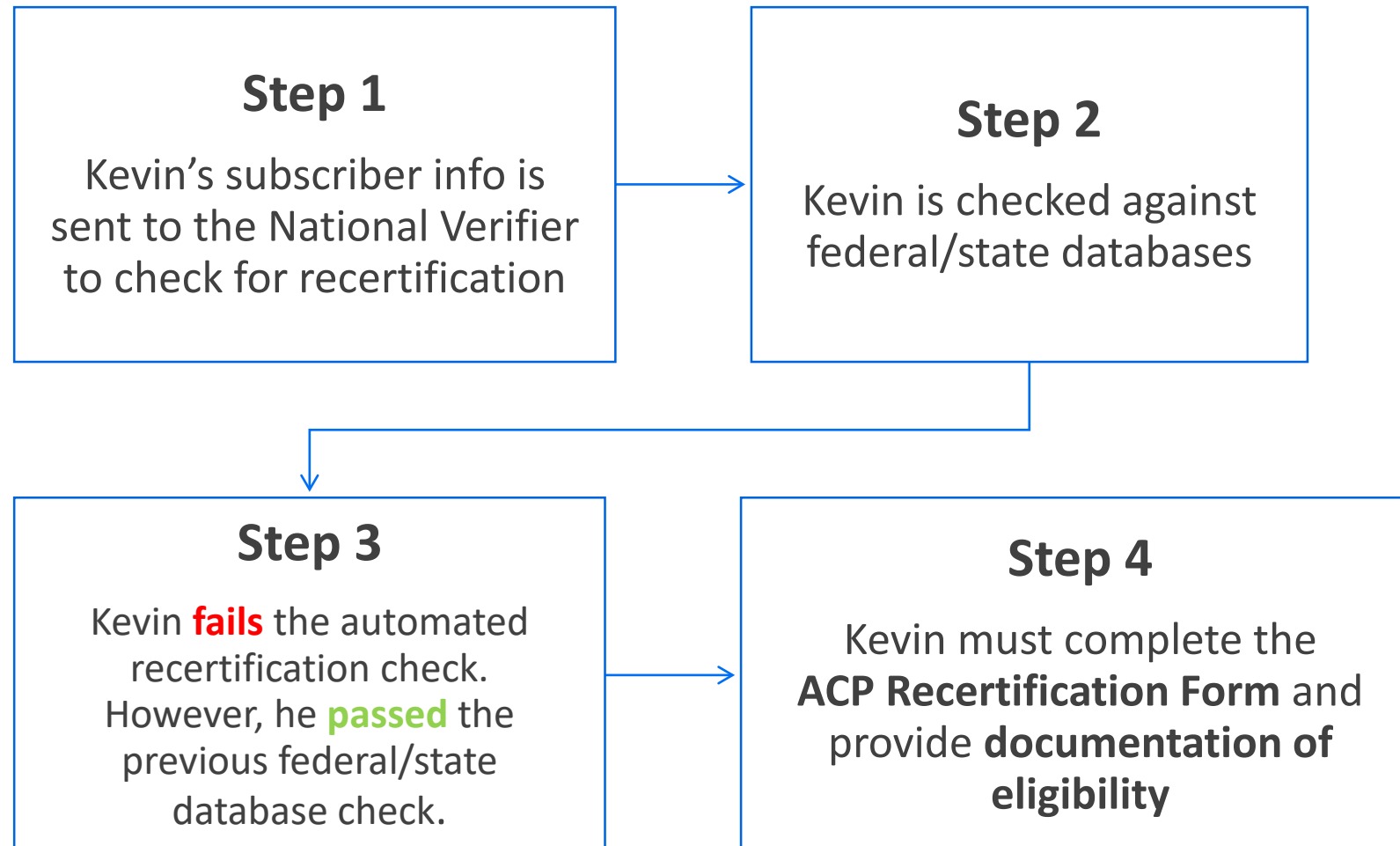
Sarah's Example - Self-Certification Required



Recertification

K-Applications

Kevin's Example – Recertification Form and Documentation Required



Recertification

Methods to Recertify

S-Application (SXXXXX-XXXXX)

Requires **only** completion of the
Recertification Form

K-Application (KXXXXX-XXXXX)

Requires completion of
Recertification Form and
proof documentation

WAYS TO RECERTIFY



Recertify by Mail



Recertify Online
• NV Consumer Portal



Recertify via Interactive
Voice Response (IVR)
(Preferred Method)



Recertify by Mail



Recertify Online
• NV Consumer Portal
• NV Service Provider Portal
• NV Eligibility Check API

Recertification FAQs

Recertification FAQs – General Questions

When will ACP recertification start?

ACP recertification began in August 2022.

How long do consumers have to recertify?

Consumers will have 60 days to recertify their ACP benefit. If they do not recertify their benefit within this 60-day window they will be de-enrolled from the program and lose their benefit.

Can a subscriber receive assistance from a service provider to recertify through the National Verifier service provider portal?

Subscribers can receive assistance only if they are required to provide documentation (K- app). Subscribers who are only required to self-certify (S-app) cannot be recertified via the service provider portal or the National Verifier eligibility check API.

Recertification FAQs – De-Enrollment

When will consumers be de-enrolled from the program?

If a consumer does not recertify their benefit within their 60 day window, they will be de-enrolled 5 business days after their recertification window closes.

How will service providers know what consumers have been de-enrolled?

Service providers will need to check the **Recertification Subscriber Status Report** in NLAD to see what consumers have been de-enrolled. USAC recommends checking the list daily for service providers to remain up to date on which consumers have been de-enrolled.

Once a consumer is de-enrolled from the program can they reapply?

Yes. If a consumer does not recertify their benefit within the 60 day recertification window, or believes they still qualify for the ACP they can reapply at any time.

Recertification FAQs – Lifeline and ACP Subscribers

If a subscriber receives both Lifeline and ACP benefits do they have to recertify twice?

No. If a subscriber **passes** the Lifeline recertification process, it satisfies their ACP recertification requirement and they will NOT need to undergo a separate ACP recertification.

If a subscriber does not pass Lifeline recertification will they be de-enrolled from ACP?

No. If a subscriber does not successfully complete the Lifeline recertification process they will be de-enrolled from Lifeline. They will then need to complete ACP recertification.

Questions?

Recertification Subscriber Status Report

Recertification

Recertification Report in NLAD

- Service providers will be able to see which subscribers are currently undergoing recertification via the **Recertification Subscriber Status Report** in NLAD
- This is the only report for ACP Recertification, providers can filter the report by type:
 - Recertified
 - In Progress
 - De-enrolled – Failed Recertification
 - All

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. The header includes the Universal Service Administrative Co. logo and the title "National Lifeline Accountability Database". A navigation menu contains "Subscriber Management", "ACP Subscriber Management", "Claims", "Account Management", and "Tools & Resources". The breadcrumb trail reads: "USAC Home | ACP Program | ACP | Tools & Resources | ACP Reports | ACP Recertification Subscriber Status Report". The main heading is "EBBP/ACP Reports" with an "Instructions" link. The form includes the following fields:

- Report Type:** Recertification Subscriber Status Report
- SAC(s):** (Empty dropdown)
- Start Date:** MM/DD/YYYY (with calendar icon)
- End Date:** MM/DD/YYYY (with calendar icon)
- Type:** Recertified
- Report Format:** Display on web page (limited to first 500 responses)

A blue "Submit" button is located at the bottom right of the form.

Recertification

NLAD Recertification Subscriber Status Report

EBBP/ACP Reports [Instructions](#)

Report Type → Recertification Subscriber Status Report

Select SAC(s) → SAC(s)

Report Start Date → Start Date (MM/DD/YYYY)

Report End Date → End Date (MM/DD/YYYY)

Type → Recertified (Type: Recertified, In Progress, De-enrolled – Failed Recertification, or All)

Report Format → Display on web page (limited to first 500 responses)

Submit

Recertification Application Demo

Questions?

Stay Informed

- [Sign up](#) for ACP email updates and upcoming events
- Visit [USAC's website](#) for service provider updates
- For information on ACP Recertification providers can visit USAC's [Recertification page](#)
 - Consumers can visit the [Recertify page](#) on AffordableConnectivity.gov
- Find training resources on the [ACP Learn page](#)
 - Visit the [Webinars page](#) to see upcoming trainings and recorded webinars
- **Questions?** Email ACPProgram@usac.org

Thank You!





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