



ACP – January 2023 Newsletter

January 30, 2023

Claims for July 2022 Data Month Due by February 1

Providers must submit and certify original claims or revisions for the July 2022 data month (snapshot taken on August 1, 2022) by **11:59 p.m. ET on February 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 February 1, 2023, for the July 2022 data month will not be accepted. For more information on the claims deadline, providers can refer to the bulletin USAC released on [September 15](#).

System Enhancements

New Service Provider Claim and Payment Report

On January 24, 2023, USAC made a new report available to 497 Officers and 497 Users who file Affordable Connectivity Program (ACP) claims. The new report, titled “SP Claim and Payment Report,” will provide Study Area Code (SAC) level details on claims submitted for the ACP. The goal of this report is to offer service providers easier access to historical claim information in a user-friendly, downloadable format. The report will also include information on withheld payments.

The report is accessible for relevant users in the ACP Claims System under the “Claim and Payment Data” tab. Users will have the option to search ACP claim data by “Entered Month” (the filing period during which a claim was submitted) or “Data Month” (the actual data month that the claim applies to). They will also be able to specify the time period they would like to search and enter one or more SPINs or SACs to review claim information.

Addition of Failed Recertification De-Enrollment Code for AVP Subscribers

Alternative Verification Process (AVP) service providers are responsible for conducting their own recertification process for their subscribers in the ACP. AVP providers are responsible for de-enrolling their subscribers who fail to complete the recertification process. On January 17, USAC added a new “Failed to Recertify” de-enrollment code in NLAD for AVP subscribers enrolled through an alternative verification process, or subscribers who qualified through the Free and Reduced-Price School Lunch Program or School Breakfast Program. Service providers will only see this de-enrollment code in NLAD, and through the API, if a subscriber was enrolled with an AVP provider or has a School Lunch Exception flag. If a subscriber enrolled in the ACP through a National Verifier application, a provider will not see the “Failed to Recertify” de-enrollment code. If a subscriber fails to recertify their ACP benefit and needs to be de-enrolled from the program, service providers should select the “Failed to Recertify” de-enrollment code.

Automation of ACP Continued Eligibility Process

On January 17, USAC automated the process to confirm existing subscribers’ continued eligibility for the ACP. USAC will use this process if there is reason to believe that a subscriber no longer qualifies for their ACP benefit. Service providers will receive an email that notifies them when subscribers in their SAC fail any of the assigned continued eligibility checks (Identity, Deceased, State/Fed, Duplicate Address) and are required to provide additional

documentation to USAC. Service providers will also receive an email notifying them when subscribers are de-enrolled for failing to complete the ACP continued eligibility process. For more information on the ACP continued eligibility process, providers can refer to the bulletin USAC released on [January 19](#).

New National Verifier Connection with Arizona

On January 17, USAC implemented an automated database connection between the National Verifier and the Arizona Department of Economic Security. Consumers applying for the Lifeline program or the ACP in Arizona will now benefit from the National Verifier's connection to the State's Department of Economic Security to verify participation in the Supplemental Nutrition Assistance Program (SNAP) and the Tribally Administered Temporary Assistance for Needy Families (Tribal TANF). To learn more about the connection with Arizona, please refer to the bulletin released on [January 18](#).

Keeping NLAD Up to Date - Updating Subscriber Addresses

Service providers are required to keep subscriber records in NLAD up to date. This includes providers who utilize an Alternative Verification Process (AVP). **Providers must update NLAD within ten (10) business days of a subscriber's status change.** This includes any changes to a subscriber's information (ex. a change of address). Service providers can update individual subscriber addresses through the "Update Subscriber" function in NLAD. To update multiple subscribers' information, service providers can utilize the API or batch upload process.

There are two common scenarios where an update to an address will fail to be processed in NLAD:

1. The subscriber's new address is not found within the United States Postal Service's Address Matching System (AMS) as it was entered.
 - This requires a new application to be created in the National Verifier for the subscriber at their new address. They must complete the application and provide documentation to support their address. Once this has been completed, the update can be re-attempted and the address should be correct in NLAD.
2. The subscriber's new address is flagged as a duplicate of another subscriber within NLAD.
 - In this case the subscriber will need to create a new application to complete the ACP Household Worksheet. This application does not need to become qualified for the subscriber's address to be updated, they simply need to submit the application with the completed Household Worksheet, and then the update can be attempted again.

Outreach & Trainings

USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand the ACP Order and its effect on current and new program processes. USAC will also continue to update its [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](#). For general program support, service providers should email ACProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call ACP Support Center at (877) 384-2575 for assistance.

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