



ACP – October 2022 Newsletter

October 28, 2022

Claims for April 2022 Data Month Due by November 1

Providers must submit original claims or revisions for the April 2022 data month (snapshot taken on May 1, 2022) by 11:59 p.m. ET on November 1, 2022. As a reminder, the 6-month filing period for claims began with the March 2022 data month. Original claims or upward revisions submitted after 11:59 p.m. ET on November 1, 2022 for the April 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](#).

Relief to ACP Participants Affected by Hurricane Fiona and Hurricane Ian

On September 22, the Wireline Competition Bureau (WCB) of the Federal Communications Commission (FCC) released an Order ([DA 22-998](#)) that temporarily waives the non-usage and de-enrollment for non-usage and annual recertification requirement and related deadlines under the ACP rules for ACP subscribers in Puerto Rico. This Order applies to ACP subscribers in Puerto Rico as of September 22, 2022.

Additionally, on October 4, WCB released an Order ([DA 22-1063](#)) that temporarily waives the non-usage and de-enrollment for non-usage and annual recertification requirement and related deadlines under the ACP rules for ACP participants in the impacted disaster areas in Florida, North Carolina, and South Carolina. This Order applies to ACP subscribers in the impacted disaster areas in Florida, North Carolina, and South Carolina as of October 4, 2022.

The waiver period under both orders is through November 30, 2022. The specific rules covered under the waivers are sections 54.1808(c)(1) and (2) and 54.1809(c) of the Commission's rules concerning the non-usage requirement and de-enrollment for non-usage, and sections 54.1806(f)(1) and (5) and 54.1809(d) of the ACP rules concerning the annual recertification requirement and de-enrollment for failure to recertify. 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 areas and who are subject to the non-usage rule will have 30 days (beginning on December 1, 2022) to use their ACP service. If the subscriber does not use their ACP service during the 30-day period, the 15-day notice period will begin on December 31, 2022.

Service providers in the affected disaster areas that are unable to comply with the ACP non-usage or recertification requirements at the end of the waiver period may request tailored relief from the FCC.

WCB Extends COVID-19 Waiver for Tribal Subscribers

On September 30, the WCB released a [waiver](#) that further extends the Lifeline recertification requirements for subscribers residing on Tribal lands through January 31, 2023. USAC will not begin direct outreach to Tribal subscribers required to complete the Lifeline recertification requirement until after January 31, 2023.

This waiver also extends ACP recertification requirements for Tribal subscribers that participate in Lifeline and ACP. ACP recertification will begin for these subscribers after they have had an opportunity to complete the Lifeline recertification process. This waiver only applies to manual recertification efforts that require ACP subscribers to take affirmative action to recertify. During the waiver period, USAC will complete automated recertification without conducting outreach if a subscriber's eligibility is successfully determined via the database connections in the National Verifier.

ACP Form Instructions Available in 10 Languages

The [Tools](#) page on AffordableConnectivity.gov now has form instructions in 10 languages to help consumers obtain the ACP benefit. Consumers can now read instructions to complete the application form, household worksheet, and recertification form in the below languages:

- English
- Spanish
- Arabic
- Simplified Chinese
- French
- Korean
- Portuguese
- Russian
- Tagalog
- Vietnamese

System Enhancements

On October 27, USAC made enhancements to the consumer portal of the National Verifier to help consumers better understand what actions they can take within the portal. These enhancements include:

- Addition of "Choose your language" text in the upper right-hand corner for consumers to choose between English or Spanish
- Addition of language on the Your Information page to clarify how consumers should complete the last name field if they have more than one last name and to clarify they can add a mailing address later in the application if different from their home address
- Addition of language on the document upload page to clarify consumers do not have to submit documents immediately, and can return at a later date with the required documentation
- Addition of customer service contact information on every page for consumers to call and ask questions
- Addition of language to clarify what document upload types are accepted and the size limits

Reminder - September 30 and October 4 Enhancements

On September 30 and October 4, USAC made several system enhancements to the [Companies Near Me](#) (CNM) tool and the National Verifier (NV). To learn more about these enhancements providers can refer to the [ACP September Newsletter](#).

ACP Connection with Missouri

On October 6, USAC implemented an automated database connection between the National Verifier and the Missouri Department of Social Services to determine and verify the eligibility of applicants and subscribers of the ACP. The ACP connection with Missouri will allow for the automatic verification of consumers participating in Supplemental Nutrition Assistance Programs (SNAP). To learn more about the connection, providers can refer to the bulletin released on [October 7](#).

Reminder - Benefit Qualifying Person (BQP) Program Integrity Measures

On September 8, the FCC released a [public notice](#) announcing additional program integrity measures for the enrollment of households in the ACP based on a Benefit Qualifying Person (BQP). In order to prevent potential waste, fraud, and abuse in enrollments using the same BQP, USAC has modified the National Verifier to prevent multiple households from enrolling in the ACP using the same BQP. USAC is also conducting regular program

integrity checks to identify any enrollments based on a duplicate BQP.

Service providers who participate in the ACP are reminded to implement policies and procedures to ensure that their subscribers are eligible to receive the ACP benefit, and these policies must include measures to check for intracompany duplicate subscribers. For more information on duplicate BQPs, providers can refer to the bulletin released on [September 14](#).

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](#). For general program support, service providers should email ACPProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.

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