



Certify ACP and EBB Program January Claims by February 15

February 9, 2022

Service providers can now file January reimbursement claims for the Affordable Connectivity Program (ACP) and the Emergency Broadband Benefit (EBB) Program. Claims for both legacy EBB and ACP subscribers must be submitted and certified by February 15 to receive reimbursement.

Claims Process

Service providers will use the ACP/EBB Claims Process to file reimbursement claims. Service providers can access the ACP/EBB Claims Process through USAC's [One Portal](#). From the portal, service providers can download and review the list of subscribers eligible for reimbursement. The claims template will have a new column labeled "ACP Cert Indicator" so service providers can identify whether consumers were enrolled in the ACP or EBB Program during January. This column will be pre-populated based on the subscriber's status in NLAD. A "1" indicates an ACP subscriber and a blank or "0" indicates a legacy EBB subscriber:

- Legacy EBB subscribers – enrolled prior to 12/31
- ACP subscribers – newly enrolled on or after 12/31

Legacy EBB subscribers (ACP Cert Indicator = 0) are eligible to continue receiving reimbursements up to \$50 during the EBB 60-day transition period. ACP subscribers (ACP Cert Indicator = 1) are eligible to receive reimbursements up to \$30. Please ensure the claim rates do not exceed the appropriate amounts when filing your monthly claim submissions.

Claims for ACP subscribers (ACP Cert Indicator = 1) that exceed \$30 will impact the processing of your payment.

Consumers who participate in both ACP and the Lifeline program can receive both discounts on their service. Service providers should deduct the Lifeline discount first, and then apply the ACP discount to the remaining balance.

National Lifeline Accountability Database (NLAD) Snapshots

On the first of the month, USAC takes a snapshot of all subscribers entered in NLAD. Consumers who have not been entered in NLAD are not eligible for reimbursement. Service providers may only claim subscribers that appear on the snapshot. The snapshot will indicate if the subscribers are eligible for the EBB or ACP rate:

- Standard EBB maximum rate - \$50

- Standard ACP maximum rate - \$30
- Tribal Benefit maximum rate - \$75 for both EBB and ACP

USAC will review uploaded/certified claims to identify non-Tribal ACP subscribers who have been claimed above the \$30 rate. If USAC identifies non-Tribal ACP subscribers claimed above the \$30 rate, providers will be notified via email and will be permitted to correct and resubmit their claims prior to the 15th.

If providers do not correct ACP claims above \$30, it will impact the processing of your payment.

Providers are encouraged to submit their claims early, so there is enough time to correct and resubmit any ACP claims flagged by USAC prior to the deadline

Consumers who have not been entered in NLAD as of the snapshot date are not eligible for reimbursement for the corresponding data month. Subscribers should only be claimed if they are receiving service. For example, the following subscribers are not eligible for reimbursement:

- Subscribers who have enrolled but not started receiving service
- Subscribers who have service but did not use it during the data month

Certifying Claims

All claims must be certified for reimbursement. The 497 Officer must certify all claims by February 15th (all claims must be certified by the 15th of the month or the first business day after the 15th, if the 15th of the month falls on a holiday or weekend). Claims that are not certified will not be reimbursed. Providers are encouraged to submit their claims early so there is enough time to correct and resubmit any ACP claims flagged by USAC prior to the deadline.

Claims Process Support

For help with the claims process, service providers should email USAC at ACProgram@usac.org.

Sign Up for Outreach

Beginning February 15, 2022, USAC will no longer send ACP updates to the EBB distribution list. If you have not signed up for ACP outreach and are receiving this through the EBB Program distribution, please visit [USAC's subscription center](#) to select the ACP outreach you would like to receive.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](https://www.usac.org) and consumers should visit [ACPBenefit.org](https://www.acpbenefit.org). 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 the ACP Support Center at 877-384-2575 for assistance.