



USAC

Affordable Connectivity Program - Upcoming Changes to the Claims Process

April 18, 2022

In recent weeks, USAC has [shared information](#) about upcoming changes to the Affordable Connectivity Program (ACP) and subscriber management in NLAD due to the Affordable Connectivity Program (ACP) Report and Order. In addition to updating NLAD, USAC has coordinated closely with the Federal Communications Commission (FCC) to make updates to the Affordable Connectivity Claims System (ACCS). The information below is intended to provide an overview of upcoming changes to the ACP claims process and system.

Extended Filing Period for Claims

Beginning with the March 2022 data month (snapshot taken on April 1), service providers will have 6 months from the snapshot date to submit claims. If the 1st of the month of the six-month deadline falls on a weekend or holiday, service providers can certify on the first business day following the 1st. For example, if a provider is unable to submit their claim for the March 2022 data month by April 15 (the previous deadline), they can submit the claim any time before October 3 (October 1 falls on a Saturday).

There is no change to the process for submitting claims during the extended filing period. Service providers will continue to select the appropriate data month/year and then filing type "Original." They will be able to proceed through the filing process the same way they have been doing for previous claims.

Revisions

Beginning with the March 2022 data month, service providers will have the ability to submit revisions for claims that were already submitted and certified. Please note that revisions for the January and February data months will not be accepted. Revisions allow service providers to correct information from a previously certified filing. The administrative period for completing upward revisions (revisions that result in a higher payment) is the same for submitting original claims – 6 months. There is no time restriction for submitting downward revisions (revisions that result in a lower payment than previously claimed).

Providers can begin making revisions for the March 2022 data month on April 16 and will have until October 3, 2022 to submit revisions.

To submit a revision, providers will follow a process similar to submitting an original filing. The 497 Officer or 497 User will begin by selecting a data month and year. Rather than choosing the "Original" filing type, they will select "Revision."

Payments

Payments will continue to be made on a monthly basis for all claims submitted by the 15th of a given month. For example, providers will receive payment in April for all claims submitted by April 15. Providers will receive payment in May for original claims submitted from May 1 - May 15, and will have revised claims applied to previously submitted data months from submissions filed between April 16 - May 15.

Outreach & Trainings

Join us on [Thursday, April 21](#) for our next ACP training. During this training, USAC will provide an overview of the

Affordable Connectivity Claims System (ACCS) and the updates outlined in this bulletin.

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 [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 [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 ACP Support Center at (877) 384-2575 for assistance.

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