



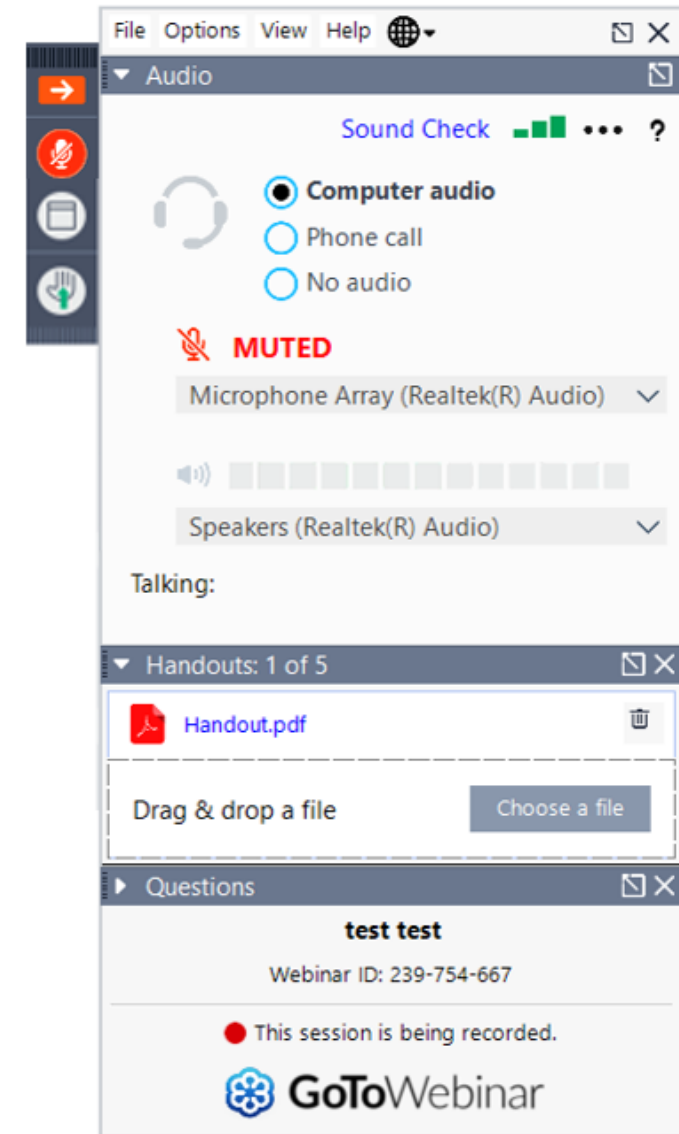
# Recertification Office Hours

Lifeline Program

February 26, 2025

# Housekeeping

- This office hours session is being recorded.
- Audio is available through your computer's speakers.
- The audience will remain on mute.
- Enter questions at any time using the “**Questions**” box.
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the “**Handouts**” section of the webinar panel.



# 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.

# Meet Our Team

**Linnita Hosten**

Senior Communications Specialist

**Oladotun Adio**

Communications Specialist

# Agenda

- Recertification Overview
- Methods to Recertify
- De-Enrollment
- Recertification Reports
- Frequently Asked Questions (FAQs)
- Resources

# Recertification Overview

# Recertification Overview

- Recertification is an annual requirement for all Lifeline subscribers to ensure that they are still eligible for the Lifeline benefit. 2025 recertification began on **Thursday, February 13, 2025**.

1

A subscriber record is checked against the automated database to verify eligibility.

2

The outcome of the database check is populated in the National Lifeline Accountability Database (NLAD) Recertification Subscriber Status Report.

3

If a subscriber passes the check, no additional steps are needed.  
If a subscriber fails the check, the 60-day recertification window will begin.






4

Failed/non-responsive subscribers are sent a de-enrollment notification and automatically de-enrolled from NLAD.

# Recertification Overview

## Methods to Recertify

- There are two recertification application types when eligibility could not be automatically verified, each with their own method to recertify:
  - **R-Application** - Requires Recertification Form
  - **D-Application** - Requires Recertification Form and proof documentation
- See chart on the right for the specific methods to recertify.

<b>R-Application</b> <b>(RXXXXX-XXXXX)</b>	<b>D-Application</b> <b>(DXXXXX-XXXXX)</b>
Requires <b>only</b> completion of the <b>Recertification Form</b>	Requires completion of <b>Recertification Form</b> and <b>proof documentation</b>
 <b>Recertify by Mail</b>	 <b>Recertify by Mail</b>
 <b>Recertify by Online</b> <ul style="list-style-type: none"> <li>• National Verifier Consumer Portal</li> </ul>	 <b>Recertify Online</b> <ul style="list-style-type: none"> <li>• National Verifier Consumer Portal</li> <li>• National Verifier Service Provider Portal</li> <li>• National Verifier Eligibility Check API</li> </ul>
 <b>Recertify via Interactive Voice Response (IVR)</b>	



# Recertification Overview

## Recertification Outcome

- Subscribers will receive notifications about their successful or unsuccessful recertification status based on their chosen recertification method.
  - If a subscriber recertified online or via the Interactive Voice Response (IVR), an immediate confirmation of their submission will be received.
  - If a subscriber recertified via mail, a mailed notification will be sent shortly after the successful recertification is processed.

**Note:** Only subscribers that are required to recertify will receive outreach.

# Recertification Overview

## De-Enrollment

- If a subscriber does not successfully recertify by the end of their 60-day recertification window, they will be automatically de-enrolled from NLAD five business days after their recertification window closes.
- Service providers will be notified via an automated email (sent to ETC Administrator user role) of all de-enrollments for failed/non-responsive subscribers through the Failed Recertification De-enroll Report in NLAD.
  - The email notification will indicate de-enrollments have occurred in one or more of the service provider's Study Area Codes (SACs) and direct them to check the report for more information.

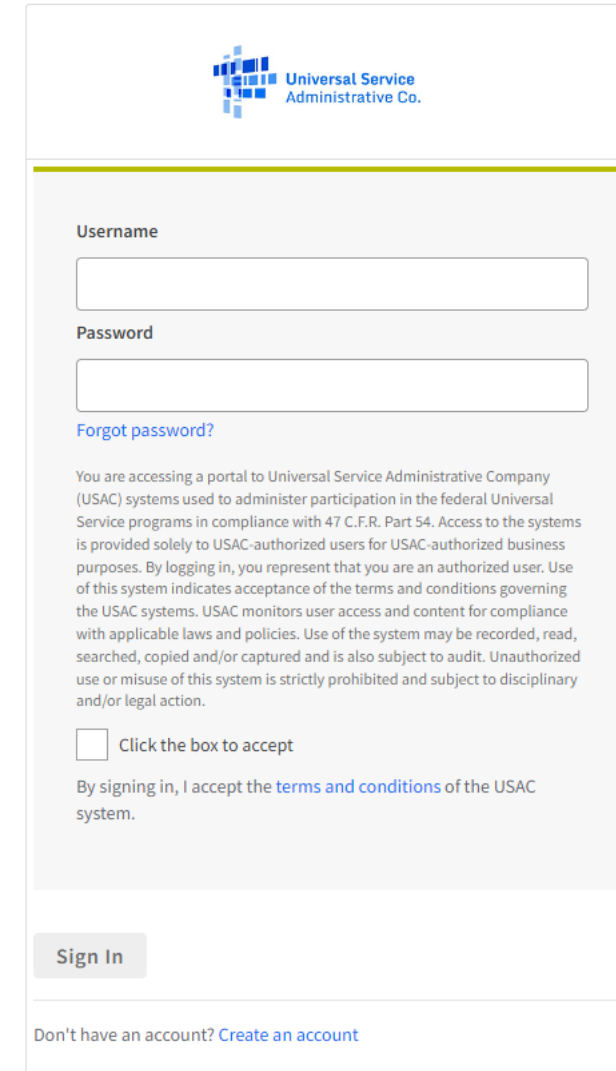
**Questions?**

# Recertification Reports

# Recertification Reports

## Sign in to One Portal

- Access NLAD through USAC's [One Portal](#).



The screenshot shows the login interface for the Universal Service Administrative Company (USAC) One Portal. At the top right is the USAC logo. Below it are two input fields for 'Username' and 'Password'. A link for 'Forgot password?' is located below the password field. A large block of text provides a disclaimer about system access and terms of use. Below the text is a checkbox for accepting terms and conditions. A 'Sign In' button is positioned below the checkbox. At the bottom, there is a link for users who do not have an account to 'Create an account'.

Universal Service Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Don't have an account? [Create an account](#)

# Recertification Reports

## Sign in to One Portal

- Once logged in to One Portal, select NLAD.

The screenshot shows the dashboard of the Universal Service Administrative Co. The header is blue with the company logo and name on the left, and a "Sign Out" button on the right. The main content area is white with a green horizontal line. It features three columns: "Upcoming Dates" with two entries (02/26 2025 Recertification Office Hours and 03/12 2025 March 2025 Monthly Webinar), "Lifeline" with three items (National Verifier, National Lifeline Accountability Database (NLAD) - highlighted with a green border, and National Lifeline Accountability Database Staging Environment), and "Help?" with "Send us a message" and "Call us" links.

Universal Service Administrative Co. [Sign Out](#)

### Dashboard

#### Upcoming Dates

02/26 2025 [Recertification Office Hours](#)

03/12 2025 [March 2025 Monthly Webinar](#)

#### Lifeline

**National Verifier** - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

**National Lifeline Accountability Database (NLAD)** - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

**National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows Lifeline and ACP providers to test system features.

**Lifeline Claims System (LCS)** - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

#### Help?

[Send us a message](#)  
[Click here](#)

**Call us**  
(888) 641-8722

# Recertification Reports

## Recertification Subscriber Status Report

- Reports are located under ‘**Tools & Resources**’.
- The **Recertification Subscriber Status Report** outlines the status of subscribers as they progress through the recertification process under their SAC.

The screenshot displays the National Lifeline Accountability Database interface. At the top, the Universal Service Administrative Co. logo is on the left, and the title 'National Lifeline Accountability Database' is on the right. Below the title is a navigation menu with links for 'Subscriber Management', 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. The 'Tools & Resources' link is highlighted. Below the navigation menu is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Recertification Subscriber Status Report'. The main heading is 'Reports', with an 'Instructions' link to its right. The form contains four dropdown menus: 'Report Type' (set to 'Recertification Subscriber Status Report'), 'SAC(s)' (set to 'Select SAC(s)'), 'Type' (set to 'Recertified'), and 'Report Format' (set to 'Display on web page (limited to first 500 responses)'). A blue 'Submit' button is located at the bottom right of the form.

# Recertification Reports

## Recertification Subscriber Status Report (Continued)

- Results from the report will include records for all subscribers that began and/or completed the recertification process between the dates selected.
- Key sections of the report include:
  - **Recertification Status:** Displays the status of the subscriber's recertification requirement.
  - **Sub Recert Deadline:** The deadline date by which the subscriber is required to complete recertification.

The screenshot shows the National Lifeline Accountability Database interface. The header includes the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. Navigation tabs include Subscriber Management, ACP Subscriber Management, Claims, Account Management, and Tools & Resources. The breadcrumb trail is: USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Recertification Subscriber Status Report. The main heading is 'Recertification Subscriber Status Report'. Below the heading is a summary text: 'The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.' There is an 'Export to CSV' button. Below the text is 'Displaying 1-4 of 4 records' and an 'Instructions' link. The table has the following columns: Recertification Status, SAC, Subscriber ID, ETC General Use, Last Name, Sub Recert Deadline, Eligibility Docs Required, Eligibility Docs Accepted, Eligibility Doc Rejection Reason, and Address Resolution Required. The table contains four rows, all with 'In-Progress' in the Recertification Status column and 'Not received' in the Eligibility Docs Accepted column.

Recertification Status	SAC	Subscriber ID	ETC General Use	Last Name	Sub Recert Deadline	Eligibility Docs Required	Eligibility Docs Accepted	Eligibility Doc Rejection Reason	Address Resolution Required
In-Progress							Not received		N
In-Progress							Not received		N
In-Progress							Not received		N
In-Progress							Not received		N



# Recertification Reports

## Recertification Subscriber Status Report (Continued)

- Additional report sections include:
  - **Recertification Status:** Displays the status of the subscriber's recertification requirement.
  - **Sub Recert Deadline:** The deadline date by which the subscriber is required to complete recertification.
  - **Eligibility Docs Required:** Indicates if the subscriber must submit documentation to verify their Lifeline eligibility.

The screenshot shows the 'National Lifeline Accountability Database' interface. The header includes the Universal Service Administrative Co. logo and navigation links for Subscriber Management, ACP Subscriber Management, Claims, Account Management, and Tools & Resources. The breadcrumb trail is: USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Recertification Subscriber Status Report. The report title is 'Recertification Subscriber Status Report'. Below the title is a summary: 'The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.' There is an 'Export to CSV' button. Below the summary, it says 'Displaying 1-4 of 4 records' and an 'Instructions' link. The table has the following columns: Recertification Status, SAC, Subscriber ID, ETC General Use, Last Name, Sub Recert Deadline, Eligibility Docs Required, Eligibility Docs Accepted, Eligibility Doc Rejection Reason, and Address Resolution Required. The table contains four rows of data, all with 'In-Progress' status and 'Not received' for 'Eligibility Docs Accepted'.

Recertification Status	SAC	Subscriber ID	ETC General Use	Last Name	Sub Recert Deadline	Eligibility Docs Required	Eligibility Docs Accepted	Eligibility Doc Rejection Reason	Address Resolution Required
In-Progress							Not received		N
In-Progress							Not received		N
In-Progress							Not received		N
In-Progress							Not received		N

# Recertification Reports

## Recertification Subscriber Status Report (Continued)

- Also included in the report:
  - **Eligibility Docs Required:** Indicates if the subscriber must submit documentation to verify their Lifeline eligibility.
  - **Eligibility Doc Rejection Reason:** Specifies the reason for the rejection of the submitted documentation.
  - **Address Resolution Required:** Indicates if the subscriber needs to correct address errors on their recertification application.

The screenshot shows the National Lifeline Accountability Database interface. The header includes the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. Navigation tabs include Subscriber Management, ACP Subscriber Management, Claims, Account Management, and Tools & Resources. The breadcrumb trail is: USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Recertification Subscriber Status Report. The report title is 'Recertification Subscriber Status Report'. A summary text states: 'The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.' There is an 'Export to CSV' button and an 'Instructions' link. The table displays 4 records, showing columns for Recertification Status, SAC, Subscriber ID, ETC General Use, Last Name, Sub Recert Deadline, Eligibility Docs Required, Eligibility Docs Accepted, Eligibility Doc Rejection Reason, and Address Resolution Required. All records show 'In-Progress' status, 'Not received' for 'Eligibility Docs Accepted', and 'N' for 'Eligibility Doc Rejection Reason' and 'Address Resolution Required'.

Recertification Status	SAC	Subscriber ID	ETC General Use	Last Name	Sub Recert Deadline	Eligibility Docs Required	Eligibility Docs Accepted	Eligibility Doc Rejection Reason	Address Resolution Required
In-Progress							Not received		N
In-Progress							Not received		N
In-Progress							Not received		N
In-Progress							Not received		N

# Failed Recertification Reports

## Failed Recertification De-Enroll Report

- The **Failed Recertification De-Enroll Report** lists all subscribers de-enrolled from NLAD due to failing recertification.

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. The header includes the Universal Service Administrative Co. logo and the text "National Lifeline Accountability Database". Below the header, there are navigation links: "Subscriber Management", "ACP Subscriber Management", "Claims", "Account Management", and "Tools & Resources". The main content area shows the "Failed Recertification De-Enroll Report" page. The page title is "Reports" with a link to "Instructions". The form contains the following fields:

- Report Type:** A dropdown menu with "Failed Recertification De-Enroll Report" selected.
- SAC(s):** A dropdown menu.
- Start Date:** A date input field with the placeholder "MM/DD/YYYY" and a calendar icon.
- End Date:** A date input field with the placeholder "MM/DD/YYYY" and a calendar icon.
- Report Format:** A dropdown menu with "Display on web page (limited to first 500 responses)" selected.

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

# Failed Recertification Reports

## Failed Recertification De-Enroll Report (Continued)

- Results from the report will include subscriber records that have been de-enrolled between the dates selected.
- Key sections of the report include:
  - **Application ID:** The number used to identify a subscriber's recertification application.
  - **Sub Recert Deadline:** The deadline date by which the subscriber was required to complete recertification.

The screenshot displays the National Lifeline Accountability Database interface. At the top, the Universal Service Administrative Co. logo is on the left, and the title 'National Lifeline Accountability Database' is on the right. Below the title bar, there are navigation links: 'Subscriber Management', 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. A breadcrumb trail reads: 'USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Failed Recertification De-Enroll Report'. The main heading is 'Failed Recertification De-Enroll Report'. Below this, a text block states: 'The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.' To the right of this text is a blue button labeled 'Export to CSV' with a download icon. Below the text is a link for 'Instructions'. A table with the following headers is shown: 'NLAD Transaction Date', 'De-Enrollment Code', 'Transaction Type', 'ETC General Use', 'Application ID', 'Study Area Code', 'Last Name', 'Subscriber ID', 'Anniversary Date', and 'Sub Recert Deadline'. The table body contains the text 'No records available'.

# Frequently Asked Questions (FAQs)

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>• What distinguishes recertification from reverification?</li></ul>	<ul style="list-style-type: none"><li>• Recertification is an annual Lifeline requirement to verify the ongoing eligibility of active subscribers for the Lifeline benefit.</li><li>• Reverification was a one-time process, concluding in August 2024, aimed at confirming that all subscribers enrolled in the Lifeline program through legacy processes (i.e., pre-National Verifier processes) meet the eligibility standards of the National Verifier.</li></ul>

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>• Is recertification still based on anniversary dates?</li></ul>	<ul style="list-style-type: none"><li>• No, the use of anniversary dates for recertification was eliminated by the <a href="#">2019 Lifeline Order</a>. Currently it serves to track when a consumer was initially enrolled. If they de-enroll and re-enroll, the anniversary date will reset.</li><li>• When possible, USAC takes the last time a subscriber's eligibility was checked into consideration when initiating recertification.</li></ul>

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>• When does the 2025 recertification process start?</li><li>• How can I check the status of a subscriber's recertification?</li></ul>	<ul style="list-style-type: none"><li>• Starting Thursday, February 13, 2025, USAC began automated eligibility database checks to verify Lifeline subscribers due for recertification. These checks will be conducted daily throughout the year.</li><li>• You can review the Recertification Subscriber Status Report or the Failed Recertification De-Enroll Report.</li></ul>



# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li data-bbox="203 714 1121 813">• How long do consumers have to complete recertification?</li><li data-bbox="203 1042 1121 1092">• Why might a subscriber fail recertification?</li></ul>	<ul style="list-style-type: none"><li data-bbox="1299 635 2305 849">• Consumers will have approximately 60 days to complete recertification through a manual process after they are notified that they failed the automated database check.</li><li data-bbox="1299 899 2305 1170">• A subscriber may fail if they do not provide the necessary documents or if their application expires before being approved. If this happens, they will be de-enrolled within five business days of the application's expiration.</li></ul>

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>• What are the different recertification application types and the methods available for recertifying?</li></ul>	<p><b>R-Application (RXXXXX-XXXXX)</b> Requires only the completion of the Recertification Form. Methods:     Recertify by Mail     Recertify Online (NV Consumer Portal)     Recertify via Interactive Voice Response (IVR)</p> <p><b>D-Application (DXXXXX-XXXXX)</b> Requires completion of the Recertification Form and submission of proof documentation. Methods:     Recertify by Mail     Recertify Online (NV Consumer Portal, NV Service Provider Portal, NV Eligibility Check API)</p>

# Resources

# Resources

USAC offers help and support in multiple ways.

- Visit USAC's [Recertification](#) page for information on the recertification process.
- Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for general technical support and additional information on processes, rules, and program requirements.

**Thank You!**





**Universal Service  
Administrative Co.**