

Goal: Getting Payments Right

Program or Activity
Universal Service Funds - Lifeline

Reporting Period
Q4 2020

Change from Previous FY (\$M)

-\$118M

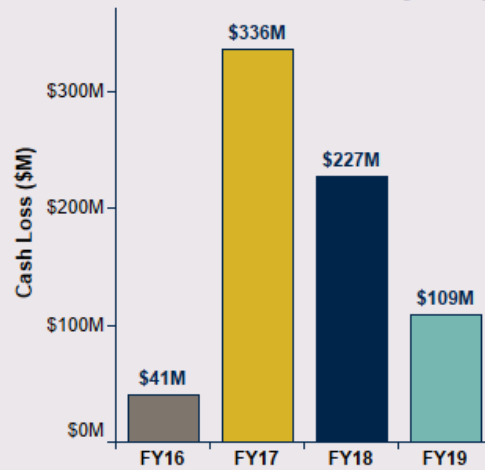


Universal Service Funds - Lifeline

Brief Program Description:

Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get at least \$7.25 toward their bill; residents of federally-recognized Tribal lands may receive an additional \$25 per month.

Cash Loss by FY (\$M)



Key Milestones	Status	ECD
1 Develop mitigation strategies to get the payment right the first time	On-Track	Jan-21
2 Evaluate the ROI of the mitigation strategy	On-Track	Jan-21
3 Determine which strategies have the best ROI to prevent cash loss	On-Track	Jan-21
4 Implement new mitigation strategies to prevent cash loss	On-Track	Jan-21
5 Analyze results of implementing new strategies	On-Track	Jan-21

Quarterly Progress Goals			Status	Notes	ECD
1	Q4 2020	Begin sampling and reviewing state eligibility verifications for new enrollees in all three NLAD opt-out states.	On-Track	N/A	Dec-20
2	Q4 2020	Establish data connections with additional states/territories to automate eligibility checking for the National Verifier.	On-Track	N/A	Dec-20

Recent Accomplishments					Date
1	Implemented additional state and territory connections, bringing the automated program eligibility connections in the National Verifier up to two federal and 18 state/territory connections.				May-20
2	Hard launched the last of the 53 NLAD states and territories into the National Verifier. New eligibility decisions in all states (except the three NLAD opt-out states) now go through the National Verifier eligibility review process.				Jun-20
3	Implemented the Representative Accountability Database, allowing us to monitor agent activity and lock agents with suspicious activity out of the system.				Jul-20

Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$109M	Other reason	Usage of Service - Subscribers did not use the Lifeline service for 45 consecutive days (30 day usage period plus 15 day cure period).	Usage of Service	Usage of Service - TBD
		Missing Certifications - Carrier omitted or failed to collect an enrollment certification.	Missing Certifications - Carrier omitted or failed to collect an enrollment certification.	Missing Certifications - Resolving improper forms that the ETCs are using through the Universal Forms will resolve the vast majority of the issue. Full launch of all states in the National Verifier in 2020 resolves the issue.
		Ineligible Subscriber-Eligibility Documentation - Carrier failed to provide a list of the data source or documentation that was reviewed to confirm a subscriber's initial eligibility.	Ineligible Subscriber-Eligibility Documentation - The National Verifier utilizes a combination of automated and manual processes to verify eligibility and confirm whether a consumer is qualified for the Lifeline program.	Ineligible Subscriber-Eligibility Documentation - Full launch of all states in the National Verifier in 2020 mitigate the issue.

Cash Loss - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.