

# Payment Integrity Scorecard

**Program or Activity**  
Universal Service Fund - Lifeline

**Reporting Period**  
Q2 2022

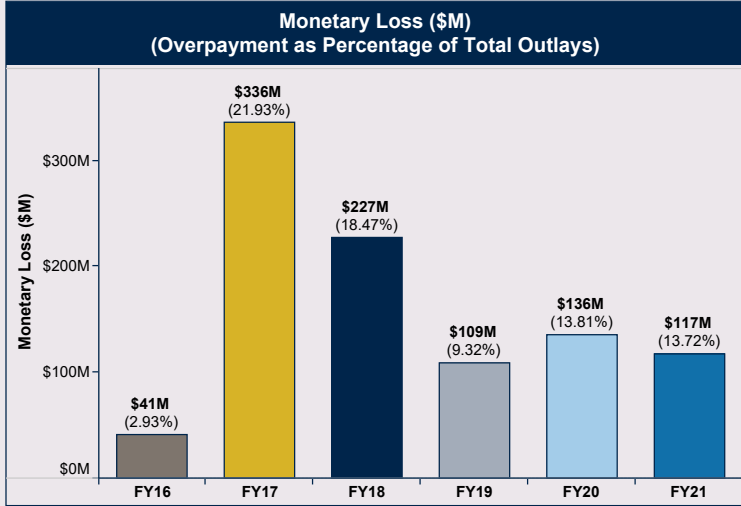
**Change from Previous FY (\$M)**

-\$18M

**FCC**  
Universal Service Fund - Lifeline

**Brief Program Description:**  
Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get at least \$5.25 toward their bill; residents of federally-recognized Tribal lands may receive an additional \$25 per month.

Key Milestones	Status	ECD
1 Develop mitigation strategies to get the payment right the first time	Completed	Nov-20
2 Evaluate the ROI of the mitigation strategy	Completed	Nov-20
3 Determine which strategies have the best ROI to prevent cash loss	Completed	Nov-20
4 Implement new mitigation strategies to prevent cash loss	Completed	May-21
5 Analyze results of implementing new strategies	On-Track	Sep-23
6 Achieved compliance with PIIA	On-Track	Oct-22
7 Identified any data needs for mitigation	Completed	Mar-21



Goals towards Reducing Monetary Loss	Status	ECD
1 Q2 2022 Conduct targeted programmatic reviews of ETCs non-usage compliance, including reviews of policies & procedures and non-usage data.	On-Track	Sep-22
2 Q2 2022 Analyze duplicate subscribers in California and provide results to the California PUC.	On-Track	Sep-22

Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 Recovery Activity	USAC is assessing the reason for the improper payment and will take corrective actions to prevent such improper payments from re-occurring.	Post-payment programmatic reviews of high risk ETCs
2 Recovery Activity	USAC is assessing the reason for the improper payment and will take corrective actions to prevent such improper payments from re-occurring.	Post-payment audit reviews of high risk ETCs
3 Recovery Activity	USAC is assessing the reason for the improper payment and will take corrective actions to prevent such improper payments from re-occurring.	Self-reported overpayments

Accomplishments in Reducing Monetary Loss	Date
1 Locked out 42 additional agents from Lifeline systems for committing potentially fraudulent transactions, bringing the total to 117.	Mar-22
2 Supported continuation of COVID waivers.	Mar-22
3 Withheld claims for approximately 8.1k subscribers in Q1 2022 who are potentially deceased.	Mar-22

Amt(\$)	Root Cause of Monetary Loss	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
\$117M	Overpayments outside the agency control that occurred because of an Inability to Access the Data/Information Needed.	The California PUC is responsible for preventing duplicate enrollments in that state. Duplicate subscribers were approved in California, due to a change in the PUC's duplicate detection logic.	Change Process – altering or updating a process or policy to prevent or correct error.	Improvements to the California PUC's duplicate detection logic will reduce duplicate subscribers claimed for Lifeline support.

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