Payment Integrity Scorecard

Program or Activity
Universal Service Fund - Lifeline

Reporting Period
Q4 2022

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.

Accomplishments in Reducing Monetary Loss
1. Locked out 24 additional agents from Lifeline systems for committing potentially fraudulent transactions, bringing the total to 159. Sep-22
2. Withheld claims for approximately 9.2k NLA D subscriber claims in Q3 2022 who are potentially deceased. Sep-22

Goals towards Reducing Monetary Loss
1. Q4 2022 - Identify duplicate subscribers approved by California. On-Track Dec-22
2. Q4 2022 - Identify samples for targeted programmatic reviews of ETCs’ non-usage compliance, including reviews of policies & procedures and non-usage data. On-Track Dec-22

Accomplishments in Reducing Monetary Loss

Goals towards Reducing Monetary Loss

Key Milestones
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 PIA
   On-Track Oct-22
7. Identified any data needs for mitigation
   Completed Mar-21

Monetary Loss ($M)

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

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