



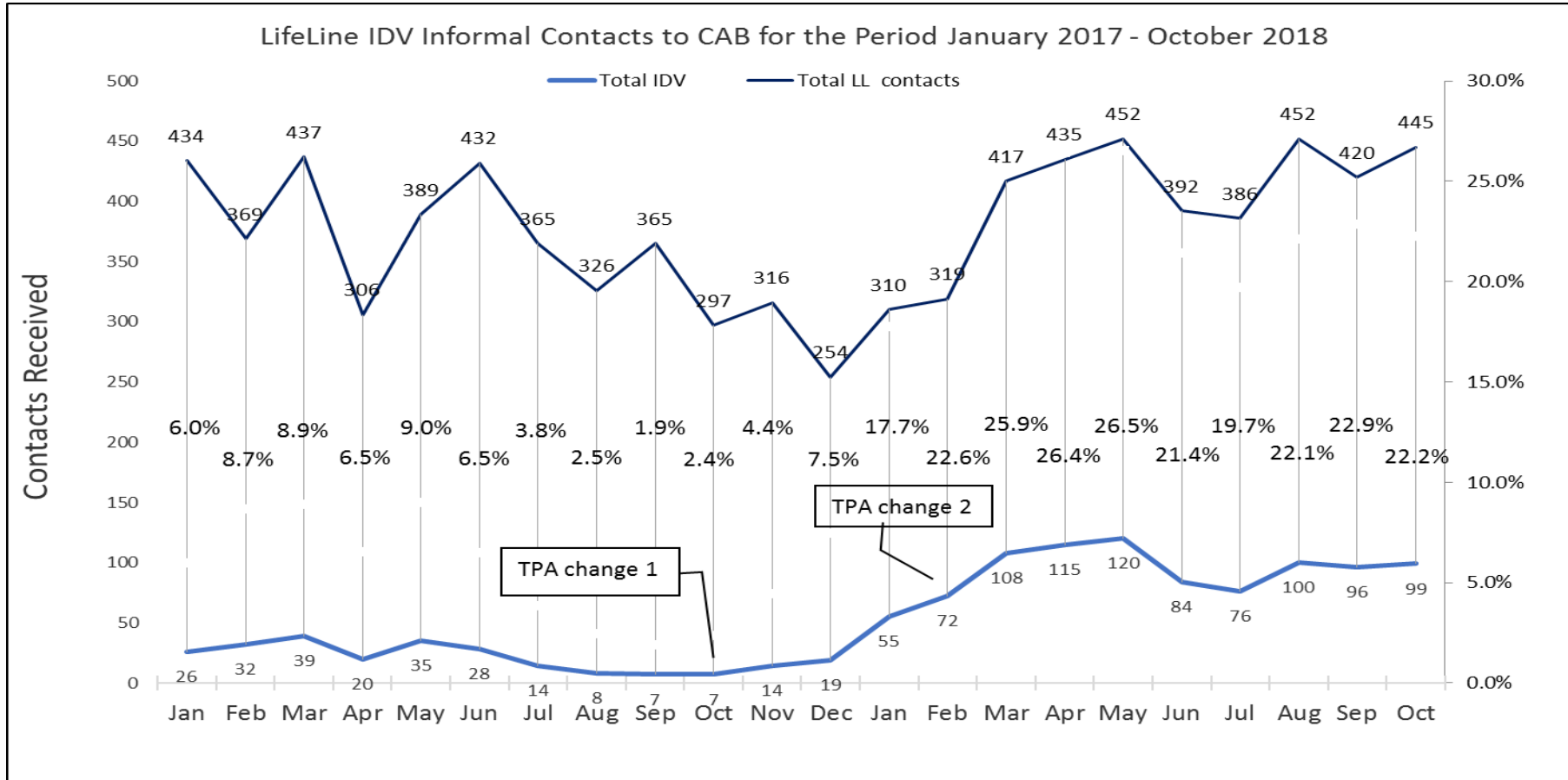
# CAB'S RECOMMENDATIONS FOR LIFELINE RENEWAL PROCESS IMPROVEMENT

# Source of increase in IDV related contacts to CAB

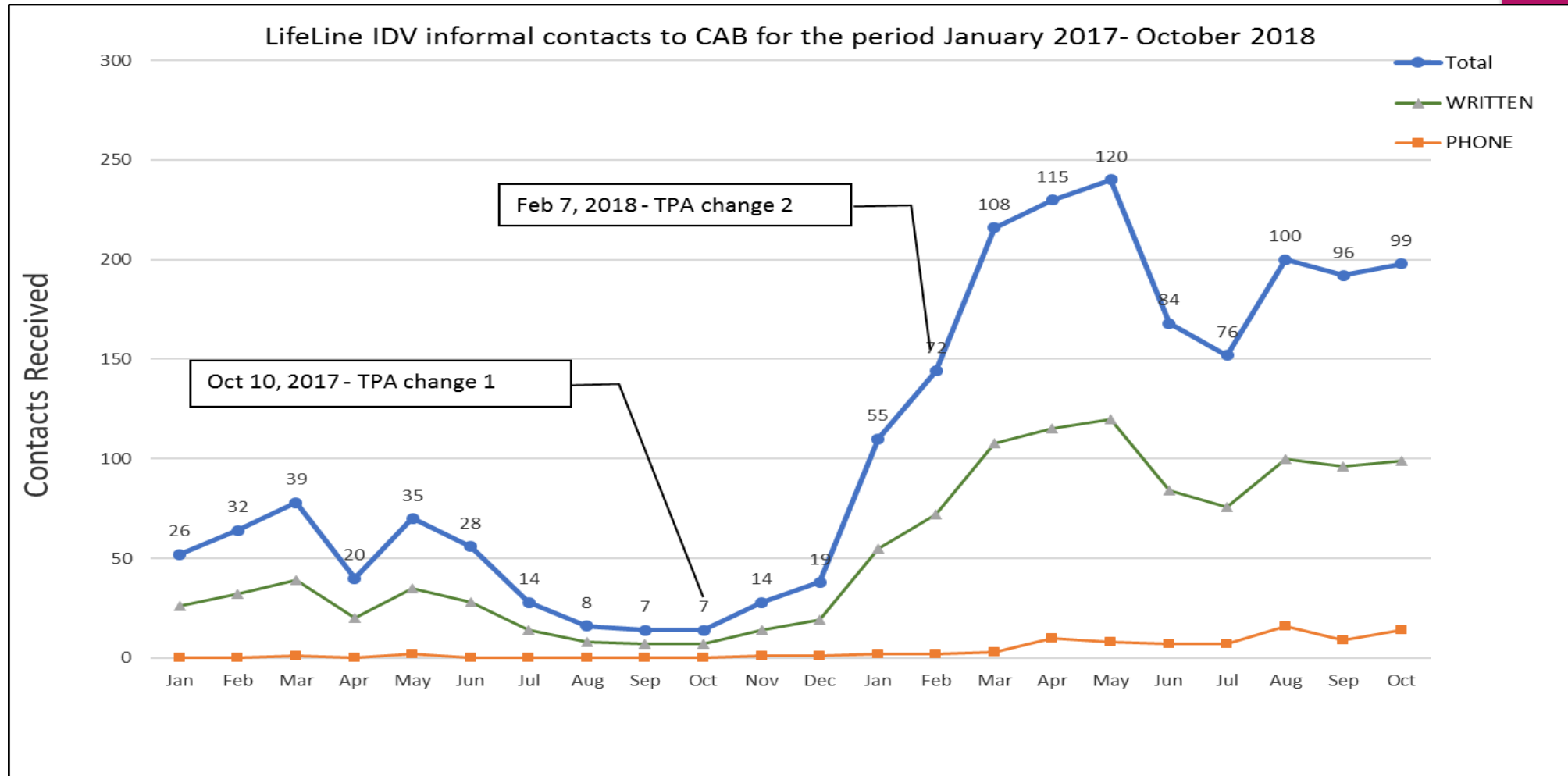
## Changes Implemented by TPA triggered increase in IDV related contacts to CAB

- ▶ Applicants receive ID Authentication forms to if Lexis-Nexis did not return a LexID
- ▶ October 2017 TPA modified process: ID Authentication form issued if Lexis-Nexis did not return a LexID, or Lexis-Nexis claimed that the SSN4 or DOB does not match.
- ▶ February 2018 TPA modified process to eliminate SSN4 trigger: ID Authentication form issued if Lexis-Nexis did not return a LexID, or Lexis-Nexis claimed DOB does not match.

# LL IDV contacts as related to total LL contacts received in CAB



	2017												2018									
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
<b>LL Contacts Received</b>	434	369	437	306	389	432	365	326	365	297	316	254	310	319	417	435	452	392	386	452	420	445
<b>LL IDV Contacts</b>	26	32	39	20	35	28	14	8	7	7	14	19	55	72	108	115	120	84	76	100	96	99
<b>% IDV</b>	6%	9%	9%	7%	9%	6%	4%	2%	2%	2%	4%	7%	18%	23%	26%	26%	27%	21%	20%	22%	23%	22%



October 10, 2017 TPA changed to Lexis-Nexis did not return a LexID, or Lexis-Nexis claimed that the SSN4 or DOB does not match.

February 7, 2018 TPA changed to Lexis-Nexis did not return a LexID, or Lexis-Nexis claimed that the DOB does not match.

# IDV Appeals: Certification vs. Renewal for Written Contacts

	CERTIFICATION	RENEWAL	TOTAL
LIFELINE LANDLINE APPEAL	94	565	659
LIFELINE WIRELESS APPEAL	71	178	249
<b>TOTAL</b>	<b>165</b>	<b>743</b>	<b>908</b>

# Effect of Expired ID On Renewal Process

Consumers who have participated in the program and meet all qualification requirements are unable to renew due lack of current IDs.

- ▶ Elderly
- ▶ Handicapped
- ▶ Disabled

# Renewal process improvements for parties/ CD to explore:

- ▶ Eliminate Lexis-Nexis check on renewals.
  - ❑ Homebound consumers find difficulty in renewing expired IDs.
- ▶ Healthcare providers could do some type of verification in lieu of valid ID.
- ▶ Implement bi-yearly renewals (like CARE program) vs annual cycle.
- ▶ Allow renewals over the phone to all participants, not just those affected by wildfires.
  - ❑ Some provision of work equipment issues for wireless carriers might also need to be included.