

National Verifier Update

Lifeline Program

July 26, 2017



Universal Service
Administrative Co.

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the “Questions” box
 - There is a large audience signed in today. We will accept as many questions as possible!
- If your audio or slides freeze, restart the webinar
- Copy of the slide deck in the “handouts” section of webinar panel

Today's Presenters



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Stakeholder Engagement



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Stakeholder Engagement

Agenda

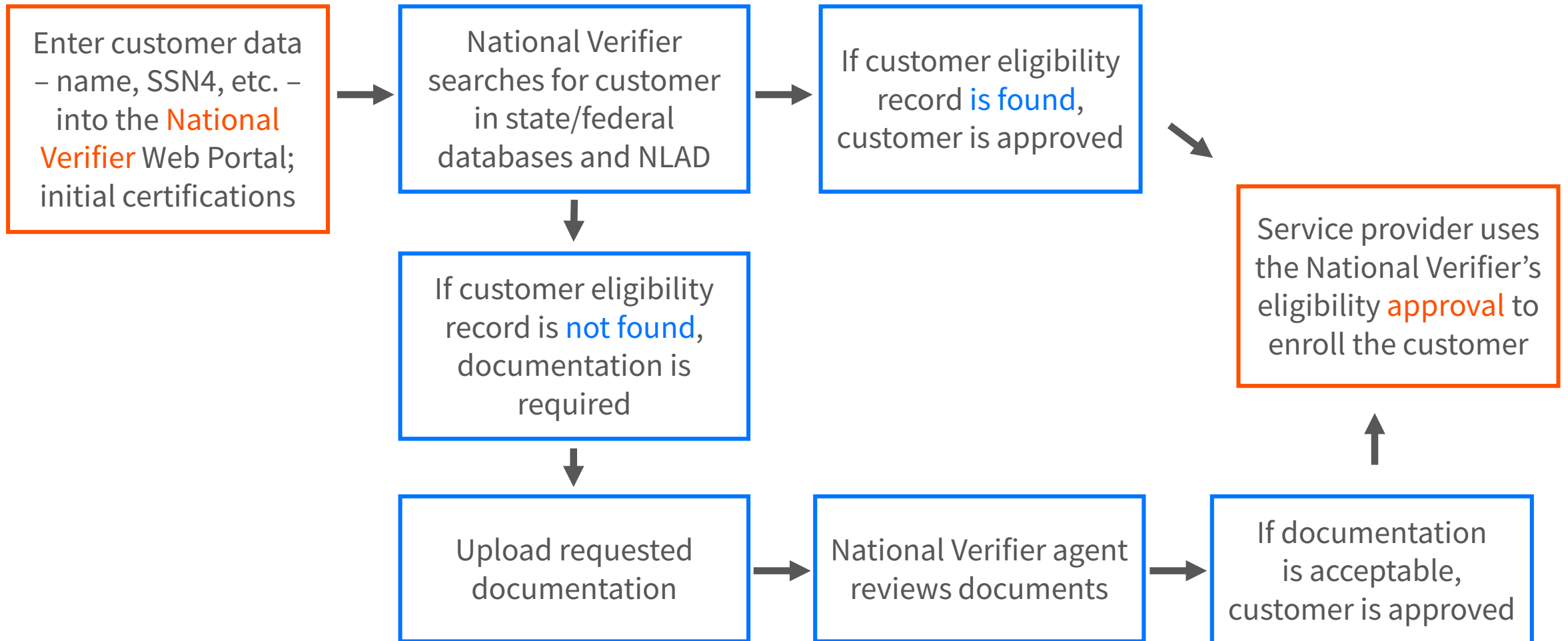
1. Background
2. National Verifier Updates
3. Questions and Comments

Background

National Verifier Updates

Refresher: Eligibility Checking with the National Verifier

START HERE



Key Dates

When	What
Started, ongoing	Gather feedback
August 2017	Begin releasing tech specs
August 2017	Announce initial states
October 2017	Training materials available
December 2017	Soft launch
March 2018	Hard launch

1. Service Provider Interaction

National Verifier Update

Refresher: Consumer Portal

Consumers will be able to verify their eligibility independently:

- Apply through the National Verifier web portal
 - Enter identification data
 - Submit certifications (initial the on-screen boxes)
 - Upload documentation (if needed)
- Apply through mailed paper form
 - Mail to the National Verifier
 - Include copies of identity and eligibility documentation (required)
 - Status conveyed to consumer via preferred contact method

Or, consumers can verify their eligibility with the [support of a service provider](#).

Service Provider-Supported Digital Interaction

Service providers can assist consumers with checking their eligibility using the National Verifier's Service Provider Portal.

- Customer service staff log into the [Service Provider Portal](#)
 - Unique user name and password
 - Note: No API integration available to the verifier
- Assist consumer in completing application
 - Enter data, consumer completes certifications, and (if needed) upload eligibility documents
 - Receive a “yes/no” eligibility determination in real-time
 - Claim consumer in NLAD and provide service
- Portal will track activities of individual agents

Service Provider-Supported Digital Interaction (API)

- No API integration is available to the National Verifier
 - Service providers can continue using [NLAD APIs](#)
- NLAD is integrated into the National Verifier
 - NLAD APIs [can](#): see if a consumer has been deemed eligible
 - NLAD APIs [cannot](#): initiate a new eligibility check
- Single login for NLAD and SP Portal
 - If NLAD lookup shows a consumer is not eligible, there is the option to proceed to the SP portal and conduct an eligibility check

Paper Forms with Service Provider Support

Service providers' customer service staff can assist consumers with preparing and sending a [paper application packet](#) to the National Verifier.

- Mail packet to the National Verifier
 - Support consumer when consumer is filling out the certification (application) form
 - Include copies of identity and eligibility documentation
- Wait for National Verifier approval prior to claiming consumer in NLAD

2. Migration Process

National Verifier Update

Reminder: Eligibility Documentation

- Since February 2016, service providers are required to **keep copies** of the eligibility and identity documentation used for Lifeline enrollment
 - Certification form
 - Eligibility: SNAP or Medicaid card, SSI award letter, etc.
 - Identity: Driver's license, military ID, birth certificate, etc.
- Follow all federal and state requirements
 - For state Lifeline benefits, there may be additional requirements for eligibility
- Recordkeeping with the National Verifier
 - When the National Verifier launches in a state, service providers will **not** be required to keep eligibility documentation for new federal Lifeline enrollments
 - Continue following applicable state eligibility requirements

Migrating Existing Consumers to the National Verifier

When the National Verifier launches in a state, all Lifeline customers in that state will be migrated. The migration process will include:

1. An automated eligibility check
 - Each customer will be checked against the available eligibility databases
2. If a customer **cannot** be verified automatically:
 - Service providers must obtain new proof of eligibility for customers who joined Lifeline **before July 2017** (proof of eligibility must be valid in July 2017 or later), and
 - USAC will ask service providers for existing eligibility documentation for customers who joined Lifeline in **July 2017 or later**
3. If USAC cannot verify a customer's eligibility through these methods, the customer will be de-enrolled

Migration Process: Update (Service Provider Role)

1. Review the results of the NV database check in NLAD, identify failed customers
 - Database eligibility checks for the initial states begin in December 2017
2. Obtain documentation for failed customers
 - Provide existing or obtain new eligibility documentation (depending on whether consumer joined Lifeline before or after July 1, 2017)
 - Election option
3. Provide documentation to USAC
 - Upload directly to consumer account in the National Verifier
 - Mail in documents
 - Provide in batches via password-encrypted SFTP file, CD, or flash drive

Migration Process: Update (Recertification)

- Service provider recertification
 - Service providers should recertify consumers in the initial states through December 31, 2017, anniversary dates
 - Service providers should **not** recertify consumers in the initial states with anniversary dates of January 2018 and later
- National Verifier recertification
 - The National Verifier will conduct a separate recertification for subscribers with anniversary dates in **July 2018** and later
 - Migration to the NV will fulfill the recertification requirement for subscribers whose anniversary dates fall from January to June
- Announcing initial states to roll into the National Verifier by August 31, 2017

Migration Process: Other Considerations

- SNAP and Medicaid cards must include a name
 - The National Verifier will only accept cards that include **customer's name** for both migration and for new eligibility checks
- Benefit Qualifying Person (BQP)
 - If the subscriber qualified through a child or dependent, the database will look for the BQP's name
 - USAC recommends entering all BQP fields in NLAD going forward (currently only last name is required, which would not pass the NV's database check), and completing the NLAD fields for existing BQPs
- More details will be released in August about:
 - Acceptable documentation
 - Timing for collecting and delivering consumer documentation to USAC

3. Payments Based on NLAD

National Verifier Update

Payments Based on NLAD

- Lifeline reimbursement payments will be based on the NLAD subscriber snapshot
- **All service providers** will follow this process, regardless of whether it's in an NV state
 - Begins with the February 2018 filing (January 2018 data month)
- Download list of NLAD subscribers and add claims
 - Download report from NLAD, upload back in same format
 - Add dollar amount claimed for each subscriber (defaults to value from prior month)
 - Indicate which subscribers are not being claimed and reason why
- Certify reimbursement claims
 - Certify claims by the 8th* to receive reimbursement in the same month
 - Options to report quarterly or up to one year after claim month still available

* USAC is exploring using a later deadline for same-month reimbursement claims

Questions? Comments?

National Verifier Update

- Thank you for joining us!
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- Questions? Contact us!
 - General: LifelineProgram@usac.org
 - Blog: LifelineNationalVerifier.org



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