NV Training
Document Submission

November 14, 2019

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

- **A copy of the slide deck is in the "Handouts" section of webinar panel**

Today's Presenters

Linnita Hosten

Sonovia Pryor

Henry Cheng

# Course Objectives

At the end of the course, you will…

…be able to:

- Help a consumer submit supporting documentation via mail or the NV Service Provider Portal
- Identify when and which documents should be utilized depending on the eligibility error type

…understand:

- When document submission is appropriate
- How to navigate common document submission scenarios
- The role of the Lifeline Support Center, service providers, and consumers in the document submission process

Course Overview
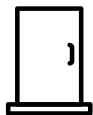
01 | Introduction

- What is the role of the document submission process? What has changed?

02 | Submitting documentation with assistance from a service provider

- How can a service provider representative assist consumers in submitting documents via the NV Service Provider Portal?
- What are the error types that require document submission?
- When is document submission necessary?
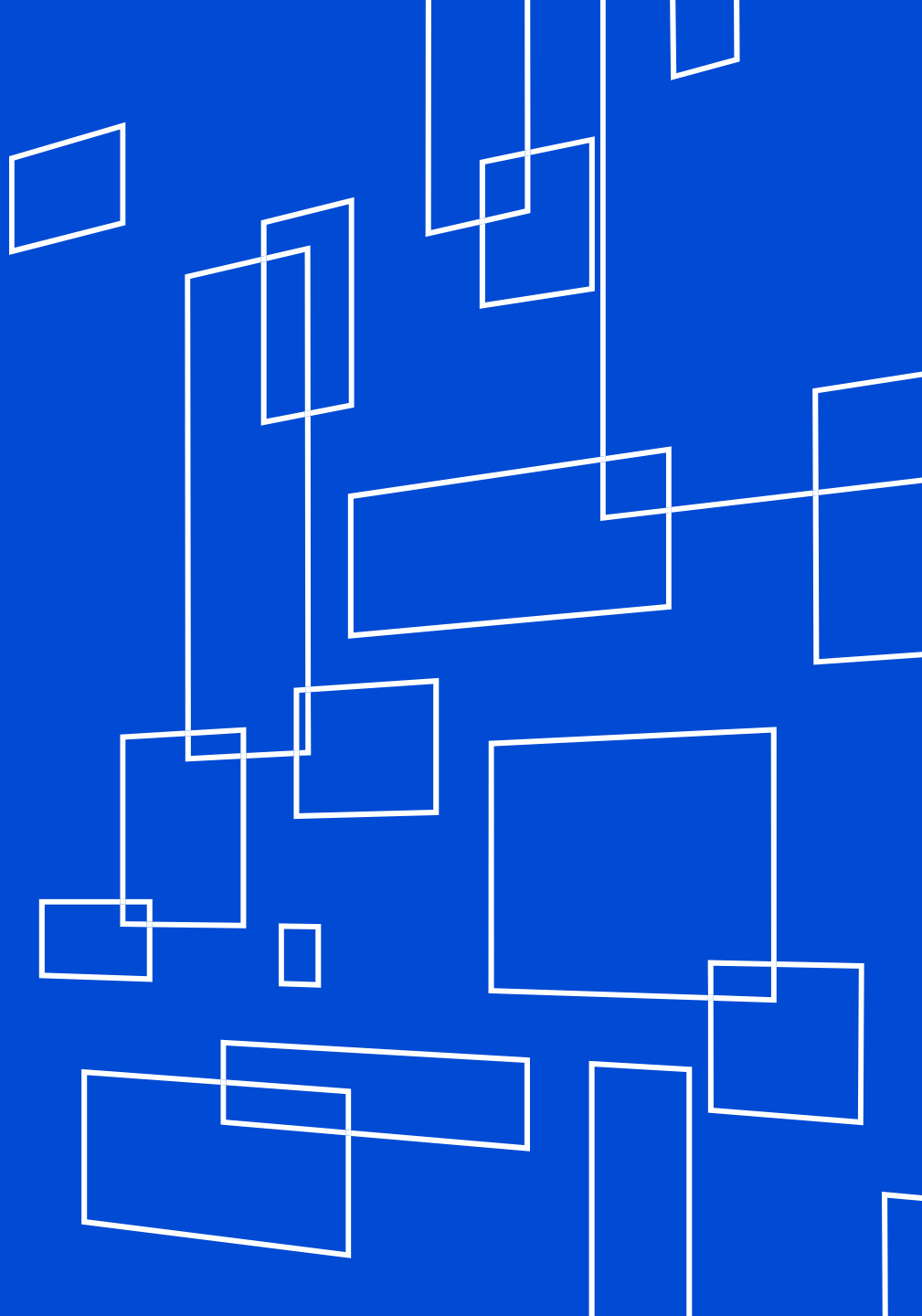
03 | Submitting documentation via mail

- How can a consumer submit documents via mail?
- Where can consumers mail their documentation to?

04 | Summary

- What are the key themes and takeaways?

Section 1: Introduction

Introduction
Document Submission Changes

With the introduction of the National Verifier (NV) System, the document submission processes have changed:

- **Service providers can assist the consumer** in submitting required documents directly via the **NV Service Provider Portal, or by mail.**

- The Lifeline Support Center will review and adjudicate decisions on consumer applications for Lifeline. This change **centralizes** and **standardizes manual reviews.**

- Consumers can **check their application status** or **enrollment status** by contacting the Lifeline Support Center or by checking with their service provider through whom they initially submitted their application.

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Document Submission

If a consumer is not immediately found eligible, the consumer can ask the service provider representative for help to start the **document submission** process, whereby the consumer may **prove their eligibility.**

Consumers may resolve certain errors by providing additional information directly to the service provider representative. Other errors will require the consumer to submit documentation to the Lifeline Support Center for review.

The Lifeline Support Center manually reviews documents and **updates a consumer's eligibility status** in the NV Service Provider Portal.

Service provider representatives can help consumers to submit documentation through the following methods:

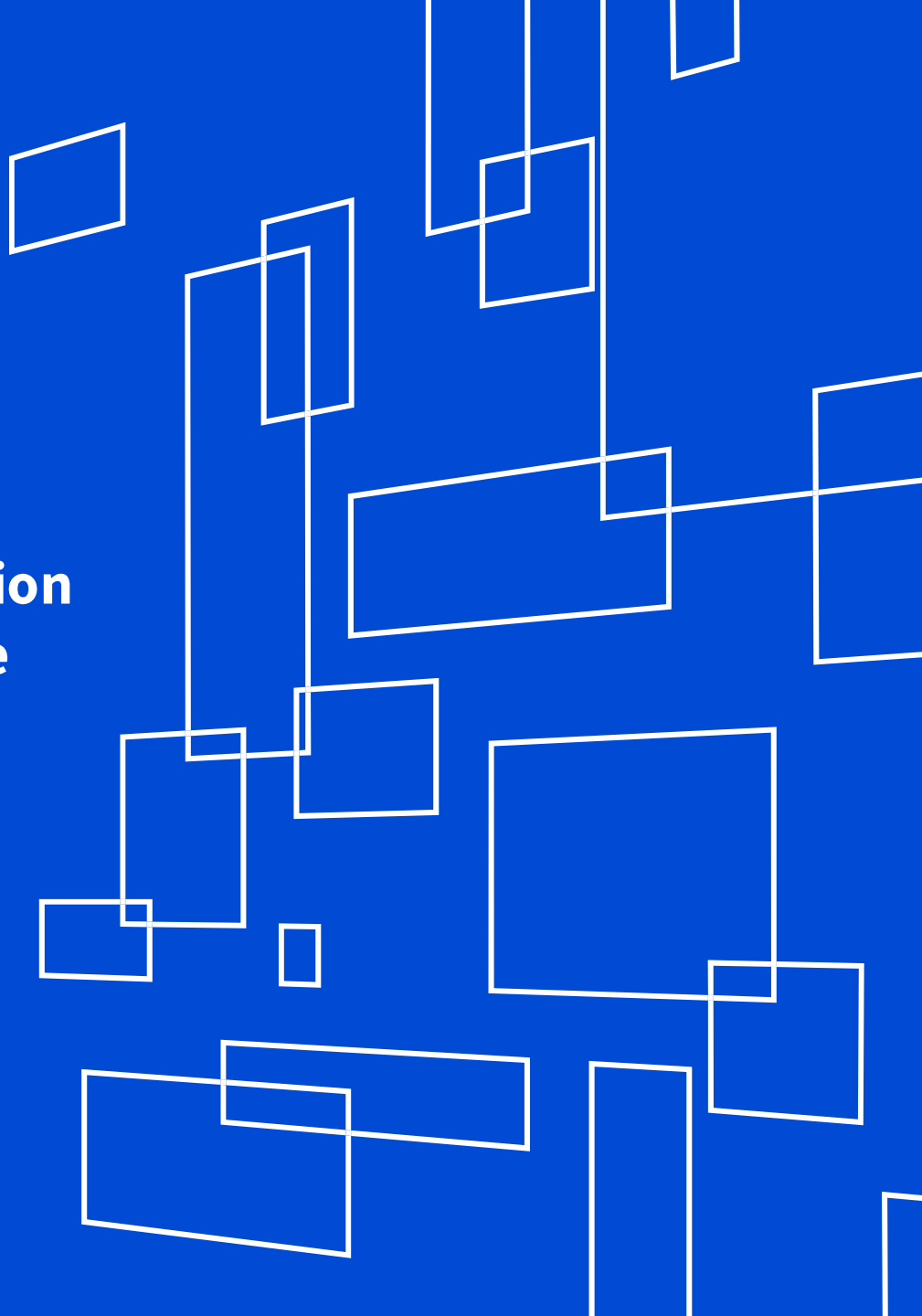Upload documentation **via the NV Service Provider Portal**.

Send in documentation **via mail**.

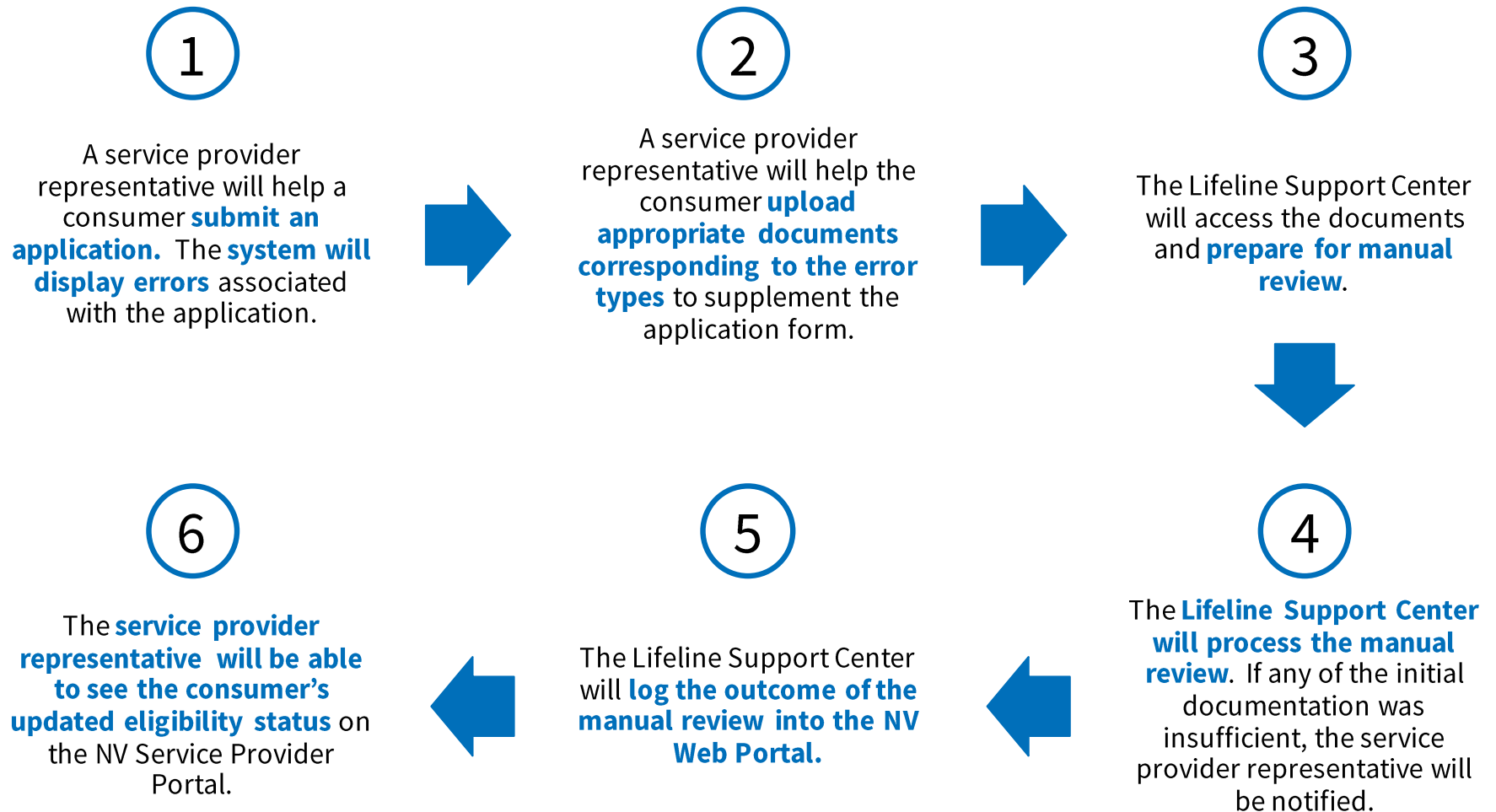⚠ **Eligibility errors cannot be resolved by calling the Lifeline Support Center**

Section 2: Document Submission with Assistance from a Service Provider

Submitting Documentation with Assistance from a SP
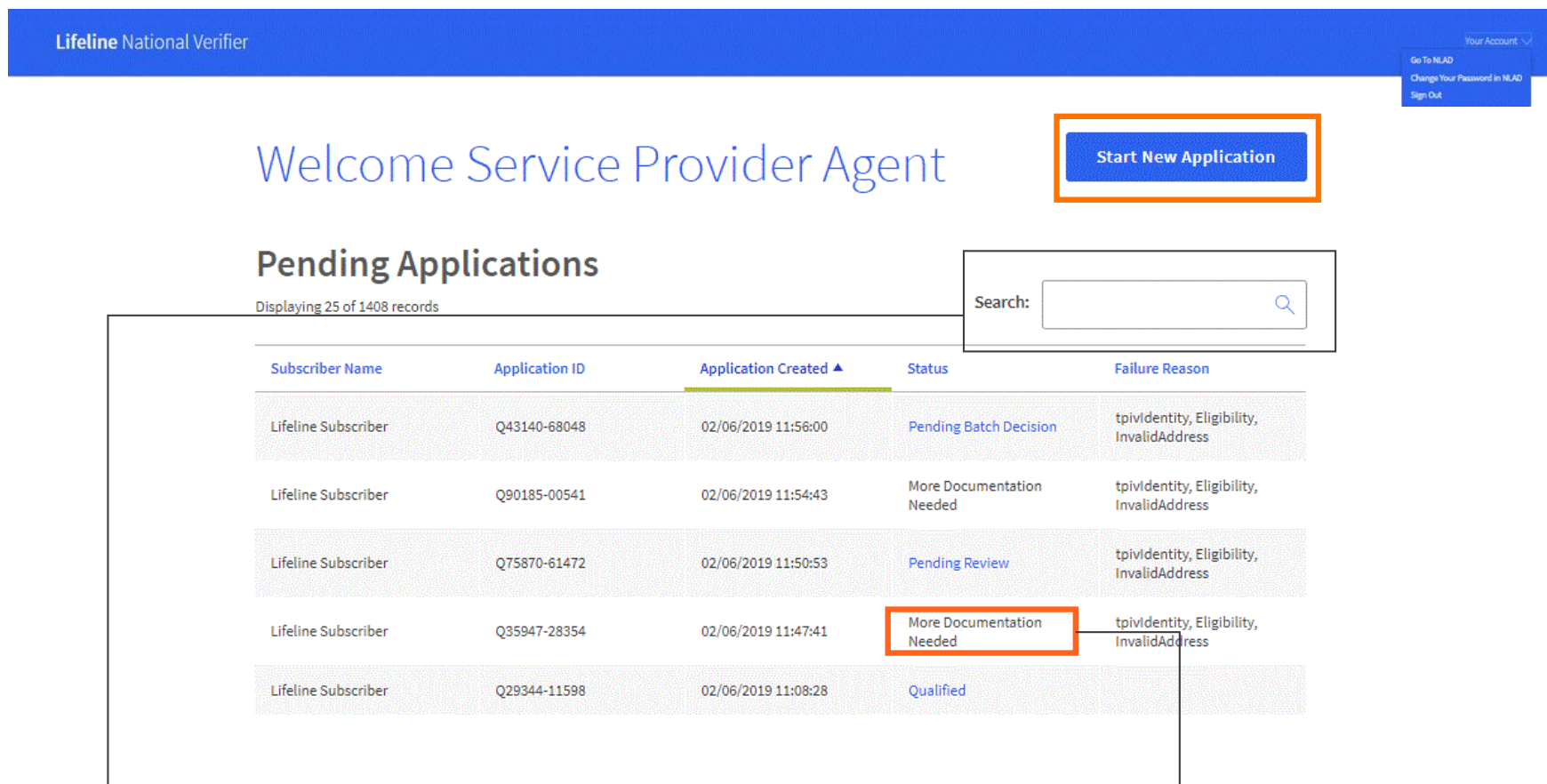## Process Overview

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A service provider representative can help a consumer submit documentation through the NV Service Provider Portal. They will follow these steps:

1

A service provider representative will help a consumer **submit an application.** The **system will display errors** associated with the application.

2

A service provider representative will help the consumer **upload appropriate documents corresponding to the error types** to supplement the application form.

3

The Lifeline Support Center will access the documents and **prepare for manual review**.

6

The **service provider representative will be able to see the consumer's updated eligibility status** on the NV Service Provider Portal.

5

The Lifeline Support Center will **log the outcome of the manual review into the NV Web Portal.**

4

The **Lifeline Support Center will process the manual review**. If any of the initial documentation was insufficient, the service provider representative will be notified.

Submitting Documentation with Assistance from a SP
Start New Application/Review Application Status

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Once logged into the NV, the service provider representative will be redirected to the NV Service Provider Portal home page.

Service provider representatives can use the **search function** to find a consumer's application. They can search by entering a consumer's First Name, Last Name, or Application ID.

If the consumer's application had an error that requires submitting documentation, the service provider representative will see a **"More Documentation Needed"** status corresponding to the consumer's name.

Submitting Documentation with Assistance from a SP
Error Types

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An application may result in a error which requires the consumer to submit additional documentation* for Lifeline Support Center manual review.

Error		Document/Proof Required
AMS (Address Matching Service Error)	➡	Address validation
Duplicate Address	➡	Duplicate address flow
Under 18	➡	Proof of emancipated minor status
TPIV (Identity Verification Error)	➡	Proof of identity
Program Eligibility	➡	Proof of program/income eligibility

• The Address Matching Service (AMS) error requires the consumer to provide validation of address.

• The Duplicate Address error requires the consumer to complete the duplicate address flow (in the NV Service Provider Portal) or the submission of the Household Worksheet (if submitting by mail).

*A list of acceptable documents can be found here: https://www.usac.org/lifeline/eligibility/national-verifier/acceptable-documentation-for-the-national-verifier/

Submitting Documentation via NV Service Provider Portal
Document File Restrictions

When submitting documents as a part of the document submission process, consumers and service provider representatives should be mindful of document file restrictions.

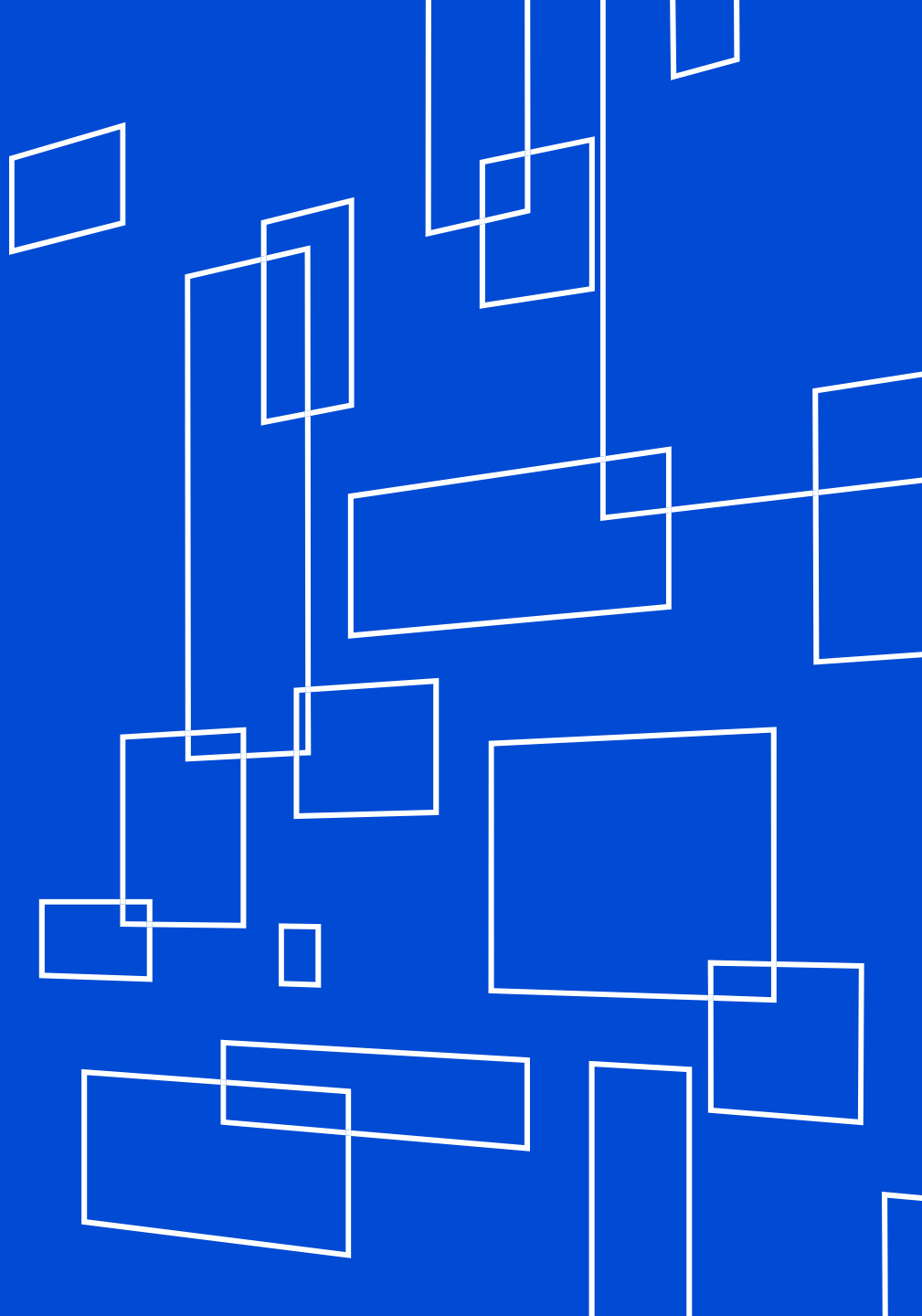### Accepted file types:

- .JPG
- .JPEG
- .PNG
- .PDF
- .GIF

File Size:

Files must also be 10MB or smaller in size.
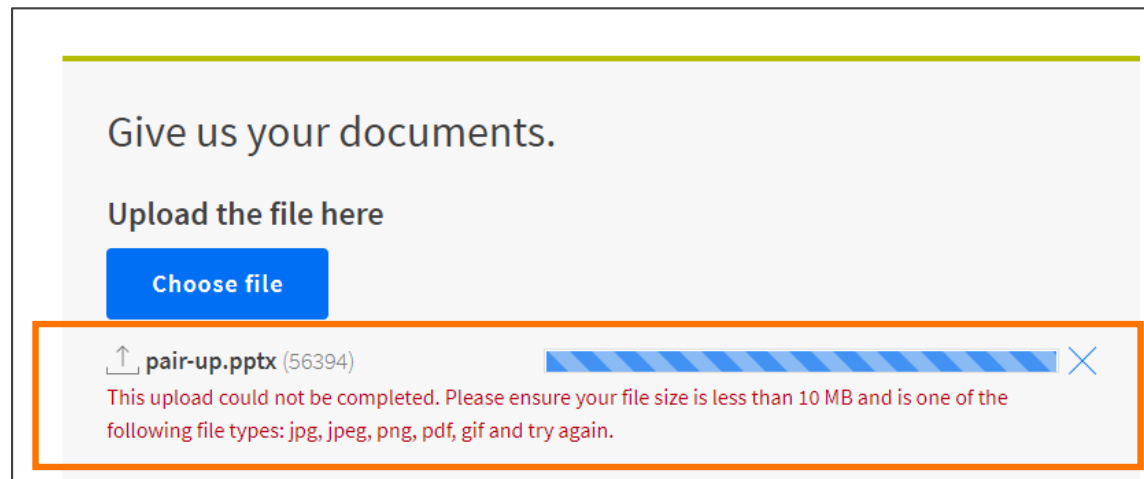
If a document is not of an acceptable file type or size, **the system will display an error message.**

Resolving Errors in the Portal

Submitting Documentation with Assistance from a SP
Address Validation – AMS

- **Eligibility Result:** "**More Documentation Needed**"
- **Error Type: AMS –** The **consumer's address** could not be verified.

A consumer may receive an Address Matching Service or AMS error, in which case the service provider representative, with guidance from the consumer, can correct their address if there was an error on the initial application, or use the portal's mapping tool to resolve their address error.

Submitting Documentation with Assistance from a SP
Submit Documentation – Duplicate Address

- **Eligibility Result:** "**More Documentation Needed**"
- **Error Type: Duplicate Address –** Someone at the address provided is already receiving Lifeline.

Someone at Their Address Already Gets Lifeline

We need more information from the subscriber to find out if they qualify as another household.

A household is a group of people who live together and share income and expenses (even if they are not related to eachother). You are only allowed one Lifeline benefit per household, **not per person**

Do they share money (income and expenses) with another adult who gets Lifeline?
This can be the cost of bills, food, etc., and income.

○ Yes   ● No

They will have 45 days to complete this section so we can determine whether they qualify for lifeline. If they do not complete this by , they will need to come back to this site and fill this form out again.

Back   Next

If the consumer chooses "**No**", they will be able to apply for Lifeline. They will receive this message below and must initial the agreement.

They Can Apply for Lifeline
The subscriber lives at an address with more than one household and their household does not get Lifeline yet.

Have them initial the agreement below:

Initial ☐ — I live at an address with more than one household. A household is a group of people who live together and share income and expenses (even if they are not related to eachother).

Initial ☐ — I understand I am only allowed to get one Lifeline benefit per household, **not per person.**

Initial ☐ — I understand that this limit is an FCC rule, and **lying about my household on this government form can make me lose my Lifeline benefit** and is against the law.

Note: The benefit recipient must be the one to initial with their initials, even when applying with a Benefit Qualifying Person (BQP).

For this error, the service provider representative needs to have the consumer complete the duplicate address flow or mail in the Household Worksheet.

Submitting Documentation with Assistance from a SP
Submit Documentation – Duplicate Address

- **Eligibility Result:** "**More Documentation Needed**"
- **Error Type: Duplicate Address –** Someone at the address provided is already receiving Lifeline.

If the consumer selects "**Yes**", they will not be able to apply for Lifeline. They will receive this message below.

Note: The benefit recipient must be the one to initial with their initials, even when applying with a Benefit Qualifying Person (BQP).

Questions?

Resolving Errors with Documents
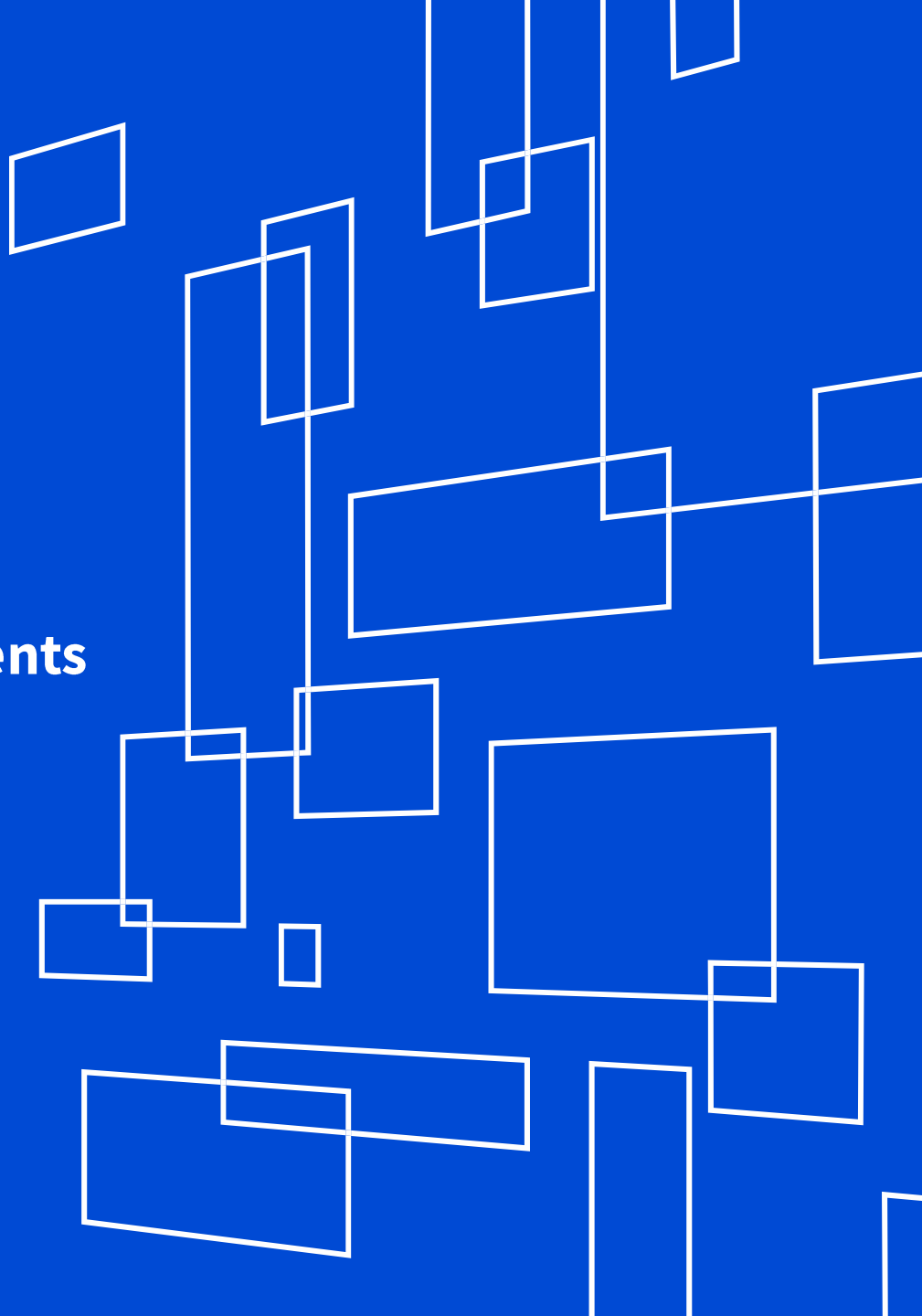
Submitting Documentation with Assistance from a SP
Submit Documentation – Under 18

- **Eligibility Result:** "**More Documentation Needed**"
- **Error Type: Under 18 –** The consumer entered a date of birth that indicating the **consumer is less than 18 years of age**.

Submitting Documentation with Assistance from a SP
Submit Documentation – TPIV (Deceased)

- **Eligibility Result:** "**More Documentation Needed**"
- **Error Type: TPIV (Deceased) –** The consumer's information corresponds to a **person that is deceased**.

We Couldn't Verify Their Information

This is the information they gave us.

Full Legal Name:	Lifeline Subscriber
Date of Birth:	February 12, 1989
Last 4 SSN:	1938

If you see a typo in their information, fix it here.

They will have 45 days to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by , they will need to come back to this site and fill this form out again.

Help us correct this error.

We need to confirm some more information to verify their information. Please show us something from one of the following lists.

Show us 1 item:

To be accepted, the copy must be dated within three months of the review date, have their first and last name, date of birth, and SSN on it.

- Government assistance program document
- Unemployment/worker's compensation statement of benefits

Or, show us 1 item below AND a document(s) that has their first name, last name, date of birth, and Social Security Number (SSN) on it:

To be accepted, the copy must be dated within three months of the review date.

- Current utility bill
- Income statement such as a paystub
- Mortgage or lease statement
- Retirement/pension statement of benefits
- Notarized letter affirming the subscriber's identity and alive status

Give us your documents.

Upload the file here

[Choose file]

[Back]   [Next]

Submitting Documentation with Assistance from a SP
Submit Documentation – TPIV (SSN4)

- **Eligibility Result:** "**More Documentation Needed**"
- **Error Type: TPIV (SSN4) –** The **last four digits of the consumer's social security number** could not be verified.

Submitting Documentation with Assistance from a SP
Submit Documentation – TPIV (DoB)

- **Eligibility Result:** "**More Documentation Needed**"
- **Error Type: TPIV (DoB) –** The consumer's **date of birth** could not be verified.

- **Eligibility Result:** "**More Documentation Needed**"
- **Error Type: TPIV (Identity) – Multiple parts of the consumer's identity** could not be verified.

We Didn't Recognize Their Information

We couldn't match the subscriber in our records.

Show that they are this person.

This is the information you gave us.

Full Legal Name:	**Lifeline Subscriber**
Date of Birth:	**February 12, 1989**
Last 4 SSN:	**1938**

If you see a typo in their information, fix it here.

They will have 45 days to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by , they will need to come back to this site and fill this form out again.

Show us that this information is right.

We couldn't confirm the subscriber's identity. We need to see an official document that has their first name, last name, date of birth, and Social Security Number (SSN) on it. Please show us something from one of the following lists.

Show us 1 item:

To be accepted, the copy must have their first name, last name, date of birth, and SSN on it.

- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker's compensation statement of benefits

Or, show us 2 items:

To be accepted, both copies must have their first name and last name on them, and one must have their date of birth on it and the other must have their SSN on it.

Show their date of birth
- Driver's license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)

Show their SSN
- Social Security card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year's state, federal, or Tribal tax return

Give us your documents.

Upload the file here

Choose file

Back   Next

Sometimes, multiple parts of a consumer's identity (e.g. name, DOB, SSN) may not be verifiable. In this case, the service provider representative will see which document(s) the consumer needs to submit to resolve the error.

Submitting Documentation with Assistance from a SP
Submit Documentation – Program Eligibility

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- **Eligibility Result: "More Documentation Needed"**
- **Error Type: Eligibility –** The consumer could not be automatically verified as eligible through a qualifying program.

The consumer must inform the service provider representative if they are participating in any **qualifying programs**. If the consumer is part of multiple programs, **only the program for which they have documentation needs to be chosen**.

We Could Not Confirm That They Are in One of These Programs

To qualify for Lifeline, the subscriber needs to give us more information.

Which program do they want to qualify through?
They will need to show proof that they are in the program they choose.

Choose one.

- ◉ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ○ Medicaid
- ○ Supplemental Security Income (SSI)
- ○ Federal Public Housing Assistance
- ○ Veterans Pension and Survivors Benefit Programs
- ○ Tribal Specific Program (only choose if they live on tribal lands)
- ○ They don't participate in one of these programs, and want to qualify through income
- ○ They are not in any of these programs, but their child or dependent is in one of these programs ⓘ

They will have 45 days to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by , they will need to come back to this site and fill this form out again.

[Back]   [Next]

Show That They Are in SNAP

The Supplemental Nutrition Assistance Program (SNAP) used to be called Food Stamps.

Their state might use a different name for SNAP. Look it up on this list of SNAP names by state.

We need to see proof of SNAP participation such as an award letter or a benefit statement.

SNAP eligibility documents should include the **consumer's full legal name** (or the BQP's legal name), the **program name** and must be **issued within the past 12 months** (or have an expiration date in the future).

More information about acceptable SNAP eligibility documents can be found on USAC's website.

NOTE: All eligibility documents must be issued by the state, federal or local government, Tribal organization or their authorized agent.

Give us your documents

Upload the file here

[Choose file]

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[Back]   [Next]

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Submitting Documentation with Assistance from a SP
Submit Documentation – Program Eligibility

- **Eligibility Result: "More Documentation Needed"**
- **Error Type: Eligibility –** The consumer could not be automatically verified as eligible through a qualifying program.

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Acceptable eligibility documents must contain:

- The consumer's name, or the name of consumer's benefit qualifying person (BQP);

- The name of the Lifeline-qualifying program, such as SNAP;

- The government or Tribal program administrator or the managed care organization (MCO) that issued the document; and

- An issue date within the last 12 months or a future expiration date that aligns with the benefit period.

- **Eligibility Result: "More Documentation Needed"**

- **Error Type: Eligibility –** If the consumer qualifies for Lifeline based on their income, they can choose this option.

We Could Not Confirm That They Are in One of These Programs

To qualify for Lifeline, the subscriber needs to give us more information.

Which program do they want to qualify through?
They will need to show proof that they are in the program they choose.

Choose one.

- ○ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ○ Medicaid
- ○ Supplemental Security Income (SSI)
- ○ Federal Public Housing Assistance
- ○ Veterans Pension and Survivors Benefit Programs
- ○ Tribal Specific Program (only choose if they live on tribal lands)
- ● They don't participate in one of these programs, and want to qualify through income
- ○ They are not in any of these programs, but their child or dependent is in one of these programs ⓘ

They will have 45 days to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by , they will need to come back to this site and fill this form out again.

Back   Next

Show That They Qualify Through Their Income

How many people live in their household?
A household is a group of people who live together and share income and expenses (even if they are not related to each other).

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6
- ○ 7
- ○ 8
- ○ More than 8

Back   Next

Submitting Documentation with Assistance from a SP
Submit Documentation – Program Eligibility

- **Eligibility Result: "More Documentation Needed"**

- **Error Type: Eligibility –** If the consumer qualifies for Lifeline based on their income, they can choose this option.

Show That They Qualify Through Their Income

How many people live in their household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

- ○ 1
- ○ 2
- ○ 3
- ● 4
- ○ 5
- ○ 6
- ○ 7
- ○ 8
- ○ More than 8

Is their annual household income the same or less than:

They can find this on their taxes under "Gross Annual Adjusted Household Income."

$34,763

- ○ Yes   ○ No

Back   Next

Once the consumer tells the service provider representative how many people live in their household, the consumer will then need to tell the representative if their annual income is more or less than the number being displayed. After selecting "Yes" or "No" based on the consumer's response, the service provider representative will then click the "Next" button.

- **Eligibility Result: "More Documentation Needed"**
- **Error Type: Eligibility –** If the consumer qualifies for Lifeline based on their income, they can choose this option.

If the consumer answered **"Yes"**, they must provide proof of their income eligibility.

If the consumer answered **"No"**, they will not be able to prove eligibility via their income. They can prove eligibility through a qualifying program.

Submitting Documentation with Assistance from a SP
Submit Documentation – Program Eligibility

- **Eligibility Result: "More Documentation Needed"**
- **Error Type: Eligibility –** The consumer could not be automatically verified as eligible through a qualifying program.

If the consumer is **eligible only through a benefit qualifying person (BQP) within their household**, the service provider representative can assist the consumer in verifying this information.

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- **Eligibility Result: "More Documentation Needed"**
- **Error Type: Eligibility –** The consumer could not be automatically verified as eligible through a qualifying program.

We Need More Information

To qualify for Lifeline, the subscriber needs to show that their child or dependent qualifies through a government assistance program.

Is their child or dependent in any of these?
They will need to show proof that their child or dependent is in the program they choose.

Choose one.

- 🔵 SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ⚪ Medicaid
- ⚪ Supplemental Security Income (SSI)
- ⚪ Federal Public Housing Assistance
- ⚪ Veterans Pension and Survivors Benefit Programs
- ⚪ Tribal Specific Program (only choose if they live on tribal lands)

They will have 45 days to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by , they will need to come back to this site and fill this form out again.

[Back] [Next]

The service provider representative must choose all eligibility programs which qualify the BQP for Lifeline.

Show That Their Child or Dependent Is in SNAP

The Supplemental Nutrition Assistance Program (SNAP) used to be called Food Stamps.

Their state might use a different name for SNAP. Look it up on this list of SNAP names by state.

We need to see proof of SNAP participation such as an award letter or a benefit statement.

SNAP eligibility documents should include the **consumer's full legal name** (or the BQP's legal name), the **program name** and must be **issued within the past 12 months** (or have an expiration date in the future).

More information about acceptable SNAP eligibility documents can be found on USAC's website.

NOTE: All eligibility documents must be issued by the state, federal or local government, Tribal organization or their authorized agent.

Give us your documents

Upload the file here

[Choose file]

⬆ **Capture22.GIF** (1376) ✕

[Back] [Next]

Questions?

The service provider representative must ensure the consumer understands, agrees to, and initials next to each of the following consent statements in order to submit their documentation:

Subscriber's Agreement

Please have the subscriber initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

Initial *LS*
I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial *LS*
I agree that **if I move I will give my service provider my new address** within 30 days.

Initial *LS*
I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:
1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial *LS*
I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

Initial *LS*
I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

Initial *LS*
All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial *LS*
I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial *LS*
My service provider may have to check whether I still qualify at any time. **If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline** or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial *LS*
If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules. ⑦

Note: The benefit recipient must be the one to initial with their initials, even when applying with a Benefit Qualifying Person (BQP).

Submitting Documentation with Assistance from a SP
Submit Documentation

- After the consumer initials next to the consent statements, they must type their name in order to submit their documentation.

- The consumer's typed name will serve as an **e-signature** and they must check the box in order to acknowledge they understand their digital signature acts as a written signature on paper.

After the consumer signs, the service provider representative clicks **"Submit" to conclude the document submission process.** The consumer's status will update to "**Pending Review**".

! It is critical the consumer understands and consents to the information on this tab. **A person assisting the consumer in submitting their application cannot initial the boxes on the form or enter the e-signature for the consumer.**

Submitting Documentation with Assistance from a SP
Submit Documentation

After the service provider representative uploads the consumer's documents, the system will display the following message regarding the manual review process:

> ## We Are Checking Their Documents
>
> We need to check their documents to make sure they qualify. When we finish, **the status on your account dashboard will change.**
>
> ## This will take a few minutes.
>
> Please come back when the status changes on your account dashboard
>
> The Lifeline Support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you're using the system outside of those hours, please check back today or tomorrow morning after 9 a.m. ET to see if they qualify for Lifeline.
>
> ### If they qualify...
>
> **You will have 90 days** to enroll Lifeline Subscriber in NLAD.
>
> ### If they do not qualify...
>
> We'll ask for more information or tell you what to do next. **You will have until 3/23/2019 (Based on US Eastern Time)** to send us the information or complete the next steps.

The service provider representative can check the consumer's status through their NV Service Provider Portal account.

Submitting Documentation with Assistance from a SP
Qualified Decision

If the consumer is eligible, the service provider representative will see the applicant's eligibility status update to "Qualified" in the status column home page. They can then enroll the consumer in NLAD.

Submitting Documentation with Assistance from a SP
Qualified Decision

If the Lifeline Support Center determines the documents provided are insufficient and rejects them, the service provider representative will see the screen below.

The status of the consumer's application will be updated to "**More Documentation Needed**."

Service Providers are responsible for keeping consumer information safe:

A consumer may have to submit documentation to prove eligibility for Lifeline, The consumer documentation will likely contain sensitive personally identifiable information (PII).

Service providers, Lifeline navigators, and anyone else who may assist consumers in submitting documentation **must prioritize the protection of this information** from anyone other than USAC and the Lifeline Support Center.

Therefore, once the consumer has enrolled in Lifeline, decided to end the application process, or received an ineligibility status for Lifeline, **service providers must destroy** (if in paper form) **or delete** (if in electronic form) any copies of sensitive documents in their possession. The NV will retain the necessary consumer information in its records.

Service Provider Involvement
Responsibilities

Service provider representatives are **able** to aid consumers by:

✓ Providing instructions and guidance on documentation required to address application errors

✓ Submitting consumer documents on the consumer's behalf via the NV Service Provider Portal

Service provider representatives are **unable** to aid consumers by:

✕ Directly using a NV Consumer Portal account or asking for a consumer's credentials

✕ Submitting documentation without the consumer's consent

✕ Initialing the consent statements or signing the e-signature on behalf of the consumer

✕ Submitting false documentation or information

✕ Allowing the service provider browsers to store NV Consumer Portal credentials

Submitting Documentation with Assistance from a SP
Lesson Summary

You have completed the Submitting Documentation with Assistance from a Service Provider Section. In this section, you have learned:

- A consumer can **upload documentation with assistance from a service provider representative** via the NV Service Provider Portal.

- There are **three error types that require document submission**:

  - TPIV (identity error),

  - Under 18 error, and

  - Program Eligibility error

  - A consumer can also receive a Duplicate Address error or an AMS error, but we will ask for **additional information** that can be submitted through the service provider representative, **not additional documentation.**

In this section, you have learned:

- Depending on the error type, different types of documentation can be utilized. It is possible that **one document could be used to address multiple errors.**
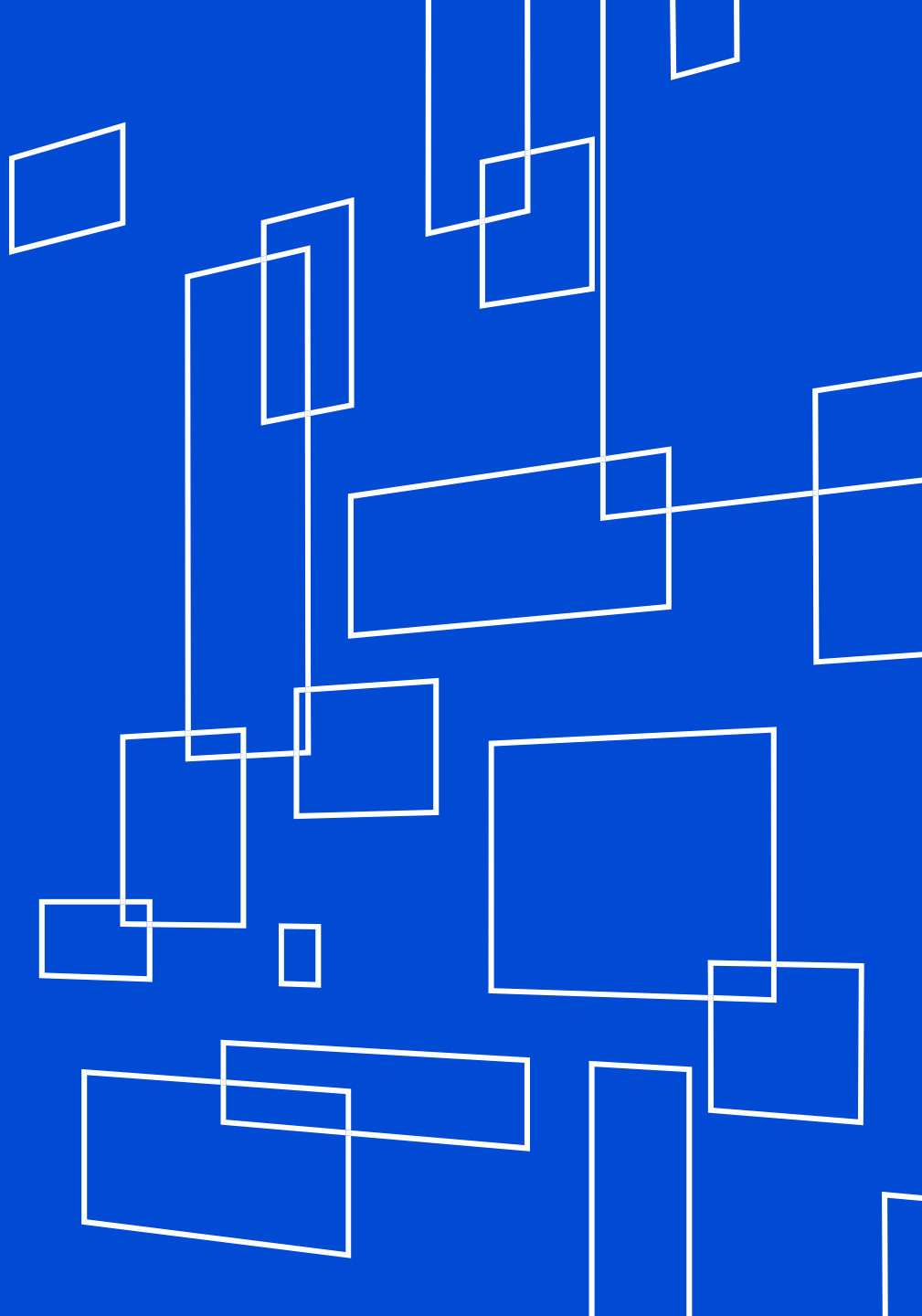
- If a consumer's **initial eligibility check is unsuccessful and they intend to apply for Lifeline through a dependent or child (BQP)**, the consumer **must submit the BQP's information to confirm eligibility**.

Questions?
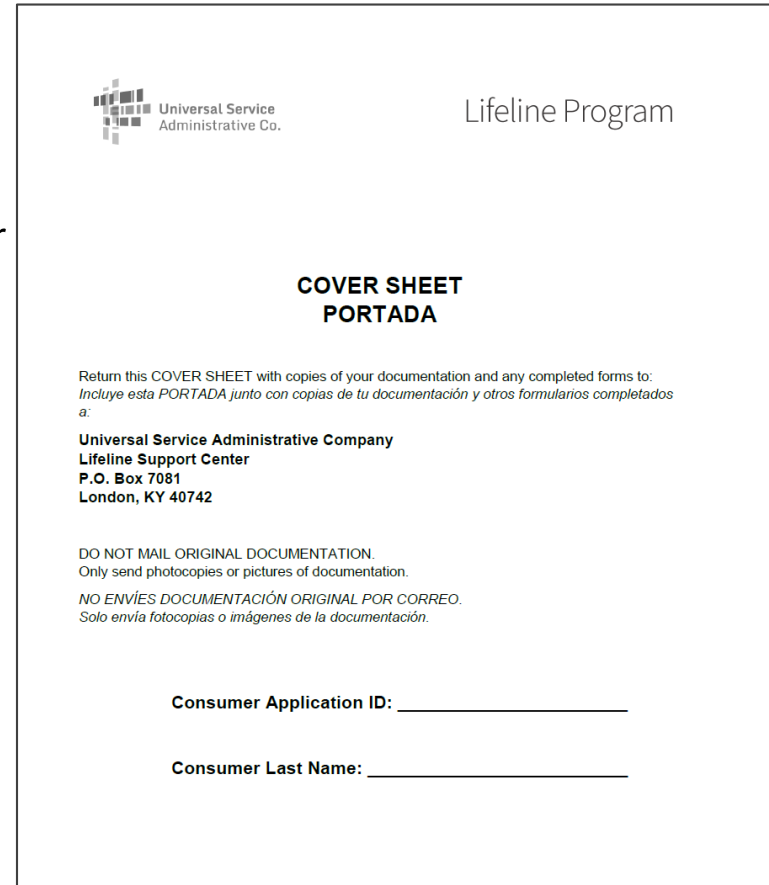
Section 2: Submitting Documentation via Mail

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- Consumers can address errors in their Lifeline application, by choosing to mail in copies of the documentation required.

- Consumers need to attach a Lifeline Program Cover Sheet to the copies of the documents being sent. The consumer must include the consumer's last name and application ID.

- The **address** to which consumers can mail **copies of documents** can be found at **www.lifelinesupport.org.** The consumer can also **call the Lifeline Support Center** to find out the mailing information.

- **A list of acceptable documents to send can be found here.**
(https://www.usac.org/lifeline/eligibility/national-verifier/acceptable-documentation-for-the-national-verifier/)

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Lifeline Program

COVER SHEET
PORTADA

Return this COVER SHEET with copies of your documentation and any completed forms to:
Incluye esta PORTADA junto con copias de tu documentación y otros formularios completados a:

Universal Service Administrative Company
Lifeline Support Center
P.O. Box 7081
London, KY 40742

DO NOT MAIL ORIGINAL DOCUMENTATION.
Only send photocopies or pictures of documentation.

NO ENVÍES DOCUMENTACIÓN ORIGINAL POR CORREO.
Solo envía fotocopias o imágenes de la documentación.

Consumer Application ID: _____

Consumer Last Name: _____

⚠ **Eligibility errors cannot be resolved by calling the Lifeline Support Center.**

Resolving Eligibility Errors for Paper Applications

Consumers who apply using a paper form can resolve an eligibility error by:

1. Submitting a **copy** of their proof of participation in a qualifying program that contains:

   - The consumer's name, or the name of consumer's benefit qualifying person (BQP);

   - The name of the Lifeline-qualifying program, such as SNAP;

   - The government or Tribal program administrator or the managed care organization (MCO) that issued the document; and

   - An issue date within the last 12 months or a future expiration date that aligns with the benefit period; or

2. Submitting proof that the consumer qualifies for Lifeline through their income.

Resolving AMS Errors for Paper Applications

Consumers who apply using a paper form can resolve an AMS error by:

1. Logging into the National Verifier portal and completing the application process

2. A printed satellite image with a mapping tool icon (pin) identifying the consumer's residence and the latitude and longitude coordinates displayed from a mapping tool

3. A hand drawn document that identifies the consumer's home address by identifying the nearest cross roads (or mile markers), identifiable landmarks, and distance between the locations (see example on the next slide)

   - Lifeline Support Center will use hand drawn map to identify approximate coordinates

4. A document that contains the consumers' address such as an unexpired drivers license, utility bill or a statement issued by the state, federal or Tribal authority (see the list of A codes for all acceptable documents)

*USAC strongly recommends options 1, 2 or 3 for consumers claiming the Tribal benefit

Resolving AMS Errors for Paper Applications

North

State R.t 49

Safeway Grocery Store

Rural Rt. 7

4 miles

King's Community Center
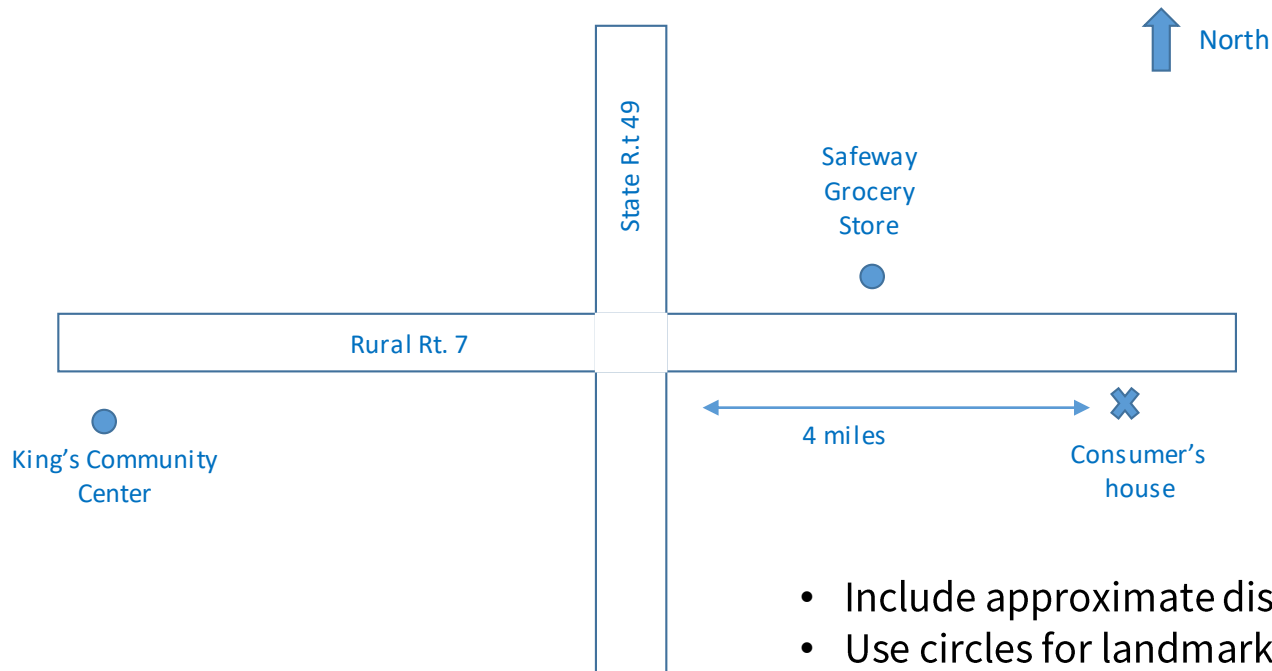
Consumer's house

- Include approximate distances
- Use circles for landmarks
- Be specific – name landmarks, not just grocery store
- Landmarks should be identifiable by non-locals
- Use X for consumer residence

Resolving Duplicate Household Errors for Paper Applications

Consumers who apply using a paper form can resolve a duplicate household error by:

- Completing and submitting the Lifeline one-per household worksheet

Submitting Documentation via Mail
Decision

Once the consumer mails in their documents and the information is received, the Lifeline Support Center will conduct a manual review and update the consumer's eligibility decision.

To check on the status of a Lifeline application,

- If the consumer applied through a service provider representative and mails in documentation:

    - check with the service provider through whom the consumer initially applied

    - call the Lifeline Support Center

- If the consumer applied by mail, the consumer can indicate on the paper form if they would like to receive notifications via mail or email. Once the consumer application is processed, the consumer will receive status updates based on their indicated notification preference.

In any instance, the consumer can check the status of the Lifeline application by calling the Lifeline Support Center or by checking with the service provider representative through whom the consumer initially submitted their application.

Submitting Documentation via Mail
Lesson Summary

In this section, we have learned:

- Consumers who apply by paper form and need documentation to resolve and AMS error have additional documentation options.

- Depending on the error type, the consumer can submit different kinds of documentation. A consumer may be asked **to submit multiple pieces of documentation if they have multiple errors**.

- The consumer can check the status of their application by calling the Lifeline Support Center or by checking with the service provider through whom they initially submitted their application.
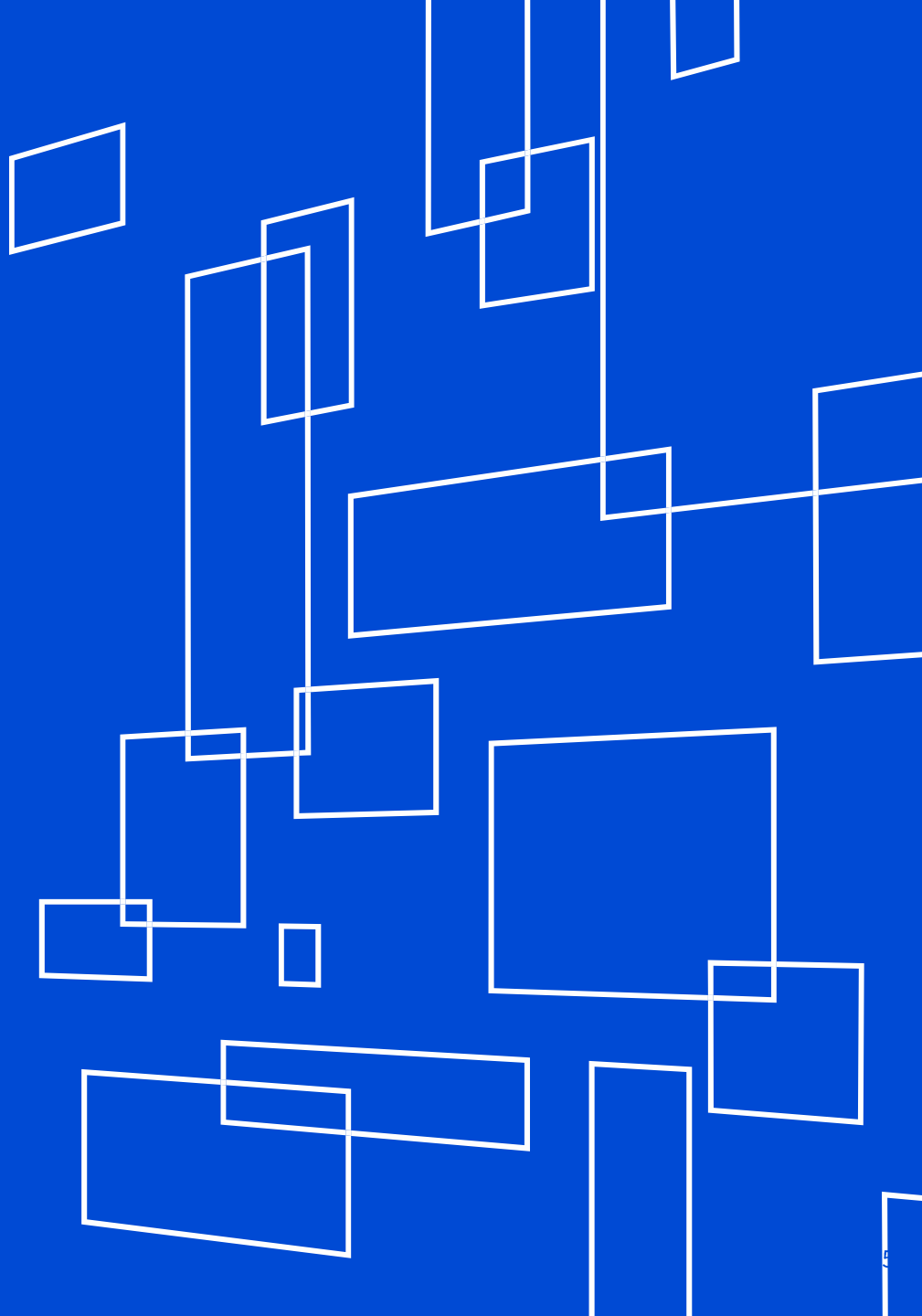
Lifeline Support Center
1-800-234-9473
Mon-Sun
9:00 AM to 9:00 PM ET

Questions?

Section 4: Summary

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If the consumer's eligibility cannot immediately be confirmed, **the specific error type(s)** associated with the application will be provided.

There are **three error types that require document submission**: TPIV (identity error), Under 18, and Program Eligibility.

The Duplicate Address error and the AMS (address matching service) error require additional information to be entered directly through the NV Service Provider Portal, i.e. no documentation is required to be uploaded for these two errors.

  o The Address Matching Service (AMS) errors requires the consumer to provide validation of address.

  o The Duplicate Address error requires the consumer to complete the duplicate address flow (in the NV Service Provider Portal) or the submission of the Household Worksheet (if submitting by mail).

A consumer can submit documentation **through the mail** or with **assistance from a service provider representative through the NV Service Provider Portal**.

Looking Ahead
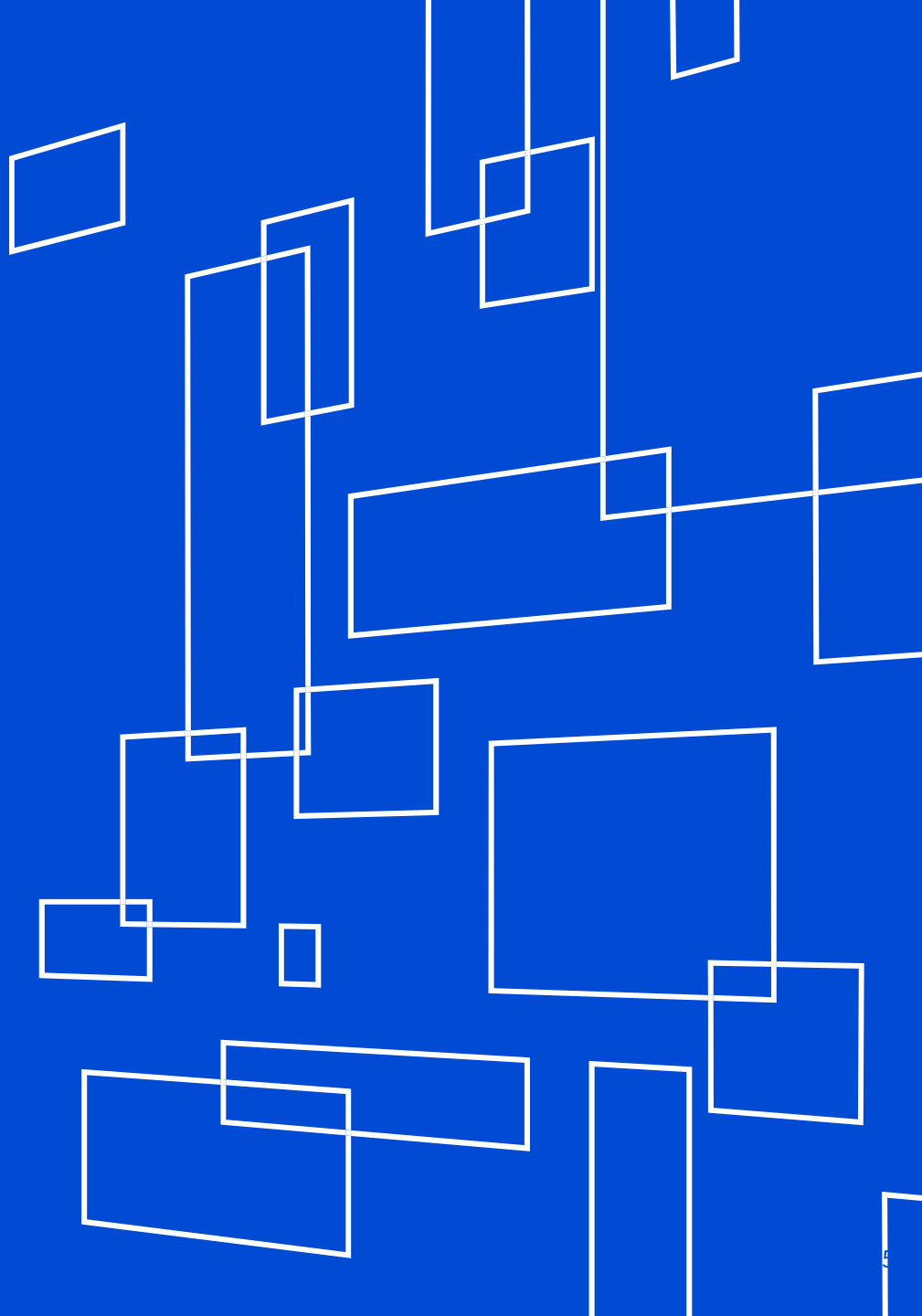
National Verifier Training and Support

Universal Service Administrative Co.

Trainings for October 2019 Launch:

- **November 19, 2019:** National Verifier Training 5 (Using the staging environment).

- **November 21, 2019:** National Verifier Training 6 (Working with consumers without the SP portal).

Office Hours for October 2019 Launch:

- **December 5, 2019:**

  NV overview +open forum

- ** Please note, USAC will add additional office hours as needed/requested.*

Thank You!

- **Thank you for joining us!**

- If you received this webinar's training invitation from another member of your team or know of others who should receive training invitations please email us at LifelineProgram@usac.org to be added to the **National Verifier training and outreach list** for these states.

- **Sign up for Lifeline Program email updates and upcoming events**

  - Visit usac.org/lifeline and click "Subscribe" in the upper right hand corner

- **Need help? Contact us!**

  - General: LifelineProgram@usac.org

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