

## National Verifier Live in Additional States and Territories

On **Tuesday, March 24**, the Lifeline National Verifier will fully launch in the following localities:

- Florida
- Illinois
- Minnesota
- Ohio
- Wisconsin

Service Providers in this launch are now **required** to use the National Verifier to check the eligibility of all Lifeline applicants before enrolling them into the Lifeline program. Consumers in this launch can apply for Lifeline directly through the National Verifier online [consumer portal](#) or by mailing a [paper application](#) to the Lifeline Support Center.

## National Verifier: March 2020 Enhancements

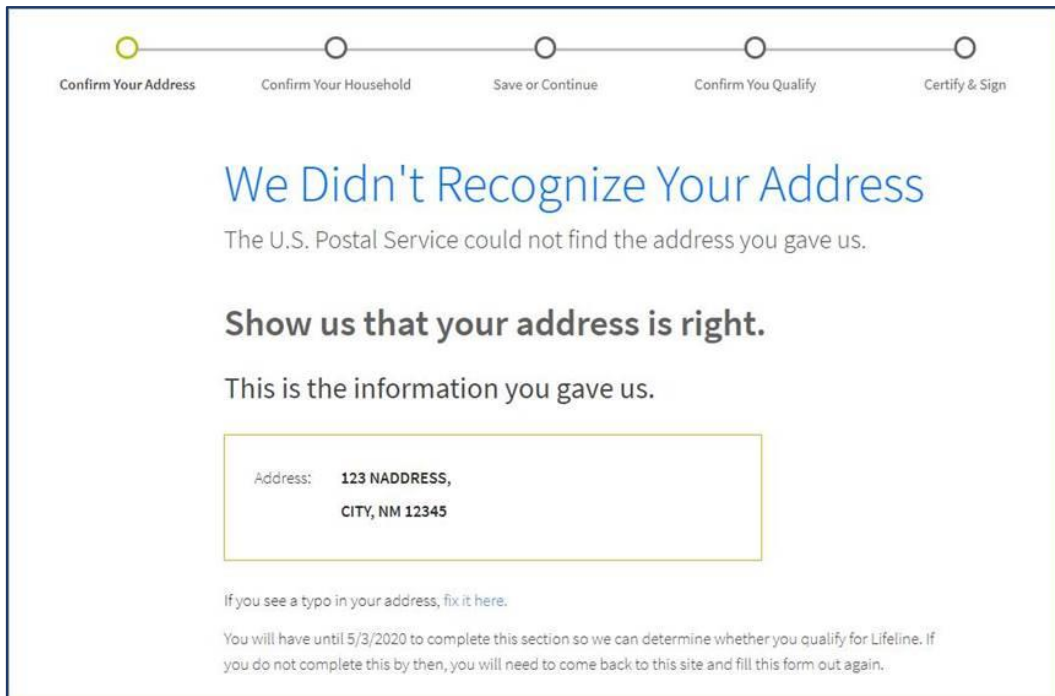
USAC is excited to introduce new enhancements to the National Verifier. The **March 2020** external updates will focus on improving user experience in the NV Web Portal.

### The National Verifier Web Portal will now:

- Include a progress tracker that will show consumers how many pages they have left in their application
- Contain additional information on the consumer homepage about different types of applications
- Contain updated language on the eligibility program page about providing documents

## **New Progress Tracker**

Consumers submitting applications via the portal (or Service Providers submitting applications in assistance of consumers) will now be able to see a progress tracker indicating how many pages are left in the application. The progress tracker will provide insight into what errors the consumer will need to resolve before completing the application.



The screenshot displays a progress tracker at the top with five steps: 'Confirm Your Address' (highlighted with a yellow circle), 'Confirm Your Household', 'Save or Continue', 'Confirm You Qualify', and 'Certify & Sign'. Below the tracker, the main heading reads 'We Didn't Recognize Your Address' in blue. The subtext states, 'The U.S. Postal Service could not find the address you gave us.' A bold instruction follows: 'Show us that your address is right.' Below this, it says 'This is the information you gave us.' A yellow-bordered box contains the text: 'Address: 123 NADDRESS, CITY, NM 12345'. At the bottom, there are two lines of smaller text: 'If you see a typo in your address, fix it here.' and 'You will have until 5/3/2020 to complete this section so we can determine whether you qualify for Lifeline. If you do not complete this by then, you will need to come back to this site and fill this form out again.'

**Updates to the Consumer Homepage**

Updates have been made to the consumer homepage to improve user experience. These updates include graying out buttons based on what actions are available to the user, updated information on the different type of applications, and updated verbiage under the “Update Your Address” link.

Welcome BRENT TYLOR

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

### My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

Start New Application
Return to Application

Application Type	Application ID	Application Created	Expiration Date	Status
Annual Recertification	R66860-18003	03/19/2020	06/17/2020	<a href="#">Not Yet Recertified</a>
Lifeline Application	Q75432-28222	03/19/2020	03/19/2020	Expired

#### Apply or Transfer Your Service

Complete a new application if you'd like to sign up for Lifeline or want to transfer your benefit to a different company.

#### Update Your Address

Did you move recently? If so, you can update your address here.

Note: If you already have Lifeline, update your address here and let your company know as soon as possible.

#### Find a Company Near Me

[↗](#)

Lifeline is a federal benefit. If you are not happy with your Lifeline service, you can move to another phone or internet company.

### Updates to Verbiage on Eligibility Program Page

Updates were made to the eligibility program page to indicate to consumers upfront that they may need to provide documentation about the program they select.

## Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

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**Are you in any of these?**

**Check all that apply.**

- 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 you live on tribal lands)
- I don't participate in one of these programs, I want to qualify through my income.
- I am not in any of these, but my child or dependent is in one of these programs. [?](#)

You may be asked to submit documents about the program(s) you select.

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