



National Verifier v2.0 Production Release Notes

National Verifier Components

At the first hard launch, service providers operating in the following NV states and territories must use the system: CO, MS, MT, NM, UT, and WY.

Additionally, consumers in the following NV states can use the system without assistance of a service provider: CO, MS, MT, NM, UT, and WY.

Service providers operating in the following states have the option to use the system as part of the second launch soft launch period: GU, HI, ID, ND, NH, and SD.

Consumers who have existing Lifeline benefits through service providers who have elected USAC to complete the annual recertification process will be able to use the NV system to submit self-recertification forms. This functionality is available now for consumers in non-National Verifier states who receive service from service providers who elected USAC to perform 2019 recertification. Consumers in National Verifier states will begin recertification activities in 2020.

Service Provider Portal

The Service Provider Portal is the front-end portal of the National Verifier that service providers will be able to access. The Service Provider Portal can be accessed by going to <http://www.checklifeline.org/> and clicking the “Sign in as a Service Provider” link. Service Providers can use their existing NLAD accounts to access the National Verifier. For new Service Providers, accounts can be set up through NLAD. Service providers can use the portal to do the following:

- **Conduct Eligibility Checks:** Submit Qualification Forms in assistance of consumers.
- **Submit Documentation:** Dispute eligibility decisions and upload documents for Lifeline Support Center manual review in assistance of consumers.
- **View Eligibility Results:** View final Lifeline Support Center decisions of consumer Qualification Forms.

Consumer Portal

On 11/2/18, consumers can begin accessing the consumer portal to submit eligibility applications. Consumers can access the Consumer Portal by navigating to <http://www.checklifeline.org> and selecting their state from the state drop-down on the landing page. Only consumers from CO, MS, MT, NM, UT and WY will be able to enter the Consumer Portal. The Consumer Portal is available in both English and Spanish. Consumers can use the portal to do the following:

- **Account Creation:** Create an account to log into the National Verifier.
- **Conduct Eligibility Checks:** Submit Qualification Forms to check their Lifeline eligibility status.
- **Submit Documentation:** Dispute eligibility decisions and upload documents for Lifeline Support Center manual review.
- **View Eligibility Results:** View final Lifeline Support Center decisions of their Qualification Forms.

Known Issues and Workarounds

Service Provider and Consumer Portal

Issue: When a service provider completes an application in assistance of a consumer who does not successfully qualify by income and then clicks the “Qualify Another Person” button, they will be unable to qualify another consumer.

- **Workaround:** To qualify another consumer, the service provider should click the Lifeline National Verifier button at the top left-hand corner of the screen to navigate to the homepage. On the homepage, they can click the “Start New Application” button to complete another Qualification Form.

Issue: When a service provider assists a consumer to submit a Qualification Form and receives multiple errors, they must ask the consumer for documentation that meets the system file restrictions to upload. If on the first error page they attempt to upload a file that is too large or is the incorrect attachment type, an error correctly appears on the error page. On subsequent error pages, if the service provider attempts to upload an incorrect file size or type, no error message will be shown. Once they arrive at the certifications page and the consumer tries to submit their form, they will see a global error at the top of the page.

- **Workaround:** For each error a consumer has, a file must be uploaded that is less than 10 MB in size and is one of the following types: .jpg, .jpeg, .png, .pdf, or .gif.

Issue: Service providers assisting consumers who qualify through income from Hawaii will notice that the income requirements displayed on the “Qualify by Income” page do not match the income requirements for Hawaii.

- **Workaround:** Service providers should select the correct Household size but answer the question regarding income based on the Hawaii income requirements, not the content displayed on the page. A chart with the income requirements for Hawaii has been included in the reference materials section below.

Issue: When a consumer applies for Lifeline, every subsequent time the consumer logs in, their existing application will be pulled up, even if it is expired. Consumers will not have the ability to resubmit qualification forms through their user accounts.

- **Workaround:** Consumers who want to re-check their eligibility after the expiration date on their initial eligibility decision has passed can either do so by going to a service provider, by mailing in a application, or by calling the Lifeline Support Center.

Issue: Consumers that do not remember their security questions or did not apply initially with an email address will not be able to use the “Forgot Password” feature.

- **Workaround:** Consumers who want to apply for Lifeline and cannot log in because they forgot their passwords can either apply through a Service Provider, can mail in an application, or can call the Lifeline Support Center.

Reference Materials

2018 Federal Poverty Guidelines – 135%

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$16,389	\$20,493	\$18,846
2	\$22,221	\$27,783	\$25,555.50
3	\$28,053	\$35,073	\$32,265
4	\$33,885	\$42,363	\$38,974.50
5	\$39,717	\$49,653	\$45,684
6	\$45,549	\$56,943	\$52,393.50
7	\$51,381	\$64,233	\$59,103
8	\$57,213	\$71,523	\$65,812.50
For each additional person, add	\$5,832	\$7,290	\$6,709.50