

National Verifier v5.0 Production Release Notes

National Verifier Components

On March 5, service providers operating in the following NV states and territories must use the system to perform Lifeline eligibility checks: CO, GU, HI, ID, MO, MS, MT, NC, ND, NH, NM, PA, SD, TN, UT, and WY.

At the March 2019 launch, service providers operating in the following states and territories have the option to use the system to perform Lifeline eligibility checks: AK, AS, DC, DE, ME, MP, RI and VI.

At the March 2019 launch, consumers in the following NV states can use the system without assistance of a service provider: CO, GU, HI, ID, MO, MS, MT, NC, ND, NH, NM, PA, SD, TN, UT, and WY.

These new enhancements include updates to the National Verifier portal application workflow to support NLAD address updates that fail the Address Matching System (AMS) and/or duplicate address validations.

Enhancements include:

- Updating National Verifier application workflow to display AMS and duplicate address failures first
 - AMS failures require latitude/longitude coordinates
 - Duplicate address failures require an independent economic household (IEH) worksheet
- Creating a save point on applications after AMS and duplicate address failures are manually verified
- Removing requirement to re-qualify for Lifeline for purposes of updating a subscriber address in NLAD

Service Provider Portal

The Service Provider Portal can be accessed by going to 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:** Resolve eligibility failures and upload documents for the Lifeline Support Center’s manual review in assistance of consumers. All failures will require a document upload except for AMS and duplicate address. Service providers can assist consumers in resolving AMS failures by dropping a pin on their residential address on an interactive map to obtain their latitude and longitude coordinates and can also assist them in resolving duplicate address failures by confirming that no one else in their household is already receiving Lifeline benefit.

- **View Eligibility Results:** View final Lifeline Support Center decisions of consumer Qualification Forms.

Service providers serving consumers in IN, KY, MO, NC and TN may need to wait 1-3 business days to receive a response on a consumer's eligibility. Service providers will have the option to assist consumers in uploading documentation or resolving TPIV, AMS, Under 18 and Duplicate Address failures if applicable while waiting for a response from the state data source. However, documentation will not be reviewed by the Lifeline Support Center until an eligibility response is received from the state and all necessary documentation has been uploaded.

For step-by-step instructions on the new address update enhancement, follow the [How to Change a Consumer Address](#) guide on USAC's website.

Consumer Portal

Consumers can access the Consumer Portal by going to [CheckLifeline.org](#) and selecting their state from the state drop-down menu on the National Verifier homepage. Only consumers from CO, GU, HI, ID, MO, MS, MT, NC, ND, NH, NM, PA, SD, TN, UT, and WY will be able to enter the Consumer Portal. Once a consumer logs into the Consumer Portal, they will be brought directly to a consumer landing page, unless they have an open recertification. If a consumer has an open recertification, they will need to submit it before being allowed to navigate to their landing page. From the consumer landing page, a consumer can access an existing application, create a new application or update their address. 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:** Resolve eligibility failures and upload documents for the Lifeline Support Center's manual review. All failures will require a document upload except for AMS and duplicate address. Consumers can resolve AMS failures by dropping a pin on their residential address on an interactive map to obtain their latitude and longitude coordinates and can resolve duplicate address failures by confirming that no one else in their household is already receiving Lifeline benefits.
- **View Eligibility Results:** View final Lifeline Support Center decisions of their Qualification Forms.
- **Update their Address to Submit a New Application:** Consumers who have already enrolled in the Lifeline program and have recently changed addresses can re-verify their new address through the National Verifier. Once logged in, consumers will be given the option to update their address from the consumer landing page. If a consumer has an AMS or duplicate address failure, they will need to resolve those errors before being notified that their address can now be updated with their service provider. From there, the consumer will need to notify their service provider of their updated address.



Consumers in MO, NC and TN may need to wait 1-3 business days to receive a response on their eligibility. They will have the option to upload documentation, or resolve TPIV, AMS, Under 18 and Duplicate Address failures if applicable while waiting for a response from the state data source. However, documentation will not be reviewed by the Lifeline Support Center until an eligibility response is received, and all supporting documentation is uploaded.