Universal Service Administrative Co.

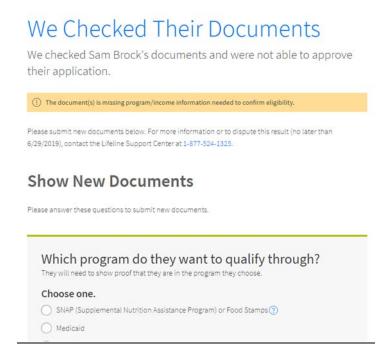## National Verifier v7.0 Production Release Notes

National Verifier Components

USAC is excited to introduce new enhancements to the National Verifier. The **June 2019** updates focus on streamlining the application workflow, including address verification.

Improvements to Application Process

The National Verifier will now:

- Allow upload of eligibility documents for applications in Batch States prior to state eligibility response
- Specify rejection reasons for applications submitted via the National Verifier portal
- Complete an automatic pin drop on the AMS mapping tool reflecting the approximate address location as entered by the user.

We Checked Their Documents

We checked Sam Brock's documents and were not able to approve their application.

ⓘ The document(s) is missing program/income information needed to confirm eligibility.

Please submit new documents below. For more information or to dispute this result (no later than 6/29/2019), contact the Lifeline Support Center at 1-877-524-1325.

Show New Documents

Please answer these questions to submit new documents.

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

Upload of Eligibility Documents for Applications in "Pending Batch Decision" Status

Lifeline applications submitted in batch states (NC, TN, MO, and KY) that fail the federal data source check receive a "Pending Batch Decision" status. The applicant then waits 1-3 days to receive an eligibility response from the state. Under the current workflow, users are able to submit documentation to resolve all errors **except for eligibility** prior to receiving an eligibility response.

In June 2019 USAC will update the application workflow to allow users to upload eligibility documentation while in the "Pending Batch Decision" status. This will enable users to submit **all documentation** to resolve all potential errors **before** receiving an eligibility response from the state. This will ensure a streamlined experience and reduce return visits to service providers to enroll in Lifeline.

Specific Rejection Reasons for Applications

An application submitted in the National Verifier may result in an error that requires additional documentation for the Lifeline Support Center to review.

Service providers and consumers often request clarification around why certain documents are rejected during this manual review.

USAC will now provide specific reasons why a document was rejected in the National Verifier. This update will enable consumers to better understand what is required for submission and qualification.

We Checked Their Documents

We checked Sam Brock's documents and were not able to approve their application.

⚠ The document(s) could not be reviewed because it was too blurry, dark, faded, or too small.

Please submit new documents below. For more information or to dispute this result (no later than 6/29/2019), contact the Lifeline Support Center at 1-877-524-1325.

Automatic Pin Drop on the AMS Map

When a user enters an address in National Verifier, the system will transmit the information to the AMS mapping tool. Once a user reaches the AMS mapping tool screen, they will see a map along with a pin near or on the exact address provided in the application. Users will then need to simply verify that the pin drop is in the correct spot (or move the pin to the correct location) to proceed to the next section of the application.

For users who use a descriptive address, the tool will attempt to locate the exact address and drop the pin there. If the tool is unable to locate the exact address, a pin will drop within an approximate boundary (e.g. zip code) from the provided address.

This is the information you gave us.

Address: 1018 WALKS LAST ST,
           LAME DEER, MT 59043

If you see a typo in your address, fix it here.

You will have 45 days to complete this section so we can determine whether you qualify for lifeline. If you do not complete this by 7/1/2019, you will need to come back to this site and fill this form out again.

We need to confirm where you live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.

Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude	Longitude
45.6230476	-106.6666984