



National Verifier v8.0 Production Release Notes

National Verifier Components

USAC is excited to introduce new enhancements to the National Verifier (NV). The **August 2019** updates focus on providing more visibility and accessibility to Service Providers and Consumers.

Improvements to the Application Visibility and Accessibility

The National Verifier will now:

- Show recertifications to consumers from NV states on their consumer landing page
- Provide information on the portal around when reverification applications will expire
- Allow consumers who qualify through income to provide their household size while waiting for an eligibility response from a batch state
- Allow consumers who have selected to view the portal in Spanish to print a Spanish application form

Recertifications on the Consumer Landing Page

Consumers from NV states going through the annual recertification process will now be able to log in to their consumer account and access their recertification forms on their consumer landing page.

In addition to the recertification forms, a consumer will now be able to see their recertification status.

- If the consumer has not yet submitted a recertification form, a “Not Yet Recertified” status will appear.
- If the consumer has successfully submitted recertification forms a “Recertified” status will be shown on the consumer landing page.
- Recertification forms that are no longer active will display with an “Expired” status.
- Forms that have been closed out will display with a “Closed” status.

Please note that consumers with open recertification forms will not be able to submit a qualification form.



My Applications

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

[Return to Application](#)

Application ID	Application Created	Expiration Date	Status
R25394-07815	07/24/2019	10/22/2019	Not Yet Recertified

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

If you already get Lifeline but have moved recently, 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.

Updated Batch Process: Allowing Applicants to Provide Household Size For Consumers who Qualify through Income and are in a 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 prior workflow, users could upload documents for all errors, including eligibility, but could not provide their household size if they qualify for Lifeline through income.

In August 2019, consumers in "Pending Batch Decision" status will be able to provide their household size when uploading eligibility documentation if they qualify through income.



We Are Checking Their Eligibility

We will let you know within 1-3 business days if they qualify for Lifeline or if we need more information.

When we finish, we will update the status on your account home page. If the applicant gave us an email address, we will send them an update via email. If not, we will mail them their status.

Have Documents Now?


They may also provide documents now if they qualify for Lifeline by:

- Participating in a qualifying program, or
- If their household's income is at 135% or less of the federal poverty guidelines

How many people live in their household?

12

Upload the file here

 Sample_EBT.jpg (13377)



Have another document to give us? [Upload another file.](#)

Submit

Spanish Applications on the Portal

Consumers who choose to access the National Verifier portal in Spanish will be able to download and print Spanish paper application forms that can be mailed to the Lifeline Support Center. Spanish forms can be accessed by toggling to Spanish and then selecting the paper form link on the public landing page or the consumer login page.

Learn More

These and other enhancements will be introduced in August 7, 2019. Information on this release, as well as past releases is available on USAC's [website](#).