National Verifier for Service Providers Without Portal Access

February 18, 2020

Universal Service
Administrative Co.

Housekeeping

- Audio is available through your computer's speakers

- The audience will remain on mute

- **Enter questions at any time using the "Questions" box**
  - There is a large audience signed in today. We will accept as many questions as possible!

- If your audio or slides freeze, restart the webinar

- **A copy of the slide deck is in the "Handouts" section of webinar panel**
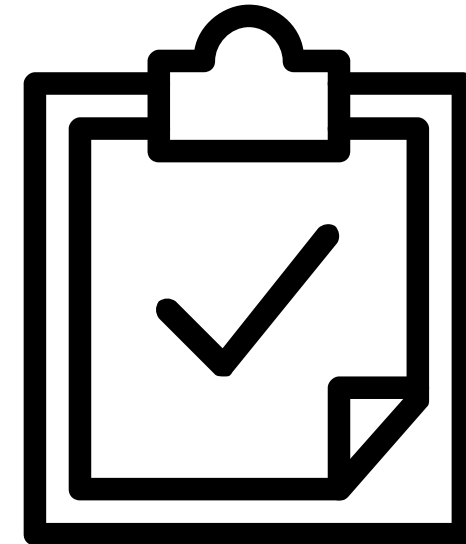
Today's Presenters

Catie Miller

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Today's Agenda

01 | **Overview of NV without the Portal**

02 | **Applying for Lifeline with the Consumer Portal**

03 | **Applying for Lifeline with a Paper Application**

04 | **Enrolling Consumers in Lifeline**

05 | **Checking a Consumer's Application Status**

Overview
National Verifier without the Portal
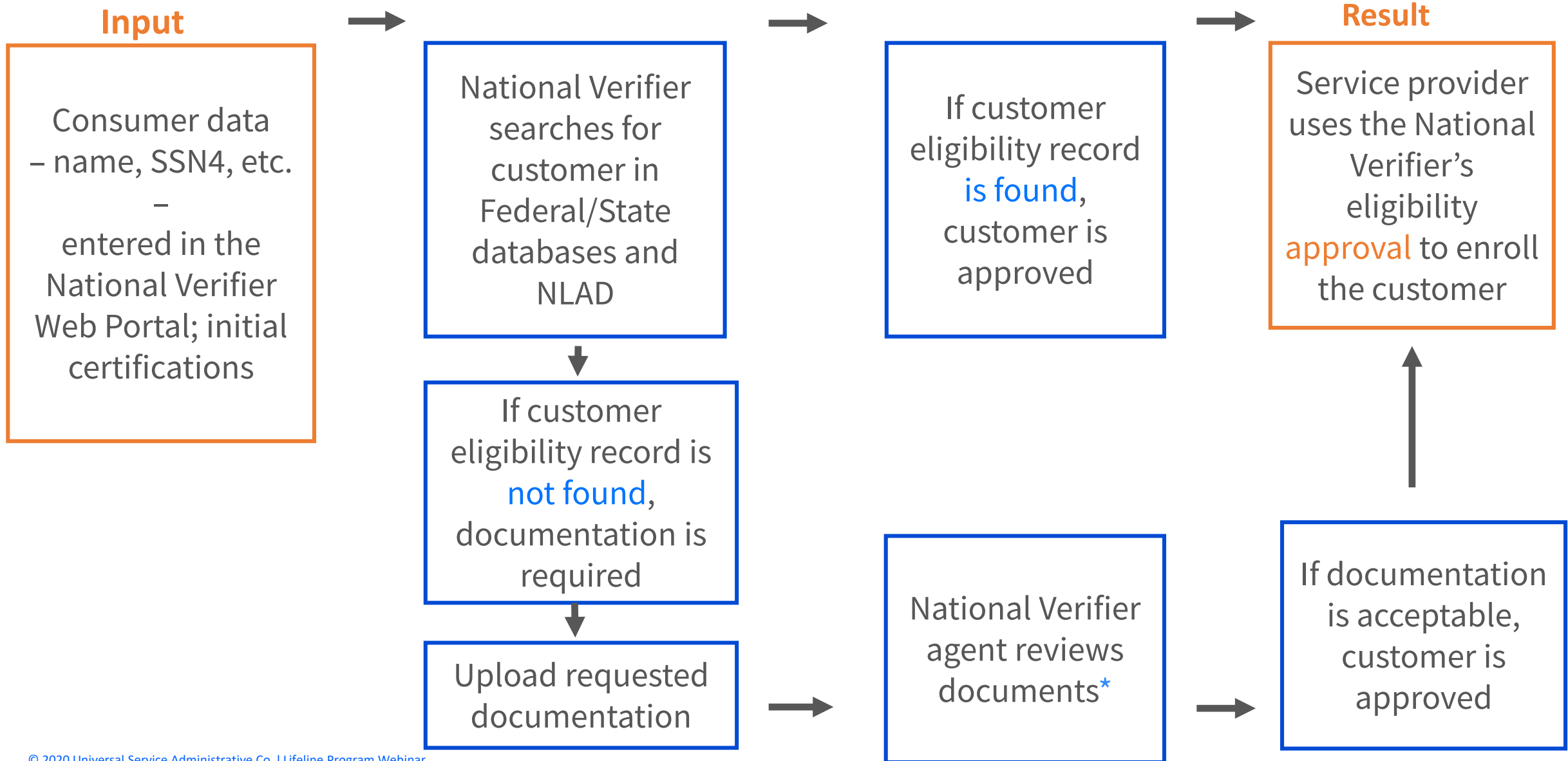
National Verifier without the Portal - Overview

1. Consumer checks Lifeline eligibility via National Verifier

    - Paper application

    - Consumer portal

2. After receiving positive eligibility result from National Verifier, consumer contacts Lifeline service provider

3. Lifeline Service Provider enrolls consumer in NLAD

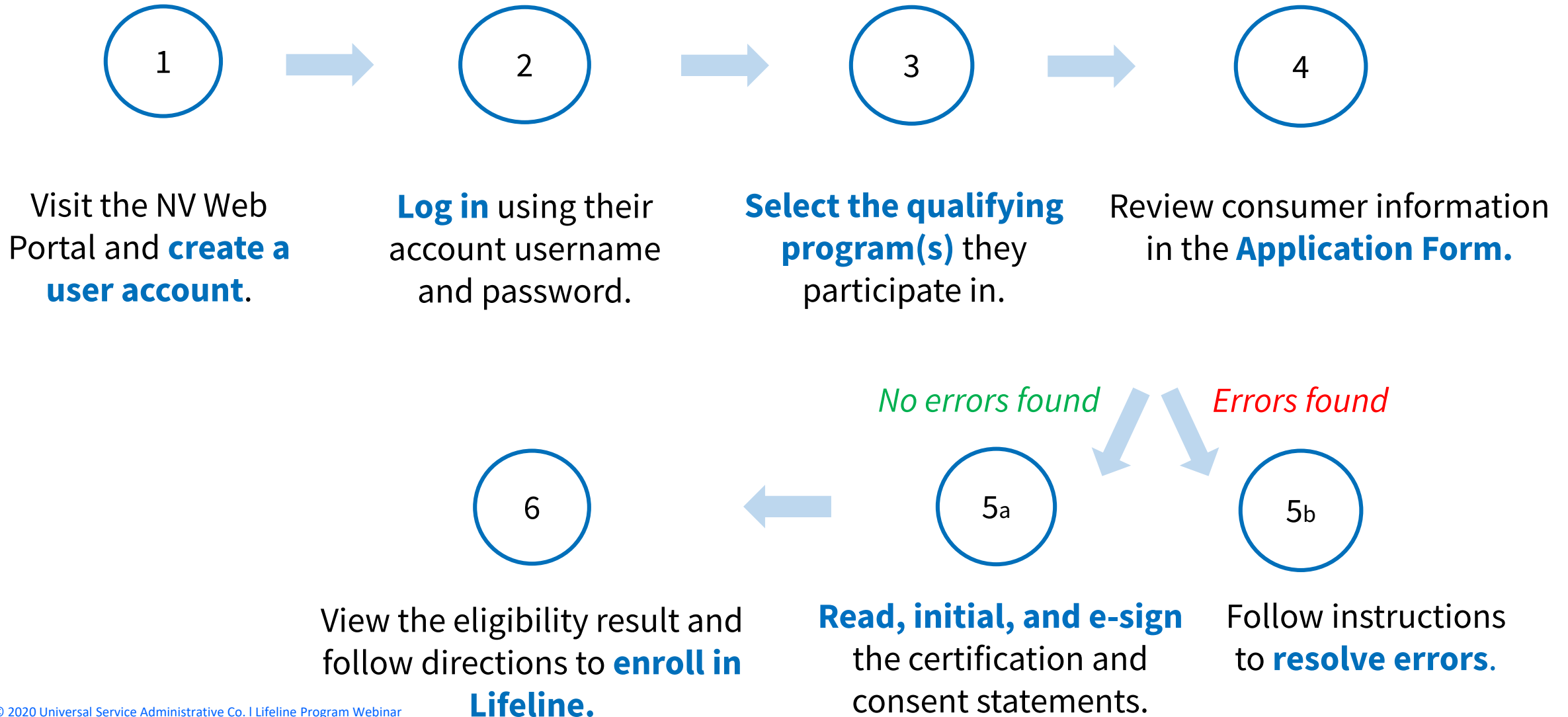# National Verifier Eligibility Check
Process Overview

Input

Consumer data – name, SSN4, etc. – entered in the National Verifier Web Portal; initial certifications

National Verifier searches for customer in Federal/State databases and NLAD

If customer eligibility record is **not found**, documentation is required

Upload requested documentation

National Verifier agent reviews documents*

If documentation is acceptable, customer is approved

If customer eligibility record **is found**, customer is approved

Result

Service provider uses the National Verifier's eligibility **approval** to enroll the customer

Applying for Lifeline
With the
National Verifier Consumer Portal

Applying for Lifeline- Consumer Portal
Process Overview

1 → **2** → **3** → **4**

Visit the NV Web Portal and **create a user account**.

Log in using their account username and password.

Select the qualifying program(s) they participate in.

Review consumer information in the **Application Form.**

No errors found   *Errors found*

6 ← **5a**   **5b**

View the eligibility result and follow directions to **enroll in Lifeline.**

Read, initial, and e-sign the certification and consent statements.

Follow instructions to **resolve errors**.

Applying for Lifeline Online

www.CheckLifeline.org

Applying for Lifeline Online

Your Information

We will use this information to find out if you qualify for the Lifeline Program.

What is your full legal name?

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name

Suffix (Optional)

What is your date of birth?

Month MM

Day DD

Year YYYY

What are the last 4 numbers of your Social Security Number (SSN)?

I want to give my Tribal Identification Number instead.

What is your Tribal Identification Number?

I want to give my Social Security Number instead.

What is your home address?

The address where you will get service. Do not use a P.O. Box.

Street Number and Name 1234 Street Road

Apt, Unit, etc.

City Your City or Town

State

Zip Code 00000

Clear All

Next >

OMB Control Number: 3060-0819   PRA Statement   Privacy Act Statement

Applying for Lifeline Online

The consumer will create their username and password and log in to the NV Web Portal.

Part 1

Create Your Account

Making an account will let us keep your information safe. It will also let you save it and can come back to it any time.

Choose your username.

Choose something that you can easily remember. If it helps, use your name in some form.

Username

Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

Password

Confirm Password
Type the same password again.

Password Requirements
- ⚠ At least 8 letters or numbers long
- ⚠ At least 1 capital letter
- ⚠ At least 1 number (0-9)
- ⚠ At least 1 special character (!@#$%^&*)

The consumer will see the username and password requirements. They will be notified if: 1) A username is unavailable; 2) A username does not meet requirements; and / or 3) A password does not meet requirements.

Applying for Lifeline Online

Consumers will then be asked to provide answers to the security questions to help the consumer reset their password and / or username in the future, if necessary.

Part 2

Applying for Lifeline Online

Applying for Lifeline Online

Lifeline National Verifier

English | Español   Your Account ⌄

ⓘ You are in the National Verifier Testing environment. This site is for training purposes only. For production use, please use the Production environment at checklifeline.org.

Welcome John Smith

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.

Return to Application

Application ID	Application Created	Expiration Date	Status
Q42094-90971	02/06/2019	05/07/2019	Qualified

Submit new application

Option to update address
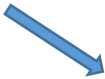
Apply or Transfer Your Service

Complete a new application if you'd like to sign up for Lifeline again 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.

Applying for Lifeline Online

The consumer should select **all** participating programs.

Tell Us Which Program You Are In

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

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. ⑦

Back   Next

Applying for Lifeline Online

Review Your Information

Before we check if you qualify for Lifeline, make sure your information is right.

Double check the information below.

Full Legal Name:	**Jane Mary Smith**	✎ **Edit**
Date of Birth:	**March 10, 1959**	
Last 4 Numbers of SSN:	**1234**	
Address:	**123 Main Street, Apt 206**	
	Chicago, IL 56789	

The information you gave us will be used to check if you qualify for Lifeline. Please confirm that it is okay.

☑ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

‹ **Back**   **Next** ›

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial

JS

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Your Signature

Type your full legal name (the same as you gave us before) below.

Jane Mary Smith

☑ I understand this is a digital signature, and is the same as if I signed my name with a pen.

Back

Submit

Scroll Down

…There are 9 total statements to initial.

Applying for Lifeline Online

The consumer's "Qualified" eligibility result **will expire in 90 days**. They must sign up with a service provider by the listed date.

You Qualify for Lifeline

Sign up for Lifeline by Apr 30, 2018 (Based on US Eastern Time)

You have 90 days from today to sign up for Lifeline with a phone or internet company.

How to sign up

1 Choose a company

Find one using the list of service providers near you.

2 Tell them you qualified for Lifeline online, and ask them to sign you up.

Bring the following with you:

- A form of identification (like a driver's license)
- Your confirmation number: **N3B-2U1-23WN**

3 After they sign you up, you will start getting your phone or internet service.

ⓘ If you do not sign up by Apr 30, 2018 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.

Questions?

Applying for Lifeline
with a Paper Application

Applying for Lifeline with a Paper Application

1. Consumers should complete all sections of the application

2. Write clearly, using black ink and capital letters

3. Required fields include:

   - Full name

   - Residential address (permanent or temporary)

   - Billing address (if different),

   - Date of birth

   - Last four digits of SSN or tribal identification number

   - Name of qualifying program or number of household members

Applying for Lifeline with a Paper Application

1. Applicants must show how they qualify for the Lifeline Program, either through a government program or income.

2. Only one method – an eligibility program or income eligibility – is required.

3. The income table is based on 135% of the Federal Poverty Guidelines. This table is updated every January.

Applying for Lifeline with a Paper Application

1. Consumer must review and initial next to each statement

2. Then, the consumer must sign and date the application at the bottom of the page

!

A person assisting a consumer cannot initial or sign for the consumer. The benefit recipient must be the one to initial with their initials, even when applying with a BQP.

Applying for Lifeline with a Paper Application

- Completed applications should be sent to:

    USAC Lifeline Support Center
    P.O. Box 7081
    London, KY 40742

- USAC will send eligibility decision **to consumer** via email (if available) or mail

- Most eligibility decisions will be made in 7 – 10 days

- Consumers can call the Lifeline Support Center at (800) 234-9473 to check their application status

Applying for Lifeline with a Paper Application

Tips for consumers applying via paper application

- If consumers have access to email, we encourage them to include this information on their application

- Include copies of eligibility documents, household worksheet and identity documents to reduce processing time

  - The household worksheet can be found on LifelineSupport.org

Questions?

Enrolling Consumers in Lifeline

Enrolling Consumers in NLAD

- Before a service provider enrolls a new subscriber in Lifeline, NLAD will prompt them to confirm the consumers' eligibility through the National Verifier

- Once the consumer is approved by the National Verifier, the service provider can enroll them in NLAD using the National Verifier mode

- The service provider **must** enter the consumer's information in NLAD exactly as it was entered in the National Verifier

Enrolling Subscribers in NLAD

USAC
Universal Service Administrative Company

LIFELINE   LOG OUT

USAC Home | Lifeline Program | NLAD | Enroll Subscriber

National Verifier **ON**

SUBSCRIBER MANAGEMENT

Enroll Subscriber
Update Subscriber
Transfer Lifeline Benefit
De-Enroll Subscriber
Submit Resolution Request
Upload Subscriber File
Detail Subscriber Lookup

Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.

ENROLL SUBSCRIBER

Instructions

Select SAC*

466666 ▾

Subscriber Personal Information   *(Required)*

Last Name *   Date of Birth *   Last 4 SSN *   - OR-   Tribal ID *

First Name *   Middle Name

Subscriber Address   *(Required)*

Primary Address *   Mailing Address

Apt, Unit, etc.   Apt, Unit, etc.

City *   State *   ZIP Code *   City   State   ZIP Code

Subscriber Telephone Information   *(Phone No. is Optional to Verify.)*

Service Type*   Select one ▾   Service Initiation Date *
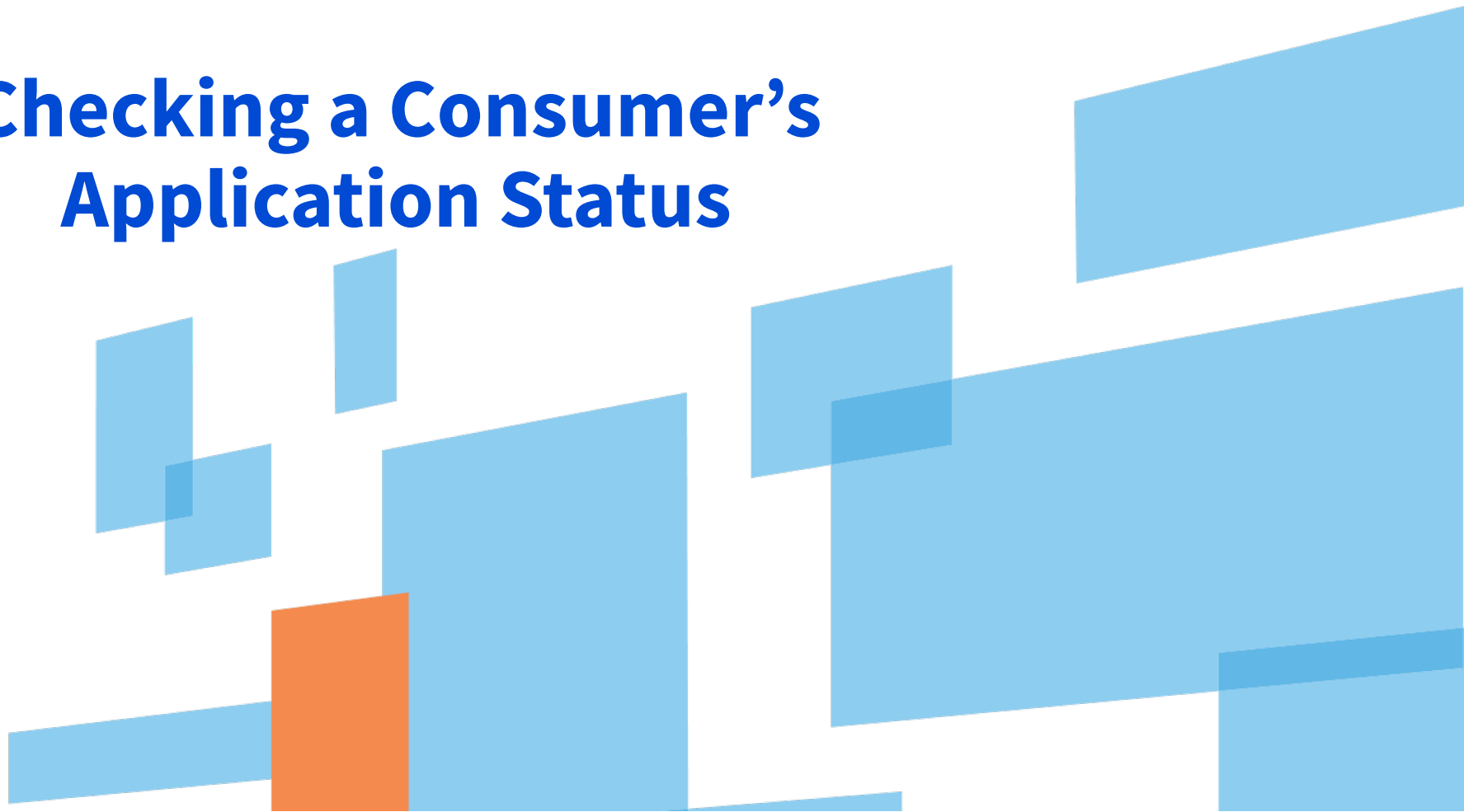
Phone Number *   Lifeline Tribal Benefit? *   ○ Yes   ○ No

Checking a Consumer's Application Status

Checking Application Status
Without the NV Portal

- Consumers and service providers (with consumer permission) can check the status on a consumer's application by calling the **Lifeline Support Center**

- If the service provider is having an issue entering a consumer in NLAD, they can call the Lifeline Support Center to validate the information that a consumer used on their National Verifier application

- A service provider must have the consumer PII, Lifeline Support Center will not give out PII but can validate whether the information shared matches (e.g. St. vs Street)

The Lifeline Support Center

- For help with National Verifier applications contact the Lifeline Support Center:

  - **Email:** LifelineSupport@usac.org

  - **Phone:** (800) 234-9473

  - **Hours of Operation:** Monday-Sunday 9 a.m. to 9 p.m. ET

Questions?

Thank You!

- **Thank you for joining us!**

- We encourage you to keep monitoring the <u>Lifeline Upcoming Events</u> page for more updates.

- **Sign up for Lifeline Program email updates and upcoming events**

  - Visit **www.usac.org/lifeline** and click "Subscribe" in the upper right hand corner

- **Need help? Contact us!**

  - **General:** <u>LifelineProgram@usac.org</u>

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