

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



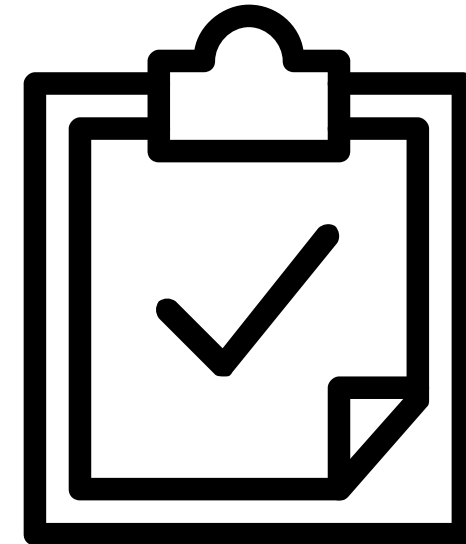
Leah Sorini



Linnita Hosten

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

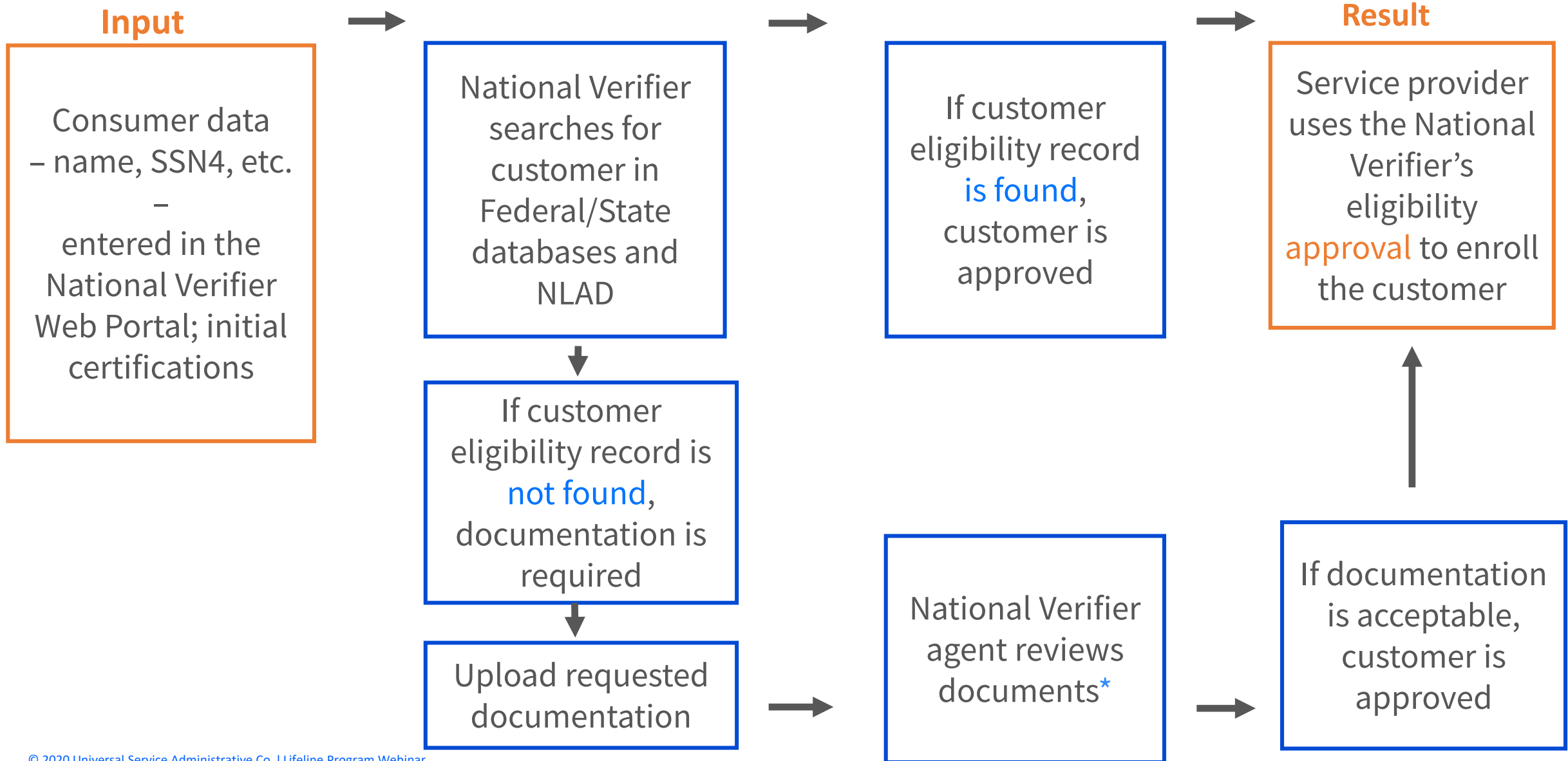


National Verifier without the Portal - Overview

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

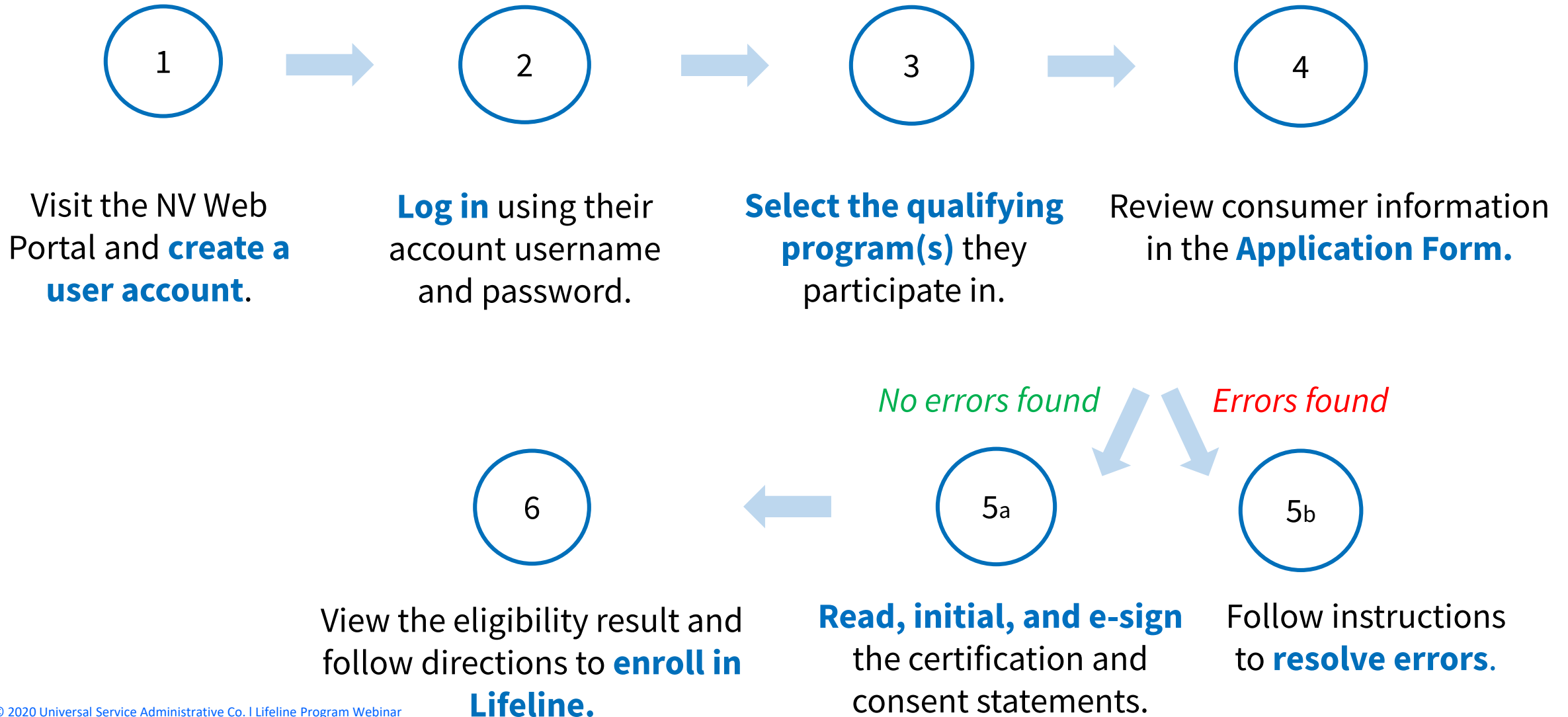


Applying for Lifeline With the National Verifier Consumer Portal



Applying for Lifeline- Consumer Portal

Process Overview



Applying for Lifeline Online

www.CheckLifeline.org

Lifeline National Verifier


English | Español

Consumer Sign In


Qualify for Lifeline!


Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

What is your state or territory?

Choose 

Get Started

If you do not want to qualify online, you can **use a paper form.** 



Applying for Lifeline Online

Available for Public Use

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

Day

Year

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

Apt, Unit, etc.

City

State

Zip Code

[Clear All](#)

[Next >](#)

OMB Control Number: 3060-0819

[PRA Statement](#)

[Privacy Act Statement](#)

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.

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

Help us secure your account. Choose 3 security questions that only you know the answers to.

Make sure you can remember these answers. These will help you get back into your account if you forget your username or password.

Security Question 1

Select one

Your Answer to Security Question 1

Security Question 2

Select one

Your Answer to Security Question 2

Security Question 3

What is the best way to reach you?

We will use this to contact you when you need to reset your password and to let you know when there are updates to your application status.

☒ Email

☐ Phone

☐ Mail

What is your email address?

example@email.com

< Back

Next >

Applying for Lifeline Online

If a **consumer forgets their username or password, they can reset them** by clicking these links. They enter in their e-mail to recover their username or answer security questions to reset their password.

Note: Consumers will need to **complete a CAPTCHA** when they log in.

Sign In To Your Account



Your account is created!

Please sign back in so we know it is still you and then you can complete the process.

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

By signing in, I accept the [terms and conditions](#) of the National Verifier system.

Sign In

☐ I'm not a robot



Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

[Create an Account](#)

Print an application to mail in?

If you want to fill out the form on paper, you can [print a paper form](#) to mail in.

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](#)

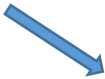
My Applications

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



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.

Option to update address



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.

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. [?](#)

[Back](#)

[Next](#)

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

Date of Birth:

March 10, 1959

Last 4 Numbers of SSN:

1234

Address:

123 Main Street, Apt 206
Chicago, IL 56789

Edit

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.

① 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

Available for Public Use

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

The image displays three overlapping copies of the FCC Form 3029, Lifeline Program Application Form. The top-left form shows section 2, 'Your Information', with fields for full name, address, phone number, date of birth, and Social Security Number. The top-right form shows section 2, 'Your Information (continued)', with fields for temporary address, mailing address, and tribal identification. The bottom form shows section 3, 'Your Information (continued)', with fields for the name of a qualifying program or the number of household members. Each form includes the FCC logo and the text 'ONE APPROVAL, EDITION 2000-0529'.

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.

FCC FORM 5629

Lifeline Program
Application Form

OMB APPROVAL EDITION 3060-0819

FC Universal Service
Administrative Co.

3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through some government assistance programs or through your income (you do not need to qualify through both).

Qualify through a government program:

Check all programs that you or someone in your household have:

- ☐ Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- ☐ Supplemental Security Income (SSI)
- ☐ Medicaid
- ☐ Federal Public Housing Assistance (FPHA)
- ☐ Veterans Pension or Survivors Benefit Programs

Tribal Specific Programs

- ☐ Bureau of Indian Affairs (BIA) General Assistance
- ☐ Tribal Temporary Assistance for Needy Families (Tribal TANF)
- ☐ Food Distribution Program on Indian Reservations (FDPIR)
- ☐ Tribal Head Start (only households that meet the income qualifying standard)

Or

Qualify through your income:

(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)	Is your income the same or less than the amount listed for your state and household size? (only check yes or no next to your household size)			
	All 48 States & DC (not Alaska and Hawaii)	Alaska	Hawaii	
<input type="checkbox"/> 1	\$16,389	\$20,493	\$18,846	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> 2	\$22,221	\$27,783	\$25,555.50	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> 3	\$28,053	\$35,073	\$32,265	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> 4	\$33,885	\$42,363	\$38,974.50	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> 5	\$39,717	\$49,653	\$45,684	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> 6	\$45,549	\$56,943	\$52,393.50	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> 7	\$51,381	\$64,233	\$59,103	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> 8	\$57,213	\$71,523	\$65,812.50	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$5,832	Add \$7,290	Add \$6,709.50	<input type="checkbox"/> Yes <input type="checkbox"/> No

135% of the 2018 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

Page 5 of 8

Universal Service Administrative Company | www.lifelinesupport.org
Need help? Call the Lifeline Support Center at 1-800-234-9473

Applying for Lifeline with a Paper Application

Available for Public Use

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.

FCC FORM 5629 OMB APPROVAL EDITION 3050-0819

Lifeline Program
Application Form

FC Universal Service Administrative Co.

4. Agreement

I agree, under penalty of perjury, to the following statements:
You must initial next to each statement.

☐ 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).
initial

☐ I agree that if I move I will give my service provider my new address within 30 days.
initial

☐ I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:
initial

1) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.

2) Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

☐ I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.
initial

☐ I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.
initial

☐ All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.
initial

☐ I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.
initial

☐ My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.
initial

☐ I was truthful about whether or not I am a resident of Tribal Lands, as defined in section 2 of this form.
initial

Signature **Today's Date**

I consent to let USAC contact me at my Lifeline phone number for important notices and updates to my Lifeline service. Message and data rates may apply. Text STOP to end messages.

Page 6 of 8 Universal Service Administrative Company | www.lifelinesupport.org
Need help? Call the Lifeline Support Center at 1-800-234-9473

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



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 *

Apt, Unit, etc.

City *

State *

▼

ZIP Code *

Mailing Address

Apt, Unit, etc.

City

State

▼

ZIP Code

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

Service Type*

Select one ▼

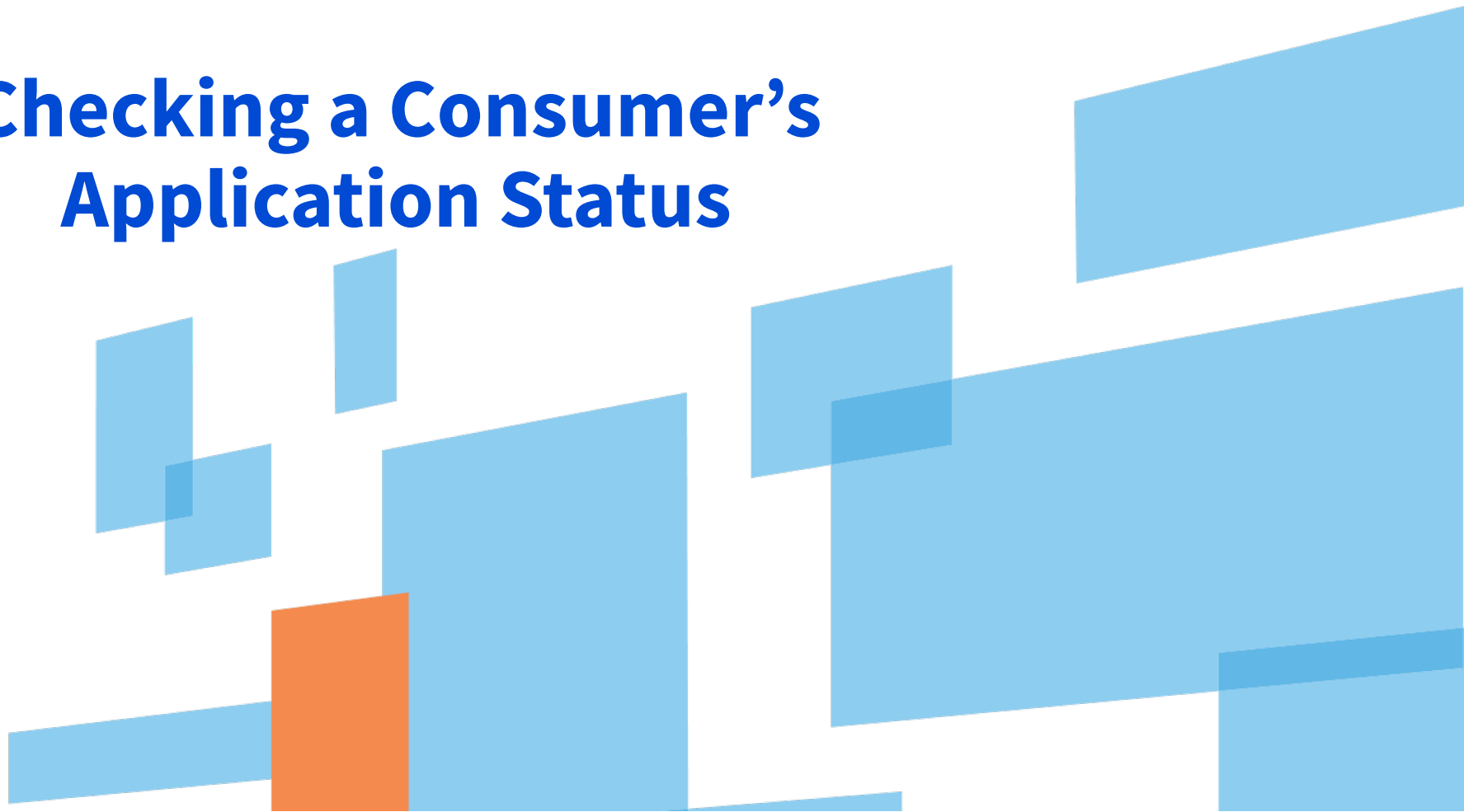
Service Initiation Date *

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 [Lifeline Upcoming Events](#) 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:** LifelineProgram@usac.org



Universal Service
Administrative Co.