National Verifier for Service Providers Without Portal Access

February 18, 2020
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

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

**National Verifier**
- National Verifier searches for customer in Federal/State databases and NLAD
  - If customer eligibility record is **not found**, documentation is required
    - Upload requested documentation
  - If customer eligibility record is **found**, customer is approved

**Result**
- Service provider uses the National Verifier’s eligibility **approval** to enroll the customer
- If documentation is acceptable, customer is approved

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Applying for Lifeline
With the
National Verifier Consumer Portal
Apply for Lifeline - Consumer Portal

Process Overview

1. Visit the NV Web Portal and **create a user account**.
2. **Log in** using their account username and password.
3. **Select the qualifying program(s)** they participate in.
4. Review consumer information in the **Application Form**.
5. **No errors found**
   - **Read, initial, and e-sign** the certification and consent statements.
   - **Follow instructions to resolve errors**.
5b **Errors found**
   - **View the eligibility result** and follow directions to **enroll in Lifeline**.

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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   Day   Year

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

What is your Tribal Identification Number?

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

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Applying for Lifeline Online

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

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 (!@#$%^&*)

Confirm Password

Type the same password again.

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.

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

Sign In To Your Account

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.

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.

Note: Consumers will need to complete a CAPTCHA when they log in.
Welcome John Smith

Lifeline is a federal program that lowers the cost of phone or internet services.

My Applications

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

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 any 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.

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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.

<table>
<thead>
<tr>
<th>Full Legal Name:</th>
<th>Jane Mary Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:</td>
<td>March 10, 1959</td>
</tr>
<tr>
<td>Last 4 Numbers of SSN:</td>
<td>1234</td>
</tr>
<tr>
<td>Address:</td>
<td>123 Main Street, Apt 206 Chicago, IL 60679</td>
</tr>
</tbody>
</table>

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.

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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**

<table>
<thead>
<tr>
<th>Initial</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>JS</td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Mary Smith</td>
</tr>
</tbody>
</table>

I understand this is a digital signature, and is the same as if I signed my name with a pen.
Applying for Lifeline Online

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-201-23WN

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
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
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

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

Enable National Verifier

46666

Subscriber Personal Information

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

Subscriber Address

Primary Address:* APT, UNIT, etc.
City:* STATE:* ZIP Code:*

Subscriber Telephone Information

Service Type:* Select one
Phone Number:* Service Initiation Date:*
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