

# Office Hours: Hard Launch December 16, 2019 States



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**



**Delante Cherry**

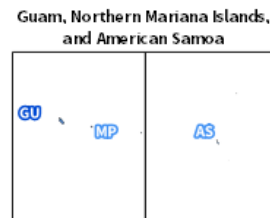
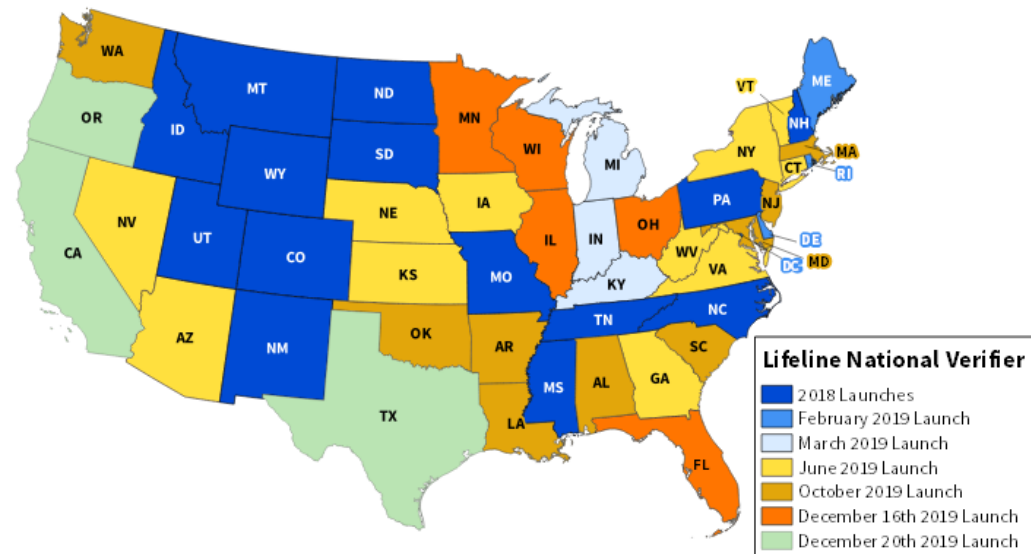


**Linnita Hosten**



**Leah Sorini**

# National Verifier Hard Launch

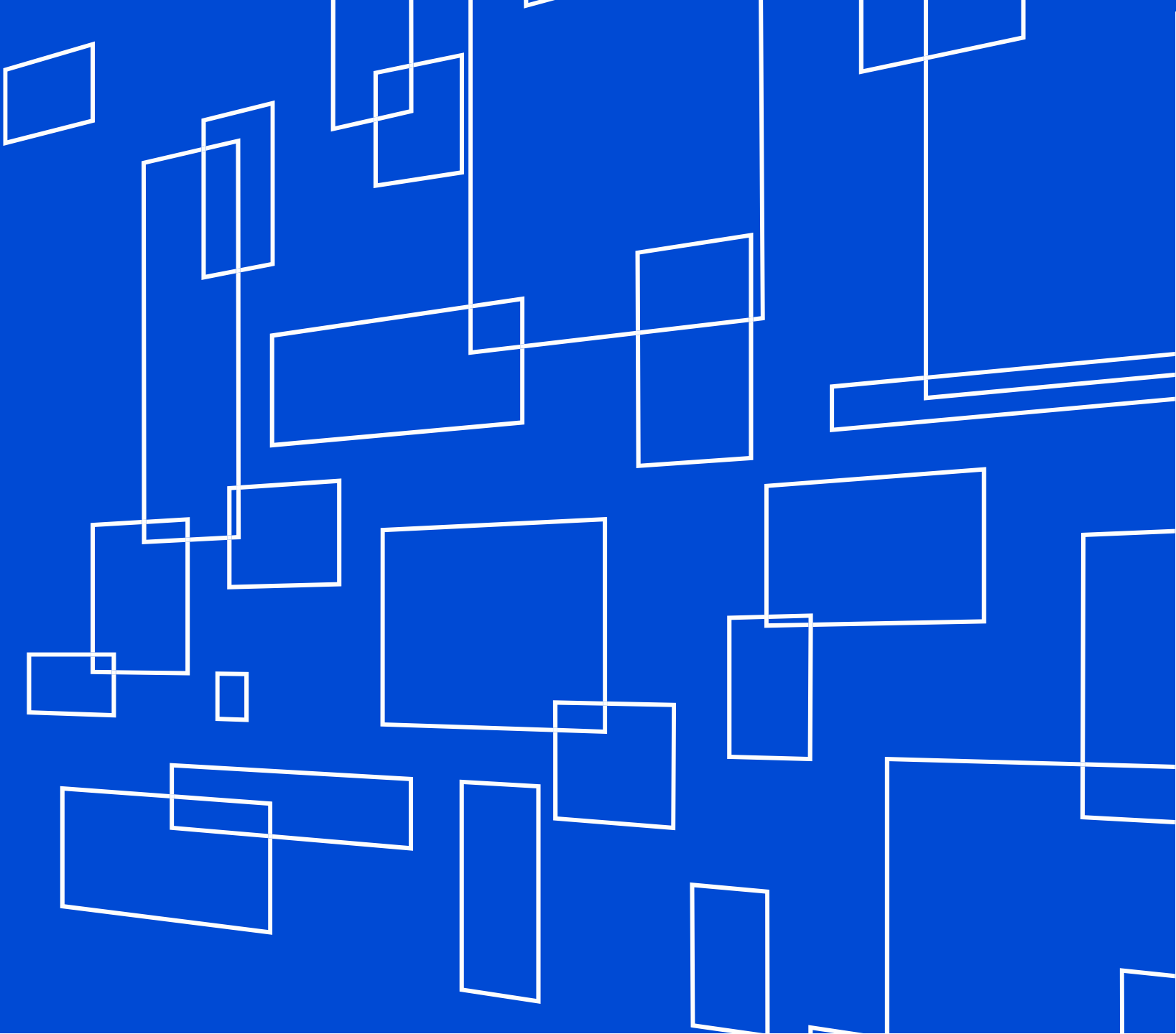


- The December 16, 2019 launch group hard launches on **March 24, 2020 at Midnight ET.** This launch group includes:

- Florida
- Illinois
- Minnesota
- Ohio
- Wisconsin

(NOTE: Puerto Rico will launch at a later time.)

# Temporary Changes to Our Program



## Temporary Changes to Our Program- **Recertification**

- Recertification is **on hold** for the anniversary dates between April 14, 2020 and August 14, 2020. Subscribers with these anniversary dates will receive a new notice from USAC to recertify their continued eligibility after the waiver period ends on May 18, 2020.
- Subscribers that fail to complete recertification by their adjusted deadline will be de-enrolled from the Lifeline Program.
- Recertification will continue as planned for subscribers with anniversary dates outside of the window listed above.

## Temporary Changes to Our Program- Reverification

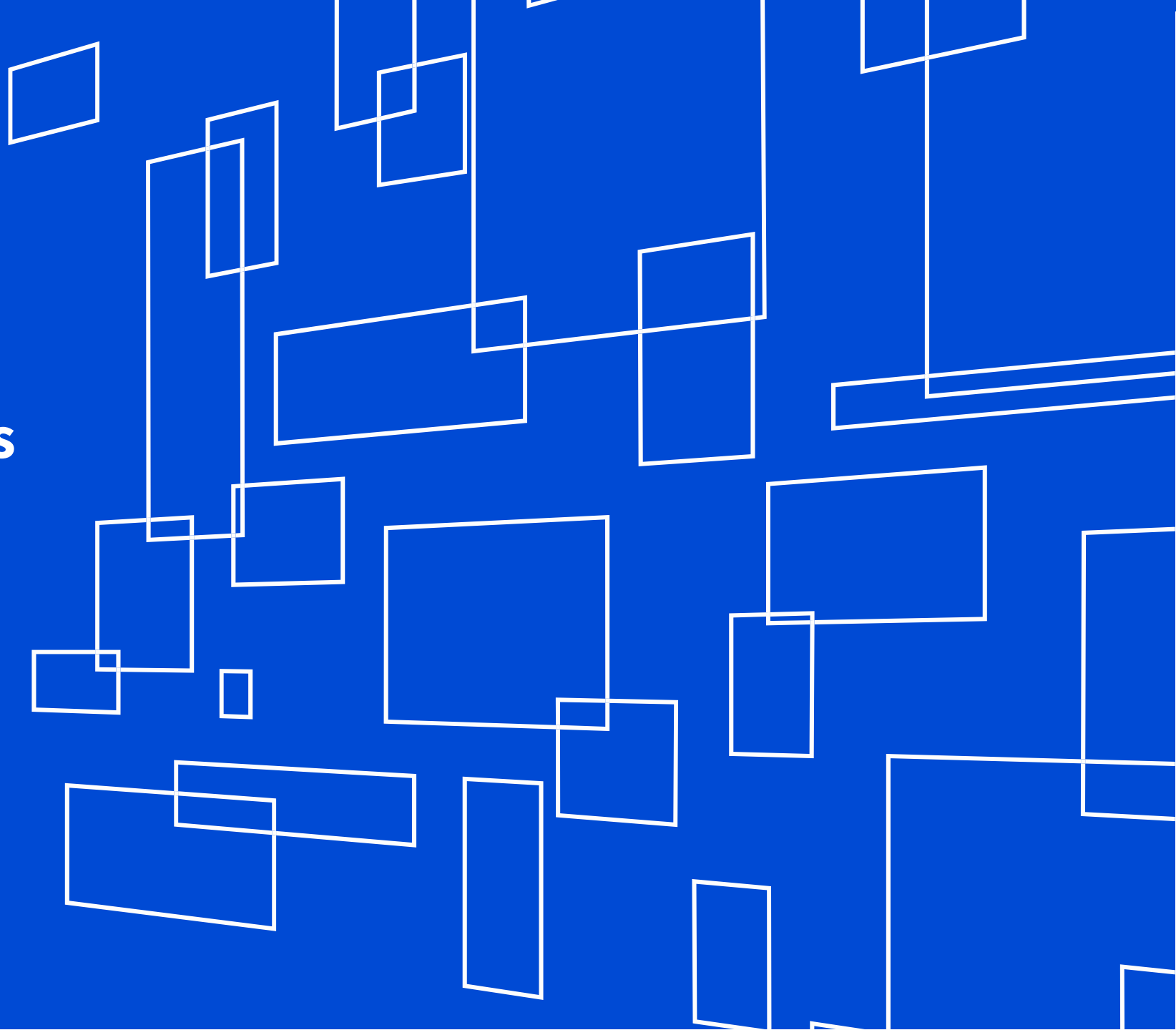
- All new reverification activity is **on hold for 60 days** through Monday, May 18, 2020.
- USAC will not conduct any de-enrollments for subscribers with documentation deadlines falling on or before May 18, 2020.
- USAC will not open any new reverification documentation requests until after Monday, May 18, 2020.
- Beginning Tuesday, May 19, 2020, USAC will continue reverification activities as normal.

## Temporary Changes to Our Program- RAD

- Full implementation of the Representative Accountability Database (RAD) will be delayed until **Monday, May 25, 2020**.
- Continue to register for a Representative ID and link IDs to the respective NLAD sub accounts, API IDs, and/or SPINs as batch users.
- **RAD will be mandatory on Monday, May 25, 2020.**
- For more information visit the [RAD section](#) of our website.



# Hard Launch Reminders



# National Verifier Hard Launch

- Service providers will need to have an approved National Verifier eligibility decision to enroll consumers in NLAD.
- The National Verifier toggle in NLAD will no longer work.
- NLAD API requests without the National Verifier indicator will result in an error.

# Ways to Use the National Verifier

## Option 1:

### Apply Through Consumer Portal

- The consumer visits [CheckLifeline.org/lifeline](https://www.CheckLifeline.org/lifeline) from any computer or mobile device to create an account and complete the electronic application.
- The consumer contacts a service provider to enroll in Lifeline after their eligibility is determined by the National Verifier.

## Option 2:

### Apply by Mail

- The consumer fills out the National Verifier [Lifeline Application Form](#), [One-Per-Household Worksheet](#), and provides [proof of program eligibility](#) and proof of identity.
- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider.

## Option 3:

### Apply Through a Service Provider

- The consumer visits a service provider store or website
- The service provider will collect the consumer's information via the National Verifier service provider portal or service provider website.
- The consumer can find service providers in their area using the "[Companies Near Me](#)" tool on USAC's website.

# National Verifier – Landing Page

- [National Verifier landing page](#)
- [Service provider portal](#)

**Consumer  
sign in**

The screenshot shows the Lifeline National Verifier landing page. At the top, there is a blue header with the text "Lifeline National Verifier" on the left and "English | Español" on the right. A "Consumer Sign In" button is highlighted with an orange box and an orange arrow pointing to it from the text "Consumer sign in". Below the header is a large image of a woman talking on a phone while holding a young child. On the left side of the image, the text "Qualify for Lifeline!" is displayed, followed by a paragraph: "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." Below this is a form with a dropdown menu labeled "Choose" and a "Get Started" button. A note next to the button says: "If you do not want to qualify online, you can use a paper form." At the bottom of the page, there are two columns of text. The left column is titled "Do you need to recertify?" and contains the text "If you already get Lifeline and received a notice that said you need to recertify, use the recertify button." Below this is a "Recertify to keep Lifeline" button. The right column is titled "Service provider sign in" and "Are you a service provider?". Below this is the text "If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal." Below this text is a "Sign in as a Service Provider >" button, which is highlighted with an orange box and an orange arrow pointing to it from the text "Service provider sign in".

**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.

### Service provider sign in

**Do you need to recertify?**

If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

**Recertify to keep Lifeline**

**Are you a service provider?**

If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal.

**Sign in as a Service Provider >**

# How to Check Application Status

## As a Service Provider

- Check the Service Provider Portal if you were the representative who assisted the consumer with the application
- Call Lifeline Support
- NLAD will not accept any consumer that has not been deemed eligible by the National Verifier

## As a Consumer

- Call Lifeline Support
- Talk to your service provider

# Lifeline Support Contact Information

## By Phone:

- Agents available 7 Days a Week, 9 a.m. to 9 p.m. ET
- **Please call** 1 (800) 234-9473

## By email:

- **Email us** at [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)

## By Mail:

### Lifeline Support Center

PO Box 7081

London, KY 40742

# When to Contact Lifeline Support (Examples)

## As a Service Provider

- When a consumer/service provider has an eligibility decision, errors or status checks
- When a consumer comes in to enroll, says they are eligible, and cannot be found in NLAD
- To mail in consumer applications or documentation

## As a Consumer

- Request a paper application
- Questions about an application or documentation
- To confirm successful recertification
- To mail in applications

# Lifeline Support Operation Update

The Lifeline support team continues to service our consumers and service providers.

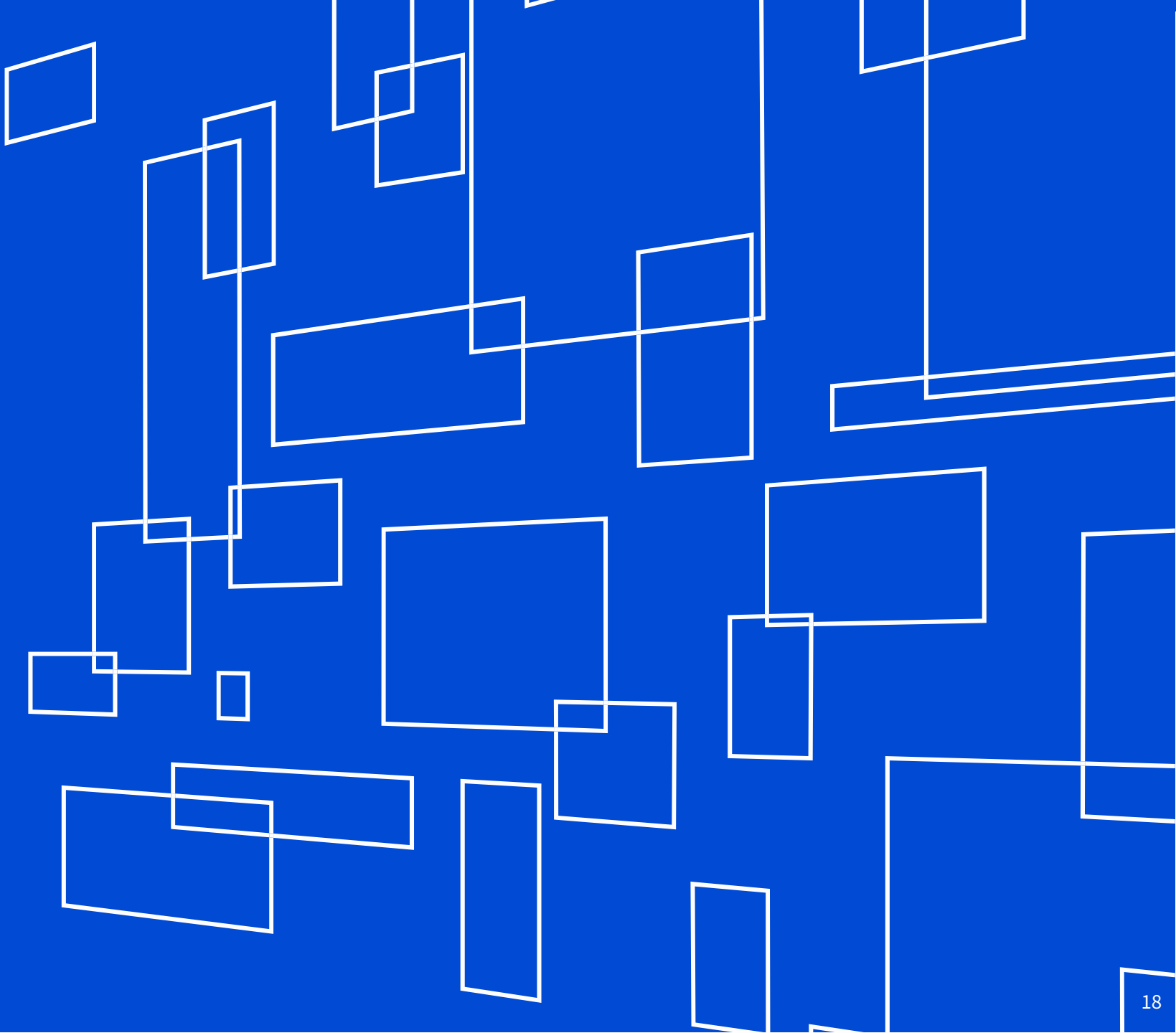
- The processing of forms and requests continue
- Representatives remain available to answer questions
- National Verifier accounts remain accessible online



# National Verifier Hard Launch Resources

- For help and support, email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) or call (800) 234-9473.
- Content specific to the December 16<sup>th</sup> 2019 launch can be found on the [National Verifier December 16, 2019 launch](#) page.
- Past trainings can be viewed [here](#).

**Questions?**



## Learn More about Lifeline

- Sign up for Lifeline Program email updates and upcoming events
  - Visit [usac.org](https://usac.org) and click “subscribe” in the upper-right corner
- Need help? Contact us!
  - General: [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org)



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