Office Hours: Hard Launch
December 16, 2019 States
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  
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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 works.
- 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 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
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

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 or call (800) 234-9473.
- Content specific to the December 16th 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 and click “subscribe” in the upper-right corner
• Need help? Contact us!
  • General: LifelineProgram@usac.org