

National Verifier Update

January 8, 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 today's presentation is available in the handouts section

Today's Presenters



Catie Miller

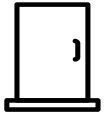


Leah Sorini



Linnita Hosten

Agenda Overview



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- New Lifeline Order
- Form 555



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- Stakeholder Feedback



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Announcements



Announcements

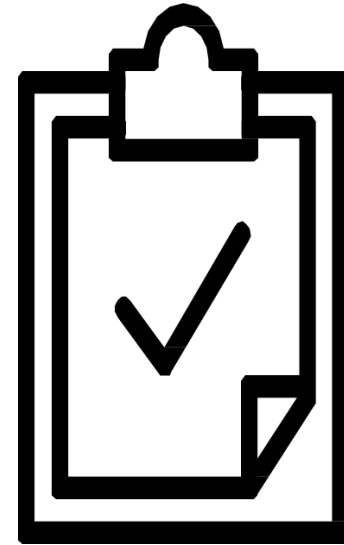
October 2019 Launch Group

- **All states from the [October 2019 Launch](#), with the exception of Puerto Rico, will fully launch in the National Verifier on January 22, 2020.**
- **The states to fully launch are:**
 - Alabama
 - Arkansas
 - Louisiana
 - Massachusetts
 - Maryland
 - New Jersey
 - Oklahoma
 - South Carolina
 - Washington

Announcements

Form 555 Reminder

- **FCC Form 555 is due by January 31, 2020.**
- The FCC Form 555 must be submitted electronically via [USAC's E-File](#) (One Portal).
- Carriers must also file a copy of their FCC Form 555 in the FCC's Electronic Comment Filing System, Docket 14-171, and with their state regulatory commission.
- View Filing instructions [here](#)



National Verifier (NV) Year in Review



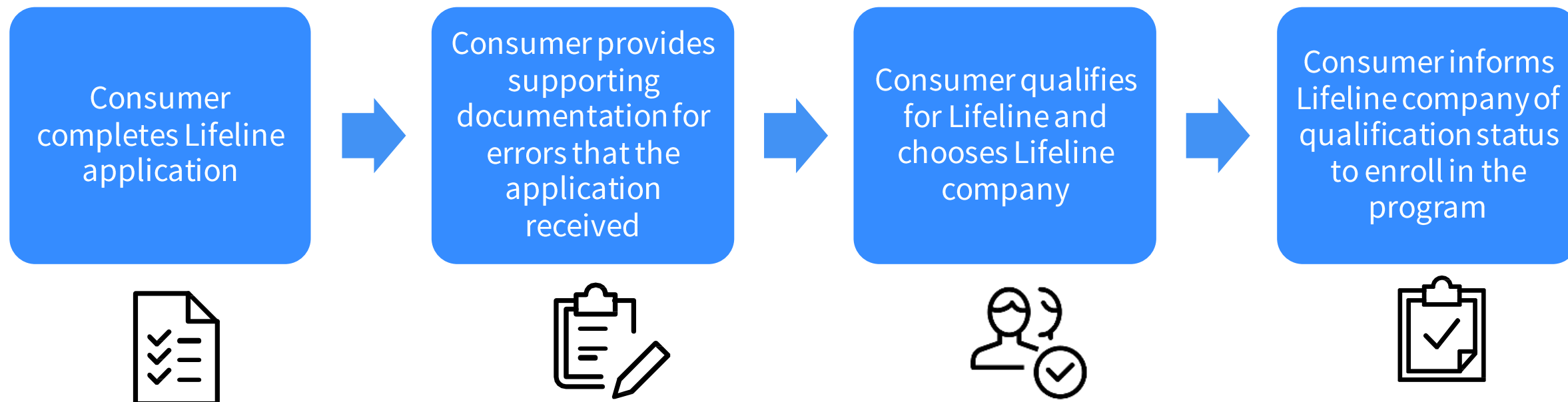
National Verifier (NV) Year in Review

Program Overview

The NV enables **consumers** to **apply** for, **transfer**, **manage**, and **recertify** their eligibility for their Lifeline benefit *and* it gives **service providers** the ability to help a consumer apply and check their **eligibility—all in one system.**

National Verifier (NV) Year in Review

Program Overview

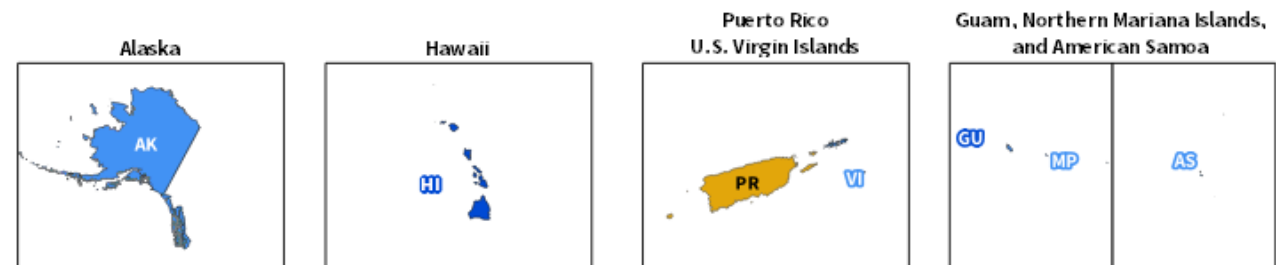
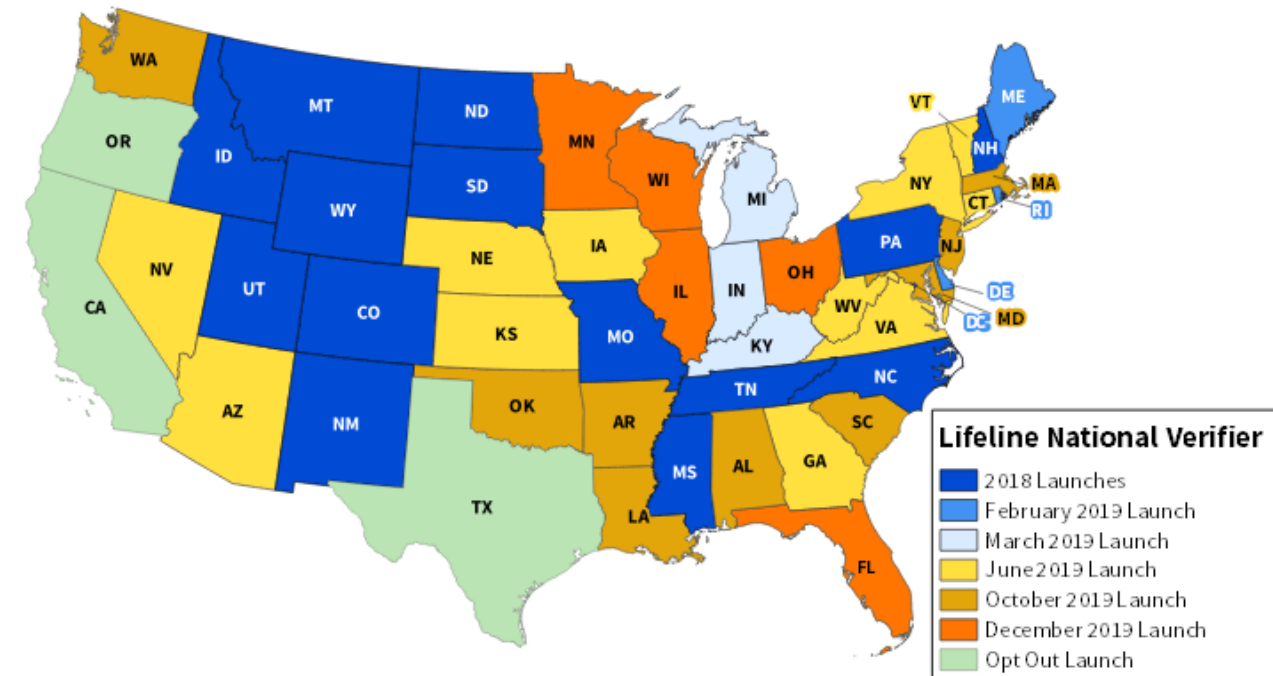


National Verifier (NV) Year in Review

Program Achievements

As of December 2019, all states have launched in the National Verifier!

- Florida, Illinois, Minnesota, Ohio, and Wisconsin soft launched on Monday, December 16, 2019 (**December 2019 launch**).
- California, Oregon, and Texas launched on Friday, December 20, 2019 (**Opt-Out launch**).



National Verifier (NV) Year in Review

Program Achievements

15 State Connections

National Verifier (NV) Year in Review

Program Achievements

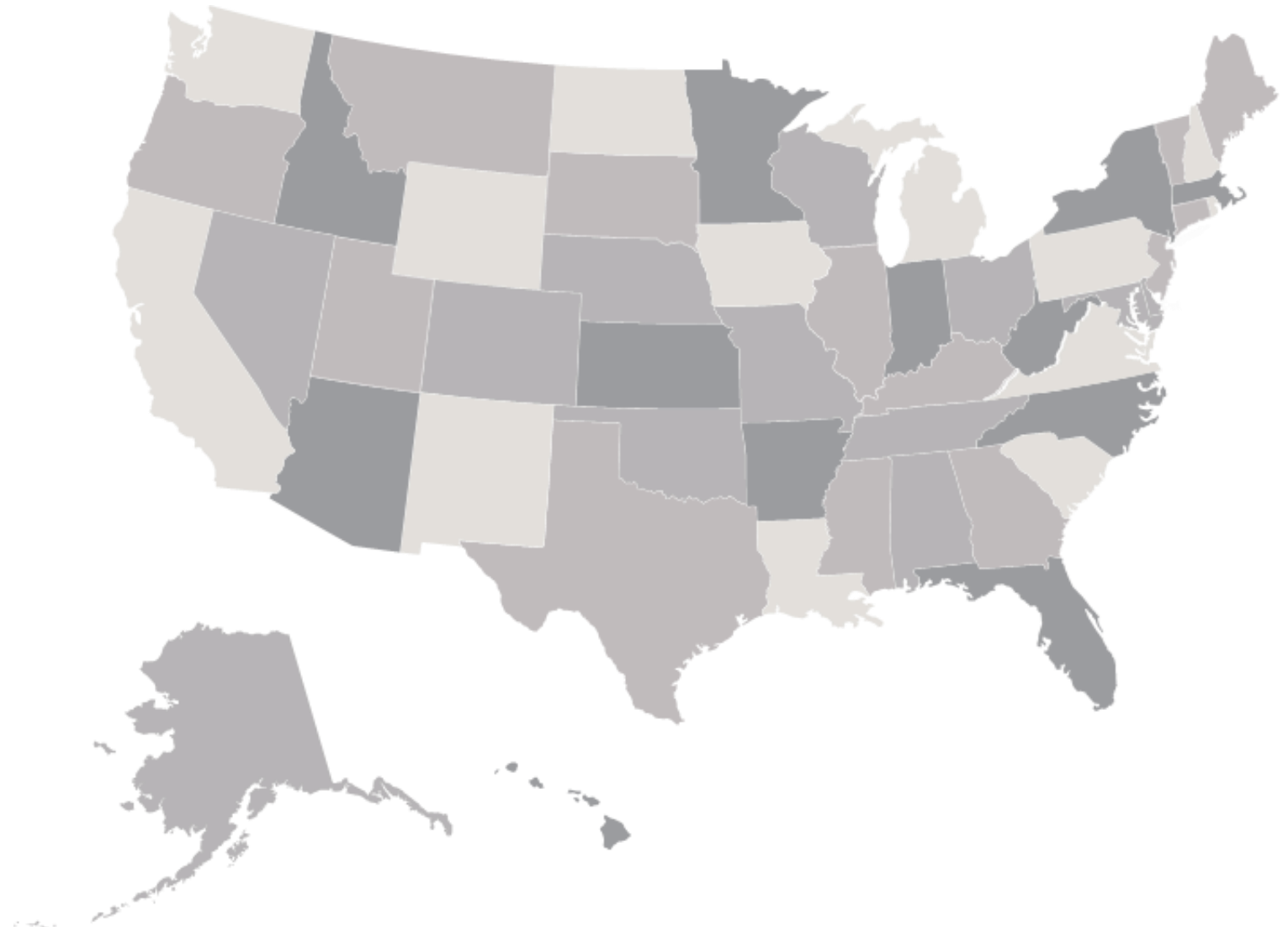
15 State Connections

Increase automated eligibility determinations

Improve the user experience for Lifeline subscribers and carriers

Strengthen the integrity of the Lifeline program

1. Colorado
2. Georgia
3. Indiana
4. Iowa
5. Kentucky
6. Michigan
7. Mississippi
8. Missouri
9. New Mexico
10. North Carolina
11. Pennsylvania
12. South Carolina
13. Tennessee
14. Utah
15. Virginia



National Verifier (NV) Year in Review

Program Achievements

Two Federal Database Connections

National Verifier (NV) Year in Review

Program Achievements



Center for Medicaid and Medicare
(CMS)



U.S. Department of Housing Development
(HUD)

National Verifier (NV) Year in Review

Program Achievements

**Nearly 1.5 million applications
submitted**

National Verifier (NV) Year in Review

Program Achievements

**Nationwide, we we saw an
automatic pass rate of 69% in
November 2019**

National Verifier (NV) Year in Review

Program Achievements

**States without local database connections
saw the average automatic pass rate grow
from 6% to
64%**

National Verifier (NV) Year in Review

Program Achievements

A Carrier API was introduced in 2019.

National Verifier (NV) Year in Review

Program Achievements

Carrier API Background

A feature that allows service providers to initiate an application and check the status of that application in the National Verifier

Impact

Service providers can interface directly with the National Verifier to conduct eligibility checks and receive eligibility result responses, which service providers have indicated will help streamline their operations and provide better customer service to their Lifeline customers.

National Verifier (NV) Year in Review

Before the National Verifier:

- Service providers had their own eligibility process- potentially causing confusion, errors, and program inconsistencies.
- Consumers received limited support from USAC on program applications.
- Consumer eligibility was determined with various criteria and processes- potentially risking program integrity.

With the National Verifier:

- USAC conducts centralized reviews to provide a consistent consumer experience.
- The Lifeline Support Center provides full support and consumers have an online portal to manage their benefit.
- Eligibility automation provides an increase in enrollment determinations and enforces Lifeline program integrity.

Stakeholder Feedback



National Verifier (NV) Year in Review

Stakeholder Feedback

Carrier Feedback

Consumers in states with a daily batch connection had to wait for the state database check result and return the next day to upload any needed documents.

USAC Response

USAC updated the document upload feature to collect all information. The consumer will no longer need to return to update information.

National Verifier (NV) Year in Review

Stakeholder Feedback

“...the addition of National Verifier to the National Lifeline Accountability Database [is] a **major step forward in the safeguard of customer data and a massive reduction of possible fraud** within the system.”

--Terracom



Looking Ahead



Looking Ahead

Program Improvements

Available for Public Use

We will continue to **seek your feedback** regarding system enhancements.

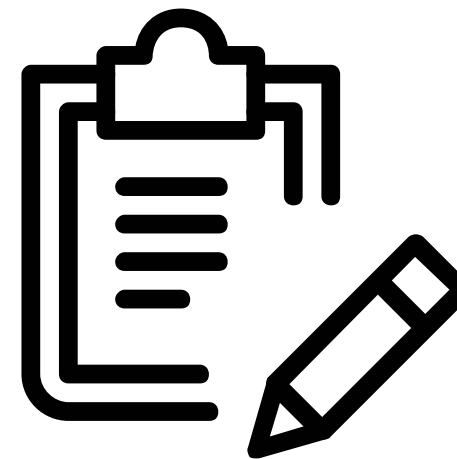
We are committed to **improving the user experience** to ensure the system's ease of use.

We will continue to **pursue state and federal partnerships** to increase program awareness, enrollment, and integrity.

Looking Ahead

Fifth Report and Order

- The recent FCC order makes several changes or codifies practices to **strengthen program integrity**
- Changes include:
 - Prohibits providers from paying commission on Lifeline enrollments
 - Requires eligibility documentation to be collected in certain instances during annual recertification
 - Codifies the creation of the Representative Accountability Database (RAD)



Read the order [here](#)

Looking Ahead

Representative Accountability Database (RAD)

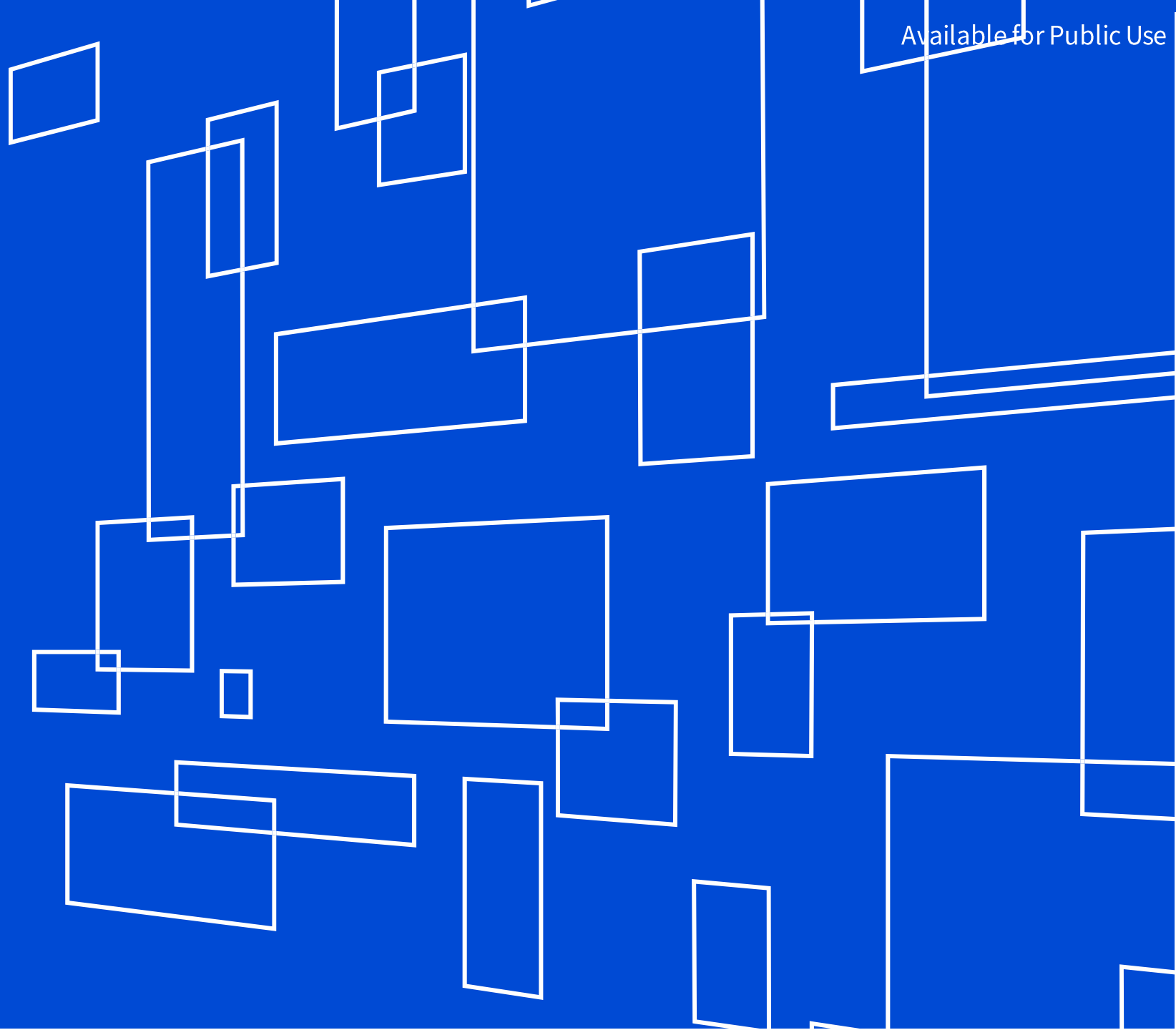
- RAD is now available in the production environment for optional use
- **RAD will be Mandatory on March 26, 2020** when the FCC's enrollment representative rule becomes effective
- Register for RAD 101 training [here](#)



View more RAD trainings [here](#)

**As more eligibility programs are brought online,
the possibility of seamless and instant
enrollment becomes more of a reality**

Questions?



Looking Ahead

Training & Support Tools

USAC is committed to educating service providers on the use of the National Verifier

- [Training sessions](#)
- [Office hours](#) (open sessions where SPs can ask questions)
- [Pre-production environment](#)
- [National Verifier service provider web pages](#)
- Outreach emails
 - Not receiving these? Email us at LifelineProgram@usac.org!

Thank You

- **Thank you for joining us!**
- **Sign up for Lifeline Program email updates and upcoming events**
 - Visit **www.usac.org** and click “Subscribe” in the upper right hand corner
- **Need help? Contact us!**
 - **General:** LifelineProgram@usac.org



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