

# National Verifier Hard Launch Office Hours – Puerto Rico

June 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**
- 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**



**Linnita Hosten**



**Leah Sorini**

## Agenda

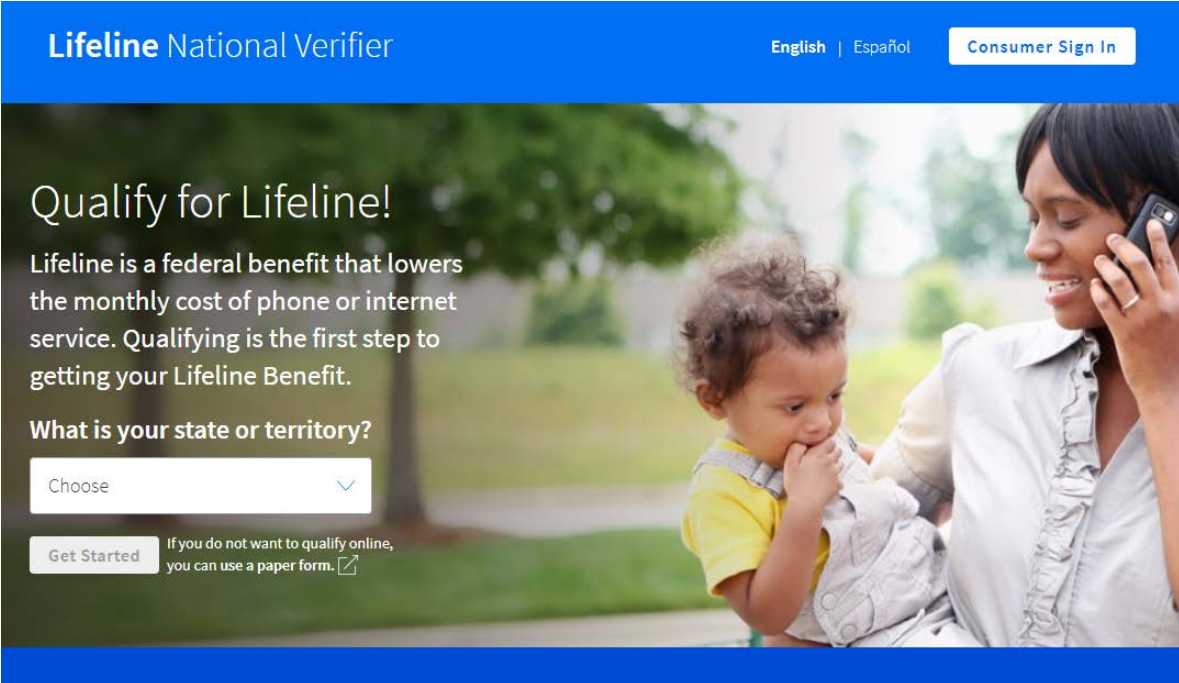
1. National Verifier Overview
2. Frequently Asked Questions (FAQs)
3. Temporary Program Changes
4. Hard Launch Reminders
5. Q&A



# National Verifier Overview

The National Verifier (NV) is the Lifeline application system that streamlines the application process across all states and territories.

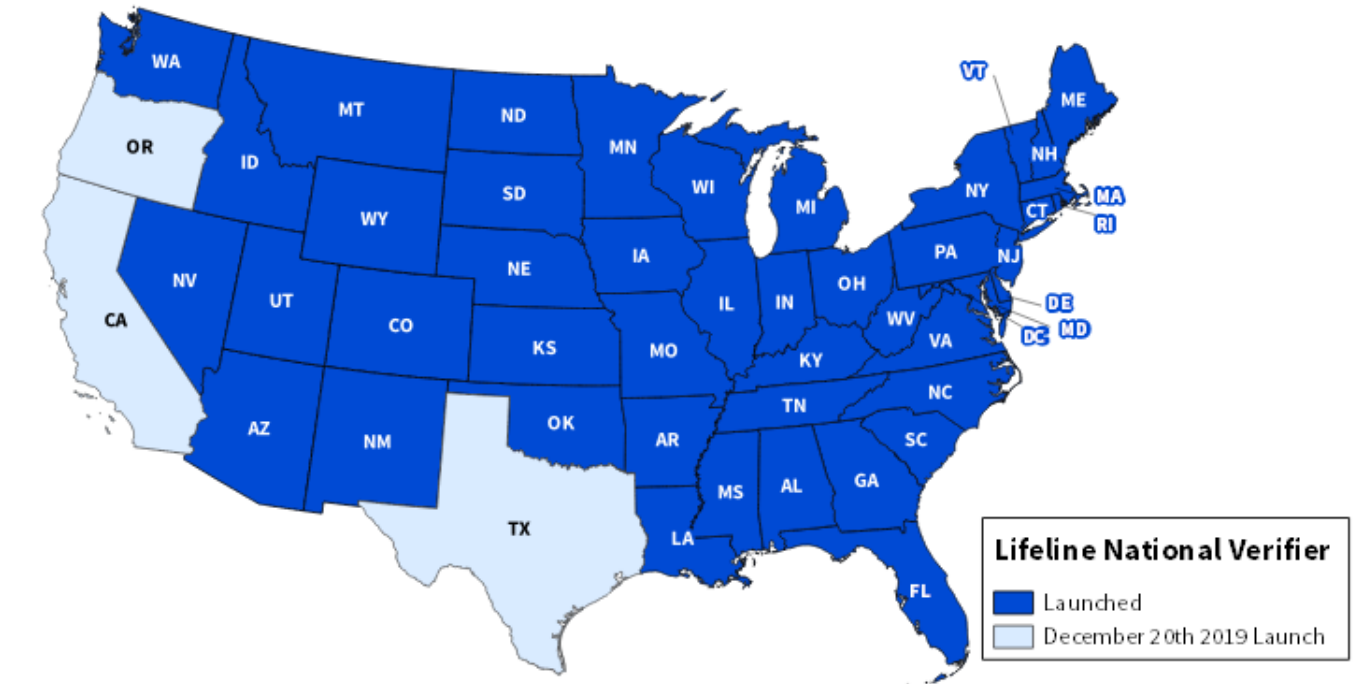
- The National Verifier checks a consumer's eligibility in all states except California, Oregon, and Texas.
- After a consumer qualifies for Lifeline, their service provider can enroll them in the Program through the National Lifeline Accountability Database (NLAD).



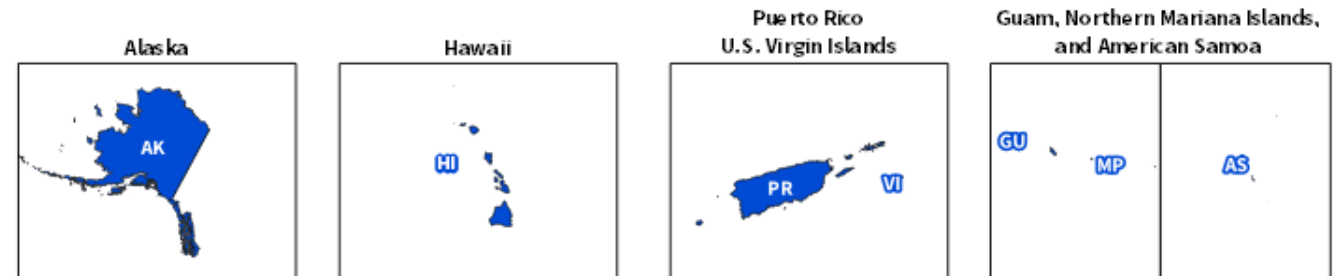
The screenshot shows the Lifeline National Verifier website. At the top, there is a blue header with the text "Lifeline National Verifier" on the left, "English | Español" in the center, and a "Consumer Sign In" button on the right. Below the header is a large image of a woman holding a baby while talking on a phone. Overlaid on the left side of the image is a white text box with the following content: "Qualify for Lifeline!" 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 question: "What is your state or territory?" followed by a dropdown menu with the text "Choose" and a downward arrow. At the bottom left of the text box is a "Get Started" button. To the right of the button is a link: "If you do not want to qualify online, you can use a paper form." with an external link icon.

## National Verifier Overview

- After eligibility is determined by the NV, a consumer selects a Lifeline-eligible phone or internet service in order to enroll in the program and receive service.
- The map shows all states where the NV has launched.



\* In Texas, Oregon, and California, the NV relies on existing state eligibility processes.



© 2019 Universal Service Administrative Co.

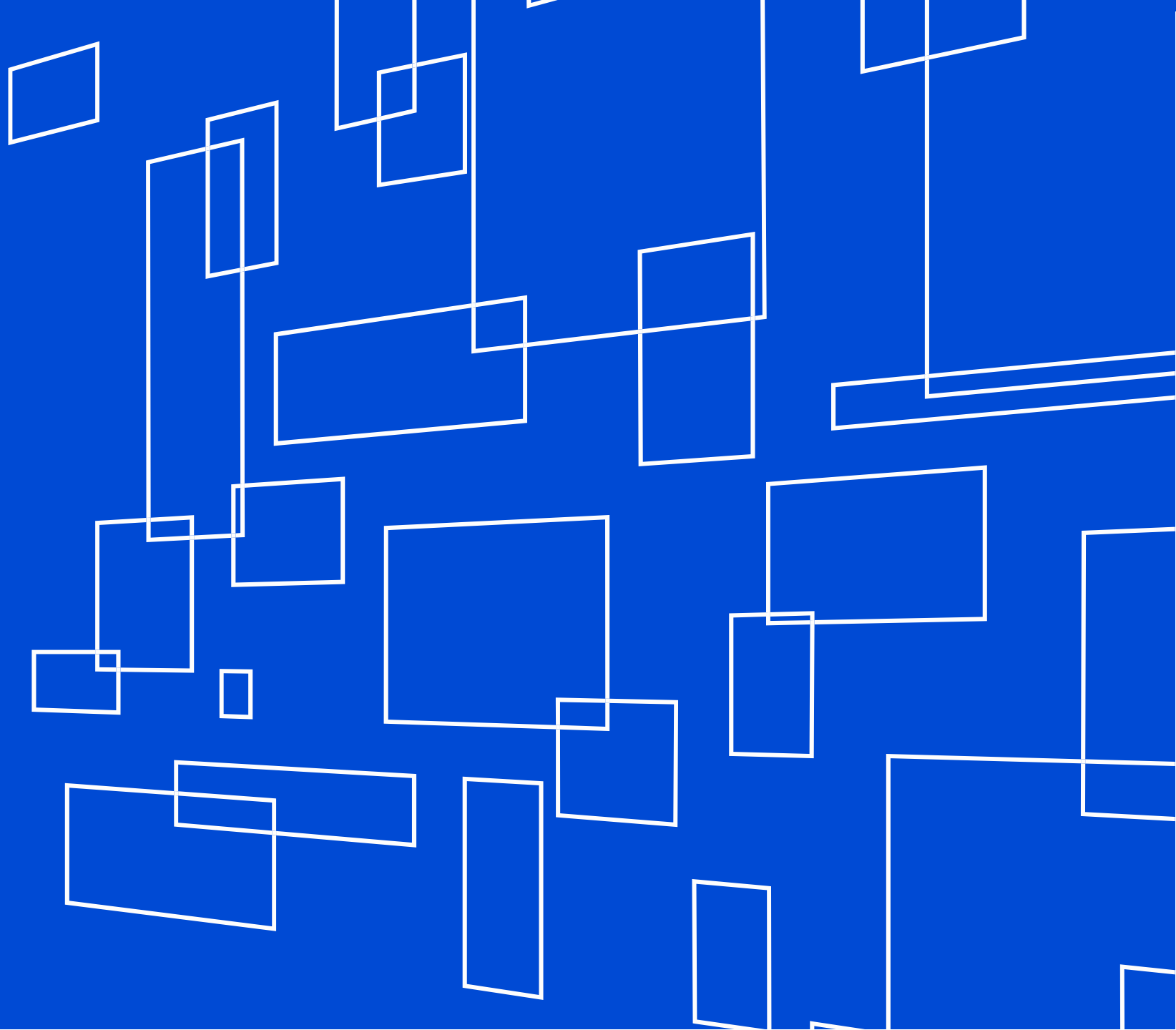
Updated: December 10th, 2019

# New National Verifier Database Connection

## Puerto Rico

- USAC is pleased to announce a database connection between the Lifeline National Verifier (NV) and the Puerto Rico Department of the Family, which oversees the Puerto Rico Nutrition Assistance Program (PAN).
- This connection will enable automated eligibility checks for Puerto Rico consumers who participate in PAN.
- In addition to the Puerto Rico connection, USAC has established 15 other state connections and two federal connections.

# Frequently Asked Questions (FAQs)





# Frequently Asked Questions

## National Verifier + Puerto Rico Addressing

- The National Verifier portal provides a separate urbanization code field when a Puerto Rico address is used. This feature is applied to improve usability/AMS pass rate.
- If you have questions about the Urbanization Code, please see the [USPS site](#).

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.	
<input type="text" value="123 Main St"/>	<input type="text"/>	
City	State	Zip Code
<input type="text" value="San Juan"/>	<input type="text" value="PR"/>	<input type="text" value="09876"/>
Urbanization Code		
<input type="text" value="Urb Code"/>		

**MR OSIRIS GONZÁLEZ  
URB ROYAL OAKS  
123 CALLE 1  
BAYAMÓN PR 00961-0123**

Example from the USPS site

# Frequently Asked Questions

## If a user has multiple names, how should they complete the name field?

- Users should enter their first and last name(s) as accurately as possible
- Users with more than one last name should enter both names in the last name field
- Special characters are accepted in the system.
- Include a space between the last names

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)**

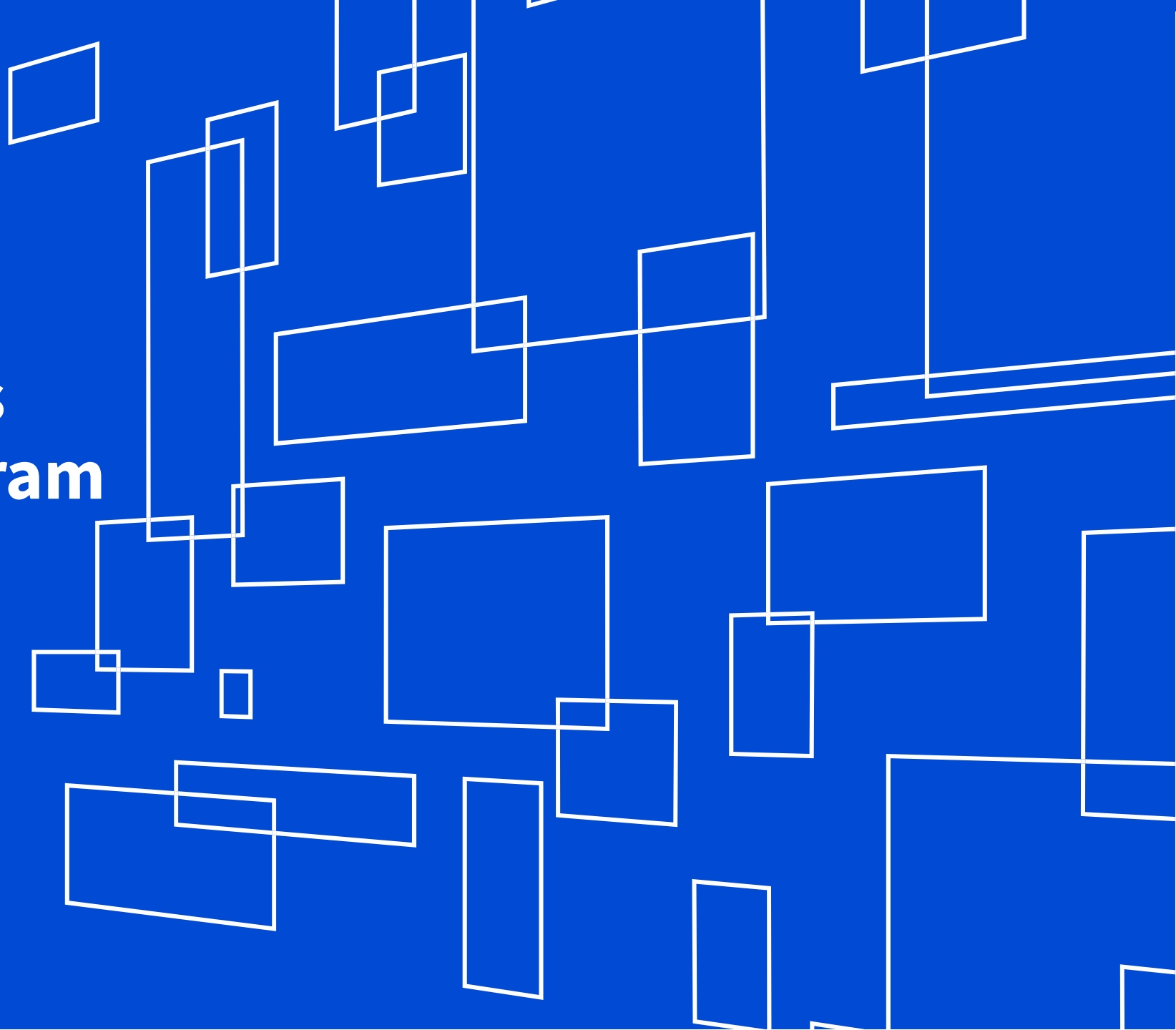
**Last Name**

# Frequently Asked Questions

## What resources are available in Spanish?

- [National Verifier consumer portal](#)
- [Lifeline Paper Application](#)
- The Lifeline Support Center
  - Phone - (800)-234-9473
  - Email - LifelineSupport@usac.org
- Information for Consumers
  - [Tres Formas Para Aplicar](#)
  - [Manter Sus Beneficios](#)

# Temporary Changes to the Lifeline Program



# National Verifier Overview

## Temporary Changes to the Lifeline Program Due to COVID-19

In response to the pandemic, the FCC released a series of waivers suspending the following rules and processes through **August 31**:

- Recertification
- Reverification
- General de-enrollment requirements (except de-enrollment at the user's request)
- Usage requirements
- USAC program integrity reviews
- Requirement to submit 3 consecutive months of income documentation
- Certain documentation submission requirements for consumers in rural areas on Tribal lands



# 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 be disabled so that only the National Verifier can be used for eligibility determinations.
- 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](https://www.checklifeline.org) from any computer or mobile device to create an account and complete the electronic application.
- The consumer is found qualified to participate in the program by the National Verifier.
- The consumer contacts a service provider to enroll in Lifeline.

## 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

Consumer Sign In

Lifeline National Verifier

English | Español

## 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 permit a consumer who has not been deemed eligible by the National Verifier to be enrolled

## As a Consumer

- Check the Consumer Portal
- 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** (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 an application

# Lifeline Support Operation Covid-19 Response

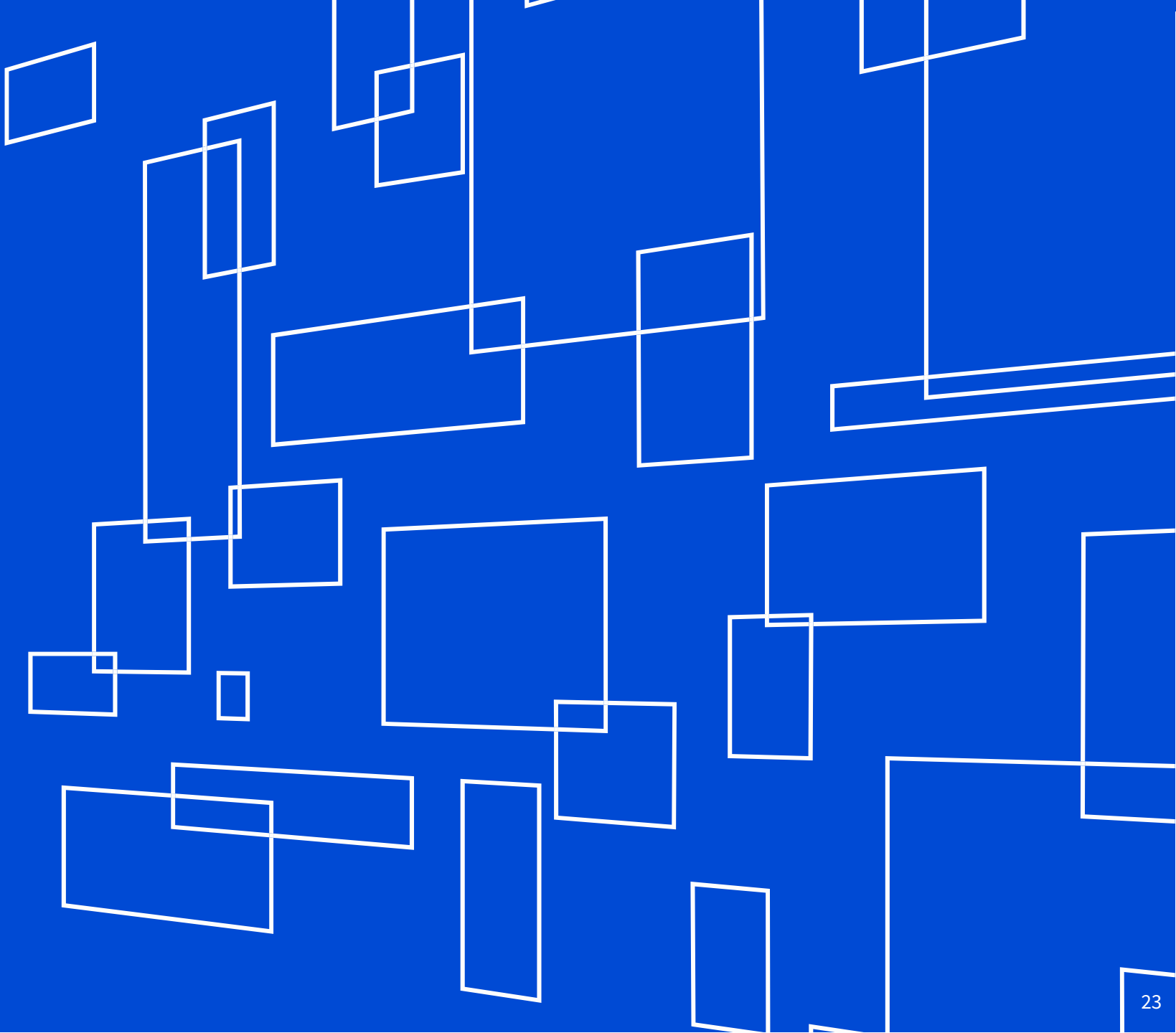
The Lifeline support team continues to service Lifeline consumers and service providers.

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

# National Verifier Hard Launch Resources

- Visit the [National Verifier](#) page on the USAC website
- View [past trainings](#) on the USAC website
- Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org)
- Call (800) 234-9473

**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)



**Universal Service  
Administrative Co.**