National Verifier Hard Launch Office Hours – Puerto Rico
June 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
• 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

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Agenda

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

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
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
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 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 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 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

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
- Call (800) 234-9473
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