

State Agency Access to National Verifier Training

June 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
- Copy of the slide deck in the “handouts” section of webinar panel

Today's Presenters



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Agenda

1. Lifeline Overview
2. What is the National Verifier
3. State Agency Access: How to Sign Up
4. How to Use the National Verifier
5. National Verifier: Service Provider Portal
6. How to Resolve Errors
7. How to Check Application Status
8. How to Get Help

Overview

Lifeline Overview



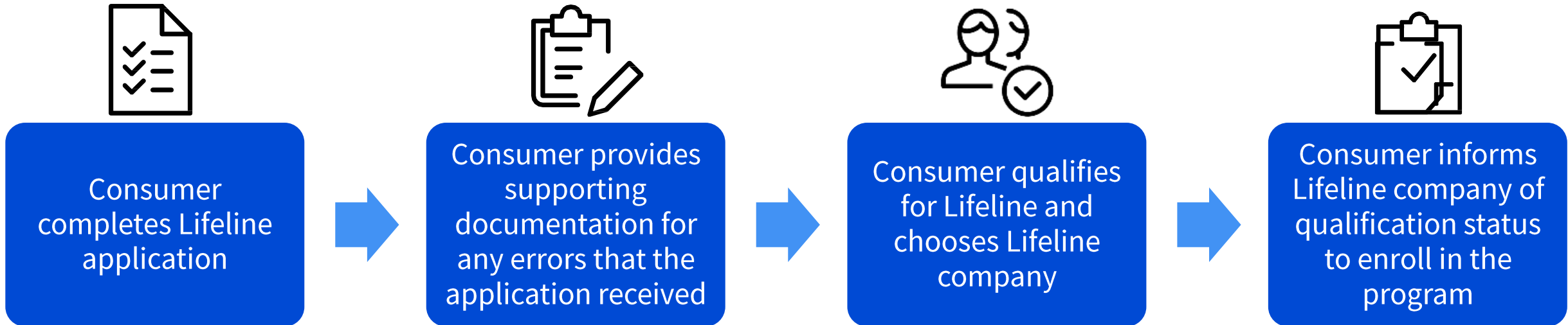
Lifeline

Provides a monthly discount for phone and internet services to eligible low-income consumers

- Lifeline offers a **monthly discount** on phone or internet service.
- All eligible consumers can receive a discount of up to \$9.25 per month.
- Consumers who live on qualifying Tribal lands can receive **enhanced support** of up to \$34.25 per month.
- Out of the seven million households that participate in Lifeline, about 274,000 of those receive enhanced support.

Lifeline Overview

Application Process

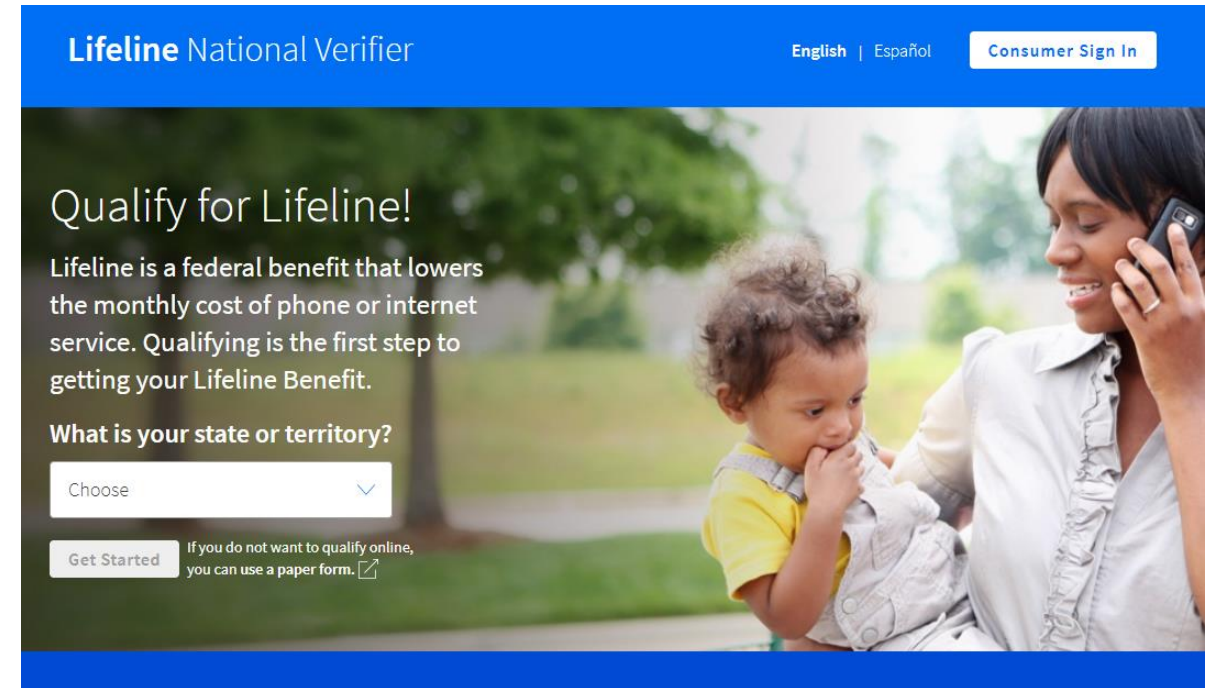


What is the National Verifier

What is the National Verifier

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

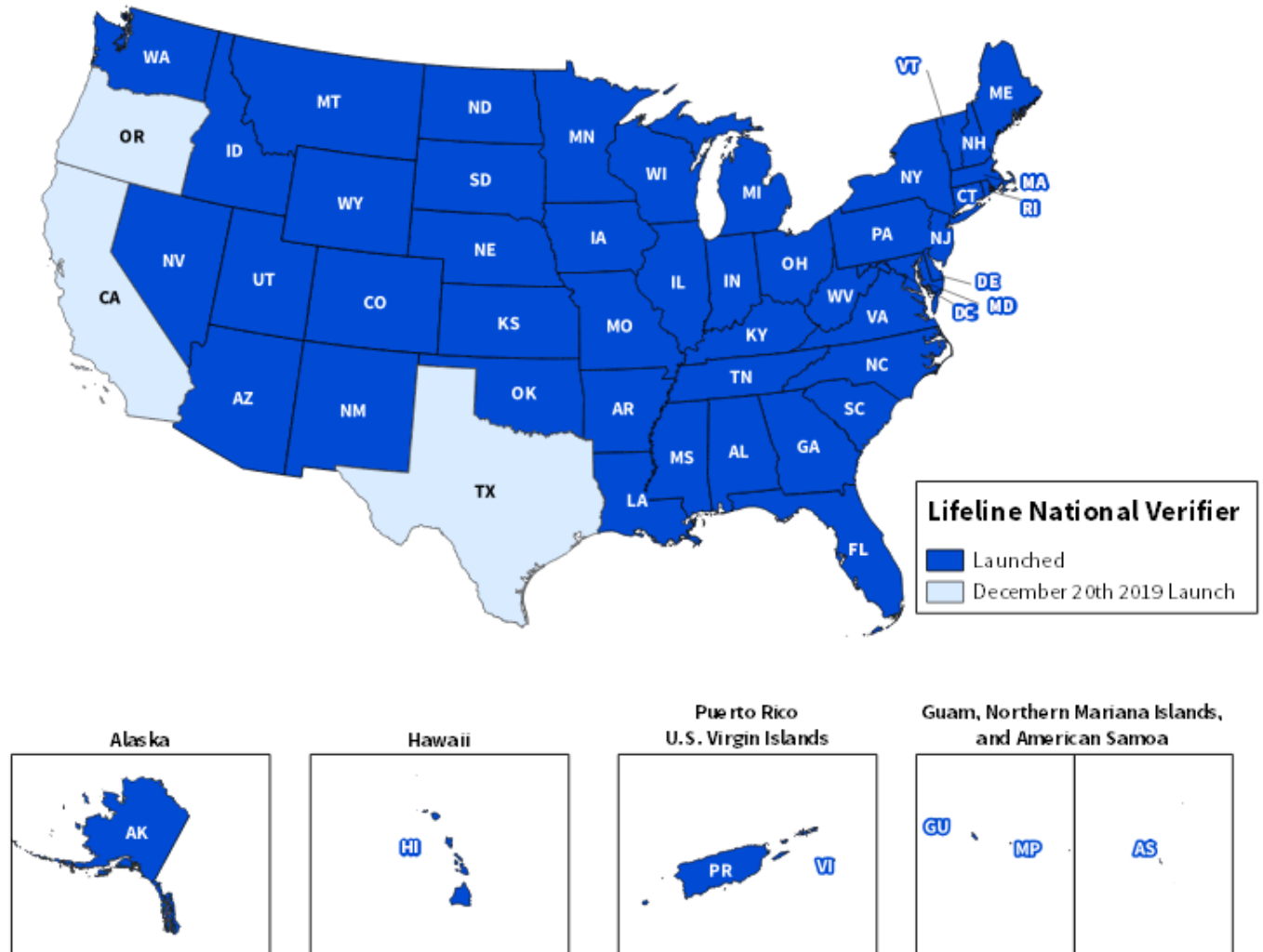
- The National Verifier checks consumer eligibility in all states except California, Texas, and Oregon.
- After a consumer qualifies for Lifeline, their service provider will be able to enroll them in the Program through the National Lifeline Accountability Database (NLAD).



What is the National Verifier

- 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.



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Updated: December 10th, 2019

What is the National Verifier

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

What is the National Verifier

Three Ways to Use the System



Apply Online



Apply by Mail



**Apply with a
Service Provider**

What is the National Verifier

Apply Online



- 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.

What is the National Verifier

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.



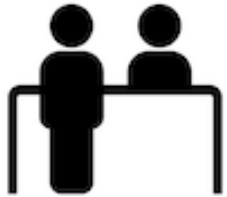
- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider.



- USAC will notify them by email or mail that they qualify for Lifeline. The consumer then enrolls with their service provider.

What is the National Verifier

Apply with a Service Provider



- The consumer visits a service provider store or website.*

* Some service providers offer an online Lifeline application.



- The service provider will collect the consumer's information via the National Verifier service provider portal or service provider website.
- Once the consumer is qualified, the service provider will be able to enroll them in Lifeline.



- The consumer can find service providers in their area using the “[Companies Near Me](#)” tool on USAC’s website.

State Agency Access How to Sign Up

State Agency Access

How to Sign Up: National Verifier

- State agencies may now request access to the National Verifier.
- With a National Verifier account you can help consumers:
 - Submit online applications
 - Upload consumer documentation to resolve application errors
 - Track the status of their applications

State Agency Access

How to Sign Up: National Verifier

- Those that may receive a National Verifier account include:
 - State public utility commissions,
 - State regulatory commissions,
 - State departments of health and human services,
 - Social service agencies,
 - Agents of such entities, as is consistent with applicable federal and state laws, and
 - Other authorized third parties that have been approved by USAC for purposes of assisting individuals in applying for Lifeline support.

State Agency Access

How to Sign Up: State Access Request Form

1. Complete the State Access Request Form
2. Register for a Representative ID (Rep ID) in the Representative Accountability Database (RAD)
3. Send the form and your new Rep ID to LifelineProgram@usac.org with the subject line “**State User Access Request**”

State Agency Access

How to Sign Up: State Access Request Form

- Fill Out a [State Access Request](#) Form
- Select “State-NV” as the User Type

State Agency User

State Agency Name:			
User Name:		Title:	
Street Address:			
	City:	State:	Zip Code:
Phone Number:		Email:	
User Type:	<input type="checkbox"/> State-Operations <input type="checkbox"/> State-Enhanced <input type="checkbox"/> State-NV		
	I have read this State Access Request and understand my obligations.		
User Signature:		Date:	

State Agency Access

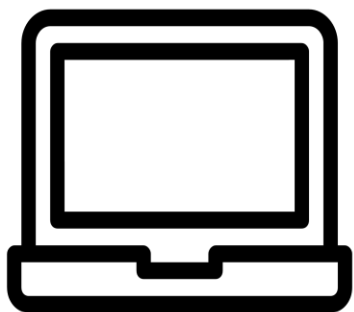
How to Sign Up: Get a Rep ID

The Representative Accountability Database (RAD) was created to allow USAC to track a representative's transactions in NLAD and the National Verifier.

- Representatives register for a Representative ID (Rep ID) through RAD
- USAC will use the data gathered to improve program integrity by monitoring for potentially fraudulent activity

State Agency Access

How to Sign Up: RAD Registration



- **Registration** is performed directly by the state user through RAD
- The user **self-registers** at LifelineRAD.org

State Agency Access

How to Sign Up: RAD Registration



State users must submit the following:

- Full name
- Date of birth
- Last four digits of their social security number (SSN4)*
- Physical address
- Email address

*SSN4 is **optional**; however users that opt out of submitting their SSN4 will have to submit documentation to verify their identity, which **will** prolong the registration process.

For more information, please check our resources page [here](#).

State Agency Access

How to Sign Up: RAD Registration

- Send the form and your new Rep ID to LifelineProgram@usac.org with the subject line “**State User Access Request**”
 - USAC will process your application by:
 - ◇ Reviewing the request
 - ◇ Granting access as appropriate
 - ◇ Assigning the user account
 - ◇ Notifying the state user via email once their access has been granted
 - ◇ Working with the user to link their Rep ID to their State-NV account and set them up in the system

Questions?

How to Use the National Verifier

How to Use the National Verifier

The Application Process: Path 1

Input

Enter consumer data
– name, SSN4, etc. –
into the National Verifier;
consumer must initial
certifications



National Verifier searches
for consumer in
Federal/State
databases and NLAD



If consumer eligibility
record is found, consumer
is approved



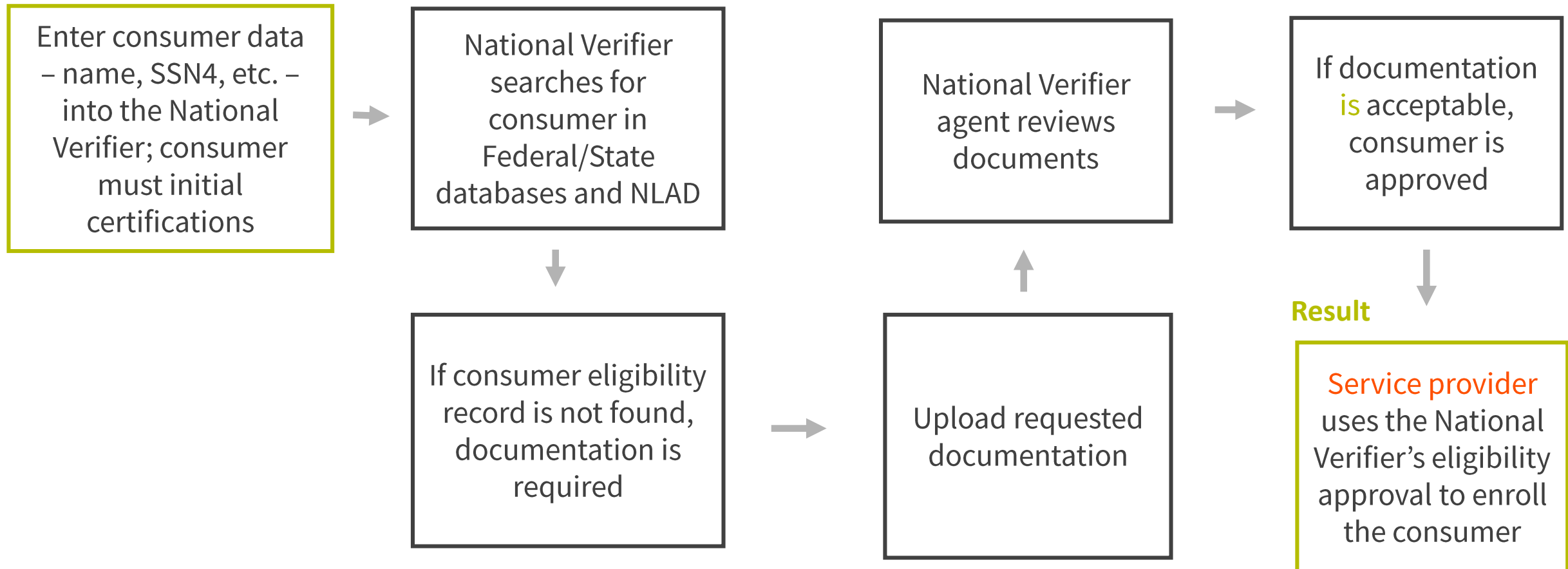
Result

Service provider uses the
National Verifier's eligibility
approval to enroll the
consumer

How to Use the National Verifier

The Application Process: Path 2

Input



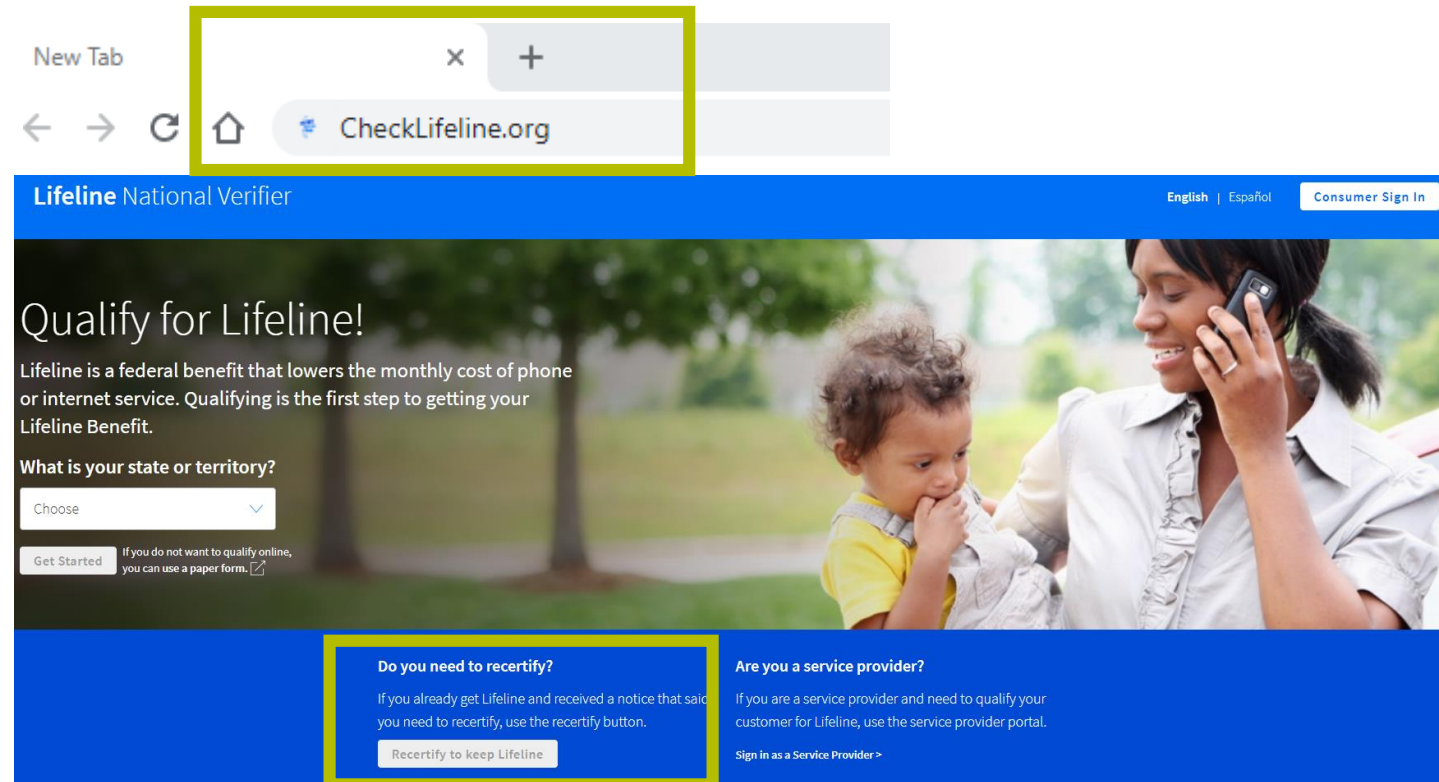
National Verifier

Service Provider Portal

National Verifier Service Provider Portal

Available for Public Use

Service providers access the National Verifier from this webpage by visiting CheckLifeline.org:



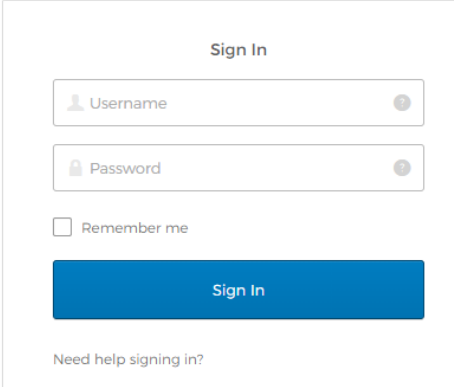
National Verifier Service Provider Portal

Available for Public Use

To access the service provider portal,
you need to:

- Sign in to the National Verifier using your new State-NV account

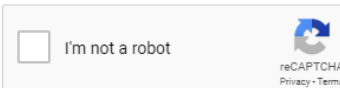
Sign In To Your Account



The sign-in form is titled "Sign In" and contains the following elements:

- A "Username" input field with a user icon on the left and a clear button (X) on the right.
- A "Password" input field with a lock icon on the left and a clear button (X) on the right.
- A "Remember me" checkbox with the text "Remember me" to its right.
- A blue "Sign In" button.
- A link "Need help signing in?" at the bottom.

By signing in, I accept the [terms](#) and [conditions](#) of the National Verifier system.



The reCAPTCHA area includes a checkbox with the text "I'm not a robot" and the reCAPTCHA logo. Below the logo are links for "Privacy" and "Terms".

Need Help Accessing Your Existing Account?

Contact your company administrator.

Don't Have an Account?

If you have an account in the National Lifeline Accountability Database (NLAD), sign in using those credentials. Otherwise, contact your company administrator.

Print an application to mail in?

If you want to fill out a form on paper, you can [print a paper form](#) to mail in.

National Verifier

Service Provider Portal: Start New Application

Available for Public Use

Lifeline National Verifier

Your Account ▾

Go To NLAD

Change Your Password in NLAD

Sign Out

Welcome Service Provider Agent

Start New Application

Pending Applications

Displaying 25 of 642 records

Search:



Subscriber Name	Application ID	Application Created ▲	Status	Failure Reason
PA Person	Q97434-19793	08/29/2018 08:06:28	Pending Review	tpivIdentity, Eligibility, InvalidAddress
NC PERSON	Q16232-36056	08/29/2018 08:05:15	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
North Carolina Test	Q68468-36835	08/29/2018 07:59:56	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
NC PERSON	Q61617-19693	08/28/2018 21:36:21	Pending Review	tpivIdentity, Eligibility, InvalidAddress
PA Person	Q86787-63710	08/28/2018 21:25:41	Pending Review	Eligibility, InvalidAddress

Representatives can use the **search function** to find a consumer's application. They can search by entering a consumer's First Name or Last Name.

The representative can start a new application by clicking the "**Start New Application**" button on their home page.

National Verifier

Service Provider Portal: Enter Subscriber's Information

Available for Public Use

The representative will ask the consumer for their information in order to enter it into the required fields.

Subscriber's Information

We will use this information to find out if the subscriber qualifies for the Lifeline Program.

What is their full legal name?

The name they use on official documents, like their Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name

Suffix (Optional)

What is their date of birth?

Month

Day

Year

What are the last 4 numbers of their Social Security Number (SSN)?

Give their Tribal Identification Number instead.

What is your Tribal Identification Number?

I want to give my Social Security Number instead.

Only the consumer's legal name can be used and not a nickname.

What is their home address?

The address where they will get service. Do not use a P.O. Box.

Street Number and Name

Apt, Unit, etc.

City

State

Zip Code

Next

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National Verifier

Service Provider Portal: Select Qualifying Program(s)

The state user representative will then select all programs that the consumer is already participating in that qualify them for Lifeline.

Tell Us Which Program They Are In

To qualify for Lifeline, we need to know which government assistance program the subscriber is in.

Are they in any of these?

Check all that apply.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program
- ☐ They don't participate in one of these programs, and want to qualify through income
- ☐ They are not in any of these programs, but their child or dependent is (?)

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The representative should check the box next to **all** the programs that the consumer is in.

Which tribal specific programs do they have? (Choose one.)

- ☐ Bureau of Indian Affairs General Assistance
- ☐ Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- ☐ Food Distribution Program on Indian Reservations (FDPIR)
- ☐ Tribal Head Start (only if they qualified for it through their income)

Their Child or Dependent's Information

What is their full legal name?
The name they use on official documents, like their Social Security Card or State ID, not a nickname.

First Name Middle Name (Optional)

Last Name Suffix (Optional)

What is their date of birth?

Month Day Year

What are the last 4 numbers of their Social Security Number (SSN)?

Or their Tribal Identification Number (TIDN)

[Back](#) [Next](#)

If the consumer qualifies for Lifeline through an eligible child or dependent, the state user representative will ask the consumer for their Benefit Qualifying Person's (BQP) information.

National Verifier

Service Provider Portal: Review Information & Submit

Review the Subscriber's Information

Before we check if they qualify for Lifeline, make sure they check and see that their information is right.

Double check the information below.

Full Legal Name: PA Person
Date of Birth: July 12, 1990
Last 4 Numbers of SSN: 1234
Address: 123 Fake Street
Gotham, PA 12345

 Edit

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline.

☒ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

Back

Submit

The state user representative and consumer have the opportunity to review the consumer's information, and can edit it if necessary, prior to submitting the consumer's information.

Before the representative can click "Submit", they **must ask and obtain the consumer's permission** for the agreement statement.

The consumer should check the consent check box.

Service Provider Portal: Review Information (with BQP)

Note: For subscribers applying through a **Benefit Qualifying Person (BQP)**, the system will ask both the subscriber and the BQP to verify their information and to confirm that it's ok to use this information to check for eligibility.

Review the Subscriber's Information

Before we check if they qualify for Lifeline, make sure they check and see that their information is right.

Double check the information below.

Full Legal Name:	PA Person
Date of Birth:	July 12, 1990
Last 4 Numbers of SSN:	1234
Child/Dependent's Full Legal Name:	Junior Fake
Child/Dependent's Date of Birth:	June 12, 2017
Child/Dependent's Last 4 Numbers of SSN:	8889
Address:	123 Fake Street Gotham, PA 12345

 Edit

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline.

- ☐ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.
- ☐ By checking this box you are consenting that all of the information you are providing on behalf of a qualifying dependent may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

Back

Submit

National Verifier

Service Provider Portal: Subscriber's Agreement

Available for Public Use

Next, the consumer's agreement page will show.
The representative **must instruct the consumer to read and initial** next to the following consent statements.



The representative **cannot** certify and consent on the subscriber's behalf.

The subscriber can only enter the two initials of their First and Last Name.

The benefit recipient must be the one to initial with their initials, even when applying through a Benefit Qualifying Person (BQP).

Subscriber's Agreement

Please have the subscriber initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

Initial <input type="text"/>	I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).
Initial <input type="text"/>	I agree that if I move I will give my service provider my new address within 30 days.
Initial <input type="text"/>	I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including: <ol style="list-style-type: none">1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.2. Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).
Initial <input type="text"/>	I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

Initial <input type="text"/>	I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.
Initial <input type="text"/>	All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.
Initial <input type="text"/>	I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.
Initial <input type="text"/>	My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.
Initial <input type="text"/>	If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in §4.400(e) of the Lifeline rules. (?)

National Verifier

Service Provider Portal: Subscriber's Agreement



Subscriber's Signature

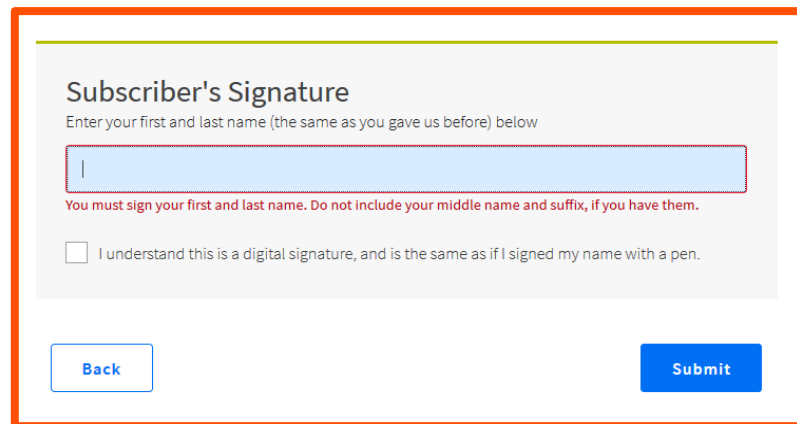
Enter your first and last name (the same as you gave us before) below

PA Person

☒ I understand this is a digital signature, and is the same as if I signed my name with a pen.

Back Submit

After the consumer initials next to the individual consent statements, they **must type their name in order to sign the Application Form. Their typed name will act as an e-signature.**



Subscriber's Signature

Enter your first and last name (the same as you gave us before) below

|

You must sign your first and last name. Do not include your middle name and suffix, if you have them.

☐ I understand this is a digital signature, and is the same as if I signed my name with a pen.

Back Submit

The system will limit the subscriber to entering their **First and Last Name**. Otherwise, the system will display an error message.



It is critical that the consumer understands and consents to the information on this tab. **A person assisting a consumer to submit their Application Form cannot initial or enter the e-signature for the consumer.**

National Verifier

Service Provider Portal: NLAD & State/Fed Data Sources Check

NV will make the following verifications:

- **NLAD Checks**

- Verify a consumer's address through the USPS Address Management Service (AMS)
- Verify if a consumer is already enrolled or if someone at their address is already enrolled
- Verify a consumer's identity through third party identity verification (TPIV)

- **Federal Data Sources**

- HUD
- Medicaid

- **State Data Sources**

- All available state data sources

Review the Subscriber's Information

Before we check if they qualify for Lifeline, make sure they check and see that their information is right.

Double check the information below.

Loading ... This may take a few minutes. Please wait. [EDIT]

Legal Name: WYNABE DONE
Date of Birth: March 1, 2000
Last 4 Numbers of SSN: 8888
Address: [REDACTED] 145

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline.

☒ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

[Back] [Continue]

National Verifier

Service Provider Portal: Happy Path

They Qualify for Lifeline

You can enroll PA Person in the Lifeline Program

Next Steps

Use this information to enroll the subscriber in NLAD.

Full Legal Name: **PA Person**
Address: **123 Fake Street,
Gotham, PA 12345**
Application ID: **Q12230-29511**

Need help? Call USAC at 1-877-524-1325

[Return to Your Account](#)

[Qualify Another Person](#)

[Go to NLAD](#)

- The consumer can now enroll in Lifeline with a service provider.

Questions?

How to Resolve Errors

The Application Process

Path 2 – Documentation Required

Input

Enter consumer data
– name, SSN4, etc. –
into the National
Verifier; consumer
must initial
certifications



National Verifier
searches for
consumer in
Federal/State
databases and NLAD



If consumer eligibility
record is **not found**,
documentation is
required



Upload requested
documentation



National Verifier
agent reviews
documents



If documentation
is acceptable,
consumer is
approved



Result

Service provider
uses the National
Verifier's eligibility
approval to enroll
the consumer

* If the documentation submitted is not acceptable, we will notify the consumer and ask them to resubmit.

The Application Process

Types of Error Resolution

- When we need more information from a consumer, you will get an “error”
- There are several types of “errors”
 - The first set of errors can be resolved directly in the portal or NLAD
 - (i.e., address or transfer of benefit)
 - The second set of errors requires that documents be uploaded into the system for review.

Applying for Lifeline with Assistance from a State

Consumer Received Error with One or More NLAD or State/Fed Checks

Eligibility Status: “**More Documentation Needed**”

If the consumer receives an eligibility status of More Documentation Needed, they must upload documentation to dispute any of the following errors they may have received. For most of the following errors, the Lifeline Support Center will conduct a manual review of the submitted documentation.

Error		Document/Proof Required
AMS (Address Management Service Error)	→	Address validation
Duplicate Address	→	Duplicate address flow
Under 18	→	Proof of emancipated minor status
TPIV (Identity Verification Error)	→	Proof of identity
Program Eligibility	→	Proof of program/income eligibility

Note: A state user can help a consumer submit documentation based on information available in their Service Provider Portal account.

Applying for Lifeline with Assistance from a State

Consumer Received Error with One or More NLAD or State/Fed Checks

If the consumer is not found in the applicable data source, the following screen will display.

We Could Not Confirm That They Are in One of These Programs

To qualify for Lifeline, the subscriber needs to give us more information.

Which program do they want to qualify through?

They will need to show proof that they are in the program they choose.

Choose one.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if they live on tribal lands)
- ☐ They don't participate in one of these programs, and want to qualify through income
- ☐ They are not in any of these programs, but their child or dependent is in one of these programs

They will have 45 days to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by 12/10/2018, they will need to come back to this site and fill this form out again.

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State Users will see this screen, which states that more information is needed from the consumer.

If the consumer is not found in the applicable data source, they will need to **choose a qualifying program** and **upload corresponding documents**.

Types of Errors

How to Resolve Them



Apply Online

Resolve Errors – Address Error

We Didn't Recognize Your Address

The U.S. Postal Service could not find the address you gave us.

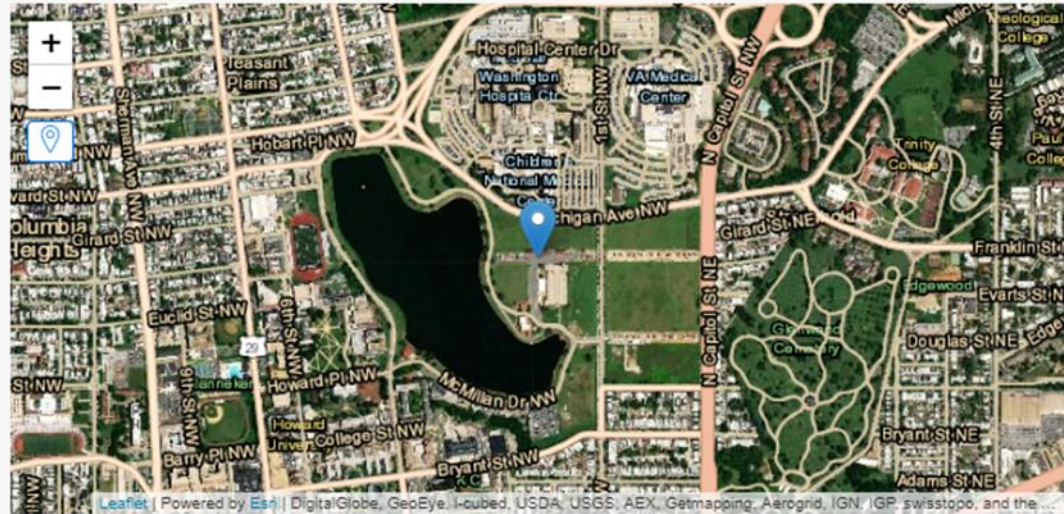
Show us that your address is right.

This is the information you gave us.

The consumer or agent can resolve this right in the portal, by dropping a pin on where the consumer resides/sleeps at night.

This is especially important for descriptive addresses.

We need to confirm where you live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude

38.92529

Longitude

-77.01403

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Next

Apply Online

Resolve Errors – Program Eligibility

The consumer must choose which of the **eligible programs** they participate in, if any. If the consumer is part of multiple programs, they **only need to choose one** that they have documentation for.

We Need More Information

To qualify for Lifeline, you need to show that you qualify through a government assistance program or through your income.

Are you in any of these?

You will need to show proof that you are in the program you choose.

Choose one.

- ☒ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if you live on tribal lands)
- ☐ I don't participate in one of these programs, I want to qualify through my income.
- ☐ I am not in any of these, but my child or dependent is in one of these programs. [?](#)

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Show That They Are in SNAP

The Supplemental Nutrition Assistance Program (SNAP) used to be called Food Stamps.

Their state might use a different name for SNAP. Look it up on this list of [SNAP names by state](#).

We need to see a copy of one of these:

NOTE: All documents must be issued by the state or federal government.

- **Approval letter** that shows:
 - Name of the participant
 - Eligibility dates
- **Benefits statement or letter** that shows:
 - Name of the participant
 - Eligibility dates
- **Verification letter** that shows:
 - Name of the participant

Give us your documents.

Upload the file here

[Choose file](#)[Back](#)[Next](#)

Apply Online

Resolve Errors – Program Eligibility

We Need More Information

To qualify for Lifeline, you need to show that you qualify through a government assistance program or through your income.

Are you in any of these?

You will need to show proof that you are in the program you choose.

Choose one.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☒ Tribal Specific Program (only choose if you live on tribal lands)
- ☐ I don't participate in one of these programs, I want to qualify through my income.
- ☐ I am not in any of these, but my child or dependent is in one of these programs. (?)

If a consumer is eligible through a Tribal program, they must select the specific program and provide supporting documentation (i.e., Tribal letter) as proof.

Which tribal specific programs do you have? (Choose one.)

- ☐ Bureau of Indian Affairs General Assistance
- ☐ Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- ☐ Food Distribution Program on Indian Reservations (FDPIR)
- ☐ Tribal Head Start (only if you qualified for it through your income)

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Apply Online

Resolve Errors – Income Eligibility

We Need More Information

To qualify for Lifeline, you need to show that you qualify through a government assistance program or through your income.

Are you in any of these?

You will need to show proof that you are in the program you choose.

Choose one.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if you live on tribal lands)
- ☒ I don't participate in one of these programs, I want to qualify through my income.
- ☐ I am not in any of these, but my child or dependent is in one of these programs. ?

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Show That You Qualify Through Your Income

How many people live in your household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ More than 8

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If the consumer qualifies based on their income, they can still submit documentation to prove their eligibility. But first, the consumer will need to answer a few questions. The first asks for the number of people who live in the consumer's household.

Apply Online

Resolve Errors – Income Eligibility

Show That You Qualify Through
Your Income

How many people live in your household?
A household is a group of people who live together and share income and expenses (even if they are not related to each other).

☐ 1
☐ 2
☐ 3
☒ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ More than 8

Is your annual household income the same or less than:
You can find this on your taxes under "Gross Annual Adjusted Household Income."

\$34,763

☐ Yes ☐ No

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Is your annual household income the same or less than:
You can find this on your taxes under "Gross Annual Adjusted Household Income."

\$34,763

☐ Yes ☐ No

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Once the consumer answers how many people live in their household, they will need to confirm whether their annual income is the same or less than the number that displays by-selecting "Yes" or "No."

Apply Online

Resolve Errors – Income Eligibility

If the consumer chose “Yes,” they must submit proof of their income eligibility.

Show That You Qualify Through Your Income

We need to see one of these:

- The prior year's state, federal, or Tribal tax return
- 3 pay stubs in a row (or a current income statement from your employer)
- Social Security statement of benefits
- Veterans Administration statement of benefits
- Unemployment or Workers' Compensation statement of benefits
- Federal or Tribal notice letter of participation in General Assistance
- Divorce decree
- Child support award, or
- Other official document containing income information

Give us your documents.

Upload the file here

Choose file

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If the consumer chose “No,” they will not be able to prove eligibility through their income. They still have the option to prove their eligibility through a qualifying government program.

You Do Not Qualify for Lifeline Based on Your Household Income

With a household of [4] you must have an annual income of less than or the same as [\$33,210].

Go to the Homepage

Do you participate in a government assistance program?

Such as SNAP (Food Stamps), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance, Veterans Pension and Survivors Benefit Program, or a Tribal Specific Program.

☐ Yes ☐ No

Apply Online

Resolve Errors

Give us your documents.

Upload the file here

Choose file

↑ pair-up.pptx (56394)

This upload could not be completed. Please ensure your file size is less than 10 MB and is one of the following file types: jpg, jpeg, png, pdf, gif and try again.

If a consumer submits a document that is not an acceptable file type or is bigger than 10MB, they will get an error indicating so.

Note: Consumers can upload photos taken with a phone and/or PDF files.

Apply Online

Resolve Errors – Pending Review

Once the consumer has submitted documentation for review, the following screen will display.

We Are Checking Their Documents

We need to check their documents to make sure they qualify. When we finish, **the status on your account dashboard will change.**

This will take a few minutes.

Please come back when the status changes on your account dashboard

The Lifeline Support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you're using the system outside of those hours, please check back today or tomorrow morning after 9 a.m. ET to see if they qualify for Lifeline.

If they qualify...	If they do not qualify...
You will have 90 days to enroll NC Person in NLAD.	We'll ask for more information or tell you what to do next. You will have until 12/9/2018 (Based on US Eastern Time) to send us the information or complete the next steps.

In the Service Provider Portal, the application status will appear as “**Pending Review**” until the Lifeline Support Center representative has finished its review and has updated the consumer's status.

For applications that require more documentation, subscribers will have **45 days to submit documentation from the date of the initial application.** Otherwise, **a new application** will need to be started.

Apply Online

Resolve Errors – Duplicate Subscriber

Eligibility Result: “Already Enrolled in Lifeline.”

Our Records Show That You Already Have Lifeline

You are signed up with [company name].

If you don't have a Lifeline benefit now, you had one in the past and you are still in our system.

Decide if you want to:

Stay with [company].

If you are happy with the service you are getting, you do not need to do anything else.

If you need to start your service again, call them at [(xxx) xxx-xxxx]. You can also visit their website at [www.website.com](#).

Transfer your service.

1. Find a new company using the [list of phone or internet companies](#) near you.
2. Call or visit them, and ask them to transfer your service.

Cancel your benefit.

Call [company] at [(xxx) xxx-xxxx] and ask them to cancel your Lifeline benefit.

If you think this is fraud, call USAC.

If you think this message is wrong, call USAC at (800) 234-9473. For example:

- If you never had a Lifeline benefit and think someone else is using your information.
- If you think you already cancelled your benefit.

If the consumer received this eligibility error and would **like to transfer their Lifeline benefit**, they are able to complete this process with their new chosen service provider.

Questions?

How to Check Application Status

Applying for Lifeline

Check Status

If a consumer needs to submit documentation and is waiting for an updated status from the Lifeline Support Center, **the state user can help a consumer check the status of a Lifeline application** through the Service Provider Portal or by calling the Lifeline Support Center.



Lifeline Support Center

1-800-234-9473

7 days a week

9:00 AM to 9:00 PM ET

If a consumer has provided an email address, they will be contacted by email when there are any changes to their application. If no email has been provided, the consumer will be contacted by mail.

Application Process

Checking Application Status

State users can see the status of a consumer application on their home page:

Lifeline National Verifier

Your Account

Go To NLAD

Change Your Password in NLAD

Sign Out

Welcome Service Provider Agent

Start New Application

Pending Applications

Displaying 25 of 642 records

Search:

Subscriber Name	Application ID	Application Created ▲	Status	Failure Reason
PA Person	Q97434-19793	08/29/2018 08:06:28	Pending Review	tpivdentity, Eligibility, InvalidAddress
NC PERSON	Q16232-36056	08/29/2018 08:05:15	More Documentation Needed	tpivdentity, Eligibility, InvalidAddress
North Carolina Test	Q68468-36835	08/29/2018 07:59:56	More Documentation Needed	tpivdentity, Eligibility, InvalidAddress
NC PERSON	Q61617-19693	08/28/2018 21:36:21	Pending Batch Decision	tpivdentity, Eligibility, InvalidAddress

Application Process

Checking Application Status

Available for Public Use

Lifeline National Verifier

Your Account ▾

Go To NLAD

Change Your Password in NLAD

Sign Out

Welcome Service Provider Agent

Start New Application

Pending Applications

Displaying 25 of 642 records

Search:



Subscriber Name	Application ID	Application Created ▲	Status	Failure Reason
PA Person	Q97434-19793	08/29/2018 08:06:28	Pending Review	tpivIdentity, Eligibility, InvalidAddress
NC PERSON	Q16232-36056	08/29/2018 08:05:15	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
North Carolina Test	Q68468-36835	08/29/2018 07:59:56	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
NC PERSON	Q61617-19693	08/28/2018 21:36:21	Pending Review	tpivIdentity, Eligibility, InvalidAddress
PA Person	Q86787-63710	08/28/2018 21:25:41	Pending Review	Eligibility, InvalidAddress

State representatives can use the **search function** to find a consumer's application. They can search by entering a consumer's First Name or Last Name.

Application Process

Checking Application Status

Available for Public Use

Lifeline National Verifier

Your Account ▾
Go To NLAD
Change Your Password in NLAD
Sign Out

Welcome Service Provider Agent

Start New Application

Pending Applications

Displaying 25 of 642 records

Search:



Subscriber Name	Application ID	Application Created ▲	Status	Failure Reason
PA Person	Q97434-19793	08/29/2018 08:06:28	Pending Review	tpivIdentity, Eligibility, InvalidAddress
NC PERSON	Q16232-36056	08/29/2018 08:05:15	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
North Carolina Test	Q68468-36835	08/29/2018 07:59:56	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
NC PERSON	Q61617-19693	08/28/2018 21:36:21	Pending Review	tpivIdentity, Eligibility, InvalidAddress
PA Person	Q86787-63710	08/28/2018 21:25:41	Pending Review	Eligibility, InvalidAddress

The state representative can check the status of an application by clicking the “**Start New Application**” button on their home page.

Application Process

Qualified Result

- The consumer can now enroll in Lifeline with a service provider.
- The state user **cannot** enroll the consumer, but this information can be used by the service provider of the consumer's choice.

They Qualify for Lifeline

You can enroll PA Person in the Lifeline Program

Next Steps

Use this information to enroll the subscriber in NLAD.

Full Legal Name:	PA Person
Address:	123 Fake Street, Gotham, PA 12345
<hr/>	
Application ID:	Q12230-29511

Need help? Call USAC at 1-877-524-1325

[Return to Your Account](#)[Qualify Another Person](#)[Go to NLAD](#)

Questions?

How to Get Help

Resources for Consumers and State Agencies

- Lifeline Support Center
 - (800) 234-9473
 - LifelineSupport@usac.org
 - 9 a.m.– 9 p.m. ET, 7 days a week
- [LifelineSupport.org](https://www.lifelinesupport.org)
 - Consumer instructions
 - How to use National Verifier
 - Consumer Videos
- Training Videos
 - [Webinars](#)
 - [Videos](#)
- State User Questions
 - LifelineProgram@usac.org
- [State and Federal Partner page](#)

Questions?



Universal Service
Administrative Co.