State Agency Access to National Verifier Training

June 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
  • 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
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 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

1. Consumer completes Lifeline application
2. Consumer provides supporting documentation for any errors that the application received
3. Consumer qualifies for Lifeline and chooses Lifeline company
4. Consumer informs Lifeline company of qualification status to enroll in the program
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).

Lifeline National Verifier

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.

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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.
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](http://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 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](http://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
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**

**Result**

If consumer eligibility record is found, consumer is approved

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
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

National Verifier agent reviews documents

Upload requested documentation

If documentation is acceptable, consumer is approved

Result
Service provider uses the National Verifier’s eligibility approval to enroll the consumer
Service providers access the National Verifier from this webpage by visiting CheckLifeline.org:
To access the service provider portal, you need to:

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

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 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

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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

Which tribal specific programs do they have? (Choose one.)
- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families (TANF)
- Food Distribution Program on Indian Reservations (FDPR)
- Tribal Head Start (only if they qualified for it through their income)

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

Their Child or Dependent’s Information
- What is their full legal name?
- Social Security Number
- Date of Birth
- Current Address
- What are the last 4 numbers of their Social Security Number (SSN)?

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.

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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.
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, 1999
- **Last 4 numbers of SSN:** 1234
- **Child/Dependent’s Full Legal Name:** Junior Folk
- **Child/Dependent’s Date of Birth:** June 12, 2017
- **Child/Dependent’s Last 4 numbers of SSN:** 8889
- **Address:** 123 Folk Street
  - **City:** Gotham, PA 12345

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.
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).
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.

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.
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
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

**Result**

- If documentation is acceptable, consumer is approved

**National Verifier**

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

- National Verifier agent reviews documents

- Upload requested documentation

- 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.
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.

<table>
<thead>
<tr>
<th>Error</th>
<th>Document/Proof Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMS (Address Management Service Error)</td>
<td>Address validation</td>
</tr>
<tr>
<td>Duplicate Address</td>
<td>Duplicate address flow</td>
</tr>
<tr>
<td>Under 18</td>
<td>Proof of emancipated minor status</td>
</tr>
<tr>
<td>TPIV (Identity Verification Error)</td>
<td>Proof of identity</td>
</tr>
<tr>
<td>Program Eligibility</td>
<td>Proof of program/income eligibility</td>
</tr>
</tbody>
</table>

**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

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.

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

<table>
<thead>
<tr>
<th>Latitude</th>
<th>Longitude</th>
</tr>
</thead>
<tbody>
<tr>
<td>38.92529</td>
<td>-77.01403</td>
</tr>
</tbody>
</table>
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 dependant is in one of these programs.

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

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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 Programs (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.

Which tribal specific programs do you have? (Choose one.)
- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribal Head Start (only if you qualified for it through your income)

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.
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.

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

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

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
- Proof of a current income statement from your employer
- Social Security statement of benefits
- Veteran Administration statement of benefits
- Unemployment or Worker’s 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

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 AFIP, Food Stamps, Medicaid, Supplemental Security Income ($50, Federal Public Housing Assistance, Veterans’ Pensions 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.

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…
You will have 90 days to enroll NC Person in MLAD.

If they do not qualify…
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.

<table>
<thead>
<tr>
<th>Lifeline Support Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800-234-9473</td>
</tr>
<tr>
<td>7 days a week</td>
</tr>
<tr>
<td>9:00 AM to 9:00 PM ET</td>
</tr>
</tbody>
</table>

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.
State users can see the status of a consumer application on their home page:
Welcome Service Provider Agent

Pending Applications
Displaying 25 of 642 records

<table>
<thead>
<tr>
<th>Subscriber Name</th>
<th>Application ID</th>
<th>Application Created</th>
<th>Status</th>
<th>Failure Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA Person</td>
<td>QG4305-01782</td>
<td>08/29/2018 08:30:28</td>
<td>Pending Review</td>
<td>tpsidentity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>NC PERSON</td>
<td>QG4223-01256</td>
<td>08/29/2018 08:31:13</td>
<td>More Documentation Needed</td>
<td>tpsidentity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>North Carolina Test</td>
<td>QG4468-06835</td>
<td>08/29/2018 07:51:56</td>
<td>More Documentation Needed</td>
<td>tpsidentity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>NC PERSON</td>
<td>QG4267-19463</td>
<td>08/29/2018 21:36:01</td>
<td>Pending Review</td>
<td>tpsidentity, Eligibility, InvalidAddress</td>
</tr>
</tbody>
</table>

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.
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
Application ID: Q12230-29511

Need help? Call USAG at 1-877-524-1925

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
  - 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?