January 2021 Monthly Webinar

National Verifier (NV) Year in Review

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**

Meet Our Team

Tiffany Brady

Manager of Communications | Lifeline

Tiffany manages all communications for Lifeline, including state and federal partnerships.

Winta Woldu

Communications Specialist | Lifeline

Winta develops external communications, including managing Lifeline's consumer website and creating content about NV system enhancements and changes.

Agenda

- Announcements

- Overview

- Updates

- NV Successes

- Support

Announcements

FCC Form 555

Announcements: FCC Form 555 Reminder

- FCC Form 555 is due by **February 1, 2021**, because January 31 falls on a Sunday

- The FCC Form 555 must be submitted electronically via USAC's [E-File (one portal)](#)

- Service providers must also file a copy of their FCC Form 555 in the FCC's Electronic Comment Filing System, Docket 14-171, with their state regulatory commission, and relevant Tribal governments

- For details on FCC Form 555, review the FCC Form 555 [supplemental information](#)

Overview

National Verifier

Overview: National Verifier

- The NV enables **consumers** to **apply** for, **manage**, and **recertify** their eligibility for their Lifeline benefit

  - Consumers can interact with the NV online through checklifeline.org or by mailing paper forms to the Lifeline Support Center

- The NV enables **service providers** to help consumers **apply** for and **manage** their eligibility

  - Service providers can interact with the NV online through checklifeline.org or through the NV APIs, which enable consumers to fill out the application on participating service provider websites

- The NV streamlines the Lifeline application process across all 56 states and territories

Overview: National Verifier

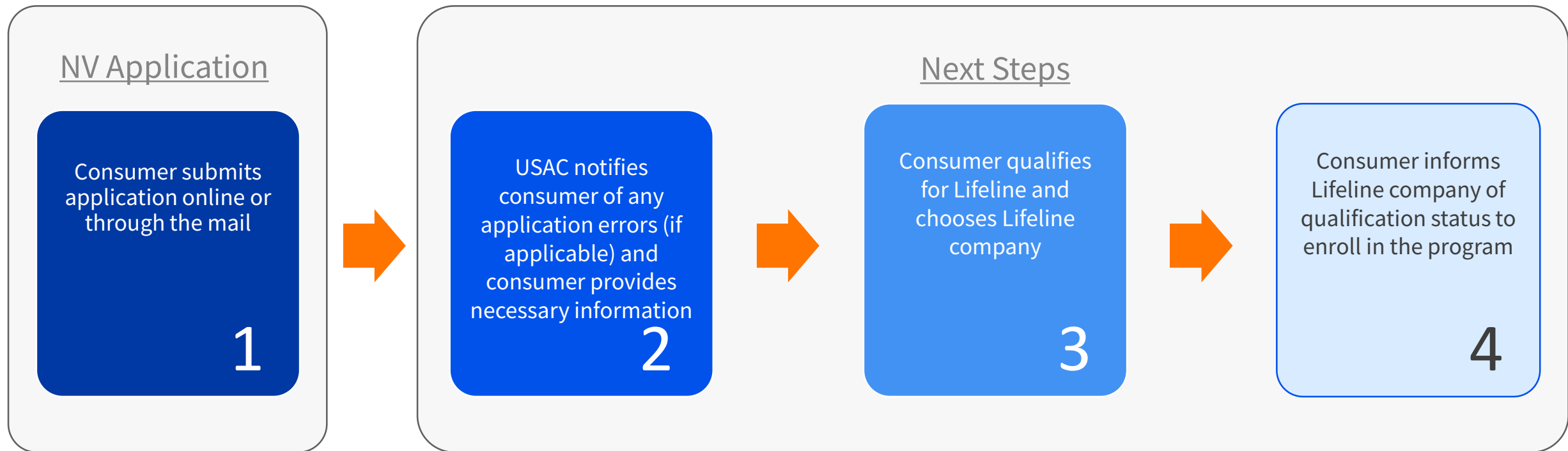- The NV is available online at checklifeline.org

Overview: National Verifier

- The NV paper forms (English and Spanish) are available on Lifeline's Forms web page:
  - Lifeline Application (Form 5629)
  - Lifeline Household Worksheet (Form 5631)
  - Lifeline Recertification Form (Form 5630)
- Consumers can download the NV paper forms directly from checklifeline.org by:
  - Selecting their state from drop-down menu, and
  - Clicking on "use a paper form"

Overview: National Verifier

NV Application

Consumer submits application online or through the mail

1

Next Steps

USAC notifies consumer of any application errors (if applicable) and consumer provides necessary information

2

Consumer qualifies for Lifeline and chooses Lifeline company

3

Consumer informs Lifeline company of qualification status to enroll in the program

4

Universal Service
Administrative Co.

Questions?

Updates

COVID-19 Relief

Updates: COVID-19 Relief

Throughout 2020, the FCC and USAC implemented a series of waivers and temporary program changes to provide relief to Lifeline stakeholders during the pandemic:

- Expanded access to the NV to enable state agencies to take a more hands-on role in helping consumers apply for Lifeline

- Provided flexibility when income and identity documentation is needed to resolve consumers' application errors

- Provided additional relief for consumers residing in rural areas on Tribal lands

- Paused program processes that could lead to de-enrollment

- All temporary program changes and waivers are set to expire on **February 28, 2021**

- For more information review USAC's Lifeline COVID-19 Response web page

NV Successes

All States & Territories Fully Launched

NV Successes: All States & Territories Fully Launched

- With the full launch of California on December 18, 2020, **all 56 states and territories have fully launched in the National Verifier**

  - California is a part of the [National Verifier December 20, 2019 launch](#) group, along with the other two NLAD opt-out states (Oregon and Texas)

  - Oregon and Texas fully launched in the National Verifier on November 18, 2020

  - In California, Texas, and Oregon, consumer eligibility checks will be conducted using existing state processes

NV Successes

Increased Number of Connections

Increased Number of Connections

24 database connections:

- 20 state connections to the NV

- 2 federal connections to the NV (Federal Public Housing Assistance program (FPHA) and Medicaid)

- Consumers in OR and TX benefit from each state's database connections
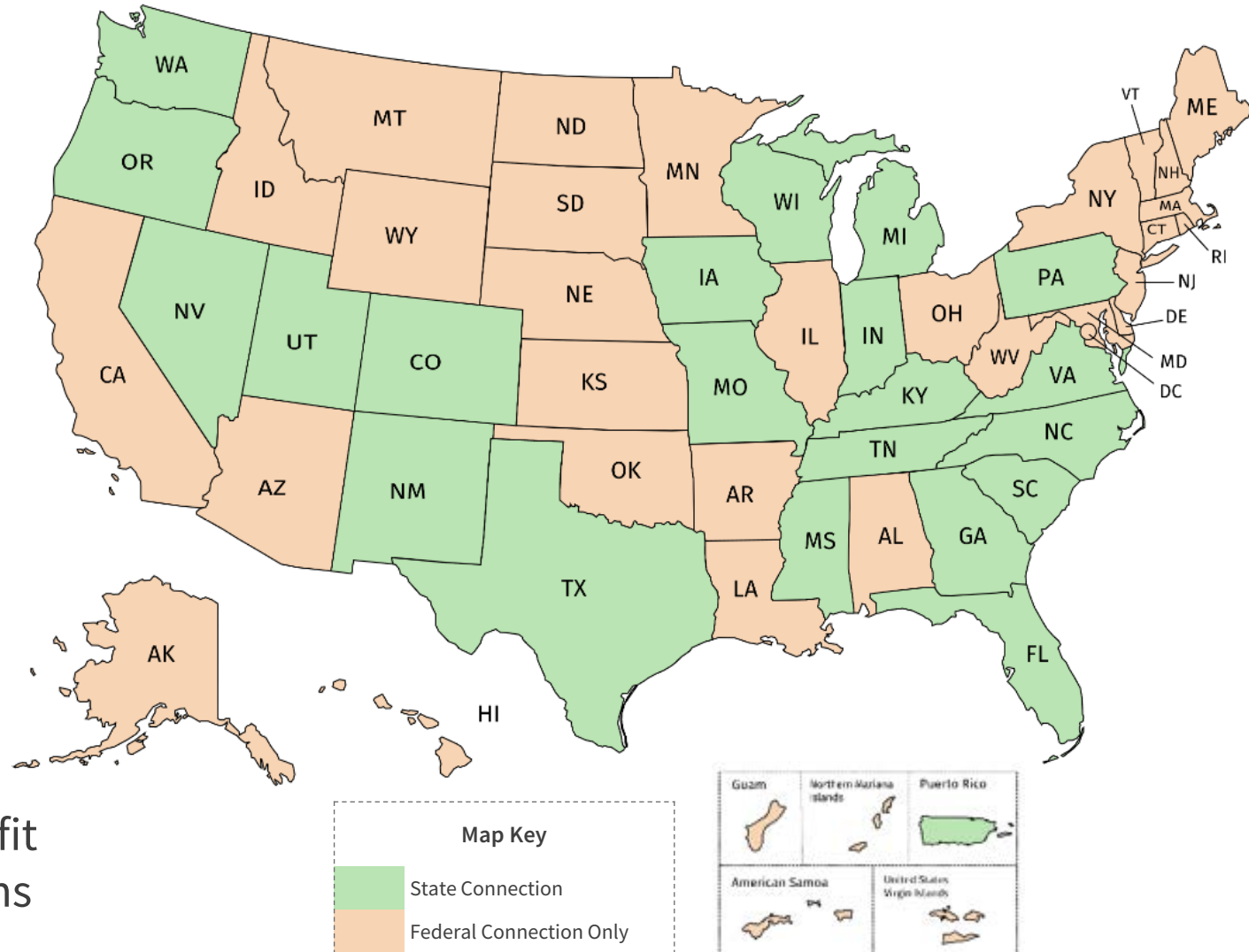
NV Successes: Increased Number of Connections

- Increases automated eligibility determinations ✓

- Improves the user experience for consumers and service providers ✓

- Strengthens the integrity of the program ✓

NV Successes: Increased Number of Connections

NV Database Connection Map

- Review the [Eligibility Decision Process](#) web page for more information on this process and all database connections used to verify eligibility for the Lifeline program

- Consumers in California, Oregon, and Texas apply for the Lifeline program through their state public utility commission

  - Consumers in Oregon and Texas benefit from each state's database connections

Map Key

State Connection

Federal Connection Only

NV Successes: Increased Number of Connections

Nearly 5.4 million applications submitted through the NV in 2020

NV Successes: Increased Number of Connections

Nationwide, USAC saw an automated pass rate of 70% in December 2020

Universal Service
Administrative Co.

Questions?

NV Successes

System Enhancements

NV Successes: System Enhancements

- To provide clarity on whether a consumer's address is located on [federally-recognized Tribal lands](#) and thus whether the consumer qualifies for enhanced support, USAC released enhancements to the [National Verifier API](#) on November 30, 2020

- More details on the November 30 release is provided in the *November 2020 Monthly Webinar: Lifeline Program Updates* located at [Webinars: Learn](#)

NV Successes: System Enhancements

- The November 30 enhancements included updates to the NV API so that service providers will see the following information after submitting an eligibility or status check for qualified consumers:

  - Whether the consumer is eligible for the enhanced Tribal benefit (Tribal **OR** Not Tribal),

  - The consumer's latitude and longitude coordinates, and

  - The source of the coordinates (*whether the coordinates were verified automatically through USAC's address check **OR** the coordinates were captured when the consumer submitted more information about their address through the National Verifier mapping tool or sending documentation through the mail*)

26

NV Successes: System Enhancements

- To continue to improve the end-to-end experience and performance of the NV, USAC released several enhancements in December 2020

- A detailed overview on each of the system enhancements is provided in the *November 2020 Monthly Webinar: Lifeline Program Updates* located on the [Webinars: Learn](#) web page

NV Successes: System Enhancements

- December enhancements included (1/4):

  - Updates to the **Lifeline Support Center's Interactive Voice Response (IVR)** system

  - Consumers can check the status of all application types including the Lifeline program application and applications relating to recertification, reverification, and address updates

NV Successes: System Enhancements

- December enhancements included (2/4):

  - Updates to the consumer portal, so that consumers can access their Lifeline benefit **enrollment details** on their **homepage**

- The updated dashboard includes enrollment details such as:

  - Phone number associated with their Lifeline service
  - Service provider
  - Service provider's customer support number
  - Recertification status (if applicable)
  - Last recertification date (if applicable)
  - Method of their last recertification (if applicable)

My Enrollment Details

Lifeline Phone Number:	757-245-8000 / N/A
Phone/Internet Company:	AT&T / N/A
Phone/Internet Company Support Number:	(800) 444-3000 / N/A
Annual Recertification Status*	Not Due Yet / In Progress / Complete
Last Recertification Date:	02/02/2020 / N/A
Method of Last Recertification:	Automatic / Online / Phone / Mail

* For more information about the recertification, visit: https://www.lifelinesupport.org

NV Successes: System Enhancements

- December enhancements included (3/4):

  - An **application search feature** on the consumer's homepage in the consumer portal that allows a consumer to locate applications they previously created in the past 180 days

NV Successes: System Enhancements

- December enhancements included (4/4):
  - The consumer's **Tribal eligibility status** will now be **confirmed** directly in the NV consumer and service provider portals
  - This information will show if the consumer resides on federally-recognized Tribal lands and if the consumer qualifies for enhanced support:
    - Tribal confirmation (Y/N)
    - Latitude
    - Longitude
    - Source of the coordinates

Universal Service
Administrative Co.

Questions?

NV Successes

Looking Ahead

NV Successes: Looking Ahead

- USAC continues to seek feedback regarding system enhancements

- USAC is committed to improving the user experience to ensure the system's ease of use

- USAC will continue to pursue state and federal partnerships to increase Lifeline awareness, automated eligibility verification, and program integrity

Support

Lifeline Team

Support: Lifeline Team
Contact the Lifeline Support Center

Email: LifelineSupport@usac.org

Call: (800) 234-9473 (*press 1 for English; press 2 for Spanish*)

The Lifeline Support Center serves consumers and those supporting consumers, and is available **7 days a week, from 9:00 a.m. to 9:00 p.m. ET**.

Support: Lifeline Team
Contact the Lifeline Support Center

- To ensure support center agents can assist service providers quickly, USAC recently updated the service providers' IVR flow

- When a service provider calls the support center, they are asked:
  - **Step 1 - Choose a language**
    - Press one for support in English and two for support in Spanish
  - **Step 2 - Confirm who you are**
    - Press two to indicate they are a carrier
  - **Step 3 - Service provider menu**
    - Press one to use USAC's automated system to check the status of an application
    - Press two to connect with a support center agent

Support: Lifeline Team
Email a Lifeline Program Analyst

- To connect with a Lifeline program analyst, email LifelineProgram@usac.org

- Service providers should email LifelineProgram@usac.org about:
  - **Technical issues**
    - System questions (*e.g., questions about the NV, National Lifeline Accountability Database (NLAD), Representative Accountability Database (RAD)*)
  - **Process questions**
    - Recertification and/or reverification
  - **Service provider requirements**
    - Lifeline rules and/or program waivers

Support

USAC's Website

Support: USAC's Website

- USAC has two websites available to stakeholders with materials about the NV:

  - Lifeline's consumer website available at LifelineSupport.org

  - USAC's service provider website available at USAC.org/Lifeline

Support: USAC's Website
USAC.org/Lifeline

- Review the content in USAC's [Lifeline National Verifier](#) web section for details on:

  - How to use the system

  - Common transactions

  - Documentation needed to resolve application errors

  - System maintenance

Support: USAC's Website
USAC.org/Lifeline

- Watch videos about the NV on USAC's [Lifeline Videos](#) web page

National Verifier

| Overview of the National Verifier Portal	How to Use the National Verifier as a Provider	How to Understand and Correct Errors
Overview of the National Verifier Portal	How to Use the National Verifier as a Provider	How to Correct Errors
5:14 minutes	3:01 minutes	6:20 minutes

Check Consumer Eligibility Without Using the SP Portal
Check Consumer Eligibility without Using the SP Portal
5:49 minutes

Support: USAC's Website
USAC.org/Lifeline
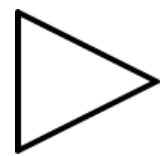
- Review previous NV training on [USAC's Lifeline Webinars](#) web page:
  - Webinar recordings
  - PDF of slide decks

Support: USAC's Website
USAC.org/Lifeline

Visit USAC's [Lifeline Launches](#) web page for more information on each launch (*see soft launch schedule below – organized by soft launch rather than full launch dates*):

2018

June 18	CO, MS, MT, NM, UT, WY
October 15	GU, HI, ID, NH, ND, SD
December 4	MO, NC, PA, TN

2019

February 6	AK, AS, DC, DE, ME, MP, RI, VI
March 12	IN, KY, MI
June 25	AZ, CT, GA, IA, KS, NE, NV, NY, VT, VA, WV
October 11	AL, AR, LA, MA, MD, NJ, OK, PR, SC, WA
December 16	FL, IL, MN, OH, WI
December 20	CA, OR, TX

Universal Service
Administrative Co.

Questions?

Learn More About Lifeline

- Sign up for Lifeline email updates and upcoming events
  - Visit usac.org and click "subscribe" in the upper-right corner

- Need help? Contact us!
  - General inquiries: LifelineProgram@usac.org

Universal Service
Administrative Co.