National Verifier (NV) 101

Lifeline Monthly Webinar
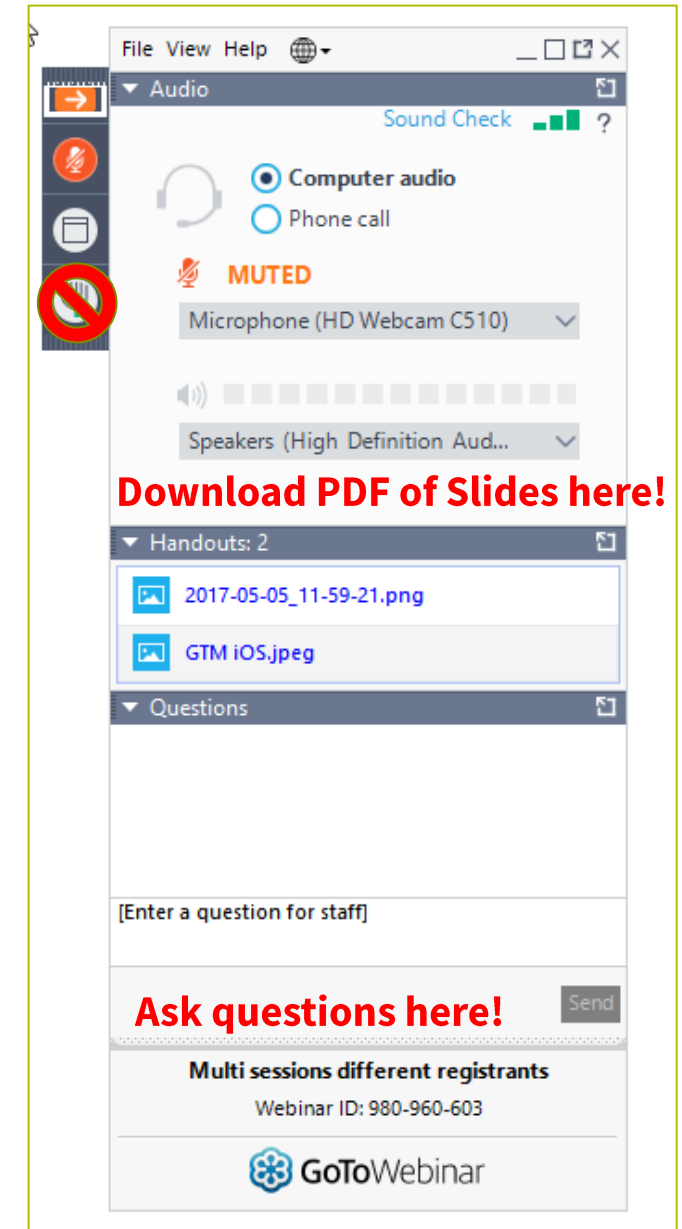
October 11, 2023

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 the webinar panel

2

Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support!

Meet Our Presenters

Winta Woldu

Communications Specialist

Lifeline

Tiffany Johnson

Senior Manager of Program Management

Lifeline

Agenda

- Program Updates

- National Verifier (NV) System Overview

  - How to Submit an Application in the Service Provider Portal

  - How to Resolve Errors

  - How to Check Status of Application

- Resources

Objectives

At the end of the session, you will...

...be able to:

- Create a NV application in the Service Provider portal
- Resolve application errors
- Check the status of applications

...understand:

- The basic functions of the NV system

Program Updates

Program Update
FCC Response to Hawaii Wildfires

- On **August 25, 2023**, the Federal Communications Commission adopted Order 23-67A1 to temporarily and on a limited basis waive the Lifeline eligibility requirements in section 54.409(a)-(b) to allow consumers participating in FEMA's Individuals and Households Program (IHP), as a result of the Hawaii wildfires, to apply for and enroll in the Lifeline program.

  - New enrollments are permitted through February 25, 2024.

  - The waiver also confirmed that Disaster SNAP can be treated the same as SNAP enrollment for Lifeline and the Affordable Connectivity Program (ACP).

  - **Consumers applying for Lifeline under this waiver are not permitted to enroll in the ACP.**

Program Update
Lifeline Application Updates

- On **September 5, 2023**, USAC released updates to the NV service provider portal, consumer portal, and Eligibility Check Application Program Interface (API) to ensure that qualifying consumers who are participating in FEMA's IHP can submit appropriate documentation to apply for Lifeline, consistent with the Commission's waiver.

  - Consumers can apply online at LifelineSupport.org or print the application and apply by mail.

Program Update
System Enhancements

- On **September 26**, USAC released a system enhancement to the National Lifeline Accountability Database (NLAD) to ensure consumers who qualify for Lifeline through FEMA's IHP cannot enroll in the ACP.

- Providers will receive the following error message if they attempt to enroll affected subscribers in the ACP.

  - **NOT_ELIGIBLE_ACP**: Subscriber not eligible for ACP due to eligibility program used on NV application.

Program Update
Lifeline Application Enhancements

- On **September 26**, USAC released updates to the online application to simplify the experience for consumers who need to provide proof of their identity.

- Consumers will now see new unique pages when providing documentation related to any of the identity information below:

  - Date of birth

  - Social Security Number (last 4 digits)

  - Tribal ID number

  - Proof of life

NV System Overview

NV Overview

- The NV is the centralized application system that makes eligibility determinations for the Lifeline program.

    - Use of the NV is required in all 56 states and territories to determine eligibility (with the exception of the [NLAD opt-out states](): Texas, Oregon, and California, where the NV monitors the state administrator Lifeline eligibility verification process).

- After qualifying for Lifeline, service providers must enter them in NLAD to enroll them in the Lifeline program.

Application Process

Option 1:
Apply Online

- The consumer visits LifelineSupport.org from any computer or mobile device to complete the electronic application and upload any required documentation.

Option 2:
Apply by Mail

- The consumer fills out a Lifeline Application Form (Spanish).

- The consumer mails the application and supporting documentation to the Lifeline Support Center.

- Service providers may assist consumers with the paper application and mail it on the consumer's behalf.

Option 3:
Apply with a Service Provider

- The consumer may apply with the assistance of a service provider.

- Service providers may submit an online application on the consumer's behalf (only with the consumer's consent) using the NV service provider portal.
    - This is an in-person interaction, where the service provider asks the consumer questions in an interview style approach.
    - The consumer must sign and certify the application.

- Consumers may also apply through the service provider's website, if the provider has elected to use the NV API.
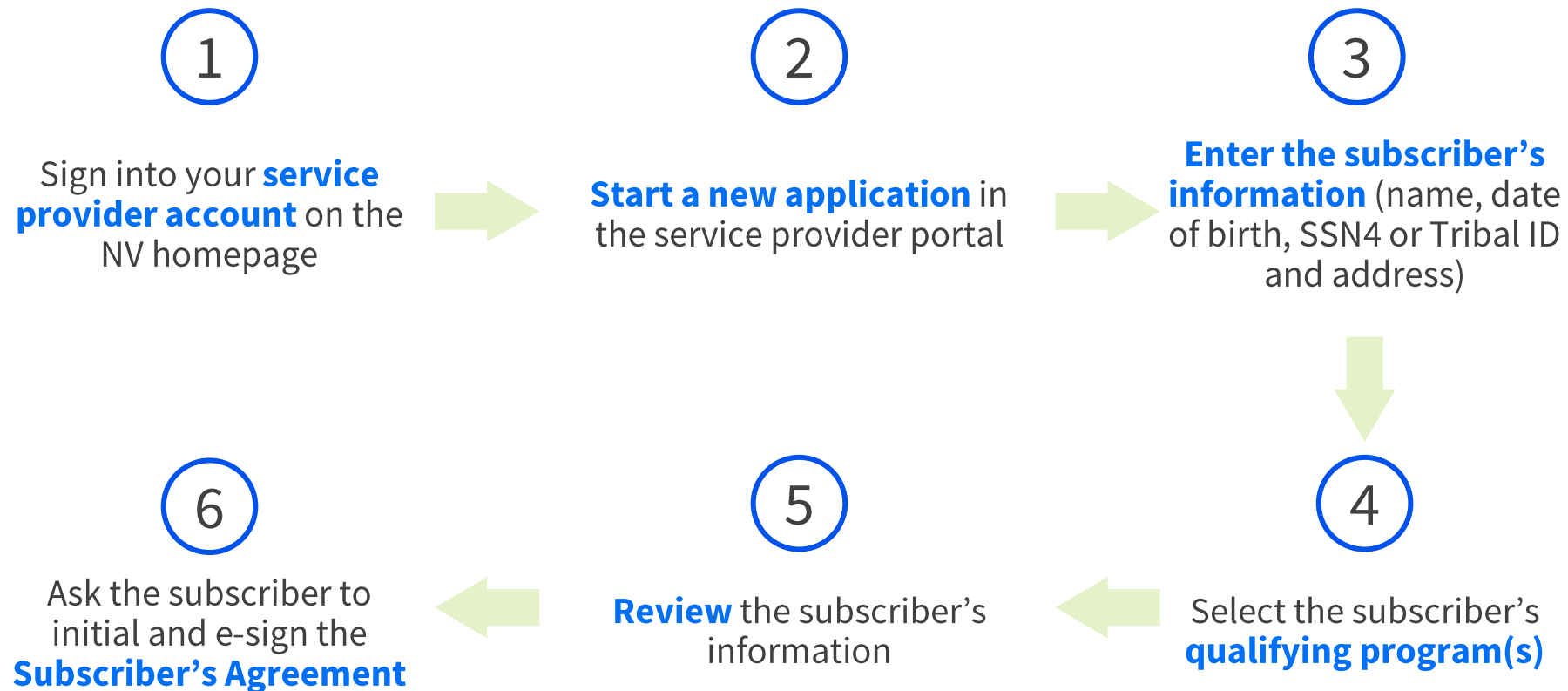
Poll

15

Questions?

How to Submit an Application in the Service Provider Portal

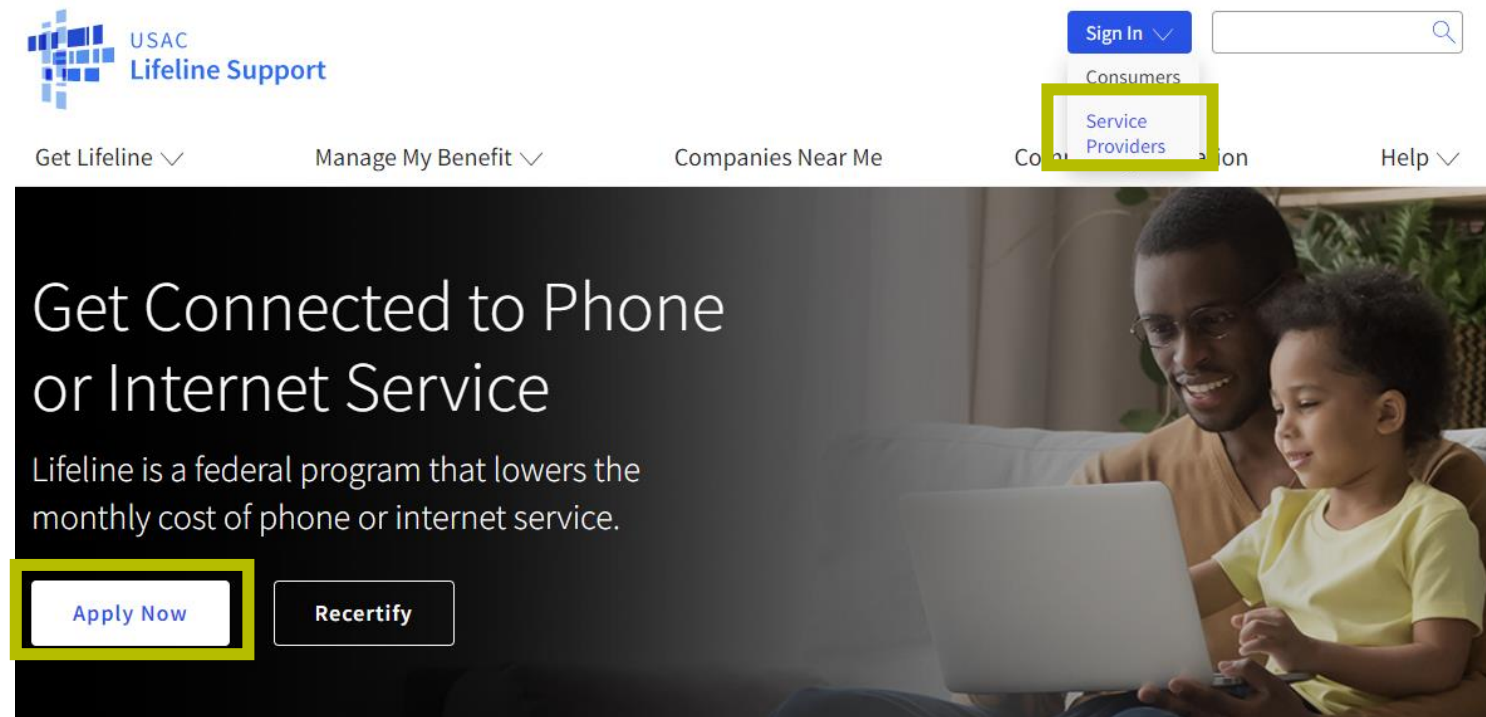# How to Submit an Application: Service Provider Portal
Online Application Steps

The process for creating applications in the service provider portal is:

1

Sign into your **service provider account** on the NV homepage

2

Start a new application in the service provider portal

3

Enter the subscriber's information (name, date of birth, SSN4 or Tribal ID and address)

6

Ask the subscriber to initial and e-sign the **Subscriber's Agreement**

5

Review the subscriber's information

4

Select the subscriber's **qualifying program(s)**

18

How to Submit an Application: Service Provider Portal
Access the NV Portal

- The NV is available online at LifelineSupport.org by selecting "**Apply Now**" or the provider can click the **sign in** button, to be redirected to the sign in page.

- Service providers can also access the NV through USAC's One Portal system

How to Submit an Application: Service Provider Portal
Step 1: NV Landing Page

- This will redirect you to the NV landing page, where you can select "**Sign in as a Service Provider**" to sign in.

- **Note**: Don't let your browser store your username and password. Enter your username and password each time you log in.

How to Submit an Application: Service Provider Portal
Step 2: Start Lifeline Application

- Service providers can assist a consumer with starting a new application by clicking the "**Start Lifeline Application**" button on the dashboard.

- **Note**: In order to submit a Lifeline application via the service provider portal, the agent and the consumer must be together in-person.

21

How to Submit an Application: Service Provider Portal
Step 3: Enter in the Subscriber's Information

- Enter in the consumer's information, including their:
  - Full legal name
  - Date of birth
  - Last four digits of their Social Security Number or Tribal ID number
  - Home address

Subscriber's Information

We will use this information to find out if the subscriber qualifies for the Lifeline Program. We are committed to protecting their information. Their information will only be used to find out if they qualify and to send them important reminders about their application.

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(s)
If they have multiple last names put them all into the box below.

What is their date of birth?

Month	Day	Year
Choose	DD	YYYY

How do you want us to check their identity?
We'll use this information to see if they're eligible. It won't affect their credit status.

- ⦿ **Social Security Number (SSN)**
  This is the fastest option if they know the last 4 digits of their SSN.

  Enter last 4 digits of their SSN

  XXX - XX -

  This is required if they're applying for Lifeline.

- ◯ **Other government identification**
  A photo of their Driver's License, passport, consular ID, birth certificate, or other government ID issued by the United States or another country.

- ◯ **Number on Tribal ID**
  Look for this number on their card or documentation.

What is their home address?
The address where they will get service. Do not use a P.O. Box.

Street Number and Name

123 Street Road

Apt, Unit, etc.

City

Their City or Town

State

Choose

Zip Code

00000

Next

22

How to Submit an Application: Service Provider Portal
Step 4: Tell Us How They Qualify

- Select **all** the **qualifying programs** the consumer participates in.

  - If they do not participate in a qualifying program, they can also qualify based on their income or through a child or dependent.

Tell Us Which Program They Are In

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

Are they in any of these?
Check all that apply.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⑦
- ☐ 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)
- ☐ FEMA's Individuals and Households Program (IHP) due to Hawaii Wildfires ⑦
- ☐ 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 ⑦

They may be asked to submit documents about the program(s) they select.

Back   Next

23

How to Submit an Application: Service Provider Portal
Step 5: Review the Subscriber's Information

- Review the consumer's information to make sure that it is correct.

  - If corrections are needed, select **Edit** to update the information.

- Ask the consumer to confirm USAC can use their information to check if they are eligible for the Lifeline program.

  - Then, click the checkbox confirming the consumer's consent.

  - Select **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:	**Alpha Testcase**
Date of Birth:	**April 01, 1990**
Last 4 Numbers of SSN:	**1111**
Address:	**123 Not Real Street** **Town, DC 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 Lifeline.

Back

Submit

24

How to Submit an Application: Service Provider Portal
Step 6: Subscriber's Agreement

⚠ The consumer must consent to the information in each statement.

Representatives cannot initial the boxes on the form or enter the e-signature for the consumer.

After submitting the application, you will be redirected to the corresponding application status page:

- Qualified
- Pending Review
- Already Enrolled in Lifeline

Agreement

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

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

Initial — 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 — I agree that **if I move I will give my service provider my new address** within 30 days.

Initial — I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:
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 — **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 — I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and /or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

Initial — **All the answers and agreements that I provided on this form are true and correct** to the best of my knowledge.

Initial — **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 — My service provider may have to check whether I still qualify at any time. **If I need to recertify 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 — If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules. ⓘ

Your Signature

Type your full legal name below

Alpha Testcase

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

Back   Submit

25

How to Submit an Application: Service Provider Portal
Application Approved

They Qualify for Lifeline

You can enroll Alpha Testcase in the Lifeline Program
Next Steps

Use this information to enroll the subscriber in NLAD.

Full Legal Name:	**Alpha Testcase**
Address:	**123 NOT REAL STREET, TOWN, DC 12345**
Application ID:	**Q28587-92797**

Do They Live on Tribal lands? Press the button below to see if they qualified for Tribal benefits

Confirm Tribal Qualification

Poll

Questions?

How to Resolve Errors in the National Verifier

How to Resolve Errors
Overview

When a consumer's information cannot be verified, the consumer can submit documentation to resolve the error. Documentation can be submitted online through the consumer or service provider portal or mailed to the Lifeline Support Center.

- **Service providers can help the consumer** submit required documents directly through the **NV Service Provider Portal, or by mail.**

- Submitting documentation to resolve application errors initiates a manual review process by agents at the Lifeline Support Center.

- Consumers can **check their application status** online through the consumer portal, by contacting the Lifeline Support Center, or by checking with their service provider through whom they initially submitted their application.

How to Resolve Errors
Application Errors

If a consumer receives one or more of the errors below, they will need to submit documentation to resolve the error.

Error	Documentation Required
Eligibility	Proof of program or income eligibility
Identity	Proof of identity
Address	Proof of home address
Duplicate Address	Lifeline Household Worksheet
Under 18	Proof of emancipation
Deceased	Proof of life

Visit our Resolve Application Errors page for more information on acceptable documentation.

How to Resolve Errors
Confirm their Address

- If the consumer's **address** cannot be confirmed, use the mapping tool to find where they live.

Confirm Their Location

Show us that their address is right.

This is the information you gave us.

Address:	123 NOT REAL STREET,
	TOWN, DC 12345

If you see a typo in their address, fix it here.

They have until 11/11/2023 to confirm their address. If they miss the deadline, they will need to submit a new application.

How to Find Their Address   +

Confirm where they live by double clicking on the map or use the (+) button to zoom in. Drop a pin once they find their address.

Leaflet | Powered by Esri | DigitalGlobe, GeoEye, i-cubed, USDA, USGS, AEX, Getmapping, Aerogrid, IGN, IGP, swisstopo, a...

If they do not zoom in enough, they will not be able to drop a pin.

Latitude   **Longitude**

Note: If they live on Tribal lands, this information will be used to confirm they qualify for the enhanced Tribal benefit.

Next

32

How to Resolve Errors
Proof of Eligibility

- If the consumer's **eligibility** cannot be confirmed, you'll need to:
  - Select how they qualify.
  - Then, upload proof of their participation in a qualifying program or proof of their income.

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 ⑦

○ 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)

○ FEMA's Individuals and Households Program (IHP) due to Hawaii Wildfires ⑦

○ 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 ⑦

They will have until 11/11/2023 to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by then, they will need to come back to this site and fill this form out again.

[Back]   [Next]

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 proof of SNAP participation such as an award letter or a benefit statement.

SNAP eligibility documents should include the **consumer's full legal name** (or the BQP's legal name), the **program name** and must be **issued within the past 12 months** (or have an expiration date in the future).

More information about acceptable SNAP eligibility documents can be found on USAC's website.

NOTE: All eligibility documents must be issued by the state, federal or local government, Tribal organization or their authorized agent.

How to add your photo or scanned copy
Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

Back   [Save]   [Next]

33

How to Resolve Errors
Proof of Social Security Number

- If a consumer's Social Security number (last 4 digits) cannot be confirmed, upload an official document that shows the consumer's:

    - First and last name, and

    - The last 4 digits of their SSN.

Share proof of their Social Security number (SSN)

Their document must include:

- Their first and last name:
  Alpha Testcase

- The last four digits of their Social Security number:
  xxx-xx-1111

Here are common examples:

- A Social Security Card
- A Social Security Benefit Statement (SSA-1099)
- A W-2 from the last 2 years
- A prior year's state, federal, or Tribal tax return

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose a file

They have until **November 11, 2023** to complete this section. If they do not complete it by this date, they will need to submit a new application.

What if they don't have proof of their Social Security number?   +

How can I edit their information or add a child or dependent?   —

- You can edit their information (such as their name, date of birth, Social Security number, or address) or add a child or dependent.

- We will check their eligibility again based on the new information provided.

Back   **Next**

How to Resolve Errors
Proof of Tribal ID

- If a consumer's Tribal ID cannot be confirmed, upload an official document that shows the consumer's:

  - First and last name, and

  - Tribal ID number.

Share proof of their Tribal ID Number

Their document must include:

- Their first and last name:

  Alpha Testcase

- Their Tribal ID Number:

  1234567

Here are common examples:

- A Tribal ID card
- An official certificate or letter from their tribe's enrollment office
- A Certificate of Degree of Indian Blood (CDIB)

Common mistakes:

- Some CDIB cards do not include the required information. If their card does not, then it will not be accepted.

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

They have until **November 11, 2023** to complete this section. If they do not complete it by this date, they will need to submit a new application.

What if they don't have proof of their Tribal ID?   —

- They can contact their tribe's enrollment office to learn more about how to get proof of their Tribal ID.

How can I edit their information or add a child or dependent?   +

Back   **Next**

35

How to Resolve Errors
Proof of Date of Birth

- If a consumer's date of birth cannot be confirmed, upload an official document that shows the consumer's:

  - First and last name, and

  - Date of birth.

Share proof of their date of birth

Their document must include:

- Their first and last name
  Alpha Testcase
- Their date of birth:
  4/01/1990

Here are common examples:

- A Driver's license that is not expired
- A Passport that is not expired
- A birth certificate
- A U.S. governement, military, state or Tribal issued ID that includes your date of birth and is not expired
- A Certificate of Naturalization, Certificate of U.S. Citizenship, or Consular Matricular ID

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose a file

They have until **November 11, 2023** to complete this section. If they do not complete it by this date, they will need to submit a new application.

What if they don't have proof of their date of birth?   —

- They can contact their state DMV or birth state or territory's Vital Records Office to learn more about how to get proof of their date of birth.

How can I edit their information or add a child or dependent?   +

Back

Next

How to Resolve Errors
Proof of Life

- If a consumer is identified as potentially deceased, upload documentation that shows proof of life.

  - Documentation must have an issue date within the last three months.

Share proof of life

Their document must include:

- Their first and last name:

  Alpha Testcase

- An issue date within the last three months

Here are common examples:

- A current utility bill
- A paystub
- A mortgage or lease statement
- A retirement or pension statement of benefits
- A notarized letter that confirms their identity and that they are alive

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

They have until **November 11, 2023** to complete this section. If they do not complete it by this date, they will need to submit a new application.

What if they don't have proof of recent life activity? +

How can I edit their information or add a child or dependent? +

Back

Next

How to Resolve Errors
Application Pending Review

- After submitting the required documentation, you'll receive a status update confirming we are reviewing the consumer's documentation.

  - You can check the status of a consumer's application on your account dashboard.

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 may take some time.

Their status will be updated in the system when their documents have been reviewed. Please check back later to see if they qualify for Lifeline. You can also see their application status on your account dashboard.

If they qualify...

You will have 90 days to enroll Alpha Testcase in NLAD.

If they do not qualify...

We'll ask for more information or tell you what to do next. **You will have until 11/11/2023 (Based on US Eastern Time)** to send us the information or complete the next steps.

Full Legal Name:	**Alpha Testcase**
Address:	**123 NOT REAL STREET, TOWN, DC 12345**
Application ID:	**Q28587-92797**

Return to Your Account   **Qualify Another Person**

Questions?

Check the Status of Applications

Check the Status of Applications

On your account dashboard, you'll be able to see all pending applications you've submitted.

- Review the status of the application.
  - **Qualified**: The application is approved and the consumer can be enrolled.
  - **More Documentation Needed**: Documentation is required to confirm the consumer's information.
  - **Pending Review**: Submitted documents are pending review.

41

Questions?

Resources

Resources
USAC's Websites

- USAC has two websites available:

  - Lifeline's consumer website: LifelineSupport.org

  - USAC's Lifeline website for service providers, state and federal partners, consumer advocates, and Tribal partners: usac.org/lifeline

- More information can be found on the National Verifier section of our website:

  - NV Maintenance Schedule

- Contact LifelineProgram@usac.org for technical questions, assistance, and general NV inquiries.
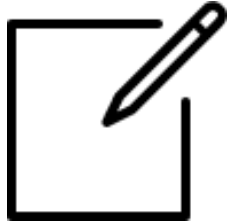
Resources
Consumer Educational Material

- [How to Apply Flyer](#)

- [How to Apply [Spanish] Flyer](#)

- [Manage Your Benefit Flyer](#)

- [Manage Your Benefit [Spanish] Flyer](#)

- [Tribal Flyer](#)

- [Consumer Toolkit](#)

- [Tribal Toolkit](#)

Thank You!

Take Our Survey

- We want to hear about your webinar experience

- Expect an email from <u>invites@mailer.surveygizmo.com</u> with a unique survey link in 1-2 business days

- We appreciate your feedback