National Verifier Training: Eligibility

November 5, 2019
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
• **A copy of the slide deck is in the “Handouts” section of webinar panel**
Today’s Presenters

Catie Miller
Leah Sorini
Linnita Hosten
National Verifier Reminders

- Log In: CheckLifeline.org
- National Verifier staging (pre-production)
  - Pre-Production Guide
  - Reviews: LifelineProgram@usac.org

- Our usac.org site is being updated and will be available on November 11, 2019
  - Our usac.org landing page will remain the same, but Lifeline links will change
  - Lifelinesupport.org, The National Verifier and NLAD sites will remain the same
Course Objectives

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

...be able to:

• Navigate the National Verifier (NV) Provider Portal
• Assist a consumer with the eligibility application process through the National Verifier (NV) Provider Portal

...understand:

• A consumer’s options for checking their eligibility
• Procedural guidelines (ex. responsibilities service providers have when supporting consumers in checking their eligibility / applying for Lifeline)
• The role of the Lifeline Support Center, service providers, and consumers in the eligibility process
• How to navigate common eligibility scenarios

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Course Overview

01 | Introduction
   - Eligibility Check Overview
     - The National Verifier (NV) eligibility check in your state

02 | Applying for lifeline with assistance from a service provider
   - How can a service provider help a consumer apply via the National Verifier (NV) Provider Portal?
   - How can a service provider assist a consumer in updating their address?
   - What are the service provider’s responsibilities?

03 | Summary
   - What are the key themes and takeaways?
Section 1: Introduction
With the introduction of the National Verifier (NV) System, the eligibility check processes have changed:

- The eligibility verification process has been streamlined. The National Verifier checks and determines a consumer’s Lifeline eligibility.

- Applicants can check eligibility directly via the National Verifier (NV) Web Portal, by mail, or with assistance from a service provider.

- Consumers can check their application status online. They can also contact the Lifeline Support Center to check their application status or their enrollment status.

It is important to note that the National Verifier will provide a centralized location for checking the eligibility of consumers. Consumers, however, must still be enrolled with a service provider in NLAD to start receiving Lifeline services.
Eligibility Check – High Level

Overall eligibility check process conducted in the National Verifier System:

- NV Web Portal
  - Individual Eligibility Check

- USAC NLAD Checks
  - Address Matching Service (AMS)
  - Duplicate Subscriber
  - Duplicate Address
  - Under 18
  - Third Party Identity Verification (TPIV)

- State/Territory Real Time Systems

- Federal Real Time Systems
  - Public Housing Assistance (HUD)

Real Time Data Processing:
Near real-time response on consumer eligibility.
## Eligibility Check For Participating States

<table>
<thead>
<tr>
<th>NV State</th>
<th>Data Processing System</th>
<th>Eligibility Check Response Time</th>
<th>Eligibility Check Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona</td>
<td>Federal Database Connections <strong>Only</strong></td>
<td><strong>Consumer Found</strong> in Federal Database</td>
<td>Real time response (within minutes)</td>
</tr>
<tr>
<td>Connecticut</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Georgia</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kansas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nebraska</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nevada</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New York</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virginia</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vermont</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>West Virginia</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Iowa</td>
<td>State/Federal Connection</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*USAC is actively working with these states to create additional automated connections where possible.
Section 2: Applying for Lifeline with Assistance from a Service Provider
Applying for Lifeline with Assistance from a SP  
Process Overview

Applying for Lifeline
- Start a New Application
- Enter Subscriber’s Information
- Select Qualifying Program(s)
- Review Subscriber’s Information & Submit Application

Real-Time States
- NLAD Checks & State/Fed Data Sources Called
- Consumer Passed NLAD & State/Fed Checks
- Subscribers’s Agreement
- Qualified

- Consumer Failed One or More NLAD or State/Fed Checks
- Subscribers Agreement
- Already Enrolled in Lifeline

- More Documentation Needed
- Upload Documents
- Pending Review

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Service provider representatives can use the **search function** to find a consumer’s application. They can search by entering a consumer’s First Name, Last Name, or Application ID.

The representative can start a new application by clicking the “**Start New Application**” button on their home page.
Applying for Lifeline with Assistance from a SP
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.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Name (Optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Last Name</th>
<th>Suffix (Optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What is their date of birth?

<table>
<thead>
<tr>
<th>Month</th>
<th>Day</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>MM</td>
<td>DD</td>
<td>YYYY</td>
</tr>
</tbody>
</table>

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

Give their Tribal Identification Number instead.

What is your Tribal Identification Number?

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

<table>
<thead>
<tr>
<th>Street Number and Name</th>
<th>Apt, Unit, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>123 Street Road</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your City or Town</td>
<td>Choose</td>
<td>00000</td>
</tr>
</tbody>
</table>

Next
Applying for Lifeline with Assistance from a SP
Select Qualifying Program(s)

The service provider 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?

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 (TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribal Head Start (only if they qualified for it through their income)

If the Consumer qualifies for Lifeline through an eligible child or dependent, the Service Provider will ask the Consumer for their Benefit Qualifying Person’s (BQP) information.

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Applying for Lifeline with Assistance from a SP
Review Subscriber’s Information & Submit Application

The service provider 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.

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.

<table>
<thead>
<tr>
<th>Full Legal Name:</th>
<th>PA Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:</td>
<td>July 12, 1990</td>
</tr>
<tr>
<td>Last 4 Numbers of SSN:</td>
<td>1234</td>
</tr>
<tr>
<td>Address:</td>
<td>123 Fake Street, Gotham, PA 12345</td>
</tr>
</tbody>
</table>

Before the representative can click “Submit”, they must ask and obtain the consumer’s permission to the agreement statement.

Either the consumer or service provider representative can check the consent check box.

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Applying for Lifeline with Assistance from a SP Review Subscriber’s 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 legal 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.

<table>
<thead>
<tr>
<th>Full Legal Name:</th>
<th>PA Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:</td>
<td>July 12, 1990</td>
</tr>
<tr>
<td>Last 4 Numbers of SSN:</td>
<td>1234</td>
</tr>
<tr>
<td>Child/Dependent’s Full Legal Name:</td>
<td>Junior Fake</td>
</tr>
<tr>
<td>Child/Dependent’s Date of Birth:</td>
<td>June 12, 2017</td>
</tr>
<tr>
<td>Child/Dependent’s Last 4 Numbers of SSN:</td>
<td>8889</td>
</tr>
<tr>
<td>Address:</td>
<td>123 Fake Street, Gotham, PA 12345</td>
</tr>
</tbody>
</table>

---

**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.

[Submit] [Back]
Applying for Lifeline with Assistance from a SP
NLAD Checks & State/Fed Data Sources Called

NV will make the following verifications:

- **NLAD checks:**
  - Verify a consumer’s address through AMS
  - Verify if a consumer is already enrolled or if someone at their address is already enrolled
  - Verify a consumer’s identity through TPIV

- **Federal Data Sources**
  - HUD
  - Medicaid

- **State Datasources**
  - All available state data sources
Applying for Lifeline with Assistance from a SP
System Errors

Review the Subscriber’s Information
Before we check if they qualify for Lifeline, make sure they check and see that their information is right.

**There Was a Problem**
Come back later and try again. This is not a problem with your computer or internet connection. We are working to fix it as fast as possible.

If you need help right now, you can call Lifeline Customer Service at 1-800-x.x.x.x.x.x.

Double check the information below.

Full Legal Name: PA Person
Date of Birth: July 12, 1900
Last 4 Numbers of SSN: 1234
Address: 123 Fake Street, 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.

**There Was a Problem**
Come back later and try again. This is not a problem with your computer or internet connection. We are working to fix it as fast as possible.

If you need help right now, you can call Lifeline Customer Service at 1-877-524-1325

If there is a system error in connecting to the databases, the error message on this screen will be displayed to service provider representatives.

They can help the consumer check their eligibility at a later time, or contact the Lifeline Support Center for immediate assistance.
Applying for Lifeline with Assistance from a SP Subscriber’s Agreement

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

---

**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**

<table>
<thead>
<tr>
<th>Initial</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>PP</td>
<td>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).</td>
</tr>
<tr>
<td>PP</td>
<td>I agree that if I move I will give my service provider my new address within 30 days.</td>
</tr>
<tr>
<td>PP</td>
<td>I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:</td>
</tr>
<tr>
<td></td>
<td>1. If the person in my household that qualifies, do not qualify through a government program or income anymore.</td>
</tr>
<tr>
<td></td>
<td>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 service).</td>
</tr>
<tr>
<td>PP</td>
<td>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.</td>
</tr>
</tbody>
</table>

---

**Initial**

<table>
<thead>
<tr>
<th>Initial</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>PP</td>
<td>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.</td>
</tr>
<tr>
<td>PP</td>
<td>All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.</td>
</tr>
<tr>
<td>PP</td>
<td>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.</td>
</tr>
<tr>
<td>PP</td>
<td>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.</td>
</tr>
<tr>
<td>PP</td>
<td>If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in §44.400d of the Lifeline rules.</td>
</tr>
</tbody>
</table>

---

**Important Note:** 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).
Applying for Lifeline with Assistance from a SP
Subscriber’s Agreement

After the consumer initials next to the individual consent statements, they must write 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 enter 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.**
Applying for Lifeline with Assistance from a SP
Eligibility Statuses

After submitting the application, the subscriber’s application will receive one of four eligibility statuses:

<table>
<thead>
<tr>
<th>Eligibility Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualified</td>
<td>Consumer passed all NLAD &amp; state validations and is eligible for Lifeline</td>
</tr>
<tr>
<td>Already Enrolled in Lifeline</td>
<td>Consumer record was found in state or federal data source and is already receiving a Lifeline Benefit</td>
</tr>
<tr>
<td>More Documentation Needed*</td>
<td>Consumer must upload documentation to dispute failures</td>
</tr>
<tr>
<td>Pending Review**</td>
<td>Consumer’s documents are being reviewed; application status will update in real-time</td>
</tr>
</tbody>
</table>

*Note: Consumers who receive a status of More Documentation Needed will be directed to dispute failures before proceeding to the Subscriber’s Agreement

**Note: Consumers will only receive a status of Pending Review once they have uploaded documents to dispute failures

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Applying for Lifeline with Assistance from a SP
Consumer Passed NLAD & State/Fed Checks

The consumer will receive an eligibility status of “Qualified” if they passed all NLAD and State/Fed data source checks.

Eligibility Status: “Qualified”

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: Q1230-29511

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

Once the service provider representative finishes assisting the consumer with checking their eligibility, the representative will see a message indicating the consumer’s eligibility status.

The representative can then proceed to enroll the consumer in NLAD. The consumer will need to enroll via NLAD within 90 days or their “Qualified” eligibility result will expire.
Applying for Lifeline with Assistance from a SP
Consumer Failed One or More NLAD or State/Fed Checks

Eligibility Status: “Already Enrolled in Lifeline”

Our Records Show That The Subscriber Already Has Lifeline

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

Let them know that these are their options:

Stay with their current Company

They do not need to do anything else here. But if they updated their address, they must notify their phone or internet company of their new address within 30 days.

Restart their service or cancel their benefit.

If they need to restart their service or want to cancel their benefit, they need to contact their current phone or Internet company.

If they don’t know what company is giving them service, they can log in to the Lifeline National Verifier consumer portal or call Lifeline Customer Service at 1-877-459-2323.

Transfer their benefit.

If they want to transfer their Lifeline benefit to your company, you can log into NLAD and use the Transfer Lifeline Benefit feature to enroll the subscriber with your company.

Or they can find a new company using the list of phone or internet companies near them and ask them to transfer their service.

If the consumer thinks this is fraud, they should call USAC.

If they think this message is wrong, they should call Lifeline Customer Service at 1-877-459-2323. For example:

- if they never had a Lifeline benefit and think someone else is using their information.
- if they think they already cancelled their benefit.

If the consumer received this eligibility failure and would like to transfer their benefit, they are able to do so with their chosen new service provider.
Applying for Lifeline with Assistance from a SP
Consumer Failed One or More NLAD or State/Fed Checks

Eligibility Status: “More Documentation Needed”

If the Consumer receives a 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 Matching 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 consumer can ask a service provider to help them submit documentation via their service provider NV Web Portal account.
Applying for Lifeline with Assistance from a SP
Upload Documents

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.

<table>
<thead>
<tr>
<th>Which program do they want to qualify through?</th>
</tr>
</thead>
<tbody>
<tr>
<td>They will need to show proof that they are in the program they choose.</td>
</tr>
<tr>
<td>Choose one.</td>
</tr>
<tr>
<td>☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps</td>
</tr>
<tr>
<td>☐ Medicaid</td>
</tr>
<tr>
<td>☐ Supplemental Security Income (SSI)</td>
</tr>
<tr>
<td>☐ Federal Public Housing Assistance</td>
</tr>
<tr>
<td>☐ Veterans Pension and Survivors Benefit Programs</td>
</tr>
<tr>
<td>☐ Tribal Specific Program (only choose if they live on tribal lands)</td>
</tr>
<tr>
<td>☐ They don't participate in one of these programs, and want to qualify through income</td>
</tr>
<tr>
<td>☐ They are not in any of these programs, but their child or dependent is in one of these programs</td>
</tr>
</tbody>
</table>

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

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

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Applying for Lifeline with Assistance from a SP 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 these 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 NLAD.

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 NV Provider Portal, the application status will appear as “Pending Review” until the Lifeline Support Center representative has finished their 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.
Applying for Lifeline with Assistance from a SP
Resolve Application Errors

Service providers 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>Q97434-19793</td>
<td>08/29/2018 08:06:28</td>
<td>Pending Review</td>
<td>tpidentity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>NC PERSON</td>
<td>Q16232-36056</td>
<td>08/29/2018 08:05:15</td>
<td>More Documentation Needed</td>
<td>tpidentity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>North Carolina Test</td>
<td>Q68468-36835</td>
<td>08/29/2018 07:59:56</td>
<td>More Documentation Needed</td>
<td>tpidentity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>NC PERSON</td>
<td>Q61617-19693</td>
<td>08/28/2018 21:36:21</td>
<td>Pending Batch Decision</td>
<td>tpidentity, Eligibility, InvalidAddress</td>
</tr>
</tbody>
</table>
Applying for Lifeline with Assistance from a SP Journey Map – Successful Application

Consumers can check their eligibility through multiple methods, including a service provider assist them in their application through an NV Web Portal service provider account.

**Situation:** Taylor wants to apply for Lifeline with assistance from a service provider.

**Step 1**
- **Character(s):** Taylor, Consumer; Chris, SP Rep
- **System:** NV Web Portal
- **Description:** Taylor visits a service provider’s store. Chris, a SP representative, visits his NV Provider Portal account, and logs in with his own credentials.

**Step 2**
- **Character(s):** Taylor, Consumer; Chris, SP Rep
- **System:** NV Web Portal
- **Description:** Chris starts a new Application Form by asking Taylor each of the form’s questions before filling in her information. This consumer information will be used to check her eligibility.

**Step 3**
- **Character(s):** Taylor, Consumer; Chris, SP Rep
- **System:** NV Web Portal
- **Description:** She selects the qualifying program(s) she participates in. Chris and Taylor review the Application Form. Chris directs Taylor to check the box to indicate that she understands that her information will be used to check her eligibility.

**Step 4**
- **Character(s):** Taylor, Consumer; Chris, SP Rep
- **System:** NV Web Portal
- **Description:** Taylor reads and initial the consent and certification statements. Taylor then e-signs to finish the process.

**Step 5**
- **Character(s):** Taylor, Consumer; Chris, SP Rep
- **System:** NV Web Portal & NLAD
- **Description:** Taylor is notified that she is eligible for Lifeline and can enroll with Chris, who will then do so via NLAD.*

*Note: Service providers cannot complete the self-certification on behalf of consumers.*
Applying for Lifeline via the NV Web Portal
Check Status

• If a consumer needs to submit documentation and is waiting for an updated status from the Lifeline Support Center, the service provider can help a consumer check the status of a Lifeline application through the NV Provider Portal account or by calling the Lifeline Support Center.

<table>
<thead>
<tr>
<th>Lifeline Support Center</th>
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</thead>
<tbody>
<tr>
<td>1-800-234-9473</td>
</tr>
<tr>
<td>Mon-Sun</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.
Applying for Lifeline with Assistance from a SP
Update a Consumer’s Address

Service Providers can assist consumers in updating their address via the National Verifier web portal, if necessary. Service providers should initiate the address update process in NLAD.

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

Enter the consumer’s new address

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.
123 Street Road

City                              State           Zip Code
Your City or Town Choose 00000

Consumers may select “Update Your Address” on the Consumer Landing Page to start a new application with their new address.

Note: The consumer will automatically receive an address error because NLAD will not recognize their new address.
Applying for Lifeline with Assistance from a SP
Update a Consumer’s Address

Once the consumer confirms their new address, they will be directed to the Address Confirmation Page, notifying them that their new address was successfully saved.

Their Address Qualifies For Lifeline

If they just wanted to update their address:

- Notify their current company.

They do not need to do anything else here. But they must notify their phone or internet company of their new address within 30 days.

If they want to reapply or transfer their benefit:

- Continue with this application.

If they want to reapply to Lifeline or transfer their Lifeline benefit to another company, select Next to continue with their application.

Consumers must notify their current provider if their address has changed.

 Consumers may continue with their application if they have remaining errors to resolve.
Applying for Lifeline with Assistance from a SP
Update a Consumer’s Address

Consumers will only see the Address Confirmation Page if they are a **duplicate subscriber** and have certain error combinations:

- **Start a New Application**
  - **Enter Subscriber’s Information with New Address**
  - **Select Qualifying Program(s)**
  - **Review & Submit Application**

- **Duplicate Subscriber & No Other Errors**
  - **Subscriber’s Agreement**
  - **Address Confirmation Page**
  - **Duplicate Subscriber Page**

- **Duplicate Subscriber & Only Address Errors**
  - **Address Error Pages**
  - **Subscriber’s Agreement**
  - **Address Confirmation Page**
  - **Pending Batch Decision Page**

- **Duplicate Subscriber & Only Non-Address Errors**
  - **Address Confirmation Page**
  - **Non-Address Errors**
  - **Subscriber’s Agreement**
  - **Pending Review Page**
  - **Pending Batch Decision Page**

- **Duplicate Subscriber & Address + Non-Address Errors**
  - **Address Confirmation Page**
  - **Non-Address Errors**
  - **Subscriber’s Agreement**
  - **Pending Review Page**
  - **Pending Batch Decision Page**

- **Non-Duplicate Subscriber**
  - **Address Error Pages**
  - **Subscriber’s Agreement**
  - **Pending Review Page**
  - **Pending Batch Decision Page**

- **Normal Error Flow**
  - **Address Error Pages**
  - **Subscriber’s Agreement**
  - **Pending Review Page**
  - **Pending Batch Decision Page**

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Applying for Lifeline with Assistance from a SP
Service Provider Responsibilities

Service providers may assist consumers in checking their eligibility through the National Verifier.

Service providers are **able to aid** consumers by:

- Helping consumers understand their responsibilities as a Lifeline benefit recipient
- Providing instructions and guidance
- Helping consumers update their address if necessary
- Providing consumers with a means to use the NV Web Portal to complete an application and/or check the status of their eligibility check with their own consumer account
- Assisting consumers in their application through the service provider representative’s own NV Web Portal account as long as the consumer is present in person to give their consent on the certification and consent fields, and provides their e-signature

Service providers are **unable to aid** consumers by:

- Entering a consumer’s information without their consent
- Signing a consumer’s consent and certification statements
- Submitting false documentation and information on the consumer’s behalf
- Claiming to verify a consumer’s eligibility and promising the consumer the Lifeline benefit prior to verification
- Writing down, copying, or saving the consumer’s PII
Section 3: Summary
Lesson Summary
Key Takeaways and Tips

In this section, you have learned:

• A service provider representative can use their existing NLAD credentials in order to access the NV Web Portal.

• Some of the participating states will use real-time data systems, which means that a consumer application can have near real-time response on a consumer’s eligibility.

• A service provider representative can assist a consumer submit their Application Form via their own NV Provider Portal account.

• If necessary, a service provider can help the consumer to submit more documentation to verify their eligibility depending on their error type.

• A service provider is also able to provide consumers with information and guidance to apply for Lifeline, and help consumers understand their responsibilities as Lifeline benefit recipients.

• A service provider cannot sign a consumer’s consent and certification statements on the consumer’s behalf.
Questions?
Looking Ahead
Looking Ahead: National Verifier Training and Support

Trainings for October 2019 Launch:

- **November 14, 2019**: Correcting Eligibility Errors
- **November 19**: Using NV Staging Environment
- **November 21**: Using NV without SP Portal

Office Hours for October 2019 Launch:

- **November 12**: Open Form for Service Providers

Register [here](#)
Thank You!

- Thank you for joining us!
- If you received this webinars training invitation from another member of your team or know of others who should receive training invitations please email us at LifelineProgram@usac.org to be added to the National Verifier training and outreach list for these states.
- Sign up for Lifeline Program email updates and upcoming events
  - Visit usac.org/li and click “Subscribe” in the upper right hand corner
- Need help? Contact us!
  - General: LifelineSupport@usac.org