

A woman and a young girl are sitting on a couch, looking at a tablet together. The woman is pointing at the screen, and the girl is looking at it with interest. The image has a blue tint.

National Verifier Training: Eligibility

November 5, 2019



Universal Service
Administrative Co.

- 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

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



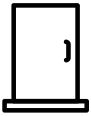
...be able to:

- 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



01 | Introduction

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



02 | Applying for lifeline with assistance from a service provider

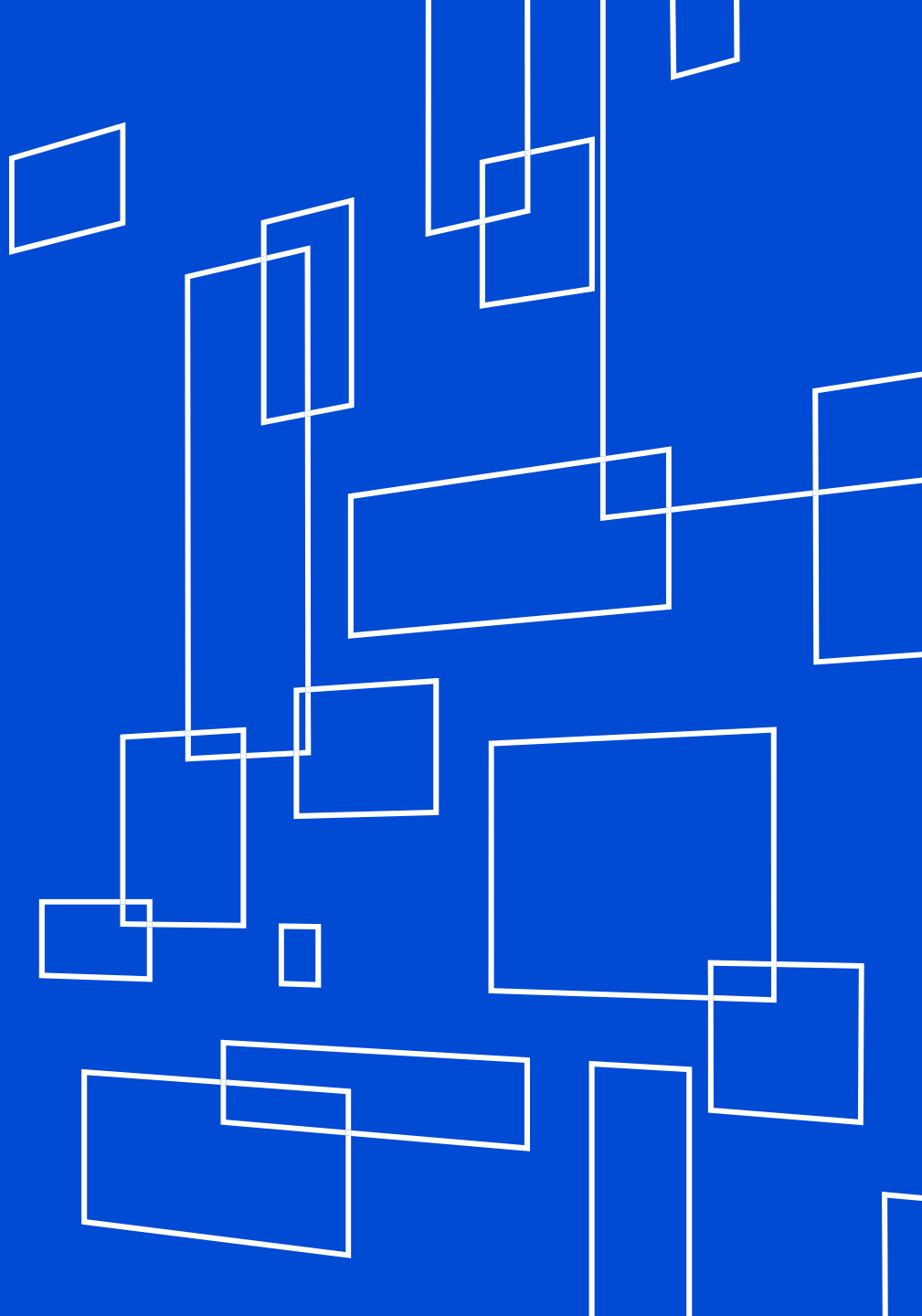
- How can a service provider help a consumer apply via the National Verifier (NV) Provider Portal?
- How can a service provider assist a consumer in updating their address?
- What are the service provider's responsibilities?



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.

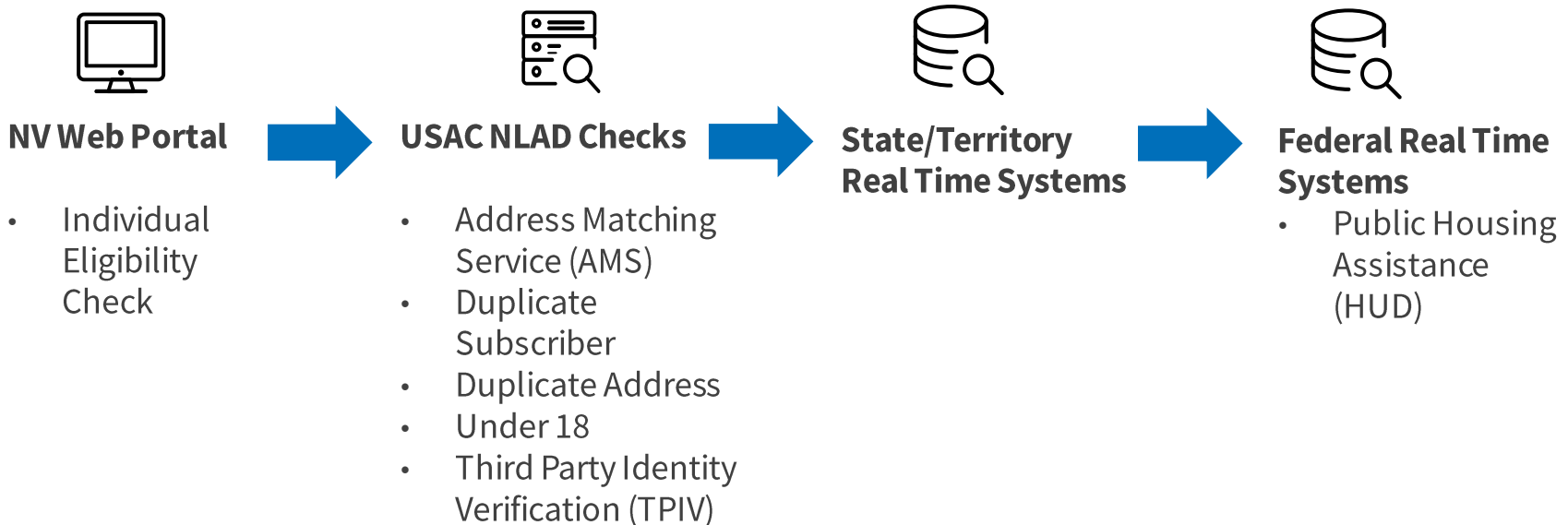


- Consumers can **check their application status online**. They can also contact the Lifeline Support Center to check their **application status** or their **enrollment status**.

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:



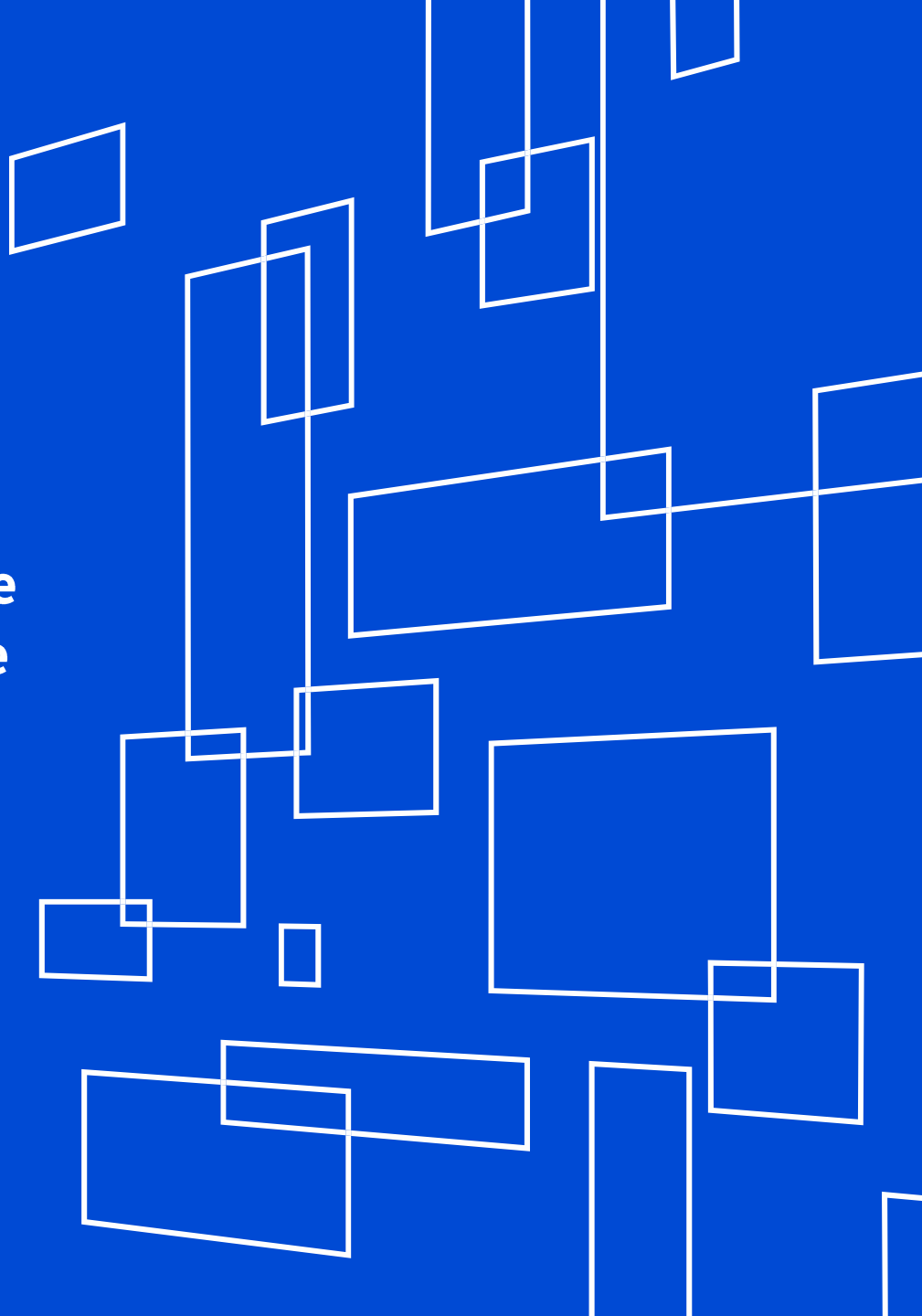
Real Time Data Processing:
Near real-time response on consumer eligibility.

Eligibility Check For Participating States

NV State	Data Processing System	Eligibility Check Response Time <i>Consumer Found in Federal Database</i>	Eligibility Check Response Time <i>Consumer Not Found in Federal Database</i>
Arizona	Federal Database Connections Only *	Real time response (within minutes)	Real time response (within minutes)
Connecticut			
Georgia			
Kansas			
Nebraska			
Nevada			
New York			
Virginia			
Vermont			
West Virginia			
Iowa	State/Federal Connection		

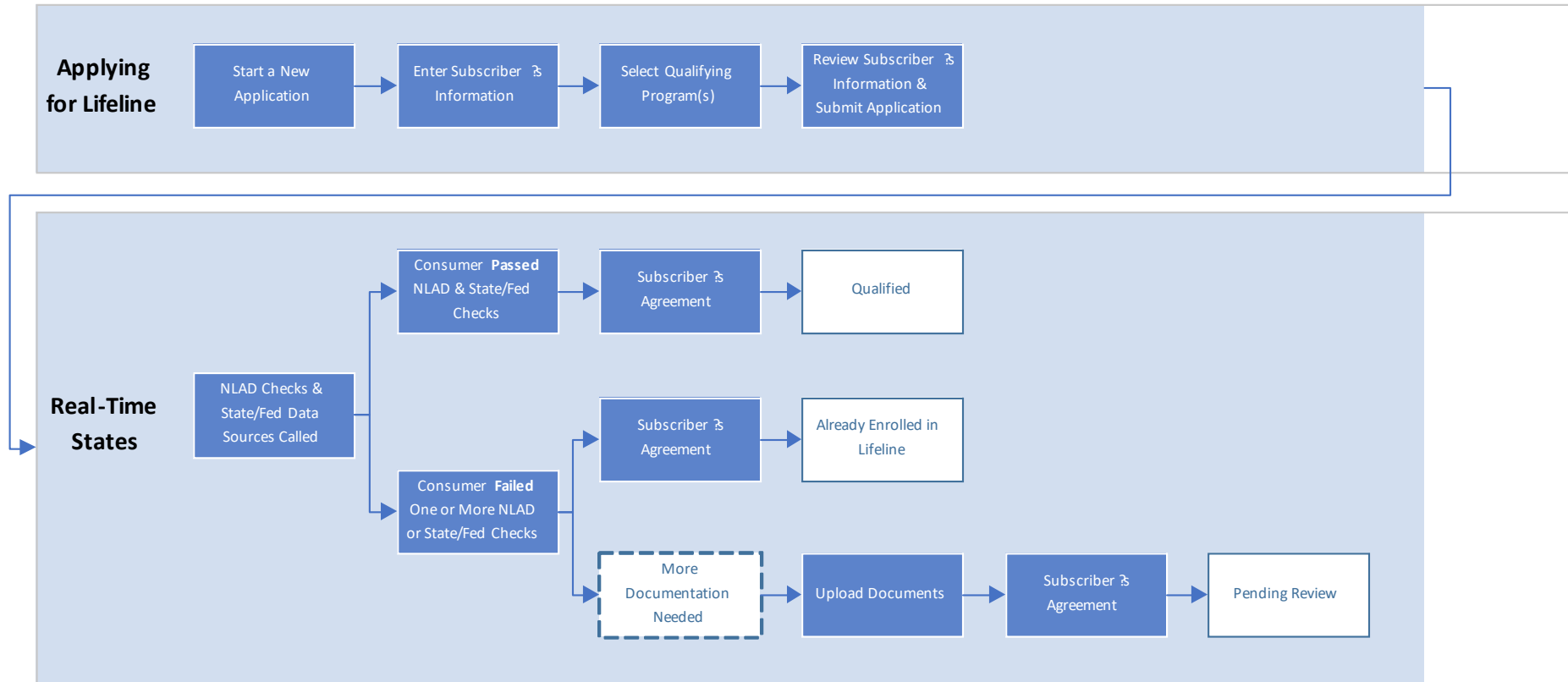
*USAC is actively working with these states to create additional automated connections where possible.

Section 2: Applying for Lifeline with Assistance from a Service Provider



Applying for Lifeline with Assistance from a SP

Process Overview



Applying for Lifeline with Assistance from a SP

Start New Application

Lifeline National Verifier

Your Account ▾

Go To NLAD
Change Your Password in NLAD
Sign Out

Welcome Service Provider Agent

Start New Application

Pending Applications

Displaying 25 of 642 records

Search:



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

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.

First Name

Middle Name (Optional)

Last Name

Suffix (Optional)

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

What is their date of birth?

Month Day Year

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

Give their Tribal Identification Number instead.

What is your Tribal Identification Number?

I want to give my Social Security Number instead.

What is their home address?

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

Street Number and Name

Apt, Unit, etc.

City

State

Zip Code

Next

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 

Back

Next

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

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

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

Their Child or Dependent's Information

What is their full legal name?

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

First Name

Middle Name (Optional)

Last Name

Suffix (Optional)

What is their date of birth?

Month

Day

Year

Choose

00

YYY

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

Give their Tribal Identification Number instead.

Back

Next

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.

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.

Full Legal Name: PA Person

Date of Birth: July 12, 1990

Last 4 Numbers of SSN: 1234

Address: 123 Fake Street
Gotham, PA 12345

 Edit

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

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

Back

Submit

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.

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.

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

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

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

[Back](#)

[Submit](#)

Applying for Lifeline with Assistance from a SP

NLAD Checks & State/Fed Data Sources Called

Review the Subscriber's Information

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

Double check the information below.

Loading ...

This may take a few minutes. Please wait. [Edit](#)

Legal Name: WANNABE DONE
Date of Birth: March 1, 2000
Last 4 Numbers of SSN: 8889
Address: 1234 Main St, Apt 145

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

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

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

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 Data sources**

- 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-xxx-xxxx.

Double check the information below.

Full Legal Name:	PA Person	Edit
Date of Birth:	July 12, 1990	
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

☒ By checking this box, I agree to provide my information to apply for Lifeline.

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 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 my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

Initial 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 (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial 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. [?](#)

! 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



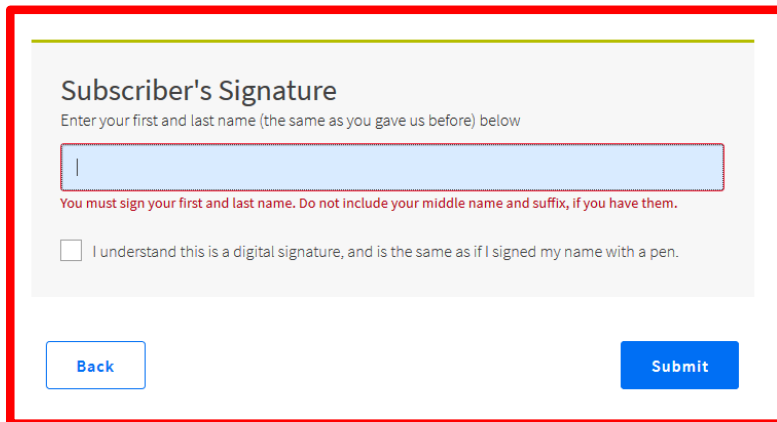
Subscriber's Signature
Enter your first and last name (the same as you gave us before) below

PA Person

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

Back Submit

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



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

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

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

Back Submit

The system will limit the subscriber to 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**:

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

**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*

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: Q12230-29511

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

[Return to Your Account](#)

[Qualify Another Person](#)

[Go to NLAD](#)

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 **1-877-524-1325**

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 **1-877-524-1325**. 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.

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

Note: A 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.

Which program do they want to qualify through?

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

Choose one.

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

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

Back

Next

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**.

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 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 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:

Lifeline National Verifier

Your Account ▾

- Go To NLAD
- Change Your Password in NLAD
- Sign Out

Welcome Service Provider Agent

Start New Application

Pending Applications

Displaying 25 of 642 records

Search:

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

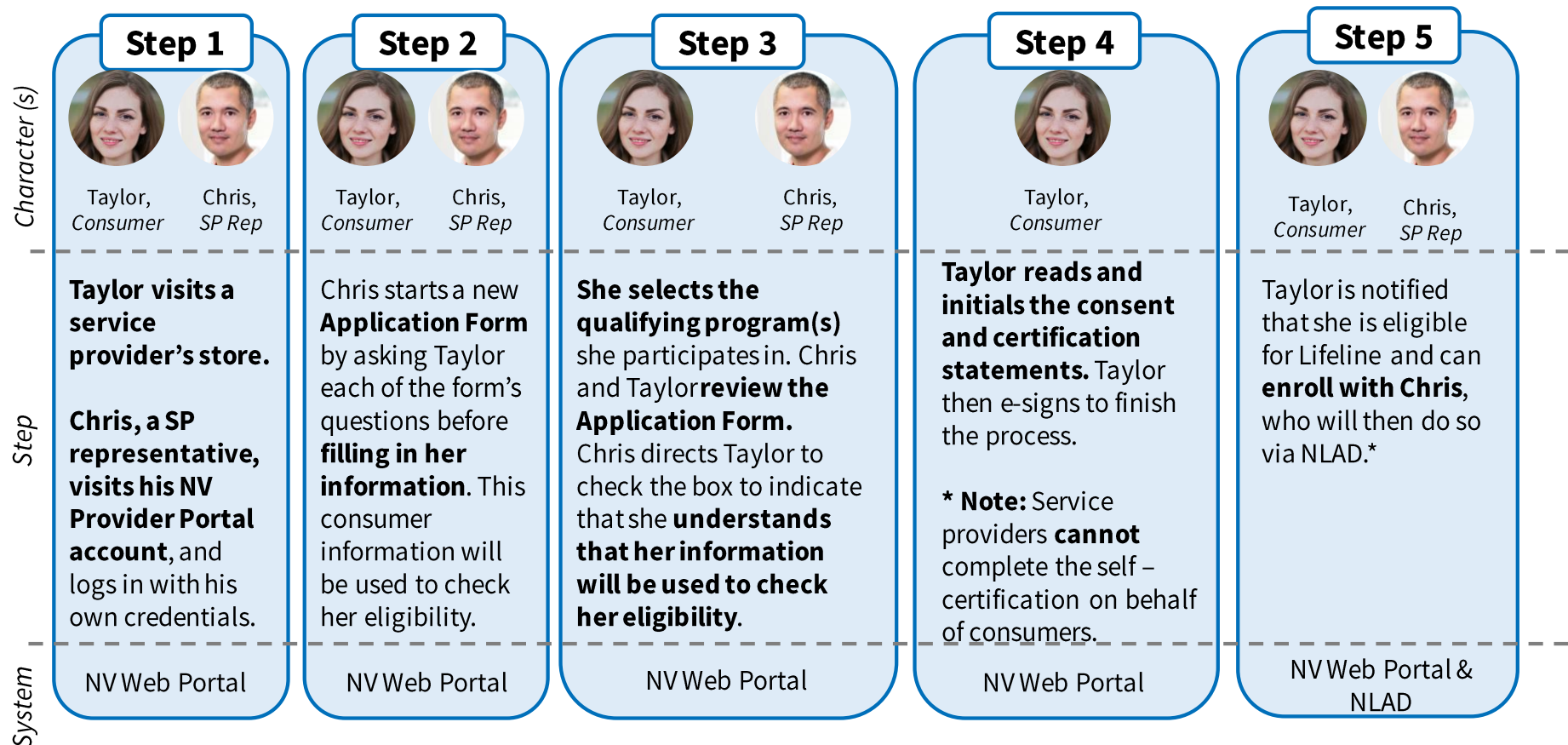
Applying for Lifeline with Assistance from a SP

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.



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.



Lifeline Support Center

1-800-234-9473

Mon-Sun

9:00 AM to 9:00 PM ET

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

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.

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

Enter the consumer's new address

Street Number and Name
123 Street Road

Apt, Unit, etc.

City
Your City or Town

State
Choose ▼

Zip Code
00000

Next

Note: The consumer will automatically receive an address error because **NLAD will not recognize their new address.**

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

Lifeline National Verifier

English | Español | Your Account ▼

Welcome Lifeline Subscriber

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Return to Application](#)

Application ID	Application Created	Expiration Date	Status
Please select "Apply or Transfer Your Service" to qualify for Lifeline.			

Apply or Transfer Your Service

Complete a new application if you'd like to sign up for Lifeline again or want to transfer your benefit to a different company.

Update Your Address

If you already get Lifeline but have moved recently, update your address here and let your company know as soon as possible.

Find a Company Near Me

[Find a Company Near Me](#)

Lifeline is a federal benefit. If you are not happy with your Lifeline service, you can move to another phone or internet company.

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.

[Return to Dashboard](#)

[Next](#)

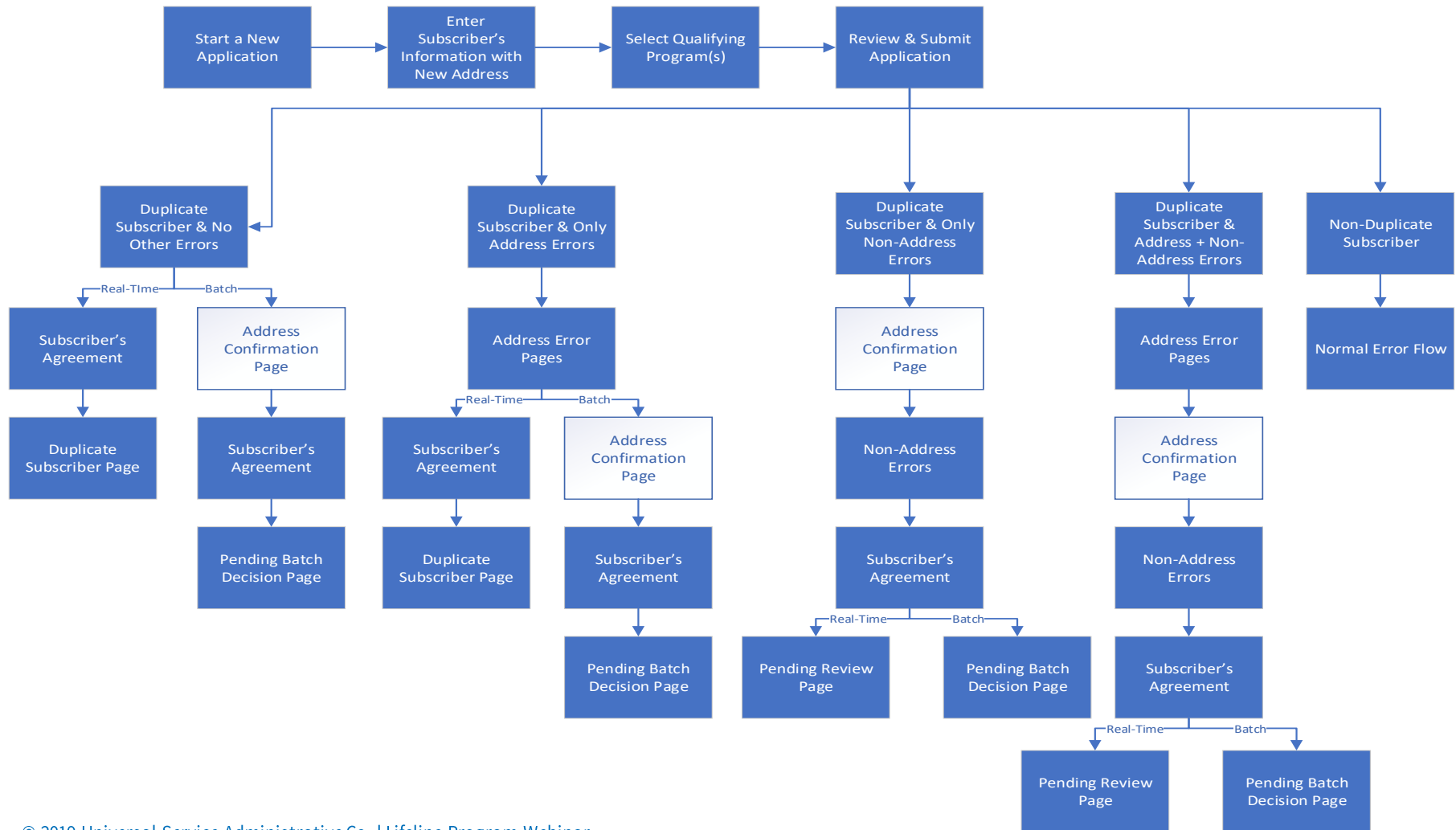
Consumers must
notify their
current provider
if their address
has changed

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:



Applying for Lifeline with Assistance from a SP

Service Provider Responsibilities

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

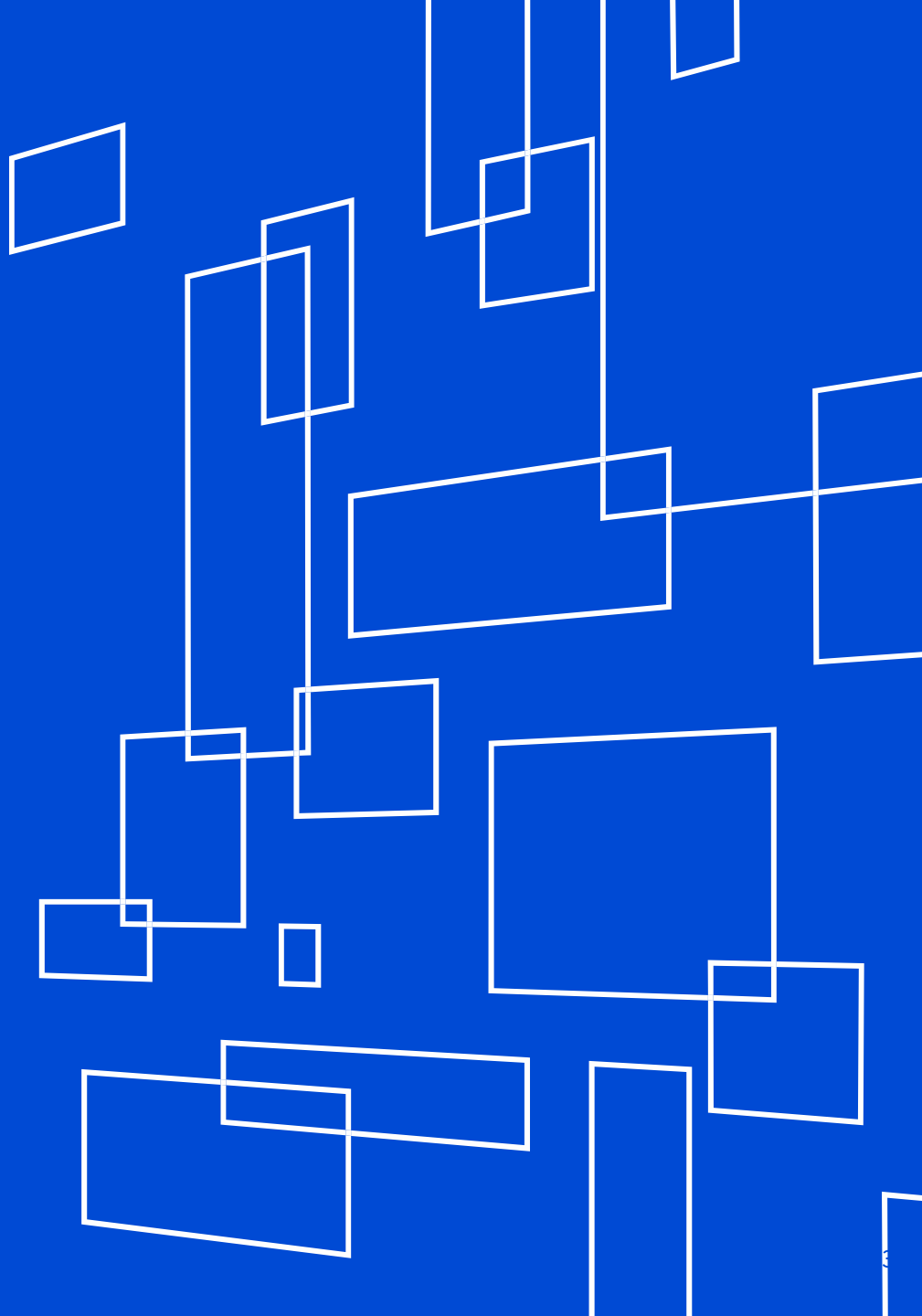
Service providers are **able to aid** consumers by:

- ✓ 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

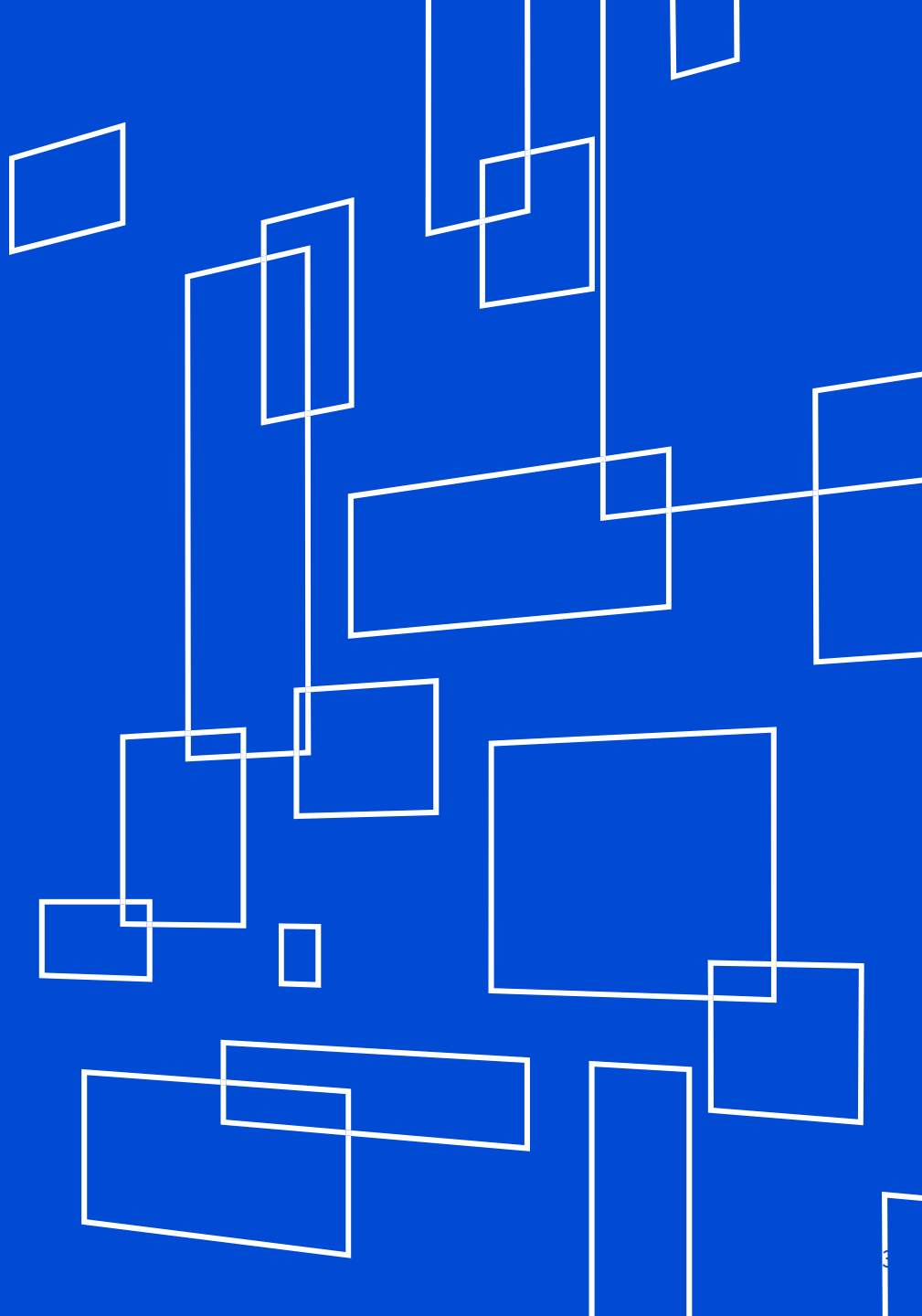
Key Takeaways and Tips

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**
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