

National Verifier Carrier API

September 2019



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Today's Presenters



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Announcements

- National Verifier Update
- CMS connection is now live
- Minimum Service Standards set to change December 1, 2019
- Carrier API Office Hours will be held on September 26 - register [here](#)
- Lifeline Website Updates Coming October 2019

1. Introduction/Background
2. NV API Workflow
3. Interconnection Security Agreement
4. Implementation Timeline
5. Testing

National Verifier: Current State



Option 1

Apply Through a Service Provider

- The consumer visits a service provider.
- The service provider will enter the consumer's information into the National Verifier service provider portal.



Option 2

Apply by Mail

- The consumer fills out the National Verifier [Lifeline Application Form](#)
- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider.



Option 3:

Apply Online

- The consumer applies via the consumer portal from any computer or mobile device.
- The consumer contacts a service provider to enroll in Lifeline.

Areas of Opportunity

We have received feedback from service providers (SPs) around the National Verifier processes and challenge areas:

1

The National Verifier service provider portal is not conducive to online-only business models.

2

5 out of 5 PII matching criteria creates consumer/SP burden because there is no integrated way to directly enroll after qualifying for Lifeline in the National Verifier.

3

The NV service provider portal creates additional consumer burden if an application cannot be completed in a single interaction.

An Opportunity: Carrier APIs

- An API (application programming interface) allows applications, such as a service provider's online point-of-sale system and the National Verifier, to send information directly to one another.
- The National Verifier APIs discussed in this presentation aim to improve upon the current application channels and address these challenge areas, while maintaining strong program integrity.

NV API Introduction

These improvements will be possible through two new National Verifier APIs:

1. **Eligibility Check API** – initiates a new application and eligibility check in the National Verifier after a consumer applies on a service provider's point-of sale system.
2. **Status Check API** – allows a user to check the status of an application using the unique identifier (token) generated and returned during the eligibility check.
 - This API is similar to the **NLAD Verify** API.

Areas of Opportunity

The National Verifier Carrier APIs aim to offer several improvements:

1

The APIs will allow for direct connection between SP systems and the NV, thereby better supporting online only business models.

2

SPs will have consumer PII from the time an application is initiated, reducing the burden of the 5 out of 5 matching criteria and ensuring easy data transfer from NV to NLAD.

3

Consumers will have increased flexibility to continue an open application with the help of a SP, using their application method of choice, thereby reducing consumer burden.

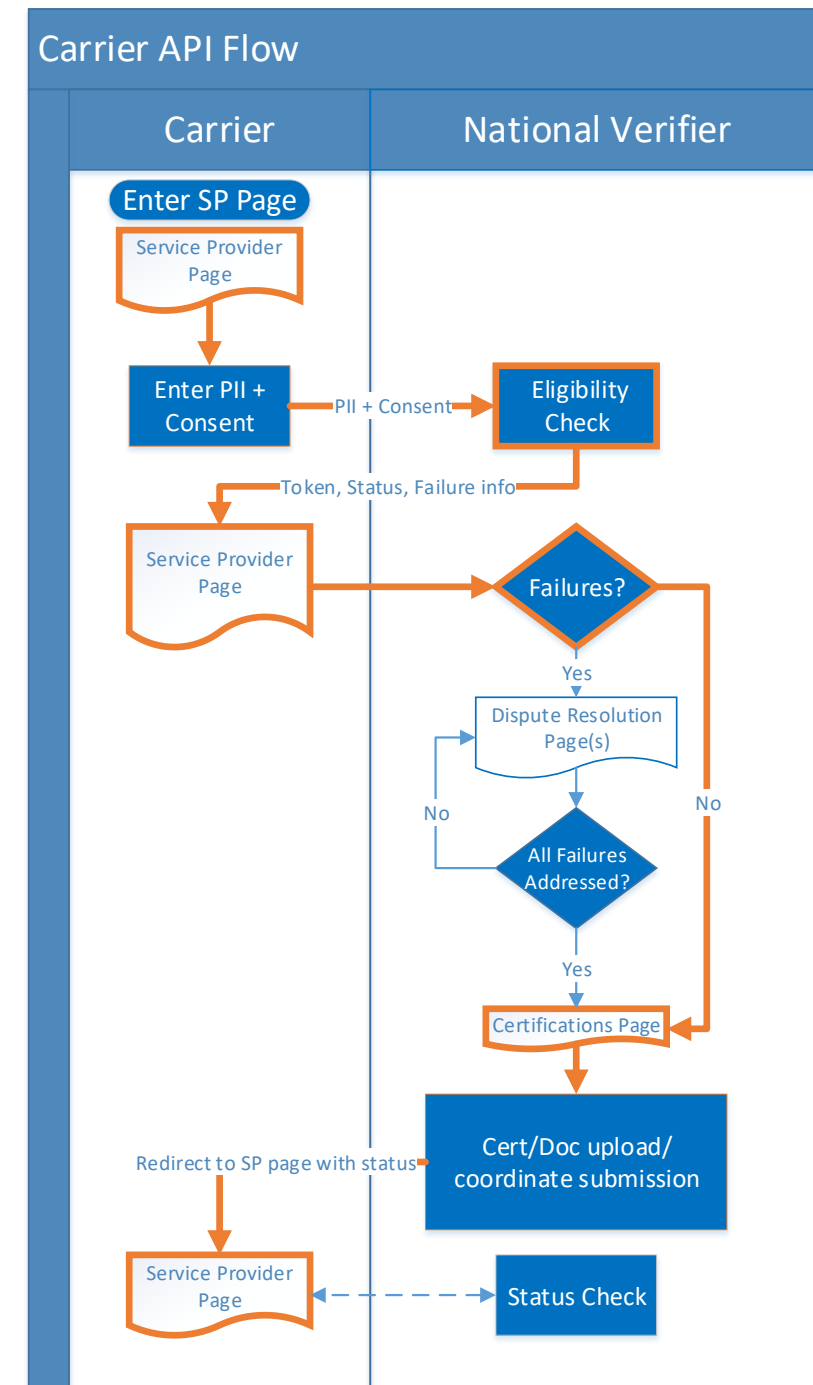
NV API Workflow

The **Eligibility Check** and **Status Check** APIs can be utilized as an alternate method to confirm a consumer's eligibility to receive Lifeline.

This workflow consists of 4 components:

1. **Eligibility Check** API (Submit new Lifeline application)
2. Consumer completes Lifeline **certifications** in the NV
3. Consumer resolves failures via **dispute resolution** in the NV*
4. **Status Check** API (Confirm status of Lifeline application)

**if applicable*



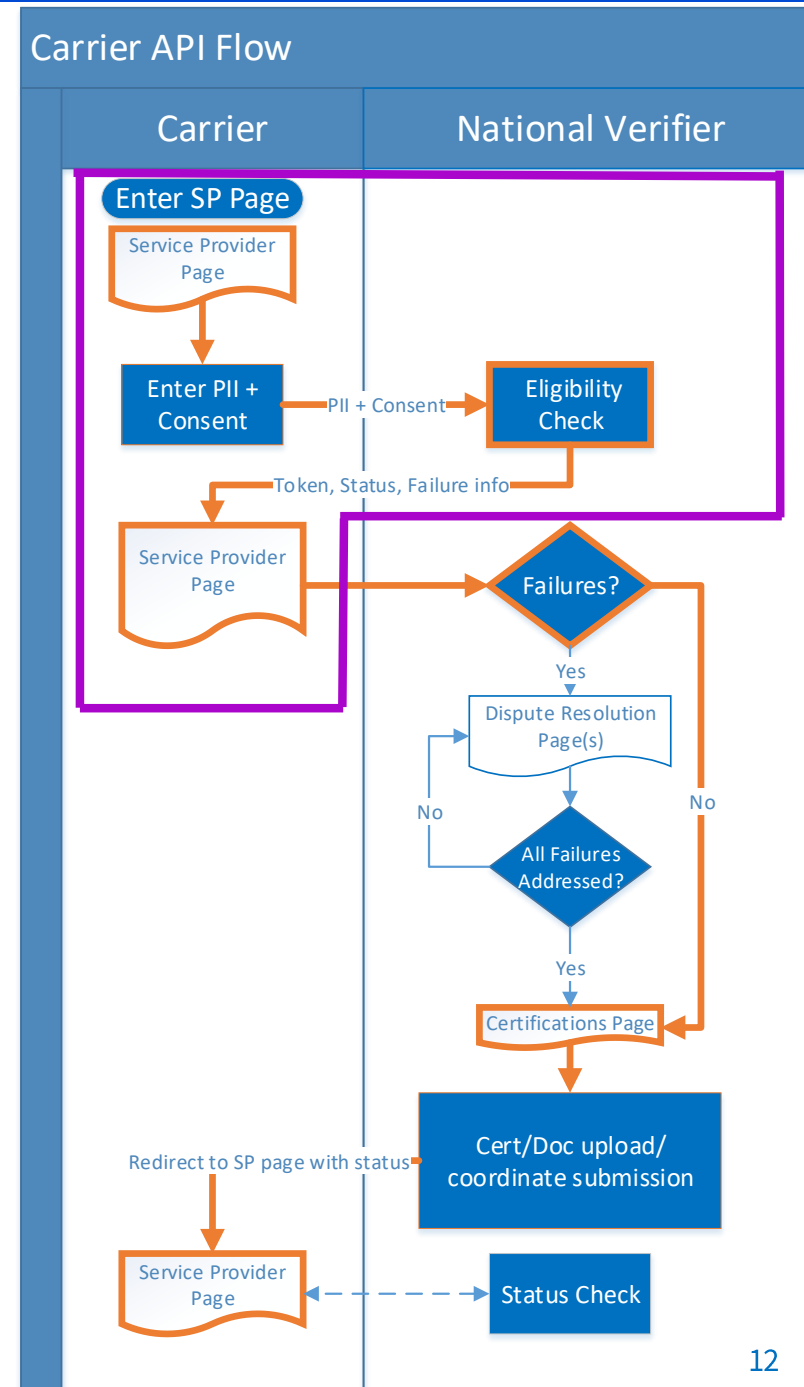
NV API Workflow: Eligibility Check



The **Eligibility Check** can be initiated from a service provider's point-of-sale system.

This can be initiated via by the service provider via a:

1. Consumer-Facing Web Application, or
2. Service Provider Employee/Agent Interface (*similar to the NV SP portal*)



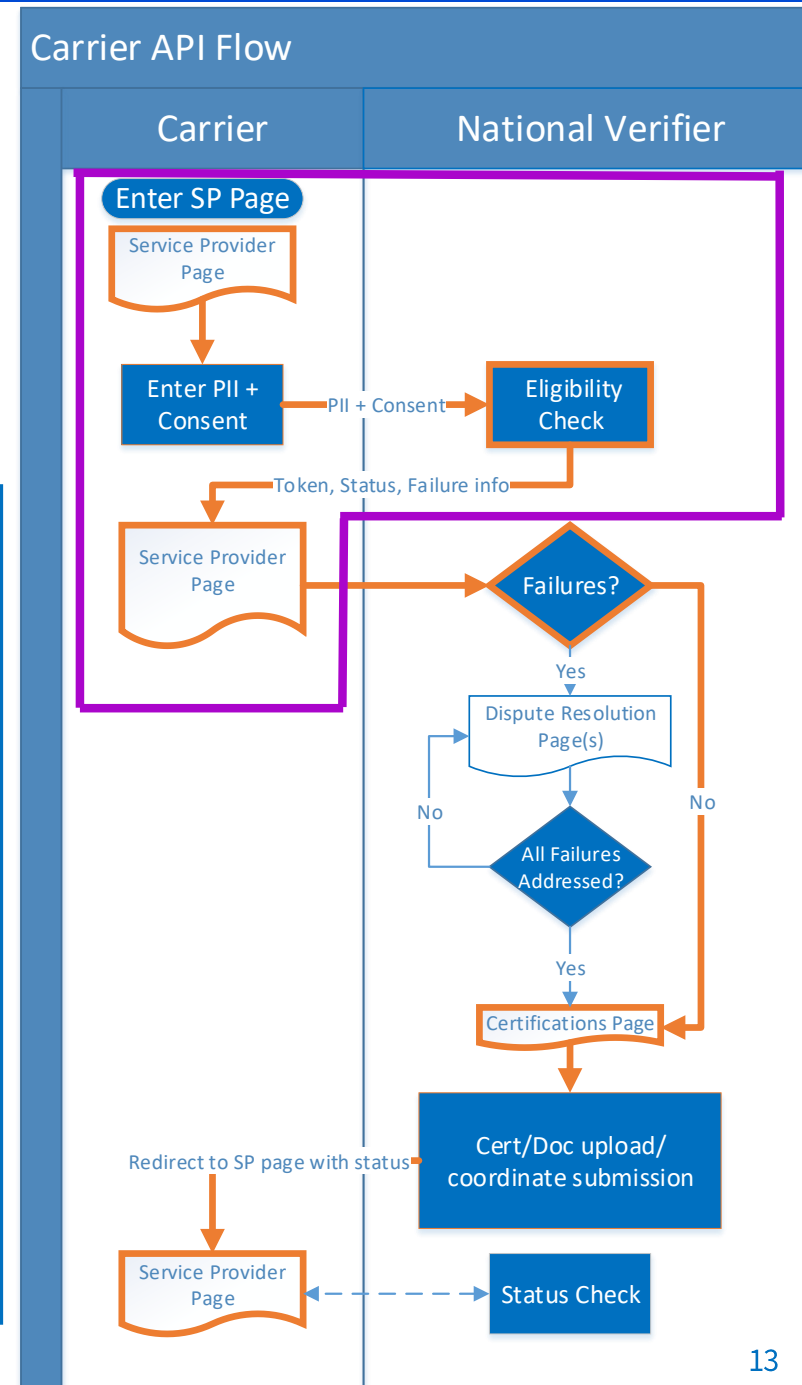
NV API Workflow: Eligibility Check



The **Eligibility Check** can be initiated from a service provider's point-of-sale system.

How does it work?

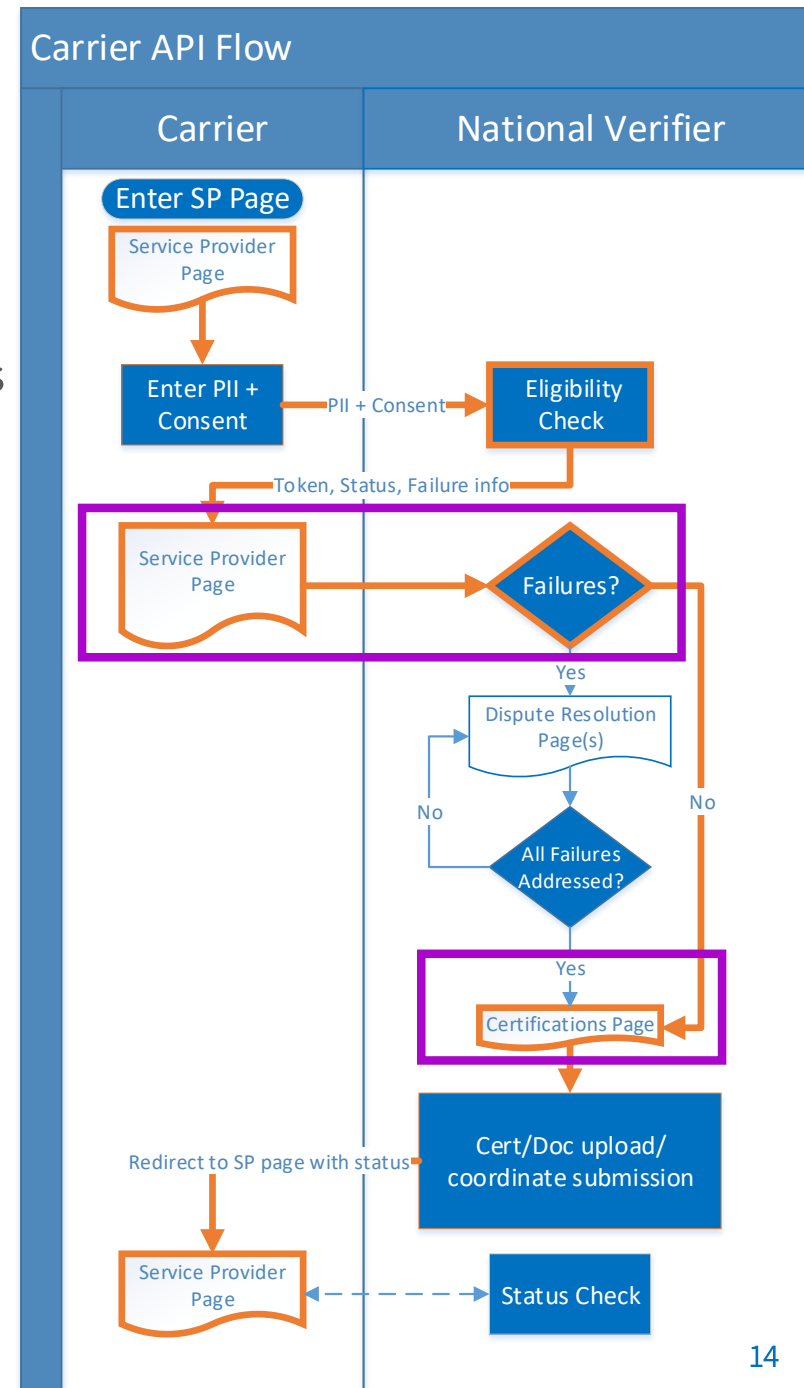
- Consumer visits a service provider's website and provides their information, **or** consumers interact directly with a SP representative to apply for Lifeline.
- Service provider collects PII to send to NV via the Eligibility Check API.
- NV initiates validations (e.g. AMS, TPIV, duplicate, and eligibility data source checks) to verify Lifeline eligibility.
- Service provider receives **eligibility results** with failures, if applicable.
- The results will come with a unique identifier (token) tied to the consumer which can be used to track their progress via the Status Check API.



NV API Workflow: **Certifications**

If the National Verifier determines the consumer to be **eligible** from the Eligibility Check API, the consumer's next steps will be to complete the Lifeline certifications in the National Verifier.

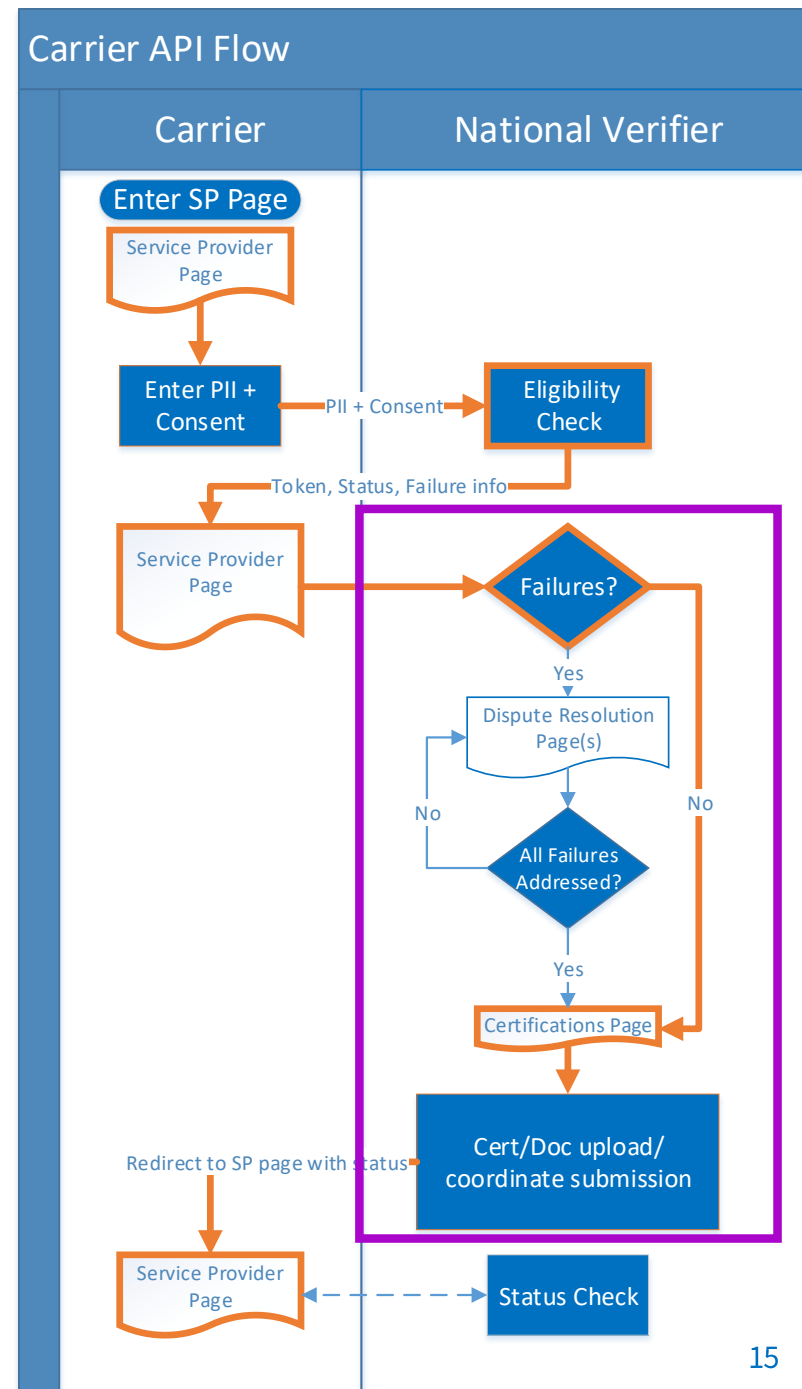
1. The API response from the Eligibility Check API request will contain a URL.
2. The service provider can use the URL to re-direct the consumer to the NV.
3. Upon accessing the URL, the consumer will complete their certifications.
4. Once the consumer has certified, the NV will provide confirmation to the consumer they are eligible to receive Lifeline.



NV API Workflow: **Dispute Resolution**

If the National Verifier **cannot** determine the consumer to be eligible from the Eligibility Check API, the next step in the process is for the consumer to undergo dispute resolution in the NV to resolve their application failures.

1. The API response from the Eligibility Check API request will contain a URL.
2. The service provider can use the URL to re-direct the consumer to the NV.
3. **Upon accessing the URL, the consumer will access a series of dispute resolution pages, where applicable, to resolve their failures.**
 - AMS
 - TPIV
 - Address duplicate (IEH)
 - Eligibility (State/Federal data source check)
4. Prior to completing dispute resolution, the consumer will also complete their certifications.
5. Once the consumer has certified, the NV will provide confirmation to the consumer they are either **eligible** to receive Lifeline, or their application is **under review** (if documents were uploaded) by USAC to verify their eligibility.



NV API Workflow: **Status Check**



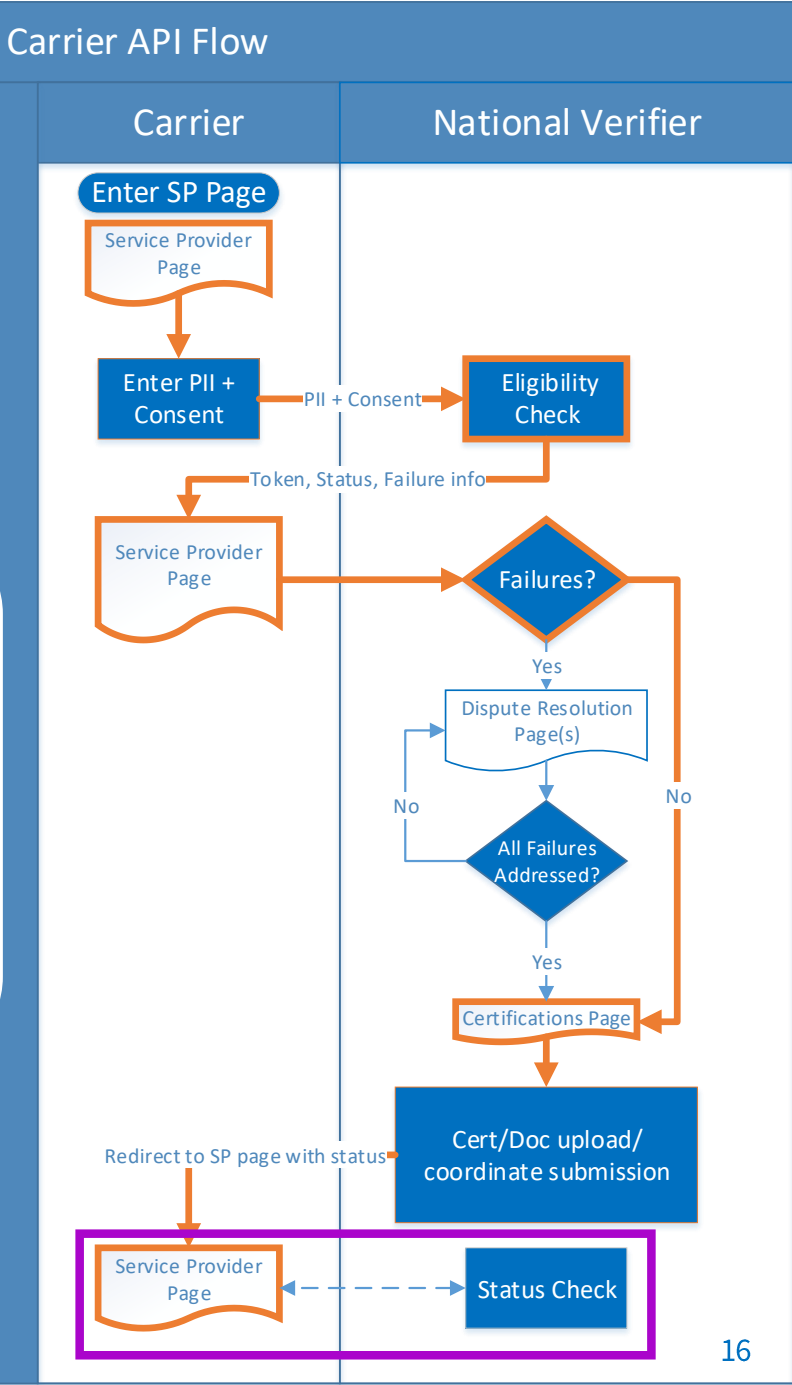
The **Status Check API** allows a service provider to periodically check the status of a consumer’s application.

How does it work?

A service provider receives a unique identifier (token) from the **Eligibility Check API** response.

Using the token, the StatusCheck API can be used to confirm whether a consumer has been determined eligible to receive Lifeline.

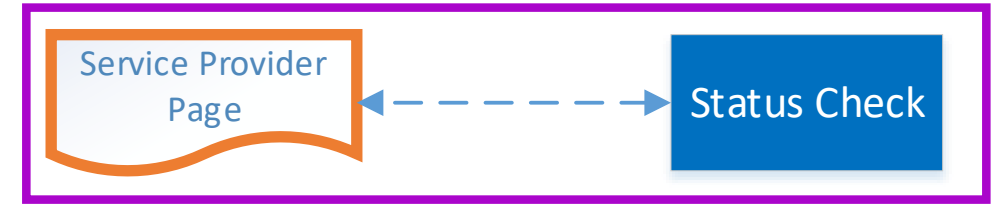
If the application is not complete and requires further action from the consumer, a URL will be provided to redirect the consumer to the National Verifier to complete their application.



NV API Workflow: **Status Check**



Status Check API allows a-SP to check the status of a consumer.



What are the Different Status Types?

Complete

- Consumer is eligible to receive Lifeline

Pending Certifications

- Consumer is eligible, but must certify

Pending Resolution

- Application has unresolved failures (AMS, TPIV, etc.)

Pending Review

- Application under USAC review

Pending Eligibility (batch state/non-real time result)

- Application has a pending eligibility result

Interconnection Security Agreement

Use of the National Verifier Carrier APIs will require an Interconnection Security Agreement (ISA).

The ISA will be used to establish an operating connection to USAC's National Verifier Carrier APIs and document the technical requirements and terms of use for accessing the APIs in the **production** environment.

Implementation Timeline



Phase 1 Testing
Staging (PPD) release date:
9/19/19

Key Features:

- Initiate **eligibility check API**
- URL to complete **certifications**
- **Status check API**
- No dispute resolution workflow



Phase 2 Testing
Staging (PPD) release date:
TBD (mid-late October 2019)

Key Features:

- **Dispute resolution workflow**
 - AMS
 - Address duplicate (IEH)
 - TPIV
 - Eligibility



Production Release
Production release date:
TBD

Key Features:

- All functionality in **Phase 1 & 2**

Additional Information

- API specifications will be provided immediately after Phase 1 testing is announced.
- ISA templates for production use will be provided in the upcoming weeks.

Testing

USAC will announce the release of Phase 1 testing on **9/19**.

The **NV API Specifications** will be available upon request – email LifelineProgram@usac.org to request the specs.

- The specs will provide the API endpoints, request constructs, workflow information, and specified test data to be used for testing/implementation.
- Service providers can use the same API ID they already use for testing NLAD staging (PPD) requests, **OR** create a new API ID in NLAD to be used for testing the NV APIs.

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