National Verifier for Service Providers Without Portal Access

November 21, 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
National Verifier without the Portal - Overview

1. Consumer checks Lifeline eligibility via National Verifier
   • Paper application
   • Consumer portal

2. After receiving positive eligibility result from National Verifier, consumer contacts Lifeline service provider

3. Lifeline Service Provider enrolls consumer in NLAD
Customer Applications for Lifeline
National Verifier Eligibility Checking

**Input**
- Consumer data – name, SSN4, etc. – entered in the National Verifier Web Portal; initial certifications

**National Verifier** searches for customer in Federal/State databases and NLAD

**If customer eligibility record is found, customer is approved**

**If customer eligibility record is not found, documentation is required**

**Upload requested documentation**

**National Verifier agent reviews documents**

**Result**
- Service provider uses the National Verifier’s eligibility approval to enroll the customer
- If documentation is acceptable, customer is approved
Apply Online
Apply for Lifeline Online
Process Overview

1. Visit the NV Web Portal and **create a user account**.
2. **Log in** using their account username and password.
3. **Select the qualifying program(s)** they participate in.
4. Review consumer information in the Application Form.

   ![Flowchart Diagram]

5a. **Read, initial, and e-sign** the certification and consent statements.
5b. Follow instructions to **resolve errors**.
6. View the eligibility result and follow directions to **enroll in Lifeline**.
Apply for Lifeline Online

www.CheckLifeline.org

Lifeline National Verifier

Qualify for Lifeline!
Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

What is your state or territory?
Choose
Get Started
If you do not want to qualify online, you can use a paper form.
Apply for Lifeline Online

Your Information
We will use this information to find out if you qualify for the Lifeline Program.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name
Middle Name (Optional)
Last Name
Suffix (Optional)

What is your date of birth?
Month Day Year

What are the last 4 numbers of your Social Security Number (SSN)?
I want to give my Tribal Identification Number instead.

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

Street Number and Name
Apt, Unit, etc.

City
State
Zip Code

Clear All

Next

OMD Control Number: 3060-0819
PRA Statement
Privacy Act Statement
Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

Are you 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 (only choose if you live on tribal lands)
- [ ] I don’t participate in one of these programs, I want to qualify through my income.
- [ ] I am not in any of these, but my child or dependent is in one of these programs.
Apply for Lifeline Online

Review Your Information

Before we check if you qualify for Lifeline, make sure your information is right.

Double check the information below.

<table>
<thead>
<tr>
<th>Full Legal Name:</th>
<th>Jane Mary Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:</td>
<td>March 10, 1959</td>
</tr>
<tr>
<td>Last 4 Numbers of SSN:</td>
<td>1234</td>
</tr>
<tr>
<td>Address:</td>
<td>123 Main Street, Apt 206</td>
</tr>
<tr>
<td></td>
<td>Chicago, IL 60789</td>
</tr>
</tbody>
</table>

The information you gave us will be used to check if you qualify for Lifeline. Please confirm that it is okay.

✓ 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                             Next →
Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial

JS

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).

Your Signature

Type your full legal name (the same as you gave us before) below.

Jane Mary Smith

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

Back Submit
You Qualify for Lifeline

Sign up for Lifeline by Apr 30, 2018 (Based on US Eastern Time)

The consumer’s “Qualified” eligibility result will expire in 90 days. They must sign up with a service provider by the listed date.

You have 90 days from today to sign up for Lifeline with a phone or internet company.

How to sign up

1. Choose a company
   Find one using the list of service providers near you.

2. Tell them you qualified for Lifeline online, and ask them to sign you up.

   Bring the following with you:
   - A form of identification (like a driver's license)
   - Your confirmation number: N38-2U1-23WN

3. After they sign you up, you will start getting your phone or internet service.

If you do not sign up by Apr 30, 2018 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.
Questions?
Apply on Paper
Apply for Lifeline with a Paper Application

Consumers should complete all sections of the application

Write clearly, using black ink and capital letters

Required fields include:

Full name, residential address, whether the address is permanent or temporary, billing address (if different), date of birth, last four digits of SSN or Tribal identification number, and name of qualifying program or number of household members
Apply for Lifeline with a Paper Application

Applicants must show how they qualify for the Lifeline Program, either through a government program or income.

Only one method – an eligibility program or income eligibility – is required.

The income table is based on 135% of the Federal Poverty Guidelines. This table will be updated every January.
Apply for Lifeline with a Paper Applications

Consumer must review and initial next to each statement.

Then, the consumer must sign and date the application at the bottom of the page.
Apply for Lifeline with a Paper Form

- Consumers send completed applications to:
  
  **USAC Lifeline Support Center**
  
  **P.O. Box 7081**
  
  **London, KY 40742**

- USAC will send eligibility decision **to consumer** via email (if available) or mail

- Most eligibility decisions will be made in 7 – 10 days

- Consumers can call the Lifeline Support Center to check their application status at (800) 234-9473
Apply for Lifeline with a Paper Form

Tips for consumers applying via paper

• If consumers have access to email, we encourage them to include this information on their application

• Include copies of eligibility documents, household worksheet and identity documents to reduce processing time
Questions?
Enroll Consumer in Lifeline
Enroll a Consumer in NLAD

• Before a service provider enrolls a new subscriber in Lifeline, NLAD will prompt them to confirm the consumers’ eligibility through the National Verifier

• Once the consumer is approved by the National Verifier, the service provider can enroll them in NLAD using the National Verifier mode

• The service provider must enter the consumer’s information in NLAD exactly as it was entered in the National Verifier
### Enroll Subscriber in NLAD

**USAC**

**LIFELINE**

**SUBSCRIBER MANAGEMENT**
- Enroll Subscriber
- Update Subscriber
- Transfer Lifeline Benefit
- De-Enroll Subscriber
- Submit Resolution Request
- Upload Subscriber File
- Detail Subscriber Lookup

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**Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.**

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**ENROLL SUBSCRIBER**

**Select SAC**

466666

**Subscriber Personal Information** *(Required)*

<table>
<thead>
<tr>
<th>Last Name *</th>
<th>Date of Birth *</th>
<th>Last 4 SSN *</th>
<th>OR-</th>
<th>Tribal ID *</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>First Name *</th>
<th>Middle Name</th>
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</table>

**Subscriber Address** *(Required)*

<table>
<thead>
<tr>
<th>Primary Address *</th>
<th>Mailing Address</th>
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<table>
<thead>
<tr>
<th>Apt, Unit, etc.</th>
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<table>
<thead>
<tr>
<th>City *</th>
<th>State *</th>
<th>ZIP Code *</th>
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**Subscriber Telephone Information** *(Phone No. is Optional to Verify.)*

<table>
<thead>
<tr>
<th>Service Type *</th>
<th>Select one</th>
<th>Service Initiation Date *</th>
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<table>
<thead>
<tr>
<th>Phone Number *</th>
<th>Lifeline Tribal Benefit? *</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

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**LOG OUT**

National Verifier **ON**
Checking Application Status
Checking Application Status

- Consumers and service providers (with consumer permission) can check the status on a consumer’s application by calling the Lifeline Support Center during business hours.

- If the service provider is having an issue entering a consumer in NLAD, they can call the Lifeline Support Center to validate the information that a consumer used on their National Verifier application.
  - Service provider must have consumer’s PII, Lifeline Support Center will not give out PII but can validate whether the information shared matches (e.g. St. vs Street).
National Verifier Support
Contact Lifeline Support

• For help with National Verifier applications contact the Lifeline Support Center:
  • (800) 234-9473
  • LifelineSupport@usac.org

• Monday-Sunday 9 a.m. to 9 p.m. ET
Questions?
Thank You!

- Thank you for joining us!
- We encourage you to keep monitoring the [Lifeline Upcoming Events](#) page for more updates.
- **Sign up for Lifeline Program email updates and upcoming events**
  - Visit [www.usac.org/lifeline](http://www.usac.org/lifeline) and click “Subscribe” in the upper right hand corner
- **Need help? Contact us!**
  - General: [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)