Overview

Consumer addresses that fail the NLAD address update transaction can now be resolved without needing to re-submit documentation for eligibility or identity. Existing Lifeline consumers are not required to re-qualify for Lifeline for the purposes of updating an address. This guide outlines step-by-step instructions service providers may use to assist consumers with address updates.

National Verifier Address Update

When a service provider attempts an NLAD address update transaction for an existing subscriber in National Verifier mode, NLAD will validate whether the new address passes the AMS and duplicate address check.

- If AMS and duplicate address both pass, the address update will be successful.
- If AMS and/or duplicate address fails, NLAD will check the National Verifier to verify whether the consumer has resolved their new address failures by providing their latitude/longitude coordinates and/or independent economic household (IEH) worksheet.
  - If the consumer has resolved these new address failures in NV, the address update will be successful.
  - If the consumer has not resolved their new address failures in NV, the address update will be unsuccessful and NLAD will return an error message.

If an NLAD address update error occurs, the consumer will need to resolve their AMS and/or duplicate address failures either through:

- The National Verifier Service Provider portal by submitting a new application or re-accessing an existing application
- The National Verifier Consumer portal by submitting a new application or re-accessing an existing application

Once the consumer has resolved their address failures in either the service provider portal or consumer portal, the consumer will need to notify their existing service provider to complete the address update change in NLAD.
Existing Lifeline subscribers are **not required to re-qualify** for Lifeline as continued eligibility is controlled via the annual recertification process. Therefore, the consumer will not be required to re-upload identity nor eligibility documentation for purposes of updating an address.

Service providers should follow the steps below for consumer addresses that fail the NLAD address update transaction:

1. Sign into [CheckLifeline.org](https://CheckLifeline.org) and click on the “Start New Application” option on the upper right-hand corner.

2. Once all customer information has been accurately filled out, the service provider will arrive at the “Review the Subscriber’s Information” window. The service provider should verify that the information provided is correct and click “Next” to submit the application.
3. Once the New Application is submitted, the consumer will be prompted to resolve AMS failures by providing latitude/longitude coordinates (if applicable).

4. If the consumer failed due to a duplicate address error, the consumer will be asked to complete an Independent Economic Household (IEH) Worksheet (if applicable). Once complete, the consumer will then need to initial all required fields and click “Next”.
5. Once the service provider completes Step 4, the Address is successfully verified and no further action is required.

Additional Questions?

If you need assistance or have any questions related to address changes or the National Verifier, please contact us at LifelineProgram@usac.org or (800) 234-9473.