

National Verifier  
How to Change a Consumer Address

## TABLE OF CONTENTS

Overview .....	1
National Verifier Address Update .....	2
Additional Questions? .....	3

## 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

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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:

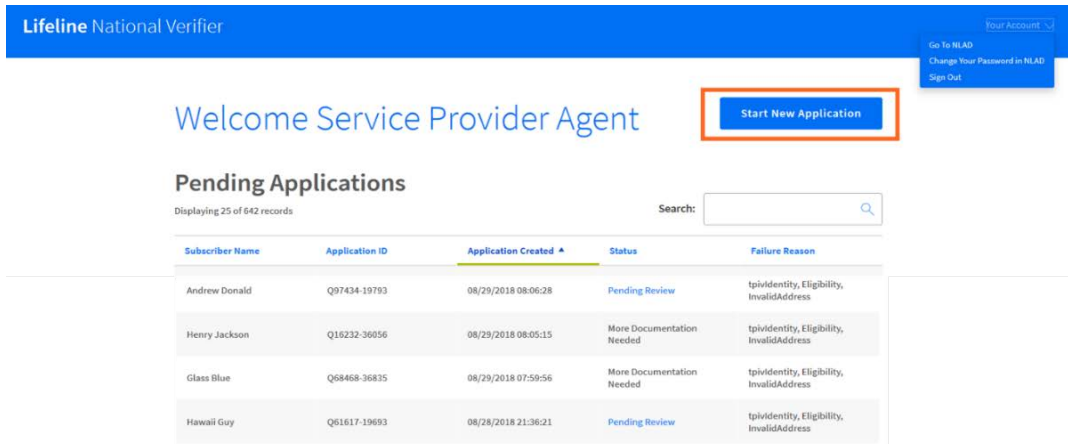
- The National Verifier Service Provider portal by submitting a new application or re-accessing an existing application
- The National Verifier Consumer portal by submitting a new application or re-accessing an existing application

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.



The screenshot shows the 'Lifeline National Verifier' dashboard. At the top right, there is a 'Your Account' dropdown menu with options: 'Go To NLAD', 'Change Your Password in NLAD', and 'Sign Out'. In the center, a blue button labeled 'Start New Application' is highlighted with a red rectangular box. Below this, the page says 'Welcome Service Provider Agent' and 'Pending Applications' with a search bar. A table lists four pending applications with columns for Subscriber Name, Application ID, Application Created, Status, and Failure Reason.

Subscriber Name	Application ID	Application Created	Status	Failure Reason
Andrew Donald	Q97434-19793	08/29/2018 08:06:28	Pending Review	tpivdentity, Eligibility, InvalidAddress
Henry Jackson	Q16232-36856	08/29/2018 08:05:15	More Documentation Needed	tpivdentity, Eligibility, InvalidAddress
Glass Blue	Q68468-36835	08/29/2018 07:59:56	More Documentation Needed	tpivdentity, Eligibility, InvalidAddress
Hawaii Guy	Q61617-19693	08/28/2018 21:36:21	Pending Review	tpivdentity, Eligibility, InvalidAddress

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.

## 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:	Jane Mary Smith	<a href="#">Edit</a>
Date of Birth:	March 10, 1959	
Last 4 Numbers of SSN:	1234	
Address:	123 Main Street, Apt 206 Chicago, IL 56789	

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](#)

[Next >](#)

- Once the New Application is submitted, the consumer will be prompted to resolve AMS failures by providing latitude/longitude coordinates (if applicable).

We need to confirm where they live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once they have found their address on the map.



Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude

Longitude

- 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 be need to initial all required fields and click “Next”.

## Someone at Their Address Already Gets Lifeline

We need more information from the subscriber to find out if they qualify as another household.

A household is a group of people who live together and share income and expenses (even if they are not related to each other). You are only allowed one Lifeline benefit per household, **not per person**.

Do they share money (income and expenses) with another adult who gets Lifeline?  
This can be the cost of bills, food, etc., and income.

Yes  No

They will have 45 days to complete this section so we can determine whether they qualify for Lifeline. If they do not complete this by, they will need to come back to this site and fill this form out again.

[Back](#)

[Next](#)

## They Can Apply for Lifeline

The subscriber lives at an address with more than one household and their household does not get Lifeline yet.

Have them initial the agreement below:

Initial  I live at an address with more than one household. A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Initial  I understand I am only allowed to get one Lifeline benefit per household, **not per person**.

Initial  I understand that this link is an FCC rule, and **lying about my household on this government form can make me lose my Lifeline benefits and is against the law.**

[Back](#)

[Next](#)

5. Once the service provider completes Step 4, the Address is successfully verified and no further action is required.

#### Confirmation page - if document upload required

**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](#)

#### Confirmation page - if qualified

**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.

## 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](mailto:LifelineProgram@usac.org) or (800) 234-9473.