National Verifier Carrier API – Phase 2 Training

October 2019
Housekeeping

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• 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!
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  • It’s in the “handouts” section of your GoToWebinar control panel
Today’s Presenters

Catie Miller
Joseph Ho
Leah Sorini
Announcements

• National Verifier Updates
• CMS connection is now live
• Carrier API Office Hours will be held on November 7 - register here
• Lifeline Website Updates Coming November 2019
Announcement: Changes to the NLAD APIs

New Hostname for NLAD APIs

• SPs who submit transactions by API (directly from their company’s systems to NLAD) should share information about the hostname change with their technical teams so that they can make updates to their API requests

• The new hostname will be “api-stg.universalservice.org”/ “api.universalservice.org” for the staging (pre-production)/production environments

• All other components of the base URL for the NLAD APIs will remain the same

• This new hostname is currently available in the staging (pre-production) environment for testing

• Beginning October 28, 2019, service providers will have the option of using the new hostname in the production environment

• On November 25, 2019, use of the new hostname will be required. Any transaction submitted by API using the old hostname will fail.
Announcement: Revisions to NV Carrier API Specifications

An updated version of the NV Carrier API Specifications will be available on October 23.

- Carriers will be able to access the specifications document in the “Reports and Tools” section of the left-hand navigation panel upon logging into NLAD.

- The updated document includes clarifications to help carriers better prepare to utilize the APIs and additional error responses not previously included:
  - Additional information is provided on rate limits for the APIs.
  - Details are provided on how to use new form of authorization known as OAuth.
  - More information about how the redirect URL provided in response to the Check Eligibility and Check Status API request can be used depending on the carrier’s business process.
  - Two new API error responses were added. Both relate to the carrier URL that can be provided during a Check Eligibility or Check Status API request. Information was also added on how to trigger the new errors during testing.
1. National Verifier API – Recap
2. Phase 1 Testing Scope (9/19 – present)
3. Phase 1 Testing Status
4. Phase 2 Testing Scope (week of 10/21)
5. Using Mock Data
6. Get Started
7. Production Timeline
National Verifier API - Recap

The two new National Verifier APIs consist of:

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.
Phase 1 Testing Scope

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

Key Features:

- Initiate **eligibility check API**
- URL to complete **certifications** in NV
- **Status check API**
- Redirect back to service provider
- No dispute resolution workflow
Phase 1 Testing Status

What we’ve seen in Staging:

4 Lifeline companies have submitted a combined 53 eligibility checks in total through the API.

What we’ve heard thus far:

1. Issues receiving a successful eligibility check API response

<table>
<thead>
<tr>
<th>Issue</th>
<th>Remediation</th>
<th>Fix (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer contact phone numbers improperly validating area codes</td>
<td>If providing contact phone number, use a valid area code</td>
<td>Production</td>
</tr>
<tr>
<td>Consumer contact addresses required, although listed as optional fields</td>
<td>Always provide contact address</td>
<td>Production</td>
</tr>
<tr>
<td>Not available for consumer addresses in states outside launch 5</td>
<td>Provide consumer address in Launch 1-5 state</td>
<td>Phase 2 testing</td>
</tr>
</tbody>
</table>

2. URLs Redirects from API are not working

<table>
<thead>
<tr>
<th>Issue</th>
<th>Remediation</th>
<th>Clarifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>URL Redirect links returning “Not Authorized” error for phase 1 happy path testing</td>
<td>N/A – Fixed on 10/11</td>
<td>URL Redirects are only available for one-time use</td>
</tr>
</tbody>
</table>
Phase 2 Testing Scope

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

Key Features:

Dispute resolution workflow

- AMS - coordinates
- Address duplicate (Household worksheet)
- TPIV – upload identity docs
- Eligibility – upload program/income docs
Creating Mock Data for NV API Testing

<table>
<thead>
<tr>
<th>National Verifier Validation</th>
<th>PII Field Used for Mock Result</th>
<th>Successful Mock Return Result</th>
<th>Failure Mock Return Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility (State and Federal Data Source)</td>
<td>SSN4/Tribal ID</td>
<td>1st digit = even number</td>
<td>1st digit = odd number or Tribal ID/no SSN4</td>
</tr>
<tr>
<td>TPIV</td>
<td>Last Name</td>
<td>First letter = A, B, C or V-Z</td>
<td>First letter = D-U</td>
</tr>
<tr>
<td>AMS</td>
<td>Address</td>
<td>1st alphabetical letter = A-M</td>
<td>1st alphabetical letter = N-Z</td>
</tr>
</tbody>
</table>

Also found in NV API specs – Appendix E

Phase 1 happy path examples:

<table>
<thead>
<tr>
<th>Name</th>
<th>John Anderson</th>
<th>Michael Young</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth</td>
<td>1/1/1990</td>
<td>12/31/1945</td>
</tr>
<tr>
<td>SSN4</td>
<td>2468</td>
<td>0123</td>
</tr>
<tr>
<td>Address</td>
<td>123 Apple Street</td>
<td>700 Main Dr</td>
</tr>
</tbody>
</table>

Phase 2 unhappy path examples:

<table>
<thead>
<tr>
<th>Name</th>
<th>Karen Davis</th>
<th>Sarah Walker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth</td>
<td>10/10/2000</td>
<td>7/4/1985</td>
</tr>
<tr>
<td>SSN4</td>
<td>1357</td>
<td>9876</td>
</tr>
<tr>
<td>Address</td>
<td>6 South Ave</td>
<td>100 14th Street</td>
</tr>
</tbody>
</table>
Get Started: Testing

If your company hasn’t begun testing, here’s how you can get started!

1. If you would like to receive a copy of the “National Verifier API Specifications” document, you may request a copy from LifelineProgram@usac.org using subject line: “NV API Specifications.”
   ◊ Starting on October 23rd, carriers can access the National Verifier API specifications document by logging into NLAD. The document can be found under the “Reports and Tools” section.
     ▪ If you have already received the NV API specs, you can access the updated version on 10/23 in NLAD.

2. Utilize the API specs to determine how the NV APIs can be integrated to your company’s process. The API specifications cover:
   ◊ API request/response constructs (Section 6)
   ◊ API field descriptions and response scenarios (Appendix A-D)
   ◊ Using mock consumer PII to generate various eligibility status responses (Appendix E)
   ◊ URL re-direct workflow for completing certifications/dispute resolution (Appendix F)

3. Use the same API ID your company already uses for NLAD staging (PPD) testing, OR create a new API ID in NLAD to be used to test both the existing NLAD APIs and NV APIs.
• Use of the National Verifier Carrier APIs in production will require an Interconnection Security Agreement (ISA).

• ISA templates for production use will be available soon!

• If you would like to receive a copy of the ISA template once it is available, please contact LifelineProgram@usac.org using subject line: “NV API ISA”

• If you have previously requested the API specs via LifelineProgram@usac.org, USAC will follow up with a copy of the ISA template once it is available.
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