



# Office Hours: November 12 For the October 2019 Launch Group



Universal Service  
Administrative Co.

# Today's Presenters



**Catie Miller**



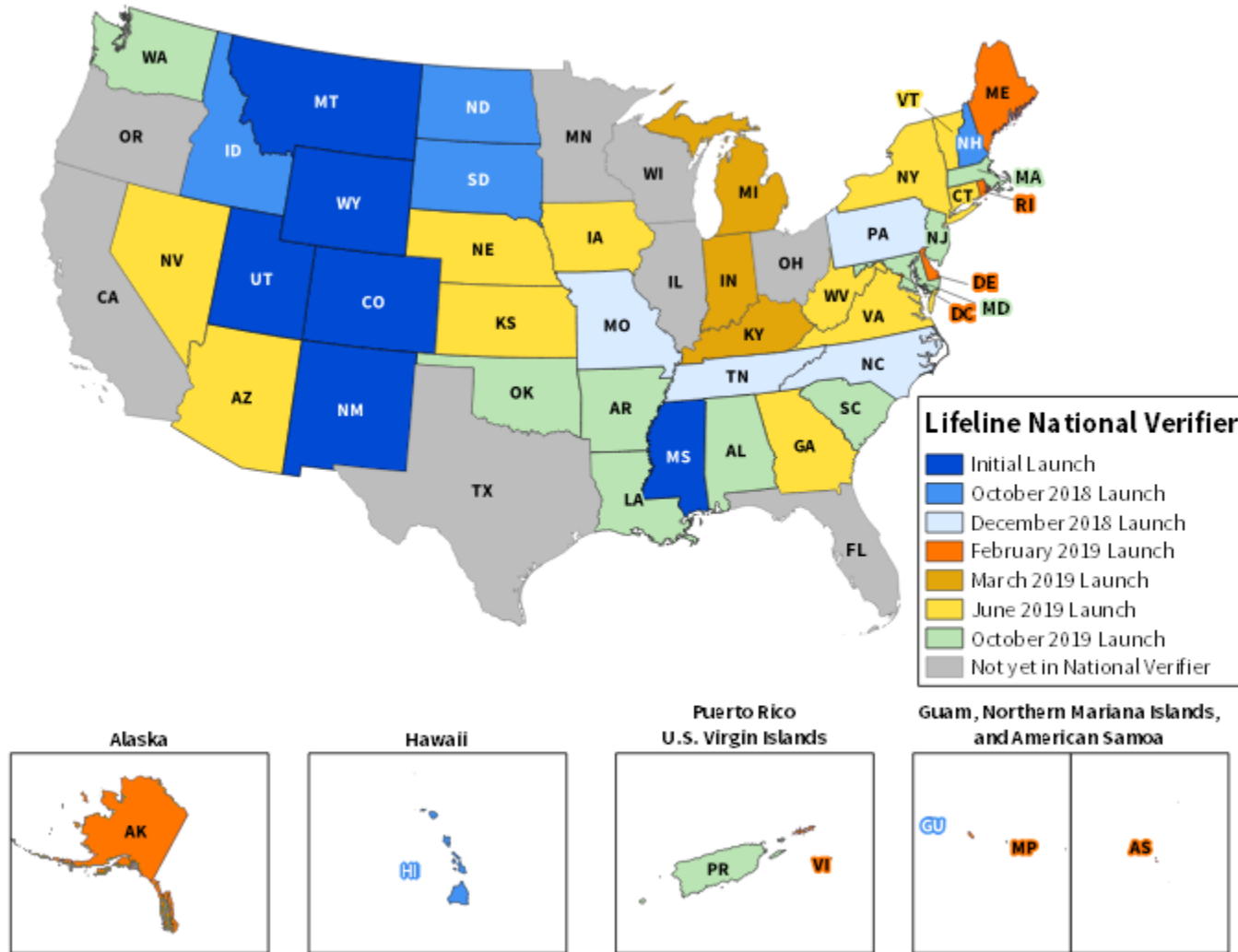
**Leah Sorini**



**Linnita Hosten**



# WELCOME TO THE NATIONAL VERIFIER



- The October 2019 group soft launched on October 11, 2019. This includes

- Alabama
- Arkansas
- Louisiana
- Massachusetts
- Maryland
- New Jersey
- Oklahoma
- Puerto Rico
- South Carolina
- Washington

## National Verifier Training To Date

- A high-level overview of the National Verifier
- Creating National Verifier credentials, bulk creation of credentials
- Creating new application using the service provider portal
- Service provider role and responsibility when using the National Verifier portal
- Submitting documentation through the National Verifier, online and through the mail


# Getting Access to the National Verifier

- Service providers who already have NLAD credentials can access the NV Service Provider Portal.
- If you need to create NLAD/NV credentials:
  1. **Go to NLAD** and select the **“Create NLAD Subaccount”** in the **“Account Management”** menu on the left.
  2. **Enter the user’s email** (required).
  3. **Click “Search”** to locate the user information. If an account is found matching that email address, skip to step 5.
  4. **If** no matching account was found, **enter the new user’s information**.
  5. **Select the desired role** for the account from the **“NLAD Role”** drop-down menu (i.e. ETC Agent) and **click “Submit”**.
- Information on creating bulk accounts is on our [common transactions](#) page.

# Ways to Check Lifeline Eligibility

- **Consumer Portal:** consumer completes online application without service provider support on CheckLifeline.org
  - This is available upon full launch
- **Paper Application:** consumer fills out forms, submits directly to Lifeline Support
  - Recommend consumers send identity and eligibility documentation and household worksheet to reduce processing time
- **Service Provider Portal:** service provider helps consumer in person using an interview-style process
  - Service providers cannot take Lifeline eligibility applications by telephone


# Lifeline National Verifier – Log In




## 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.** 

**Do you need to recertify?**

If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

**Recertify to keep Lifeline**

**Are you a service provider?**

If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal.

**Sign in as a Service Provider >**

# When to Contact Lifeline Support

## As a Service Provider

- When a consumer/service provider has an eligibility decisions, errors or status checks
- When a consumer comes in to enroll, says they are eligible, and cannot be found in NLAD
- To mail in consumer applications or documentation

## As a Consumer

- Request a paper application
- Questions about their application or documentation
- To confirm they are recertified
- To mail in applications

\*For NLAD technical issues, email us at [NLADsupport@usac.org](mailto:NLADsupport@usac.org)



# To Contact Lifeline Support

## By Phone:

- Agents available Monday through Sunday, 9 a.m. to 9 p.m. ET
- **Please call** 1 (800) 234-9473

## By Email:

- Agents will assist you via [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)

## By Mail:

### Lifeline Support Center

PO Box 7081

London, KY 40742

**Questions?**

## National Verifier Training Still to Come

- **Thursday, November 14:** Correcting eligibility [errors](#)
- **Tuesday, November 19:** Pre-production [workshop](#)
- **Thursday, November 21:** Using the National Verifier without the service provider portal
- **Date TBD:** Reverification

Visit Lifeline's [Upcoming Dates](#) page to register for upcoming training and office hours.

# National Verifier Staging Environment

- The staging (or pre-production) environment exists for carriers to become familiar with the National Verifier application process.
- **Reminder:** while testing, please **do not** submit actual consumer information.
- You can create test data to simulate an auto-qualified application through the National Verifier.
- This information and more can be found in the [National Verifier Pre-Production User Guide](#) in the [National Verifier section](#) of our site.



# Learn More about Lifeline

- LifelineNationalVerifier.org
- [www.usac.org/lifeline/eligibility/national-verifier/](http://www.usac.org/lifeline/eligibility/national-verifier/)
- Sign up for Lifeline Program email updates and upcoming events
  - Visit [usac.org/lifeline](http://usac.org/lifeline) and click “[subscribe](#)” in the upper-right corner
- Need help? Contact us!
  - General: [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org)



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