Office Hours: November 12
For the October 2019 Launch Group
Today’s Presenters

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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
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

If you do not want to qualify online, you can use a paper form.

Get Started

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