

National Verifier Office Hours: Indiana

March 22, 2019



Universal Service
Administrative Co.

Housekeeping

- Audio is available through your computer's speakers
- 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.
- If your audio or slides freeze, restart the webinar
- **A copy of the slide deck is in the “Handouts” section of webinar panel**

Today's Presenters



Catie Miller

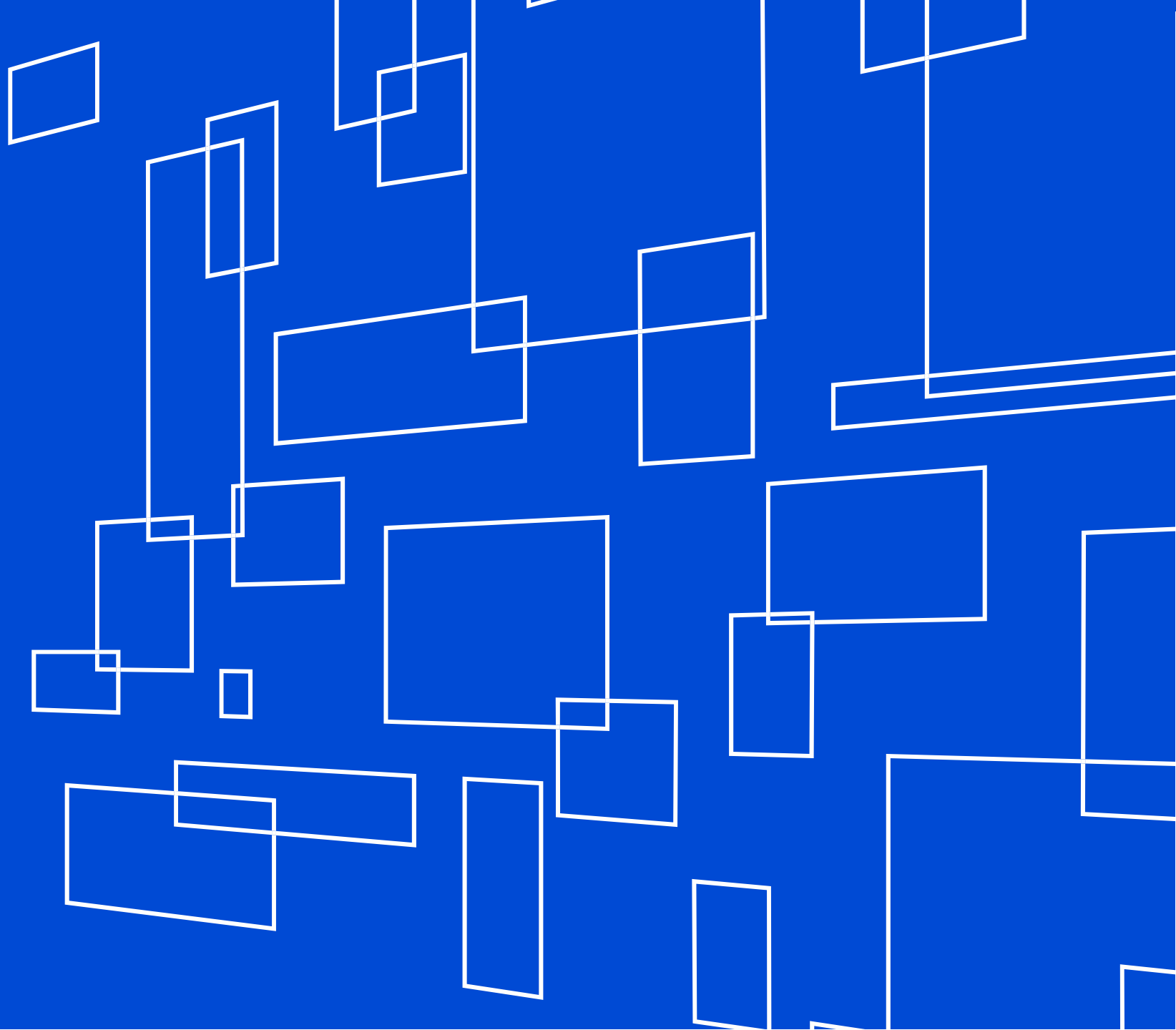


Leah Sorini



Ben Lang

Introduction



About the National Verifier

- The National Verifier will determine consumer's Lifeline eligibility
- Service providers will no longer determine consumers are eligible for Lifeline
- Once the National Verifier makes an eligibility determination, the service provider must enter a consumer into NLAD to enroll in Lifeline
- The National Verifier will handle the annual recertification process



National Verifier Launches

- When the National Verifier launches in a state there is an optional soft launch period followed by a **mandatory** full (hard) launch
 - The **soft launch** period will allow service providers in these states to transition their operations to the National Verifier & perform system testing
 - At the **full (hard) launch**, consumers in a state can apply directly through the National Verifier
- When a state enters the National Verifier, all current Lifeline consumers go through a one-time **reverification** process that ensures they meet all Lifeline requirements
 - This takes the place of recertification
 - Any consumer enrolled through the legacy process during soft launch will need to go through reverification
 - However, if the consumer enrolled through the National Verifier they will not be required to reverify.

Using the National Verifier

- Using the National Verifier – **www.CheckLifeline.org/lifeline**
 - Service provider portal
 - Consumer portal
 - Paper application
- Service provider can log in using their existing **NLAD credentials**

The screenshot displays the Lifeline National Verifier website. At the top, there are language options for English and Español, and a Sign In button. The main heading is "Qualify for Lifeline!" followed by a brief description of the benefit. Below this, there are two columns of text: "Do you need to recertify?" and "Are you a service provider?". A "Get Started" button is prominently displayed. The "Three Steps for Getting Lifeline" section includes: 1. Qualify, 2. Choose a Company, and 3. Sign Up. A section titled "You may need to show other documents" provides instructions on what to do if the system cannot verify the user's information. The "Lifeline Program Rules" section lists three key rules: one household per person, honesty on the form, and non-transferability. At the bottom, there is a "Ready to Qualify?" section with a "Get Started" button and a footer with the Federal Communications Commission (FCC) and Universal Service Administrative Co. (USAC) logos.

National Verifier in Indiana – Rate Limiter

- Applications submitted from **7am to 6pm ET M-F** will have their information sent to the state and will receive a near real-time response
- Due to a rate limiter, at **6pm ET every night**, Indiana's system will be **unavailable**
- After 6pm ET, the National Verifier will **queue up** all applications submitted during this time and wait until 7am ET **the following day** to check them against Indiana's system

National Verifier in Indiana – Rate Limiter

- Service providers using the Service Provider portal will notice that the status of pending applications will be “**Pending Batch Decision**” for any applications submitted after 6pm ET

Welcome Service Provider Admin [Start New Application](#)

Pending Applications

Displaying 1 of 1 records

Search:

Subscriber Name	Application ID	Application Created ▲	Status	Failure Reason
megan santos	Q50737-44528	02/08/2019 15:14:51	Pending Batch Decision	Eligibility, dupSub, tprivDeceased

Show records/page < 1 > of 1 pages

Questions?

Learn More about Lifeline

- www.usac.org/li/tools/national-verifier
- Additional [National Verifier resources](#)
- Sign up for Lifeline Program email updates and upcoming events
 - Visit usac.org/li and click “subscribe” in the upper-right corner
- Need help? Contact us!
 - General: LifelineSupport@usac.org



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