

National Verifier Office Hours: Kentucky

March 25, 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

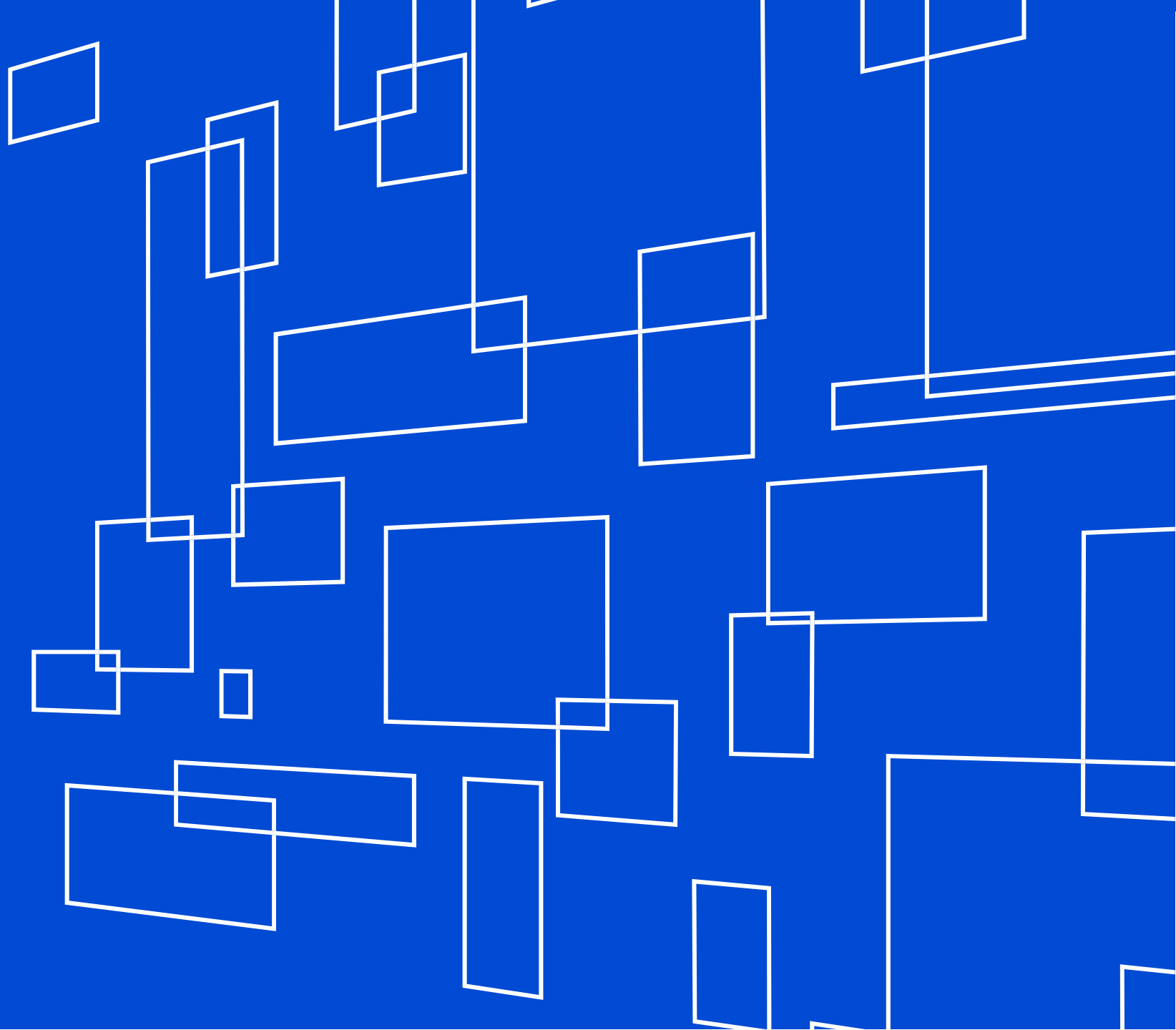


Leah Sorini



Joseph Ho

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

National Verifier in Kentucky – Automated Connections

- In Kentucky, the National Verifier has access to the following databases:

State	Qualifying Programs with Automated Data Sources	Manual Verifications (Uploaded or Mailed)
Kentucky	FPHA, SNAP, Medicaid	SSI, Veterans Pension, Tribal programs, income

National Verifier in Kentucky – Batch Process

- In the National Verifier, states that do not share a real-time API connection with USAC are referred to as “**batch states**”
 - For these states, USAC takes a “batch” file of all the consumer applications that failed the Federal database checks that have come in for the day and sends the file to the state database for verification
 - USAC receives a response on these consumers eligibility within 1-3 days

National Verifier in Kentucky – Batch Process

- **Kentucky** will currently go through the “batch state” process
 - All applications that **fail** the Federal database checks in Kentucky will be in “**Pending Batch Decision**” status until USAC receives the response from the state.

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

Pending Applications

Displaying 1 of 1 records

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

Show records/page 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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