

National Verifier Office Hours: For Michigan Providers



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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



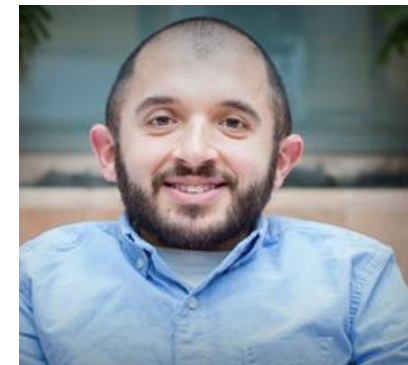
Ryan McAnany



Catie Miller

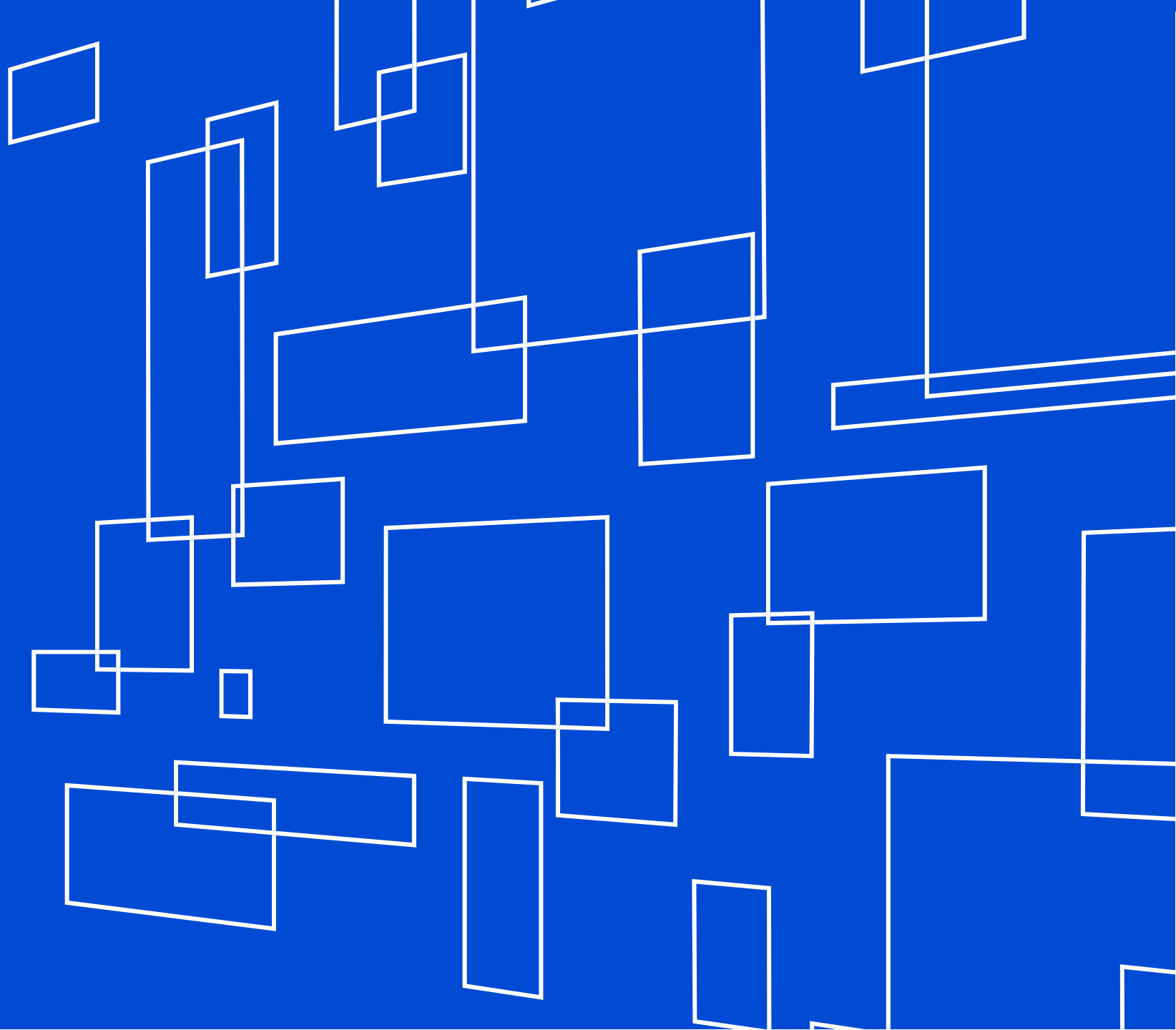


Leah Sorini



Ben Lang

Introduction



About the National Verifier

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

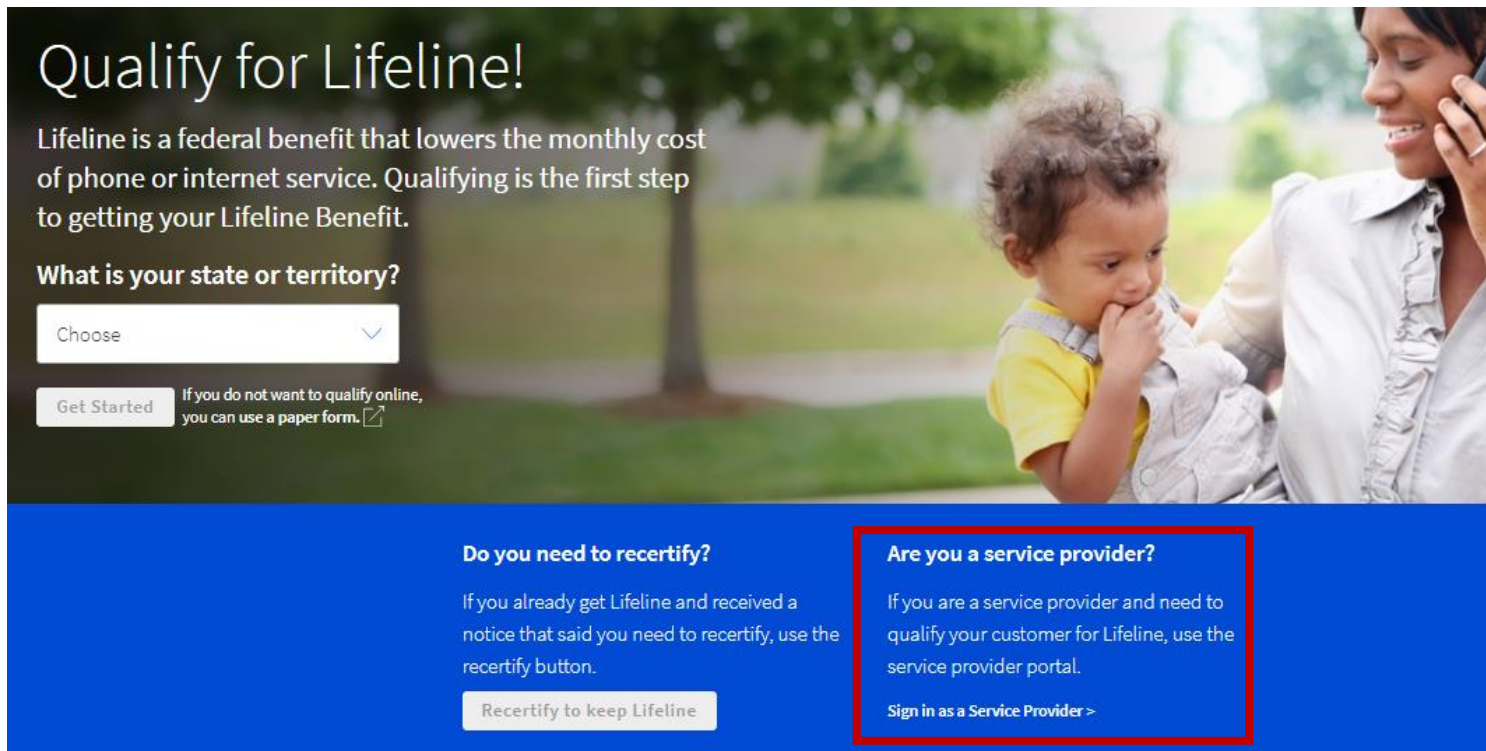


Overview

- When the National Verifier launches in a state, there is a soft launch period followed by a mandatory hard launch
 - While using the National Verifier is optional during the soft launch period, it is strongly recommended that providers begin using the National Verifier, as it will be mandatory once the hard launch takes place.
 - Any consumer enrolled through the legacy process during soft launch will need to go through reverification – if enrolled through the National Verifier they will not be required to reverify.
- At the hard launch, consumers in a state can apply directly through the National Verifier through the consumer portal
- When a state enters the National Verifier, USAC conducts a one-time re-verification process for all current Lifeline consumers that ensures they meet all Lifeline requirements

Service Provider Portal


- Service providers can access the National Verifier portal online
 - **Go to www.CheckLifeline.org**
 - Log in using existing NLAD credentials


The image shows a web page for qualifying for Lifeline. The top half has a dark background with a photo of a woman holding a child. The bottom half is a solid blue bar with two white boxes for user selection. The first box is for users who need to recertify, and the second box, which is highlighted with a red border, is for service providers.

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 >](#)

National Verifier in Michigan

- The National Verifier in Michigan will electronically check the following federal eligibility criteria:
 - Medicaid
 - Supplemental Security Income (SSI)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Federal Public House Assistance (FPHA)
- The following federal eligibility criteria will not be checked electronically and will require the information to be submitted in a paper format to USAC for review.
 - Veterans Pension or Survivors Pension Program
 - Income based eligibility (annual household income at or below 135 percent of the federal poverty guidelines)
 - Tribal Eligibility Program

Use of the National Verifier in Michigan

- On March 12, 2019, the Director of the Telecommunications Division (MPSC) electronically sent a letter to all Michigan wireline and wireless ETCs discussing the recent FCC announcement of the soft launch for Michigan.
- The National Verifier in Michigan will only be used by Michigan wireline and wireless ETCs seeking federal reimbursement.
- Michigan *wireless* ETCs will no longer use the Michigan Lifeline Eligibility Database (MLED) once the hard launch takes effect. Michigan wireless ETCs will need to use the National Verifier.

Use of the National Verifier in Michigan

- Michigan *wireline* ETCs will be required to use the National Verifier to ensure compliance with the federal eligibility criteria in order to obtain federal Lifeline reimbursement.
- Michigan *wireline* ETCs should continue to use the MLED in order to ensure compliance with the Lifeline criteria set forth in the Michigan Telecommunications Act. (See the December 20, 2018 Michigan Public Service Commission (MPSC) order in Case No. U-20335)
 - Using the MLED is separate to the National Verifier.
 - Using the MLED is not a substitute to using the National Verifier and vice versa.

The Michigan Waiver

- Michigan was granted a Lifeline [waiver extension](#) by the FCC on **December 20, 2018**.
- This extended the waiver deadline to **June 28, 2019** or when the National Verifier is fully operational, whichever comes first.
- The National Verifier will not be fully operational during the soft launch period, therefore the waiver remains in effect during this period.
- USAC will continue to accept customers that fall within eligibility programs that are covered by the waiver, such as LIHEAP, Temporary Assistance for Needy Families (TANF), National School Lunch Program, and 150% poverty level.
- Once the waiver expires or once the National Verifier is fully operational (hard launch), these qualifying programs will pertain only to the MLED for state of Michigan specific Lifeline eligibility purposes, and not for the National Verifier (federal credit reimbursement) purposes.

Enrolling a Michigan Consumer During Soft Launch

- During the soft launch period **only**, all Michigan ETCs should do the following:
 - Begin using the National Verifier for federal purposes.
 - Due to the current FCC waiver, *if* a potential Lifeline customer is not eligible via the National Verifier, the ETC should then use the MLED, as they may qualify for a program that falls within the waiver.
- Until hard (full) launch, or until June 28 (whichever comes first), USAC will continue to accept customers that fall within eligibility programs that are covered by the waiver, such as LIHEAP, Temporary Assistance for Needy Families (TANF), National School Lunch Program, and 150% poverty level during soft launch.
- Carriers in MI can select the E16 eligibility code if they are enrolling subscriber's in NLAD's legacy (non-NV) workflow.

E16 Eligibility Code

Enrollment Eligibility Codes

Code	Comment
E16	State Eligibility Waiver Note: This Eligibility Program code should only be used by states that have been granted a waiver by the FCC for the duration of the waiver or until the state's process meets the FCC's rules (whichever is sooner). April 30, 2018: California and New York; June 30, 2018: Michigan

Questions?

Contact Us

- Please direct any National Verifier questions to USAC
- Please contact USAC through Lifeline Support at 1-888-641-8722 or at LifelineSupport@usac.org
- Questions on the Michigan Telecommunications Act and MLED?
- Contact the Telecommunications Division of the MPSC
 - Patti Witte – wittep@michigan.gov
 - Ryan McAnany – mcananyr@michigan.gov



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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