Office Hours: Hard Launch
October 2019 States
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

Linnita Hosten  
Catie Miller  
Leah Sorini
National Verifier Hard Launch

- The October 2019 Launch group fully launched today **January 22, 2020 at Midnight ET.** This launch group includes:
  - Alabama
  - Arkansas
  - Louisiana
  - Massachusetts
  - Maryland
  - New Jersey
  - Oklahoma
  - South Carolina
  - Washington

(Note: Puerto Rico will launch at a later time.)
National Verifier Hard Launch

• Service providers must have an approved National Verifier eligibility decision to enroll consumers in NLAD.

• The National Verifier toggle in NLAD no longer works.

• NLAD API requests without the National Verifier indicator will result in an error.
## Ways to Use the National Verifier

<table>
<thead>
<tr>
<th><strong>Option 1:</strong> Apply Through a Service Provider</th>
<th><strong>Option 2:</strong> Apply by Mail</th>
<th><strong>Option 3:</strong> Apply Online</th>
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</thead>
<tbody>
<tr>
<td>• The consumer visits a service provider store or website</td>
<td>• The consumer fills out the National Verifier <a href="https://www.lifeline.org/eligibility">Lifeline Application Form, One-Per-Household Worksheet</a>, and provides <a href="https://www.lifeline.org/eligibility">proof of program eligibility</a> and proof of identity.</td>
<td>• The consumer visits <a href="https://www.checklifeline.org/lifeline">CheckLifeline.org/lifeline</a> from any computer or mobile device to create an account and complete the electronic application.</td>
</tr>
<tr>
<td>• The service provider will enter the consumer’s information into the National Verifier service provider portal.</td>
<td>• The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider.</td>
<td>• The consumer contacts a service provider to enroll in Lifeline.</td>
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<tr>
<td>• The consumer can find service providers in their area using the “Companies Near Me” tool on USAC’s website.</td>
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National Verifier – Landing Page

- National Verifier landing page
- Service provider portal
National Verifier – Reverification Reminder

Reverification is different from annual recertification.

- Reverification is not related to when consumers last recertified.
- Reverification stands in for recertification and will reset a consumer’s anniversary date, so a consumer will be recertified by the National Verifier one year after the date the consumer is successfully reverified.

USAC will perform all reverification outreach to subscribers.

- **USAC will be performing all outreach to subscribers** when additional documentation is needed, eliminating the need for service providers to conduct outreach. However, service providers may opt-out of this process and conduct the outreach themselves.

 ⇒ Reverification Training
Lifeline Support

By Phone:

• Agents available 7 Days a Week, 9 a.m. to 9 p.m. ET
• Please call 1 (800) 234-9473

By email:

• Email us at LifelineSupport@usac.org

By Mail:

Lifeline Support Center
PO Box 7081
London, KY 40742
When to Contact Lifeline Support

As a Service Provider

• When a consumer/service provider has an eligibility decision, 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 an application or documentation
• To confirm successful recertification
• To mail in applications
National Verifier Hard Launch Resources

- For help and support, email LifelineSupport@usac.org or call (800) 234-9473.
- Content specific the October 2019 Launch can be found on the National Verifier October 2019 Launch page.
- If you are new to the National Verifier, or would like a refresher, we invite you to join us for our upcoming trainings. You can view and register for upcoming trainings here.
Questions?
Learn More about Lifeline

• National Verifier Tools

• Sign up for Lifeline Program email updates and upcoming events
  • Visit usac.org and click “subscribe” in the upper-right corner

• Need help? Contact us!
  • General: LifelineProgram@usac.org