

Office Hours: Hard Launch October 2019 States



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



Linnita Hosten



Catie Miller

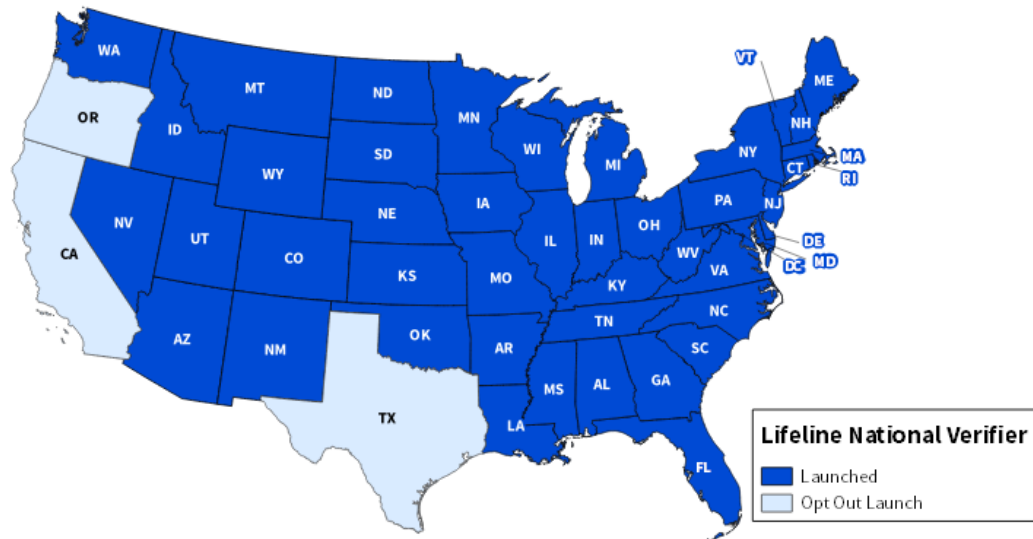


Leah Sorini

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



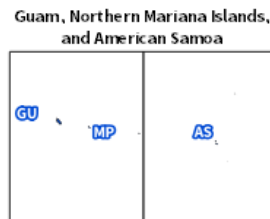
Alaska



Hawaii



Puerto Rico
U.S. Virgin Islands



Guam, Northern Mariana Islands,
and American Samoa

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Updated: December 10th, 2019

(**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

Option 1:



Apply Through a Service Provider

- The consumer visits a service provider store or website
- The service provider will enter the consumer's information into the National Verifier service provider portal.
- The consumer can find service providers in their area using the "[Companies Near Me](#)" tool on USAC's website.

Option 2:



Apply by Mail

- The consumer fills out the National Verifier [Lifeline Application Form](#), [One-Per-Household Worksheet](#), and provides [proof of program eligibility](#) and proof of identity.
- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider.

Option 3:



Apply Online

- The consumer visits CheckLifeline.org/lifeline from any computer or mobile device to create an account and complete the electronic application.
- The consumer contacts a service provider to enroll in Lifeline.

National Verifier – Landing Page

- [National Verifier landing page](#)
- [Service provider portal](#)

**Consumer
sign in**

The screenshot shows the Lifeline National Verifier landing page. At the top, a blue header contains the text "Lifeline National Verifier" on the left and "English | Español" on the right. A "Consumer Sign In" button is highlighted with an orange box and an orange arrow pointing to it from the text "Consumer sign in". The main content area features a large background image of a woman talking on a phone while holding a young child. On the left side of this area, the text "Qualify for Lifeline!" is followed by a description of the benefit and a "What is your state or territory?" section with a dropdown menu and a "Get Started" button. Below this, there are two columns. The left column is titled "Do you need to recertify?" and includes a "Recertify to keep Lifeline" button. The right column is titled "Are you a service provider?" and includes a "Sign in as a Service Provider >" button, which is highlighted with an orange box and an orange arrow pointing to it from the text "Service provider sign in".

Lifeline National Verifier


English | Español


Consumer Sign In

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. 

Service provider sign in

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 – 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



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