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National Verifier Training: New Participants

January 9, 2020

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 today's presentation is available in the handouts section

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Today's Presenters

Catie Miller

Leah Sorini

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Course Objective

- High level overview for participants who are unfamiliar with the National Verifier
- Will prepare you to participate in the more in depth trainings
- Will focus on general introduction to the National Verifier – for more in depth questions, please hold them until the relevant training sessions

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Introduction

Introduction
Process Flow

Consumer completes Lifeline application

Consumer provides supporting documentation for errors that the application received

Consumer qualifies for Lifeline and chooses Lifeline company

Consumer informs Lifeline company of qualification status to enroll in the program

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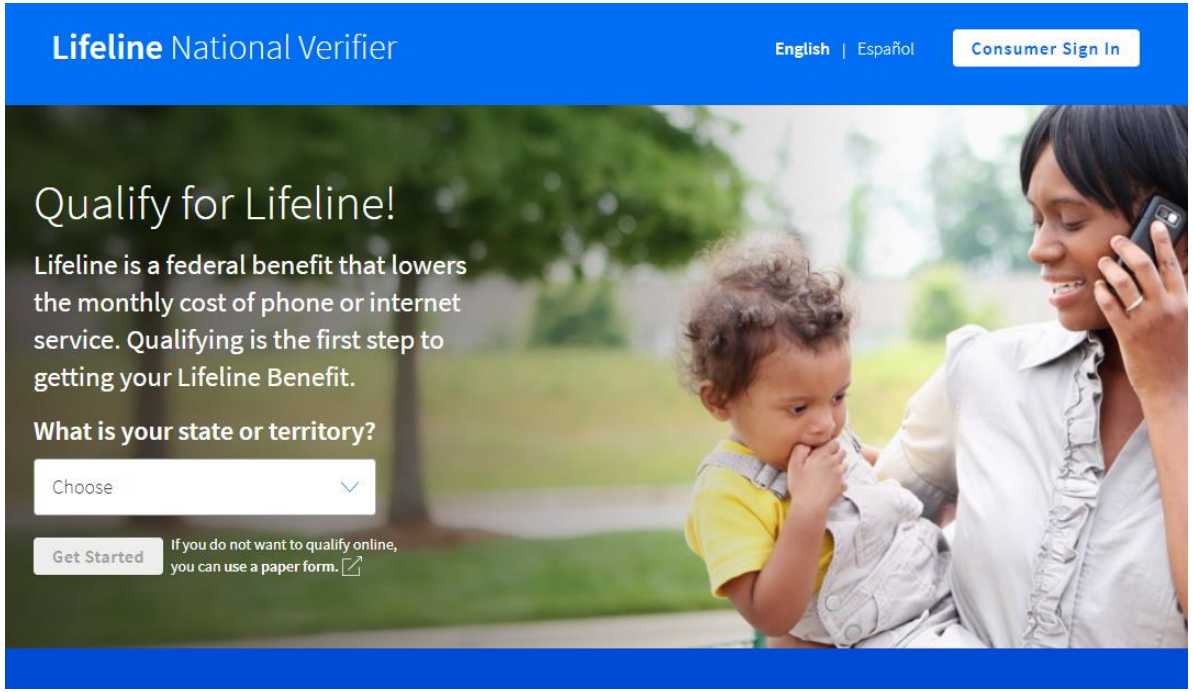
National Verifier Overview

National Verifier Overview

The National Verifier (NV) is Lifeline's new application system that streamlines the process across all 56 states and territories.

- Phone or internet companies will no longer determine consumer eligibility for Lifeline.
- The National Verifier will check consumer eligibility.
- After qualifying for Lifeline, the consumer's service provider will enroll them in the Program through the National Lifeline Accountability Database (NLAD).



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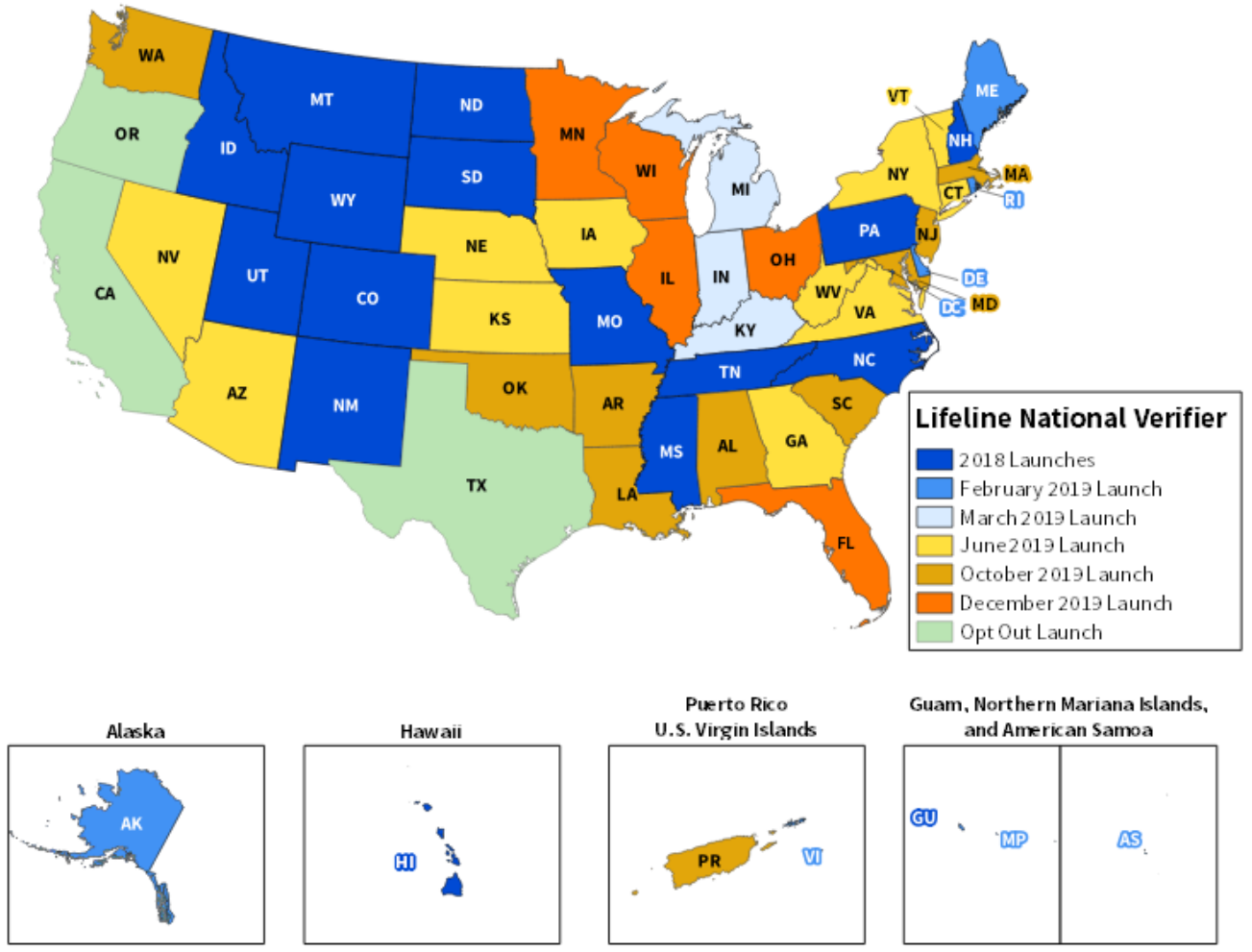
National Verifier Overview
Progress

As of December 2019, all states have launched in the National Verifier!

- Florida, Illinois, Minnesota, Ohio, and Wisconsin soft launched on Monday, December 16, 2019 (**December 2019 launch**).
- California, Oregon, and Texas launched on Friday, December 20, 2019 (**Opt-Out launch**).



Introduction
Changes with the National Verifier

Before the National Verifier:

- Each service providers had their own eligibility process, potentially causing confusion, errors, and inconsistency
- Limited support from USAC on consumer applications
- Consumers did not have one location to manage their benefit and information

With the National Verifier:

- Centralized reviews conducted by USAC provide a consistent consumer experience
- Lifeline Support Center provides full support
- Consumers have an online portal to manage their benefit and information

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National Verifier Overview
Terms to Know

- Service provider portal: The National Verifier's online tool that allows service providers to help a consumer check their eligibility
- Soft Launch: An optional period when service providers can use the National Verifier to determine consumer eligibility or can use legacy methods
- Hard Launch / Full Launch: All service providers must obtain a positive National Verifier eligibility result before enrolling a consumer in NLAD
- Reverification: When a state enters the National Verifier, all current Lifeline consumers go through a one-time process to ensure they meet all Lifeline requirements

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Questions?

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Application Process

Application Process
Ways to Use the NV

Option 1:

Apply with a Service Provider

- The consumer visits a service provider.
- The service provider will enter the consumer's information into the National Verifier service provider portal at CheckLifeline.org.
- This is an in-person interaction, where the service provider asks the consumer questions in an interview style approach.

Option 2:

Apply Online

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

Option 3:

Apply by Mail

- The consumer fills out the National Verifier Lifeline Application Form.
- Documentation is mailed to the Lifeline Support Center
- Service providers may assist consumers with the paper application and mail it on the consumer's behalf.

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Application Process
Path 1

Input

Enter customer data – name, SSN4, etc. – into the National Verifier; initial certifications

National Verifier searches for customer in Federal/State databases and NLAD

If customer eligibility record is found, customer is approved

Result

Service provider uses the National Verifier's eligibility approval to enroll the customer

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Application Process
Path 2

Input

Enter customer data – name, SSN4, etc. – into the National Verifier; initial certifications

National Verifier searches for customer in Federal/State databases and NLAD

If customer eligibility record is not found, documentation is required

Upload requested documentation

National Verifier agent reviews documents

If documentation is acceptable, customer is approved

Result

Service provider uses the National Verifier's eligibility approval to enroll the customer

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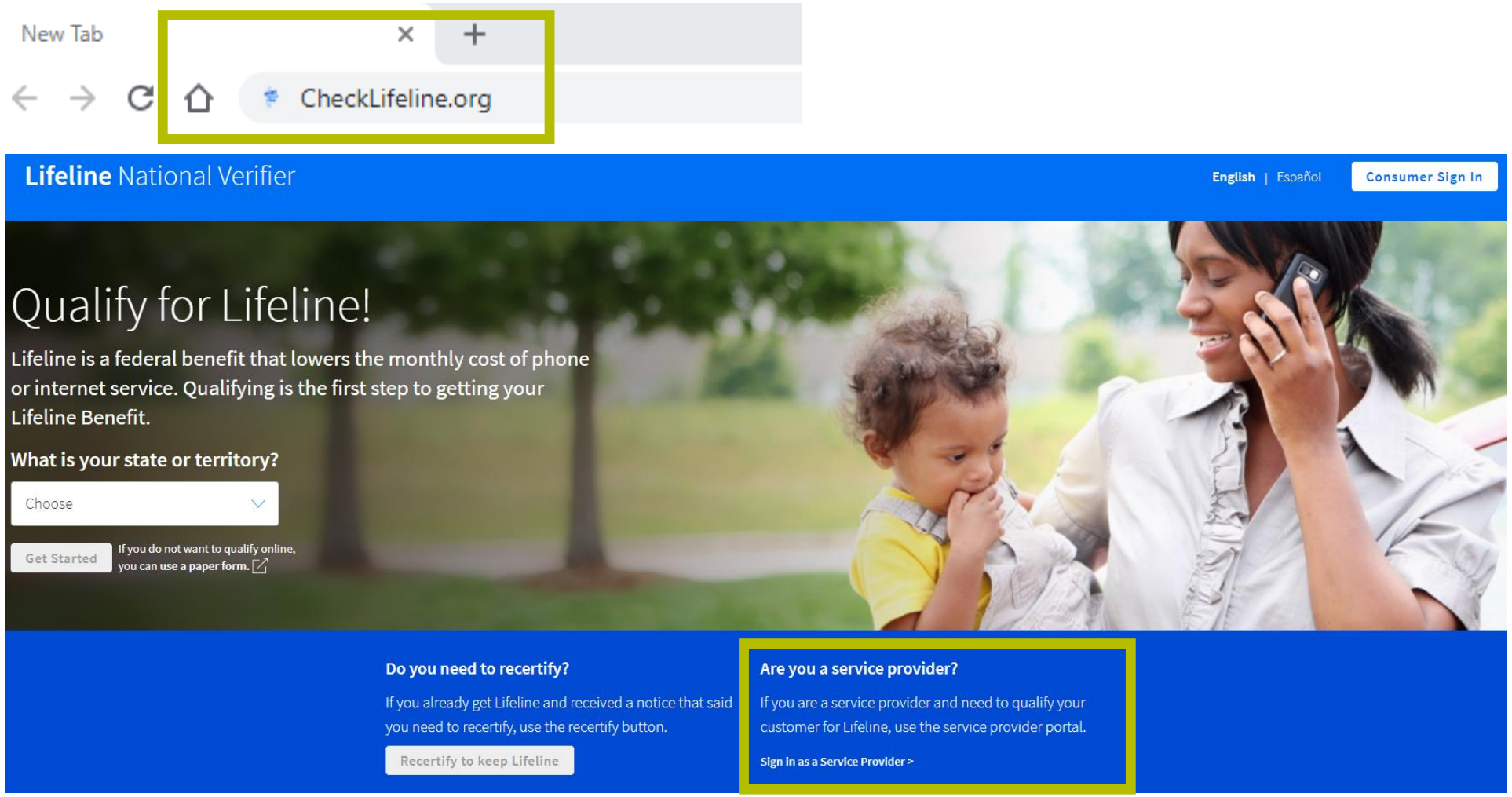
Application Process
Option 1
Service Provider Portal

Application Process
Service Provider Portal



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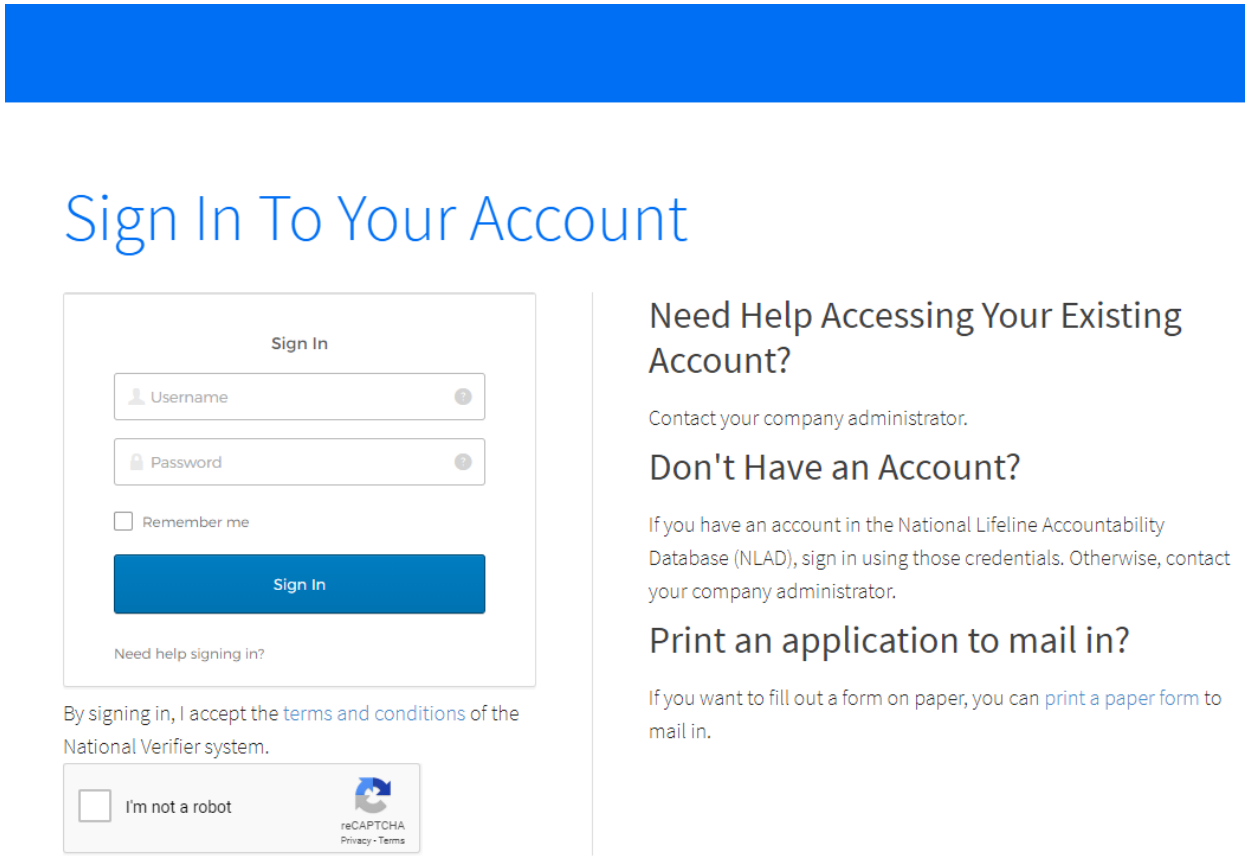
Application Process
Service Provider Portal

Service providers can access the service provider portal with their:

- **Existing NLAD Accounts & NLAD Sub-Accounts**: Sign in to the National Verifier using existing NLAD credentials
- **"NV Only" Accounts (ETC Agent Role)**: Sales associates who use the National Verifier but do not need NLAD access can receive "NV Only" account



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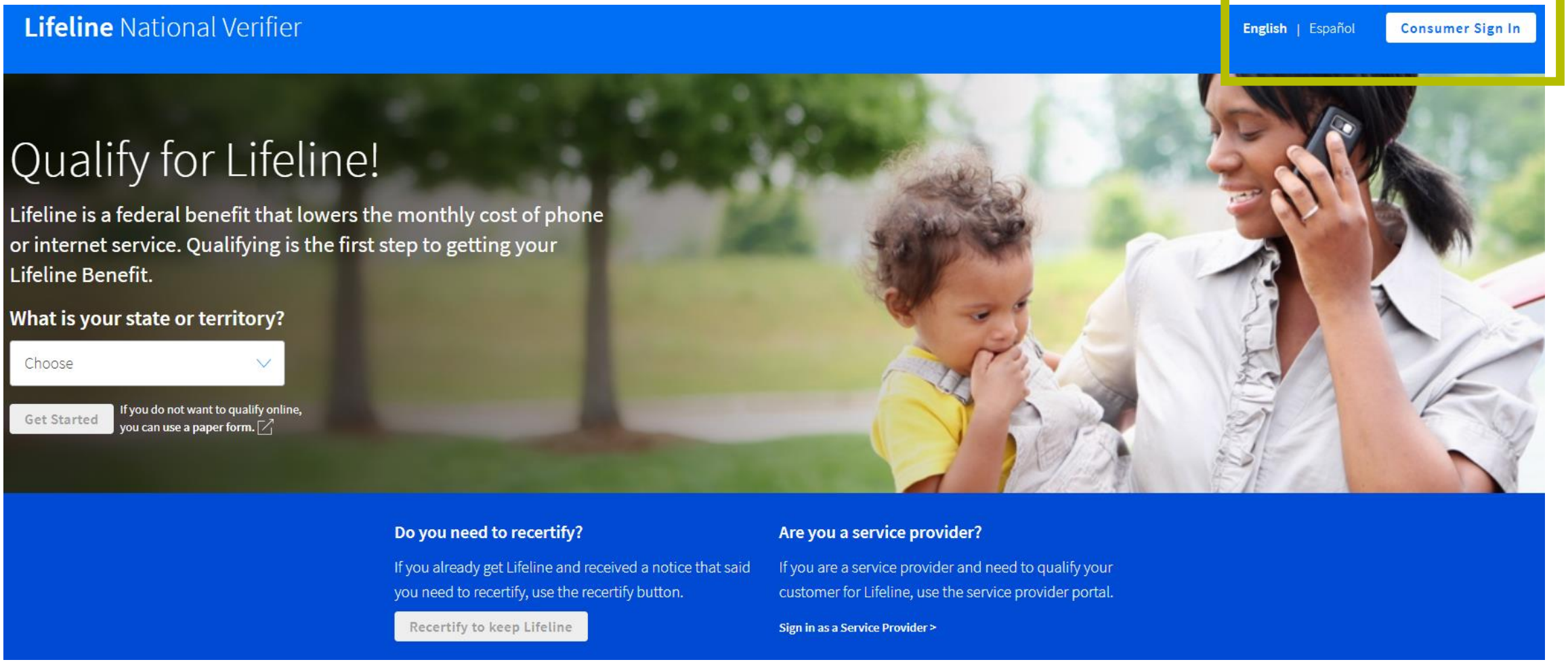
Application Process
Option 2
Apply Online

Application Process
Apply Online



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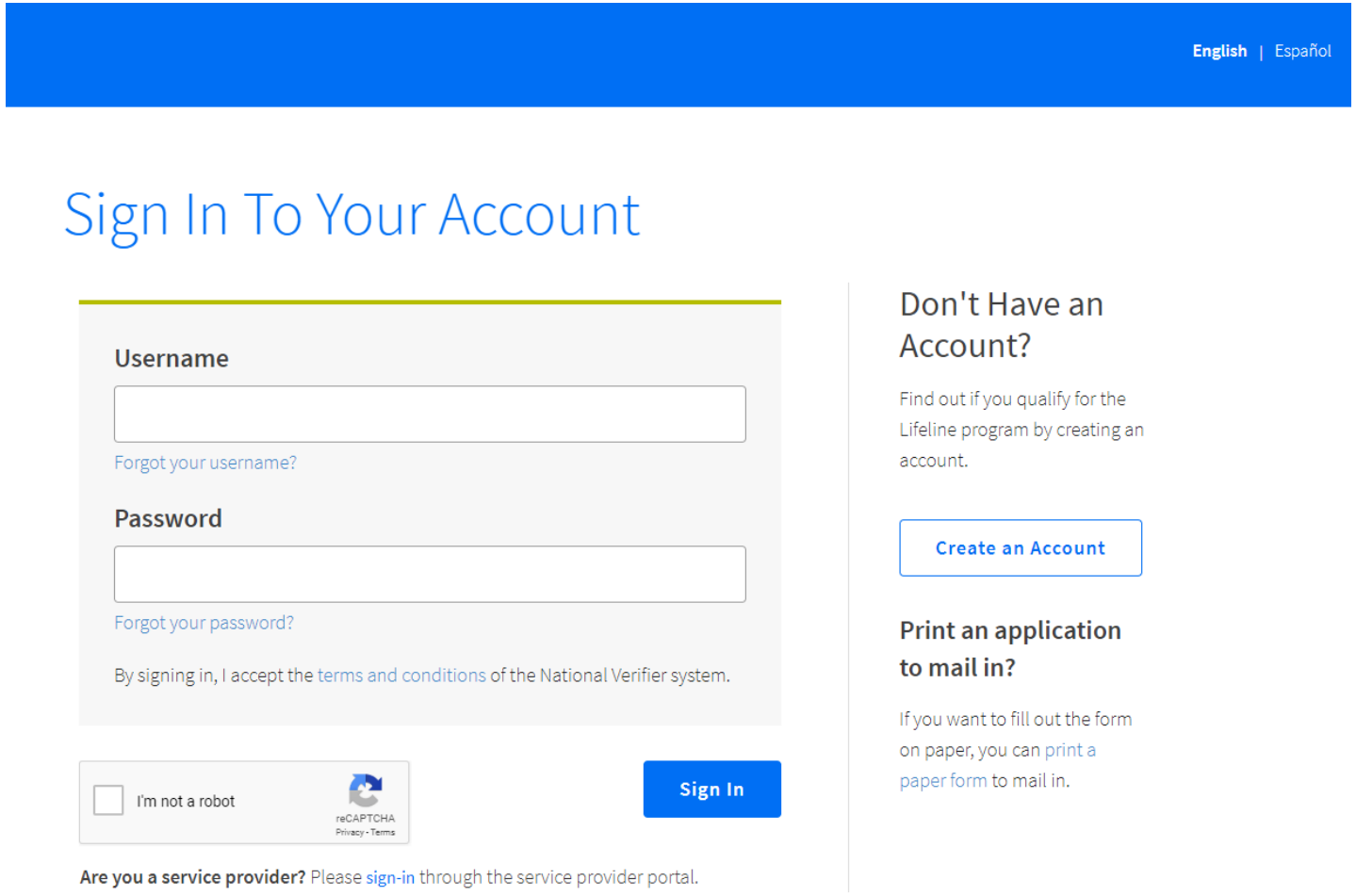
Application Process
Apply Online

Consumers access their consumer portal with the credentials they created during the online application process.

For assistance with the online process, consumers may contact the **Lifeline Support Center**:

- **Contact**: (800) 234-9473; LifelineSupport@usac.org
- **Hours**: 7 days week; 9 a.m. – 9 p.m. ET



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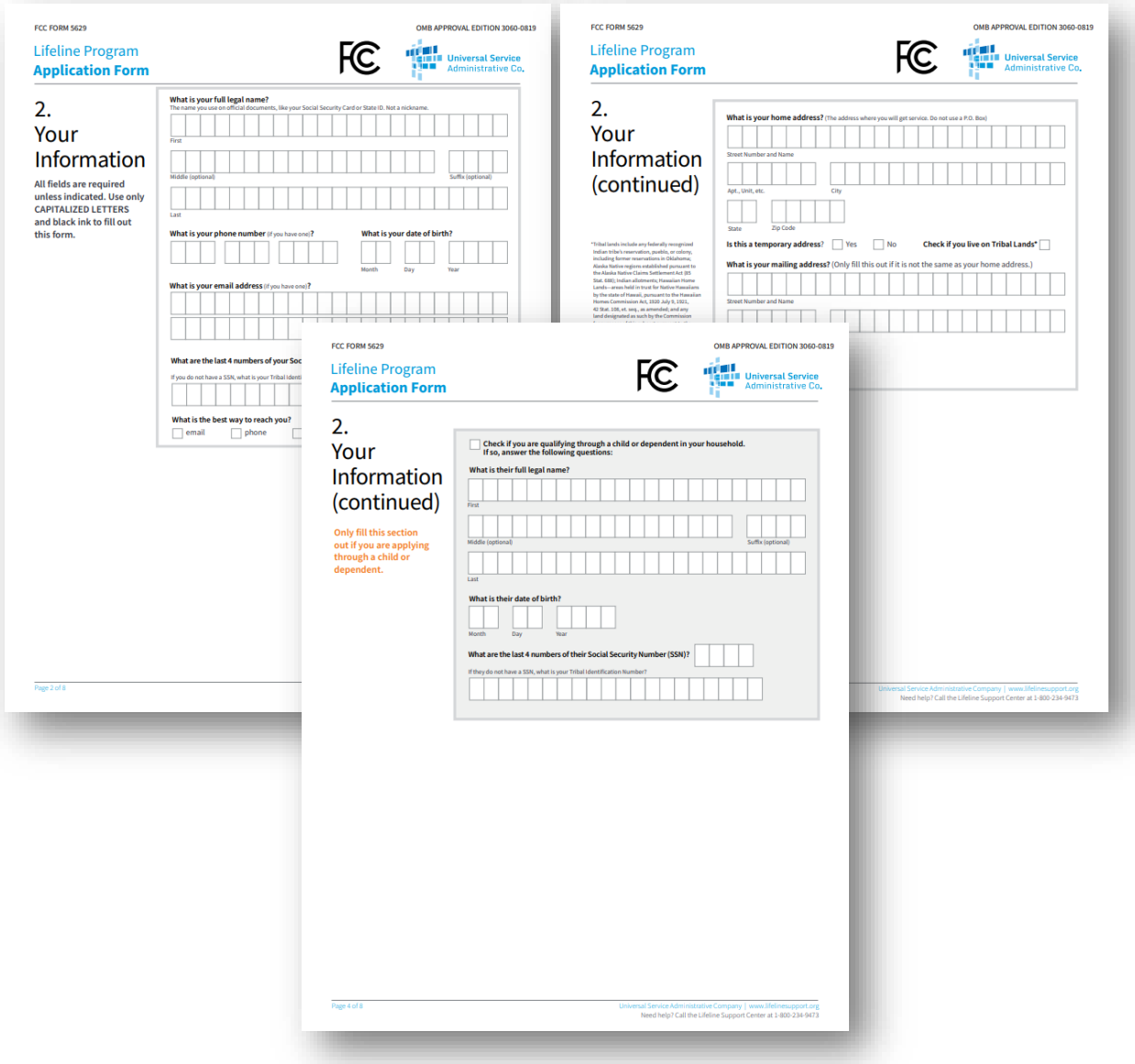
Application Process
Option 3
Apply by Mail

Application Process
Paper Application

- Consumers must complete all sections of the application.
- Application mailed to the **Lifeline Support Center**:

  P.O. Box 7081
  London, KY 40742
- Write clearly, using black ink and capital letters.
- Suggest sending documentation with paper forms to reduce processing time.
- The forms are available on the Lifeline Forms page



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Questions?

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Training & Resources

Upcoming Training
December 2019 Launch Schedule

January

January 14, 2020 3:00 – 4:00 PM ET	**National Verifier Training 2 (NV System Overview)** This training provides a high-level system overview of the NV. Trainees will learn more about the NV system and how to get set up in the test environment.	Register
January 21, 2020 3:00 – 4:00 PM ET	**National Verifier Training 3 (Application Submission Process)** This training provides a high-level overview of the application submission process through the NV, submitting paper applications, and eligibility checking.	Register
January 23, 2020 3:00 – 4:00 PM ET	**National Verifier Office Hours 1** This training is an open forum for service providers to ask questions about the first three training sessions.	Register

February

February 6, 2020 3:00 – 4:00 PM ET	**National Verifier Training 4 (Correcting Eligibility Errors)** This training focuses on the processes to correct eligibility errors in the NV and document submission. Trainees will learn all of the potential errors they may encounter and how to resolve them.	Register
February 18, 2020 3:00 – 4:00 PM ET	**National Verifier Training 5 (Using the National Verifier without Portal Access)** This training provides a high-level overview of program rules and how SPs can work with consumers without the SP portal.	Register
February 25, 2020 3:00 – 4:00 PM ET	**National Verifier Office Hours 2** This training provides an open forum for SPs to ask questions about the soft launch of the NV.	Register

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National Verifier Overview
Resources

USAC is committed to helping service providers prepare to use the National Verifier

- Series of training sessions and videos
- Office hours (open sessions where SPs can ask questions)
- Staging (pre-production) environment and Staging Guide
- National Verifier Service Provider web pages
- Outreach emails (not receiving these? Email us at LifelineProgram@usac.org)

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Thank You!

- **Thank you for joining us!**
- Please email us at LifelineProgram@usac.org to be added to the **National Verifier training and outreach list** with the list of states that you do business in.
- **Sign up for Lifeline Program email updates and upcoming events**
  - Visit our subscription center
- **Need help? Contact us!**
  - General: LifelineProgram@usac.org

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