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
Today’s Presenters

Catie Miller

Leah Sorini

Linnita Hosten
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
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
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).
National Verifier Overview

Progress

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


- 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
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
Questions?
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.
**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

**Result**
- If customer eligibility record is found, customer is approved
- Service provider uses the National Verifier’s eligibility approval to enroll the customer
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

National Verifier agent reviews documents

Upload requested documentation

Result
If documentation is acceptable, customer is approved

Service provider uses the National Verifier’s eligibility approval to enroll the customer
Application Process
Option 1
Service Provider Portal
Application Process
Service Provider Portal

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

Do you need to recertify?
If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

Are you a service provider?
If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal.

CheckLifeline.org
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

Sign In To Your Account

Need Help Accessing Your Existing Account?
Contact your company administrator.

Don’t Have an Account?
If you have an account in the National Lifeline Accountability Database (NLAD), sign in using those credentials. Otherwise, contact your company administrator.

Print an application to mail in?
If you want to fill out a form on paper, you can print a paper form to mail in.
Application Process
Option 2
Apply Online
Application Process
Apply Online

Lifeline National Verifier

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 >
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
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
Questions?
Training & Resources
# Upcoming Training
## December 2019 Launch Schedule

### January

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Details</th>
<th>Register</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 14, 2020</td>
<td>National Verifier Training 2 (NV System Overview)</td>
<td>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.</td>
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<td>3:00 – 4:00 PM ET</td>
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<tr>
<td>January 21, 2020</td>
<td>National Verifier Training 3 (Application Submission Process)</td>
<td>This training provides a high-level overview of the application submission process through the NV, submitting paper applications, and eligibility checking.</td>
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<td>3:00 – 4:00 PM ET</td>
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<tr>
<td>January 23, 2020</td>
<td>National Verifier Office Hours 1</td>
<td>This training is an open forum for service providers to ask questions about the first three training sessions.</td>
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<tr>
<td>3:00 – 4:00 PM ET</td>
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### February

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Details</th>
<th>Register</th>
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<tbody>
<tr>
<td>February 6, 2020</td>
<td>National Verifier Training 4 (Correcting Eligibility Errors)</td>
<td>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.</td>
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<td>3:00 – 4:00 PM ET</td>
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<tr>
<td>February 18, 2020</td>
<td>National Verifier Training 5 (Using the National Verifier without Portal Access)</td>
<td>This training provides a high-level overview of program rules and how SPs can work with consumers without the SP portal.</td>
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<td>3:00 – 4:00 PM ET</td>
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<tr>
<td>February 25, 2020</td>
<td>National Verifier Office Hours 2</td>
<td>This training provides an open forum for SPs to ask questions about the soft launch of the NV.</td>
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<td>3:00 – 4:00 PM ET</td>
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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)
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