

# 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

## Today's Presenters



**Catie Miller**



**Leah Sorini**



**Linnita Hosten**

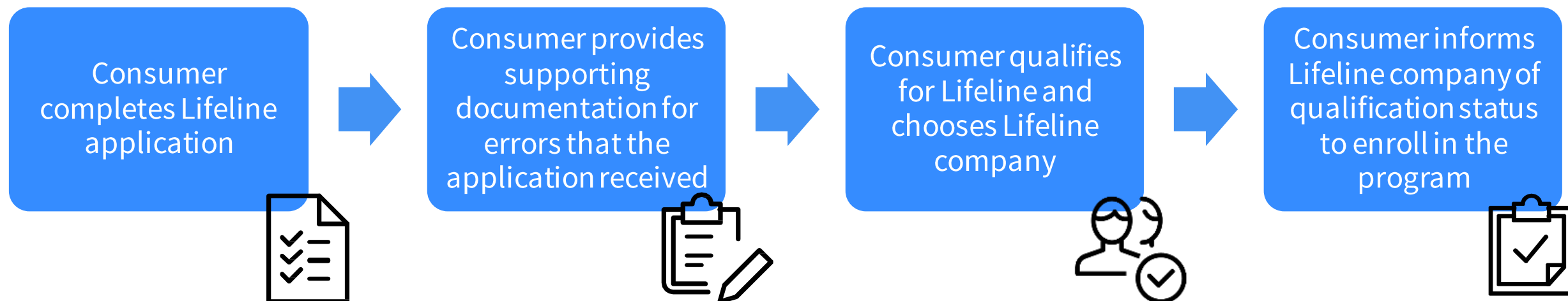
## Course Objective

- 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

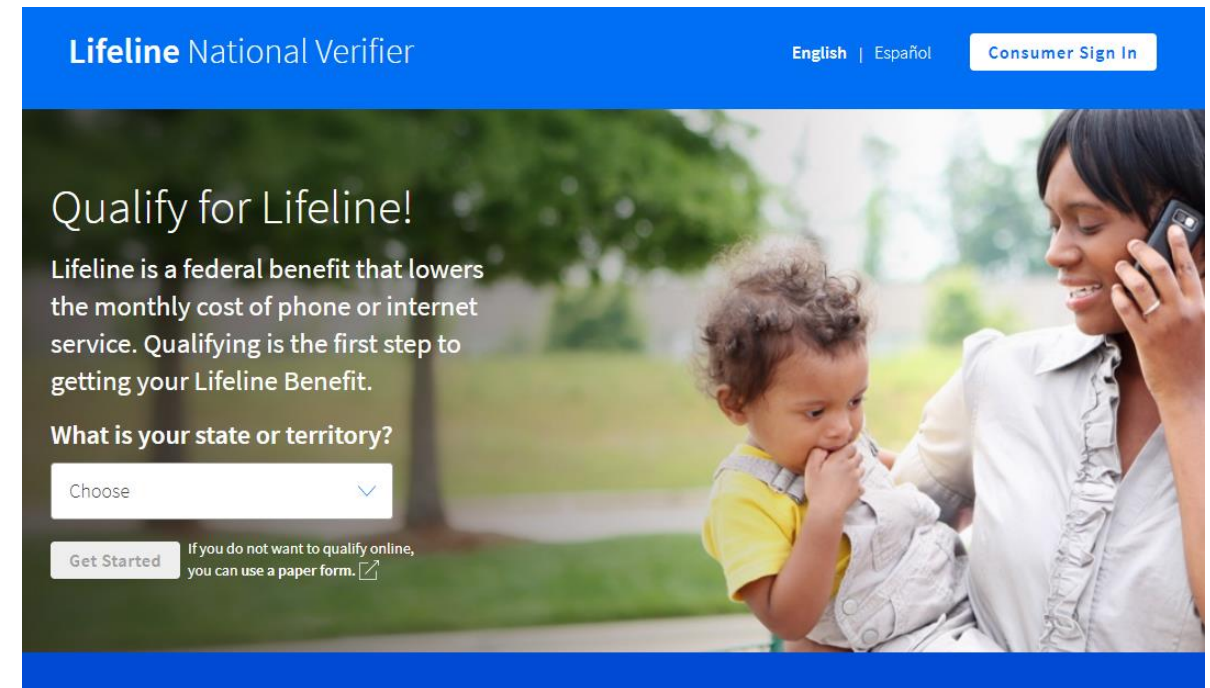


# National Verifier Overview

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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).



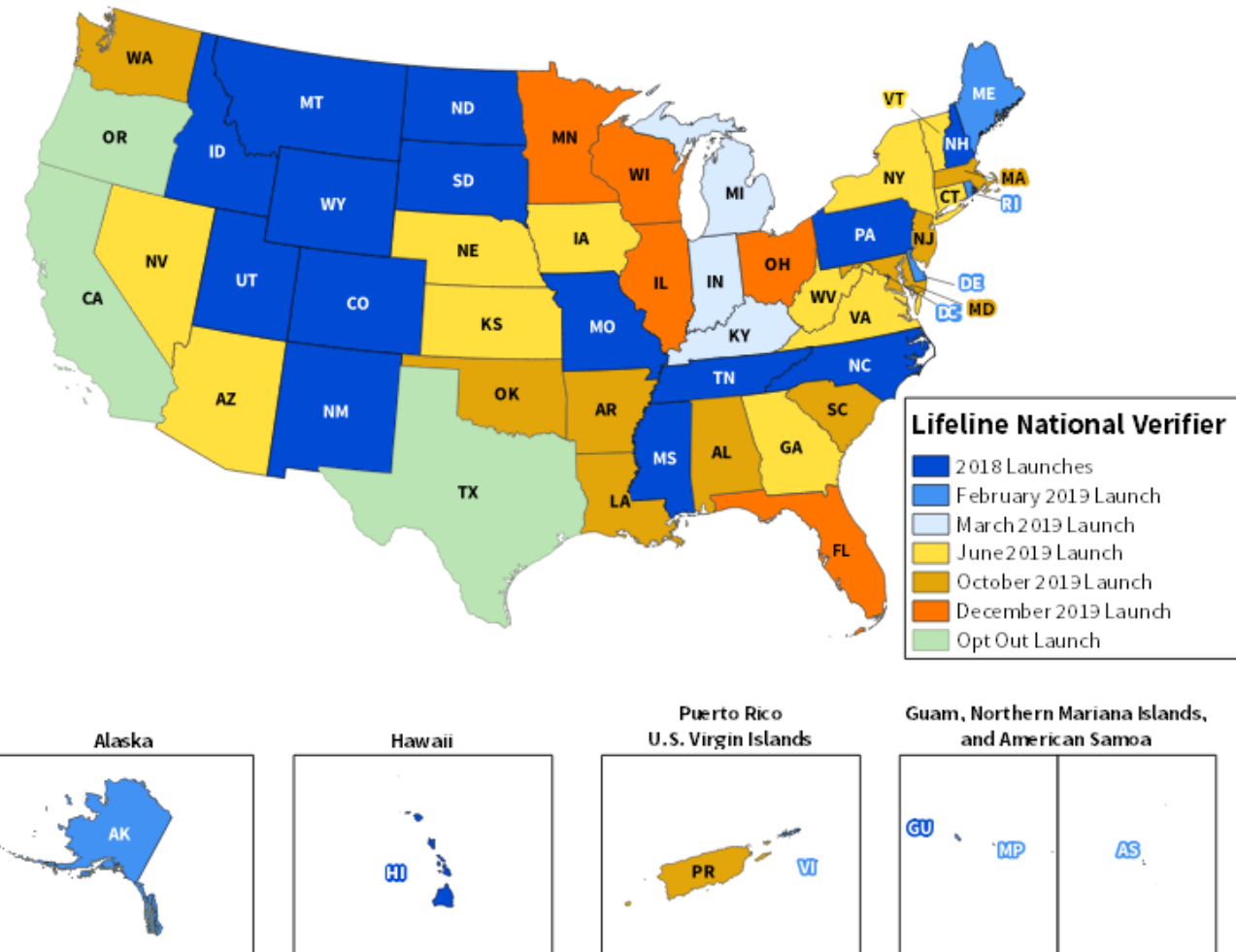


# National Verifier Overview

## Progress

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

- 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

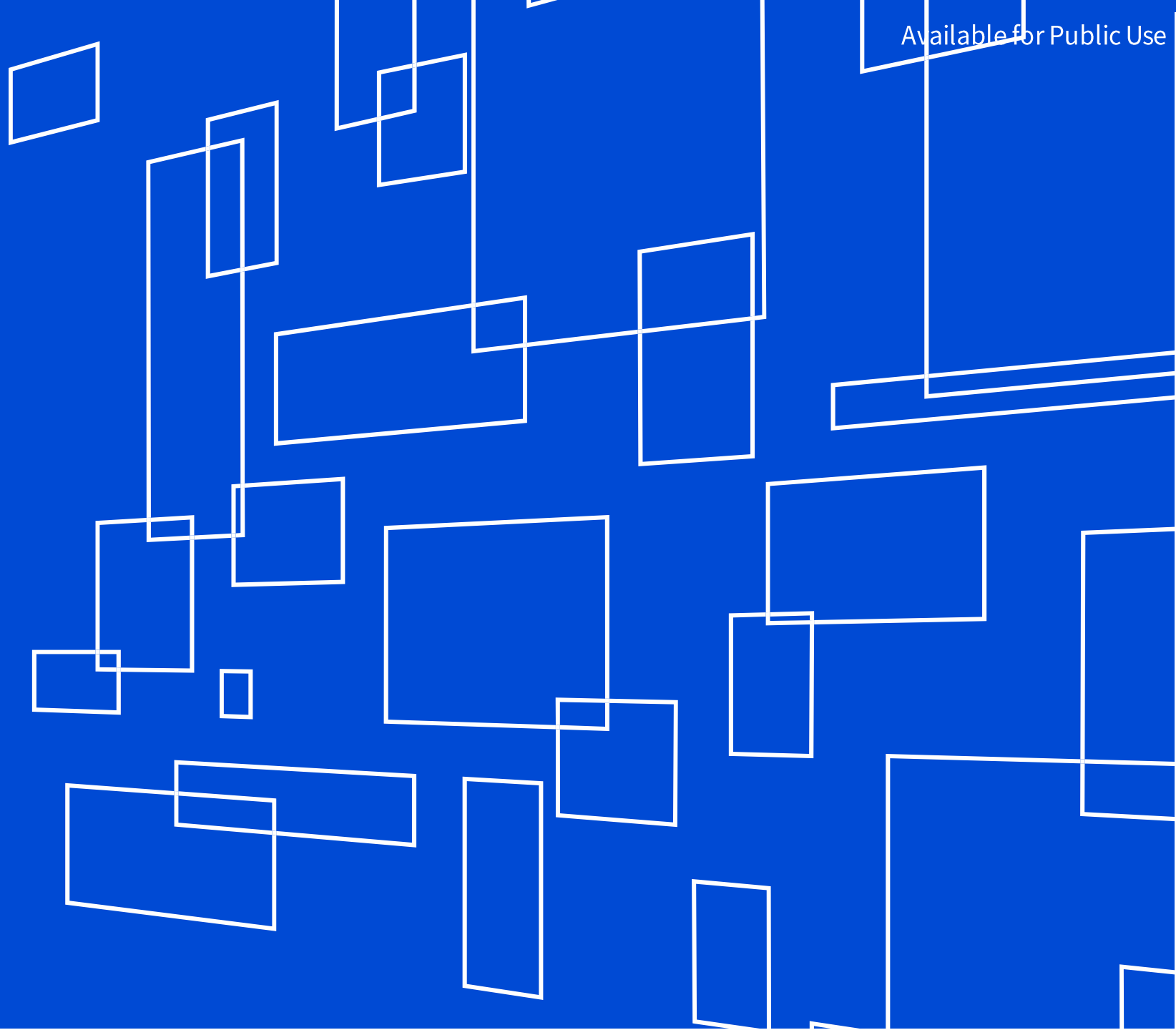
# National Verifier Overview

## 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](https://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](https://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



If customer eligibility  
record **is found**, customer  
is approved



### Result

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



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



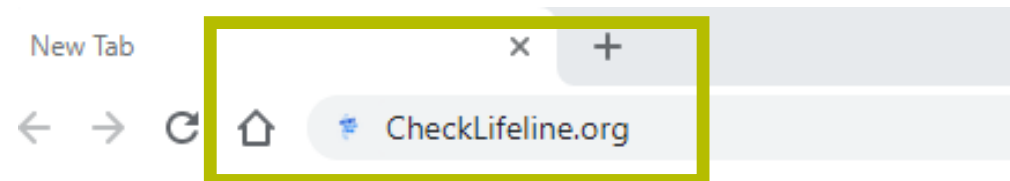
# **Application Process**

## Option 1

### Service Provider Portal

# Application Process

## Service Provider Portal



**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?**

[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 >](#)

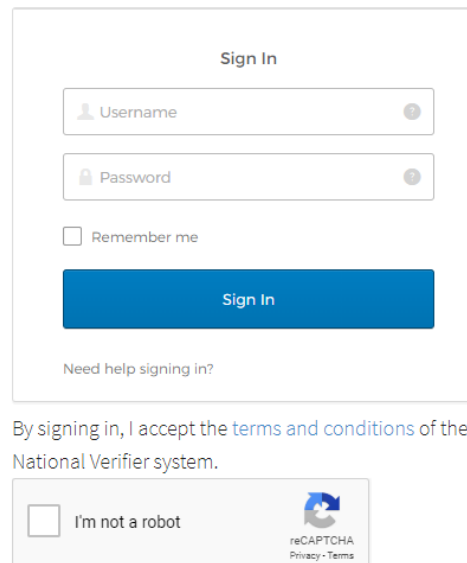
# Application Process

## 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



The screenshot shows a 'Sign In' form with the following elements:

- Sign In** header
- Username** input field with a user icon and a clear button (X).
- Password** input field with a lock icon and a clear button (X).
- ☐ **Remember me**
- Sign In** button
- [Need help signing in?](#)
- Terms and conditions: 

By signing in, I accept the [terms and conditions](#) of the National Verifier system.
- ☐ **I'm not a robot**
- reCAPTCHA logo and [Privacy](#) / [Terms](#) links.

### 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.

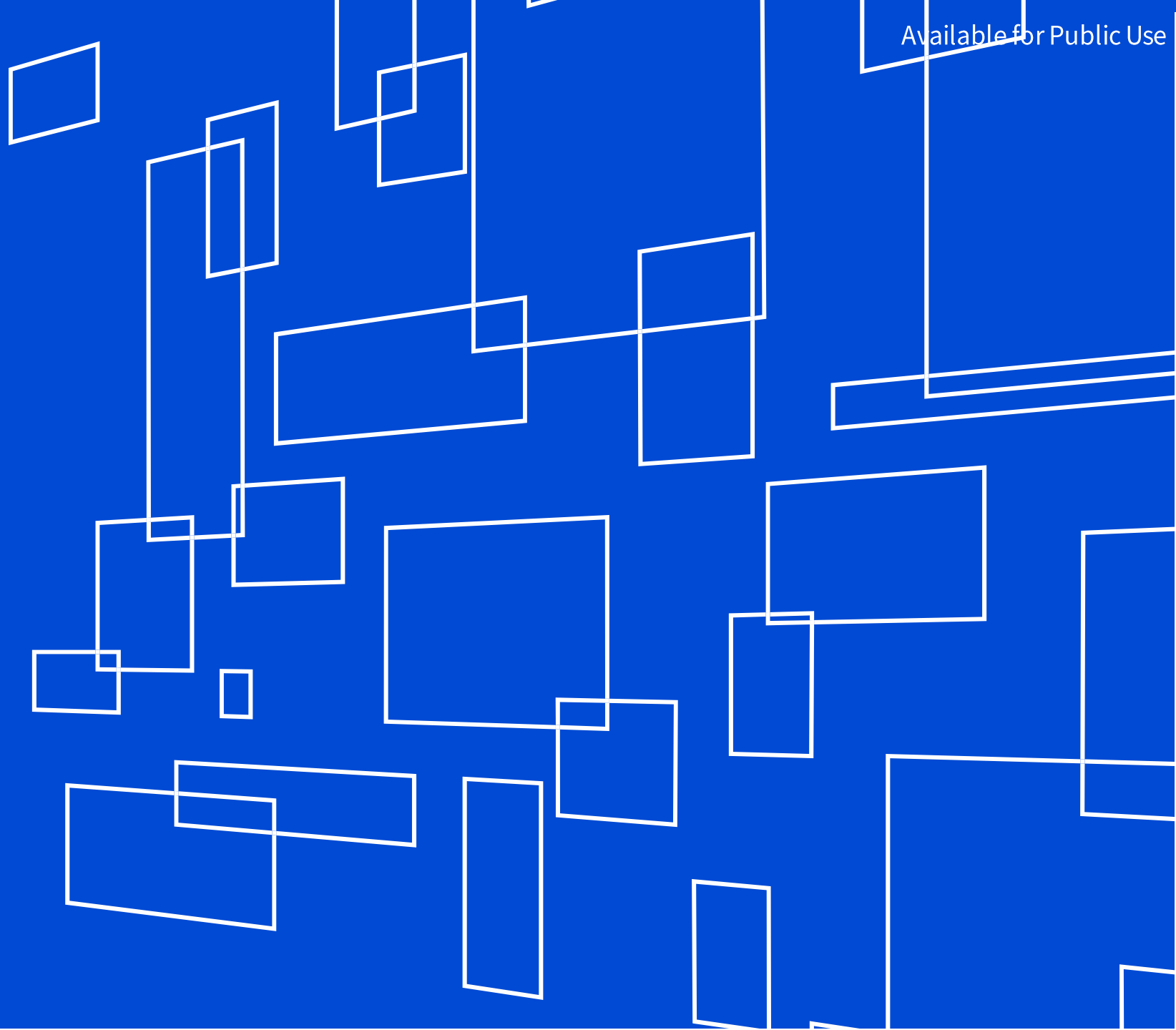
### Print an application to mail in?

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

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. [↗](#)

### 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](mailto:LifelineSupport@usac.org)
- **Hours:** 7 days week; 9 a.m. – 9 p.m. ET


English | Español

## Sign In To Your Account

Username
[Forgot your username?](#)

Password
[Forgot your password?](#)

By signing in, I accept the [terms and conditions](#) of the National Verifier system.

☐ I'm not a robot

[Privacy](#) • [Terms](#)

Sign In

Are you a service provider? Please [sign-in](#) through the service provider portal.

## Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

[Create an Account](#)

## Print an application to mail in?

If you want to fill out the form on paper, you can [print a paper form](#) to mail in.

# **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

FCC FORM 5629  
Lifeline Program  
Application Form

OMB APPROVAL EDITION 3060-0819

2.  
Your  
Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

What is your full legal name?  
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First  
Middle (optional)  
Last

What is your phone number (if you have one)?  
Month Day Year

What is your date of birth?  
Month Day Year

What is your email address (if you have one)?

What are the last 4 numbers of your Social Security Number (SSN)?  
If you do not have a SSN, what is your Tribal ID?

What is the best way to reach you?  
☐ email ☐ phone

FCC FORM 5629  
Lifeline Program  
Application Form

OMB APPROVAL EDITION 3060-0819

2.  
Your  
Information  
(continued)

What is your home address? (The address where you will get service. Do not use a P.O. Box.)  
Street Number and Name  
Apt., unit, etc. City  
State Zip Code

Is this a temporary address? ☐ Yes ☐ No Check if you live on Tribal Lands? ☐

What is your mailing address? (Only fill this out if it is not the same as your home address.)  
Street Number and Name

\*Tribal lands include any federally recognized Indian tribe's reservation, pueblo, or colony, including former reservations or colonies. Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (ANCSA). Indian allotments (trust lands) are also included. For more information, see 47 CFR 1.1201. For more information, see 47 CFR 1.1201. For more information, see 47 CFR 1.1201.

FCC FORM 5629  
Lifeline Program  
Application Form

OMB APPROVAL EDITION 3060-0819

2.  
Your  
Information  
(continued)

☐ Check if you are qualifying through a child or dependent in your household. If so, answer the following questions:

What is their full legal name?  
First  
Middle (optional)  
Last

What is their date of birth?  
Month Day Year

What are the last 4 numbers of their Social Security Number (SSN)?  
If they do not have a SSN, what is their Tribal Identification Number?

Universal Service Administrative Company | www.lifelinesupport.org  
Need help? Call the Lifeline Support Center at 1-800-234-9473



# Questions?

# Training & Resources

# Upcoming Training

## December 2019 Launch Schedule

### January

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

### February

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

# 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](mailto:LifelineProgram@usac.org))

# Thank You!

- **Thank you for joining us!**
- Please email us at [LifelineProgram@usac.org](mailto: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](mailto:LifelineProgram@usac.org)



**Universal Service**  
Administrative Co.