National Verifier Carrier API Office Hours

November 7, 2019

Universal Service Administrative Co.

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Announcements

- Reminder: Service providers who access NLAD by API must update the way they connect to NLAD before November 25, 2019.
  - Beginning Nov. 25 the hostname used to send API requests to NLAD will change. Any transaction sent using the old hostname will fail.
- Website updates: USAC.org is getting a facelift!
  - The changes will go live on Nov. 11
  - The Lifeline Service Provider site will now be www.usac.org/lifeline

Introduction

Today's Office Hours show carriers how the National Verifier Carrier API application process could look to consumers.

- First we give a step-by-step example of the application process for consumers that pass all validations.
- Next we give a step-by-step example of the process for consumers that fail one or more validations.
- Each example includes:
  - Sample pages that a consumer would interact with during the application process.
  - Information on the data exchanged between service providers and National Verifier.

Happy Path

National Verifier API Application Process for Consumers Who Pass All Validations

Happy Path
Step 1: Service Provider Application

- A consumer will initiate their Lifeline application from the service provider's website or enrollment app.
  - A sample service provider application is provided to the right.
- The first step in the application process is for the consumer to provide all information the service provider needs to send a **Check Eligibility request** to the National Verifier.

Happy Path
Step 2: Send Check Eligibility Request and Receive Response

Next the service provider sends a **Check Eligibility request** to National Verifier.

Behind the scenes

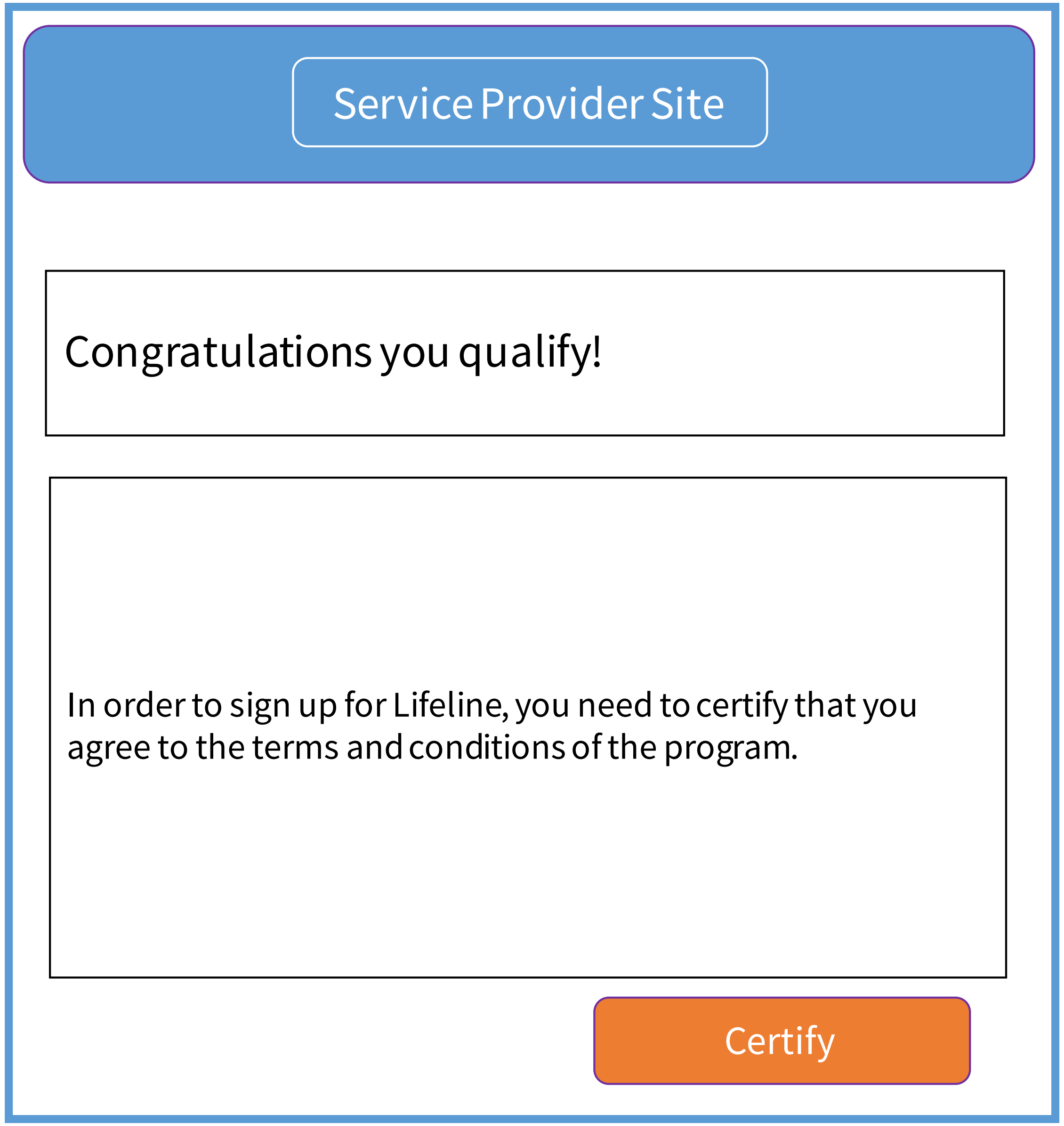
- NV receives that information and performs validations and checks before creating a new application, similar to what would happen if the consumer applied in the NV portal.
- NV sends an API response to the service provider's system that includes information on the new application. If NV finds an existing application for the consumer, it will return details on the existing application.

Key Information Returned

- Application ID
- **Eligibility Check ID** (unique ID/token used to check the application later)
- If an existing application is found, information on the status of that application will be provided
- A **redirect URL** that the service provider will use to direct the consumer to complete the certifications required to finalize the application

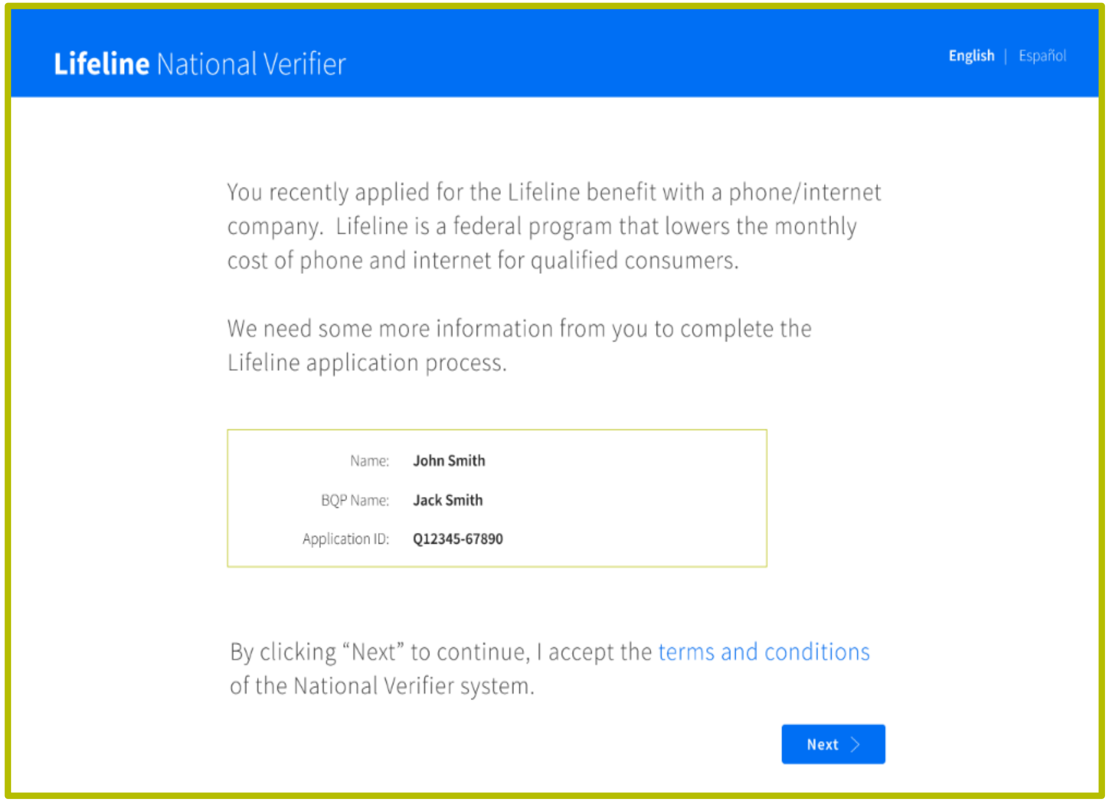
Happy Path
Step 3: Provide Results to Consumer

- The service provider uses the results provided in the API response to tell the consumer what is needed next.
- A key feature of this page is the “Certify” button.
  - In this example the consumer would select the “Certify” button to be redirected to the National Verifier.
  - The service provider uses the **redirect URL** provided in the API response in Step 2 to move the consumer to the National Verifier.



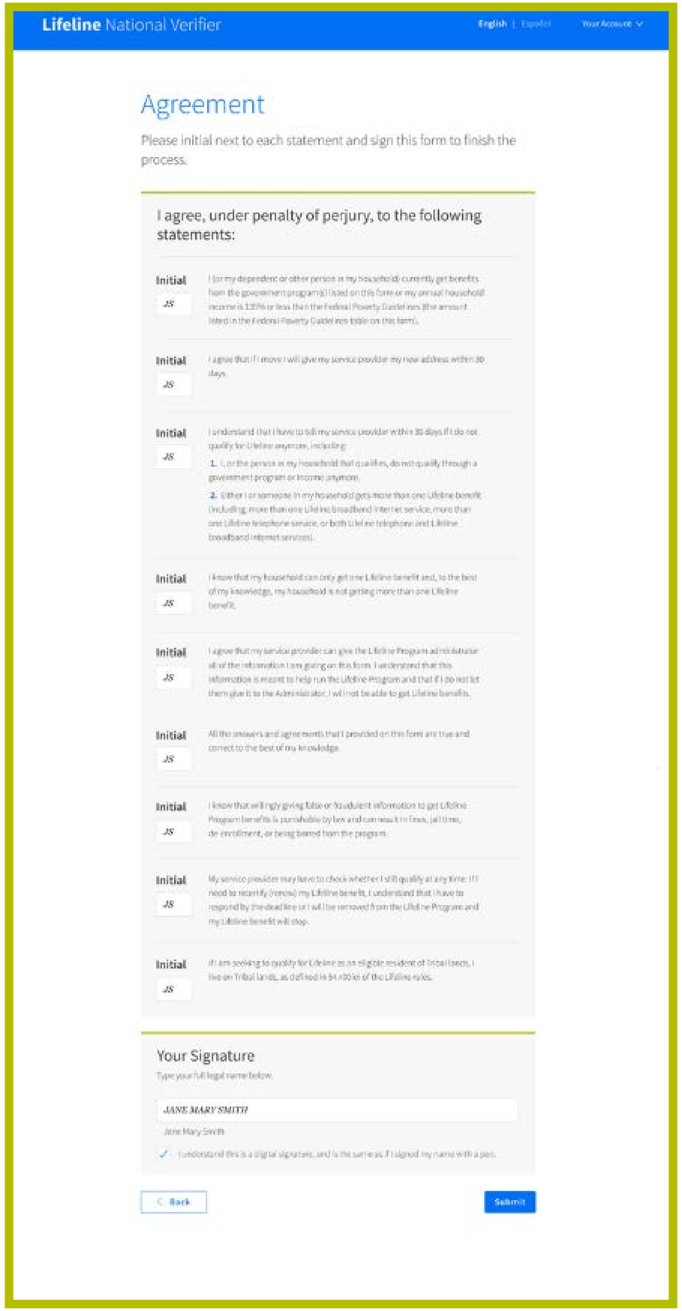
Happy Path
Step 4: Agree to Terms and Conditions

- The consumer is taken to the National Verifier and must agree to the Terms and Conditions before completing certifications.



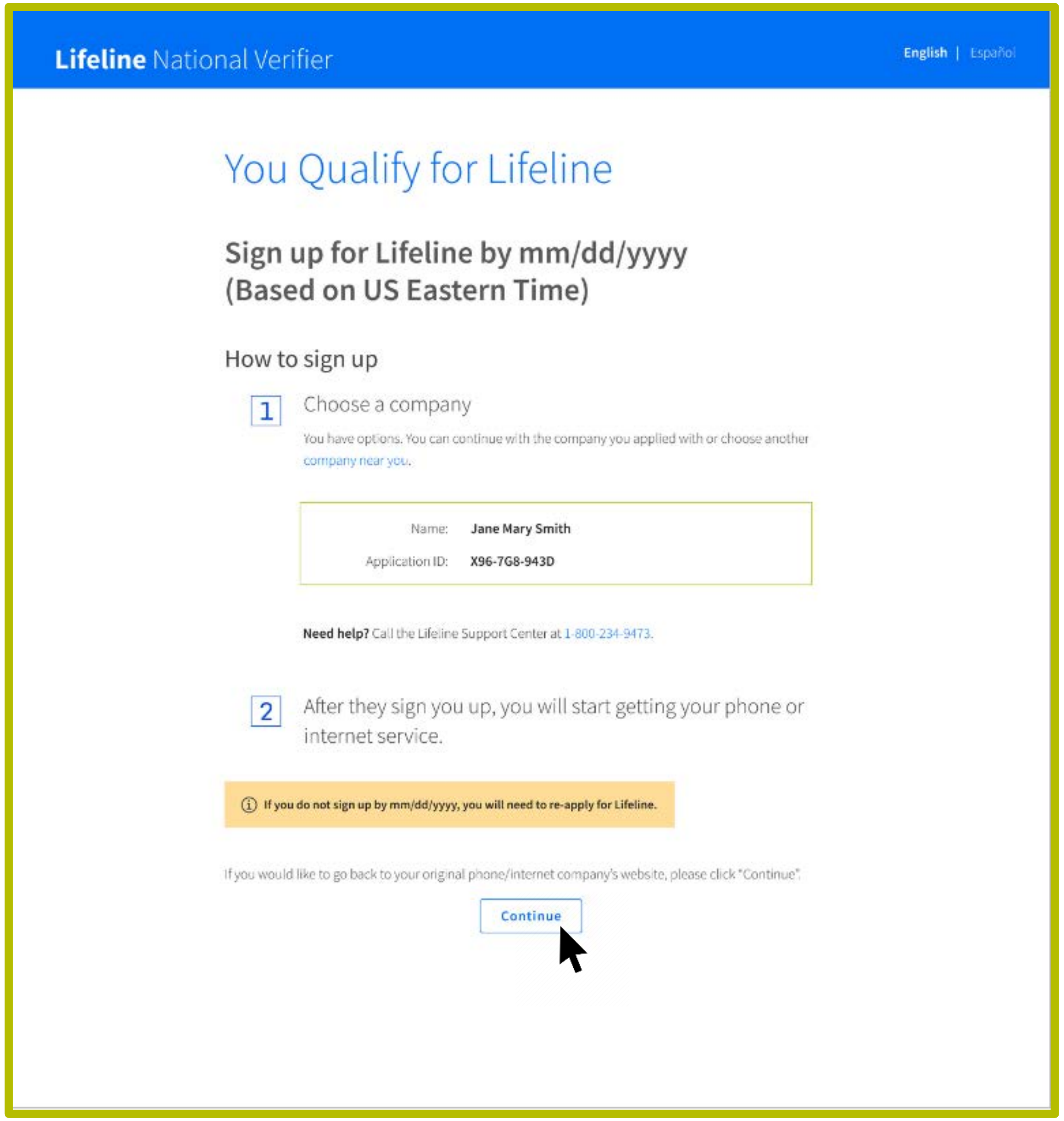
Happy Path
Step 5: Complete Certifications

- The consumer continues in the National Verifier and completes the required certifications to finish their application.



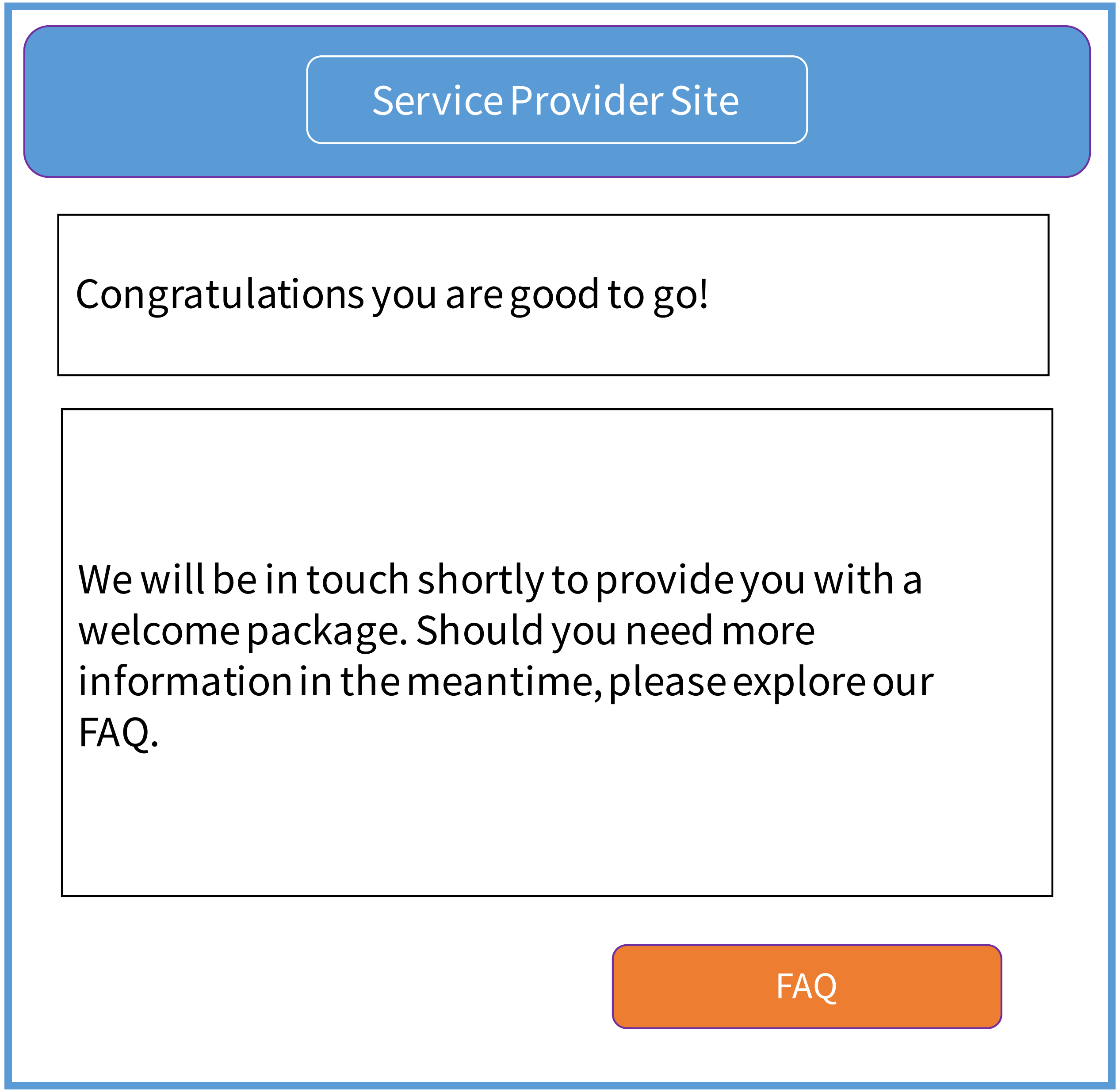
Happy Path
Step 6: Receive Application Status

- The National Verifier displays a status page to the consumer letting them know that they qualify.
- Key features include:
  - Date the application expires
  - Application ID
  - An option to return to the service provider's website
    - The service provider must provide a **return to carrier URL** in the initial Check Eligibility request if it wants the consumer to see this option



Happy Path
Step 7: Return to Carrier

- If the service provider opted to provide a *return to carrier URL* and the consumer selects the link on the status page, the consumer will return to the service provider webpage.



More Documentation Needed

National Verifier API Application Process for Consumers Who Fail One or More Validations

Documentation Needed
Step 1: Service Provider Application

- A consumer will initiate their Lifeline application from the service provider's website or enrollment app.
  - A sample service provider application is provided to the right.
- The first step in the application process is for the consumer to provide all information the service provider needs to send a **Check Eligibility request** to the National Verifier.

Service Provider Site

Customer Information

What is your full legal name? [_____] [_____] [_____]

What is your date of birth? [__/__/__]

What is your address?
[_________________________________]

What are the last four of your SSN? [_____]

The Information you gave us will be used to check if you qualify for Lifeline. lease confirm that it is okay.
[__] By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

Check your Eligibility

Documentation Needed
Step 2: Send Check Eligibility Request and Receive Response

Next the service provider sends a **Check Eligibility request** to National Verifier.

Behind the scenes

- NV receives that information and performs validations and checks before creating a new application, similar to what would happen if the consumer applied in the NV portal.
- NV sends an API response to the service provider's system that includes information on the new application. If NV finds an existing application for the consumer, it will return details on the existing application.

Key Information Returned

- Application ID
- **Eligibility Check ID** (unique ID/token used to check the application later)
- Failures related to address, identity, and/or eligibility
- If an existing application is found and it has been previously reviewed, information on the review(s) and any rejections
- A **redirect URL** that the service provider will use to direct the consumer to complete the certifications required to finalize the application.

Documentation Needed
Step 3: Provide Results to Consumer

- The service provider uses the results provided in the API response to tell the consumer what is needed next.
- Key features:
  - Information on address, identity, and/or eligibility errors returned in Step 2.
  - An option to correct the information provided.
    - If a service provider includes a similar option, they will need to submit a new Eligibility Check request after the information is updated.
  - A "Continue" button that the consumer can use to proceed to the National Verifier to resolve errors and complete the required certifications.
    - The service provider uses the **redirect URL** provided in the API response in Step 2 to move the consumer to the National Verifier.

Service Provider Site

There are problems with your application. We are unable to verify your:
- Address
- Identity
- Eligibility

This is the information you entered:

Your full legal name: **Josh Smith**
Your date of birth: **12/01/1990**
Address: **1 Main Street, apt. 1313 Washington DC 20005**
Last four of your SSN: **1234**
Qualifying Program: **Medicaid**

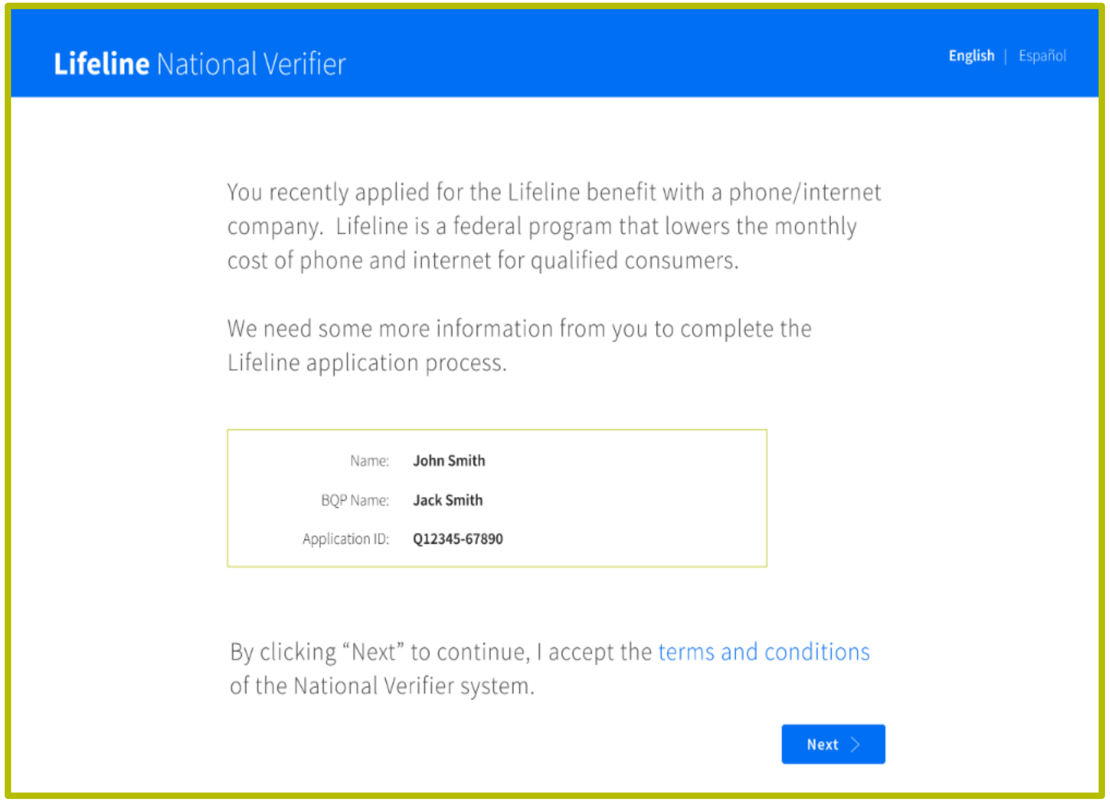
If something is incorrect above, correct it and apply again.

If your information above is correct, you need to resolve the issue and certify that you agree to the terms and conditions of the Lifeline program:

Continue

Documentation Needed
Step 4: Agree to Terms and Conditions

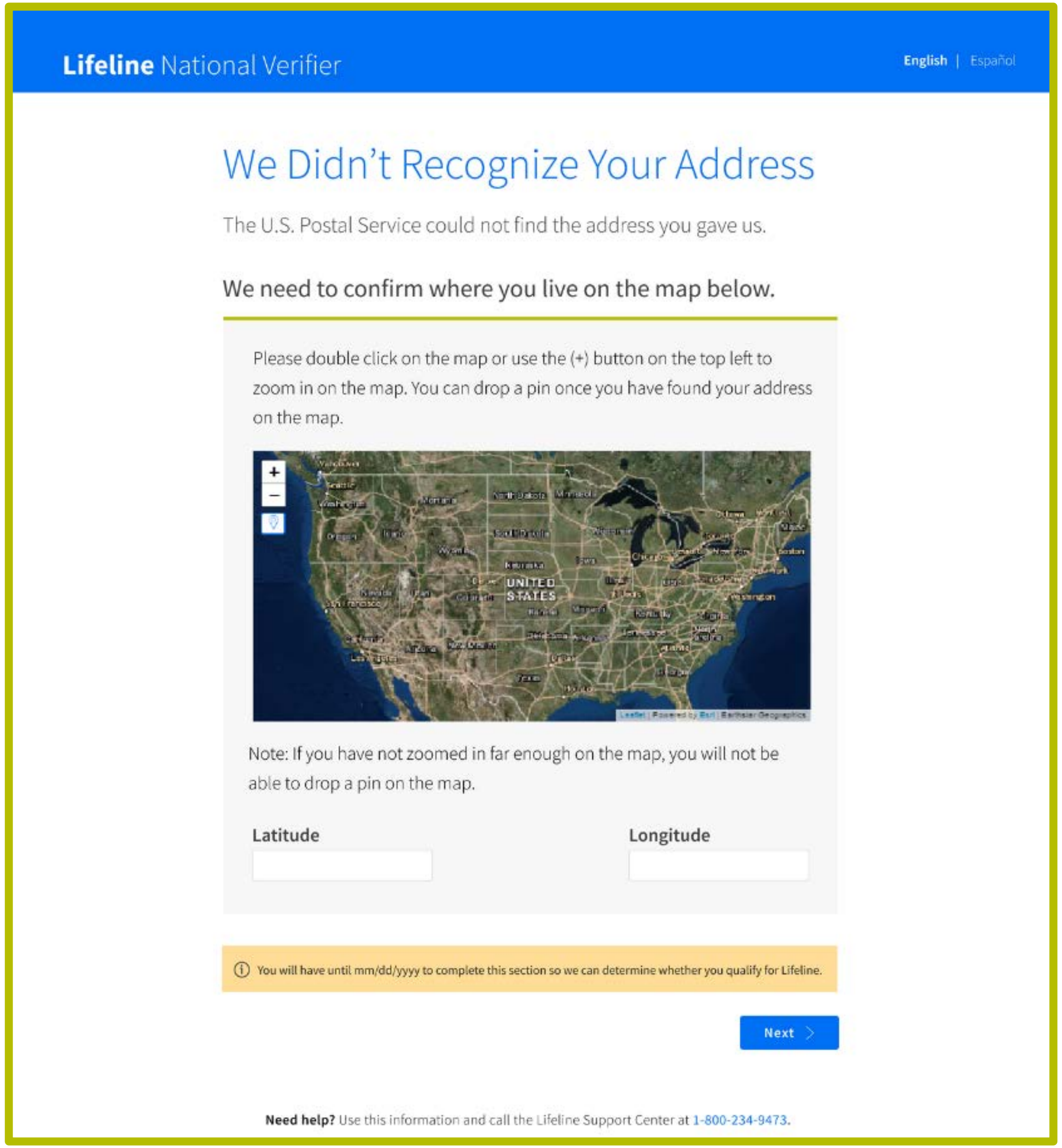
- If the consumer chooses to continue, they are taken to the National Verifier and must agree to the Terms and Conditions before resolving errors and completing certifications.



Documentation Needed
Step 5a: Resolve Address Errors

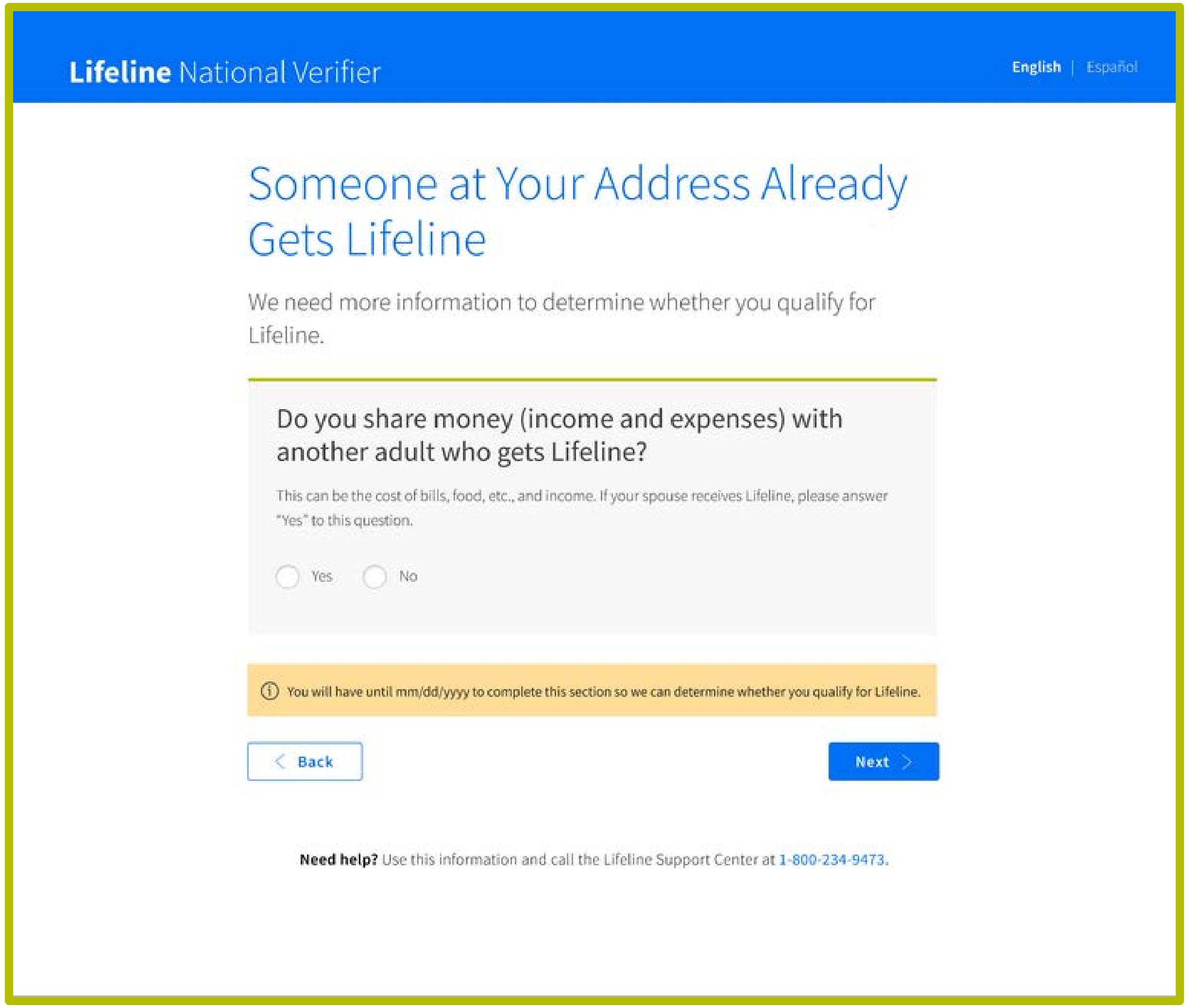
- If NV was unable to verify the consumer's address, this is the first error the consumer will need to resolve.

Note: consumers only resolve the errors relevant to their application.



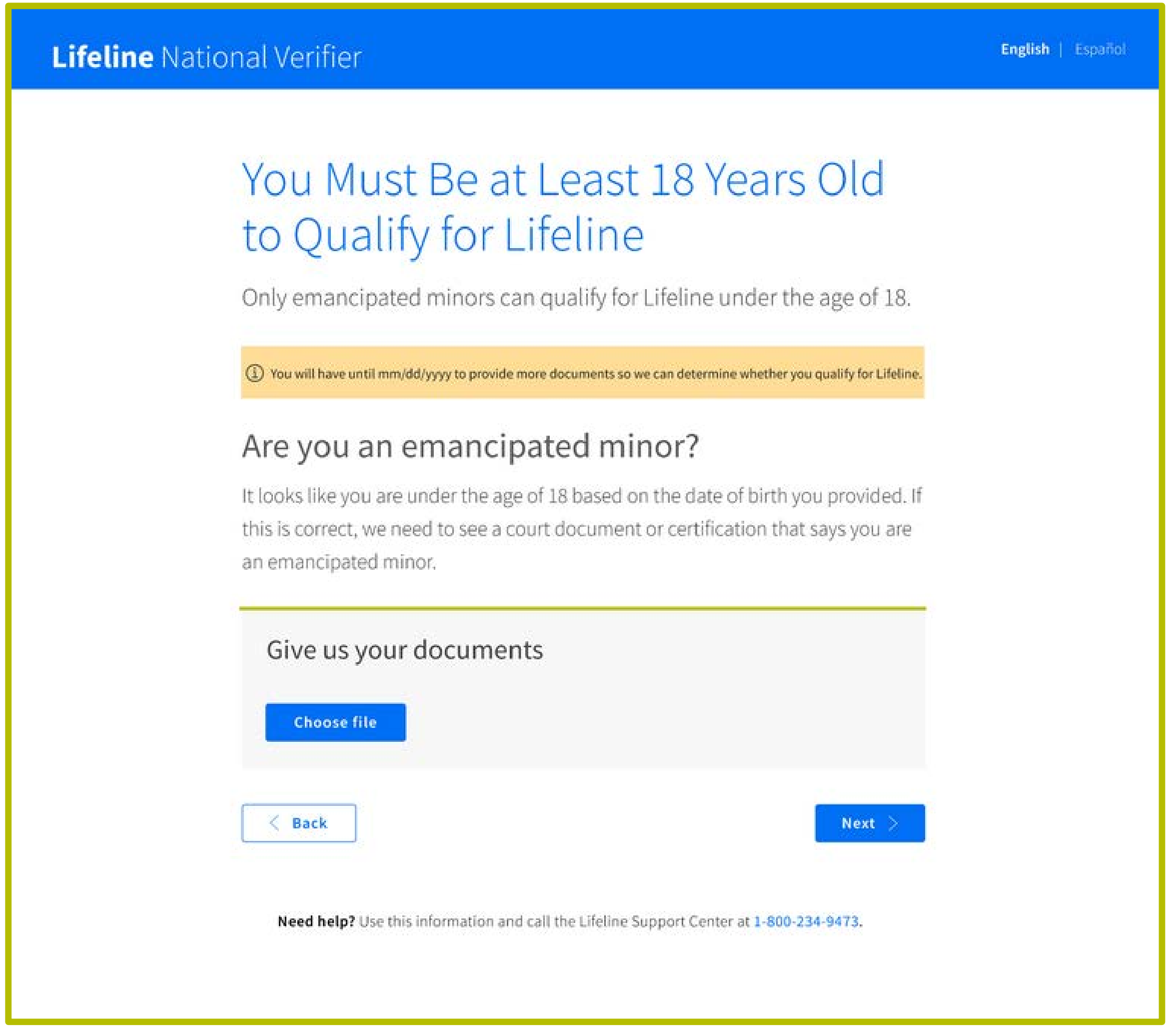
Documentation Needed Step 5b: Resolve Duplicate Household Errors

- If NV identified another consumer receiving Lifeline service at the applicant's address, the applicant must answer questions related to the one-per-household requirement.



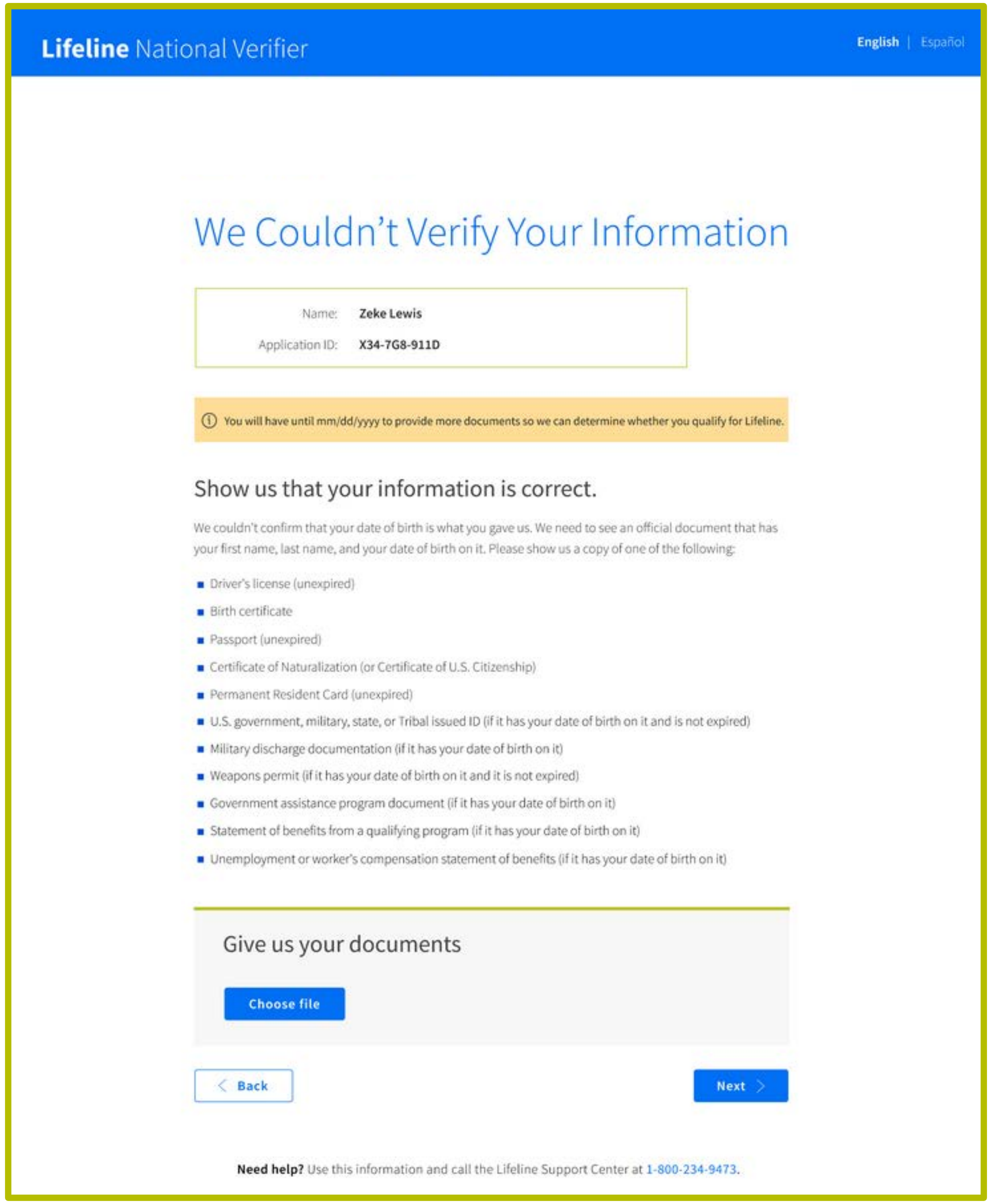
Documentation Needed
Step 5c: Resolve Under 18 Errors

- If the consumer is under 18 years of age, they must provide documentation showing they are an emancipated minor.



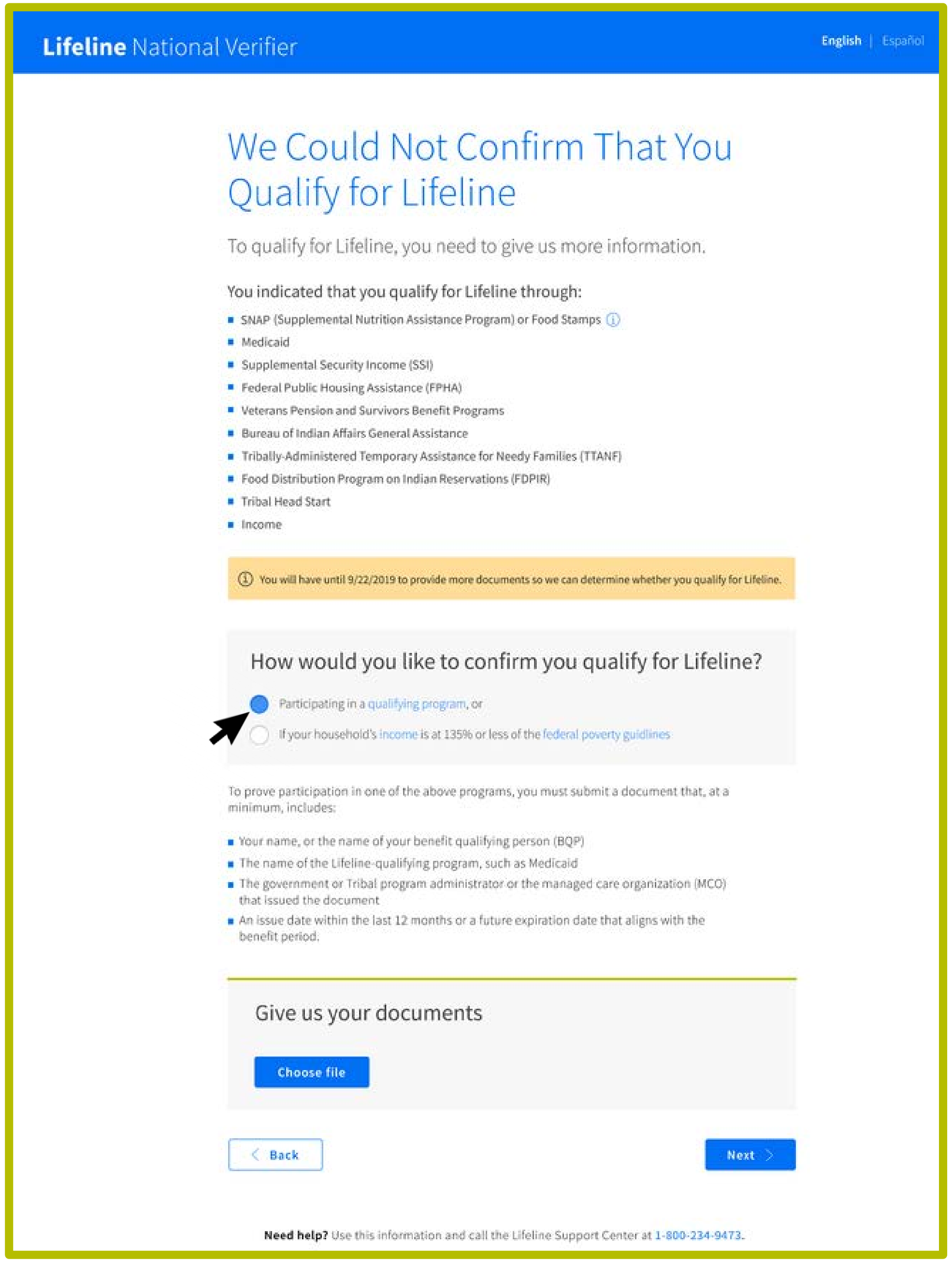
Documentation Needed
Step 5d: Resolve Identity Errors

- If the consumer's identity cannot be verified, they must provide documentation verifying the information they gave.
  - The sample to the right shows the page they would see if their date of birth was not verified.
  - The consumer will only see identity failure pages relevant to their application.



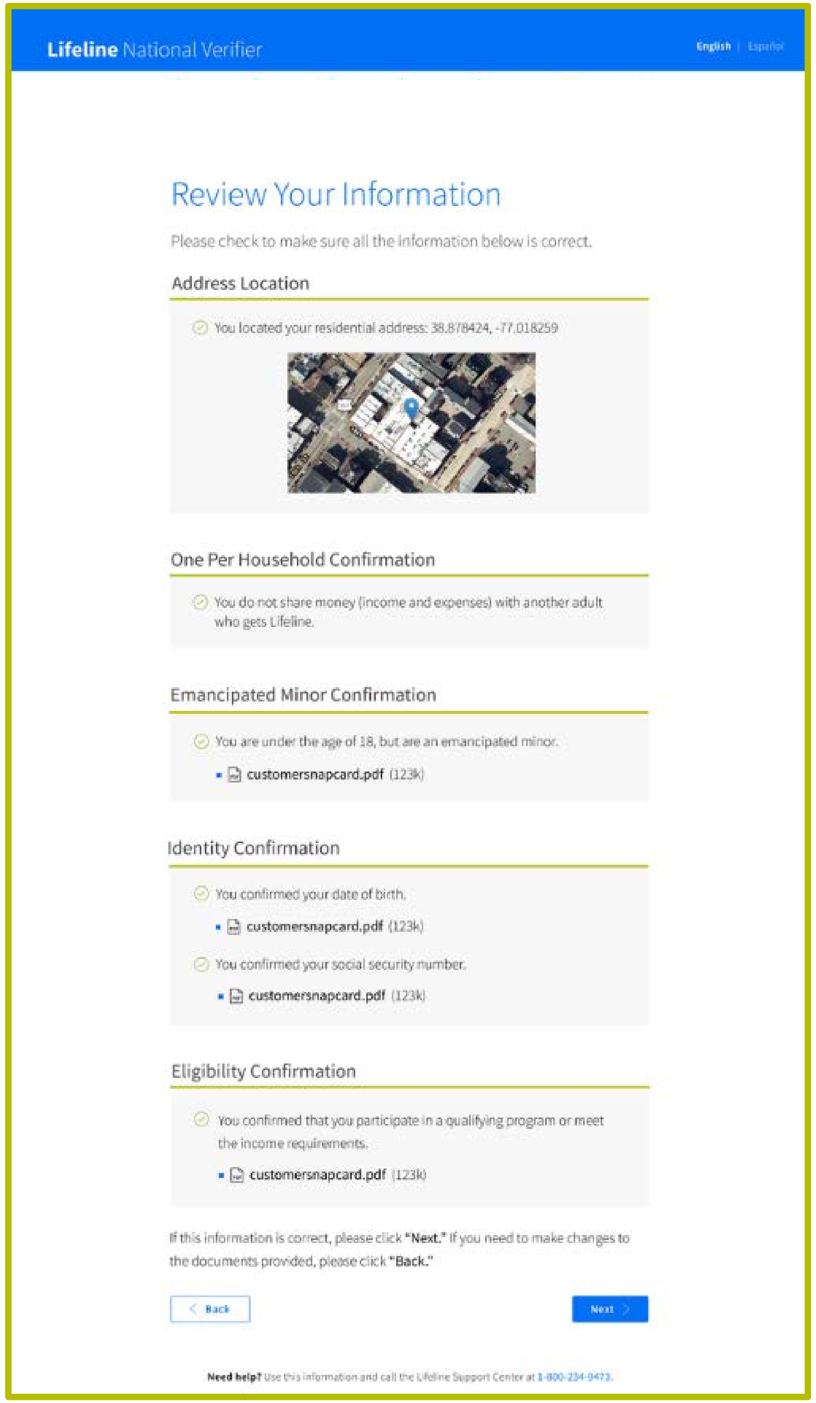
Documentation Needed
Step 5e: Resolve Eligibility Errors

- If the consumer's eligibility cannot be confirmed through automated sources, they must provide documentation proving they qualify for Lifeline.
- Key features:
  - The consumer can select to prove their eligibility using program participation documents or income documents.
  - The page to the right shows what the consumer will see if they choose to provide program documentation.



Documentation Needed
Step 6: Review Information

- After completing all resolution pages, the consumer is asked to review the information they provided.



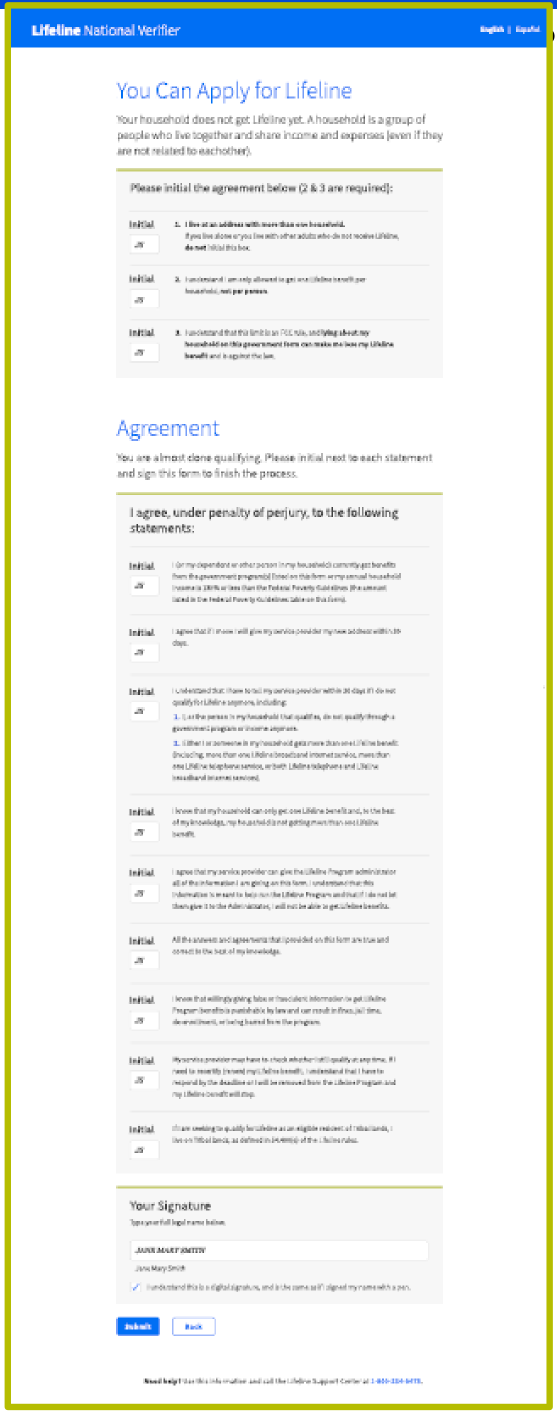
Documentation Needed
Step 7: Complete Certifications

- The consumer completes all relevant certifications.
  - If their address was identified as a duplicate, they will complete one-per-household certifications on this page.

One-per-household certifications completed only if needed

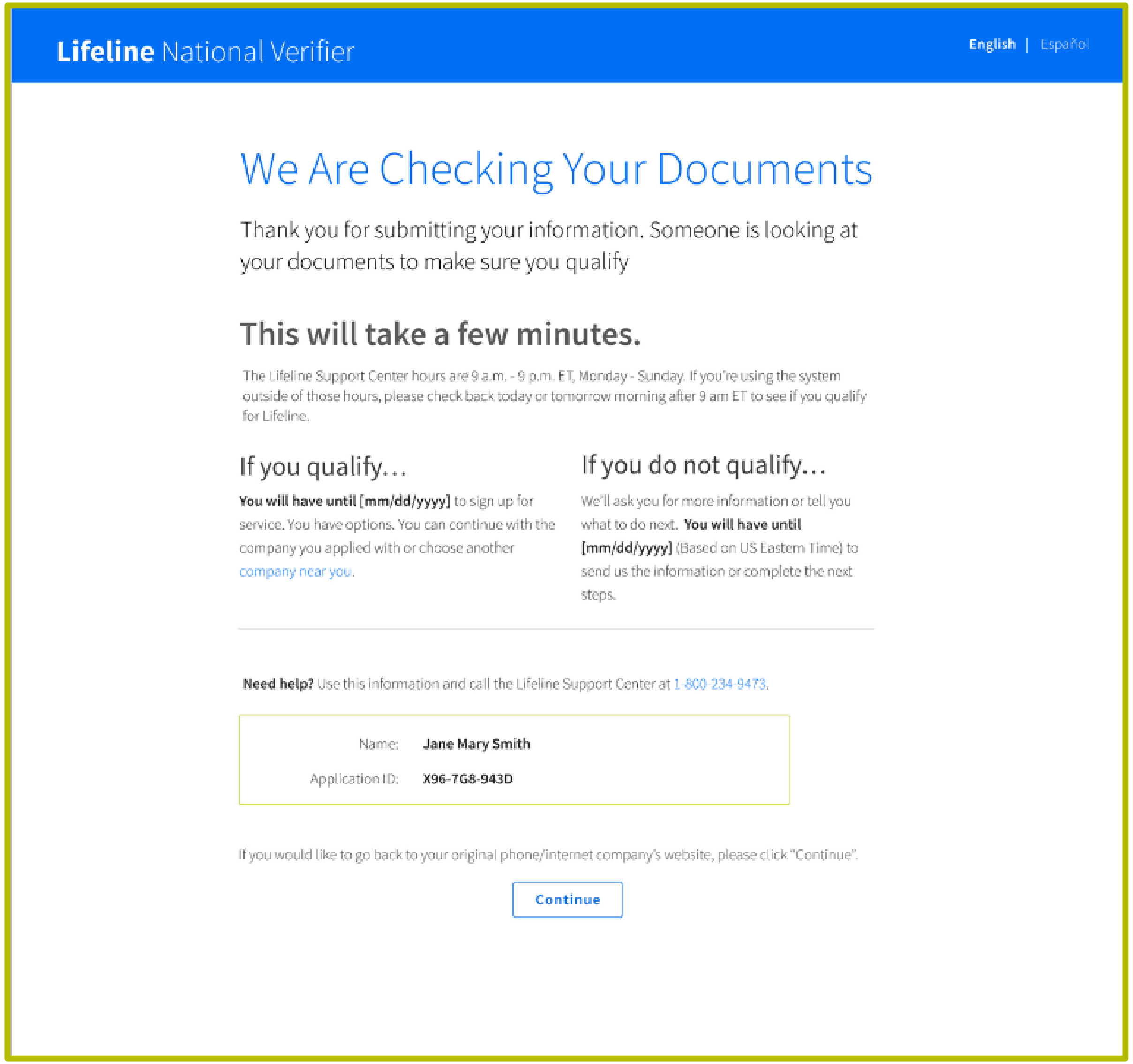
Required certifications completed by all applicants

Signature completed by all applicants



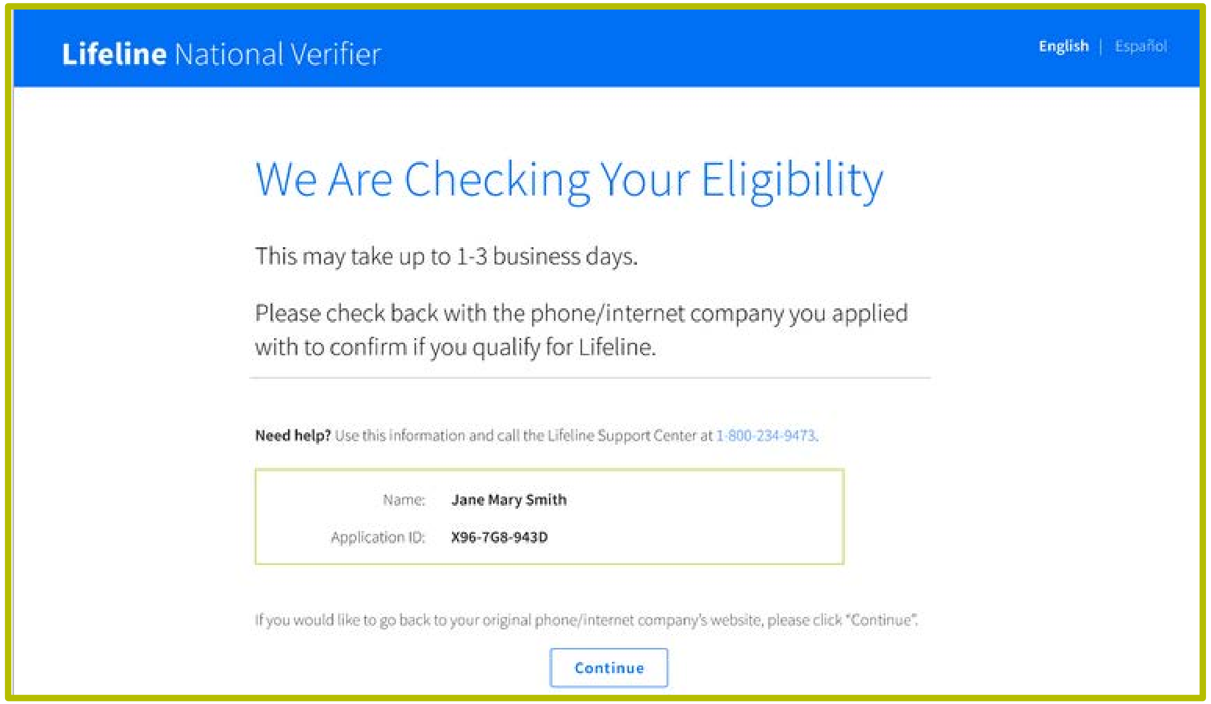
Documentation Needed Step 8a: Wait for Document Review

- The National Verifier displays a status page to the consumer letting them know their documents are being reviewed.
  - The page to the right displays what a consumer would see if they live in a state with a real-time database connection.
- Key features include:
  - Date the application expires
  - Application ID
  - An option to return to the service provider's website
    - The service provider must provide a **return to carrier URL** in the initial Check Eligibility request if it wants the consumer to see this option



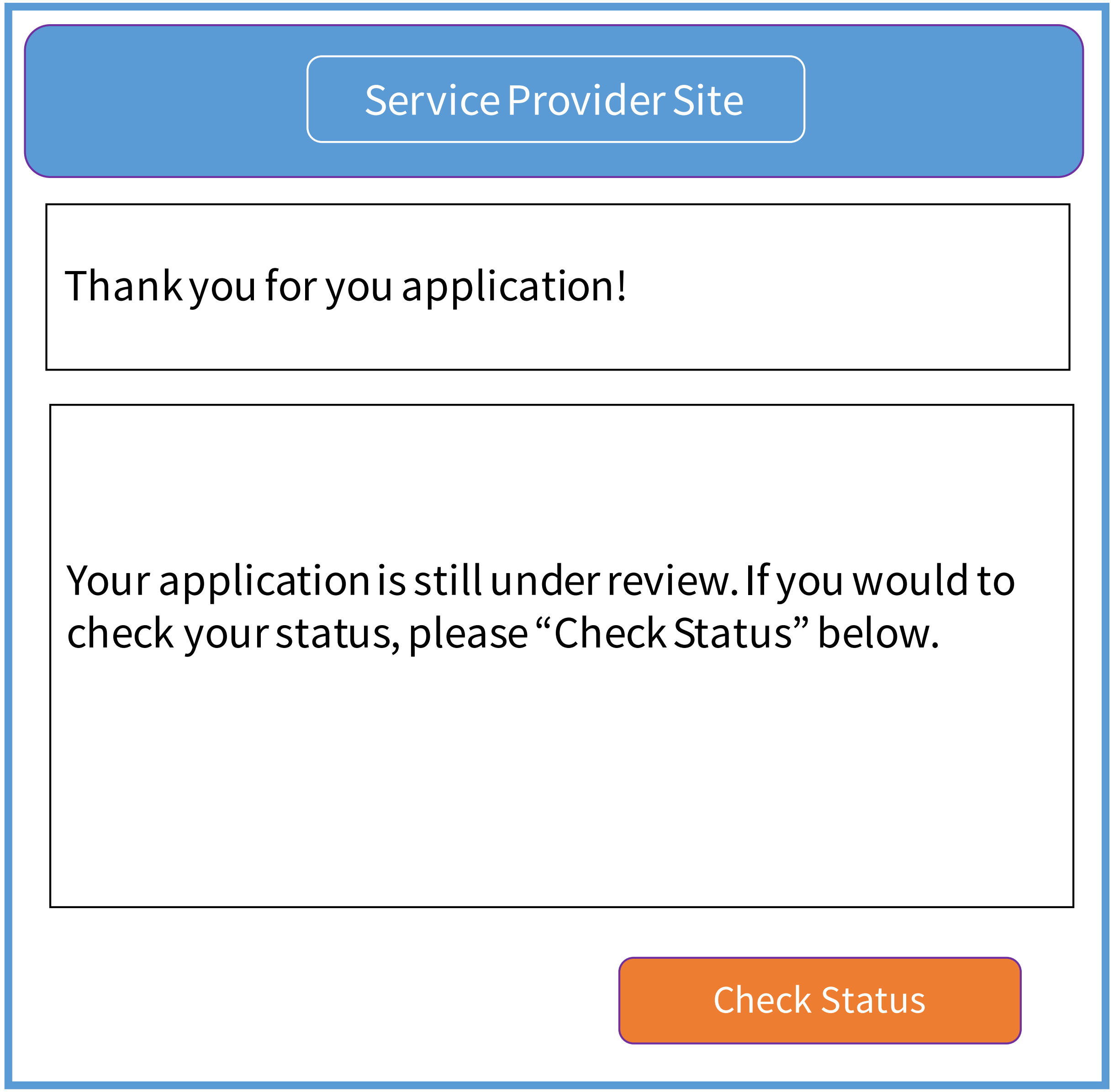
Documentation Needed Step 8b: Wait for Document Review

- The National Verifier displays a status page to the consumer letting them know their eligibility is being verified.
  - The page to the right displays what a consumer would see if they live in a state with a non-real-time database connection.
- Key features include:
  - Date the application expires
  - Application ID
  - An option to return to the service provider's website
    - The service provider must provide a **return to carrier URL** in the initial Check Eligibility request if it wants the consumer to see this option



Documentation Needed
Step 9: Return to Carrier

- If the service provider opted to provide a return to carrier URL and the consumer selects the link on the status page, the consumer will return to the service provider.
  - A sample of what the service provider website might display when the application is complete is provided to the right.



Documentation Needed
Step 10: Check Status and Qualify

Document review typically takes 5 minutes or less. Service providers can use the **Check Status request** to verify when document review is complete and to update the consumer on the outcome.

Behind the scenes

- Service providers send a new **Check Status request** using the **Eligibility Check ID** to receive updated information on the status of the consumer's application.
- NV sends an API response to the service provider's system that includes details on the application, including:
  - Current status
  - Information on manual reviews that occurred, details on rejection reasons as relevant
  - A **redirect URL** that can be used to direct the consumer to National Verifier where they can upload new documents if needed
- Document review for consumers in a state with a non-real-time database could take longer – typically results are available in 2-3 business days.

Glossary

Glossary

- **Check Eligibility Request** – one of the two National Verifier Carrier API request types. Used to initiate a new Lifeline application with the National Verifier after a consumer applies on a service provider's point-of-sale system.
- **Check Status Request** – one of the two National Verifier Carrier API request types. Allows a service provider to check the status of an application using the Eligibility Check ID generated during a Check Eligibility request.
- **Eligibility Check ID** – a unique ID/token generated during the Check Eligibility request that allows a carrier to check the status of the application later.
- **Redirect URL** – a URL provided in response to either type of request that allows a consumer to continue their application in the National Verifier. The link can only be used one time and it expires after 10 minutes.
- **Return to Carrier URL** – a URL that the service provider can include in either type of request that can be used to direct the consumer back to a specific page on the service provider's platform.

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