National Verifier Recertification
Office Hours
October 20, 2020
Housekeeping

- Audio is available through your computer’s speakers
- The audience will remain on mute
- Enter questions at any time using the “Questions” box
- 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

Tiffany Brady

Linnita Hosten
Agenda

- Recertification Process Overview
- Q&A
- Resources
**NV Recertification Process**

**Overview**

- Recertification is an annual requirement for Lifeline subscribers
- In the [2019 Lifeline Order](#), the FCC adopted changes to require additional documentation during the annual recertification process in certain situations
- This upcoming change to the process helps ensure that Lifeline subscribers are still eligible for the Lifeline benefit

**NOTE:** On **October 13, 2020**, USAC released system changes related to the upcoming change to the recertification process.

- Recertification requirements are temporarily paused through **November 30, 2020**. When the [extended FCC waiver](#) ends, USAC will conduct outreach to subscribers who are required to recertify their continued eligibility
Recertification Process
Updated Process Post-Waiver

• Every subscriber in National Verifier recertification will go through an initial automated data check that will check the subscriber’s eligibility
  • Subscribers who pass the check do not need to take any action to retain their Lifeline benefit
  • Subscribers who fail the check are required to complete a recertification form
    • NEW! Subscribers who fail the current recertification check, but passed their previous (most recent) automated eligibility check are now required to provide proof of eligibility to complete their recertification

• A detailed overview of the new recertification process was discussed in the September Lifeline Program Webinar
Recertification Process
Application Types

**R-apps** (RXXXXX-XXXXX) (EXISTING)
- Requires *only* completion of recertification form
- This is the same type of application that is currently in production today
- Available via the following methods:
  - NV Consumer Portal
  - IVR
  - Mail

**D-apps** (DXXXXX-XXXXX) (NEW!)
- Requires completion of recertification form and proof documentation
- May require documentation for one or more resolutions, including program/income eligibility, AMS, and Duplicate Address
- Available via the following methods:
  - NV Consumer Portal
  - NV Service Provider Portal
  - NV Carrier API
  - Mail

*IVR will not be available for D-applications since documentation is required*
Portal Changes
Portal Changes

Cover Page

- Service providers using the NV service provider portal to assist a subscriber in completing the recertification requirement for applications requiring additional documentation (D-Applications) will be shown a new cover page.

The following Lifeline subscriber is currently undergoing recertification. We were not able to automatically verify their eligibility and need some more information from them to complete the annual recertification process.

If they would like to transfer their service to another internet/phone provider, they will be able to submit a new Lifeline application after completing recertification.

Full Legal Name: [Mockup]
Application ID: [Mockup]

Please click "Next" to continue.

Need Help? Use this information and call the Lifeline Support Center at 1-800-234-9473.
Portal Changes
Cover Page

- All subscribers using the NV Consumer Portal or NV Carrier API will be shown a new cover page for applications requiring additional documentation (D-Applications)
Portal Changes
Pending Review Page

- Service providers assisting subscribers with applications requiring additional documentation (D-Applications) will see a revised **We Are Checking Their Documents** page that notes the following:
  - The service provider’s next steps if the subscriber qualifies
  - The service provider’s next steps if the subscriber no longer qualifies for the Lifeline Program
Portal Changes
Pending Review Page

- After submitting documentation via either the NV Consumer Portal or the NV Carrier API for applications requiring additional documentation (D-Applications), subscribers will be shown a **We Are Checking Your Documents** page.
Recertification Reports
Recertification Reports
NLAD Updates

• USAC has implemented modifications to the Recertification Subscriber Status Report:
  • Reports can now be generated by anniversary date
  • Field headers are more descriptive
  • New fields have been added
    • Recertification status (Recertified/In-Progress)
    • Eligibility Docs Required
    • Eligibility Docs Accepted
    • Eligibility Docs Rejected Reason
    • Address Resolution Required

• Minor text updates have also been made to the Failed Recertification De-enroll Report
Recertification Reports
Recertification Subscriber Status Report

Now able to select multiple SACs

Reports can be sorted in three ways

NEW! Search by a subscriber’s anniversary date
Questions?
Resources
Resources

Past Trainings

• September Monthly Webinar - Detailed overview of the updated National Verifier recertification process

• October Monthly Webinar - High-level review of the National Verifier recertification process

Webpages

• Recertification Webpage
Resources
Lifeline Support

The Lifeline Support Center continues to operate and provide support. We will communicate with you as soon as possible if anything affects our operations.

- **Service provider inquiries, email:** LifelineProgram@usac.org
- **Consumer inquiries, email:** LifelineSupport@usac.org

**By phone:**
- 1 (800) 234-9473
- Agents available 7 Days a Week, 9 a.m. to 9 p.m. ET

**By mail:**
Lifeline Support Center
PO Box 7081
London, KY 40742
Questions?
Learn More about Lifeline

- 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