Tribal User Representative Access

National Verifier Training

October 2021
Housekeeping

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Meet Our Team

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Communications Specialist | Lifeline

Winta creates website content and training for consumer advocates, consumers, and service providers.

Tiffany Johnson
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Tiffany manages all communications for Lifeline, including state and federal partnerships.
• Lifeline Program Overview
• What is the National Verifier
• Tribal Agency Access: How to Sign Up
• How to Use the National Verifier
  • Apply
  • Resolve Errors
  • Check Status
• Resources
Objectives

At the end of the session, you will...

...be able to:

- Sign up to get access to the National Verifier
- Support consumers with applying for the Lifeline program using the National Verifier

...understand:

- The Lifeline program and benefits available for consumers
- How to use the National Verifier, resolve errors, and check the status of applications
Lifeline Program Overview
Lifeline Program Overview

• Monthly discount up to $9.25
• Eligible residents of Tribal lands can receive an enhanced monthly discount up to $34.25
• Discount may apply to qualifying fixed or mobile services
  • Can be applied to voice, broadband, or bundled services that meet the minimum service standard requirements
• Link Up: a Tribal lands one-time benefit up to $100 to cover initial set up fees at residences in specific areas
Lifeline Program Overview
Lifeline Application Process

1. Consumer completes Lifeline application
2. Consumer provides supporting documentation for any errors that the application received
3. Consumer qualifies for Lifeline and chooses Lifeline company
4. Consumer informs Lifeline company of qualification status to enroll in the program
What is the National Verifier
What is the National Verifier

• The National Verifier is a centralized application system that determines a consumer’s Lifeline program eligibility

• After qualifying for Lifeline, the consumer’s service provider must enter them in the National Lifeline Accountability Database (NLAD) to enroll them in the Lifeline program

• Use of the National Verifier is required in all 56 states and territories (with the exception of the NLAD opt-out states: California, Oregon, and Texas, where the National Verifier leverages the state’s Lifeline eligibility verification process)
What is the National Verifier
Ways to Use the NV

**Option 1:** Apply Online
- The consumer visits [CheckLifeline.org](http://CheckLifeline.org)
- Online application is accessible from any computer or mobile device

**Option 2:** Apply by Mail
- The consumer fills out the Lifeline Application Form
  - [English Form](#)
  - [Spanish Form](#)
- The consumer mails the application and supporting documentation to the Lifeline Support Center

**Option 3:** Apply Through a Service Provider
- The consumer may apply with the assistance of a service provider
- Service providers may submit an online application on the consumer’s behalf using the NV service provider portal (also available at [CheckLifeline.org](http://CheckLifeline.org)), or
- Through the [National Verifier Eligibility Check API](#) if the service provider has elected to use that option
Questions?
Tribal Agency Access
Tribal Agency Access
How to Sign Up: National Verifier

• Tribal partners (e.g., Tribal governments, government agencies, and nonprofits serving Tribal communities) may now request access to the National Verifier

• With a National Verifier account you can:
  • Help consumers submit online applications
  • Upload consumer documentation to resolve application errors
  • Track the status of applications
**Tribal Agency Access**

How to Sign Up: National Verifier

- Those that may receive a National Verifier account include:
  - Tribal Nation entities and their agents;
  - Social service agencies,
  - Other authorized third parties that have been approved by USAC for purposes of assisting individuals in applying for Lifeline support
Tribal Agency Access
How to Sign Up: Tribal Access Request Form

1. Complete the Tribal Access Request Form

2. Register for a Representative ID (Rep ID) in the Representative Accountability Database (RAD)

3. All users must review and agree to the RAD and National Verifier Terms and Conditions, under the Access Agreement section of the Account Types page.

4. Send the form and your new Rep ID to LifelineProgram@usac.org with the subject line “Tribal User Access Request”
Tribal Agency Access
How to Sign Up: Tribal Access Request Form

- Fill Out a Tribal Access Request Form
- Select “Tribal-NV” as the User Type

Tribal Agency User

<table>
<thead>
<tr>
<th>Tribal Agency Name:</th>
<th>User Name:</th>
<th>Title:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td>State:</td>
<td>Zip Code:</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>User Type:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

☐ Tribal - NV

I have read this Tribal Access Request Form and understand my obligations.

User Signature: Date:
Tribal Agency Access
How to Sign Up: Get a Rep ID

The Representative Accountability Database (RAD) was created to allow USAC to track a representative’s transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier

- Representatives register for a Rep ID through RAD
- USAC uses the data gathered to improve program integrity by monitoring for potentially fraudulent activity
**Tribal Agency Access**
How to Sign Up: RAD Registration

- **Registration** is performed directly by the Tribal users through RAD
- The user **self-registers** at [LifelineRAD.org](http://LifelineRAD.org)
Tribal Agency Access
RAD Registration

• Tribal users must submit the following:
  • Full name
  • Date of birth
  • Last four digits of their social security number (SSN4)* or Tribal ID number
  • Physical address
  • Email address

*SSN4 is optional; however users that opt out of submitting their SSN4 will have to submit documentation to verify their identity, which will prolong the registration process

For more information, please check our resources page here
Tribal Agency Access
RAD Registration

• Send the form and your new Rep ID to LifelineProgram@usac.org with the subject line “Tribal User Access Request”
  • USAC will process your access request by:
    • Reviewing the request
    • Granting access as appropriate
    • Assigning the user account
    • Notifying the Tribal user via email once their access has been granted
    • Working with the user to link their Rep ID to their Tribal-NV account and set up in the system
Questions?
How to Use the National Verifier
How to Use the National Verifier
Process Overview: Automatic Qualification

**Input**

Enter consumer data
- Name, SSN4 or Tribal ID, DOB, address – into the National Verifier; consumer must initial certifications

**National Verifier**

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

**Result**

If consumer eligibility record is found, consumer is approved

Service provider uses the National Verifier’s eligibility approval to enroll the consumer in NLAD
How to Use the National Verifier
Process Overview: Documentation Required

**Input**

- Enter consumer data:
  - Name, SSN4 or Tribal ID, DOB, address – into the National Verifier; consumer must initial certifications

**National Verifier**
- National Verifier searches for consumer in State/Federal databases and NLAD

**National Verifier agent**
- Agent reviews documents

**If documentation is acceptable, consumer is approved**

**Result**
- Service provider uses the National Verifier’s eligibility approval to enroll the consumer in NLAD

**If consumer eligibility record is not found, documentation is required**

**Upload requested documentation**
How to Assist a Consumer in Submitting an Application
How to Submit an Application
Step-by-Step Process

1. Sign into your account on the National Verifier homepage
2. Click on "Start Lifeline Application" on the National Verifier dashboard
3. Enter the consumer’s information (name, date of birth, SSN4 or Tribal ID, and address)
4. Select the consumer’s qualifying program(s)
5. Review the consumer’s information
6. Ask the consumer to initial and e-sign the application
How to Submit an Application
Service Provider Portal
(As a Tribal User Representative)

The National Verifier is available online at CheckLifeline.org
How to Submit an Application
Service Provider Portal

To access the service provider portal, you need to:

• Sign in to the National Verifier using your new Tribal-NV account

**Note:** Do not allow your browser to store your username and password. Enter in your username and password each time you log in.

![Sign In To Your Account](image)

**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.
Create an NV Application – Service Provider Portal
Start New Application

- Assist a consumer in starting a new application by clicking the "Start Lifeline Application" button on the dashboard.
How to Submit an Application
Enter Subscriber's Information

Subscriber's Information
We will use this information to find out if the subscriber qualifies for the Lifeline Program or the Emergency Broadband Benefit Program.

What is their full legal name?
The name they use on official documents, like their Social Security Card or State ID. Not a Nickname.
First Name
Middle Name (Optional)
Last Name

What is their date of birth?
Month
Day
Year
Choose
DD
YYYY

What are the last 4 numbers of their Social Security Number (SSN)?
Give their Tribal Identification Number instead.

What is their home address?
The address where they will get service. Do not use a P.O. Box.
Street Number and Name
Apt, Unit, etc.
City
State
Zip Code

Clear All
Next
How to Submit an Application

Select Qualifying Program(s)

Tell Us Which Program They Are In

We will use this information to find out if the subscriber qualifies for the Lifeline Program or the Emergency Broadband Benefit Program.

Are they in any of these?

Check all that apply.

☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
☐ Medicaid
☐ Supplemental Security Income (SSI)
☐ Federal Public Housing Assistance
☐ Veterans Pension and Survivors Benefit Programs
☐ Tribal Specific Program (only choose if they live on Tribal lands)
☐ They don’t participate in one of these programs, and want to qualify through income
☐ They are not in any of these programs, but their child or dependent is in one of these programs

They may be asked to submit documents about the program(s) they select.

Check the box next to all the programs that the consumer is in.

Which tribal specific programs do they have? (Choose one):

☐ Bureau of Indian Affairs General Assistance
☐ Tribally Administered Temporary Assistance for Needy Families (TANF)
☐ Food Distribution Program on Indian Reservations (FDPIR)
☐ Tribal Head Start (only if they qualified for it through their income)

If the Consumer qualifies for Lifeline through an eligible child or dependent, the Tribal user representative will ask the Consumer for their Benefit Qualifying Person’s (BQP) information.
How to Submit an Application

Review the Subscriber’s Information & Submit Application

Review the Subscriber’s Information

Before we check if they qualify for Lifeline or the Emergency Broadband Benefit, make sure they check and see that their information is right.

Double check the information below.

<table>
<thead>
<tr>
<th>Full Legal Name:</th>
<th>Fake Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:</td>
<td>April 1, 2000</td>
</tr>
<tr>
<td>Last 4 Numbers of SSN:</td>
<td>4567</td>
</tr>
<tr>
<td>Address:</td>
<td>456 MAIN STREET GOTHAM, NY 11111</td>
</tr>
</tbody>
</table>

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline or the Emergency Broadband Benefit.

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 or the Emergency Broadband Benefit.

• The Tribal user representative and consumer have the opportunity to review the consumer’s information, and can edit it if necessary, prior to submitting the consumer’s information.

• Before the representative can click “Submit”, they must ask and obtain the consumer’s permission for the usage agreement statement.

• The consumer must check the consent check box.
How to Submit an Application
Subscriber’s Agreement

Agreement
Please have the consumer initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

I (or my dependent or other person in my household) currently get benefits from the government programs listed on this form or my annual household income is 133% or less than the Federal Poverty Guidelines. (The amount listed in the Federal Poverty Guidelines table on this form).

...There are 9 total statements to initial

Your Signature
Type your full legal name below

Fake Data

I understand this is a digital signature, and is the same as if I signed my name with a pen.

It is critical that the consumer understands and consents to the information in each statement

The representative cannot certify and consent on the subscriber’s behalf

The benefit recipient must be the one to initial, even when applying with a Benefit Qualifying Person (BQP)

After the consumer initials next to the individual consent statements, they must type their name in order to sign the Application Form, which will act as an e-signature.
Questions?
How to Resolve Errors
How to Resolve Errors
Process Overview: Documentation Required

**Input**

Enter consumer data – Name, SSN4 or Tribal ID, DOB, address – into the National Verifier; consumer must initial certifications

1. National Verifier searches for consumer in State/Federal databases and NLAD
2. If consumer eligibility record is not found, documentation is required
3. National Verifier agent reviews documents
4. Upload requested documentation
5. If documentation is acceptable, consumer is approved

**Result**

Service provider uses the National Verifier’s eligibility approval to enroll the consumer in NLAD
How to Resolve Errors

Overview

When a consumer’s information cannot be verified, the consumer can submit documentation to resolve the error. Documentation can be submitted online through the consumer or service provider portal or mailed to the Lifeline Support Center.

- **Tribal user representatives can help the consumer** submit required documents directly through the **NV Service Provider Portal**, or **by mail**.

- Submitting documentation to resolve application errors initiates a manual review process by agents at the Lifeline Support Center.

- Consumers can **check their application status** or **enrollment status** online through the consumer portal, by contacting the Lifeline Support Center, or by checking with their service provider or **Tribal user representative** through whom they initially submitted their application.
# How to Resolve Errors

**Application Errors**

If a consumer receives one or more of the errors below, they will need to submit documentation to resolve the error.

<table>
<thead>
<tr>
<th>Error</th>
<th>Document Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPIV (Identity Verification Error)</td>
<td>Proof of identity</td>
</tr>
<tr>
<td>AMS (Address Verification Error)</td>
<td>Proof of residential address</td>
</tr>
<tr>
<td>Duplicate Address</td>
<td>Household Worksheet</td>
</tr>
<tr>
<td>Under 18</td>
<td>Proof of emancipated minor</td>
</tr>
<tr>
<td>Program Eligibility</td>
<td>Proof of program/income</td>
</tr>
<tr>
<td>Deceased Subscriber</td>
<td>Proof of life</td>
</tr>
</tbody>
</table>

More information on acceptable documentation can be found [here](#).
How to Resolve Errors
Uploading Documentation

If the consumer is not found in the applicable data source, the following screen will display.

We Could Not Confirm That They Are in One of These Programs

To qualify for Lifeline, the subscriber needs to give us more information.

Which program do they want to qualify through?
They will need to show proof that they are in the program they choose.

Choose one.
- Snap/Supplemental Nutrition Assistance Program (SNAP - Food Stamps)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if they live on tribal lands)
- They don’t participate in one of these programs, and want to qualify through income
- They are not in any of these programs, but their child or dependant is in one of these programs

Tribal users will see this screen, which states that more information is needed from the consumer.

If the consumer is not found in the real time data source, they will need to choose a qualifying program and upload corresponding documents.

They will have 45 days to provide more documents so we can determine whether they qualify for Lifeline. If we don’t receive this information by 12/10/2022, they will need to come back to this step and fill this form out again.

Back
Next
How to Resolve Errors
Resolve Errors - Address Error

• A consumer will receive an address error when USAC cannot verify the consumer’s address against USPS's Address Matching System (AMS)
  • This often occurs because a consumer submits a descriptive address
• The consumer can submit information that verifies where they live
• Consumers may enter a descriptive address or the intersection near where they reside if they don’t have a street number and/or name
How to Resolve Errors

Resolve Errors - Address Error

- To resolve an address error in the NV portal, a consumer or Tribal user representative will be prompted to use the mapping tool

- The mapping tool will try to locate the consumer’s home
  - The consumer can drop the pin to locate where they live
  - The coordinates automatically populate
How to Resolve Errors
Resolve Errors - Program Eligibility

• Documentation for **qualifying programs** must include:
  • The consumer’s name, or the name of the consumer’s benefit qualifying person (BQP);
  • The name of the Lifeline-qualifying program, such as SNAP;
  • The name of the government or **Tribal program administrator** or managed care organization (MCO) that issued the document
  • An issue date within the last 12 months or a future expiration date that aligns with the benefit period
How to Resolve Errors
Resolve Errors - Program Eligibility

- Examples of **qualifying program** documentation:
  Award letter, screenshot of government application or website showing eligibility, benefit or case portal screenshot, or Medicaid card

We Need More Information

To qualify for Lifeline, you need to show that you qualify through a government assistance program or through your income.

Are you in any of these?
You will need to show proof that you are in the program you choose.

Choose one.
- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on tribal lands)
- I don’t participate in one of these programs, I want to qualify through my income.
- I am not in any of these, but my child or dependent is in one of these programs.

Which tribal specific programs do you have? (Choose one.)

- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (TANF)
- Food Distribution Program on Indian Reservations (FDPPI)
- Tribal Head Start (only if you qualified for it through your income)

If a consumer is eligible through a Tribal program, they must select the specific program and provide supporting documentation (i.e., Tribal letter) as proof.
How to Resolve Errors
Resolve Errors - Income Eligibility

• Documentation for income must:
  • Cover a full year of income or the consumer must present the documentation covering three consecutive months of income within the previous 12 months*

• Examples of Documentation:
  • Prior year’s state, federal or Tribal tax return
  • Current income statement from your employer or a paycheck stub
  • Federal or Tribal notice letter of participation in General Assistance

Show That You Qualify Through Your Income

* The FCC and USAC have created flexibility around income eligibility documentation during the pandemic so that, through December 31, 2021, consumers who do not have three consecutive months of income documentation may provide an official document that confirms their current income information.
How to Resolve Errors
Document Upload Error Message

If a document is not of an acceptable file type or size, **the system will display an error message**

![Error Message](image)

*Note*: Consumers can upload photos taken with a phone and/or PDF files
How to Resolve Errors
Pending Review

• After uploading the consumer’s documents, the system will display the message on the right regarding the manual review process.

• Tribal uses representatives can check the consumer’s status via the NV portal account dashboard.

• For applications that require more documentation, subscribers will have 45 days to submit documentation from the date of the initial application. Otherwise, a new application will need to be submitted.
How to Resolve Errors
Resolve Errors - Duplicate Subscriber

Eligibility Result: “Already Enrolled in Lifeline.”

Our Records Show That You Already Have Lifeline
You are signed up with [company name].

If you don’t have a Lifeline benefit now, you had one in the past and you are still in our system.

Decide if you want to:

Stay with [company].
If you are happy with the service you are getting, you do not need to do anything else.
If you need to start your service again, call them at [xxx-xxxx]. You can also visit their website at www.website.com.

Transfer your service.
1. Find a new company using the list of phone or internet companies near you.
2. Call or visit them, and ask them to transfer your service.

Cancel your benefit.
Call [company] at [xxx-xxxx] and ask them to cancel your Lifeline benefit.

If you think this is fraud, call USAC.
If you think this message is wrong, call USAC at (800) 234-9473. For example:

- If you never had a Lifeline benefit and think someone else is using your information.
- If you think you already cancelled your benefit.

If the consumer received this eligibility error and would like to transfer their Lifeline benefit, they are able to complete this process with their new chosen service provider.
Questions?
How to Check Application Status
# Check the Status of a NV Application

Tribal users representatives can see the status of a consumer application on their home page:

## Welcome Service Provider Agent

### Pending Applications

<table>
<thead>
<tr>
<th>Subscriber Name</th>
<th>Application ID</th>
<th>Application Created</th>
<th>Status</th>
<th>Failure Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXAMPLE CONSUMER</td>
<td>Q42672-80446</td>
<td>04/20/2021 11:20:22</td>
<td>More Documentation Needed</td>
<td>Eligibility</td>
</tr>
<tr>
<td>FIRST LAST</td>
<td>Q22073-11925</td>
<td>04/20/2021 11:10:17</td>
<td>More Documentation Needed</td>
<td>Eligibility, dupSub, tpivDeceased</td>
</tr>
<tr>
<td>TEST EXAMPLE</td>
<td>Q22549-24821</td>
<td>04/20/2021 11:13:54</td>
<td>Pending Review</td>
<td>Eligibility, dupSub, tpivDeceased</td>
</tr>
<tr>
<td>CONSUMER TEST</td>
<td>Q74850-33554</td>
<td>04/19/2021 17:54:18</td>
<td>Qualified</td>
<td>Eligibility</td>
</tr>
</tbody>
</table>
Check the Status of a NV Application
Review Eligibility Status – More Documents Needed

Use the search function to find a consumer’s application. A consumer can be searched by entering their First Name, Last Name, or Application ID.

If the consumer’s application has an error that requires submitting documentation, a “More Documentation Needed” status will appear
- Select “Start Lifeline Application” and re-enter the consumer’s PII to submit documentation.
Check the Status of a NV Application
Review Eligibility Status - Qualified

If the consumer is eligible, the applicant’s eligibility status will update to “Qualified” on the dashboard.

- The Tribal user representative cannot enroll the consumer, but this information can be used by the service provider of the consumer’s choice to enroll them in the program.

Welcome Service Provider Agent

Pending Applications

<table>
<thead>
<tr>
<th>Subscribers Name</th>
<th>Application ID</th>
<th>Application Created</th>
<th>Status</th>
<th>Failure Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXAMPLE CONSUMER</td>
<td>Q20672-46846</td>
<td>04/20/2021 11:26:22</td>
<td>More Documentation Reeed</td>
<td>Eligibility</td>
</tr>
<tr>
<td>FIRST LAST</td>
<td>Q20473-11105</td>
<td>04/20/2021 11:16:17</td>
<td>More Documentation Reeed</td>
<td>Eligibility, dupSub, tpmDecreased</td>
</tr>
<tr>
<td>TEST EXAMPLE</td>
<td>Q21549-24821</td>
<td>04/20/2021 11:33:34</td>
<td>Pending Review</td>
<td>Eligibility, dupSub, tpmSSN4</td>
</tr>
<tr>
<td>CONSUMER TEST</td>
<td>Q70505-33594</td>
<td>04/19/2021 17:34:18</td>
<td>Qualified</td>
<td></td>
</tr>
</tbody>
</table>
Resources
Resources
USAC’s Websites

• USAC has two websites available:
  • Lifeline’s consumer website: LifelineSupport.org
  • USAC’s Lifeline website for service providers, state and federal partners, consumer
    advocates, and Tribal partners: usac.org/lifeline
Resources
Upcoming Quarterly Tribal Webinars

• All webinars from 3:00 p.m. to 4:00 p.m. ET
  • Lifeline Tribal Webinar – Q4 on Wednesday, December 1, 2021
Resources
Consumer Educational Material

Tribal Flyer – [Click to View]

Tribal Toolkit – [Click to View]
Resources
Lifeline Support Center

- **Email:** LifelineSupport@usac.org

- **Call:** (800) 234-9473 (press 1 for English; press 2 for Spanish)
Resources
Lifeline Support Center

• **Hours:** 7 days a week, from 9:00 a.m. to 9:00 p.m. ET

• **Support:**
  • Consumers with disabilities who need help submitting a Lifeline application may contact the support center for assistance
  • The Lifeline Support Center can now assist consumers in 200 different languages (in addition to English and Spanish)
Resources
USAC Tribal Liaison

• Email USAC’s Tribal Liaison at TribalLiaison@usac.org
  • If you need help connecting to a Lifeline program analyst
  • If you have feedback
  • If you have questions about any of the USAC programs
  • If you want to say hi
Thank You!