

Tribal User Representative Access

National Verifier Training

October 2021



Universal Service
Administrative Co.

Housekeeping

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- The audience will remain on mute
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Download PDF of Slides here!

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DISCLAIMER:

To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Meet Our Team

Winta Woldu

Communications Specialist | Lifeline

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



Tiffany Johnson

Communications Manager | Lifeline

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



Consumer
completes Lifeline
application



Consumer provides
supporting
documentation for
any 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

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](https://www.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](https://www.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

Tribal Agency Name:			
User Name:		Title:	
Street Address:			
	City:	State:	Zip Code:
Phone Number:		Email:	
User Type:	<input type="checkbox"/> Tribal - NV		
I have read this Tribal Access Request Form and understand my obligations.			
User Signature:		Date:	

Tribal Agency Access

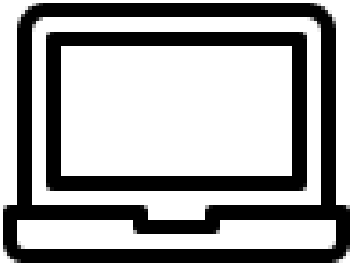
How to Sign Up: Get a Rep ID

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

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 searches
for consumer in
State/Federal
databases and NLAD



If consumer eligibility
record is found, consumer
is approved



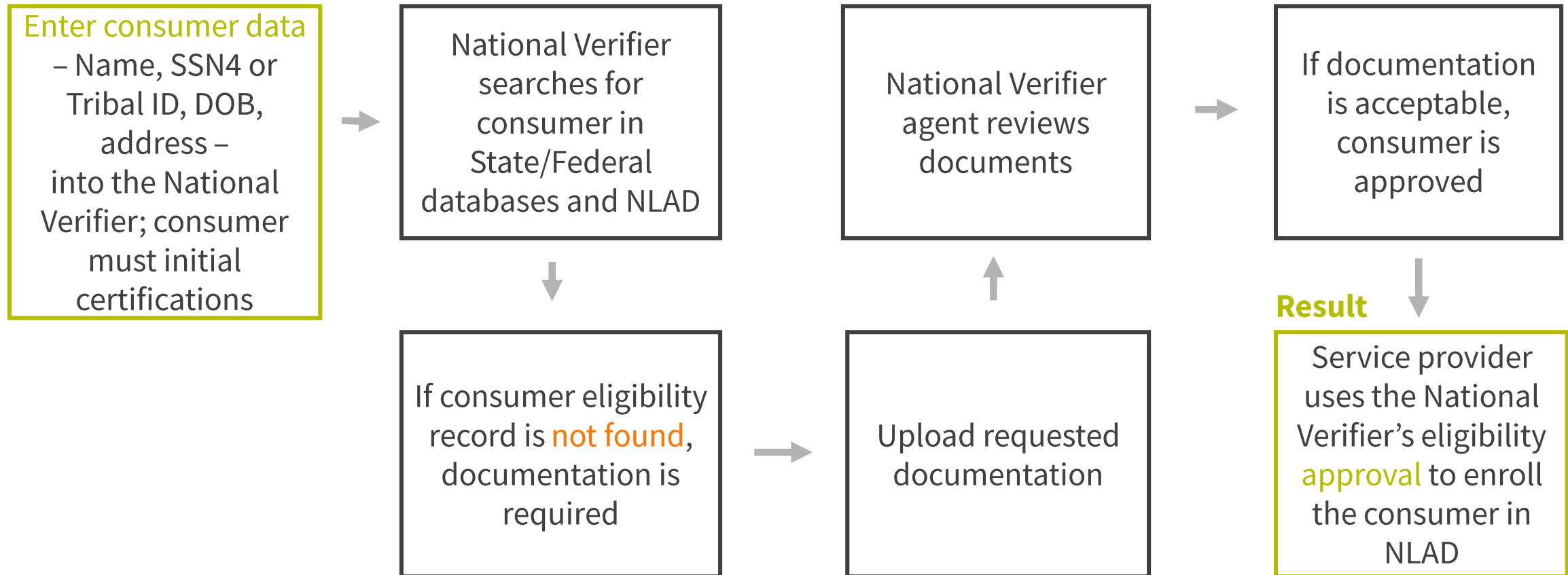
Result

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

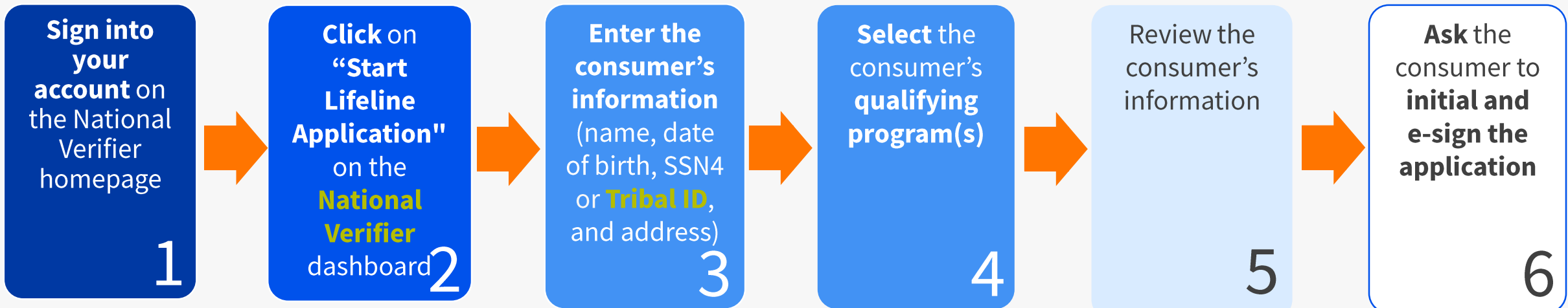
Input



How to Assist a Consumer in Submitting an Application

How to Submit an Application

Step-by-Step Process



How to Submit an Application

Service Provider Portal

(As a Tribal User Representative)

The National Verifier is available online at CheckLifeline.org

The screenshot displays the Lifeline National Verifier website. At the top, there is a blue header with the text "Lifeline National Verifier" and links for "English", "Español", and "Consumer Sign In". Below the header, a yellow banner contains information about the Emergency Broadband Benefit, including a link to getemergencybroadband.org and a phone number (833) 511-0311. The main content area features a large image of a woman talking on a phone while holding a child. To the left of the image, the text reads "Qualify for Lifeline!" and explains that Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. It also includes a dropdown menu for "What is your state or territory?" and a "Get Started" button. Below this, there are two sections: "Do you need to recertify?" and "Are you a service provider?". The "Are you a service provider?" section is highlighted with a yellow border and contains a link to "Sign in as a Service Provider >". At the bottom, there is a section titled "Three Steps for Getting Lifeline" with three numbered steps: 1. Qualify, 2. Choose a phone or internet company, and 3. Sign Up. Each step includes a brief description of the process.

Lifeline National Verifier English Español Consumer Sign In

To learn more about or to apply for the Emergency Broadband Benefit, visit getemergencybroadband.org or call 1 (833) 511-0311.

Due to the temporary nature of the Emergency Broadband Benefit Program, we encourage you to apply as soon as you can.

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 >

Three Steps for Getting Lifeline

Visit lifelinesupport.org for more information about the Lifeline Program.

- 1 Qualify**
Use the Lifeline National Verifier to enter your information, create an account, and see if you qualify.
- 2 Choose a phone or internet company**
If you qualify, you will have 90 days to [Choose a phone or internet company](#) and sign up for service with them. You can also ask your current company to apply your Lifeline benefit to a service you are already getting.
- 3 Sign Up**
Start getting phone or internet service with your Lifeline benefit.

How to Submit an Application

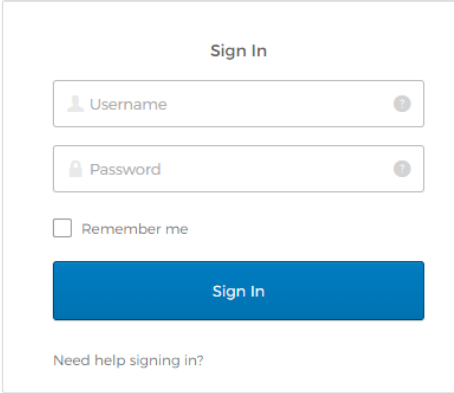
Service Provider Portal

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



The screenshot shows the 'Sign In' page of the National Verifier. It features a title 'Sign In' at the top. Below it are two input fields: 'Username' and 'Password', each with a small eye icon for toggling visibility. Under the password field is a checkbox labeled 'Remember me'. A large blue 'Sign In' button is positioned below the inputs. At the bottom of the form area is a link that says 'Need help signing in?'. Below the form, there is a line of text: 'By signing in, I accept the [terms](#) and [conditions](#) of the National Verifier system.' At the very bottom, there is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo with links for 'Privacy' and 'Terms'.

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

The screenshot shows the Lifeline National Verifier dashboard for a Service Provider Admin. At the top, there's a blue header with the title "Lifeline National Verifier" and a "Your Account" dropdown. Below the header is a yellow banner with information about the Emergency Broadband Benefit (EBB) and a link to getemergencybroadband.org. The main content area has a "Welcome SP Admin" message and two buttons: "Start Lifeline Application" (highlighted with a green border) and "Start EBB Application*". Below these is a "Pending Applications" section with a search bar and a table of 5 records. The table columns are Subscriber Name, Application ID, Application Created, Status, and Failure Reason. The records show various application statuses, including "Qualified" and "More Documentation Needed". At the bottom, there's a footer with a note about the EBB application and a link to getemergencybroadband.org.

Lifeline National Verifier Your Account ▾

📘 To learn more about or to apply for the Emergency Broadband Benefit, visit getemergencybroadband.org or call 1 (833) 511-0311.

Due to the temporary nature of the Emergency Broadband Benefit Program, we encourage you to apply as soon as you can.

Welcome SP Admin

Start Lifeline Application **Start EBB Application***

Pending Applications

Displaying 5 of 5 records Search:

Subscriber Name	Application ID	Application Created	Status	Failure Reason
NICK JOHNSON	B55213-58656	04/08/2021 22:12:37	Qualified	
ADAM TEST	B63474-07925	04/08/2021 21:55:54	More Documentation Needed	Eligibility, tpivDeceased, dupAddress
TEST CONSUMER	B20949-90203	04/08/2021 21:48:58	More Documentation Needed	InvalidAddress
AUDIO WEBEE	Q34917-68873	04/07/2021 09:42:25	Qualified	
AUDIO WEBEE	B14638-31431	04/07/2021 09:22:28	Qualified	

Show records/page < 1 > of 1 pages

📘 *Only applicable if you have been approved by the FCC to become a Emergency Broadband Provider. For more information, please visit getemergencybroadband.org

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

What are the last 4 numbers of their Social Security Number (SSN)?

[Give their Tribal Identification Number instead.](#)

What is their Tribal Identification Number?

[Give their Social Security 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 >](#)

OMB Control Number: 3060-0819

[Paperwork Reduction Act Notice](#)

[Privacy Act Statement](#)

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](#).

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

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.

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

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

Their Child or Dependent's Information

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 Suffix (Optional)

What is their date of birth?

Month Day Year
Choose

What are the last 4 numbers of their Social Security Number (SSN)?

Or enter Tribal Identification Number instead

[Back](#)

[Next](#)

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.

[Back](#)

[Next](#)

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.

Full Legal Name:	Fake Data	✎ Edit
Date of Birth:	April 1, 2000	
Last 4 Numbers of SSN:	4567	
Address:	456 MAIN STREET GOTHAM, NY 11111	

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](#).

[Back](#)[Submit](#)

- 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:

Initial

FD

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% 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

Fake Data

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

Back

Submit



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

Scroll
Down

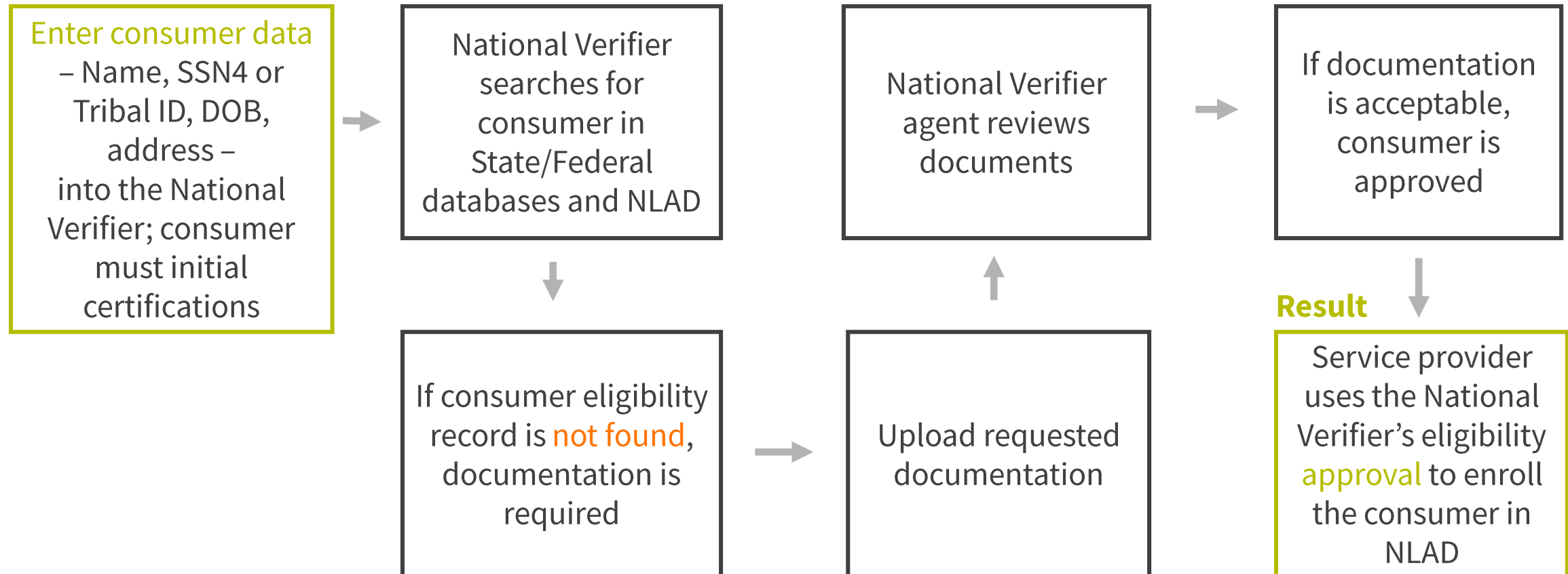
Questions?

How to Resolve Errors

How to Resolve Errors

Process Overview: Documentation Required

Input



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

Error	Document Required
TPIV (Identity Verification Error)	Proof of identity
AMS (Address Verification Error)	Proof of residential address
Duplicate Address	Household Worksheet
Under 18	Proof of emancipated minor
Program Eligibility	Proof of program/income
Deceased Subscriber	Proof of life

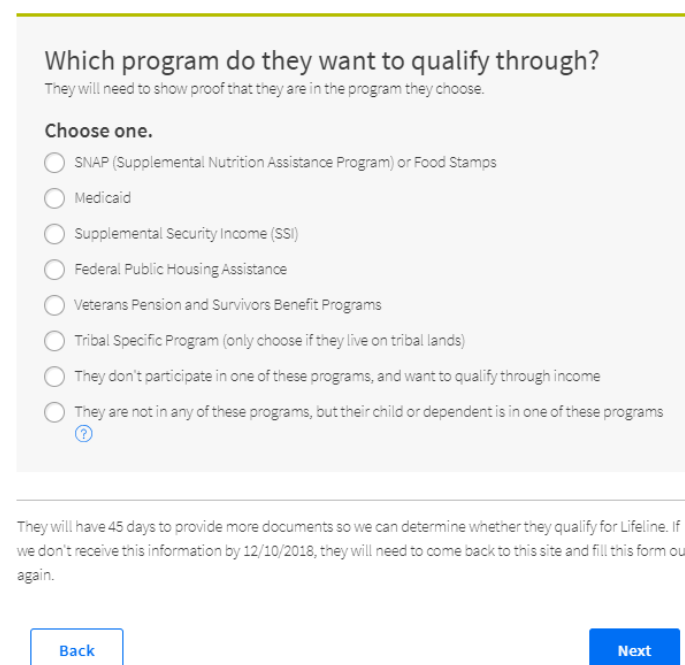
More information on acceptable documentation can be found [here](#)

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) 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 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 12/10/2018, they will need to come back to this site and fill this form out again.

[Back](#) [Next](#)

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**

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

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.	
<input type="text" value="Red House in the Middle Of Town"/>	<input type="text"/>	
City	State	Zip Code
<input type="text" value="Sample Town"/>	<input type="text" value="WA"/> ▼	<input type="text" value="12345"/>

[Clear All](#)

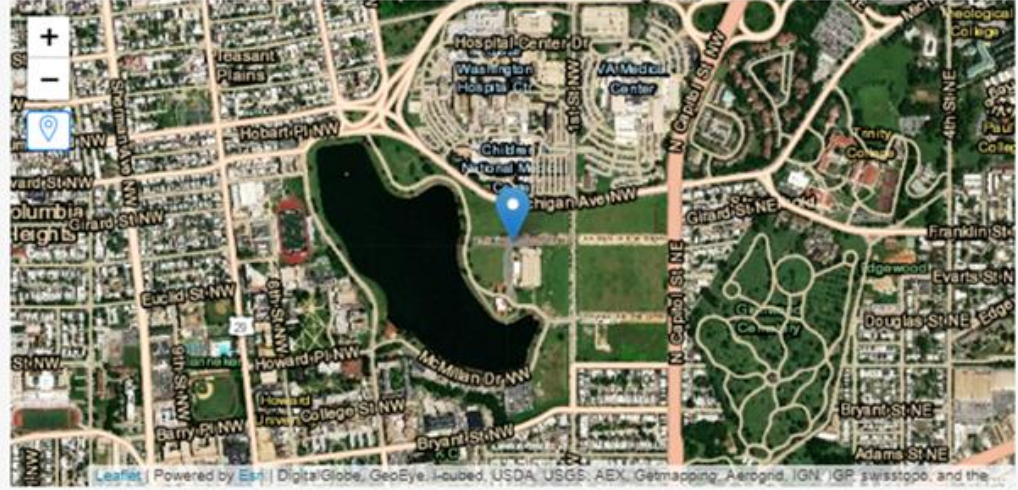
[Next >](#)

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

We need to confirm where you live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude	Longitude
<input type="text" value="38.92529"/>	<input type="text" value="-77.01403"/>

[Back](#) [Next](#)

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. (?)

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.

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

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

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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 screenshot shows a web form with two sections. The first section is titled 'How many people live in your household?' and includes a definition: 'A household is a group of people who live together and share income and expenses (even if they are not related to each other)'. It has radio button options for 1, 2, 3, 4, 5, 6, 7, 8, and 'More than 8'. The option for '4' is selected. The second section is titled 'Is your annual household income the same or less than:' and includes a note: 'You can find this on your taxes under "Gross Annual Adjusted Household Income."'. It displays '\$34,763' in blue text. Below this are radio button options for 'Yes' and 'No'. At the bottom of the form are two buttons: 'Back' and 'Next'.

How many people live in your household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

☐ 1

☐ 2

☐ 3

☒ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ More than 8

Is your annual household income the same or less than:

You can find this on your taxes under "Gross Annual Adjusted Household Income."

\$34,763

☐ Yes ☐ No

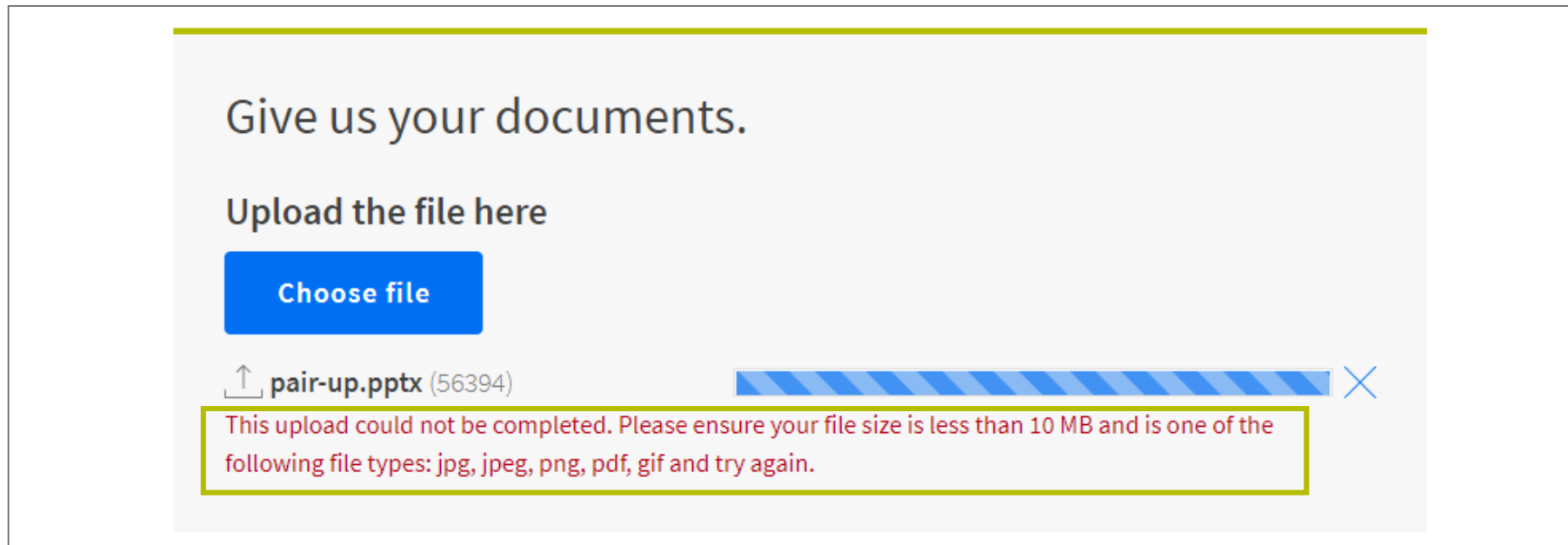
Back Next

* 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**



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.

We Are Checking Their Documents

We need to check their documents to make sure they qualify. When we finish, **the status on your account dashboard will change.**

This will take a few minutes.

Please come back when the status changes on your account dashboard

The Lifeline Support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you're using the system outside of those hours, please check back today or tomorrow morning after 9 a.m. ET to see if they qualify for Lifeline.

If they qualify...

You will have 90 days to enroll Lifeline Subscriber in NLAD.

If they do not qualify...

We'll ask for more information or tell you what to do next. **You will have until 3/23/2019 (Based on US Eastern Time)** to send us the information or complete the next steps.

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) 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) 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

Start Lifeline Application

Start EBB Application*

Pending Applications

Displaying 25 of 95 records

Search:

Subscriber Name	Application ID	Application Created	Status	Failure Reason
EXAMPLE CONSUMER	Q42672-86146	04/20/2021 11:26:22	More Documentation Needed	Eligibility
FIRST LAST	Q22073-11925	04/20/2021 11:16:17	More Documentation Needed	Eligibility, dupSub, tpivDeceased
TEST EXAMPLE	Q22549-24821	04/20/2021 11:13:54	Pending Review	Eligibility, dupSub, tpivSSN4
CONSUMER TEST	Q74850-33554	04/19/2021 17:54:18	Qualified	

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

Welcome Service Provider
Agent

Start Lifeline
Application

Start EBB
Application*

Pending Applications

Displaying 25 of 95 records

Search:



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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

Start Lifeline
Application

Start EBB
Application*

Pending Applications

Displaying 25 of 95 records

Search:



Subscriber Name	Application ID	Application Created	Status	Failure Reason
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Resources

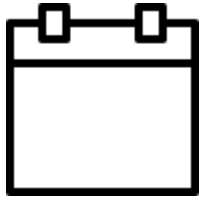
Resources

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

Questions?

Thank You!





Universal Service
Administrative Co.