

Lifeline: The National Verifier

September 2019

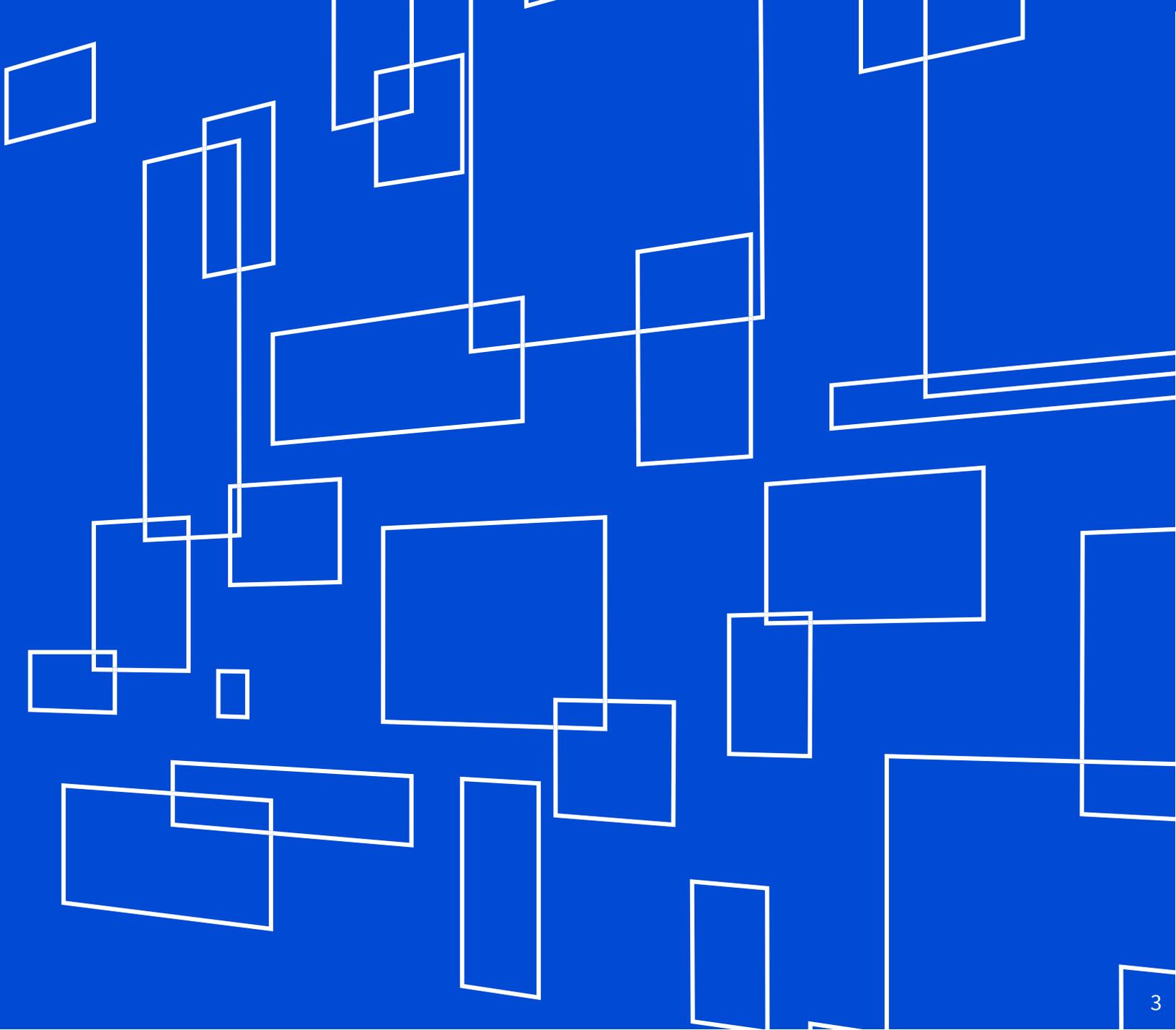


Universal Service
Administrative Co.

Agenda

1. Overview
2. Online Application
3. Paper Application
4. Enrollment
5. Resources

Overview



Lifeline Overview



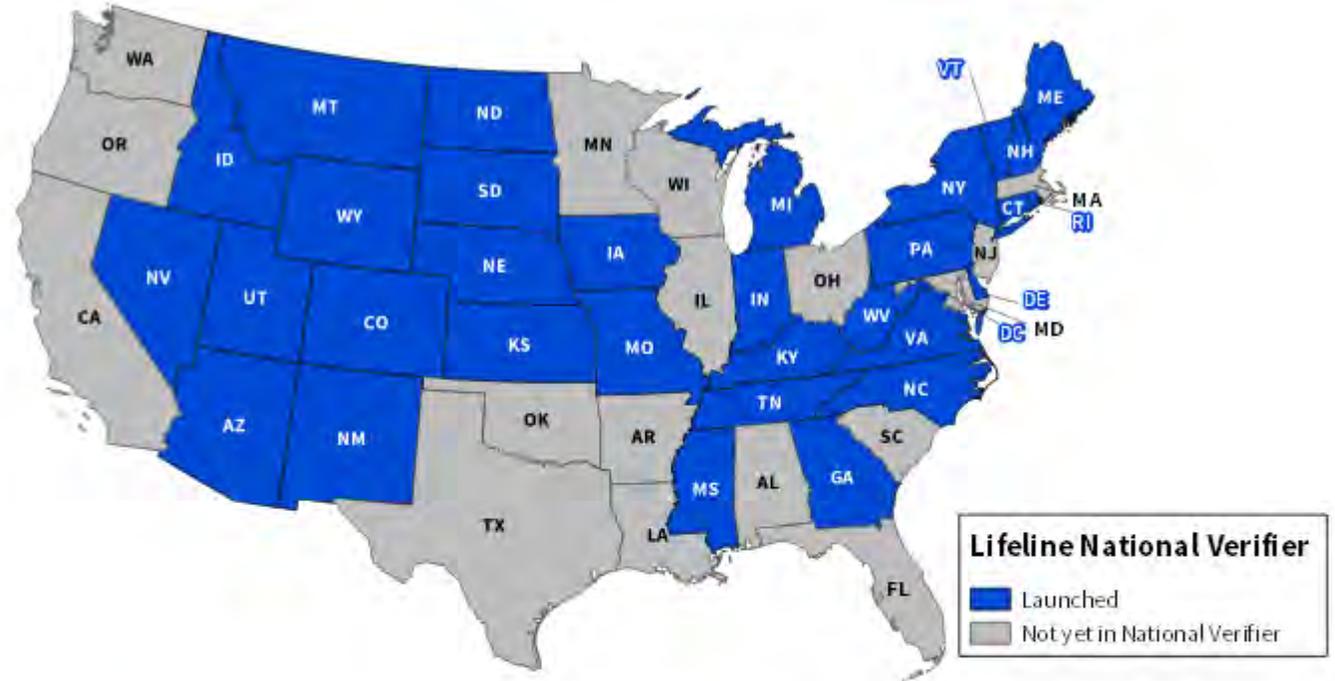
Lifeline Program

Provides reduced rates for eligible phone and internet services to low-income consumers

- Lifeline offers a **monthly discount** on phone or internet service.
- Out of the eight million households that participate in Lifeline, 274,000 of those are Tribal.
- All eligible consumers can receive a discount of \$9.25 per month.
- Consumers who live on qualifying Tribal lands can receive up to \$34.25 per month.

About the National Verifier

- The National Verifier (NV) checks a consumer's Lifeline eligibility.
- Launched in 38 States and Territories
- The NV has automatic data connections with our state and federal partners
- After determining eligibility, a consumer works with the phone or internet company they select to enroll in the Lifeline program



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Updated: May 29th, 2019.

Automated State Connections

- We have state specific connections in 12 states and are actively pursuing more

State	Qualifying Programs with Automated State Data Sources
Colorado	SNAP, Medicaid
Iowa	SNAP
Indiana	SNAP, Medicaid
Kentucky	SNAP, Medicaid
Michigan	SNAP, Medicaid, SSI
Missouri	SNAP, Medicaid
Mississippi	SNAP
North Carolina	SNAP
New Mexico	SNAP, Medicaid
Pennsylvania	SNAP, Medicaid
Tennessee	SNAP
Utah	SNAP, Medicaid

National Verifier: Common Terms

- **Soft Launch:** A specific period of time provided to phone/internet companies to adjust their business processes and systems to use the National Verifier to check consumer eligibility. Use of the National Verifier system during this period is optional.
- **Hard Launch / Full Launch:** Use of the National Verifier system to check eligibility is required. Consumers may also check their eligibility status on their own.
- **Reverification:** A **one-time process** to confirm all current Lifeline consumers meet the new National Verifier eligibility requirements.

Ways to Use the National Verifier

Option 1:

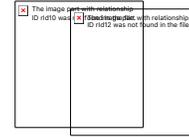
Apply Through a Service Provider



- The consumer visits a service provider.
- The service provider will enter the consumer's information into the National Verifier service provider portal.
- The consumer can find service providers in their area using the "[Companies Near Me](#)" tool on USAC's website.

Option 2:

Apply by Mail



- The consumer fills out the National Verifier [Lifeline Application Form](#), [One-Per-Household Worksheet](#), and provides [proof of program eligibility](#) and proof of identity.
- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider.

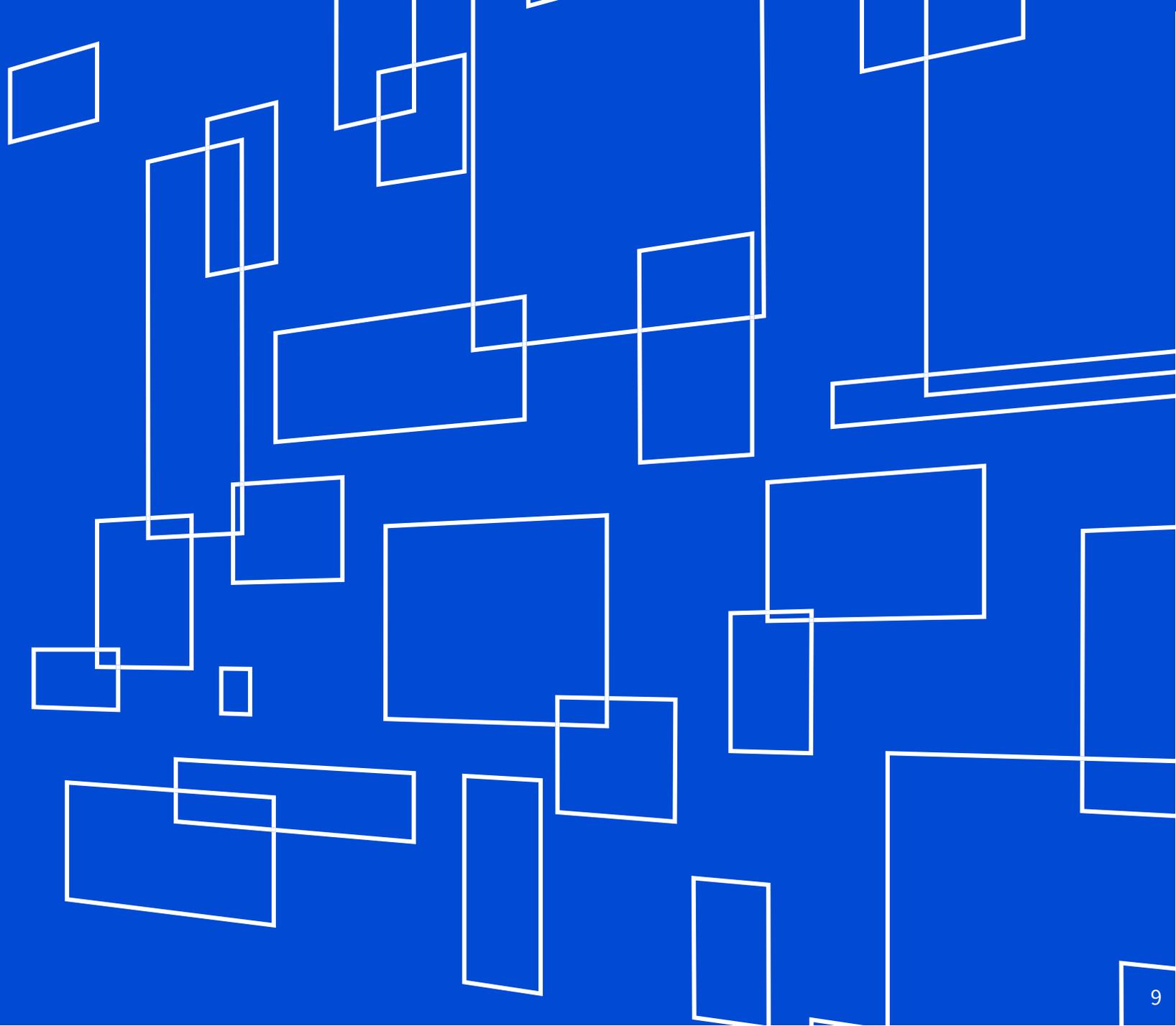
Option 3:

Apply Online



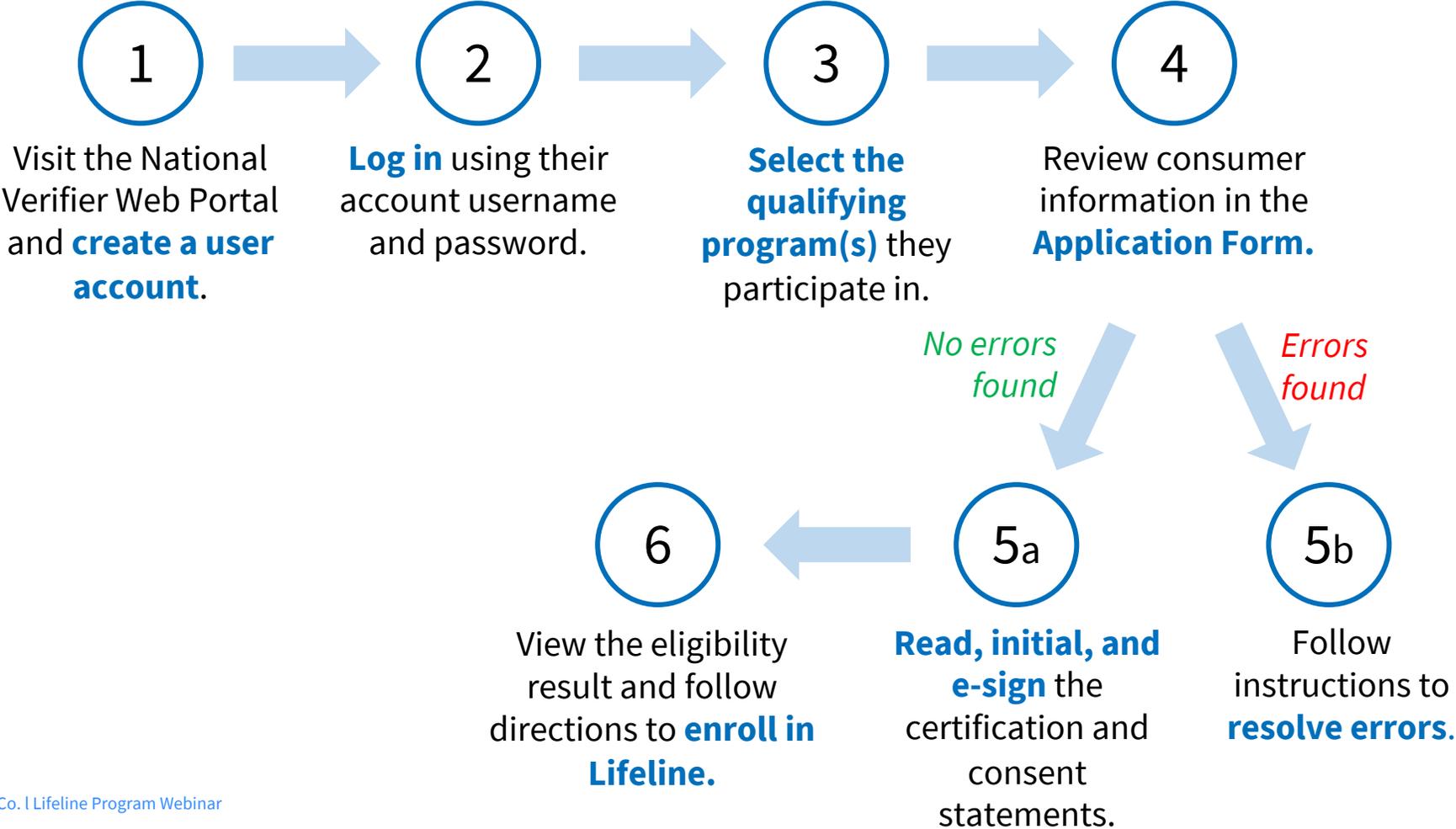
- The consumer visits [CheckLifeline.org/lifeline](https://www.checklifeline.org/lifeline) from any computer or mobile device to create an account and complete the electronic application.
- The consumer contacts a service provider to enroll in Lifeline.

Apply for Lifeline Online



Apply Online

Consumer Process Overview



Apply Online

Step 1: Create an NV Web Portal User Account

[CheckLifeline.org/lifeline](https://www.checklifeline.org/lifeline)

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 >

Apply Online

Step 1: Create an NV Web Portal User Account

Your Information

We will use this information to find out if you qualify for the Lifeline Program.

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 Name

Middle Name (Optional)

Last Name

Suffix (Optional)

First and last name may only consist of letters, hyphens, spaces, and single quotes. The first name should be the consumer's legal name, not a nickname. The last name must be at least 2 characters.

Date of birth must be in the MM/DD/YYYY format.

What is your date of birth?

Month

Day

Year

Apply Online

Step 1: Create an NV Web Portal User Account

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

[I want to give my Tribal Identification Number instead.](#)

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"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

[Clear All](#) [Next >](#)

What is your Tribal Identification Number?

[I want to give my Social Security Number instead.](#)

The consumer can input a descriptive address if they don't have a street number.

All fields must be complete before pressing "Next."

Apply Online

Step 1: Create an NV Web Portal User Account

The consumer will create their username and password and log in to the NV Web Portal.

Part 1

Create Your Account

Making an account will let us keep your information safe. It will also let you save it and can come back to it any time.

Choose your username.

Choose something that you can easily remember. If it helps, use your name in some form.

Username

Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

Password

Confirm Password

Type the same password again.

Password Requirements

- At least 8 letters or numbers long
- At least 1 capital letter
- At least 1 number (0-9)
- At least 1 special character (!@#\$%^&*)

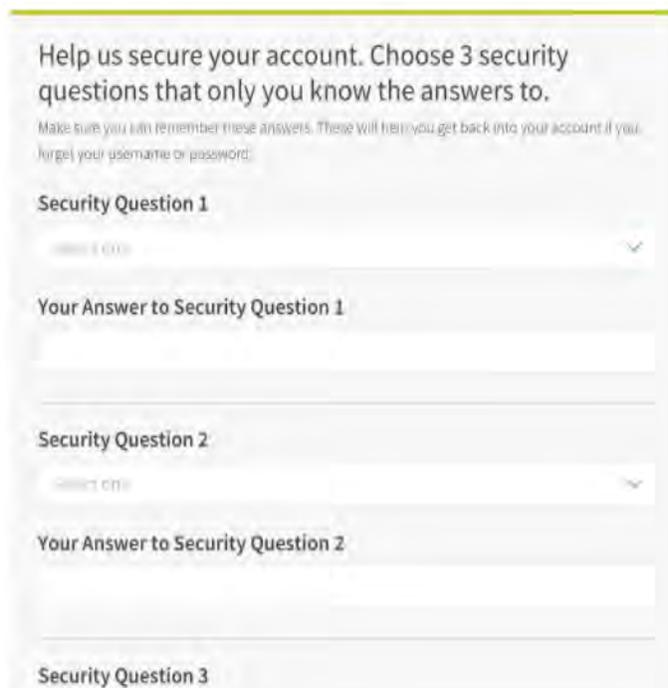
The consumer will see the username and password requirements. They will be notified if:
1) A username is unavailable; 2) A username does not meet requirements; and / or 3) A password does not meet requirements.

Apply Online

Step 1: Create an NV Web Portal User Account

Consumers will then be asked to provide answers to the security questions to help the consumer reset their password and / or username in the future, if necessary.

Part 2



Help us secure your account. Choose 3 security questions that only you know the answers to.

Make sure you can remember these answers. These will help you get back into your account if you forget your username or password.

Security Question 1

Select one

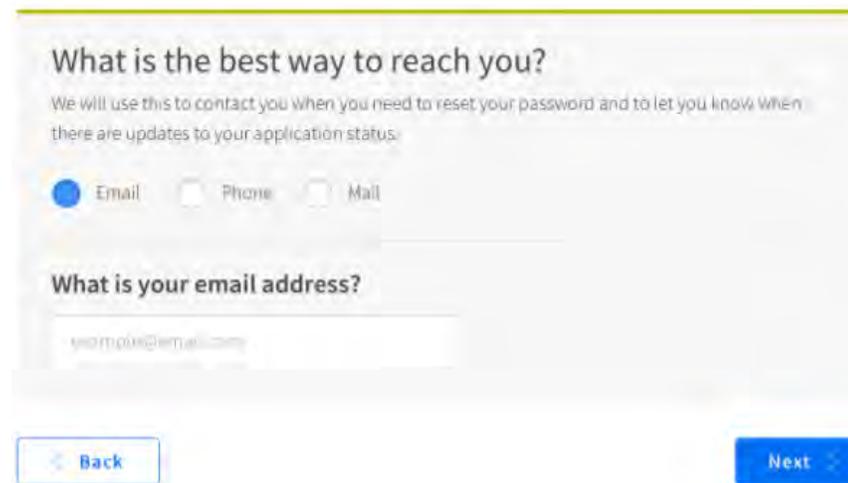
Your Answer to Security Question 1

Security Question 2

Select one

Your Answer to Security Question 2

Security Question 3



What is the best way to reach you?

We will use this to contact you when you need to reset your password and to let you know when there are updates to your application status.

Email Phone Mail

What is your email address?

example@email.com

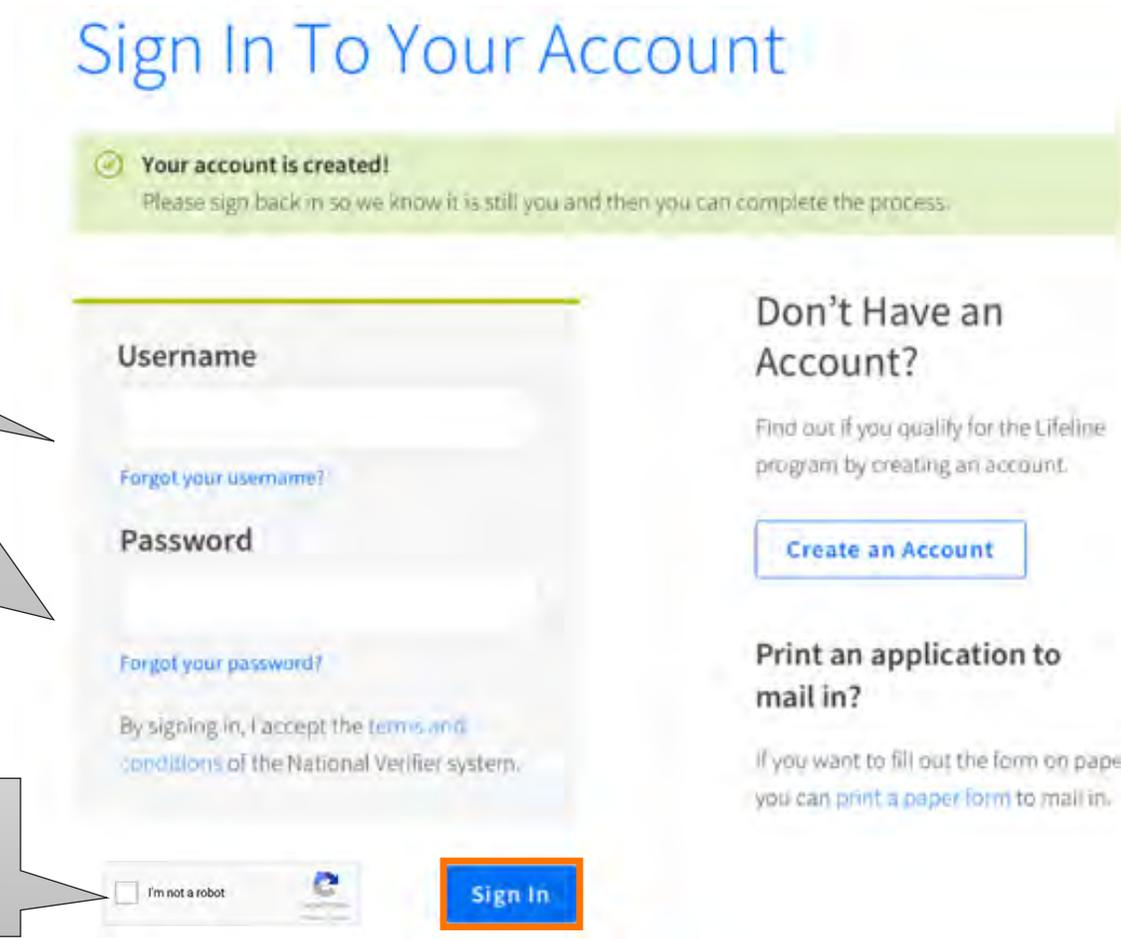
[Back](#) [Next](#)

Apply Online

Step 2: Log in to the NV Web Portal

If a **consumer forgets their username or password, they can reset them** by clicking these links. They enter in their e-mail to recover their username or answer security questions to reset their password.

Note: Consumers will need to **complete a CAPTCHA** when they log in.



Apply Online

Step 2: Log in to the NV Web Portal

Lifeline National Verifier English | Español Your Account 

 You are in the National Verifier Testing environment. This site is for training purposes only. For production use, please use the Production environment at checklifeline.org.

Welcome Jane Mary Smith

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Return to Application](#)

Application ID	Application Created	Expiration Date	Status
Q42094-90971	02/06/2019	05/07/2019	Qualified

Submit new application



Apply or Transfer Your Service

Complete a new application if you'd like to sign up for Lifeline again or want to transfer your benefit to a different company.

Update Your Address

If you already get Lifeline but have moved recently, update your address here and let your company know as soon as possible.

Option to update address



Find a Company Near Me



Lifeline is a federal benefit. If you are not happy with your Lifeline service, you can move to another phone or internet company.

Apply Online

Step 3: Select the Qualifying Program

Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

The consumer should check the box next to **all** the programs that they are in.

Are you 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 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. 

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Next

Apply Online

Step 4: Review the Application Form

Review Your Information

Before we check if you qualify for Lifeline, make sure your information is right.

Double check the information below.

Full Legal Name:	Jane Mary Smith	<input type="button" value="Edit"/>
Date of Birth:	March 10, 1959	
Last 4 Numbers of SSN:	1234	
Address:	123 Main Street, Apt 206 Chicago, IL 56789	

The consumer can edit information if needed.

The information you gave us will be used to check if you qualify for Lifeline. Please 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.

The consumer will need to **read and check the box** for the statement in order to proceed to the next page.

Apply Online

Step 5a: Initial Statements and E-Sign



A person assisting a consumer cannot initial or enter the e-signature for the consumer. The benefit recipient must be the one to enter their initials, even when applying with a Benefit Qualifying Person (BQP).

The consumer must input their first and last initials here.

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial 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).

.JS

Scroll Down

...There are 9 total statements to initial.

Your Signature

Type your full legal name (the same as you gave us before) below.

Jane Mary Smith

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

Back

Submit

Automatic Qualification

Apply Online

Apply Online

Step 6: Qualified, Next Steps | Follow Instructions to Enroll

You Qualify for Lifeline

Sign up for Lifeline by Apr 30, 2018 (Based on US Eastern Time)

You have 90 days from today to sign up for Lifeline with a phone or internet company.

The consumer's "Qualified" eligibility result **will expire in 90 days**. They must **sign up with a service provider** by the listed date.

How to sign up

- 1 Choose a company
Find one using the [list of service providers near you](#).
- 2 Tell them you qualified for Lifeline online, and ask them to sign you up.

Bring the following with you:

- A form of identification (like a driver's license)
- Your confirmation number: **N3B-2U1-23WN**

- 3 After they sign you up, you will start getting your phone or internet service.

i If you do not sign up by Apr 30, 2018 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.

Supporting Documentation

Apply Online

Providing Supporting Documentation

If a consumer receives any of the following errors, they can resolve them by submitting documentation or additional information to the portal:

Error	Document/Proof Required
AMS (Address Matching Service Error)	Address validation
Duplicate Address	Duplicate address flow
Under 18	Proof of emancipated minor status
TPIV (Identity Verification Error)	Proof of identity
Program Eligibility	Proof of program/income eligibility

Apply Online

Step 6: Resolve Errors– Address Error

We Didn't Recognize Your Address

The U.S. Postal Service could not find the address you gave us.

Show us that your address is right.

This is the information you gave us.

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

Back

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Apply Online

Step 5b: Resolve Errors– Program Eligibility

The consumer must choose which of the **eligible programs** they participate in, if any. If the consumer is part of multiple programs, they **only need to choose one** that they have documentation for.

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. [?](#)

[< Back](#) [Next >](#)

Show That They Are in SNAP

The Supplemental Nutrition Assistance Program (SNAP) used to be called Food Stamps.

Their state might use a different name for SNAP. Look it up on this [list of SNAP names by state](#).

We need to see a copy of one of these:

NOTE: All documents must be issued by the state or federal government.

- **Approval letter** that shows:
 - Name of the participant
 - Eligibility dates
- **Benefits statement or letter** that shows:
 - Name of the participant
 - Eligibility dates
- **Verification letter** that shows:
 - Name of the participant

Give us your documents.

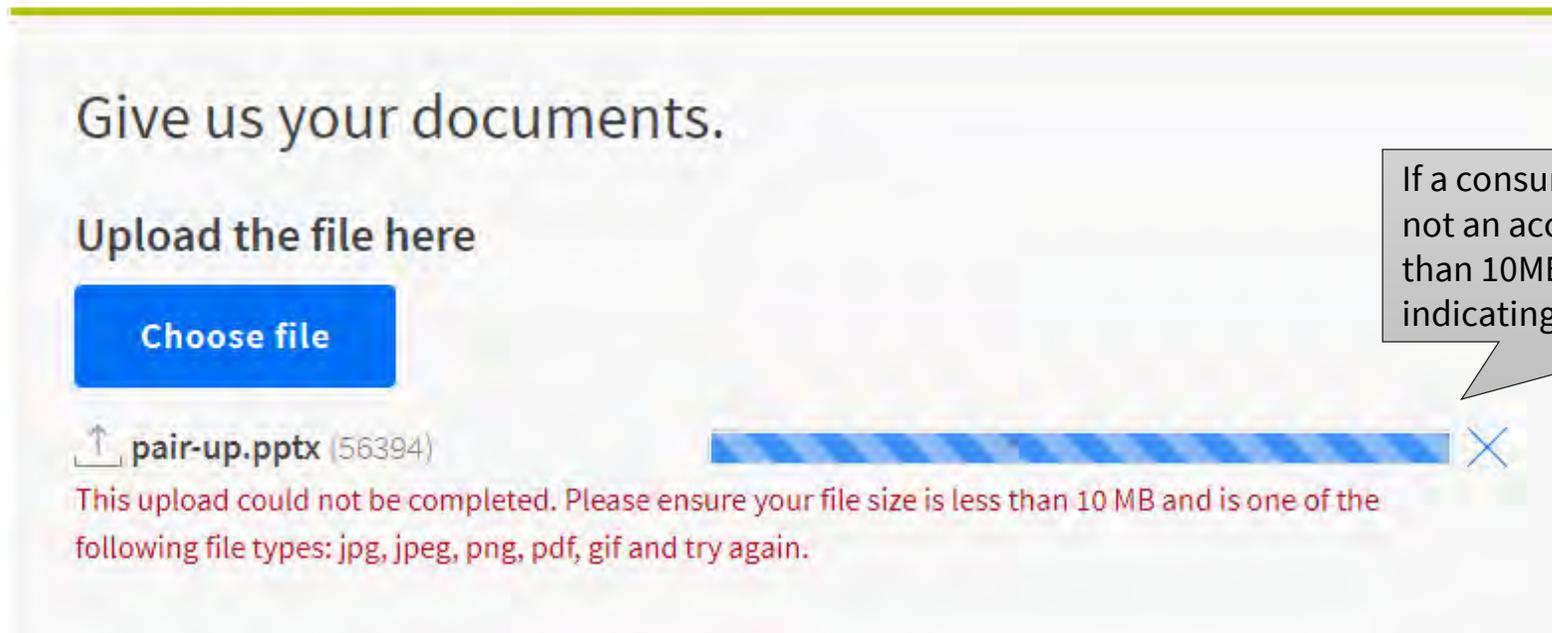
Upload the file here

[Choose file](#)

[< Back](#) [Next >](#)

Apply Online

Step 5b: Resolve Errors



Give us your documents.

Upload the file here

[Choose file](#)

 pair-up.pptx (56394)  

This upload could not be completed. Please ensure your file size is less than 10 MB and is one of the following file types: jpg, jpeg, png, pdf, gif and try again.

If a consumer submits a document that is not an acceptable file type or is bigger than 10MB, they will get an error indicating so.

Note: Consumers can upload photos taken with a phone and/or PDF files

Apply Online

Step 5b: Resolve Errors – Pending Review

We Are Checking Your Documents

We need to check your documents to make sure you qualify. When we finish, **this page will refresh** and tell you if you qualify for Lifeline.

This will take a few minutes.

If you need to leave and come back later, this page will be available until [mm/dd/yyyy].

If you qualify...

You will have 90 days to [find a company](#) and sign up for service.

If you do not qualify...

We'll ask you for more information or tell you what to do next. **You will have until [mm/dd/yyyy]** to send us the information or complete the next steps.

Apply Online

Step 5b: 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.

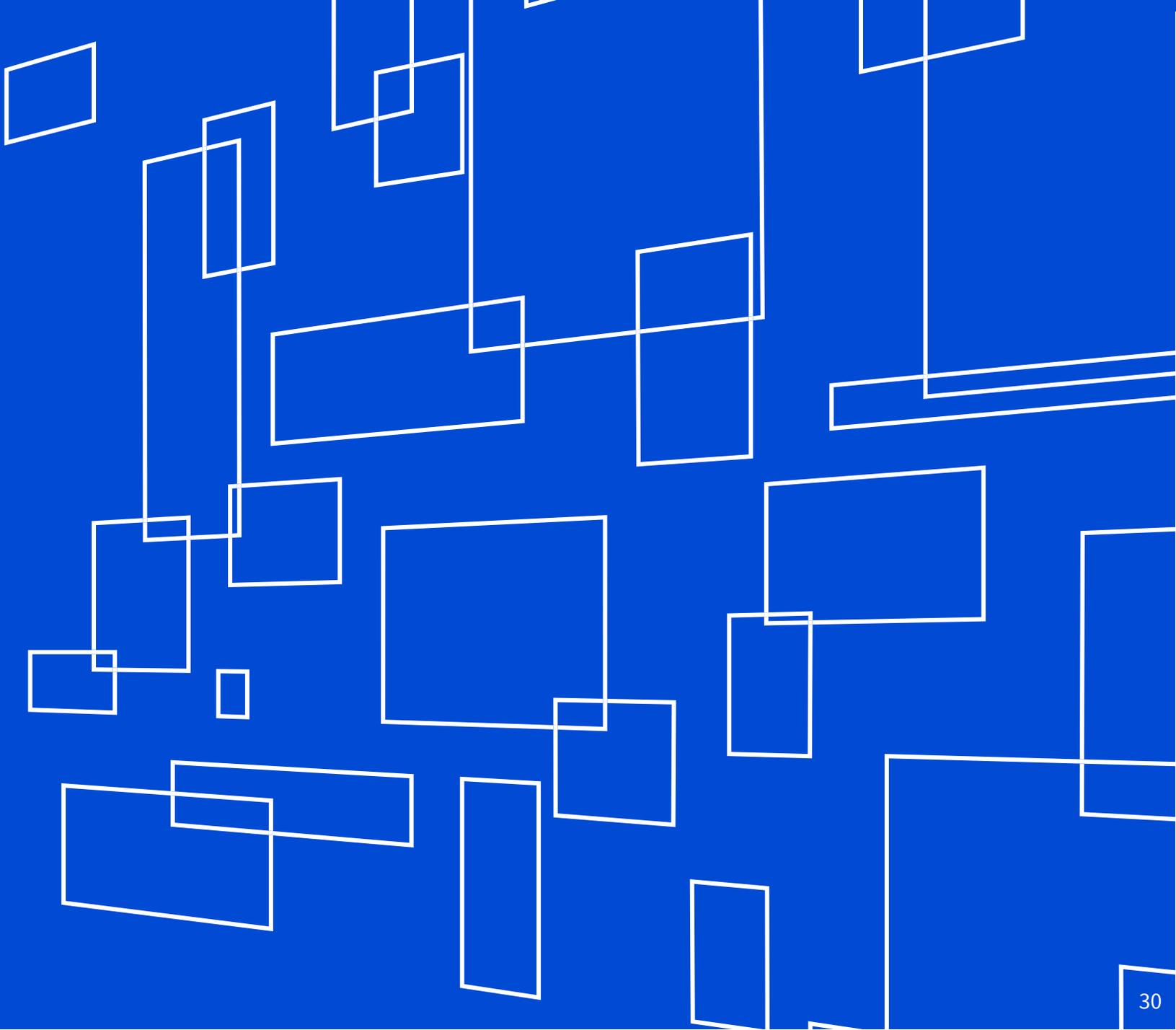
If you think this is fraud, call USAC.

If you think this message is wrong, call USAC at 1-800-xxx-xxxx. 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.

Apply For Lifeline with a Paper Form



Apply with a Paper Form

Required Fields

- Consumers must complete all sections of the application.
- Write clearly, using black ink and capital letters.
- If consumers have access to email, we encourage them to include this information on their application.

The image displays three overlapping copies of the FCC Form 5629 Lifeline Program Application Form. The top-left copy shows section 2, 'Your Information', with fields for full legal name (First, Middle, Last, Suffix), phone number, date of birth, email address, and last 4 numbers of Social Security Number (SSN). The top-right copy shows section 2 (continued), 'Your Information (continued)', with fields for home address (Street Number and Name, Apt., Unit, etc., City, State, Zip Code), temporary address, and mailing address. The bottom-center copy shows section 2 (continued) with a note: 'Only fill this section out if you are applying through a child or dependent...' and fields for the applicant's full legal name, date of birth, and last 4 numbers of SSN. Each form includes the FCC logo and the text 'OMB APPROVAL EDITION 3060-0819' and 'Universal Service Administrative Co.'.

Apply with a Paper Form

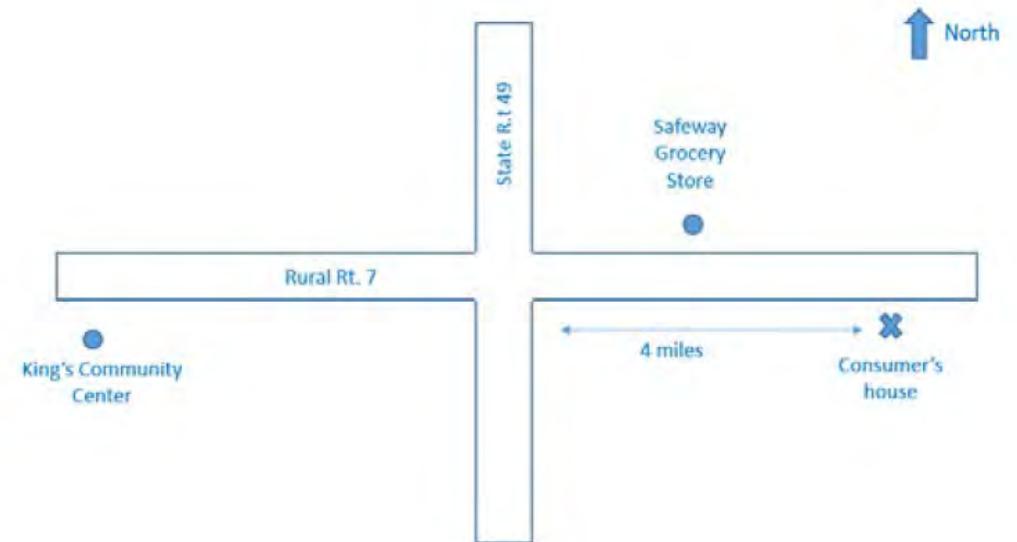
Submission

- Consumers mail completed applications to:
USAC Lifeline Support Center
P.O. Box 7081
London, KY 40742
- USAC will send an eligibility decision via mail from the Lifeline Support Center.
- Most eligibility decisions will be made in 7 – 10 days.
- Consumers can call the Lifeline Support Center to check their application status at (800) 234-9473.

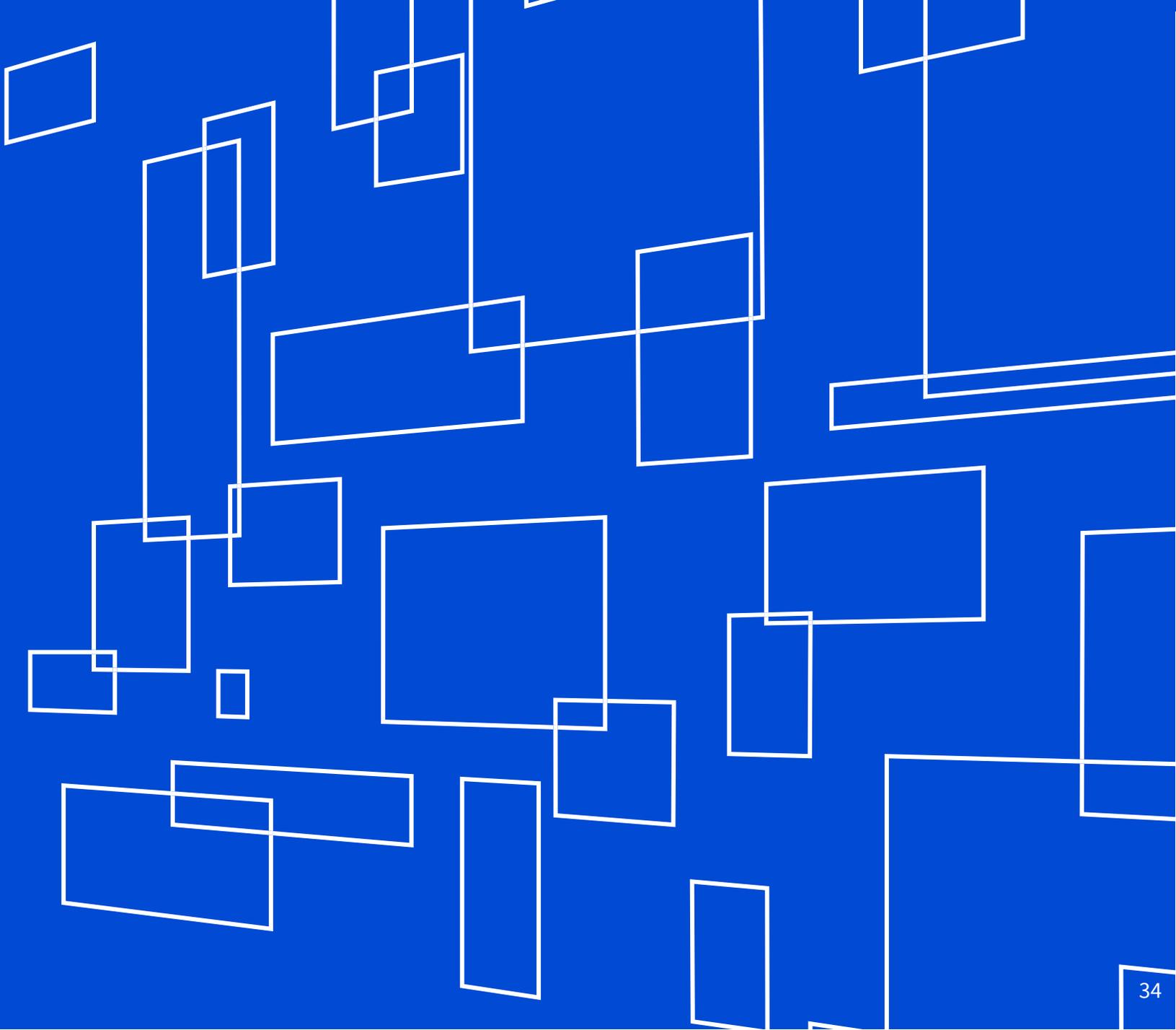
Resolving Address Errors With Paper Forms

There are four options available:

1. The National Verifier Portal
2. A printed map identifying the consumer's residence and the latitude and longitude coordinates
3. A hand drawn map
4. A formal document with the consumers address listed



Enrollment



Enroll a Consumer in NLAD

- Before a service provider enrolls a new subscriber in Lifeline, NLAD will prompt them to confirm the consumers' eligibility through the National Verifier
- Once the consumer is approved by the National Verifier, the service provider can enroll them in NLAD using the National Verifier mode
- The service provider must enter the consumer's information in NLAD exactly as it was entered in the National Verifier

Enroll Subscriber in NLAD



LIFELINE

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Enroll Subscriber](#)

[LOG OUT](#)

National Verifier ON OFF

SUBSCRIBER MANAGEMENT

- Enroll Subscriber
- Update Subscriber
- Transfer Lifeline Benefit
- De-Enroll Subscriber
- Submit Resolution Request
- Upload Subscriber File
- Detail Subscriber Lookup

Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.

ENROLL SUBSCRIBER

[Instructions](#)

Select SAC*

466666 ▼

Subscriber Personal Information *(Required)*

Last Name * Date of Birth * Last 4 SSN * - OR- Tribal ID *

First Name * Middle Name

Subscriber Address *(Required)*

Primary Address *

Apt, Unit, etc.

City * State * ZIP Code *

 ▼

Mailing Address

Apt, Unit, etc.

City State ZIP Code

 ▼

Subscriber Telephone Information *(Phone No. is Optional to Verify.)*

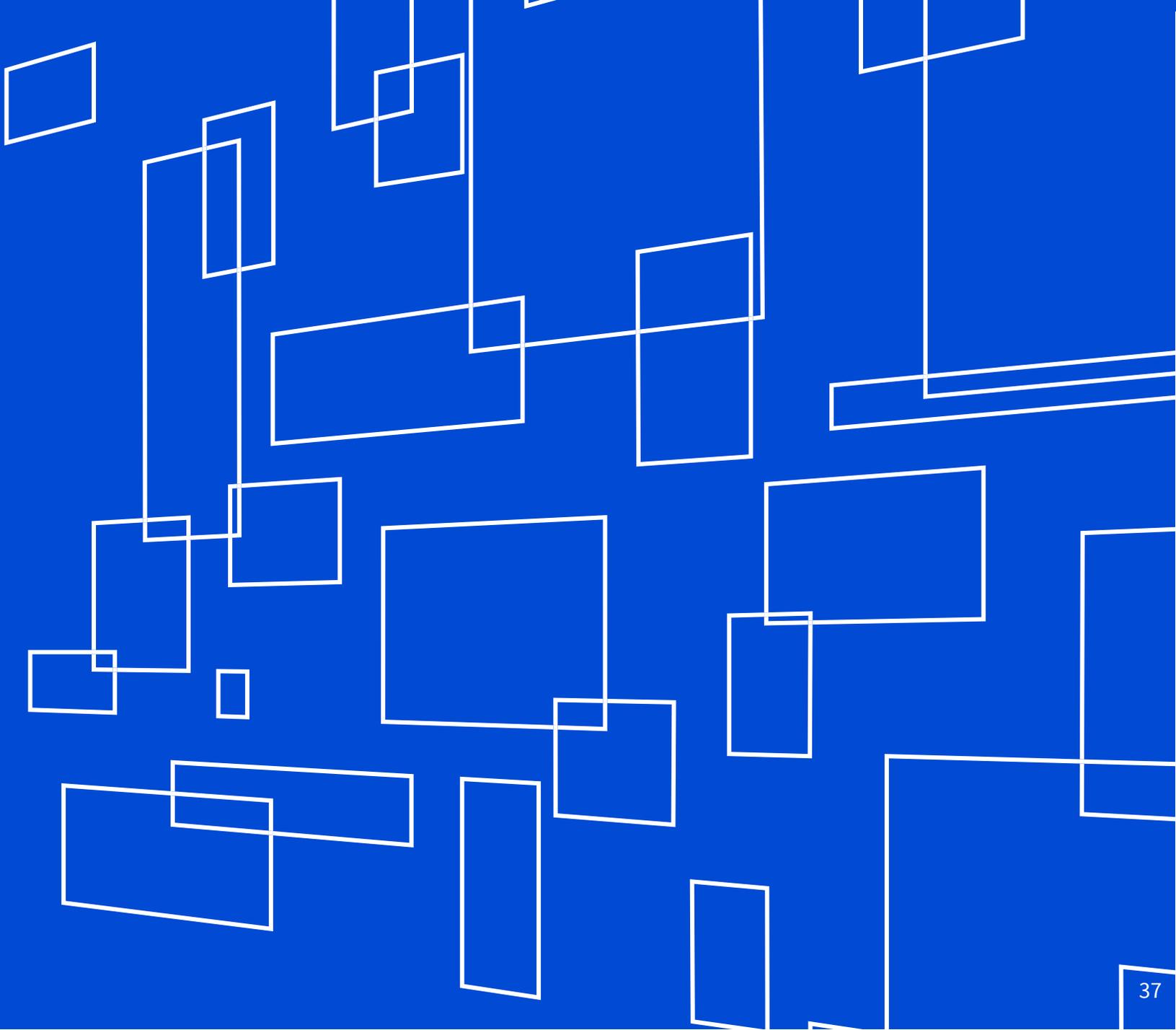
Service Type* ▼

Service Initiation Date *

Phone Number *

Lifeline Tribal Benefit? * Yes No

Resources



Resources for Consumers

- Lifeline Support Center
 - (800) 234-9473
 - LifelineSupport@usac.org
 - 9 a.m.– 9 p.m. ET, Monday – Sunday
- [LifelineSupport.org](https://www.LifelineSupport.org)
 - Consumer instructions
 - National Verifier one-pager
 - Consumer Videos
- Consumers with special needs can apply by calling the Lifeline Support Center



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