

National Verifier Office Hours: Full Launch Oregon and Texas



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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

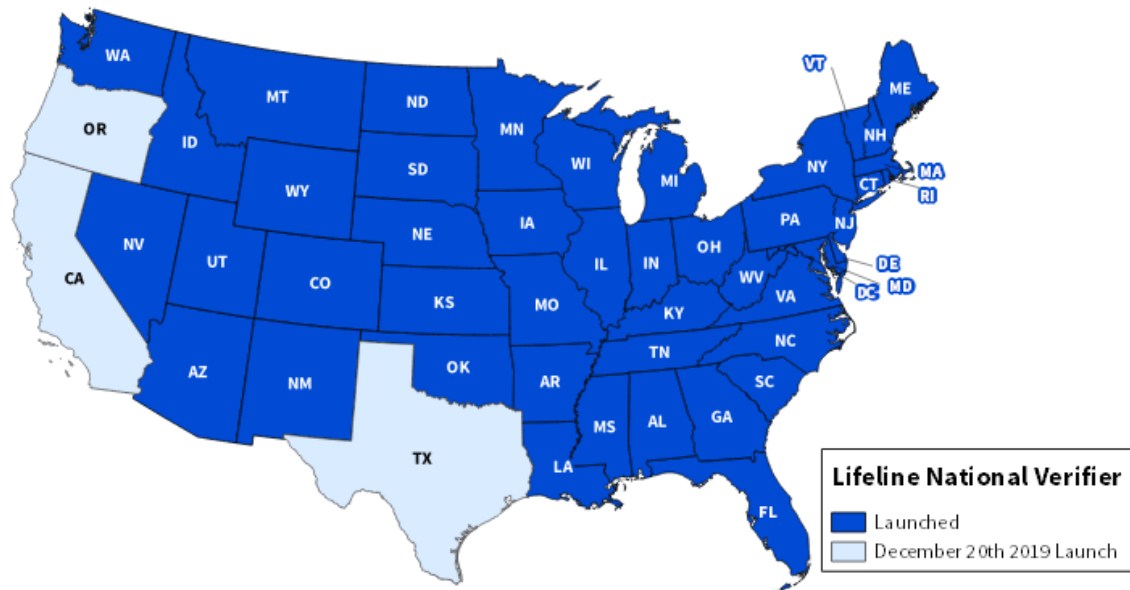


Linnita Hosten

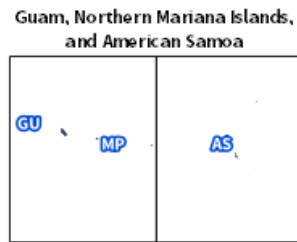


Leah Sorini

National Verifier Full Launch



- Oregon and Texas, two states in the National Verifier (NV) **December 20, 2019 launch group**, will fully launch on **Wednesday, November 18, 2020**
- California, the third state in the NV **December 20, 2019 launch group**, will fully launch at a later time



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- The NV operates in Oregon and Texas by:
 - Using state eligibility data to validate service providers' claims for federal Lifeline support
 - Performing reviews of state eligibility information and documentation to ensure that state eligibility determinations are made in accordance with the Commission's rules
- Consumers in Oregon and Texas will continue to apply for the federal Lifeline benefit through the state's application process and the state will continue to perform eligibility determinations and check for duplicate subscribers as they do today

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What Full Launch Means for OR: Eligibility Verification on Tribal Lands



Eligibility verification and reverification for consumers on **Tribal lands** in **Oregon**:

- Starting on November 18, eligibility verification for consumers on Tribal lands in Oregon will transition from service providers to the Oregon Public Utility Commission (PUC)
- The Oregon PUC will work closely with affected service providers and consumers to provide necessary information and training to ensure a smooth transition
- The Oregon PUC will also conduct reverification for consumers on Tribal lands in Oregon
 - Because the FCC's rules related to reverification have been temporarily paused [in response to the COVID-19 pandemic](#), the Oregon PUC will not begin reverification until after the waivers expire
 - The Oregon PUC will announce relevant dates and other information regarding reverification to service providers at a future date

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What Full Launch Means for OR and TX: Eligibility Verification



Eligibility verification for all other consumers in Oregon as well as all consumers in Texas remains the same:

- Eligibility verification will be conducted by each state's PUC

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What Full Launch Means for OR and TX: Claims Process



USAC is working with Oregon and Texas to fully implement updates to the claims process:

- These updates will include enhancements to the Lifeline Claims System (LCS)
 - Service providers will continue to file and certify their own claims in LCS
 - However, USAC may reject a claim if it cannot be substantiated by state data, and the service provider will have to refile
 - Service providers should file their claims as soon as they are ready so any issues can be identified quickly
- To prepare service providers for changes to the claims process, USAC is hosting two webinars:
 - [LCS Training: NLAD Opt-Out State Process on Thursday, November 19](#)
 - [LCS Office Hours: NLAD Opt-Out State Process on Thursday, December 3](#)

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Resources



- Information about the NLAD opt-out states (CA, OR, and TX) and each state's partnership with the NV is available on the [National Verifier December 20 2019 Launch](#) web page
- For questions about the full launch for Oregon and Texas or the new claims process, email LifelineProgram@usac.org

Questions?



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