National Verifier Training: Full Launch in California

December 10, 2020

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Housekeeping

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- The audience will remain on mute
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Today's Presenters

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Course Overview

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02 | How to Use the NV

For California SPs with Broadband-Only Consumers

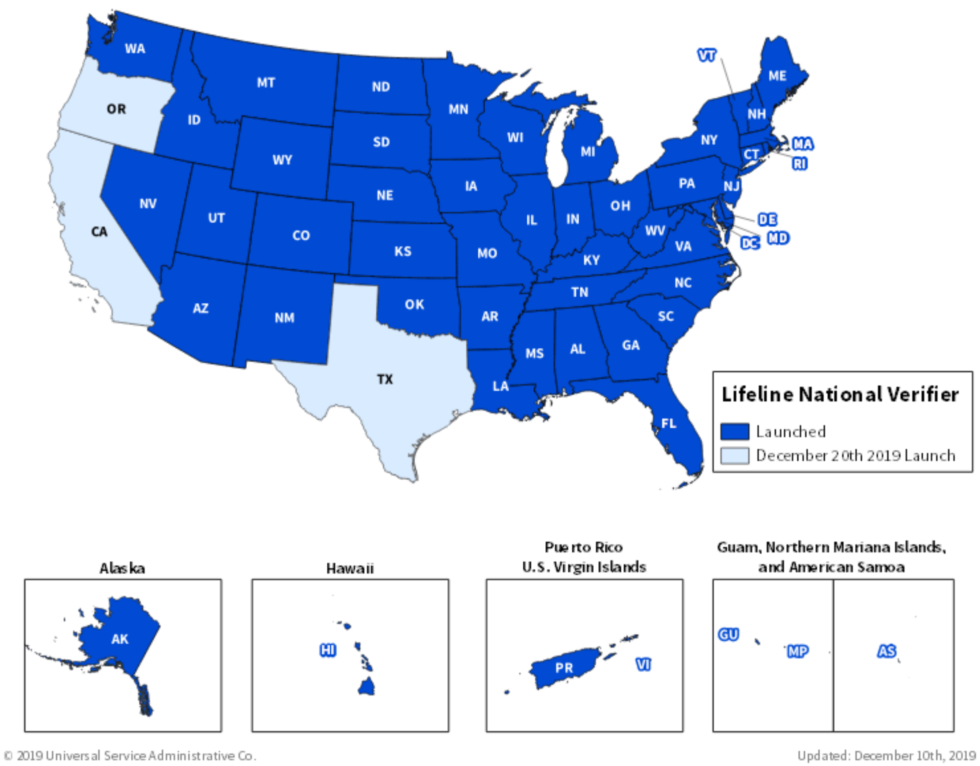
- Overview
- Create User Accounts
- Create NV Applications
- Check Application Status
- Submit Documentation
- NLAD & the NV

03 | Resources

- Prepare to use the NV

Introduction

Introduction
What Full Launch Means for CA



- California, one of three states in the National Verifier (NV) **December 20, 2019 launch group**, will fully launch on **Friday, December 18, 2020**
- Oregon and Texas (the other two states in launch group) fully launched in the NV on Wednesday, November 18, 2020

Introduction
What Full Launch Means for CA

Available for Public Use

- The NV operates in California by:
  - Using state eligibility data to validate service providers' (SP) 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
- The majority of consumers in California 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 it does today

Introduction
What Full Launch Means for CA

Broadband-Only Consumers in CA

- Starting on December 18, eligibility verification for broadband-only consumers in California will transition from SPs to the NV
  - Consumers will continue to contact their service provider to initiate the application process
- USAC will also conduct reverification for broadband-only consumers in California
  - Because the FCC's rules related to reverification have been temporarily paused in response to the COVID-19 pandemic, USAC will not begin reverification until after the waivers expire
  - USAC will announce relevant dates and other information regarding reverification to service providers at a future date via bulletins

Introduction
What Full Launch Means for CA

Claims Process for All CA Providers

- USAC is working with California to fully implement updates to the claims process, including enhancements to the Lifeline Claims System (LCS), which apply to all NLAD opt-out states and will go into effect in January 2021 (*for the December 2020 data month*)
- Beginning with the December 2020 data month:
  - SPs will use a template pre-populated in LCS with information for eligible subscribers from their state public utility commission (PUC)
  - SPs may only claim subscribers listed on the template
- Visit the National Verifier December 20, 2019 Launch web page to review LCS training for all three NLAD opt-out states (CA, OR, TX)

Questions?

How to Use the NV

For California SPs with Broadband-Only Consumers

How to Use the NV
Overview

For California SPs with Broadband-Only Consumers

- The NV will determine consumers' Lifeline eligibility
  - SPs will no longer determine if broadband-only consumers in California are eligible for Lifeline
- NV will make eligibility determinations, and then SPs will enter information for their consumers in the National Lifeline Accountability Database (NLAD) to enroll them in Lifeline
- NV will handle the annual recertification process and conduct the one-time reverification process for broadband-only consumers in California

How to Use the NV

Create User Accounts

For California SPs with Broadband-Only Consumers

Step 1

- Representative registers for a Representative ID through RAD

Step 2

- ETC Admin assigns the representative's user role in NLAD and links the user to their Representative ID in NLAD

Step 3

- Representative can access the NV service provider portal with their account credentials

How to Use the NV
Create User Accounts – STEP 1

For California SPs with Broadband-Only Consumers

- To perform NLAD transactions (enrollments, updates, transfers) or to perform NV transactions, representatives must be assigned a user account and have a Representative ID linked to that account
  - Representatives self-register for a Representative ID through the Representative Accountability Database (RAD)
  - Representatives provide their Representative ID number to each service provider for which they work
- For a refresher on RAD and how to register for a Representative ID, visit the RAD section of USAC's website

How to Use the NV
Create User Accounts – STEP 2

For California SPs with Broadband-Only Consumers

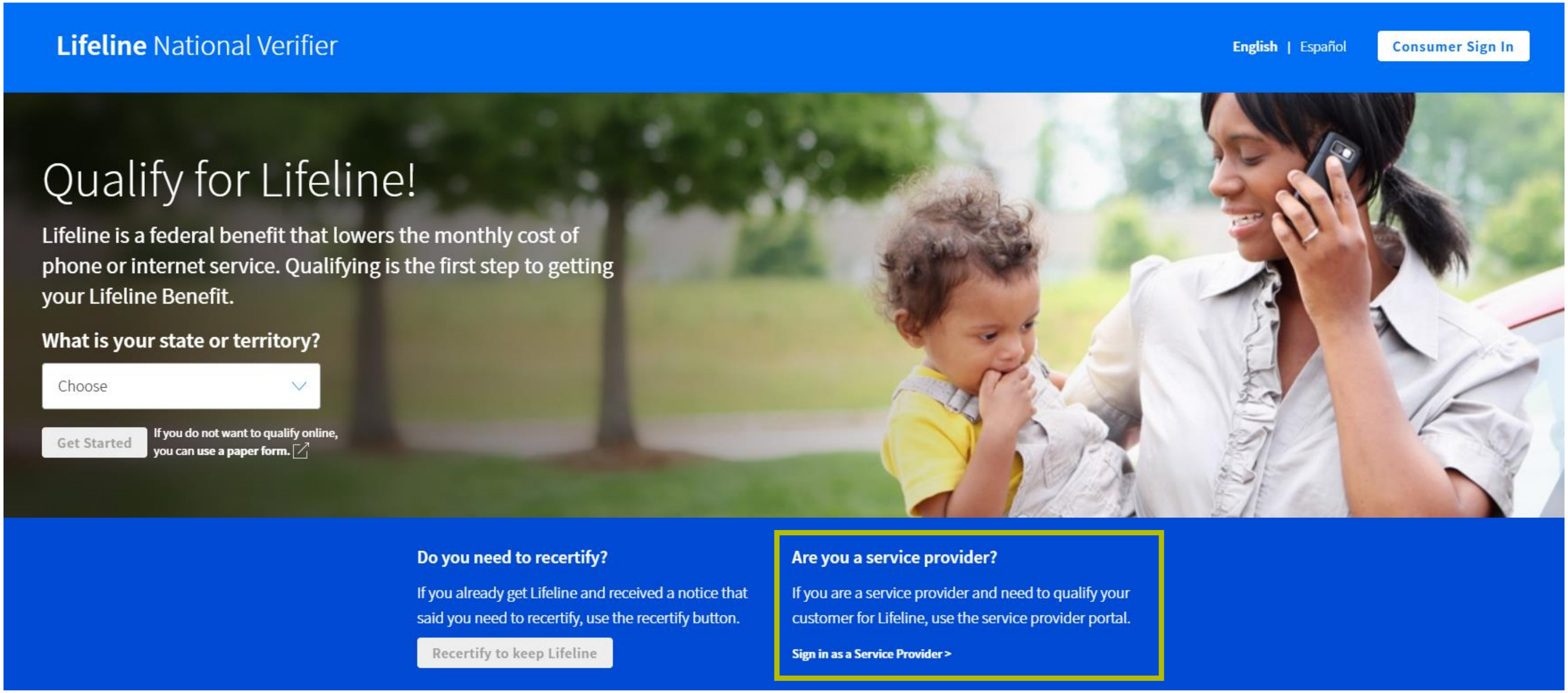
- ETC Admin is the user role in NLAD that can create and manage the three sub-account roles (ETC Analyst, ETC Operations, ETC Agent)
- All user roles are created in NLAD
  - Each user will have unique login credentials to access NLAD and/or the NV
  - Service providers with NLAD credentials can use the same credentials to access and use NV service provider portal
  - There is no limit on how many sub-accounts a service provider can create
  - Visit the Account Types web page for more information on each user role
- Linking Representative IDs to user accounts is also done in NLAD
  - Review the RAD Resources web page for a refresher on how to link Representative IDs to user accounts

How to Use the NV

Create User Accounts – STEP 3

For California SPs with Broadband-Only Consumers

- Representatives access the NV service provider portal by visiting checklifeline.org and selecting “Sign in as a Service Provider”



Questions?

Create NV Applications

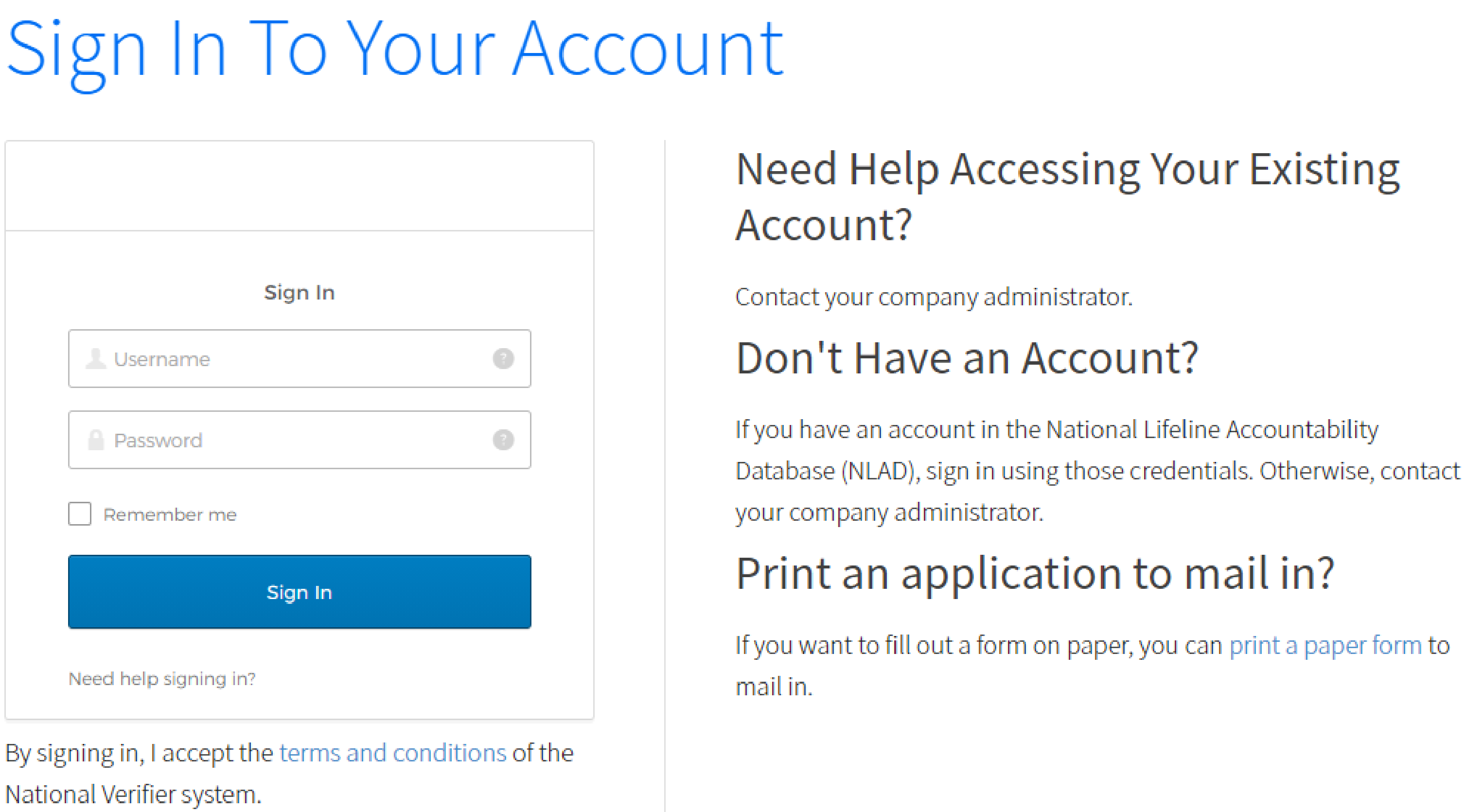
For California SPs with Broadband-Only Consumers

1. **Sign in** to the service provider portal account.
2. **Start a new application**.
3. **Enter the consumer's information** (name, date of birth, SSN4, and address).
4. Select how the consumer **qualifies for Lifeline**.
5. **Review** the consumer's information.
6. Ask the consumer to **initial** and **e-sign** their application.

Create NV Applications

STEP 1: Sign In

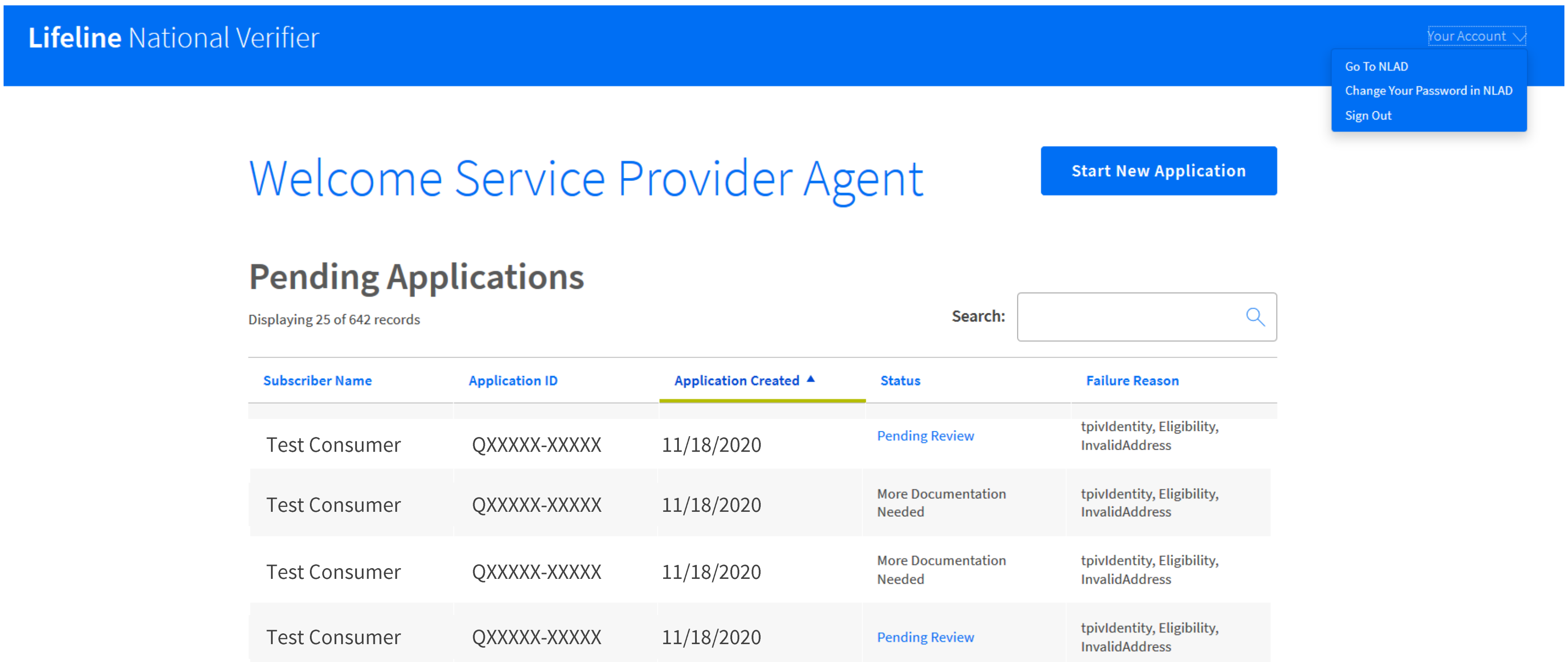
Representatives sign in here, after selecting "*Sign in as a Service Provider*" on NV's homepage:



Create NV Applications

STEP 2: Start New Application

Once logged in, the representative can assist a consumer with starting a new application by clicking the “Start New Application” button on their home page:



Create NV Applications

STEP 3: Enter the Consumer's Information

A consumer can find the last four numbers of their social security number on their social security card, tax returns, W-2, and bank statements. A consumer can find their Tribal ID number on their Tribal ID card or relevant documentation.

What is their Tribal Identification Number?

Give their Social Security Number instead.

Subscriber's Information

We will use this information to find out if the subscriber qualifies for the Lifeline 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

Suffix (Optional)

What is their date of birth?

Month MM

Day DD

Year 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

OMB Control Number: 3060-0819 Paperwork Reduction Act Notice Privacy Act Statement

Create NV Applications

STEP 4: Select How the Consumer Qualifies

Tell Us Which Program They Are In

To qualify for Lifeline, we need to know which government assistance program the subscriber 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
- [ ] 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 ?

Back Next

STEP 5: Review Consumer's Information

Review the Subscriber's Information

Before we check if they qualify for Lifeline, make sure they check and see that their information is right.

Double check the information below.

Full Legal Name:	**Jane Mary Smith**
Date of Birth:	**March 10, 1959**
Last 4 Numbers of SSN:	**1234**
Address:	**123 Main Street, Apt 206** **Chicago, IL 56789**

Edit

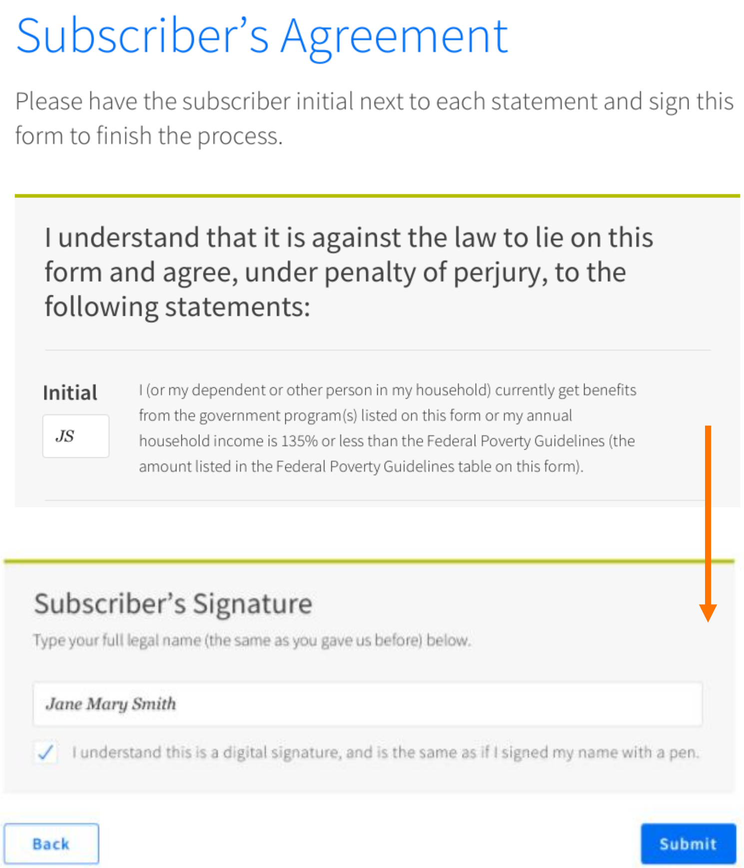
Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline.

- [x] 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.

Back Next

Create NV Applications

STEP 6: Consumer Initials & E-Signs



Subscriber's Agreement

Please have the subscriber 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

JS

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).

Subscriber's 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

Scroll Down… There are 9 total statements to initial.

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

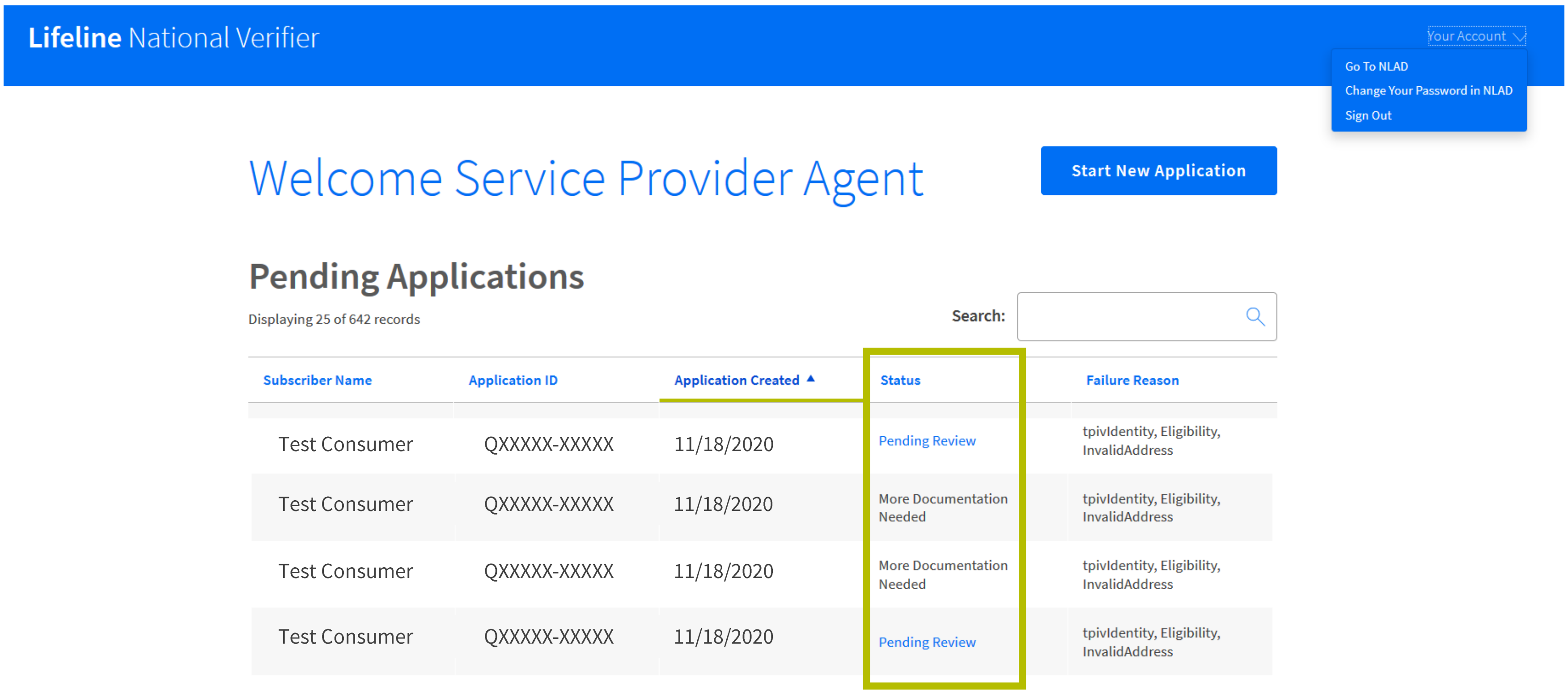
The representative cannot initial the boxes on the form or enter the e-signature for the consumer. The benefit recipient must be the one to initial, even when applying with a benefit qualifying person (BQP).

After submission is complete, the representative will be redirected to the page corresponding to the consumer's qualification status (*e.g., Qualified, Already Enrolled in Lifeline, Pending Review*).

Questions?

Check Application Status

Once a representative has assisted a consumer with submitting an application, the representative will be able to see all pending applications they have submitted:



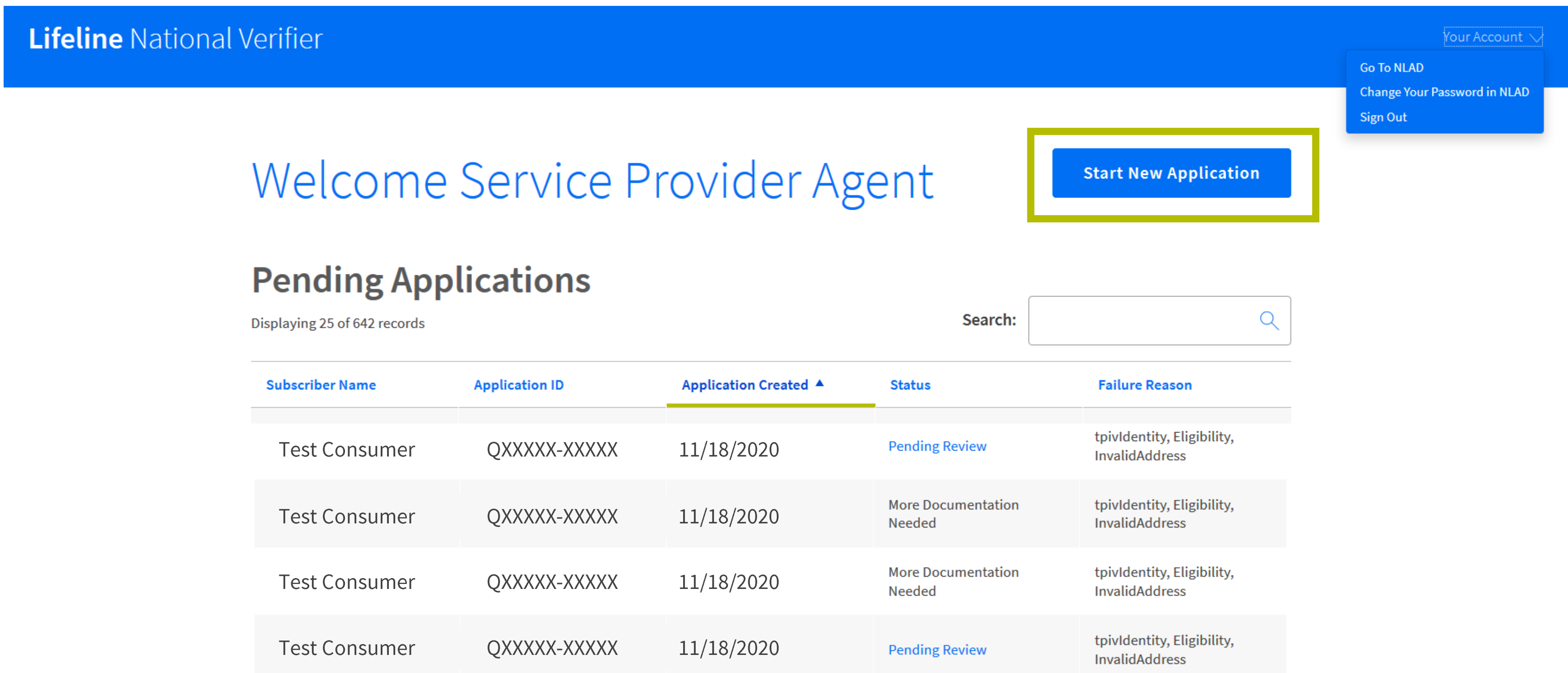
*If an application is in **"More Documentation Needed"** status, representatives must select "Start New Application" and **re-enter the consumer's PII** to retrieve the current application.*

Questions?

Submit Documentation

If a consumer requests assistance from a representative to upload documentation to resolve application errors, the representative can help via their NV service provider portal account.

The representative will need to click "Start New Application" and follow the same steps as when creating a new application to then enter the consumer's PII and retrieve information regarding the consumer's application errors.



Subscriber Name	Application ID	Application Created ▲	Status	Failure Reason
Test Consumer	QXXXXX-XXXXX	11/18/2020	Pending Review	tpivIdentity, Eligibility, InvalidAddress
Test Consumer	QXXXXX-XXXXX	11/18/2020	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
Test Consumer	QXXXXX-XXXXX	11/18/2020	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
Test Consumer	QXXXXX-XXXXX	11/18/2020	Pending Review	tpivIdentity, Eligibility, InvalidAddress

Submit Documentation

We Didn't Recognize Their Information

We couldn't match the subscriber in our records.

Show that they are this person.

This is the information you gave us.

Full Legal Name:	
Date of Birth:	
Last 4 SSN:	

If you see a typo in their information, fix it here.

Show us that this information is right.

We couldn't confirm the subscriber's identity. We need to see an official document that has their first name, last name, date of birth, and Social Security Number (SSN) on it. Please show us something from one of the following lists.

Show us 1 item:

To be accepted, the copy must have their first name, last name, date of birth, and SSN on it.

- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker's compensation statement of benefits

Or, show us 2 items:

To be accepted, both copies must have their first name and last name on them, and one must have their date of birth on it and the other must have their SSN on it.

Show their date of birth

- Driver's license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)

Show their SSN

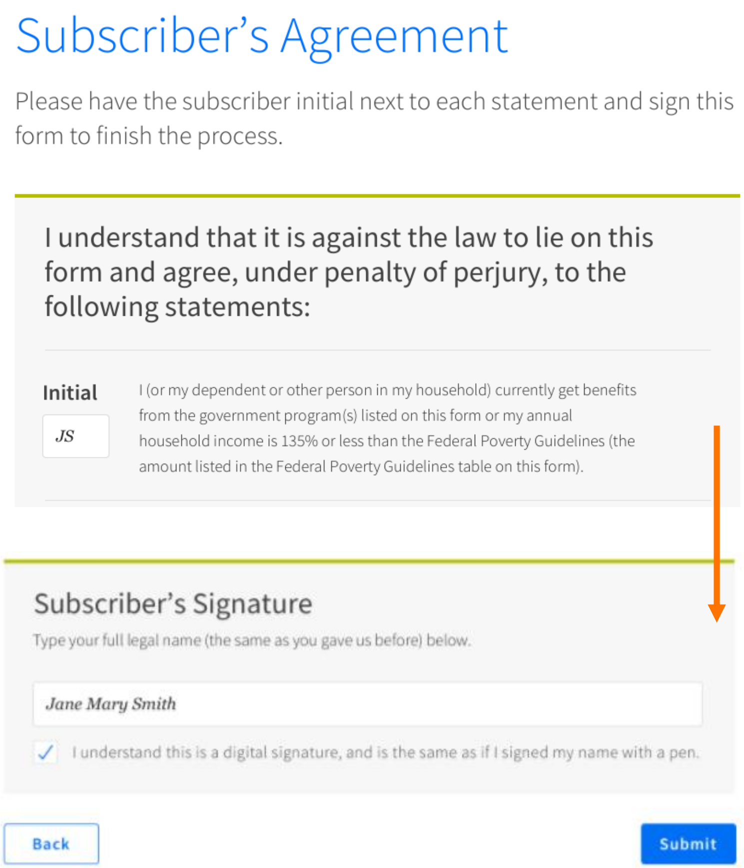
- Social Security card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year's state, federal, or Tribal tax return

Give us your documents.

Upload the file here

Choose file

Submit Documentation



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

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

The representative cannot initial the boxes on the form or enter the e-signature for the consumer. The benefit recipient must be the one to initial, even when applying with a BQP.

Submit Documentation

While USAC reviews the documentation, the representative will be directed to this screen:

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.

If they qualify…

You will have 90 days to enroll Water Bottle in NLAD.

If they do not qualify…

We'll ask for more information or tell you what to do next. **You will have until 3/6/2018 (Based on US Eastern Time)** to send us the information or complete the next steps.

If submitted during Lifeline Support Center business hours (*9 a.m. ET – 9 p.m. ET*), the documentation will normally be reviewed within minutes.

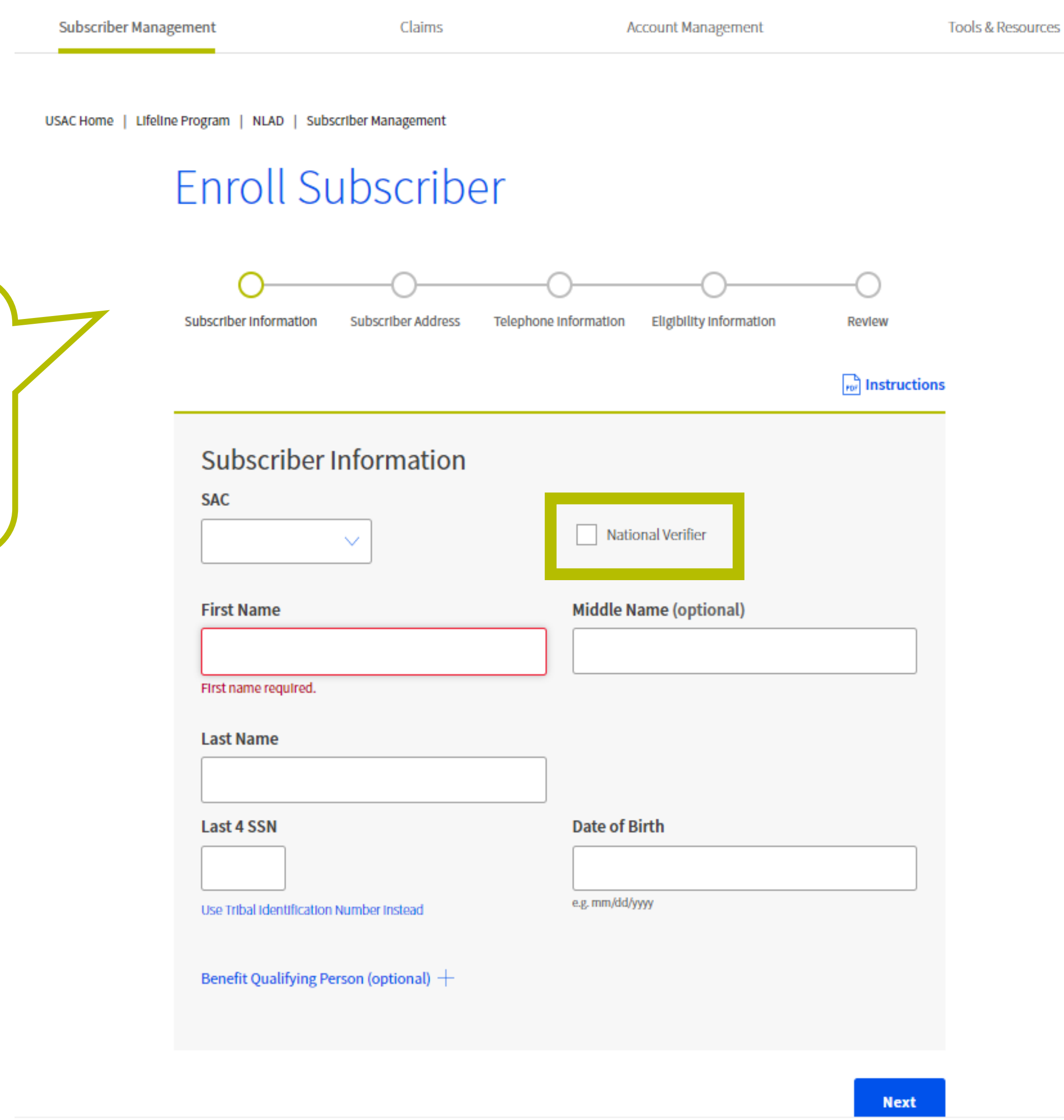
Questions?

NLAD & the NV

- Before the SP enrolls a new consumer in Lifeline, NLAD will prompt them to confirm the consumers' eligibility through the NV
- Once the consumer is approved by the NV, the SP can enroll them in NLAD using the NV mode
  - ***Reminder**: Only subscribers receiving a standalone broadband offering will be enrolled in NLAD*

National Verifier Toggle in NLAD

This image reflects NLAD's new user interface (UI), which will be updated on December 14 to ensure NLAD meets Section 508 accessibility requirements.



Questions?

Resources

Resources

Prepare to use the NV: NV Staging Environment

- The NV staging environment allows representatives to use mock data to simulate service provider portal transactions including eligibility checks and document uploads
  - Representatives should only use mock data in the NV staging environment
  - Representatives can access the NV staging environment with their production account credentials
- Detailed instructions, including what mock data to enter to create specific results, are available in the NV staging user guide

Resources

Prepare to use the NV: Lifeline Team

Lifeline Support Center

The support center can help consumers and service providers supporting consumers with questions about how to apply, documentation needed to resolve application errors, and the status of an application.

Hours: 7 days a week, 9 a.m. ET to 9 p.m. ET

Phone: (800) 234-9473

Email: LifelineSupport@usac.org

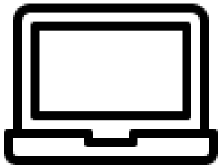
Lifeline Program Analyst

Connect with a program analyst for technical questions about Lifeline systems (e.g., RAD, NV, NLAD) and detailed questions about program processes (e.g., recertification or reverification).

Email: LifelineProgram@usac.org

Resources

Prepare to use the NV: USAC's Website



- For more information about the NV, visit the National Verifier section of USAC's website
- 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

Questions?

Learn More About Lifeline

- Sign up for Lifeline Program email updates and upcoming events
    - Visit usac.org and click “subscribe” in the upper-right corner
- Need help? Contact us!
    - General: LifelineProgram@usac.org

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