Universal Service Administrative Co.

National Lifeline Eligibility Verifier

A new tool to check subscriber eligibility for the Lifeline Program

In the FCC's 2016 Lifeline Modernization Order, USAC was directed to build a National Lifeline Eligibility Verifier (National Verifier) to manage and determine eligibility for all Lifeline subscribers.
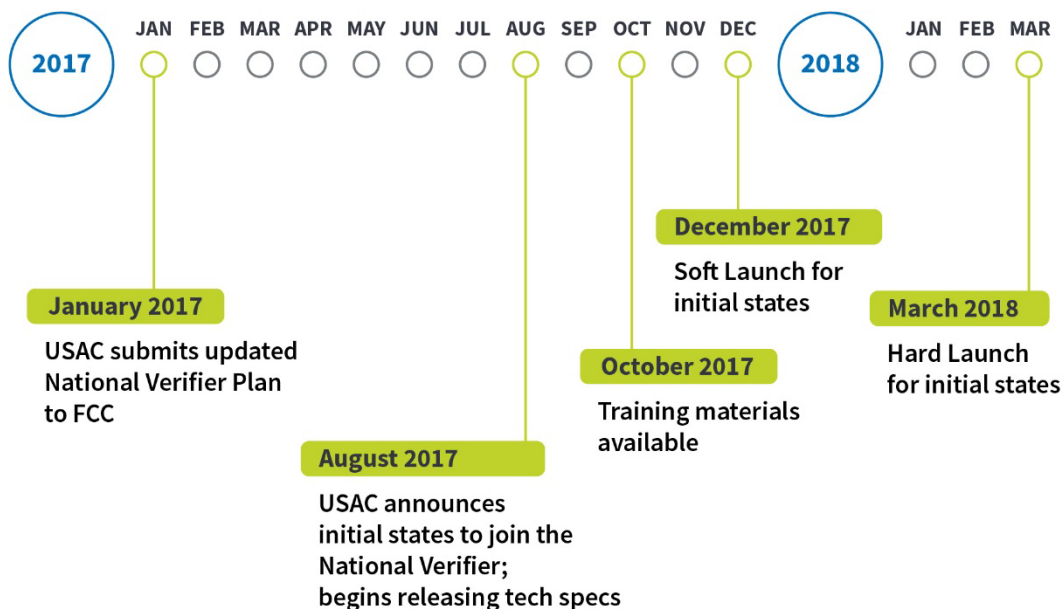
How it Works

The National Verifier will:

- Determine initial subscriber eligibility
- Conduct annual recertification
- Populate the Lifeline Eligibility Database with all subscribers deemed eligible for the Lifeline Program

The National Verifier will use both electronic and manual methods to process eligibility determinations.

National Verifier Launch Schedule

January 2017

USAC submits updated National Verifier Plan to FCC

August 2017

USAC announces initial states to join the National Verifier; begins releasing tech specs

October 2017

Training materials available

December 2017

Soft Launch for initial states

March 2018

Hard Launch for initial states

August 30, 2017: USAC will announce the initial states for the National Verifier by August 30, 2017.

October 2017: Training materials, including user guides and system demonstrations, will be available.

December 2017: The soft launch period will allow service providers in the initial states to test and transition their operations to the National Verifier. Consumers will not have direct access to the system during this period.

March 2018: At the hard launch service providers in the initial states must use the National Verifier to determine subscriber eligibility and recertification. Consumers can also use the National Verifier to verify their own eligibility prior to working with a service provider.

Transition of Responsibility for Eligibility Determinations

During the transition to the National Verifier, responsibility of eligibility determinations moves from service providers to the National Verifier.

	Current state	Soft launch	Hard launch
Service Providers	• Conduct all eligibility checks	• Option to use the National Verifier to check eligibility • Can still use own methods to verify eligibility	• Full use of National Verifier is required • Can support consumers to apply, but must check their eligibility through the NV • May support outreach for recertifications
Consumers	• Can only apply through service providers	• NV portal not accessible to self-check eligibility • Must still apply through service providers	• Can apply through NV Portal, or • Can apply with help of service provider
USAC	• Provides limited customer support	• Conducts eligibility determinations for applications opted-in by service providers • Launch full BPO customer support center for service providers • Continue limited customer support for consumers	• Conducts all eligibility determinations and manual processes • Supports customer status checks

Migrating Existing Lifeline Subscribers

When the National Verifier launches in a state, all Lifeline subscribers in that state will be migrated. The migration process will include:

1. An automated eligibility check, where each subscriber will be checked against available eligibility databases
2. If a subscriber cannot be verified automatically:
   - USAC will ask service providers for existing eligibility documentation for subscribers who joined Lifeline in July 2017 or later, and
   - USAC will work with service providers to obtain new proof of eligibility for subscribers who joined Lifeline before July 2017 (proof of eligibility must be valid in July 2017 or later)
3. If USAC cannot verify a subscriber's eligibility through these methods, the customer will be de-enrolled

The migration process for existing subscribers will conclude at hard launch. There will be an option to elect USAC for gathering eligibility documentation.

Feedback Opportunities

Stakeholder feedback is important to the National Verifier's development. We look forward to your feedback via:

- **Review and Testing:** If you would like to review the National Verifier system and/or test features, sign up as a feedback volunteer.[1] If you are selected for testing, USAC will contact you to arrange a meeting.
- **Webinars:** USAC will share National Verifier process flows, wireframes and prototypes for feedback via the Lifeline Program Update Webinars.[2]
- **Technology Forum:** USAC will hold monthly technology forums to gather feedback and answer questions about the National Verifier's technology specifications. To receive tech forum reminders, sign up for the National Verifier Build Update emails.[3]
- **Send us Feedback:** You can submit feedback any time via email to LifelineProgram@usac.org.

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[1] https://www.eply.com/national-verifier-feedback-volunteer
[2] http://usac.org/li/about/outreach/training/lifeline-program-update-webinars.aspx
[3] http://usac.org/li/tools/national-verifier/NV-signup.aspx