Lifeline Program
Building the National Verifier
Who is USAC?

The Universal Service Administrative Company

As established by the Telecommunications Act of 1996, USAC is an independent, not-for-profit corporation designated by the FCC as the permanent administrator of the Universal Service Fund and its four programs. Works as a partner with the FCC to protect the integrity of universal service through:

- Informing and educating program audiences
- Collecting and distributing contributions
- Promoting program compliance

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The Mission of Universal Service

Ensuring that all people in the United States have access to quality, affordable connectivity services through these four universal service programs:

• Connect America Fund (formerly known as High Cost)
• Lifeline Program
• Rural Health Care Program
• Schools and Libraries Program (E-Rate)
About the Lifeline Program

Monthly discount on phone, broadband, or bundled service

10 million U.S. households participate in the federal Lifeline program

Subscribers prove eligibility through participation in qualifying program or demonstrating income at or below 135% of federal poverty guideline

Available in every state, territory, commonwealth, & on Tribal lands
National Verifier: Background

• The National Lifeline Eligibility Verifier (National Verifier) is a centralized system that determines whether subscribers are eligible for Lifeline

• USAC manages the National Verifier and its customer service department, the Lifeline Support Center

• When the National Verifier hard launches in a state, consumers can check their Lifeline eligibility themselves, or by working with a service provider
Example: Eligibility Checking with the National Verifier

START HERE

Enter customer data – name, SSN, etc. – into the National Verifier Web Portal

National Verifier searches for customer in state/federal databases and NLAD

If customer eligibility record is found, customer is approved

If customer eligibility record is not found, customer is issued a “correctable denial”

To correct the result, upload requested documentation

National Verifier agent reviews documentation

If documentation is acceptable, customer is approved

Service provider uses the National Verifier’s eligibility approval to enroll the customer
How to Apply for Lifeline With the National Verifier

**Through a Lifeline Company**
Visit a Lifeline phone or internet company near you.

They will ask you for information to check your eligibility.

You can find a list of service providers using the Companies Near Me tool on USAC’s website. Type in your zip code to see a list of companies that offer the Lifeline benefit in your area.

**By Mail**
Mail in your finished Lifeline Application, Household Worksheet, and copies of your proof of eligibility to:
Lifeline Support Center
PO Box 7081
London, KY 40742.

USAC will contact you by email from LifelineSupport@usac.org or mail from the Lifeline Support Center to let you know if you qualify for Lifeline.

If the National Verifier cannot check your eligibility, you will need to mail in more documents to the Lifeline Support Center.

**Online**
Visit the consumer portal, CheckLifeline.org, and create an account. You can fill out a Lifeline application online.

You will find out if you are eligible for Lifeline through the consumer portal immediately after applying online.

If the National Verifier cannot prove your eligibility automatically, you will need to upload more documents to the consumer portal.
National Verifier Eligibility Application
**National Verifier: Launch 1 & 2**

**Launch 1:** Colorado, Mississippi, Montana, New Mexico, Utah, Wyoming

- **Soft Launch** – June 18, 2018
- **Hard Launch** – November 2, 2018
  - Use of the National Verifier is mandatory
  - Consumers can check their eligibility themselves, or by working with a service provider

**Launch 2:** Guam, Hawaii, Idaho, New Hampshire, North Dakota, South Dakota

- **Soft Launch** – October 15, 2018
  - Service providers in these states and territory can begin using the National Verifier to check applicant eligibility via [CheckLifeline.org/spportal](http://CheckLifeline.org/spportal) or through the paper process

- **Hard Launch** – Date has not been announced
National Verifier: Future Launches

What’s Ahead?

- USAC is continuing discussion with the Centers for Medicare and Medicaid Services (CMS) to automate Medicaid verification across all states and territories.
- USAC will continue negotiating state database connections where cost effective, and states will roll out as they are ready throughout 2019.
- States without their own database connections can be supported by the CMS and HUD connections to offset otherwise manual reviews.
Learn More about Lifeline

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