

Lifeline Eligibility Process for Wireline Carriers

June 13, 2018



Universal Service
Administrative Co.

Utah Eligibility Process for Wireline Service Providers

USAC will determine Lifeline eligibility for consumers of wireline service providers beginning **July 1, 2018** and ending with the **hard launch** of the National Verifier.

Service providers can help consumers check eligibility two ways:

- Paper application
- National Verifier service provider portal (after soft launch)*

* USAC recommends this process because it will provide real-time response and prepare service providers for the National Verifier hard launch

Paper Application Process

- Consumer obtains paper Lifeline application from service provider or by downloading from USAC website
- Consumer mails completed application + all eligibility documentation (proof of eligibility program, TPIV, AMS, IEH) to USAC at the following address):

Lifeline Program – National Verifier

700 12th St NW, #900

Washington, DC, 20005

- Consumer **must use** the new Lifeline application form
- **Do not** mail the application to the Kentucky address listed on the form

Paper Application Process

- USAC will review the consumer application and make an eligibility determination
 - If the consumer needs additional documentation, USAC will outreach to them using the preferred contact method indicated on the application
 - USAC will review additional documentation and make a determination
- Once eligibility is determined, USAC will contact the consumer via their preferred contact method to confirm eligibility
- Consumer has 90 days to enroll in the Lifeline program using this eligibility determination

National Verifier Service Provider Portal Process

- At the soft launch, service providers can use the service provider portal to check consumer eligibility
- Consumers must be present with service providers to use the service provider portal process
- The portal will provide a real-time eligibility response
 - If the consumer cannot be found in an eligibility database, they can submit documentation for real-time review

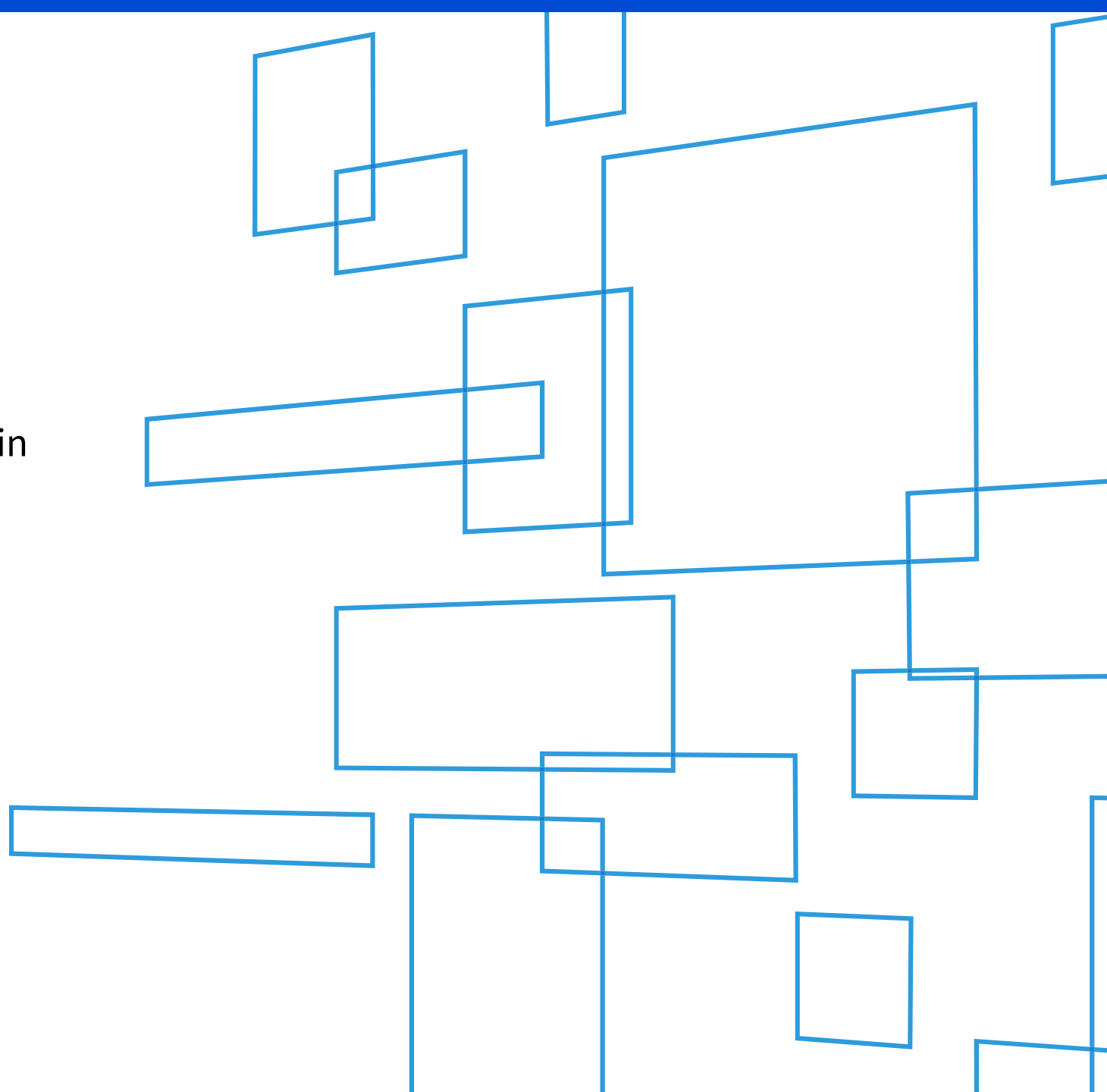
Lifeline Enrollment

- Consumer can bring eligibility determination to service provider to enroll in Lifeline
- Service providers must set the NLAD toggle to “National Verifier”
- Service provider will enroll consumer in NLAD using the usual process
- NLAD will not allow enrollment for consumers without a current eligibility determination

Questions? Comments?

Thank You!

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





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