

USAC LIFELINE PROGRAM

INTRODUCING NATIONAL VERIFIER

NOVEMBER 2016



Welcome

Agenda

Announcements

National Verifier

1. What is Lifeline
2. What is Eligibility Verification
3. National Verifier Overview
4. Enrollment
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6. Subscriber Perspective
7. Rollout Plan
8. Next Steps

Lifeline



LIFELINE PROGRAM

**Provides reduced rates for
telecom services to eligible
low-income consumers**

**Monthly discount on phone & (beginning
December 2nd) broadband service**

Available to eligible low-income consumers in every state, territory, commonwealth & Tribal lands

One Lifeline benefit per household

Subscriber's eligibility is recertified annually

13 million U.S. households subscribed

Consumers Eligible for Lifeline*

Participation in these qualifying programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance
- Veterans Pension or Survivor's Benefit Programs

OR

Live on Tribal Lands and participate in:

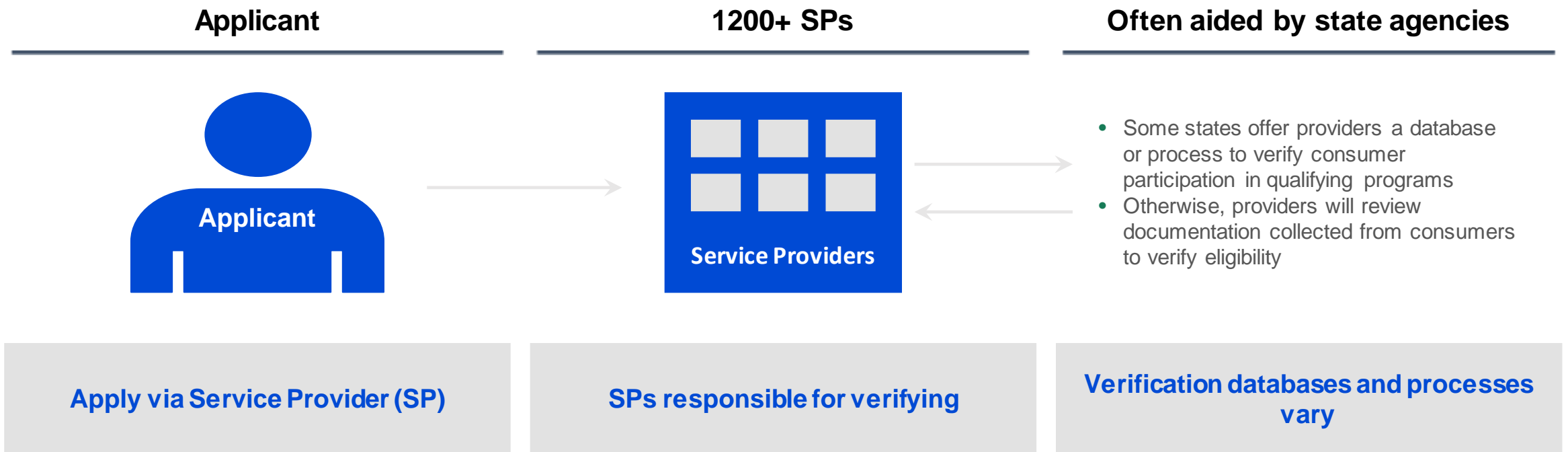
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations
- Tribal Head start (income qualifying only)

OR has household income at or below 135% of the federal poverty level

**Eligibility criteria shown is effective December 2nd*

Current State of Eligibility Verification

Today, consumers go to a service provider of their choice, who verifies eligibility. The eligibility verification process is often aided by information from state agencies that administer the programs that qualify for Lifeline enrollment.



Enrollment and Discounts

- Once determined eligible, the provider records the consumer in the National Lifeline Accountability Database (NLAD)*
- NLAD confirms the identity and address of the consumer, and then ensures the subscriber or household does not already receive a Lifeline benefit from another provider
- Upon successful checking, the consumer is enrolled and the provider begins offering discounted services
- USAC reimburses the provider monthly for the discounts passed to consumers based on provider-filed FCC Form 497

**Four states (CA, VT, OR, and TX) have opted out of NLAD and have their own duplicate detection processes.*

Questions?

Please enter your questions using the “Questions” box

National Verifier Overview

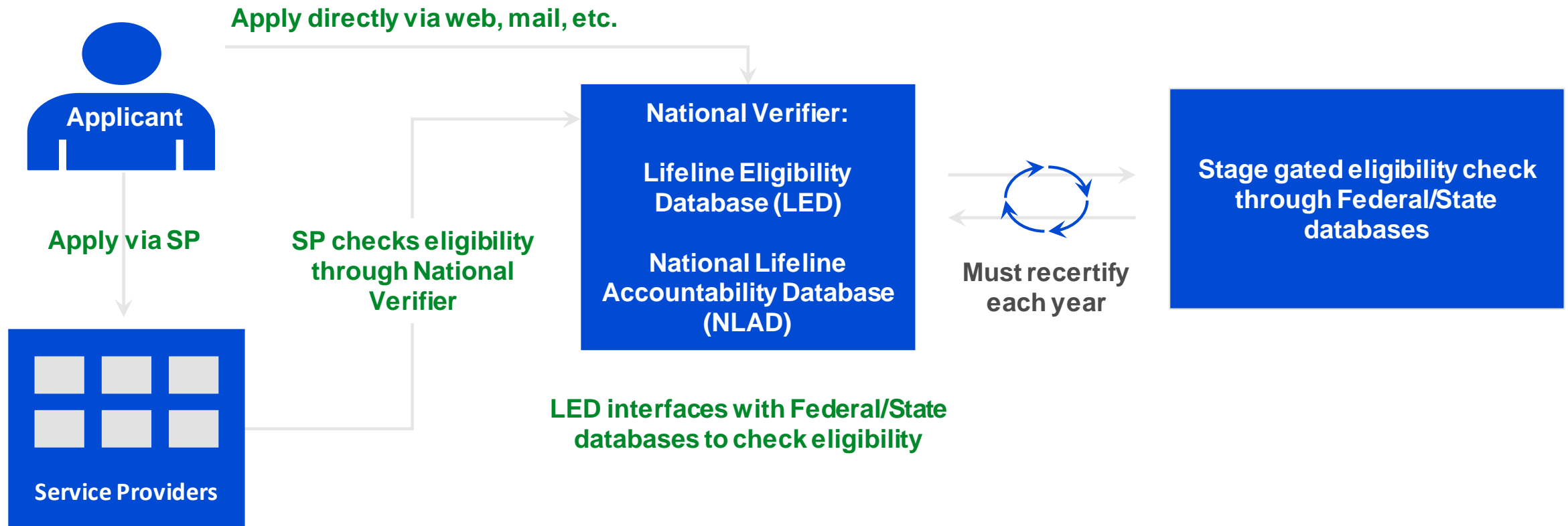
Objectives:

1. Increase program integrity
2. Facilitate consumer choice
3. Improve the enrollment process

Functions:

1. Determine subscriber eligibility - *no eligibility decisions made by carriers, National Verifier makes decisions in coordination with state, territory, and federal agencies*
2. Populate the Lifeline Eligibility Database (LED) – *with any consumer checked and deemed eligible, not with copies of qualifying program data*
3. Default basis for determining support payments – *phase out of self-claiming Form 497*

Beginning in Q4 2017 USAC will conduct eligibility verification through the National Verifier



Individual consumer applies through National Verifier

1. Applicant applies through the NV consumer interface (or other means, e.g., mail)
2. National Verifier performs identity and address verification (as is done in NLAD today)
3. National Verifier “pings” state, territory or federal sources to verify eligibility
4. National Verifier checks for duplicates (as is done in NLAD today)
5. If any Steps 2-4 fail, National Verifier will perform manual verification based on consumer supplied documentation
6. National Verifier communicates eligibility result to consumer with a confirmation number
7. Applicant may now sign up with a carrier, providing the confirmation number

Questions?

Please enter your questions using the “Questions” box

Subscriber Recertification

National Verifier conducts automated check of state and federal databases to verify subscribers continued eligibility

- ✓ If verified, subscriber remains enrolled and is notified
- ✗ If not verified, USAC communicates self certification requirement to subscriber (e.g., mails letter and form)
- ✓ Subscriber self-certifies via mail, phone, or web
- ✗ If subscriber fails to recertify or is no longer eligible for Lifeline, USAC notifies service provider to de-enroll them

Questions?

Please enter your questions using the “Questions” box

Subscriber Perspective

- Engage consumer advocates for input in planning, build and implementation
- UI/UX Testing
- Education
 - Third parties including advocates, nonprofits and consumer groups
 - State and federal service providers
 - Carriers

The Roll-out Will Occur in Several Phases

1. FCC set roll out targets

- 5 states/territories required by 12/31/17
- 20 more states/territories by 12/31/18
- All states/territories by 12/31/19

2. We will coordinate closely with each state to identify timing

3. USAC is working with federal and tribal agencies such as HUD, the VA, and BIA to verify eligibility for programs not administered by the state/territory agencies

NEXT STEPS

- National Verifier Update Webinar – November 9 @ 3 ET
- Draft National Verifier Plan delivered to FCC – November 30
- Plan will be available at www.USAC.org – Likely in December

Lifeline Program Webinar

- Thank you for joining us on today's webinar
- Sign up for the Lifeline Program emails for updates and upcoming events
 - Go to www.usac.org and click “subscribe” in the upper-right corner

Thank you



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