

NATIONAL LIFELINE ELIGIBILITY VERIFIER OVERVIEW



In 2016 the [National Lifeline Eligibility Verifier](#) (referred to as the National Verifier (NV)) was established for the Lifeline (LL) program to (1) protect against waste, fraud, and abuse; (2) reduce administrative inefficiencies and (3) improve the enrollment experience. In 2021 NV use was extended to the Emergency Broadband Benefit which became the Affordable Connectivity Program (ACP). The NV is the LL and ACP centralized application system.

NV is made up of two systems – the Lifeline Eligibility Database (LED) and the National Lifeline Accountability Database (NLAD). All applications for LL and ACP go through the NV, including online and mail applications, except for those from service providers which use an [alternative verification process \(AVP\)](#).

NV PROVIDES 3 MAIN FUNCTIONS FOR ENROLLMENT:

- 1. Conduct program and income verification.** The LED verifies an applicant’s eligibility for ACP and LL by matching personally identifiable information (including name, date of birth, and the last four digits of the social security number) to various state and federal databases. Connections between these data sources and the LED are established through Computer Matching Agreements.
- 2. Prevent duplicate benefits or addresses.** The NLAD uses third-party identity verification (TPIV), USPS Address Matching Service (AMS), and other data sources [to prevent duplicate benefits](#) for the same person and to prevent multiple benefits from being used by the same household at the same address.
- 3. Issue payments to service providers.** NV also functions as the default basis for [determining support payments to providers](#). Service providers verify an applicant’s name is in NLAD before claiming reimbursement.

There are four federal database connections to check for participation in qualifying programs including federal housing assistance programs, Medicaid, Federal Pell Grant and Veteran Pension and Survivors Benefits. To date [there are 23 state database connections](#) to check for participation in SNAP, SSI, Medicaid, and income eligibility where available. Participants of these programs are automatically eligible for ACP.



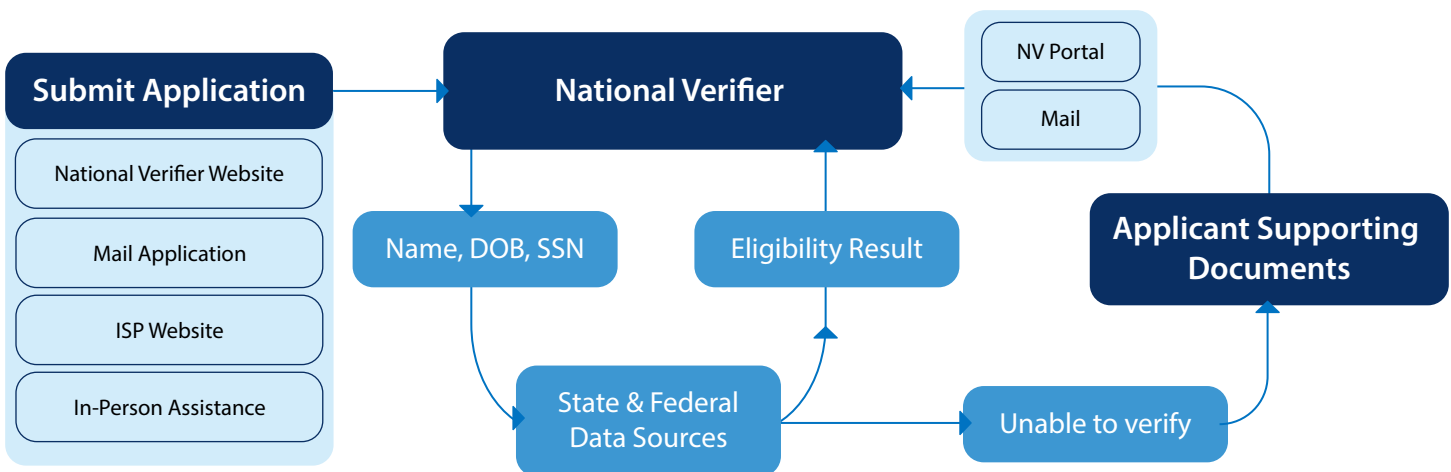
APPLICATIONS

Applicants can apply for LL and ACP through the NV consumer portal (Consumer Portal) or mail the application to the program support center. Applicants can also apply through service provider websites that have access to NV through the Application Programming Interface (API). In-person assistance is available through participating providers utilizing the NV service provider portal. Each of these methods initiates a new application and eligibility check through NV.

Applications are then validated through available administrative agencies’ eligibility data sources and undergo checks to confirm identity, verify the consumer is not already enrolled in LL and ACP, and ensure compliance with [other program rules](#). This is done through the LED and the NLAD. In the LED system, NV transmits the consumer’s name, date of birth, and last four of SSN to the available state and federal databases, receiving an eligibility result within seconds. This yields a timely response for the applicant. If eligibility cannot be validated through these checks, applicants must upload supporting documentation to the Consumer Portal or by mail. When eligibility cannot be validated, it often means that the state where the applicant lives has not connected the relevant database to the NV. To date there are 23 state database connections to the NV.

Lastly, the consumer must agree to LL and ACP terms and conditions.

HOW THE LED CHECKS ELIGIBILITY



RECERTIFICATIONS

Participants must [recertify annually](#) that they are eligible to participate in LL and ACP. 90 days prior to the recertification deadline, [NV automatically checks consumers](#) against available federal and state eligibility data sources. If eligibility cannot be validated, they are prompted to recertify in the Consumer Portal, on the phone via an interactive voice response, or by mail. If the applicant does not recertify within the required 60-day recertification window, they will be de-enrolled, and must reapply.