Healthy Start
Virtual Grantees' Meeting

Lifeline: Help Your Clients Access Phone/Internet for Tele-Healthy Start

Jodie Griffin,
Wireline Competition Bureau at FCC

Catie Miller,
Lifeline Program at USAC

June 25, 2020

Agenda

Housekeeping	Maddy Schwartz, NICHQ
Introductions	Lisa Matthews, MomsFirst Healthy Start
Lifeline: Help Your Clients Access Phone/Internet for Tele-Healthy Start	Jodie Griffin, Wireline Competition Bureau at FCC

Catie Miller, Lifeline Program at USAC |
| Closing | Maddy Schwartz, NICHQ |

Healthy Start Virtual Grantees' Meeting, June 2020

Meeting Logistics

Please note the following:

- This session is being recorded, and will be archived for future viewing.

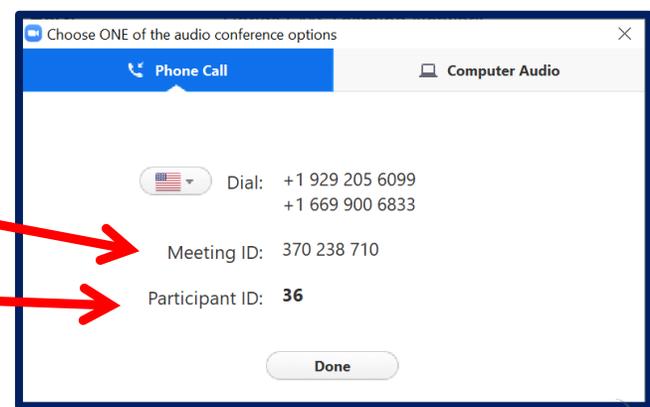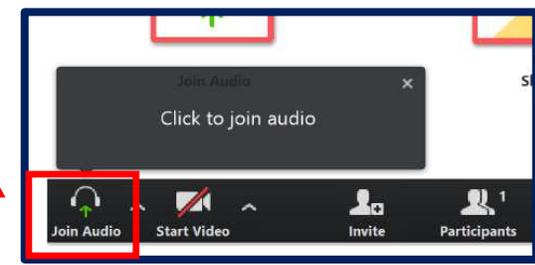- All participants are muted upon entry. We ask that you remain muted to limit background noise.

- Members are encouraged to participate in the discussion by typing your comment/asking questions using the chat box.

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- Join Zoom Meeting by **clicking Zoom Meeting link** & launching the Zoom application

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+1 669 900 6833

Meeting ID: 370 238 710

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Done

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Ways to Participate: Chat

After you click the 'Chat' button, a sidebar will appear where you can chat to all participants

Chat here to everyone!

At the bottom of the Zoom window, you will see a 'Chat' button

#HealthyStartStrong

- Spread the word about #HealthyStartStrong on social media

- Throughout the meeting, post about what you're learning/enjoying about the meeting

- Include the hashtag #HealthyStartStrong and be sure to tag @NICHQ

We Are #HealthyStartStrong

Agenda

- Overview

- Application Process
  - Apply Online: Consumer Portal
  - Apply with Paper Form

- COVID-19 Relief

- How to Get Help

- Intake

- Live Demo
  - Companies Near Me
  - National Verifier Website

- Q&A

Overview

Overview
Universal Service Administrative Company (USAC)

- The Universal Service Fund exists to ensure that all people in the United States have access to quality, affordable connectivity services

- USAC is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the permanent administrator of the Universal Service Fund and its four programs

Overview
The Mission of Universal Service

USAC works to ensure that all people in the United States have access to connectivity services through these four programs:

- High Cost Program (Connect America Fund)

- Lifeline Program

- Rural Health Care Program

- Schools and Libraries Program (E-Rate)

Overview
Lifeline Program

Lifeline Program
A monthly discount on phone/Internet services for eligible low-income consumers

- Lifeline offers a **monthly discount** on phone or Internet service

- All eligible consumers can receive a discount of up to $9.25 per month

- Consumers who live on qualifying Tribal lands can receive **enhanced support** of up to $34.25 per month

- Out of the seven million households that participate in Lifeline, about 274,000 of those receive enhanced support

Overview
How to Qualify for Lifeline (1/2)

Consumers can qualify for the Lifeline Program by showing that:

- Their income is at or below 135% of the federal poverty guidelines, **OR**

- They participate in at least one of the following qualifying government programs:

  - Medicaid

  - Supplemental Nutrition Assistance Program (SNAP)

  - Supplemental Security Income (SSI)

  - Federal Public Housing Assistance (FPHA)

  - Veterans and Survivors Pension Benefit

Overview
How to Qualify for Lifeline (2/2)

Residents of Tribal lands can also qualify for Lifeline by showing participation in one of the following programs:

- Bureau of Indian Affairs General Assistance (BIA-GA)

- Tribally-Administered Temporary Assistance for Needy Families (TTANF)

- Tribal Head Start (must meet qualifying income standard)

- Food Distribution Program on Indian Reservations (FDPIR)

Poll #1

Application Process

Application Process

| Consumer completes Lifeline application | → | Consumer provides supporting documentation for any errors that the application received | → | Consumer qualifies for Lifeline and chooses Lifeline company | → | Consumer informs Lifeline company of qualification status to enroll in the program |
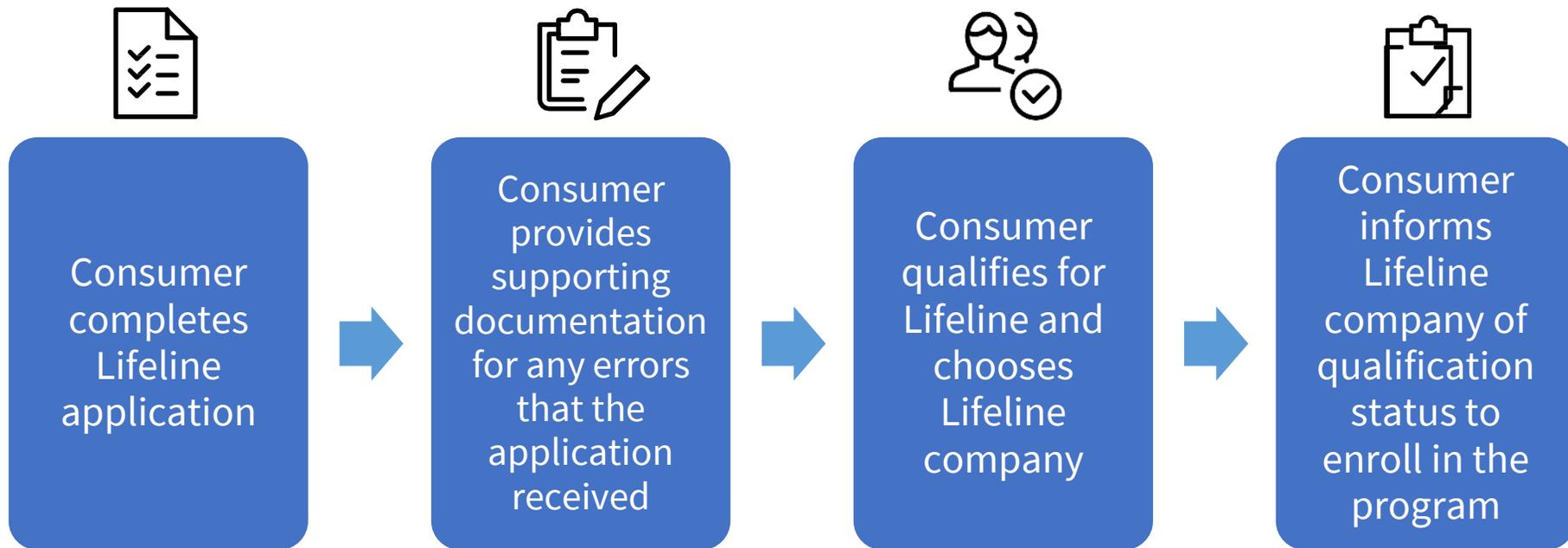
Application Process
About the National Verifier

- The NV checks a consumer's Lifeline eligibility

- After eligibility is determined by the NV, a consumer selects a Lifeline-eligible phone or Internet service in order to enroll in the program and receive service

- The map shows all states where the NV has launched
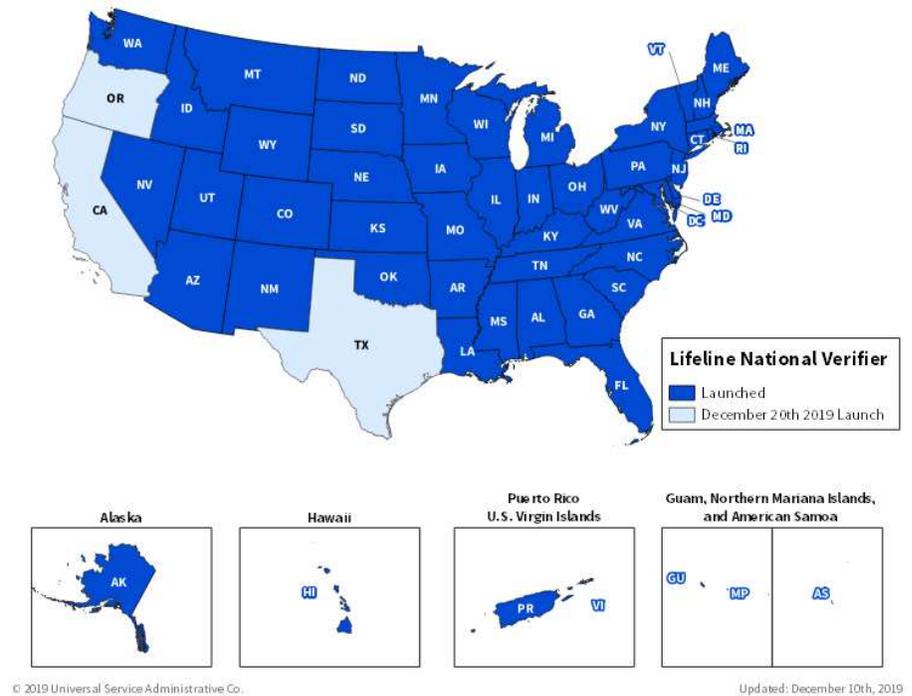
* In Texas, Oregon, and California, the NV relies on existing state eligibility processes

Lifeline National Verifier
- Launched
- December 20th 2019 Launch

Alaska | Hawaii | Puerto Rico U.S. Virgin Islands | Guam, Northern Mariana Islands, and American Samoa

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Updated: December 10th, 2019

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Application Process
Ways to Use the National Verifier

Option 1

Apply Online: Consumer Portal

- The consumer visits CheckLifeline.org from any computer or mobile device to create an account and complete the electronic application

- After the consumer qualifies for Lifeline, the consumer contacts a service provider to enroll

Option 2

Apply with Paper Form

- The consumer fills out the National Verifier Lifeline Application Form

- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider

- After the consumer qualifies for Lifeline, the consumer contacts a service provider to enroll

Option 3

Apply with a Service Provider

- The consumer can find service providers in their area using the Companies Near Me tool on USAC's website

- The consumer visits a service provider store or website and the service provider will collect the consumer's information

- After the consumer qualifies for Lifeline, the service provider enrolls the consumer

Application Process

Apply Online: Consumer Portal
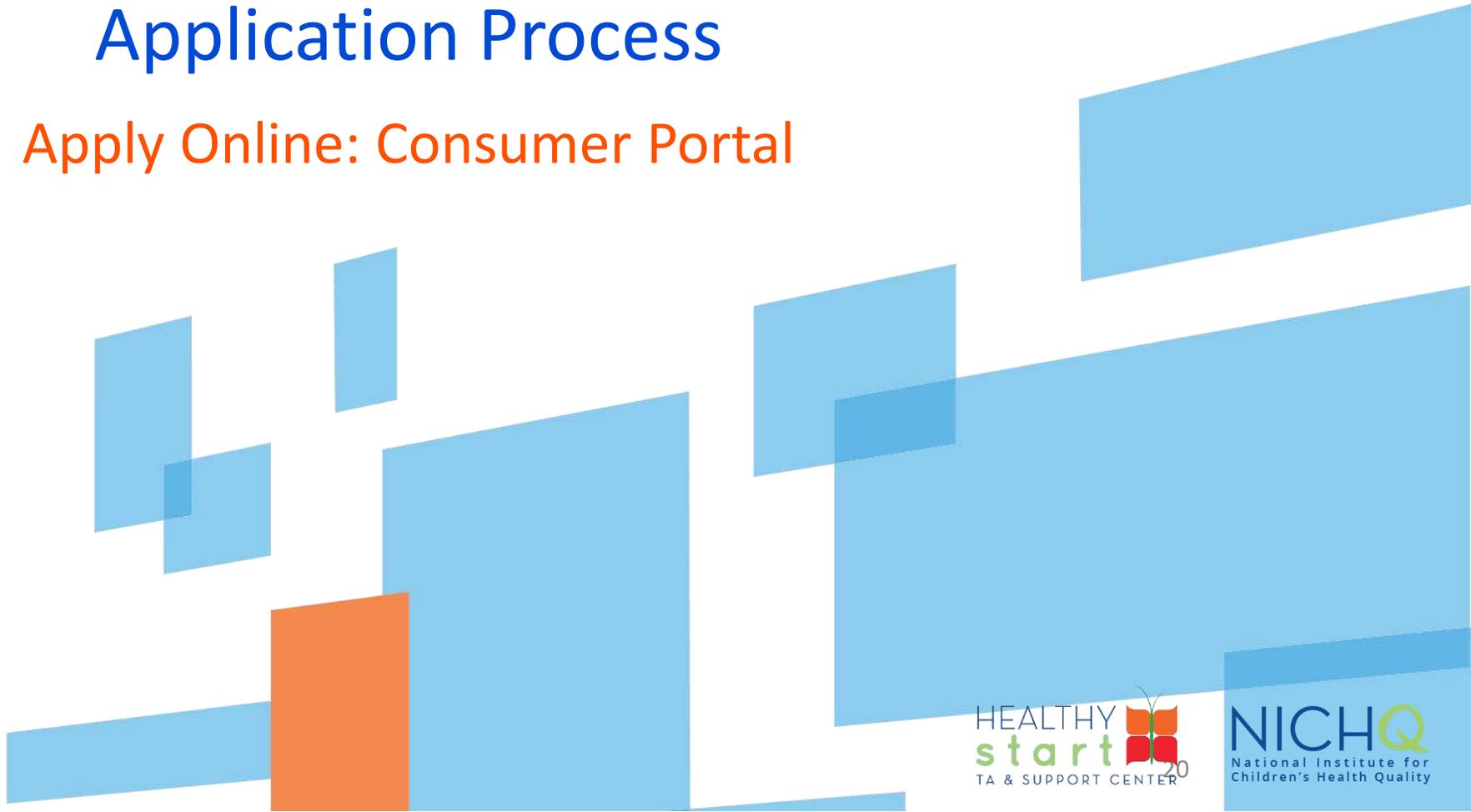
Apply Online: Consumer Portal
Process Overview

1 Visit the National Verifier website and **create a user account**

→

2 **Log in** using their account username and password

→

3 **Select the qualifying program(s)** they participate in

→

4 Review consumer information in the **Application Form**

No errors found ↘

Errors found ↘

5a **Read**, **initial**, and **e-sign** the certification and consent statements

5b Follow instructions to **resolve errors**

6 View the eligibility result and follow directions to **enroll in Lifeline**

←

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Apply Online: Consumer Portal
Step 1: Create NV Account

CheckLifeline.org

Returning consumer signs in here

New consumer starts here

Apply Online: Consumer Portal
Step 1: Create NV Account

Your Information

We will use this information to find out if you qualify for the Lifeline Program.

What is your full legal name?

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name

Suffix (Optional)

- First and last name may only consist of letters, hyphens, spaces, and single quotes

- The first name should be the consumer's legal name, not a nickname

- The last name must be at least 2 characters

What is your date of birth?

Month   **Day**   **Year**

MM   DD   YYYY

Date of birth must be in the MM/DD/YYYY format

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Apply Online: Consumer Portal
Step 1: Create NV Account

What is your Tribal Identification Number?

I want to give my Social Security Number instead.

What are the last 4 numbers of your Social Security Number (SSN)?

I want to give my Tribal Identification Number instead.

Consumers **experiencing homelessness** or consumers whose home doesn't have a street number/name can input a descriptive address

What is your home address?

The address where you will get service. Do not use a P.O. Box.

Street Number and Name

RED HOUSE IN THE MIDDLE OF TOWN

Apt, Unit, etc.

City

Sample Town

State

WA

Zip Code

12345

Clear All

Next

All fields must be complete before pressing "**Next**"

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Apply Online: Consumer Portal
Step 1: Create NV Account

The consumer will create their username and password and log in to the consumer portal

Apply Online: Consumer Portal
Step 1: Create NV Account

Consumers will then be asked to provide answers to the security questions to help the consumer reset their password and / or username in the future, if necessary

Apply Online: Consumer Portal
Step 1: Create NV Account

- If a **consumer forgets their username or password**, **they can reset them** by clicking these links

- They enter in their email to recover their username or answer security questions to reset their password

Note: Consumers will need to **complete a CAPTCHA** when they log in

Apply Online: Consumer Portal
Step 2: Log in to the Consumer Portal

Submit **new** application

Apply Online: Consumer Portal
Step 3: Select Qualifying Program(s)

Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

The consumer should check the box next to **all** the programs that they are in

Are you in any of these?

Check all that apply.

- [ ] SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- [ ] Medicaid
- [ ] Supplemental Security Income (SSI)
- [ ] Federal Public Housing Assistance
- [ ] Veterans Pension and Survivors Benefit Programs
- [ ] Tribal Specific Program (only choose if you live on tribal lands)
- [ ] I don't participate in one of these programs, I want to qualify through my income.
- [ ] I am not in any of these, but my child or dependent is in one of these programs. (?)

Back   Next

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Apply Online: Consumer Portal
Step 4: Review the Application Form

Review Your Information

Before we check if you qualify for Lifeline, make sure your information is right.

Double check the information below.

Full Legal Name:	Jane Mary Smith
Date of Birth:	March 10, 1959
Last 4 Numbers of SSN:	1234
Address:	123 Main Street, Apt 206 Chicago, IL 56789

✎ Edit

> The consumer can edit information if needed

The information you gave us will be used to check if you qualify for Lifeline. Please confirm that it is okay.

☑ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

> The consumer will need to **read and check the box** for the statement in order to proceed to the next page

‹ Back   Next ›

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Apply Online: Consumer Portal
Step 5a: Initial Statements and E-Sign

- A person assisting a consumer cannot initial or enter the e-signature for the consumer

- The benefit recipient must be the one to enter their initials, even when applying with a benefit qualifying person (BQP)

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial

JS

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

The consumer must enter their first and last initials here

Scroll Down

…There are 9 total statements to initial

Your Signature

Type your full legal name (the same as you gave us before) below.

Jane Mary Smith

✓ I understand this is a digital signature, and is the same as if I signed my name with a pen.

Back   Submit

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Apply Online: Consumer Portal
Step 6: Qualified, Next Steps | Follow Instructions to Enroll

The consumer's "Qualified" eligibility result **will expire in 90 days** so they must **sign up with a service provider** by the listed date

You Qualify for Lifeline

Sign up for Lifeline by Apr 30, 2018 (Based on US Eastern Time)

You have 90 days from today to sign up for Lifeline with a phone or internet company.

How to sign up

1. Choose a company
   Find one using the list of service providers near you.

2. Tell them you qualified for Lifeline online, and ask them to sign you up.

   Bring the following with you:
   - A form of identification (like a driver's license)
   - Your confirmation number: **N3B-2U1-23WN**

3. After they sign you up, you will start getting your phone or internet service.

ⓘ If you do not sign up by Apr 30, 2018 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.

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Apply Online: Consumer Portal
Step 5b: Resolve Errors

If a consumer receives any of the following errors, they can resolve them by submitting documentation or additional information (the online system will also walk consumers through the process to submit more information):

Error		Document/Proof Required
AMS (Address Management Service Error)	⇒	Address validation
Duplicate Address	⇒	Duplicate address flow
Under 18	⇒	Proof of emancipated minor status
TPIV (Identity Verification Error)	⇒	Proof of identity
Program Eligibility	⇒	Proof of program/income eligibility

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Apply Online: Consumer Portal
Step 5b: Resolve Errors - AMS

- If a consumer entered a descriptive address (**e.g., consumer experiencing homelessness**) or another address that cannot be verified, they will need to provide more information using this mapping tool

- The map will try to locate where the consumer resides based on the information originally entered

  - The latitude and longitude fields will automatically populate

- The consumer can move the pin around to locate where they live

We Didn't Recognize Your Address

The U.S. Postal Service could not find the address you gave us.

Show us that your address is right.

This is the information you gave us.
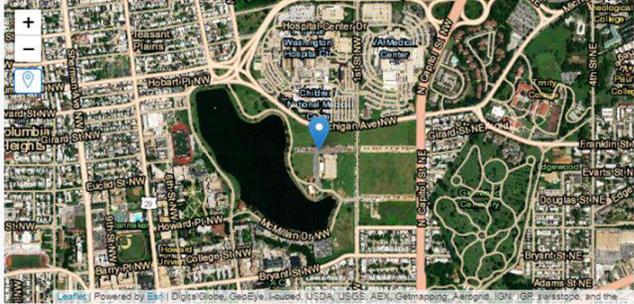
Application Process

Apply with Paper Form
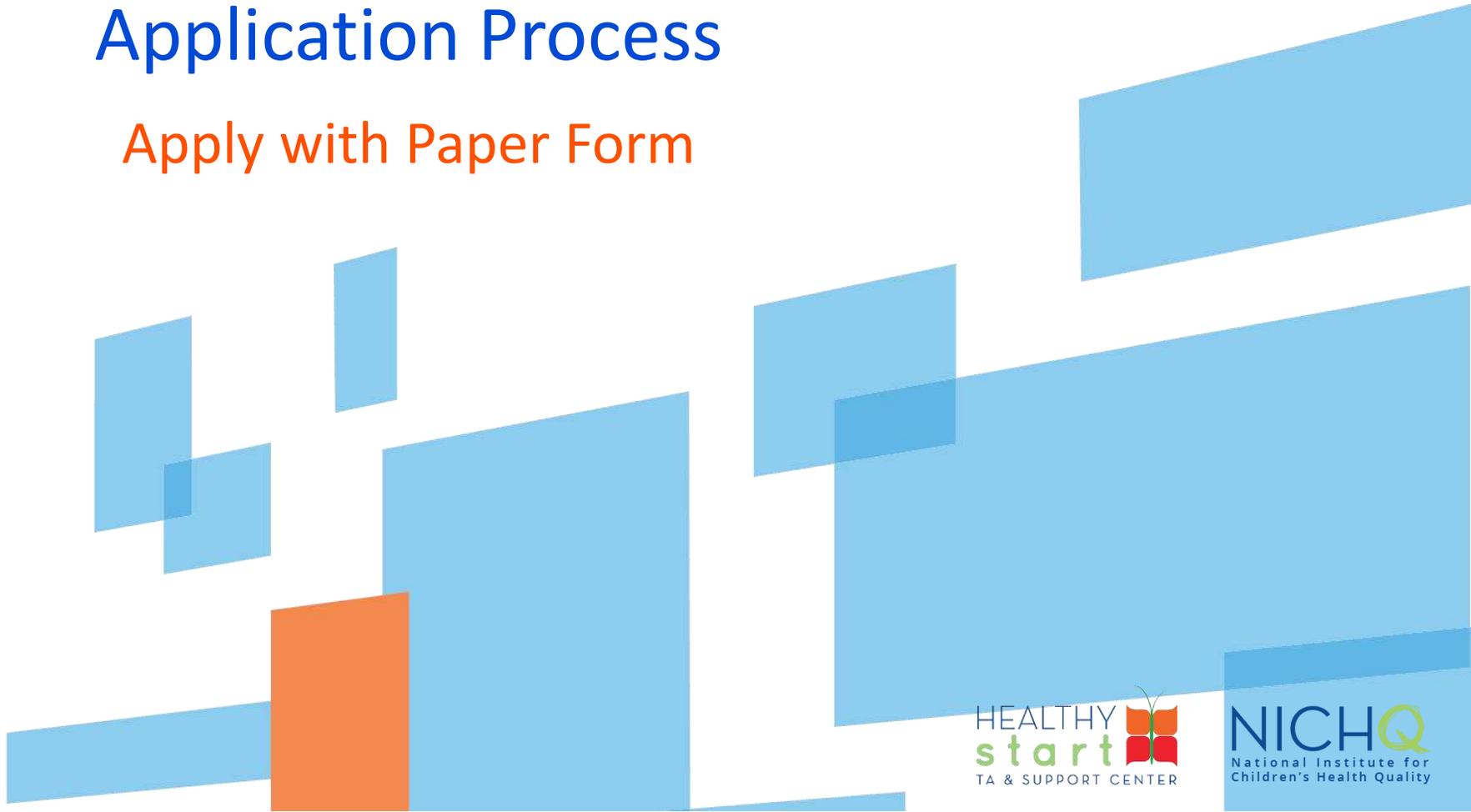
Apply with Paper Form
Required Fields

- Consumers must complete all sections of the application (excluding page 7)

- Write clearly, using black ink and capital letters

- Consumers enter the same information they would include on the online application
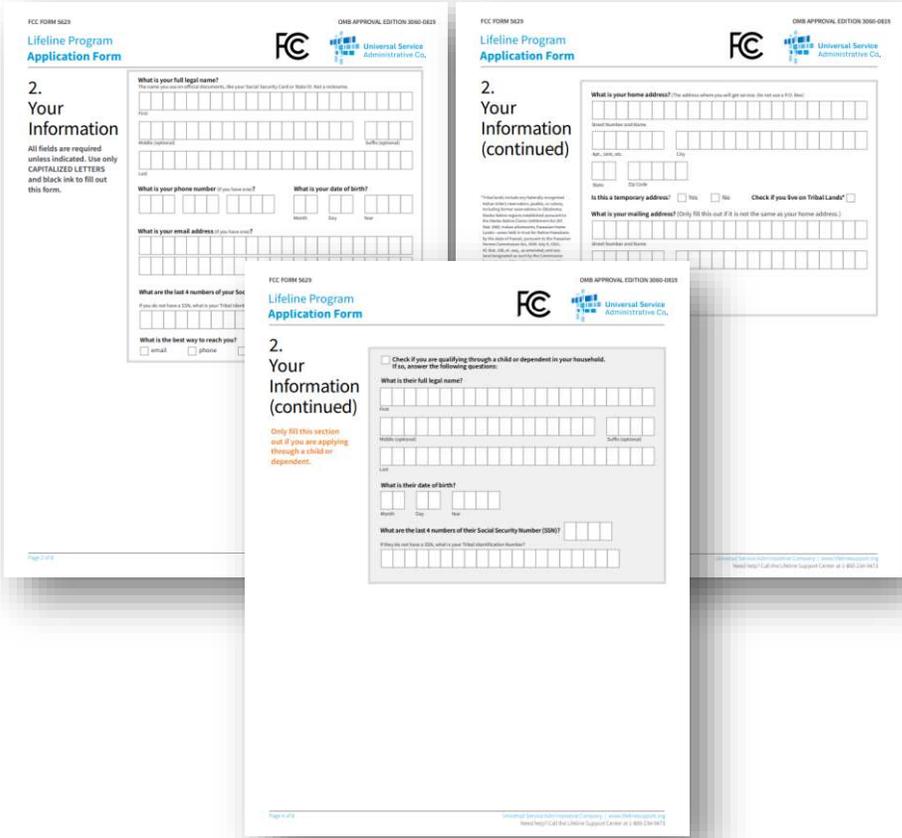
Apply with Paper Form
Resolve Errors: AMS

Option 1: If a consumer has access to the Internet but does not want to submit an online application, USAC recommends that they use a mapping tool (such as Google maps) to drop a pin where they live

- Consumers may take a screenshot of the mapping tool (the image should include the dropped pin and the consumer's latitude and longitude coordinates) and print it out

Option 2: A consumer may use a map from their community (i.e., from a gas station or if their phone/Internet company or, if applicable, Tribal government)

- The consumer must circle where they live

- If coordinates are known, the consumer should write them on the map

Apply with Paper Form
Resolve Errors: AMS

Option 3: Consumers may hand draw a map to show where they live

- This map should include cross roads, identifiable landmarks, and distances

- If coordinates are known, the consumer should write them on the map
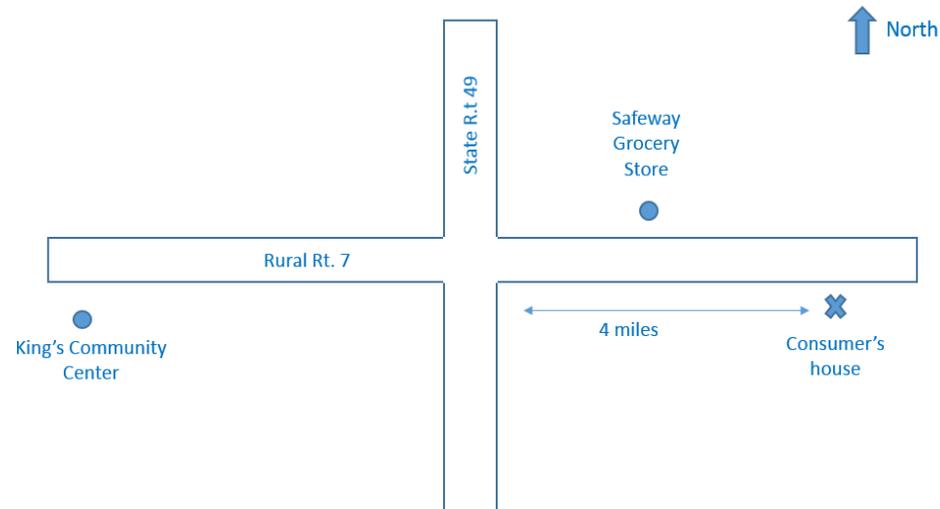
Option 4: Several other documents are acceptable to resolve an AMS error

USAC strongly recommends that consumers seeking the enhanced Tribal benefit use options 1 - 3

Apply with Paper Form
Submission

- Consumers mail completed applications to:

  USAC Lifeline Support Center
  P.O. Box 7081
  London, KY 40742

- USAC will send an eligibility decision via mail from the Lifeline Support Center

  - If a consumer's application receives an error and they need to submit more information, the consumer will also be notified via mail

- Consumers should receive eligibility decisions within 7 and 10 days

- Consumers can call the Lifeline Support Center to check their application status at (800) 234-9473

Apply with Paper Form
Tips

- If consumers have access to email, we encourage them to include their email address on their application

- Include copies of eligibility and identity documents as well as the Independent Economic Household (IEH) Worksheet to reduce processing time

  - The IEH Worksheet and information on what documentation is needed to resolve specific errors can be found on LifelineSupport.org

COVID-19 Relief

COVID-19 Relief

The FCC and USAC have taken action, effective through **August 31, 2020**, to ensure that consumers have access to the communications services they need during the pandemic:

- **Continued service**: The FCC temporarily waived certain rules to ensure consumers are not involuntarily de-enrolled from the Lifeline Program during the pandemic

- **More flexibility**: The FCC temporarily adjusted income eligibility documentation requirements to allow people who are recently unemployed to prove Lifeline eligibility

COVID-19 Relief

- **Additional support**: USAC is temporarily accepting driver's licenses or state identification cards that have recently expired when needed to complete a Lifeline application

- **Relief for rural, Tribal consumers**: The FCC temporarily waived its rules so that Lifeline providers may elect to begin providing Lifeline service to consumers living in rural areas on Tribal lands even if those consumers have not yet submitted certain supporting documentation to complete their Lifeline application

  - Consumers who enroll through this waiver process will have 45 days to provide the required documentation

- For more information, visit USAC's Lifeline COVID-19 Response page

How to Get Help

How to Get Help
Managing the Benefit

- **Recertification**: Each year, consumers are asked to confirm they are still eligible for Lifeline if USAC cannot automatically verify their eligibility

- **Address update**: Consumers must inform their company if they move or change residential addresses

  - If their company cannot automatically verify the consumer's new address, the consumer will need to verify it through the National Verifier

- **Transfer benefit**: Consumers can switch to a different company by re-applying through the National Verifier

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How to Get Help
Consumer Resources

Lifeline Support Center

- (800) 234-9473

- LifelineSupport@usac.org

- 9 a.m.– 9 p.m. ET, 7 days a week

LifelineSupport.org

- Videos on the application process

- Information on how to resolve errors

- Specific information for Tribal residents (including information on Tribal Link Up)

- Companies Near Me

How to Get Help
Consumer Resources

Downloadable Flyers

How to Get Help
Consumer Resources

Downloadable Flyers

English

Spanish

How to Get Help
Glossary (1/2)

- **National Verifier (NV)**: The national application system that consumers in most states can use to apply for the program

- **Service provider portal**: The NV online system that phone and Internet companies may use to help their consumers submit an application for Lifeline

- **Consumer portal**: The NV online system that consumers may use on their own to submit an application for Lifeline

How to Get Help
Glossary (2/2)

- **Benefit qualifying person (BQP)**: If an individual is not eligible for Lifeline, but has a child or dependent that is eligible, the individual qualifies for Lifeline based on the status of their child/dependent

- **Independent economic household (IEH)**: Only one Lifeline benefit is allowed per household, which is defined as a group of people that share income and expenses

  - If a consumer lives with other people that receive Lifeline but do not share income and expenses (e.g., nursing home, homeless shelter, roommates), then they may still be eligible

- **IEH Worksheet**: The IEH Worksheet (or Lifeline Household Worksheet) is the form a consumer must complete to self-certify that they do not share income and expenses with another Lifeline subscriber if they share the same address

Intake

Intake
Eligibility

- Do you, a child, or dependent participate in any of the following government programs?

  - Medicaid

  - Supplemental Nutrition Assistance Program (SNAP)

  - Supplemental Security Income (SSI)

  - Federal Public Housing Assistance (FPHA)

  - Veterans and Survivors Pension Benefit

- Do you share income and expenses with anyone else that already receives the Lifeline benefit?

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Intake
Eligibility

- Does your income meet 135% or below of the federal poverty guidelines?

  The table below reflects 135% of the 2020 federal poverty guidelines:

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	$17,226	$21,533	$19,818
2	$23,274	$29,093	$26,771
3	$29,322	$36,653	$33,723
4	$35,370	$44,213	$40,676
5	$41,418	$51,773	$47,628
6	$47,466	$59,333	$54,581
7	$53,514	$ 66,893	$61,533
8	$59,562	$74,453	$68,486
For each additional person, add the following	$6,048	$7,560	$6,953

Intake
Eligibility: Tribal Residents

- Do you live on federally-recognized Tribal lands and do you, a child, or dependent participate in any of the following government programs?

  - Bureau of Indian Affairs General Assistance (BIA-GA)

  - Tribally-Administered Temporary Assistance for Needy Families (TTANF)

  - Tribal Head Start (must meet qualifying income standard)

  - Food Distribution Program on Indian Reservations (FDPIR)

- Are you starting service at this address for the first time?

  - If so, you may be eligible for Link Up, a Lifeline benefit for Tribal residents which reimburses consumers up to $100 for starting their Lifeline service with certain carriers

  - You will need to confirm with your Lifeline carrier that they offer Link Up

Live Demo

Chat Box:

- Do you have any **specific examples or brief stories** to share about how a client might have said they have a phone, but **"don't have enough minutes"** to use it for all of their connections/appointments (e.g., for Healthy Start, telehealth/doctor visits, etc.)?

    - For example, has the client said yes, I pay for my own phone plan, but I don't have enough minutes/run out of minutes (to communicate with social service or health providers, etc.)? Or, has the client said, I can't pay my monthly phone or internet bill, and I've been cut off from service?

Q&A

Thank You

- Thank you for joining us!

- Keep watching the consumer web page for more updates

  - www.LifelineSupport.org

- Want to stay up to date on Lifeline?

  - Sign up for the Lifeline newsletter

- Need help? Contact us!

  - LifelineProgram@usac.org

Closing

Maddy Schwartz, NICHQ

Up Next

Updates from HRSA's Federal Office of Rural Health Policy

Beginning at 4:30 p.m. EST