



National Verifier Acceptable Documentation Guidelines

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Purpose

This document describes what type of documentation will be accepted for each type of verification in the National Verifier. Service providers should reference this document when assisting consumers with documentation submission.

Criteria for Acceptance

When a consumer's eligibility, identity, income, and or address cannot be verified through any of the automated data sources, the Lifeline Support Center will initiate a manual review process to determine if the consumer is eligible. Consumers will be required to submit additional documentation to prove their eligibility.

USAC reviewed documentation from federal and state governments, qualifying program administrators, and service providers to create guidelines for the Lifeline Support Center to refer to when determining a consumer's eligibility. These guidelines include a list of documentation that can be accepted to prove eligibility.

Minimal Criteria for Acceptance

USAC has determined the minimal criteria necessary for documentation to be accepted.

- State the name of the consumer;
- Display at least one program identifier specific that corresponds to the consumer; and
- Issued by a federal or state government or Tribal program.

New Documentation

This list is not comprehensive. USAC encourages submission of new documents that meet the criteria in order to identify additional legitimate documents.

When new documentation is received, USAC will review each document and make a determination. This may cause delays in the review process.

Acceptable Forms of Submission

Service providers should request copies of the consumer's original documentation. Documentation can be submitted as a scanned copy, screenshot or photograph, or printout from an online portal. Original copies should NEVER be submitted to the Lifeline Support Center.

Acceptable Documentation

Proof of Eligibility

Consumers may provide any of the following types of documentation to prove eligibility.

Federal Public Housing Assistance (FPHA)

- FPHA Housing Contract for a federal public housing property with the consumer's name, address, and lease dates
- Lease Agreement with the consumer's name, landlord or owner, address, housing assistance information, and lease dates
- Rent Change Notice with the consumer's name, address, effective date, and housing assistance information
- Owner's Certification of Compliance with the consumer's name, effective date, and housing assistance information

Local county public housing authorities often operate on behalf of the FPHA. Documentation must be issued or include the appropriate public housing program information in order to be accepted.

Contracts must include the cover letter and all signature pages.

Medicaid

- Benefit approval or statement letter issued by the federal or state government, with the consumer's name, address, Medicaid/identification number, and eligibility dates
- Verification of Coverage letter issued by the federal or state government, with the consumer's name, address, Medicaid/identification number, and eligibility dates
- A Printout from an online portal or website tool with the consumer's name, Medicaid identification number, eligibility dates, and date of when the site was accessed
- Unexpired, Medicaid card with the consumer's name and Medicaid identification or card number
- Unexpired health care card with the consumer's name and indication of Medicaid participation

Supplemental Nutrition Assistance Program (SNAP) *also known as Food Stamps*

- Benefit approval letter issued by the federal or state government with the program name, consumer's name, case/identification number, and eligibility dates or current participation status
- Benefits statement or letter issued by the federal or state government with the consumer's name, program name, case/identification number, and eligibility dates or current participation status
- Verification of Coverage letter issued by the federal or state government with the program name, consumer's name, case/identification number, and eligibility dates or current participation status

- A Printout from an online portal or website tool with the program name, consumer's name, case/identification number, eligibility dates, and date site accessed
- Unexpired SNAP card with the consumer's name and identification or card number

USCA **cannot** accept SNAP cards that:

- Can be used for other programs not accepted as eligible programs for Lifeline. The Colorado Quest Card, New Mexico EBT Card, and the Utah Horizon Card will **not** be accepted.
- Can be issued for people other than the consumer applying for Lifeline. The Mississippi SNAP Card will **not** be accepted.

Supplemental Security Income (SSI)

- Benefit Letter issued by the Social Security Administration (SSA) with the consumer's name, date, claim number, and payment amount
 - USAC understands that consumers may request a beneficial verification letter via *my Social Security account*. This letter may also be referred to as "my Social Security Benefit Verification Letter," a "budget letter," a "proof of income letter," or a "proof of award letter."
 - To be acceptable, documentation **must show supplemental security income payments**, not Social Security benefits.
- Notice of Award issued by the SSA with the consumer's name, award date, claim number, payment amount, and term dates
- Benefit Summary letter issued by the SSA with the consumer's name, date, claim number, description of payment assistance, and term date
- Notice of Change in Payment issued by the SSA with the consumer's name, date, claim number, description of change in payment assistance, and effective date

Veterans Pension & Survivors Benefit

- Pension Grant letter issued by Veterans Benefits Administration (VBA) with the consumer's name, address, benefit information or entitlement amount, and effective date
- Cost of Living Adjustment (COLA) letter issued by VBA with the consumer's name, address, benefit information or assistance amount, and effective date
- Survivors Benefit Summary letter issued by the Department of Veterans Affairs (VA) with the consumer's name, address, description of benefit, and effective date
- Survivors Pension COLA issued by the VA with the consumer's name, address, benefit information or assistance amount, and effective date

Tribal Program Documentation

Consumers who qualify for Tribal programs will be required to submit official documentation issued by either the Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy

Families, or Food Distribution Program on Indian Reservations. Documentation should include the consumer's name and the name of Tribal program.

Qualifying Through Child or Dependent

Consumers who are applying to Lifeline because their child or dependent is a Benefit Qualifying Person (BQP) or is participating in a Lifeline qualifying program, should ensure documentation provides information to complete all NLAD fields. A new validation, as of September 2017, requires information for all BQP fields in NLAD.

Proof of Income

To qualify for Lifeline, Consumers must be able to prove their income is 135% or less than the [federal poverty guidelines](#).

Household Size	135% of Federal Poverty Guidelines in your state*		
	48 Contiguous States, DC, and Territories	Alaska	Hawaii
1 person	\$16,389 or less	\$20,493 or less	\$18,846 or less
2 people	\$22,221 or less	\$27,783 or less	\$25,555.50 or less
3 people	\$28,053 or less	\$35,073 or less	\$32,265 or less
4 people	\$33,885 or less	\$42,363 or less	\$38,974.50 or less
5 people	\$39,717 or less	\$49,653 or less	\$45,684 or less
6 people	\$45,549 or less	\$56,943 or less	\$52,393.50 or less
7 people	\$51,381 or less	\$64,233 or less	\$59,103 or less
8 people	\$57,213 or less	\$71,523 or less	\$65,812.50 or less
If more than 8, add this amount for each additional person	Add \$5,832	Add \$7,290	Add \$6,709.50

*Guidelines are adjusted annually. Above chart reflects guidelines for 2018. Guidelines are usually updated in January.

Consumers can show their income through any of the following forms of documentation:

- Most recent wage and tax statement or W-2
- Prior year's personal tax return or Form 1040 with the consumers' name and address
- Employer paycheck or pay stubs with the consumer's name, address, and payment amount
- Benefit or statement letter issued by the SSA with the consumer's name, address, claim number, income, and effective date
- Benefit statement issued by the VA with the consumer's name, address, and description of benefit
- Retirement/pension statement with the consumer's name, date, and payment amount
- Federal or Tribal notice letter of participation in General Assistance with consumer's name and effective date
- Unemployment/workers' compensation statement of benefits with the consumer's name, address, and effective date

- Divorce decree, child support award, or other official document containing income information with the consumer's name and effective date

If the consumer's documentation does not cover a full year, such as current pay stubs, the consumer must present the same type of documentation covering three consecutive months within the previous twelve months.

Proof of Identity

If a consumer's identity cannot be verified, consumers may be asked to submit one or a combination of the following documentation to prove identity. Expired documentation cannot be accepted.

- Driver's license
- Birth certificate
- W-2
- Prior year's state, federal, or Tribal tax return
- Social Security card
- Certificate of Naturalization
- Certificate of U.S. Citizenship
- Permanent resident card
- Permanent resident alien card
- U.S. government, military, state, or Tribal issued ID
- Passport
- Military discharge documentation
- Weapons permit
- Government assistance program document*
- Statement of benefits from a qualifying program*
- Unemployment/worker's compensation statement of benefits

*Must include either date of birth or last four digits of social security number.

Proof of Address

Consumers can submit any of the following documentation to confirm address.

- Recent utility bill with the consumer's name and address
- Current income statement, paycheck stub, or W-2 with the consumer's name and address
- Prior year's state, federal, or Tribal tax return with the consumer's name and address
- Current mortgage or lease statement with the consumer's name and address
- Unexpired driver's license
- Unexpired government, state, or Tribal issued ID
- Government assistance program documents with the consumer's name, address, and effective dates
- Benefits statement from a qualifying program with the consumer's name, address, and effective dates
- Retirement/pension statement of benefits with the consumer's name and address
- Unemployment/workers' compensation statement of benefits with the consumer's name, address, and effective dates