



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

HEALTHY  
start  
TA & SUPPORT CENTER



NICHQ  
National Institute for  
Children's Health Quality

# Agenda



|  |   |
|--|---|
| Housekeeping   | Maddy Schwartz, NICHQ   |
| Introductions  | Lisa Matthews, MomsFirst Healthy Start  |
| Lifeline: Help Your Clients Access Phone/Internet for Tele-Healthy Start | Jodie Griffin,<br>Wireline Competition Bureau at FCC<br><br>Catie Miller,<br>Lifeline Program at USAC |
| Closing  | Maddy Schwartz, NICHQ   |

# 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.

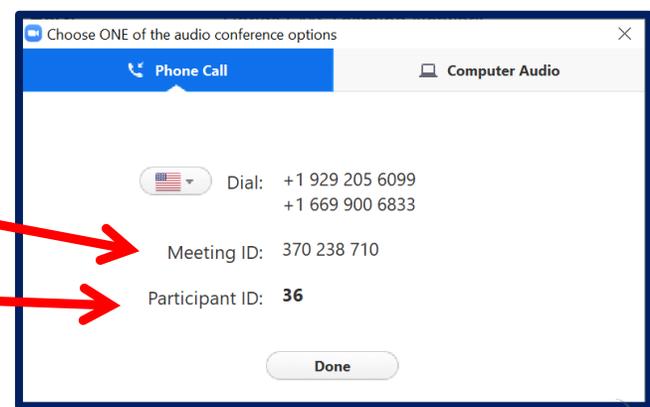
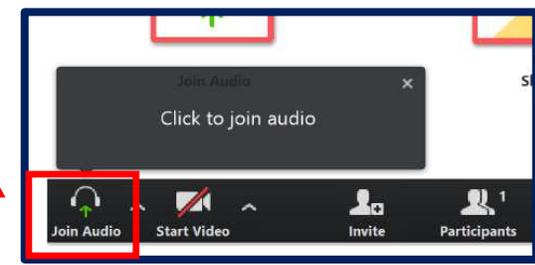


- Members are encouraged to participate in the discussion by typing your comment/asking questions using the chat box.

# Connecting to the Audio Conference



- Join Zoom Meeting by **clicking Zoom Meeting link** & launching the Zoom application
- An audio conference box will appear
  - If you do not see the box click the **'Join Audio' button**
- From the audio conference box: Select to **"Phone Call"** or **"Computer Audio"**
- If using the phone:
  - dial the number next to **"Dial"**
  - You will be prompted to enter the **"Meeting ID"**
  - Then you will be prompted to enter the **"Participant ID"**



# Ways to Participate: Chat

A screenshot of a Zoom meeting window. The top bar shows 'Zoom Participant ID: 49 Meeting ID: 617-788-369'. Below this is a 'Talking:' bar. The main area displays meeting details: 'Meeting Topic: Healthy Start Webinar', 'Host: HS TA & Support Center', 'Invitation URL: https://zoom.us/j/617788369', and 'Participant ID: 49'. At the bottom, there is a toolbar with icons for 'Join Audio', 'Start Video', 'Invite', 'Participants', 'Share', 'Chat', 'Record', and 'Leave Meeting'. A 'Zoom Group Chat' sidebar is open on the right side. A red box highlights the 'Chat' button in the toolbar, with an arrow pointing to the chat sidebar. Another red box highlights the chat input area at the bottom of the sidebar, with an arrow pointing to it. A third red box highlights the 'Chat' button in the toolbar, with an arrow pointing to the chat sidebar. A fourth red box highlights the chat input area at the bottom of the sidebar, with an arrow pointing to it.

Talking:

Meeting Topic: Healthy Start Webinar  
Host: HS TA & Support Center  
Invitation URL: <https://zoom.us/j/617788369>  
Participant ID: 49

Share

Invite Others

Zoom Group Chat

To: Everyone

Type message here...

Chat

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

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

Chat here to everyone!

# #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**



Jodie Griffin,  
Wireline Competition Bureau at FCC



Catie Miller, Lifeline Program at  
USAC



# 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 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)

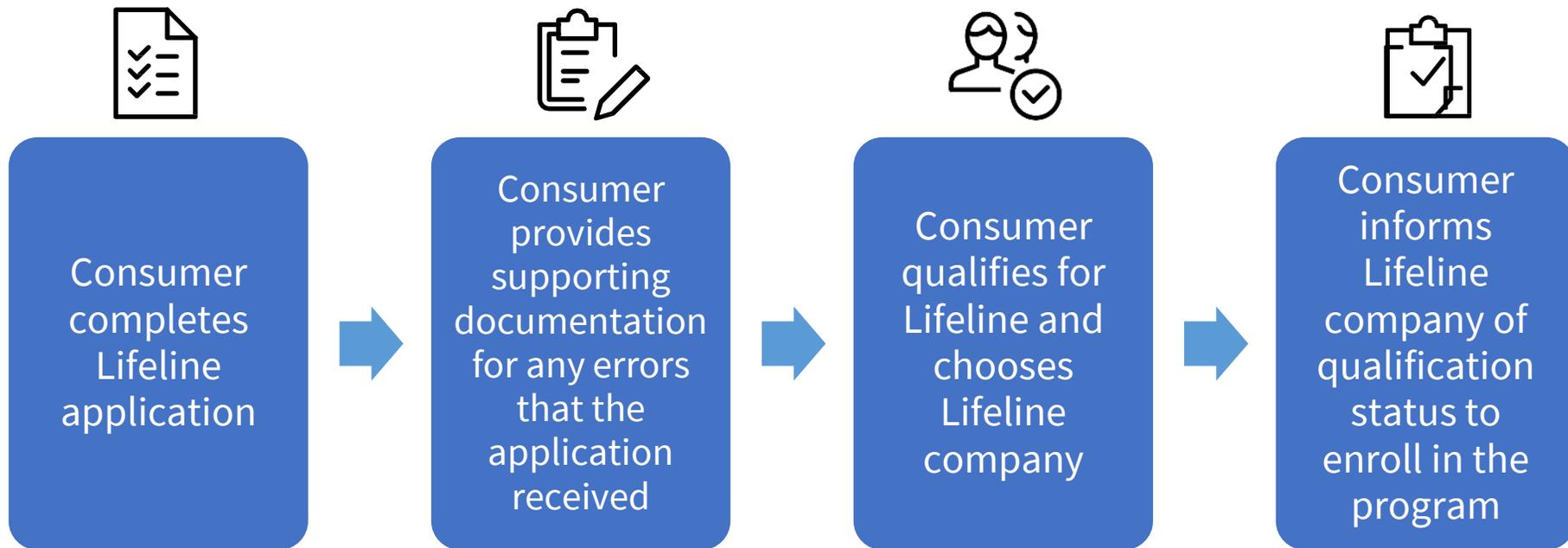
Residents of Tribal lands can also qualify for Lifeline by showing participation in one of the following programs:

- 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

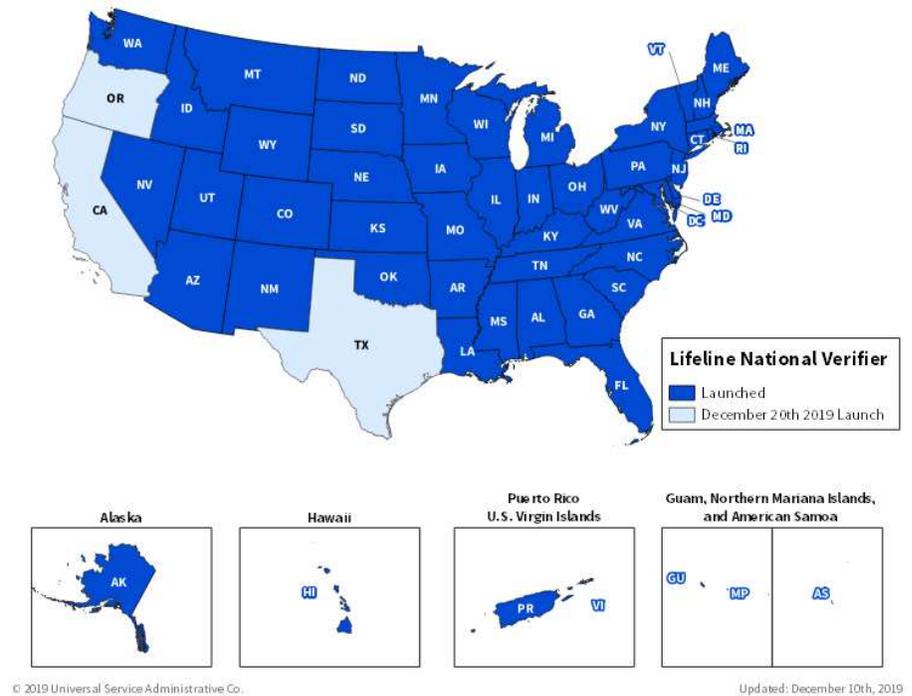
# Application Process

# Application Process



# 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

# Application Process

## Ways to Use the National Verifier

### Option 1

#### Apply Online: Consumer Portal

- The consumer visits [CheckLifeline.org](https://www.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

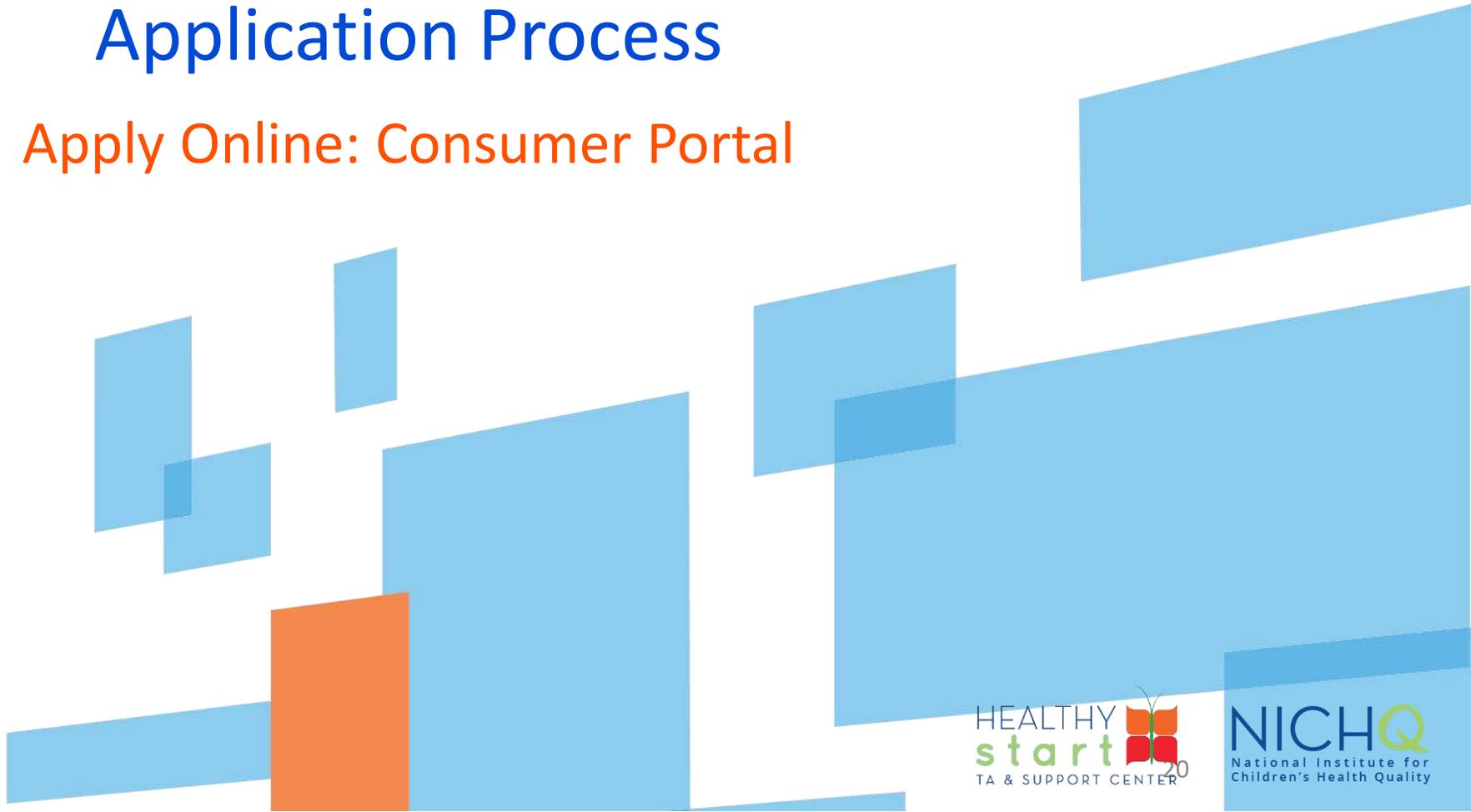
### Option 3

#### Apply with a Service Provider

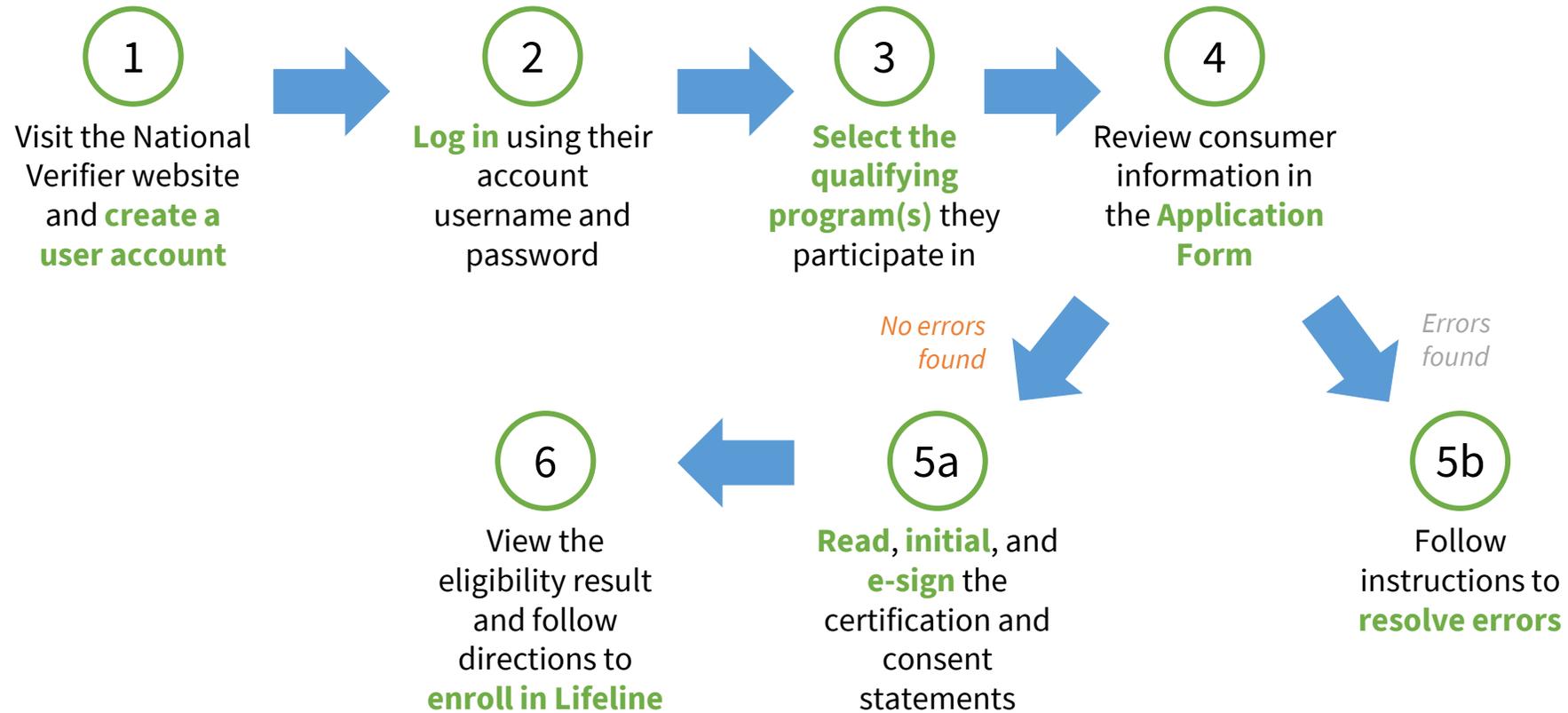
- The consumer can find service providers in their area using the [Companies Near Me](#) tool on USAC's website
- The consumer visits a service provider store or website and the service provider will collect the consumer's information
- After the consumer qualifies for Lifeline, the service provider enrolls the consumer

# Application Process

Apply Online: Consumer Portal



# Apply Online: Consumer Portal Process Overview



# Apply Online: Consumer Portal

## Step 1: Create NV Account

[CheckLifeline.org](https://www.checklifeline.org)

Returning consumer signs in here

The screenshot shows the Lifeline National Verifier website. At the top, there is a blue header with the text "Lifeline National Verifier" on the left and "English | Español" and "Consumer Sign In" on the right. Below the header is a large banner image of a woman talking on a phone while holding a young child. The main content area has the heading "Qualify for Lifeline!" followed by a paragraph: "Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit." Below this is a form titled "What is your state or territory?" with a dropdown menu labeled "Choose" and a "Get Started" button. A note next to the button says "If you do not want to qualify online, you can use a paper form." Below the form are two columns of text: "Do you need to recertify?" with a "Recertify to keep Lifeline" button, and "Are you a service provider?" with a "Sign in as a Service Provider" link.

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

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

#### What is your date of birth?

**Month**   **Day**   **Year**

# 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.](#)

What is your home address?  
The address where you will get service. Do not use a P.O. Box.

| Street Number and Name                                       | Apt, Unit, etc.                   |                                    |
|--|-----------------------------------|------------------------------------|
| <input type="text" value="RED HOUSE IN THE MIDDLE OF TOWN"/> | <input type="text"/>              |                                    |
| City   | State                             | Zip Code                           |
| <input type="text" value="Sample Town"/>                     | <input type="text" value="WA"/> ▾ | <input type="text" value="12345"/> |

[Clear All](#) [Next >](#)

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

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

# Apply Online: Consumer Portal

## Step 1: Create NV Account

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

### Create Your Account

Making an account will let us keep your information safe. It will also let you save it and can come back to it any time.

#### Choose your username.

Choose something that you can easily remember. If it helps, use your name in some form.

Username

The consumer will see the username and password requirements and they will be notified if: **1)** A username is unavailable **2)** A username does not meet requirements and/or **3)** A password does not meet requirements

#### Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

Password

Password Requirements

- ① At least 8 letters or numbers long
- ① At least 1 capital letter
- ① At least 1 number (0-9)
- ① At least 1 special character (!@#\$%^&\*)

Confirm Password

Type the same password again.

# 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

The screenshot displays two sections of the application form. The first section, titled "Help us secure your account. Choose 3 security questions that only you know the answers to.", includes a sub-header "Security Question 1" and a dropdown menu with "Select one" and a downward arrow. Below this is a text input field labeled "Your Answer to Security Question 1". A callout box points to this section with the text: "The consumer selects and provides answers to **three** security questions". The second section, titled "What is the best way to reach you?", includes a sub-header "What is your email address?" and a text input field containing "example@email.com". At the bottom of the form are two buttons: "< Back" and "Next >".

# 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

### Sign In To Your Account



**Username**  
  
[Forgot your username?](#)

**Password**  
  
[Forgot your password?](#)

By signing in, I accept the [terms and conditions](#) of the National Verifier system.

I'm not a robot 

### Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

### Print an application to mail in?

If you want to fill out the form on paper, you can [print a paper form](#) to mail in.

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

# Apply Online: Consumer Portal

## Step 2: Log in to the Consumer Portal



### Welcome Jane Mary Smith

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

### My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Return to Application](#)

| Application ID | Application Created | Expiration Date | Status    |
|----------------|---------------------|-----------------|-----------|
| Q42094-90971   | 02/06/2019          | 05/07/2019      | Qualified |

### Apply or Transfer Your Service

Complete a new application if you'd like to sign up for Lifeline again or want to transfer your benefit to a different company.

### Update Your Address

If you already get Lifeline but have moved recently, update your address here and let your company know as soon as possible.

### Find a Company Near Me



Lifeline is a federal benefit. If you are not happy with your Lifeline service, you can move to another phone or internet company.

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

# 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                               | <a href="#">✎ Edit</a> |
| Date of Birth:         | March 10, 1959                                |                        |
| Last 4 Numbers of SSN: | 1234  |                        |
| Address:               | 123 Main Street, Apt 206<br>Chicago, IL 56789 |                        |

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 >](#)

# 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:

|   |   |
|---|---|
| <b>Initial</b>  | 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). |
| <input style="width: 80%; border: 1px solid #ccc;" type="text" value="JS"/> |   |

**Scroll Down**  
↓  
...There are 9 total statements to initial

---

**Your Signature**

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

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

The consumer must enter their first and last initials here

# 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.

# 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 |

# 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

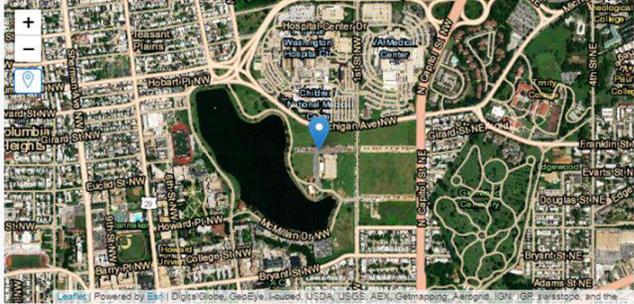
### We Didn't Recognize Your Address

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.

We need to confirm where you live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



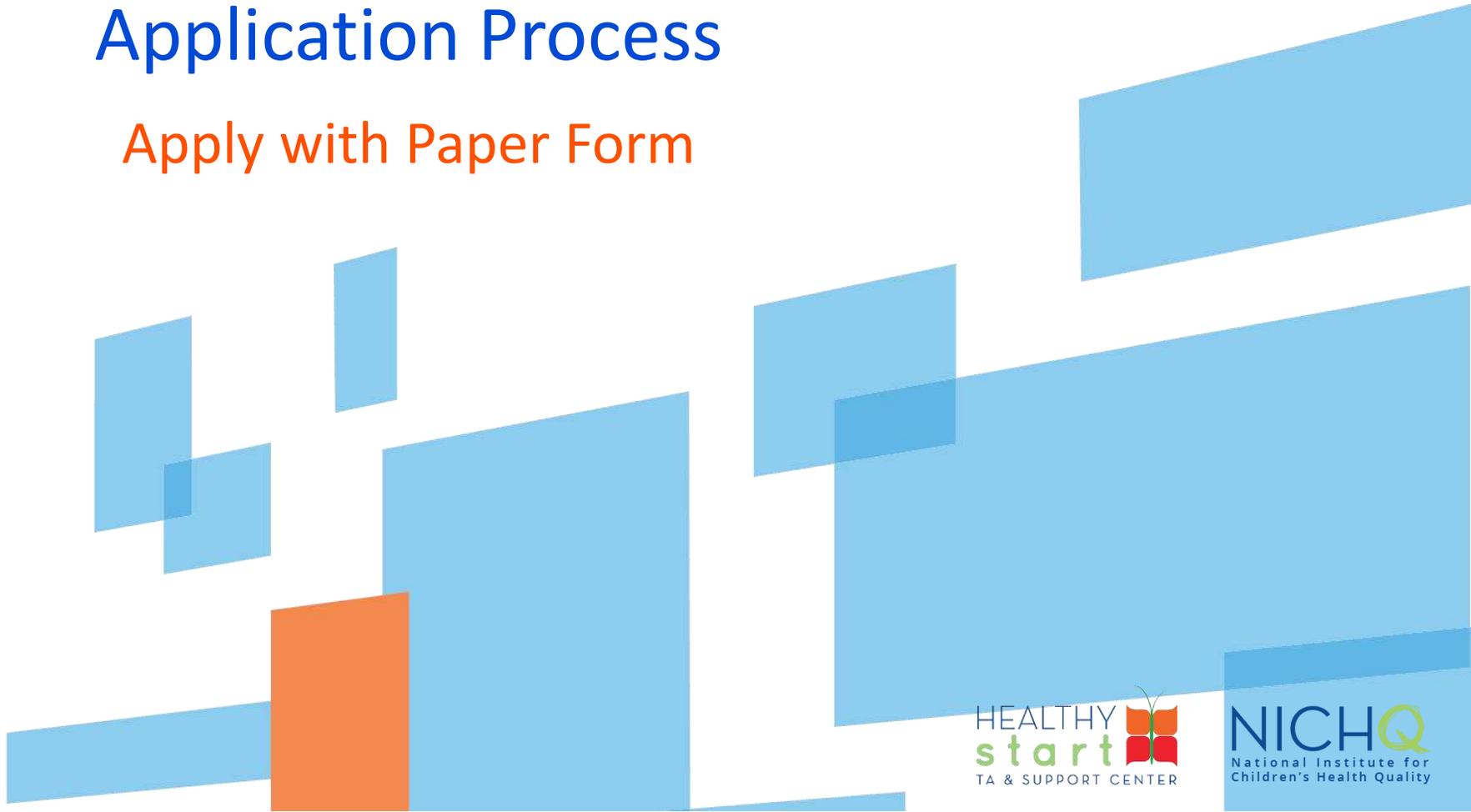
Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

| Latitude                              | Longitude                              |
|---------------------------------------|--|
| <input type="text" value="38.92529"/> | <input type="text" value="-77.01403"/> |

[Back](#) [Next](#)

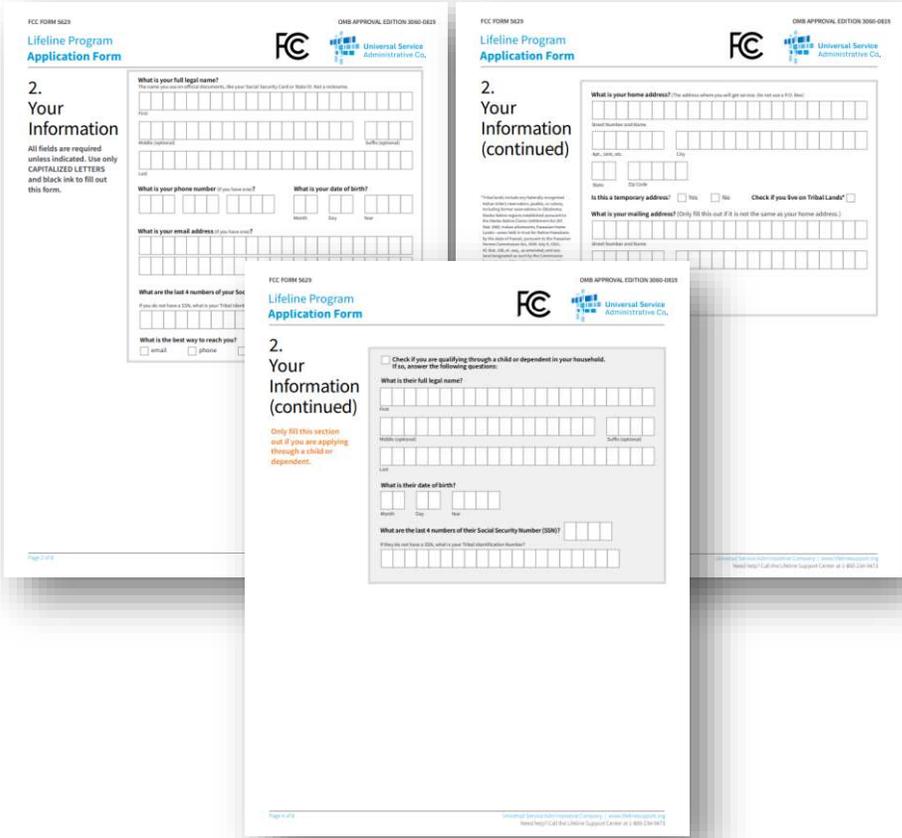
# Application Process

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)

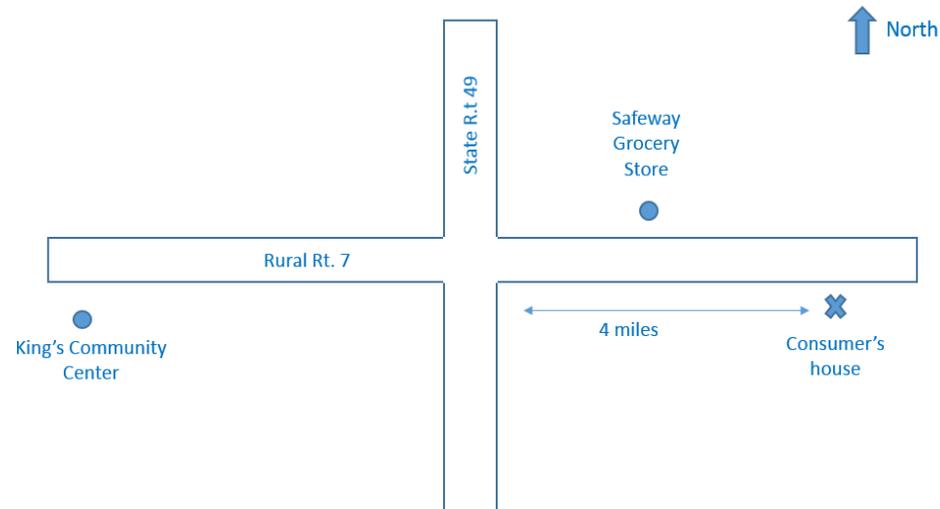
- The consumer must circle where they live
- If coordinates are known, the consumer should write them on the map

# 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

# How to Get Help

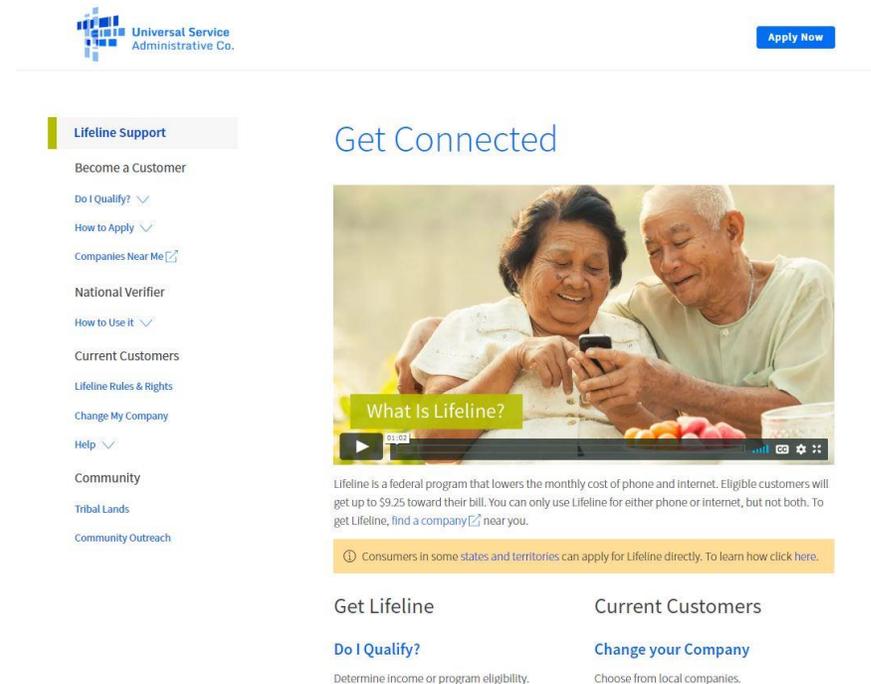
## Consumer Resources

### Lifeline Support Center

- (800) 234-9473
- [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)
- 9 a.m.– 9 p.m. ET, 7 days a week

### [LifelineSupport.org](https://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](#)



The screenshot shows the Lifeline Support Center website. At the top right, there is a blue "Apply Now" button. Below the header, a navigation menu on the left lists various options: Lifeline Support, Become a Customer, Do I Qualify?, How to Apply, Companies Near Me, National Verifier, How to Use it, Current Customers, Lifeline Rules & Rights, Change My Company, Help, Community, Tribal Lands, and Community Outreach. The main content area features a "Get Connected" section with a video player titled "What Is Lifeline?". Below the video, there is a text box explaining the Lifeline program and a note about direct application in some states. At the bottom, there are four buttons: "Get Lifeline", "Current Customers", "Do I Qualify?", and "Change your Company".

# How to Get Help Consumer Resources

## Downloadable Flyers

**Lifeline Support**

Become a Customer

Do I Qualify? ▾

How to Apply ▾

Companies Near Me

National Verifier

How to Use it ▾

Current Customers

Lifeline Rules & Rights

Change My Company

Help ▾

Community

Tribal Lands

**Community Outreach**

### Community Outreach

Lifeline is a federal program that provides a monthly benefit of \$9.25 to reduce or eliminate the cost of phone/internet connectivity for eligible households.

- Consumer Education (print materials)
- Events
- Getting Started with Lifeline
- Help & Customer Support

### About Lifeline

**What is Lifeline?** Watch this video to learn about the Lifeline program, including how to qualify and what the benefit can be used for.

**What is Lifeline?** [1:07 minutes]

**Lifeline 201 Webinar** Watch this introductory presentation for community advocates (originally aired November 17, 2016) to learn about the Lifeline Program and how to support qualifying customers. Or, skip to Getting Started with Lifeline to learn more.

**Lifeline 201 Webinar** [31 minutes]

### Consumer Education

Consumer advocacy groups, social service agencies, and other organizations that support Lifeline customers are welcome to print and distribute these publications in their communities.



Lifeline: How to Apply - [Click to View](#)

Lifeline: How to Apply (Spanish) - [Click to View](#)



Lifeline: Manage Your Benefit - [Click to View](#)

Lifeline: Manage Your Benefit (Spanish) - [Click to View](#)



## Lifeline

Receive up to \$9.25 off your phone or Internet service

Lifeline is a federal program that helps lower the cost of your monthly phone or Internet bill.\*

#### INDIVIDUAL ELIGIBILITY

You qualify for a discount if:

- You participate in any **ONE** of these government benefit programs:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
  - Supplemental Security Income (SSI)
- OR —
- Your income is at or below 135% of the federal poverty guidelines

#### HOUSEHOLD ELIGIBILITY

A household is a group of people that share income and expenses.

- You are only allowed to get **one** Lifeline discount per household.
- If you share housing, complete the **Household Worksheet**.
- The worksheet is available on our website, [www.LifelineSupport.org](http://www.LifelineSupport.org). You can also ask your Lifeline service provider.

\*If you live on federally recognized Tribal Lands, you may receive an additional discount towards your service.

#### THREE WAYS TO APPLY

**APPLY ONLINE** Find the online application at [CheckLifeline.org](http://CheckLifeline.org).

OR

**MAIL YOUR APPLICATION** Print an application from [www.LifelineSupport.org/National-Verifier](http://www.LifelineSupport.org/National-Verifier). Fill out and mail it with proof of eligibility to:  
Lifeline Support Center  
P.O. Box 70811  
London, KY 40742

OR

**CONTACT A PHONE OR INTERNET COMPANY**  
Find a company that provides Lifeline at [www.LifelineSupport.org](http://www.LifelineSupport.org). Click [Companies Near Me](#).

**HOW TO SHOW YOU ARE ELIGIBLE**

You may need to show proof that you qualify for Lifeline, such as:

- A copy of your award letter **OR**
- A copy of pay stub or tax return to prove your income is at or below 135% of the federal poverty guidelines.

**LIFELINE SUPPORT CENTER**

(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK

[LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) | [www.LifelineSupport.org](http://www.LifelineSupport.org)



USAC is an independent not-for-profit designated by the FCC.

Available for Public Use

# How to Get Help Consumer Resources

## Downloadable Flyers

English



Lifeline is a federal program that helps lower the cost of your monthly phone or internet bill.\*

**HOW TO KEEP YOUR BENEFIT**

**USE IT OR LOSE IT**  
If your mobile phone or Internet is free, use it at least once every 30 days to keep the benefit.

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**RECERTIFICATION**  
Each year, Lifeline will conduct a check to ensure you still qualify for the benefit. We will review databases that can verify your participation in qualifying programs.

We will send you a letter asking you to renew your benefit ONLY if we are unable to confirm you are still eligible.

**What to do if asked to renew:**

- Call (855) 359-4299 OR
- Complete the form online at [CheckLifeline.org](http://CheckLifeline.org) OR
- Complete the Renewal form and mail it to:  
Lifeline Support Center  
P.O. Box 7081  
London, KY 40742.

You may check your Lifeline Benefit status anytime by calling the Lifeline Support Center, (800) 234-9473.



**TRANSFER YOUR BENEFIT**  
You may change the phone or internet company registered with Lifeline at any time.

To do so:

- Talk to your new company to make the switch—some companies may have transfer costs.
- Reapply to Lifeline to confirm you are still eligible.
- Search for a phone or internet company at [www.LifelineSupport.org](http://www.LifelineSupport.org). Click *Companies Near Me*.

\*If you live on federally recognized Tribal Lands, you may receive an additional discount towards your service.

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[LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) | [www.LifelineSupport.org](http://www.LifelineSupport.org)

Contact your phone or internet company about your phone, internet service, or bill.



Universal Service Administrative Co.



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Spanish



Lifeline es un programa federal que puede reducir el coste mensual de su cuenta de teléfono o intranet.\*

**MANTENER SUS BENEFICIOS**

**ÚSALO O PERDERLO**  
Si su teléfono móvil o intranet es gratis, úselo al menos una vez cada 30 días para mantener su beneficio.

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**RECERTIFICACION**  
Cada año, Lifeline realizará una verificación para asegurarse de que aún califica para su beneficio. Revisaremos las bases de datos que pueden confirmar su participación en programas de calificación.

Le enviaremos una carta pidiéndole que renueve su beneficios SÓLO si no podemos confirmar que aún es elegible.

**¿Que hacer si se le pide renovar?**

- Llame al (855)359-4299 O
- Complete el formulario en línea en [CheckLifeline.org](http://CheckLifeline.org) O
- Complete el formulario de renovación y envíelo por correo a:  
Lifeline Support Center  
P.O. Box 7081  
London, KY 40742.

Puede verificar su estado de beneficios Lifeline en cualquiera momento llamando al Lifeline Support Center, (800) 234-9473.



**TRANSFIERE SU BENEFICIO**  
Puede cambiar la compañía telefónica o de internet que tiene con Lifeline en cualquier momento.

Para hacerlo:

- Hable con su nueva compañía para hacer el cambio—compañías pueden tener costes de transferencia.
- Vuelva a aplicar a Lifeline para confirmar que aún eres elegible.
- Busque una compañía que ofrezca Lifeline en [www.LifelineSupport.org](http://www.LifelineSupport.org). Haga clic en *Companies Near Me*.

\* Si vive en tierras tribales reconocidas por el gobierno federal, puede recibir un descuento adicional en su servicio.

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[LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) | [www.LifelineSupport.org](http://www.LifelineSupport.org)

Comuníquese con su compañía de teléfono o de internet si tiene preguntas sobre su teléfono, servicio de internet o factura.



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USAC es una organización independiente sin fines de lucro designada por la FCC.

Disponible Para Uso Público

# 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?

# 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](http://www.LifelineSupport.org)
- Want to stay up to date on Lifeline?
  - Sign up for the [Lifeline newsletter](#)
- Need help? Contact us!
  - [LifelineProgram@usac.org](mailto: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

