



North Carolina Department of Health and Human Services  
Division of Social Services

• 325 North Salisbury Street •

2420 Mail Service Center • Raleigh, North Carolina 27699-2420  
Courier # 56-20-25

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director  
(919) 733-3055

March 31, 2004

**Re: Lifeline/Link-Up Program**

Dear County Director of Social Services:

**Attention: Food Stamp Supervisors  
Work First Family Assistance Supervisors  
Energy Program Supervisors  
Medicaid Supervisors**

The North Carolina Utilities Commission ordered that the Subscriber Line Charge Credit Waiver Program be implemented statewide effective July 1, 1987. This program, now known as the Lifeline Assistance Program, is designed to promote universal service by helping low-income individuals afford telephone service. Lifeline Assistance allows eligible low-income customers to receive a credit each month on their telephone bill. Link-Up is a program that provides low-income persons a discount toward connecting local telephone service. The program serves recipients of the Food Stamp, Work First Family Assistance, Medicaid and Low Income Home Energy Assistance Programs, which includes the Low Income Energy Assistance Program, Crisis Intervention Program, and Weatherization.

The purpose of this letter is to ensure that both county staff and the customers they serve are aware of and utilizing these programs. **To be eligible for the Lifeline/Link-Up Program, the customer must:**

- **Receive one of the following:**
  - Food Stamps**
  - Work First Family Assistance**
  - Medicaid**
  - SSI**
  - LIEAP**
  - CIP**
  - Weatherization**
  - Section 8 or Housing Authority assistance**

**Note: Verification of receipt of assistance must come from the authorizing agency.**

- **Have the telephone service listed in his name; and**
- **Receive the telephone bill.**

Policy and specific procedures for assisting recipients with the Lifeline/Link-Up Program are located in the following policy manual sections:

|   |   |
|---|---|
| <b>Food Stamps:</b>                       | <b>Section 630 Lifeline/Link-Up Assistance Programs</b> |
| <b>Work First:</b>                        | <b>Section 101 Initial Screening and Assessment</b>     |
| <b>Energy Program:</b>                    | <b>Section 200 Other Services</b>                       |
| <b>Aged, Blind and Disabled Medicaid:</b> | <b>Section 2301 Conducting a Face-To-Face Interview</b> |
| <b>Family and Children's Medicaid:</b>    | <b>Section 3205 Conducting a Face-To-Face Interview</b> |

The Division appreciates your support in administering Lifeline/Link-Up. This program provides another opportunity for the public and private sectors to work together to meet the needs of Work First, Food Stamp, LIEAP, CIP and Medicaid families.

If you have any questions regarding the Lifeline/Link-Up Program, please contact your Work First, Food Assistance and Energy, or Medicaid Program Representative.

Sincerely,

Pheon Beal, Director  
Division of Social Services

Gary Fuquay, Director  
Division of Medical Assistance

PB/GF/djk

**FAEP 05-2004**