



North Carolina
Department of Health and Human Services
Division of Medical Assistance
Recipient and Provider Services
2501 Mail Service Center
801 Ruggles Drive - Raleigh, North Carolina 27699-2501
Courier Number 56-20-06

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Gary Fuquay, Director
(919) 855-4000

August 9, 2004

Re: Lifeline/Link-up Program

Dear County Director of Social Services:

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 Assistance, 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 county staff is aware of the insert sent to Medicaid recipients in case calls are received by county workers. Attached is the insert regarding the Lifeline/Link-up Program going out with the September 2004 Medicaid card.

If you have any questions regarding the Lifeline/Link-up Program, please contact your Medicaid Program Representative.

Sincerely,

Gary H. Fuquay

Enclosure



DISCOUNT TELEPHONE SERVICE

If you get SSI, Food Stamps, Work First, Medicaid benefits, or received a one time check this year from LIEAP or CIP, you also can get a discount on hooking up local telephone service and a discount on your local monthly phone bill. (Telephone Service Must Be In Your Name)

Link-up gives a 50% discount, up to \$30 off telephone hook-up and Lifeline gives up to \$13.00 off monthly service for people who receive SSI, Food Stamps, Work First, Medicaid, LIEAP, or CIP. Here is how to apply for discounts:

IF YOU DO NOT HAVE TELEPHONE SERVICE NOW:

Contact your telephone company to apply for service. Ask them to mail you a Lifeline-Link-up Application form.

Take the form to your caseworker at the local department of social services or if you receive SSI to your local SSA representative for verification.

The agency will mail the form to your local telephone company.

When the telephone company receives the completed form, your Lifeline discount will begin. The Link-Up discount will appear on your first bill. (If you request service to be installed before the completed form is received, service will be provided without the Link-Up credit).

IF YOU ALREADY HAVE TELEPHONE SERVICE:

Contact your caseworker at the local department of social services or if you receive SSI contact your local SSA representative. Have them complete the Link-Up/Lifeline form and mail it to your telephone company.

When the telephone company receives the completed application, the Lifeline discount will begin.

Note: If your telephone service has been disconnected for unpaid bills, you may still be able to get local service and use these discounts. Ask your telephone company for details.

Attorney General Roy Cooper, Chair of Lifeline/Link-Up Task Force, urges you to contact your local telephone company to learn more about these discounts.