



North Carolina  
Department of Health and Human Services  
**Division of Medical Assistance**  
**Recipient Services MEU**

801 Ruggles Drive – 2501 Mail Service Center - Raleigh, N.C. 27699-2501  
(919) 855-4000

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

L. Allen Dobson, Jr., M.D., Assistant Secretary  
for Health Policy and Medical Assistance

August 10, 2006

Re: ID Card Inserts for September 2006

Dear County Director of Social Services:

Enclosed is the text for an insert that will be included with the September 2006 Medicaid ID cards. The insert describes the LifeLine/LinkUp discount telephone service for recipients of SSI, Food Stamps, Work First, Medicaid benefits, or recipients of a one time check this year from LIEAP or CIP.

Also enclosed is the text for an insert that will be included with the September 2006 Medicaid ID cards. The insert informs Medicaid recipients that beginning in September they may be contacted to participate in a patient satisfaction survey for Community Care of North Carolina (Carolina ACCESS and ACCESS II). The survey is being conducted by the University of North Carolina at Charlotte. Results of the survey will provide information to the department about how Medicaid recipients enrolled with an ACCESS II network perceive the quality of their health care and identify barriers to health care.

If you have any questions regarding this information, please contact your Medicaid Program Representative.

Sincerely,

L. Allen Dobson

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 can also 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 \$13.50 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.**

**Carolina ACCESS wants to know how you feel about your health care or the health care of your child.** Beginning September 2006, you may be called and asked to answer some questions. This will not take too much of your time. If you are called, the person will give you their name and tell you they are calling from the University of North Carolina at Charlotte on behalf of North Carolina Medicaid. They will give you some information about the study. By answering the questions, you will be a part of an effort to improve your health care services. Your answers will be kept confidential. No one at the doctor's office or Medicaid will see any names or know how you answered the questions. We appreciate your participation to help us provide you with better services.