

ADMINISTRATIVE LETTER NO: 01-11, SELF CERTIFICATION FOR LIFE LINE LINK UP

DATE: 01-21-2011

SUBJECT: SELF CERTIFICATION FOR LIFE LINE LINK UP

DISTRIBUTION: County Directors of Social Services,
Medicaid Supervisors
Medicaid Eligibility Staff

I. GENERAL INFORMATION FOR SELF CERTIFICATION OF LIFE LINE LINK UP

Current Food and Nutrition Services, Work First and Medicaid policy requires verification of a recipient's eligibility to telephone companies participating in the Lifeline/Link-up program.

The North Carolina Utilities Commission recently approved a Self-Certification process for recipients of low income, means tested programs to use when applying for Lifeline/Link-up benefits. The [DSS-8168-I](#) has been revised to reflect this change.

The purpose of this letter is to provide instructions for implementing the Self-Certification process. The Self-Certification process replaces the verification caseworkers are currently responsible for providing. Medicaid manuals are being updated to reflect this change.

II. POLICY PROCEDURES

Provide applicants/recipients information on Lifeline/Link-Up. Instruct households to complete the form and mail it to their telephone service provider if they meet the eligibility requirements for Lifeline/Link-Up. Provide households with the address of their participating telephone service provider. The names and addresses of Lifeline/Link-Up providers are located in the Medicaid Manuals sections [MA-3205F6](#) and MA-2301F6. (These figures will be converted to a Form with the next manual revision.) However, if a household requests assistance with mailing the letter, the county DSS caseworker will forward the letter to the appropriate provider.

Recipients requesting new telephone service must apply for Lifeline/Link-Up directly with the telephone company.

II. EFFECTIVE DATE AND IMPLEMENTATION

This policy is effective as of the date of this letter. Apply these new procedures to applications, redeterminations, or requests from recipients upon the receipt of this letter.

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

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Director

(This information as written and researched by Sandi Morrow, Policy Consultant, Medicaid Eligibility Unit)