

TELEHEALTH ACCESS



FOR SENIORS

Washington Lifeline Setup Guide

What is Lifeline?

Lifeline is a federal program that can help you pay for phone and internet service. Although the device you received from TeleHealth Access for Seniors can connect to the internet, they require a connection to WiFi. Lifeline can be helpful if you do not have regular access to WiFi.

In Washington, you can choose from a variety of providers for free or discounted plans. Lifeline pays for a discount of \$9.25 off of your bill, which can make some plans free. In the discounted plans, you still have to pay a fee, but it is lower because of the discount. Only one person in your household can participate in Lifeline. Lifeline can provide assistance with paying for either your phone bill or your internet bill, but not both.

What you need to do

1. Apply for Lifeline using one of the methods below
2. Use it at least once every 30 days
3. Recertify your Lifeline benefit every year

How to Apply

Application Options (choose one method)

1. Apply online through the National Verifier web portal and then choose a provider.
2. Mail in an application with proof of eligibility to:

Lifeline Support Center

P.O. Box 7081

London, KY 40742

English: lifelinesupport.org/wp-content/uploads/lifeline/documents/LI_Application_NVstates.pdf

Spanish: lifelinesupport.org/wp-content/uploads/lifeline/documents/LI-SP_Application_NVstates.pdf

3. Apply through an internet provider that participates in Lifeline. In Washington, that may include an application through the National Verifier.

How to Qualify

You can qualify for Lifeline if you or someone in your household (someone you live and share money with) participate in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid

- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Tribal Programs: Bureau of Indian Affairs General Assistance, Tribal Head Start, Tribal TANF, or Food Distribution Program on Indian Reservations

You can also qualify if your income is 135% or less of federal poverty guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$17,388	\$21,722	\$20,007
2	\$23,517	\$29,390	\$27,054
3	\$29,646	\$37,058	\$34,101
4	\$35,775	\$44,726	\$41,148
5	\$41,904	\$52,394	\$48,195
6	\$48,033	\$60,062	\$55,242
7	\$54,162	\$67,730	\$62,289
8	\$60,291	\$75,398	\$69,336
For each additional person, add	\$6,129	\$7,668	\$7,047

Source: <https://www.lifelinesupport.org/do-i-qualify/federal-poverty-guidelines/>

Proof of Eligibility

If you are eligible through one of the federal assistance programs, submit a document that contains the following:

- The name of the person in your household in the Lifeline-qualifying program
- The name of the Lifeline-qualifying program
- The government, tribal program administrator, or the managed care organization that issued the document
- An issue date from within the last 12 months OR an expiration date that aligns with the benefit period

If you are eligible for Lifeline because of your household income, submit one of the following:

- The prior year's state, federal, or tribal tax return
- Current income statement from an employer or paycheck stub
- Social Security statement of benefits
- Unemployment or Workers' Compensation statement of benefits

- Federal or tribal notice letter of participation in General Assistance
- Divorce decree or child support award
- Another official document containing income information

*If your documents do not show a full year of income, such as pay stubs, you must submit the same type of document covering three months in a row within the past twelve months.

What is the Emergency Broadband Benefit (EBB) Program?

The EBB is a federal program that provides funds to expand internet access during the COVID-19 pandemic. Due to this program, many Lifeline providers expanded their services.

Since EBB funding is temporary, providers might not offer the same services and rates in the future. The information included about providers in the table reflects rates and costs before the EBB program and can be a useful reference.

Integration with Your Device

If you have a device already/are receiving a donated device, you receive a free SIM card or purchase one for a low fee from the provider you choose. Make sure to check with your provider whether your device is compatible.

Many providers participating in the Lifeline program also give you the option of purchasing a device at a discounted price. When selecting a phone for telehealth purposes, choose a smartphone with a front facing camera. Also make sure the operating system (OS) of the device matches the telehealth platform your healthcare provider uses.

Telehealth Platform	Minimum OS Requirements	Ineligible
Doxy.me	Android 8+ Apple with iOS 11+	Amazon Fire
OTTO Health	Android 8+ Apple with iOS 11+	

Other Helpful Resources about Lifeline

Official guide on Lifeline: <https://www.lifelinesupport.org/>

The National Verifier website: <https://www.checklifeline.org/lifeline>

Emergency Broadband Program website: <https://getemergencybroadband.org/>

Helpful resource for any additional questions: <https://www.freegovernmentcellphones.net>

Other Important Information

Video calling on common telehealth platforms usually uses between 1 and 2 gigabytes (GB) of data per hour. That is about 25 megabytes (MB) per minute. If you select a phone plan, please make sure it provides enough data for you to use each month.

Download and upload speed is written as “Download/Upload mbps” in the table of Lifeline providers. For example, 25/3 means a 25 megabit per second download speed and 3 megabit per second upload speed. If a number is presented without a slash, this number indicates download speed.

In summary, minutes refers to how much time you can spend voice calling. Data refers to how much you can use the internet, and download/upload speed measures how fast and smooth your internet will be.

Free Lifeline Providers

Provider Name	Website	What is Provided	Cost to Consumer	Additional Notes
Access Wireless	accesswireless.com	Minutes: 1000 Text: Unlimited Data: 4.5 GB	Free plan Purchase SIM card and/or phone	Requires GSM 4G LTE compatible devices plus SIM card (\$7) No annual contract
Assurance Wireless	assurancewireless.com	Minutes: 1000 Text: Unlimited Data: 4.5 GB	Free plan Free smartphone	No annual contract
enTouch Wireless	entouchwireless.com	Minutes: 1000 Text: Unlimited Data: 100 MB with unlimited internet	Free plan Free SIM card	No annual contract
Q Link Wireless	qlinkwireless.com	Minutes: 1000 Text: Unlimited Data: 4.5 GB	Free plan Free SIM card	Check eligible devices: https://qlinkwireless.com/byop.aspx No annual contract
TerraCom	terracomwireless.com	Minutes: 500 Text: Unlimited Data: 4.5 GB	Free plan	
TruConnect	truconnect.com/lifeline	Minutes: Unlimited Text: Unlimited Data: 4.5 or 6 GB	Free plan Free SIM card	No annual contract
Safelink Wireless	safelinkwireless.com	Minutes: 350 Text: Unlimited Data: 4.5 GB	Free plan Free smartphone Free sim	BlackBerry phones and older Sidekick phones will not work.* No annual contract

*<https://support.safelinkwireless.com/expresshelp/keep-your-own-smartphone-questions/what-is-byop>

Discounted Lifeline Providers

Provider Name	Website	What is Provided	Cost to Consumer (Discount already applied)	Additional Notes
AllBand	allband.org/lifeline	No per minute restrictions, caps or set usage	Varies by Plan	A discount of \$11.25 per month (\$12.35 for customers 65 or older)
AT&T	att.com/internet/access	25/3 mbps WiFi and free installation <u>OR</u> a discount on your phone bill	Internet service is \$10/month	
CenturyLink	centurylink.com/aboutus/community/community-development/lifeline.html	25/3 mbps		
enTouch	entouchwireless.com	Minutes: Unlimited Text: Unlimited Data: 0.5+ GB of data	Plans start at \$10	
Family Mobile	myfamilymobile.com/why	May choose a free or discounted smartphone. Safelink \$10 discount on plans.	Plans for unlimited talk, text, and data start at \$14.99; Must buy sim card (\$0.99)	No annual contract
Mediacom	mediacomc2c.com	25 mbps home internet service and one wifi modem	\$9.95 a month	Intended for low-income families with children in school
RCN	rcn.com/hub/help/lifeline	Up to 50 mbps	\$9.95/month	
Spectrum	spectrum.com/internet/spectrum-internet-assist	30 mbps Free modem Optional in-home wifi at \$5/mo	\$17.99 plus optional \$5 for wifi router	
T-Mobile	t-mobile.com/offers/lifeline-program	[Essential Plan] Minutes: Unlimited Text: Unlimited Data: Unlimited	The essential plan with Lifeline starts at \$16.75/line including the discount.	The Lifeline program can be used on any plan. The cheapest plan is the Essential plan (~\$26/line).

Discounted Lifeline Providers

Provider Name	Website	What is Provided	Cost to Consumer	Additional Notes
U.S. Cellular	uscellular.com/plans/specialty-plans	Minutes: Unlimited Text: Unlimited Data: 5 GB	Starting at \$25 with discount (varies by qualifying program)	
Verizon	verizon.com/info/low-income-internet	200/200 mbps connection or more, depending on the package chosen	Starting at \$19.99 for 200 mbps and a \$15/month router charge	
Xfinity	xfinity.com/support/articles/comcast-broadband-opportunity-program	50/5 mbps internet service, Free Wireless Gateway (modem + router)	\$9.95 per month	
Ziplay Fiber	ziplayfiber.com/resources/discount-program-types/low-income-assistance-programs-states/washington	25/3 mbps services for phone or 30/30 mbps for internet	Various plans; start at \$10.75 a month for internet	No annual contract