

How To Stay Connected with the

# LIFELINE PROGRAM

## COVID-19 EDITION

*updated 5/6/2020*

### Program Response to COVID-19

The FCC has issued a number of temporary rule changes for the Lifeline program. The changes were issued in response to the national public health emergency.

### The Changes

Applicants can submit new documents to prove income eligibility, such as: a notice of unemployment benefits or proof of a submitted unemployment application dated within the last three months. This change is in effect until August 31.

Current Lifeline subscribers will not be removed from the program for most reasons. Usually, subscribers must complete the recertification process each year. Think of recertification as a renewal. Lifeline's recertification process is waived until August 31.

Usually, subscribers must use their phone every 30 days or they will lose the benefit. This requirement was waived until August 31.

### Emergency Internet Resources

If you don't have Lifeline or have internet but can't afford your bills, the Public Service Commission of WI launched a new website. The site includes emergency internet resources that may help. Visit: <https://bit.ly/pscinternet>

### Still Have Questions?

Visit [www.healthwatchwisconsin.org](http://www.healthwatchwisconsin.org) to access our full resource library. If you need enrollment assistance, you can call the Public Services Commission at (608)267-3595 or ABC for Health at (608)261-6939.



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