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STATE OF FLORIDA



GENERAL COUNSEL
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Public Service Commission

May 31, 2013

VIA ELECTRONIC FILING

The Honorable Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

**Re: WC Docket No. 11-42, Lifeline and Link Up Reform Modernization
WC Docket No. 03-109, Lifeline and Link Up
CC Docket No. 96-45, Federal-State Joint Board on Universal Service
WC Docket No. 12-23, Advancing Broadband Availability Through Digital Literacy
Training**

Dear Ms. Dortch:

Forwarded herewith is an ex parte letter to further explain the Florida Lifeline Coordinated Enrollment Process.

Bob Casey at (850) 413-6874 is the primary staff contact on this matter.

Sincerely,

/ s /

Adam J. Teitzman
Attorney Supervisor

AJT:tf
cc: James Bradford Ramsay, NARUC
Best Copy

BEFORE THE FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

In the Matter of

Lifeline and Link Up Reform
Modernization

WC Docket No. 11-42

Lifeline and Link Up

WC Docket No. 03-109

Federal-State Joint Board on Universal
Service

CC Docket No. 96-45

Advancing Broadband Availability
Through Digital Literacy Training

WC Docket No. 12-23

FLORIDA PUBLIC SERVICE COMMISSION STAFF

**REQUESTED EXPARTE INFORMATION FOR WAIVER
REGARDING FLORIDA COORDINATED ENROLLMENT PROGRAM**

May 31, 2013

In order to fully explain the Florida Lifeline Coordinated Enrollment process between the Florida Public Service Commission (FPSC) and the Florida Department of Children and Families (DCF), the FPSC staff is attaching a description outlining the process and explaining how the electronic Florida Lifeline Coordinated Enrollment is completed. Also attached are actual screen-shots of the questions, attestations, and certifications used when an applicant applies for assistance with DCF for the Supplemental Nutrition Assistance Program (SNAP), Medicaid, or Temporary Assistance to Needy Families (TANF), and chooses to participate in Lifeline if approved for one of those programs.

Florida has implemented what was recommended in the National Broadband Plan and mentioned in FCC Order 12-11.

In 2010, the National Broadband Plan recommended that the FCC encourage state agencies responsible for Lifeline and Link Up to streamline benefit enrollment and suggested the use of unified online applications for social services. (FCC12-11, ¶ 171)

The Florida PSC has worked diligently to streamline the Lifeline enrollment process to eliminate the possibility of fraud, waste, and abuse. Until the Lifeline applicant's eligibility has been verified and the application is correctly completed, the relevant, confidential information is not transmitted to the Eligible Telecommunication Carriers (ETCs) for processing. The Lifeline application is embedded in a comprehensive application utilized by Florida's Department of Children and Families (DCF) for the multiple programs DCF oversees. To isolate the Lifeline portion of the application and create hardcopies will require unnecessary costs involving significant man-hours and use of limited resources to program and implement the changes.

The additional attestations required by the FCC have been added to the DCF Lifeline portion of the application. As shown in the attachment, all the required information is forwarded to the ETC electronically. Through secure links, the confidential information is only viewable by the ETC. This general process has been in place since 2004 and has worked well for Florida.

The FPSC Staff supports the FCC's push to streamline processes with current technologies, reduce paperwork burdens and eliminate waste, fraud and abuse and believes the Florida Lifeline Coordinated Enrollment process embodies these objectives. As mentioned in order FCC 12-11, coordinated enrollment is encouraged.

While we place limitations on how states' automatic enrollment processes can be utilized, we encourage coordinated enrollment and recognize coordinated enrollment as a best practice in light of the overwhelming support in the record and the benefits of coordinated enrollment (FCC 12-11, ¶174)

The Florida Coordinated Enrollment Process is consistent with the vision of the FCC. Florida initiated a streamlined, efficient, and verifiable Lifeline Coordinated Enrollment process. We appreciate the opportunity to provide information about the Florida Lifeline Coordinated Enrollment process for the FCC's consideration. If you have any questions, please feel free to contact Bob Casey at (850) 413-6974, or Beth Salak at (850) 413-6408.

LISTING OF ATTACHMENTS

1. Florida Public Service Commission electronic coordinated Lifeline enrollment form for applicants currently participating in Medicaid, SNAP, or Temporary Cash Assistance (TANF).
2. The Florida Department of Children and Families on-line application for assistance.
3. Florida Public Service Commission/Florida Department of Children and Families Lifeline coordinated enrollment process.
4. Florida Public Service Commission on-line Lifeline coordinated enrollment process for applicants already participating in Medicaid, SNAP, or TANF.
5. Florida Office of Public Counsel Lifeline income criteria certification.

Susan Howard

To: Beth Salak
Subject: RE: Follow-up to Conference Call Discussing Florida Coordinated Enrollment Process

From: Bob Casey
Sent: Wednesday, March 06, 2013 3:37 PM
To: Jonathan Lechter (Jonathan.Lechter@fcc.gov); michelle.schaefer@fcc.gov
Cc: Beth Salak; Adam Teitzman; Bob Casey
Subject: Follow-up to Conference Call Discussing Florida Coordinated Enrollment Process

The form below is the Florida PSC Electronic Coordinated Lifeline Enrollment Form for Applicants currently participating in Medicaid, SNAP, or Temporary Cash Assistance (TANF). It can be viewed online at [https://secure.floridapsc.com/\(S\(edw1qens5hao1vjzzi3wmhav\)\)/public/lifeline/lifelineapplication2.aspx](https://secure.floridapsc.com/(S(edw1qens5hao1vjzzi3wmhav))/public/lifeline/lifelineapplication2.aspx)

Once an applicant agrees to the terms and conditions and hits the “yes” button, the PSC computer automatically conducts a real-time query with the Department of Children and Families (DCF) computer to verify that the applicant is currently participating in SNAP, Medicaid or TANF.

The DCF computer does the query and automatically responds to the PSC computer. If the response is affirmative, the PSC computer automatically posts the applicant’s information on the PSC confidential Web site for retrieval by the appropriate ETC. The PSC computer automatically sends the ETC an e-mail advising it that Lifeline applicants have been approved for their ETC and the applicant’s information is available for retrieval on the PSC Website via their log-in and password.

If the DCF computer query response is negative (applicant can’t be verified as a current participant in SNAP, Medicaid, or TANF), the applicant’s information is automatically posted to a PSC database and a PSC letter to that applicant is generated advising the applicant he/she could not be confirmed as a participant in a qualifying Lifeline program.



Lifeline Florida On-line Application for Recipients of Medicaid, Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA)

☒ English
☐ Español
☐ Creole



Section 364.107(1), Florida Statutes provides that personal identifying information concerning a participant in a telecommunications carrier's Lifeline Assistance Plan held by the Public Service Commission is confidential.

Lifeline is a federal benefit. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

Only one Lifeline service is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.

A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Lifeline rules and will result in the subscriber's de-enrollment from the program. Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

Customers of AT&T Florida, CenturyLink, Verizon, SafeLink Wireless, Assurance Wireless, or T-Mobile Wireless who are not currently receiving benefits from one of the listed programs, may be able to qualify for Lifeline service using income criteria. Those customers may demonstrate their income eligibility for Lifeline service to the [Florida Office of Public Counsel](#). Please contact the Florida Office of Public Counsel at 1-800-540-7039. Customers of other telephone companies who are not currently receiving benefits from one of the listed programs, should contact their telephone company to determine if they meet the income eligibility criteria necessary to participate in Lifeline.

Applicants wishing to qualify for Lifeline using Supplemental Security Income (SSI), Federal Public Housing Assistance (Section 8), Low-Income Home Energy Assistance Program (LIHEAP), National School Lunch Free Lunch Program, or Bureau of Indian Affairs Programs (Tribal Temporary Assistance for Needy Families, Head Start Subsidy, NSLP) can complete a hard-copy Lifeline application (available on the PSC Web site), and submit it to their telephone provider along with verification that they are currently participating in one of these programs.

Contact Information

*Last Name		*First Name	
*Address Line 1			
Address Line 2			
*City	<input type="text"/>	*State FL	*Zip Code
The residential address listed on this application is:	<input checked="" type="radio"/> Permanent <input type="radio"/> Temporary		<input type="checkbox"/> Check if different Billing address
*Telephone (###-###-####)	<input type="text"/>	Date (mm/dd/yyyy)	03/04/2013
		* Date of Birth (mm/dd/yyyy)	03/04/2013
* Last 4 digits of Social Security Number	<input type="text"/>	The last four digits of your Social Security Number are required to complete this application. If you do not wish to provide this information here, please apply for Lifeline directly through your Service Provider.	

Service Provider

Select Provider

I hereby certify that I participate in the following public assistance program(s):

- ☐ Medicaid
☐ Supplemental Nutrition Assistance Program (SNAP)/Food Stamps
☐ Temporary Cash Assistance (TCA)

I certify, that:

I will notify my Lifeline provider within 30 days if I no longer participate in a qualifying DCF assistance program, if I receive more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit;

If I move to a new address, I will provide that new address to my Lifeline provider within 30 days;

If I provided a temporary residential address in this application, I will be required to verify my temporary residential address every 90 days with my Lifeline provider;

My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;

The information contained in this application is true and correct to the best of my knowledge;

I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and,

I acknowledge that I may be required by my Lifeline provider to recertify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in deenrollment and the termination of my Lifeline benefits.

I understand that my name, telephone number, and address may be provided to the Universal Service Administrative Company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that my household does not receive more than one Lifeline benefit.

I agree to allow exchange of any necessary information between the local telephone company, the appropriate federal or state agency, or fund administrator, to verify my eligibility to participate in the Lifeline discount program. I give this permission on the condition that the information in this form and any information about my participation in the above public assistance programs provided by officials be maintained as confidential customer account information.

I agree to these terms and conditions:

☐ Yes
☒ No

CLEAR

SUBMIT

Drop-down box with listing of Florida ETC Service Providers

Service Provider	
Select Provider	▼
Select Provider	
Assurance Wireless/Virgin Mobile	
AT&T/BellSouth	
Budget Phone, Inc.	
CenturyLink	
Cox Florida Telecom	
dPi Teleconnect	
FLATEL/Florida Telephone Co.	
Frontier Communications	
Global Connection Inc. of America	
GTC FairPoint Communications	
i-wireless d/b/a Access Wireless	
ITS Telecommunications Systems	
Knology, Inc.	
NEFCOM	
Nexus Communications (TSI)	
Safelink/TracFone	
Smart City Telecom	
Sun-Tel USA	
T-Mobile South LLC	
TDS Telecom	
Tele Circuit Network Corporation	
Verizon	
Windstream	

This is what ETCs see when they login to the PSC confidential Web site to retrieve information of the approved Lifeline applicants. It includes the statement requested by AT&T stating “The subscribers herein have complied with the Federal Communications Commission's (FCC) Lifeline eligibility requirements and have executed a certification form as required by the FCC.”

Florida Public Service Commission

Lifeline Application Download for AT&T/BellSouth

The subscribers herein have complied with the Federal Communications Commission's (FCC) Lifeline eligibility requirements and have executed a certification form as required by the FCC.

As of August 3, 2012, a new field was added to the Lifeline download file. If the applicant submits a billing address different from the service address, it will appear in the column 'Billing', otherwise the column will display 'N/A'.

The download file is a tab-delimited file, and the schema is as follows:

First Name Last Name Address 1 Address 2 City Zip Zip-4 State Billing Status Telephone Application Date Social Agency DOB Pub. Assistance Program(s)

The first record will contain the column names. Right click the link below and select "Save As..."; then, merely open it in your spreadsheet program (such as Excel or 123).

[Download Filename: data/blegaspi-130069008071718750.txt](#)

[PSC Secure Front Page](#)

The following PSC database provides a real-time picture of electronic Lifeline applications received by month from either DCF or the PSC. The information in the box in the upper right hand corner is used to determine which programs applicants are using on their application to qualify for Lifeline (they may be participating in more than one qualifying program). As you can see 97.8% of the applicants state that they participate in one of the DCF coordinated enrollment programs (Medicaid, SNAP, or TANF).

PSC Lifeline Applications

All Telecoms ▾						View Applications	
<input checked="" type="radio"/> All Dates <input type="radio"/> Select Date Range							
Month	PSC	DCF	Total	Downloaded	Not Downloaded	Program	Count
March 2013	20	488	508	186	322	Medicaid	234638
February 2013	221	7986	8207	7088	1119	Food Stamps	824598
January 2013	274	10250	10524	10423	101	TANF	8330
December 2012	173	9235	9408	9346	62	SSI	9698
November 2012	138	7963	8101	8074	27	Federal Public Housing	5785
October 2012	190	9736	9926	9878	48	LIHEAP	2224
September 2012	162	9052	9214	9171	43	National Free Lunch	6613
August 2012	157	7554	7711	7688	23	Total	1091886
July 2012	143	8090	8233	8210	23		
June 2012	146	7948	8094	8069	25		
May 2012	152	6515	6667	6607	60		
April 2012	164	6199	6363	6316	47		
March 2012	177	6874	7051	7004	47		
February 2012	194	5696	5890	5858	32		
January 2012	208	7017	7225	7154	71		
December 2011	205	6663	6868	6777	91		
November 2011	568	6677	7245	7180	65		
October 2011	204	7293	7497	7451	46		
September 2011	255	6450	6705	6674	31		
August 2011	375	8043	8418	8370	48		
July 2011	416	7648	8064	8017	47		
June 2011	276	7137	7413	7378	35		
May 2011	244	7474	7718	7678	40		
April 2011	259	7377	7636	7607	29		

March 2011	409	7652	8061	7995	66
February 2011	313	5097	5410	5405	5
January 2011	673	6754	7427	6126	1301
December 2010	486	7404	7890	7488	402
November 2010	506	8549	9055	9015	40
October 2010	596	5402	5998	5984	14
September 2010	509	4475	4984	4984	0
August 2010	595	6929	7524	7524	0
July 2010	639	6836	7475	7475	0
June 2010	719	6965	7684	7684	0
May 2010	561	3795	4356	4356	0
April 2010	867	5416	6283	6283	0
March 2010	808	5649	6457	6457	0
February 2010	544	3144	3688	3688	0
January 2010	480	3393	3873	3873	0
December 2009	667	3138	3805	3805	0
November 2009	611	3721	4332	4332	0
October 2009	906	3187	4093	4093	0
September 2009	1139	3632	4771	4771	0
August 2009	1174	4394	5568	5568	0
July 2009	1037	3527	4564	4564	0
June 2009	1050	3614	4664	4664	0
May 2009	513	3037	3550	3550	0
April 2009	652	3830	4482	4482	0
March 2009	657	3880	4537	4537	0
February 2009	655	3226	3881	3881	0
January 2009	945	4072	5017	5017	0
December 2008	1002	9442	10444	10437	7

November 2008	<u>867</u>	<u>8890</u>	<u>9757</u>	<u>9755</u>	<u>2</u>
October 2008	<u>667</u>	<u>9228</u>	<u>9895</u>	<u>9893</u>	<u>2</u>
September 2008	<u>628</u>	<u>10086</u>	<u>10714</u>	<u>10708</u>	<u>6</u>
August 2008	<u>661</u>	<u>9969</u>	<u>10630</u>	<u>10626</u>	<u>4</u>
July 2008	<u>404</u>	<u>11787</u>	<u>12191</u>	<u>12187</u>	<u>4</u>
June 2008	<u>216</u>	<u>11373</u>	<u>11589</u>	<u>11577</u>	<u>12</u>
May 2008	<u>168</u>	<u>9715</u>	<u>9883</u>	<u>9873</u>	<u>10</u>
April 2008	<u>237</u>	<u>9572</u>	<u>9809</u>	<u>9803</u>	<u>6</u>
March 2008	<u>303</u>	<u>9365</u>	<u>9668</u>	<u>9666</u>	<u>2</u>
February 2008	<u>258</u>	<u>4905</u>	<u>5163</u>	<u>5163</u>	<u>0</u>
January 2008	<u>213</u>	<u>6216</u>	<u>6429</u>	<u>6429</u>	<u>0</u>
December 2007	<u>215</u>	<u>6540</u>	<u>6755</u>	<u>6755</u>	<u>0</u>
November 2007	<u>182</u>	<u>5387</u>	<u>5569</u>	<u>5569</u>	<u>0</u>
October 2007	<u>249</u>	<u>5768</u>	<u>6017</u>	<u>6017</u>	<u>0</u>
September 2007	<u>261</u>	<u>6252</u>	<u>6513</u>	<u>6513</u>	<u>0</u>
August 2007	<u>342</u>	<u>7940</u>	<u>8282</u>	<u>8282</u>	<u>0</u>
July 2007	<u>381</u>	<u>10684</u>	<u>11065</u>	<u>11065</u>	<u>0</u>
June 2007	<u>368</u>	<u>9949</u>	<u>10317</u>	<u>10317</u>	<u>0</u>
May 2007	<u>264</u>	<u>8535</u>	<u>8799</u>	<u>8799</u>	<u>0</u>
April 2007	<u>256</u>	<u>8374</u>	<u>8630</u>	<u>8630</u>	<u>0</u>
March 2007	<u>248</u>	<u>0</u>	<u>248</u>	<u>248</u>	<u>0</u>
February 2007	<u>247</u>	<u>0</u>	<u>247</u>	<u>247</u>	<u>0</u>
January 2007	<u>323</u>	<u>0</u>	<u>323</u>	<u>323</u>	<u>0</u>
December 2006	<u>227</u>	<u>0</u>	<u>227</u>	<u>227</u>	<u>0</u>
November 2006	<u>129</u>	<u>0</u>	<u>129</u>	<u>129</u>	<u>0</u>
October 2006	<u>66</u>	<u>0</u>	<u>66</u>	<u>66</u>	<u>0</u>
Totals	33414	486060	519474	515109	<u>4365</u>

The following database indicates the reasons Lifeline applications are rejected. Each rejected application returned to the PSC is coded by the ETC or PSC staff. Staff can click on the number in the “Count” column and view the information for each of the applicants who were rejected.

Invalidation Code Report

[Back to Index](#)

Code	Category	Count	Percentage
0	Unknown	237	0.06
1	Already on Lifeline	175439	46.42
2	Disconnected, Discontinued, Non-payment, Closed, Bill Name Different, Wrong # or Final	41135	10.88
3	No response to PSC Letter, or returned by P.O.	5039	1.33
4	Not interested	446	0.12
5	Non ETC Provider (Specify)	8496	2.25
6	Business account	526	0.14
7	Small Talk, Greenstreak, Vacation Service, Stand Alone DSL, or any other prior program disallowing a Lifeline Discount	8279	2.19
8	Any Social Security # mismatch	23363	6.18
9	VZPAK - Verizon Local Package	18112	4.79
10	ProcessPending letter sent	95876	25.37
11	Failed DCF client verification	534	0.14
	Total	377482	99.87

The following staff links on the PSC computer provide staff with additional information on the coordinated enrollment process.

Edit Lifeline Applications

[Mark Pending \(Currently Valid\) \(519433\)](#)¹ [\[View Applications\]](#)

[Process Pending Applications \(191\)](#)²

[Non-ETC Applications \(377965\)](#)³

[View Non-ETC Applications \(Alphabetical Listing\) \(377965\)](#)

[Category 8 \(Any Social Security # mismatch\) Invalid Lifeline Applications \(23363\)](#)

[Report on Invalidation Codes](#)

[Code 99 \(Other Telecoms\) Report \(52529\) – Letters Printed for Code 99 Report \(52521\)](#) [Letters to print: 8]

[Process Code 99 \(Other Telecoms\) Applications \(51006\)](#)

[Process Pending Letters Printed \(74143\) – Printed using .NET program \(56394\)](#)

[View Uploaded Files](#)

[View Status Counts for each Provider](#)

[Search Lifeline Consumer Database](#)

[Access DCF Client Verification Service](#)

Applications by language: [English: [490423](#) (86.28%)] [Spanish: [75053](#) (13.20%)] [Creole: [2908](#) (0.51%)]

Total Lifeline Applications Submitted to PSC (Valid¹ + Pending² + non-ETC³ subtotals): **(897589)**

If you need any additional information on the PSC Computer Coordinated Enrollment system shown above, please let me know. As we mentioned in our conference call, we are working with DCF to obtain approval to enter their on-line Program Assistance Application to do some screen shots of the Lifeline application portion of the assistance application for you.

Bob Casey

*Robert J. Casey
Public Utilities Supervisor
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
bcasey@psc.state.fl.us
(850) 413-6974
Fax (850)413-6975*

From: Bob Casey
Sent: Tuesday, January 15, 2013 3:49 PM
To: 'Jonathan Lechter'; Kimberly Scardino
Cc: Beth Salak; Adam Teitzman; Bob Casey
Subject: RE: Florida Coordinated Lifeline Enrollment

The following information is provided to the ETC when a Lifeline applicant is approved through the Florida PSC/Department of Children and Families Coordinated enrollment Process:

- 1) First Name
- 2) Last Name
- 3) Address 1
- 4) Address 2
- 5) City
- 6) Zip Code
- 7) Zip 4
- 8) State
- 9) Status (P or T) for permanent or temporary address
- 10) Telephone number
- 11) Application date
- 12) Last 4 digits of SS#
- 13) Agency (This will be either DCF or PSC, either way, the applicant is confirmed as a participant in a DCF program)
- 14) DOB
- 15) Qualifying Public Assistance Program(s) – this will include SNAP, Medicaid, and/or TANF)

Bob

Robert J. Casey
Public Utilities Supervisor
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
bcasey@psc.state.fl.us
(850) 413-6974
Fax (850)413-6975

From: Jonathan Lechter [<mailto:Jonathan.Lechter@fcc.gov>]

Sent: Tuesday, January 15, 2013 3:20 PM

To: Bob Casey; Kimberly Scardino

Cc: Beth Salak; Adam Teitzman

Subject: RE: Florida Coordinated Lifeline Enrollment

Bob,

Thanks for this. Regarding the statement: "The FPSC computer then generates an automatic message to the appropriate ETC advising them that it has a Lifeline applicant's information available for retrieval on the FPSC's confidential website." What is the information that is/can be retrieved? Thanks.

Jonathan Lechter

Attorney Advisor

Wireline Competition Bureau, Telecommunications Access Policy Division

Federal Communications Commission

Direct Dial: (202) 418-7387

jonathan.lechter@fcc.gov

Susan Howard

To: Beth Salak
Subject: FW: Follow-up to Conference Call Discussing Florida Coordinated Enrollment Process
Attachments: DCF Lifeline application 3-22-13.doc

From: Bob Casey
Sent: Friday, March 22, 2013 1:13 PM
To: 'Jonathan Lechter (Jonathan.Lechter@fcc.gov)'; 'michelle.schaefer@fcc.gov'
Cc: Beth Salak; Adam Teitzman; Bob Casey
Subject: RE: Follow-up to Conference Call Discussing Florida Coordinated Enrollment Process

As promised, I went into the Florida Department of Children and Families on-line application for assistance and photo-shot the Lifeline portions of the application...please see attached.

Hopefully, this is the information you needed to acknowledge Florida's coordinated enrollment process does not need physical applications provided to ETCs.

If you have any questions, please feel free to contact me.

Thank you.

Bob Casey

*Robert J. Casey
Public Utilities Supervisor
Florida Public Service Commission
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bcasey@psc.state.fl.us
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Fax (850)413-6975*

Department of Children & Families



[English](#) [Español](#) [Kreyòl](#)

ACCESS Online #: 646235625

[Help](#) [Save & Quit](#)

Progress Bar

39% Complete

Menu

- ☐ Application
- ☐ Household
 - ◆ [Household List](#)
 - ◆ [Rights and Responsibilities](#)
 - ◆ [HIPAA Statement](#)
 - ◆ Household Relationships
 - ◆ [Household Information](#)
 - ◆ Additional Household Information
 - ◆ Certification of Identity
 - ◆ Absent Parent
 - ◆ Long Term Care
 - ◆ Noncitizen
 - ◆ Alias Name/SSN
 - ◆ Household Information Details
 - ◆ Pregnancy
 - ◆ School
 - ◆ Disability
 - ◆ Supplemental Security Income
 - ◆ [Case Information](#)
 - ◆ Migrant
 - ◆ Household Summary
- ☐ Assets
- ☐ Employment
- ☐ Other Income
- ☐ Expenses
- ☐ [Apply](#)

Case Information

Would you like to register to vote or update your voter registration record?

☐ Yes ☒ No

If "Yes", we will send you an application.

If "No", you will be considered to have decided not to register to vote or update your voter registration information.

Checking "Yes" or "No" will not affect your receipt of benefits.

Is anyone in your household a migrant or seasonal farm-worker?

☐ Yes ☒ No

Discounted Phone Service

Do you want to get a discount of at least \$9.25 per month on your phone service from the Lifeline Assistance Program?

If your application is approved the information, your information can be given to the Public Service commission (PSC) for automatic enrollment in Florida's Lifeline Assistance program. All personal information given to PSC will be kept confidential.

Do you want Lifeline Assistance?

☒ Yes
☐ No
☐ Already receive Lifeline Assistance.

If yes, do you have phone service?

☒ Yes ☐ No

If you have phone service, whose name is on the phone bill?

☒ sally M smith ☐ No One

When completed, click the Continue button below.

[Go Back](#)

[Continue](#)

CF-ES 2353 09/2011, 65A-1.205, F.A.C.



Progress Bar

36% Complete

Menu

- ☐ Application
- ☐ Household
- ☐ Assets
- ☐ Employment
- ☐ Other Income
- ☐ Expenses
- ☐ [Apply](#)

Case Details

You said you wanted a discount on your phone service. Answer all of these questions so we can make a referral. If your telephone company is not listed in the drop down box, it does not offer Lifeline at this time.

What is the name of your phone company?

What is your phone number?

Please call your phone company if you have Lifeline questions.

Lifeline is a federal benefit. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

Only one Lifeline service is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.

A household is not permitted to receive Lifeline benefits from multiple providers.

Violation of the one-per-household limitation constitutes a violation of the Lifeline rules and will result in the subscriber's de-enrollment from the program.

Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

Is the residential address listed on this application ☒ permanent ☐ temporary?
(check one)

I certify, that:

I will notify my Lifeline provider within 30 days if I no longer participate in a qualifying DCF assistance program, if I receive more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit;

If I move to a new address, I will provide that new address to my Lifeline provider within 30 days;

If I provided a temporary residential address in this application, I will be required to verify my temporary residential address every 90 days with my Lifeline provider;

My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;

The information contained in this application is true and correct to the best of my knowledge;

I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and,

I acknowledge that I may be required by my Lifeline provider to recertify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in disenrollment and the termination of my Lifeline benefits.

I understand that my name, telephone number, and address may be provided to the local telephone company, the appropriate federal or State agency, or Universal Service Administrative Company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying my eligibility and verifying that my household does not receive more than one Lifeline benefit.

☒ **I certify that I have read and understand.**

When completed, click the Continue button below.

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Case Information

Would you like to register to vote or update your voter registration record?

☐ Yes ☒ No

If "Yes", we will send you an application.

If "No", you will be considered to have decided not to register to vote or update your voter registration information.

Checking "Yes" or "No" will not affect your receipt of benefits.

Is anyone in your household a migrant or seasonal farm-worker?

☐ Yes ☒ No

Discounted Phone Service

Do you want to get a discount of at least \$9.25 per month on your phone service from the Lifeline Assistance Program?

If your application is approved the information, your information can be given to the Public Service commission (PSC) for automatic enrollment in Florida's Lifeline Assistance program. All personal information given to PSC will be kept confidential.

Do you want Lifeline Assistance?

☒ Yes
☐ No
☐ Already receive Lifeline Assistance.

If yes, do you have phone service?

☐ Yes ☒ No

If you or someone you are applying for are interested in obtaining phone service, contact the phone service provider of your choice to sign up for service.

If you have phone service, whose name is on the phone bill?

☐ sally M smith ☐ No One

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Case Details

You said you wanted a discount on your phone service. Answer all of these questions so we can make a referral. If your telephone company is not listed in the drop down box, it does not offer Lifeline at this time.

What is the name of your phone company?

What is your phone number?

Please call your phone company if you have a second line.

Lifeline is a federal benefit. Willfully making false statements can result in fines, imprisonment, de-enrollment, and loss of benefits.

Only one Lifeline service is available per household for the purposes of the Lifeline program, as any additional services together at the same address and share the same phone number.

A household is not permitted to receive Lifeline benefits on more than one line.

Violation of the one-per-household limitation can result in fines, imprisonment, de-enrollment, and loss of benefits.

Lifeline is a non-transferable benefit and cannot be assigned to any other person.

Is the residential address listed on this application the same as the address for your phone service? (check one)

BellSouth d/b/a AT&T (Home phone) ▼

ACCESS Wireless (Cell phone)

Absolute Home Phone (Home Phone)

Assurance Wireless/Virgin Mobile(cell phone)

BellSouth d/b/a AT&T (Home phone)

Budget Phone, Inc.(Home phone)

Century Link (Home phone)

Easy Telephone Service (Home phone)

FLATEL, Inc. (Home phone)

FairPoint Communications (Home phone)

Frontier Communications (Home phone)

Global Connection (Home Phone)

ITS Telecommunications Systems (Home phone)

Knology, Inc. (Home phone)

NEFCOM (Home phone)

Nexus Communications/TSI (Home phone)

Phone company not listed (Lifeline not offered)

SafeLink Wireless/TracFone (Cell phone)

Smart City Communications, Inc. (Home phone)

Sun-Tel USA (Home Phone)

T-Mobile South LLC (cell phone)

TDS Telecom (Home phone)

Tele Circuit Network Co (Home Phone)

Verizon (Home phone)

Verizon Wireless (Cell phone)

Windstream (Home phone)

dPi Teleconnect LLC (Home phone)

I certify, that:

I will notify my Lifeline provider within 30 days if I no longer participate in a qualifying DCF assistance program, if I receive more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit;

If I move to a new address, I will provide that new address to my Lifeline provider within 30 days;

If I provided a temporary residential address in this application, I will be required to verify my temporary residential address every 90 days with my Lifeline provider;

My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;

The information contained in this application is true and correct to the best of my knowledge;

I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and,

I acknowledge that I may be required by my Lifeline provider to recertify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in disenrollment and the termination of my Lifeline benefits.

I understand that my name, telephone number, and address may be provided to the local telephone company, the appropriate federal or State agency, or Universal Service Administrative Company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying my eligibility and verifying that my household does not receive more than one Lifeline benefit.

☒ **I certify that I have read and understand.**

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Household Summary

Household List

[Change](#)

Name	SSN	Date of birth	Sex	Apply for benefits
sally M smith	392799999	07/25/1953	Female	Yes

Household List Continued

[Change](#)

Name	Marital status	Living arrangement
sally M smith	Divorced	Home/apartment/trailer

Rights and Responsibilities reviewed? Yes

HIPAA statement reviewed? Yes

Household Information

[Change](#)

Name	Citizen	Florida resident	Alias/SSN	US Military	Out of U.S.
sally M smith	Yes	Yes	No	No	N/A

Household Information continued

[Change](#)

Name	Pregnancy	School	Fleeing the law due to a felony or probation or parole violation
sally M smith	No	No	No

◆ **Case Information**

◆ Migrant

◆ Household Summary

⊞ **Assets**

⊞ **Employment**

⊞ **Other Income**

⊞ **Expenses**

⊞ **Apply**

SMITH

Household Information continued

[Change](#)

Name	Convicted of drug trafficking felony	Convicted of receiving benefits in more than one state at the same time	Received Food, Cash or Medicaid assistance from another state or source
sally M smith	No	No	No

Additional Household Information

[Change](#)

Name	Disability	Renal Dialysis	Hospice	HCBS/Waiver	Received SSI in past but not receiving now
sally M smith	No	N/A	N/A	N/A	N/A

Additional Household Information continued

[Change](#)

Name	Children limited or prevented in any way in ability to do the things most children of the same age can do	Children that need or get special therapy such as physical, occupational or speech therapy or treatment or counseling for emotional, developmental or behavioral problems.	Children that need or use more medical care, mental health or educational services than usual for children of the same age
sally M smith	N/A	N/A	N/A

Additional Household Information continued

[Change](#)

Name	Immunization	Child Health Checkup Services	Emancipated minor	Foster child	Human Trafficking
sally M smith	N/A	N/A	N/A	N/A	N/A

Case Information[Change](#)**Register to
vote**

No

**Interested in Lifeline
assistance**

Yes

**Migrant or seasonal farm
worker**

No

Case Details**Currently have
phone service**

Yes

SSN

392799999

**Phone service
provider**BellSouth d/b/a AT&T
(Home phone)**Phone
number**(850)999-
9999**Name on the
phone bill**sally M
smith

When completed, click the Continue button below.

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**Florida Public Service Commission (FPSC) /Florida Department of Children and Families
(DCF) Lifeline Coordinated Enrollment Process**

A Florida consumer applying for Medicaid, Supplemental Nutrition Assistance Program (SNAP), or Temporary Assistance to Needy Families (TANF) must apply for the assistance through DCF which is the administrator of those programs in Florida. Included within DCF's application is a question asking whether the applicant wants to receive a \$12.75 per month discount on their phone service from the Lifeline Assistance program.

If the applicants answer in the affirmative, they are asked if they presently have phone service and if so, what their phone number is and whose name is on the bill. They are then asked to choose the name of their telephone provider from a drop-down menu which appears with the names of all the Florida ETCs. If an applicant checks that they do not presently have phone service but want to receive Lifeline Assistance, they are advised to contact their local provider and sign up for service.

The application then lists all the attestations and certifications required in the Lifeline Reform Order, and asks if the residential address listed on the application is permanent or temporary. The applicants have to check whether they have read and understand each of the certifications.

The DCF holds this information until a determination is made as to whether the applicant gets approved for Medicaid, SNAP, or TANF. Once an applicant has been approved for one of these programs, and has indicated they want to participate in the Lifeline program, the DCF computer automatically sends a message to the FPSC computer indicating this person has been approved for a Lifeline qualifying program and has requested Lifeline Assistance.

The FPSC computer automatically queries the DCF message to retrieve the name of the applicant's ETC provider. The FPSC computer then generates an automatic message to the appropriate ETC advising them that it has a Lifeline applicant's information available for retrieval on the FPSC's confidential website. The only time an ETC receives the message from the FPSC is when an applicant has been certified that they participate in Medicaid, SNAP, or TANF. The ETC can only view the Lifeline applications of applicants who have applied to that specific ETC through the coordinated enrollment process.

The ETC retrieves the Lifeline applicant's information by logging in to the confidential FPSC website to download the spreadsheet with the names, addresses and other information of the applicants. The spreadsheet indicates whether the application was originated on the DCF website or the FPSC (see below) website.

By Florida Statute, ETCs have 60 days to place the applicant on Lifeline. By FPSC rule, the ETC has to apply the Lifeline credit back to the date of the FPSC e-mail message sent to them advising that an applicant has been approved for Lifeline.

**Florida PSC On-Line Lifeline Coordinated Enrollment Process for Applicants Already
Participating in Medicaid, SNAP, or TANF**

Consumers already participating in Medicaid, SNAP, or TANF can apply for Lifeline on the FPSC website at:

[https://secure.floridapsc.com/\(S\(ob1zlcip3q4efr45gkyhz255\)\)/public/lifeline/lifelineapplication2.aspx](https://secure.floridapsc.com/(S(ob1zlcip3q4efr45gkyhz255))/public/lifeline/lifelineapplication2.aspx) .

The applicants provide their name, address, telephone number, date of birth, and last four digits of their social security number. They indicate whether their address is permanent or temporary, and whether they have a different billing address.

They select the name of their provider from a drop-down box listing all Florida ETCs, and then indicate whether they are participating in Medicaid, SNAP, or TANF. The application includes all the attestations and certifications required in the Lifeline Reform Order.

Once the applicant agrees to the terms and conditions at the bottom of the application and hits the submit button, the FPSC computer automatically conducts a query in the DCF computer to verify the applicant is actually participating in the program(s) checked by the applicant. If the DCF computer response message confirms participation in a qualifying Lifeline program, the FPSC computer automatically generates an e-mail to the appropriate ETC that it has a Lifeline applicant's information available for retrieval on the FPSC confidential website.

By Florida Statute, ETCs have 60 days to place the applicant on Lifeline. By FPSC rule, the ETC has to apply the Lifeline credit back to the date of the FPSC e-mail message sent to them advising that an applicant has been approved for Lifeline.

If the DCF computer cannot verify participation in the Lifeline qualifying program, FPSC staff generate a letter to the applicant notifying them we could not confirm participation in the Lifeline qualifying program they checked. We include a hard-copy Lifeline application with the letter along with a listing of all Florida ETCs and FPSC staff telephone numbers if assistance is needed.

If the applicant desires to qualify using a Lifeline qualifying program other than Medicaid, SNAP, or TANF, they are directed to use a hard-copy Lifeline application which could be downloaded from the FPSC website. Applicants wishing to qualify for Lifeline using Supplemental Security Income, Federal Public Housing Assistance, Low-Income Home Energy Assistance Program, National School Lunch Free Lunch Program, or Bureau of Indian Affairs Programs can complete a hard-copy Lifeline application, and submit it to their telephone provider along with verification that they are currently participating in one of these programs. A list of acceptable documentation is included on the application which can be viewed at:

<http://www.floridapsc.com/Files/PDF/Utilities/Telecomm/Lifeline/ApplicationEnglish.pdf>

Florida Office of Public Counsel Lifeline Income Criteria Certification

Florida Statutes provide that the Florida Office of Public Counsel (OPC) shall provide Lifeline applicant income criteria certification for each local exchange telecommunications company that has more than one million access lines and any commercial mobile radio service provider who elects to have OPC certify their income criteria applicants.

The OPC verifies an applicant's income based on the requirements of the Lifeline Reform Order. Once an applicant's eligibility is confirmed by OPC, OPC sends the ETC a spreadsheet similar to the spreadsheet the FPSC sends ETCs when an applicant is approved through the Lifeline coordinated enrollment process. The spreadsheet contains the applicant's name, address, phone number, date of birth, last four digits of the persons social security number, and date the applicant was approved.

In both cases, a state agency has determined the applicant's eligibility based on the requirements of the Lifeline Reform order, and provided the ETC with a spreadsheet containing all the necessary information to place the approved applicant on Lifeline.