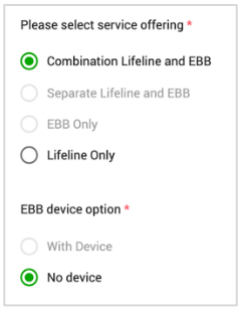
Lifeline Wireless Program

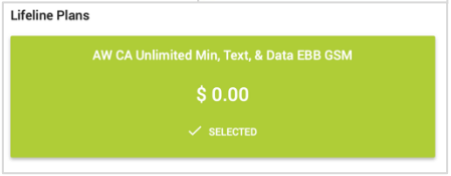
Step-By-Step Training Guide

Step 1: Visit LifelineCA.com/24hrcares/ on your browser.

Step 2: Follow the simple enrollment process.

1. Enter in the member's email address and zip code and hit "Start Application."
2. Select the "Combination Lifeline and EBB" option when asked to "select service offering."
3. Select the "No Device" option when asked to select "EBB device option."
4. Assist the member in entering in his/her information EXACTLY as it is in the Medicaid application. The fields with the red asterisk are required fields.
5. If the member needs to have the new phone shipped to a different address than the application "residence" address, the member must select the "use other shipping address" option and enter in the alternative ship to location.
6. Select the "Medi-Cal" option when asked to "Please select a state or federal program you participate in."
7. Answer the next two questions regarding any previous participation in the Lifeline program accurately. Then click "next."
8. On the next page when asked to select a Lifeline Plan, choose the "AW CA Unlimited Min, Text, & Data EBB GSM" plan for $0.00.
9. Answer the follow questions based upon the recipient's preferences.
10. Read and attest to each of the listed authorizations and disclosures.
11. Next, the member must enter a four (4) digit Personal Identification Number (PIN). Enter the same four-digit PIN number in the next field to "confirm PIN." This PIN





number will be used to validate the member's identity when viewing the account online. The member should choose a four-digit PIN number they can recall at a later time.

12. Hit "I Accept" to continue the application. If the device asks you if you want to "save this password to use with apps and websites?" select "Not Now."
13. Next, complete the steps to verify the recipient's eligibility. *(**NOTE**: If the recipient does not have the ability to upload proof of eligibility or identity, you may select the "Verify my eligibility later…" option and skip to step 14. HOWEVER, the eligible recipient **must** return to the application within 30 days to upload proof of eligibility and identity in order for his/her application to be approved.)*
    a. First, upload program eligibility proof. To do this, take a picture of one of the following document types. Ensure that all four (4) corners of the document are visible in the photograph.
        i. Letter of Participation,
        ii. Statement of Benefits, or
        iii. Other document identifying participation in Medi-Cal.

        Note: The document provided must include the recipient's name; the name of the program such as Medi-Cal; be issued by a federal, state, or local government, program administrator or managed care organization, or Tribal program; be issued or dated within the last 12 months or have a future expiration date; and demonstrate that the recipient's household is an active participant in Medi-Cal.
    b. Next, click on the green box that says "Click here to upload your proofs…"
    c. A pop-up box will appear. Find the proof of eligibility document you have saved and click "Open."
    d. Repeat steps 12a – 13c to provide proof of identification and proof of address.

        Note: If the address provided on your Proof of Identification is **the same** as the

address you provided on your application, simply click the "Copy ID Image" button. However, if the address provided on your Proof of Identification **is different** than the address you provided on your application, you will need to provide a copy of one of the following proving your address: Unexpired Driver's License, Unexpired government, state, or Tribal issued ID, Utility Bill, Government assistance program documents, Valid address compared to local, state, or federal government , Statement of benefits from a qualifying program, Current mortgage or lease statement, Income Statement, Prior year's state, federal or Tribal tax return, Unemployment/workers' compensation statement of benefits, Retirement/pension statement of benefits.

14. Hit "Submit" to complete the application.
15. The final confirmation page will appear with the member's order number at the top of the screen as well as a notification that the application was pre-approved by Access Wireless.

Step 3: Agree to the National Verifier Terms and Conditions

1. The browser will automatically redirect the member to the National Verifier website (in 15 seconds). If it does not automatically redirect you, click continue. (15 second timer)
2. The recipient will upload documentation for proof of identity and proof of eligibility in the program.
3. The member will type his/her initials in each box to attest to each of the National Verifier terms and conditions.
4. The member will type his/her name and then check the box to confirm that it is a digital signature and click submit.
5. The member will be directed back to the Access Wireless application page and prompted again to enter the last four digits of his/her social security number.

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6. The left and middle boxes will have a green banner at the top of the square indicating that the member's application is complete and approved.
7. The member will receive a confirmation email from Access Wireless indicating that the application has been completed and approved.

Step 4: Once the application is approved, the new phone will be shipped and arrive in 3-5 business days.