

Frequently Asked Questions

How do I confirm member eligibility in Lifeline?

All Medicaid members are eligible for the Lifeline Program.

What will members receive?

Our unique offering gives members a free smartphone and free plan, including unlimited minutes, text, and data (15GB of high speed data)*.

What do members need to enroll?

Medicaid members will only be asked to enter the Personal Identifiable Information (PII) and proof of identity and eligibility. The Lifeline for Medicaid Members application will ask:

- Member First and Last Name
- Member Date of Birth
- Last four digits of member's social security number
- Member Residence Address
- Email Address
- Proof of Identity and Eligibility

Information must match the member's information in their Medicaid file within the Medicaid database, even if out-to-date. (i.e. If a member has moved but has not yet updated their residence, they must enter the residence address on file.)

What if a member's shipping address is different from their Medicaid residence address?

Members can opt to select a separate shipping address. Members must check the relevant box and enter their current shipping address.

How long does the process take?

Applying is simple and takes no more than a few minutes. Phones will be drop shipped to the member's home in 3-5 business days upon application approval.

If multiple members in the same household qualify for Lifeline, can they receive multiple free smartphones and plans?

No, Federal rules only permit one Lifeline benefit per household. If eligible members within the same household are married, they are considered one household and do not qualify individually. However, if two eligible members live together but maintain separate finances (i.e. contribute to the bill separately), those two individuals are considered different economic units and qualify separately. Customer attestation is required to confirm they are different economic units.

What if a member is already receiving a Lifeline benefit?

Individuals currently receiving the Lifeline benefit can elect to transfer their benefit to this free, new plan. To do so, members simply need to enroll via this application and their prior benefit will be terminated. It is important to ask members if they already receive a Lifeline benefit, such as for their home phone line. If members enroll in this new plan, they will lose their former benefit and be charged the full amount of the broadband service. One can check the member's phone bill to confirm if a member already receives a Lifeline benefit.

Do members need to do anything after they submit their application?

Once members receive the phone in the mail, they must use their phone once per month to keep the program active. Plus, members will be informed via mail or a pre-recorded message and text message from Access Wireless when they are due to recertify enrollment in the program.

The ACP is a government benefit program operated by the Federal Communications Commission (FCC) that provides discounts on monthly broadband Internet access service and certain connected devices. The ACP monthly service and device discounts are non-transferrable. An eligible household is limited to one monthly service discount and one device discount. Only one per household is eligible for the ACP program. Eligibility for the ACP will be determined by the National Verifier, administered by the Universal Service Administrative Company (USAC). ACP discounts can be applied to any available Access Wireless service plans. Our standard Terms and Conditions, including the Acceptable Use Policy, apply. ACP benefits may be obtained from any participating provider of your choosing and your monthly service benefit may be transferred to another provider at any time.

*Access Wireless will provide eligible households with unlimited voice and unlimited data. Unlimited data includes a fixed amount at high speed. "High Speed" means maximum available network speeds. After monthly allotted high speed data, remaining data provided at 256 kbps. Video typically streams in SD (480p). Lower speeds may affect audio and video streaming, access to certain websites and content, or use of available applications. Offers may vary by state and service may not be available in all areas. To see plan details, go to accesswireless.com/lifeline.