

## **SAFELINK PROGRAM**

### **FAQ**



## GENERAL PROGRAM INFORMATION

### A. What is the SafeLink Phone program?

SafeLink is a federal program that provides FREE phone service and airtime each month to income-eligible customers who apply and qualify for the program. This service is limited to one per household.

### B. What are the SafeLink Wireless benefits members receive?

Eligible members receive a smartphone including Voicemail, Caller ID, Call Waiting, and Long Distance with 350 minutes, unlimited text and 3GB of data per month, at no cost, effective December 1, 2019.

Members may also choose to Keep Their Own Smartphone and receive a Free Sim Card for the same benefits.

Through our partnership, members receive additional enhanced no cost features:

- 9-1-1 calling
- Calling to MCO's Member Services phone number (calls to this number do not count against the 350 monthly minutes)
- Unlimited inbound and outbound SMS text messaging
- Three free Telemedicine calls per month and written prescriptions to a local pharmacy through Doc.com

### C. Who is eligible for the MCO SafeLink Program?

Medicaid and Dual-eligible (Medicaid/Medicare) members. However, other qualifying programs for Lifeline include:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veterans & Survivors Pension Benefits & other Tribal Programs

### D. What is the National Verifier?

The Lifeline National Eligibility Verifier (National Verifier) is a centralized system managed by the Federal Communications Commission (FCC) that determines whether subscribers are eligible for Lifeline. Once applicants are determined to be eligible, they can apply with a Lifeline provider (SafeLink Wireless) to receive their service.

### E. How can a member sign up?

- Contact SafeLink Customer Service (877) 631-2550 to apply over the phone
- Visit <http://www.SafeLink.com>

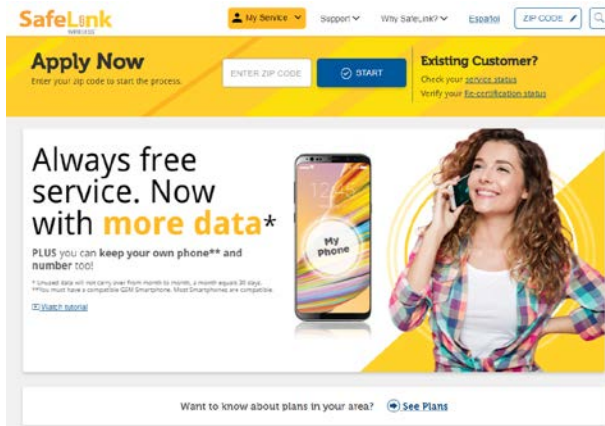
After member completes the enrollment process with SafeLink, members will receive a pre-activated SafeLink phone with the phone's first month allotted minutes.

Applicants residing in the following States, must follow the process below to enroll into the SafeLink program with the National Verifier:

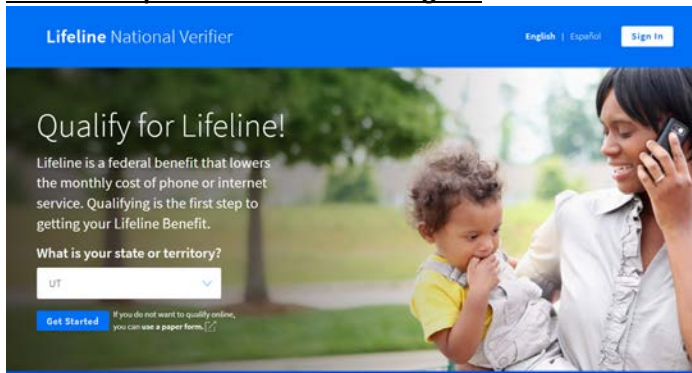
**States\*:** Alabama, Alaska, Arkansas, Arizona, Colorado, Connecticut, Delaware, District of Columbia, Georgia, Florida, Hawaii, Idaho, Indiana, Illinois, Iowa, Louisiana, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, South Dakota, Tennessee, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin and Wyoming.

\*States are subject to change as the National Verifier rolls out to the remaining States.

- Go to [www.SafeLink.com](http://www.SafeLink.com) or call SafeLink Customer Service (877) 631-2550
- **National Verifier Eligible** - If the member is verified as eligible by the National Verifier database, they will be allowed to continue the enrollment with SafeLink.



- **Pending National Verifier Eligibility** – If the applicant has not completed the National Verifier application process, will be redirected to the National Verifier to complete process & will need to follow instructions. **The personal information provided to SafeLink is transferred to the National Verifier without the need for consumer to re-enter their personal information again.**



- After the member receives a Qualify approval from the Lifeline National Verifier, they can return to [www.SafeLink.com](http://www.SafeLink.com) or call Customer Service (877) 631-2550 to enroll in the program.

**F. How would member qualify for the free phone option?**

New Medicaid eligible members that are found on the HMO’s whitelist (member eligibility file provided by the HMO partner to TracFone) will qualify for the “Free Phone” option. The applicant information must exactly match the active HMO whitelist in terms of Name, Address, Last 4 Digits of Social Security Number, and Date of Birth.

Please keep in mind that there could be timing delay between the moment we receive the file from HMO and the moment the file is processed by our system as this process usually takes four (4) business days. If any new HMO member (not on the previous list) applies within that time frame, they will not be offered the “Free Phone” option.

**G. How long can members receive SafeLink Wireless service and benefits?**

Once enrolled, members are eligible to receive the benefits for 12 months. Members will need to recertify annually to keep their Lifeline benefits. Furthermore, members will continue to receive the extra service/benefits of the partnership as long as they remain an MCO partner member.

Members, who choose not to recertify or no longer qualify for Lifeline, can keep the phone and it will function as a regular TracFone.

**H. Will the individual who loses eligibility be billed from SafeLink if they continue to use the phone outside of the MCO program?**

No. SafeLink is a prepaid wireless company. There are no bills. It is pay as you go.

**I. If an individual is no longer a member of a health plan, can they continue to use their phone?**

Yes, as long as they are still eligible to receive Lifeline benefits. However, minutes will be deducted from their cellular plan when calling Member Services. If/when the member comes back on the MCO plan; they will receive the free calling benefit to Member Services.

## 1. CELL PHONES (SAFELINK) and KEEP YOUR OWN SMARTPHONE

**A. When will the member receive their cell phone?**

After SafeLink receives the completed application and the enrollment is processed, members will receive a pre-activated SafeLink phone.

**B. When can the member begin using their cell phone?**

The phone comes activated, so they can begin using it immediately.

**C. How does the process work for the Keep Your Own Smartphone option?**

- To Keep Your Own Smartphone, you must have a compatible GSM phone (which includes T-Mobile and AT&T compatible phones). Your phone must also be unlocked. Several other carriers also use GSM networks. To confirm yours is included, call your carrier.
- The member will need to check the Keep Your Own Smartphone option on the application.
- Once the application is approved, Safelink will send the member a SIM card.
- The member will need to switch out the old SIM card with the new SIM card, and reboot their phone. After reboot:
  - The phone will be activated with the Safelink service.

- *The old phone number will be replaced with a new cell phone number. However, if the member wants to keep their old phone number, they will need to call Safelink customer service.*
- For assistance to replace the SIM card the member should contact SafeLink.

**D. How can a member upgrade their current Safelink cell phone?**

The member must call SafeLink and will have the option to pay a fee to upgrade their phone. The fee depends on the phone the member chooses.

## 2. MINUTES – CELL PHONE PLANS

**A. What if a member runs out of their allotted, free minutes?**

The member needs to wait until their minutes are reloaded for the next month. This happens between the 1st and 3rd of every month.

**B. How can a member purchase extra minutes?**

Members can purchase extra minutes (at their expense) by any of the following methods:

- Call SafeLink at 877-631-2550
- Press the Menu button on their phone, which will provide instructions/options
- Go to [www.safelink.com](http://www.safelink.com)
- Go to a retail store, i.e., TracFone Wireless, Walmart, Walgreens, Rite Aid, Family Dollar, Dollar General, 7-Eleven, Money Gram, etc.
- Find retail store locations here <https://www.safelink.com/wps/portal/home/retailers>

**C. If the member has exhausted their allotment of free minutes, can they continue to use their cell phone?**

Yes, but the phone can only be used for text messaging, calls to the Member Services 800# and 9-1-1. Other than that, the member will not be able to dial out.

## 3. TEXT MESSAGES

**A. Can members text?**

Yes, and it is unlimited.

**B. What is the cost to the member for texting?**

There is no cost to the member, and does not affect the cell phone plan.

## 4. TROUBLESHOOTING

**A. What if there is an issue with an existing Safelink member's phone?**

- Call the SafeLink Customer Service line (877) 631-2550 to troubleshoot the technical issues
- If the Customer Service Representative determines that the phone is defective, they will be able to issue a replacement as long as the phone is within the one (1) year manufacturer

warranty. If the phone is not within the warranty time period, they can purchase a phone at their own expense and transfer the SafeLink service to the new phone.

**C. What happens if a member does not receive their cell phone?**

Call SafeLink directly at (877) 631-2550.

**D. What if a member is assessed charges that are not valid?**

TracFone is a prepaid wireless company and the member will never receive a bill or charge. This is a no-cost program to the member.

**E. What if a member cannot access the SafeLink website:**

The member can call SafeLink for support at (877) 631-2550 or call 611 from their cell phone.

## 5. CONTACT INFORMATION

Company	Name	Phone	Responsible for
SafeLink	Customer Service Agent	877-631-2550	<ul style="list-style-type: none"> <li>• Enrollment</li> <li>• Technical Support (device or wireless issues)</li> <li>• Keep Your Own Smartphone SIM card</li> <li>• Cell phone plan (minutes)</li> </ul>
SafeLink	Customer Service Agent	877-631-2550	<p><b>Cell Phone Device</b></p> <ul style="list-style-type: none"> <li>• <b>New or broken</b> SafeLink will troubleshoot, and/or replace if it is still under warranty. If the warranty is over, the member will have to purchase a phone at their cost.</li> <li>• <b>Lost or Stolen</b> The member will have to purchase a phone at their cost</li> </ul>
SafeLink	Customer Service Agent	611	The member can call 611 from their cell phone for support.

**HOURS OF OPERATION:** Monday-Sunday, 8AM - 11:45PM EST (available in English and Spanish)

## 6. ESCALATIONS

For further escalations to SafeLink, the MCO agent will need to include the following information in a **secured/ password protected email per HIPAA regulations or a password protected word document**. Receiving the member's information is the SafeLink standard process to address any escalation request; we must receive it all in order to locate the member's records in our system.

Please keep in mind that the password to open the document (in case this option is chosen) should only be sent to the agent addressing the case.

1. Full Name
2. Date of Birth
3. Last 4 of SSN
4. Member's full Address
5. Enrollment ID (if available)
6. Phone Number (Existing Customer)
7. Issue

Send Email to:

- General Escalations - [HMOEscalations@vmbc.com](mailto:HMOEscalations@vmbc.com)
- Technical Escalations - [HMOSupport@tracfone.com](mailto:HMOSupport@tracfone.com)

Elizabeth Simonhoff: [ESIMONHOFF@tracfone.com](mailto:ESIMONHOFF@tracfone.com)

Angela Martinez: [anmartinez@tracfone.com](mailto:anmartinez@tracfone.com)