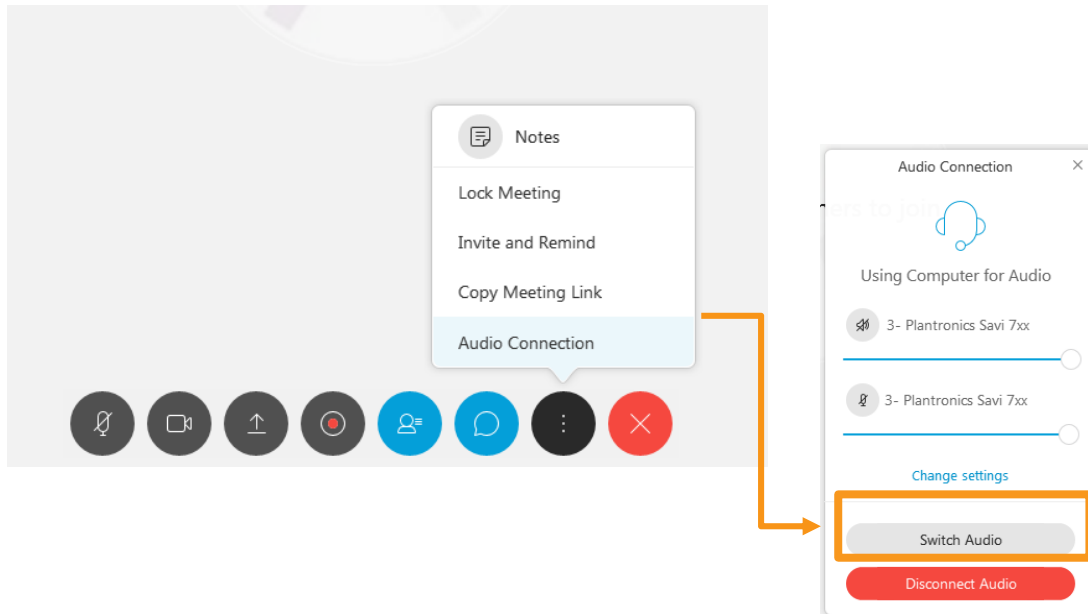


Welcome!

 We will be **recording** today's webinar.
 Everyone is **muted** to reduce background noise.

Trouble Hearing? Troubleshooting Audio Issues



 We will be **recording** today's webinar.
 Everyone is **muted** to reduce background noise.

Activate Chat

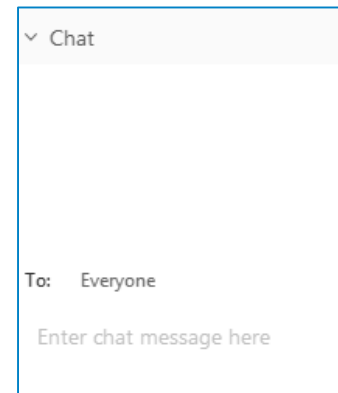
1. Make sure chat bubble on bottom is blue (active).



2. Make sure your chat box is expanded so you can see chats – click the blue greater than symbol.

> Chat

3. Make sure your chat “To” is set to “Everyone.”



Welcome and Introduction

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SafeLink Program

SafeLink Phone Program

SafeLink is a government supported service within the Federal Lifeline program which provides discounts on basic monthly telephone service for low income households.

Eligible members receive a smartphone* including Voicemail, Caller ID, long distance, with 350 minutes and 3GB of data per month

Additional benefits include

- 911 calling
- Free calls to member services (Community Health Network of Connecticut member services)
- Unlimited SMS text messaging (inbound and outbound)

* A free smartphone will only be offered to members that are found on the monthly eligibility file sent by Community Health Network of CT

Who is eligible for SafeLink?

Applicants must be active Medicaid or dual-eligible (Medicaid/Medicare) members

If person is eligible for Medicaid, they must apply for Medicaid and receive their Medicaid ID before they can apply for SafeLink

To verify eligibility, applicants must submit information through the National Verifier (more on the next slide)

All members that participated in the Safelink program in the past and stopped participating for any reason are eligible to reapply as long as they are still participating in any of the Lifeline qualifying programs like Medicaid. It is important to keep in mind that members will only receive one free phone from SafeLink

How to apply

Contact SafeLink Customer Service (877) 631-2550 to apply over the phone

Visit <http://www.SafeLink.com>

As part of the application process, applicants must also complete the National Verifier application to confirm their eligibility. The applicant could start the application process on the SafeLink website and will be redirected to the National Verifier website to verify eligibility.

After the applicant receives confirmation of eligibility from the National Verifier, they can return to the SafeLink application or call customer service (877) 631-2550 to enroll in the program. The National Verifier verification process is done automatically and the applicant will receive eligibility confirmation.

What members need to apply and complete the verification process

State issued photo ID

Medicaid ID card and number

Social Security number

Proof of where they reside

- Emergency shelter address can be used. When using this option the member will be prompted to fill out a Household worksheet where they will be signing under penalty of perjury that they do not share economical resources with anyone living in the same address

The National Verifier may be able to verify members automatically. However, in certain cases, they may require additional supporting documentation to verify the member's eligibility to participate in the program

If copies of eligibility documents are requested, members can scan, copy, or take pictures of the documents with their camera or phone to submit

How do applicants qualify for free phone?

Members will qualify to receive a free Android Smartphone, as long as the information provided during the application process exactly matches the information SafeLink is receiving on the monthly eligibility file provided by Community Health Network of Connecticut. If the members information is not found, the member will only be offered the Keep Your Own Phone option in which they will receive a SIM card to be used on a unlocked GSM phone.

Phones / SIM cards are sent activated via mail and are usually received within 7 to 10 business days, they can be used immediately once they are received.

What if applicant already has a phone?

Member must have a compatible GSM phone (which includes T-Mobile and AT&T compatible phones) and 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.

How long can members receive SafeLink service and benefits?

Members are eligible to receive benefits for 12 months. However, members need to use their phone at least once a month to maintain their phone services active otherwise, they will be de-enrolled from the program due to non-usage

Members need to recertify annually to keep their Lifeline benefits for another year.

Members who choose not to recertify can keep the phone and it will function as a regular Tracfone (pay as you go)

Cell phone service plans

Members receive 350 minutes, unlimited text and 3GB of data

- Minutes and data are reloaded between the 1st and 3rd of each month

SafeLink phone service is prepaid, so members will not be billed if they run out of minutes and will never receive a bill or charge

- Members can continue to text, call 911, and call members services if they run out of minutes

Members can purchase extra minutes by the follow methods:

- Call SafeLink 877-631-2550
- Press the Menu button on their phone and follow instructions
- Go to www.safelink.com
- Purchase minutes from retail store (Walmart, Walgreens, Rite Aid, Family Dollar, Dollar General, 7-11, Money Gram, etc.)
- Find retail store locations here
<https://www.safelink.com/wps/portal/home/retailers>

Troubleshooting

If there is an issue with an existing SafeLink phone:

- Call customer service (877) 631-2550
- If customer service representative determines the phone is defective they will be able to issue a replacement phone as long as the phone is within the one year manufacturing warranty

What if phone is lost or stolen?

- The member will have to purchase a phone at their own cost, they can go to the SafeLink website to purchase affordable phones or go to any retailer like Walmart and obtain a GSM unlocked phone
- Call customer service to activate new phone and continue SafeLink phone service and benefits. The activation process will be no different, the only requirement is that the phone must be unlocked and on the GSM network

QUESTIONS?
