

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-22-113

Issue date: 11/9/2022

Topic: Other

Due date:

Subject: Landline and Internet Service Assistance Programs (Provider Time Capture (PTC))

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input checked="" type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Comagine |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

This transmittal reviews landline and internet service assistance programs available to consumers or providers. Please note, the PTC team is only offering information that was made available by other groups. If staff have additional questions about the programs, they should reach out to the applicable program rather than the PTC team.

Some providers with technology barriers or other barriers to using the OR PTC DCI Mobile App or Web Portal may prefer using the OR PTC DCI Landline option, but their consumer may not have a landline phone. Other providers may be able to use the Mobile App or Web Portal but are having difficulty paying for home internet service. Therefore, the PTC team compiled information about landline phone and internet assistance programs.

If a provider does not have access to a mobile device to use the OR PTC DCI Mobile App, the landline may be a good option. **Please keep in mind that the consumer will need to have a landline in their home. A provider cannot use their own landline phone to record time (unless they live with the consumer).**

Programs that help pay for landline phone or internet services

OSIPM Supplemental Communication Allowance:

Supplemental Communication Allowance

- Eligibility requirements
- Limited to a maximum of \$25 per individual per month
- The least expensive appropriate monthly telephone service or the basic rate, whichever is less



(Slide from Non-MAGI Medical – Eligibility Section One Training)

See [Program Payments and Supports Quick Reference Guide \(QRG\)](#) for more information about how to request new payments.

- OSIPM Supplemental Communication Allowance (Telephone Allowance) listed on page 36
- Maximum allowance of \$25 per month
- Pay Code: 45

Oregon Lifeline:

A federal and state government program that provides a monthly discount on phone or broadband service for qualifying low-income Oregon households.

- Receive a discount on your phone bill of up to \$15.25 per month;
- Receive a discount on your broadband bill of up to \$19.25 per month; or
- Receive free cell phone and data service.

How to qualify for Oregon Lifeline:

You may qualify for Oregon Lifeline if you are at least 18 years old and you, or a member of your household, receives one of the following benefits:

No Documentation Required with Application:

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income

Documentation Required with Application:

View a list of the [required documentation](#).

- Federal Public Housing Assistance
- Veterans or Survivors Pension Benefit
- Total household income is at or below 135 percent of federal poverty guidelines*
- Bureau of Indian Affairs General Assistance
- Tribal Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations
- Tribal Head Start (only households that meet the same qualifying standard)

Tribal Lifeline:

Oregon residents on [federally-recognized Tribal lands](#) may qualify for an additional \$25 discount per month.

Tribal Link Up:

- Provides qualifying Tribal residents with a one-time discount of up to \$100 on the initial installation or activation of wireline or wireless phone service.
- Allows residents to pay the remaining amount they owe on a deferred schedule, interest free.

Qualifying Tribal residents may be eligible for Link Up again only after moving to a new primary residence. Not all wireline or wireless phone companies offer Tribal Link Up.

Discount amounts are subject to change. Federal and state regulations limit the Lifeline benefit to one person per household for phone or broadband service.

Affordable Connectivity Program (formerly Emergency Broadband Benefit):

The Federal Communications Commission (FCC) manages the Affordable Connectivity Program, formerly known as the Emergency Broadband Benefit program. Not to be confused with Oregon Lifeline, the Affordable Connectivity Program provides a discount of up to \$30 per month toward internet service for eligible low-income households and up to \$75 per month for eligible low-income households on qualifying Tribal lands through participating service providers.

See [Oregon Public Utility Commission's website](#) for more information on the above programs.

For more information on the PTC Project, please visit PTC.Oregon.gov.

If you have any questions about this information, contact:

Contact(s): Provider Time Capture	
Phone:	Fax:
Email: PTC.Support@odhsoha.oregon.gov	