

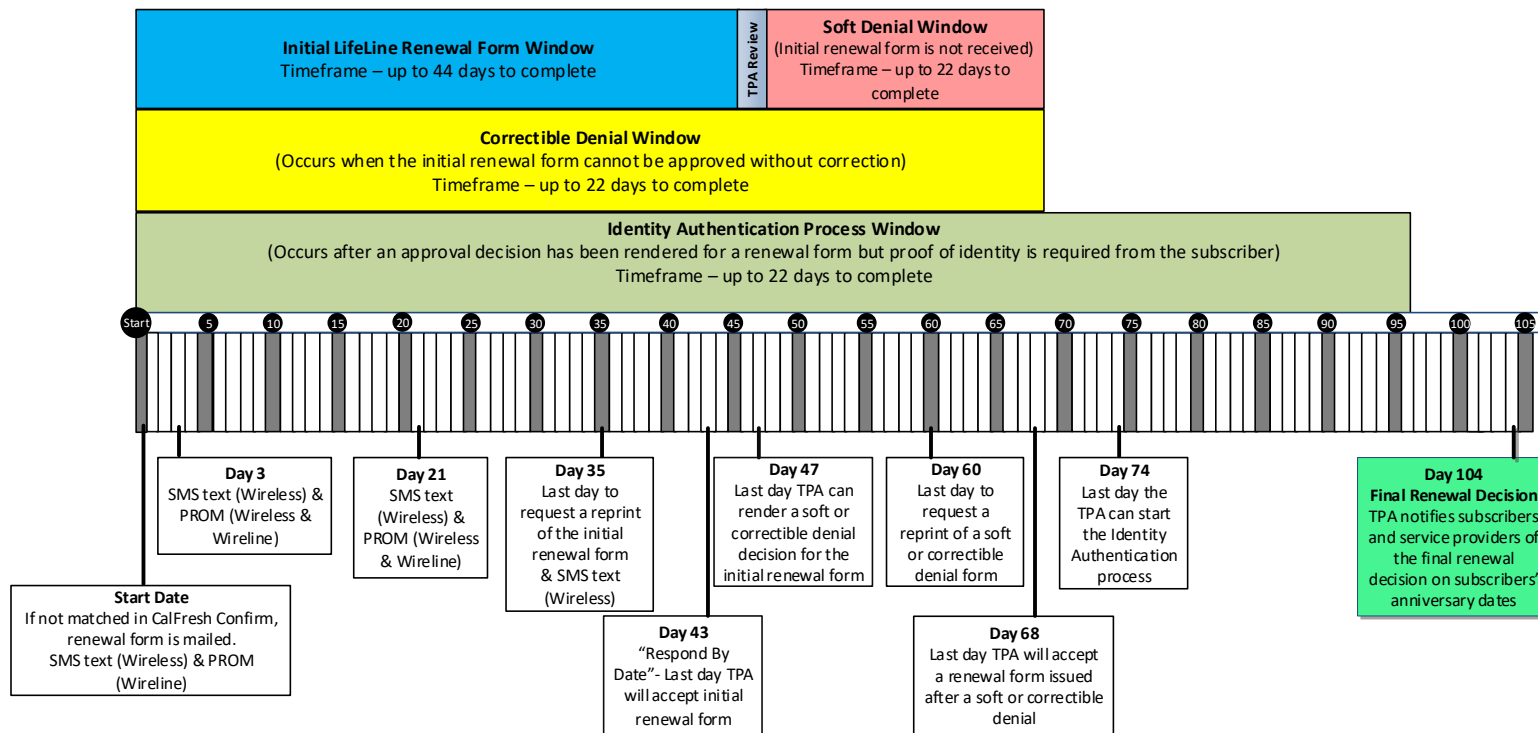
California LifeLine – Renewal Process Timeline

TPA checks CalFresh Confirm on the start date to verify active SNAP participation. Subscribers matched CalFresh Confirm and who do not need to provide additional documents to the TPA will not receive a renewal form in the mail and will have no other actions required to renew their LifeLine benefits.

TPA's review of a submitted document can occur at any point in the timeline up to day 98.

TPA checks CalFresh Confirm to attempt to verify subscribers' LifeLine eligibility before making any denial decisions.

From the date a document is received by the TPA, the TPA has 3 business days to review the document and make a decision.



Glossary of Important Terms

CalFresh Confirm - a tool that allows LifeLine to verify active SNAP participants

PROM - Pre-recorded outbound messages using an automatic dialer

SMS Text - Short Message Service text-only phone messages

SNAP - Supplemental Nutrition Assistance Program

TPA - Third Party Administrator of the LifeLine Program

The California LifeLine renewal process timeline displayed above is a representation. Each step of the timeline varies for individual subscribers based on how quickly they submit documentation to the TPA, as well as US mail times and business days