

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



May 20, 2019

NOTICE TO SERVICE PROVIDERS OFFERING LIFELINE IN CALIFORNIA

RE: LifeLine Claims - Interim Claim Instructions for April and May 2019 Monthly Subsidy Claims for All Service Providers and Implementation Costs Relating to the TPA Transition for Wireless Carriers

A. Interim Claim Instructions for April and May 2019 Monthly Subsidy Claims for All California LifeLine Service Providers

In light of the Program's recent transition to a new LifeLine third party administrator (Maximus Health Human Services, Inc.), the Communications Division hereby notifies to all California LifeLine service providers that the companies may use their estimate of approved LifeLine participants and service connections for April and May 2019 claims. This is a limited, two-month interim process to accommodate the new TPA transition. These interim claims will be subject to a true-up, when the TPA's final month end reports are made available.

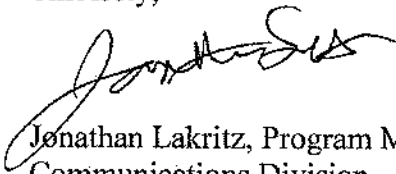
To allow sufficient time for service providers to prepare and submit claims, service providers have until May 30, 2019 to submit their April 2019 claims and until June 28, 2019 to submit May 2019 claims and still be eligible for the expedited 90-day claim processing. When the TPA's final April 2019 and May 2019 month end reports are issued, service providers shall reconcile and submit amended claims within 30 days of the reports' publication, consistent with Commission Decision 10-11-033, Resolution T-17321 and General Order 9.3.2.

B. Implementation Costs Relating to the TPA Transition for Wireless Service Providers

Wireless service providers participating in the California LifeLine Program may claim reimbursement for implementation costs related to the new TPA transition. Service providers may submit only one claim for implementation costs, which should be reported on "Line 8 for Implementation costs" located in the wireless claim workbook. Any claims for implementation costs must include supporting documentation to justify the expenses and all costs must be reasonable. Please review CD's February 11, 2019 Administrative letter "Implementation Costs to transition to the new Third-Party Administrator, Maximus" which is located on the CPUC webpage <http://www.cpuc.ca.gov/General.aspx?id=1100> for more information.

If you have any questions regarding this notice, please contact Tina Lee at 415-703-2285 or U17@cpuc.ca.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Jonathan Lakritz". The signature is written in a cursive style with a large initial "J".

Jonathan Lakritz, Program Manager
Communications Division