California LifeLine Application Process

ID AUTHENTICATION WINDOW - 22 day window
An ID Authentication Form can be issued at any point in the time line up to day 82 depending on how quickly the applicant submits the Application Form. The last day to receive an ID Authentication Form from an applicant is day 103.

CORRECTABLE DENIAL WINDOW - 22 day window
A correctable denial can be issued at any point in the time line up to day 53 based on how quickly the applicant submits the initial Application Form with at least one error that requires correction. The applicant receives a 22 day window to return the 2nd Application Form from the day the correctable denial is created. The last day to issue a reprint request for a correctable denial is 8 days prior to the due date.

INITIAL APPLICATION TIME FRAME
sent day 1 - due day 44
44 day window

Day 1 is the carrier feed process date. Processing of the carrier's data happens within 24 hrs of receipt from carrier.

4-DAY GRACE PERIOD

SOFT DENIAL TIME FRAME
sent day 53 - due day 74
22 day window
This is another type of correctable denial, but is auto-generated for any applicant who did not submit the initial Application Form. Denial code: 6-21

Administrator Review- *Administrative review can happen at any point in the time line up to day 110. Administrator has 7 days to review documents from date they were received.*

1 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100 105 110

Day 3
Outbound Call Made.

Day 21
If form not received:
• Post Card Sent
• Outbound Call Made

Day 36
Last day to issue a reprint request (initial app).

Day 53
Last day for Administrator to return initial hard denials for removal on Day 54.
Administrator does not hold eligibility decisions. Administrator communicates the eligibility decisions the day after making them, which can be before day 53.

Day 66
Last day to issue a reprint request (soft denial or correctable denial).

Day 74
Last day to receive an Application Form and still allow for the ID Authentication Process.

Day 82
Last day to issue an ID Authentication Form.

Day 111
Last day for Administrator to communicate eligibility decisions.
Administrator does not hold eligibility decisions. Administrator communicates the eligibility decisions the day after making them, which can be before day 111.

application timeline ver. 06/18/2015