California LifeLine Renewal Process

ID AUTHENTICATION WINDOW - 22 day window

An ID Authentication Form can be issued at any point in the time line up to day 74 depending on how quickly the renewing participant submits the Renewal Form. The last day to receive an ID Authentication Form from a renewing participant is day 95.

CORRECTABLE DENIAL WINDOW - 22 day window

A correctable denial can be issued at any point in the time line up to day 45 based on how quickly the renewing participant returns the initial Renewal Form with at least one error that requires correction. The renewing participant receives a 22 day window to submit the 2nd Renewal 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 RENEWAL TIME FRAME
sent day 1 - due day 44
44 day window

Day 1 is 104 days prior to the renewing participants' anniversary date.

SOFT DENIAL TIME FRAME
sent day 45 - due day 66
22 day window

This is another type of correctable denial, but is auto-generated for any renewing participant who did not submit the initial Renewal Form.
Denial code: 22-15

Day 105
Participant's Anniversary Date

Administrator Review- *Administrative review can happen at any point in the time line up to day 102. 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

Day 3
Outbound call Made.

Day 21
If form not received Outbound Call Made.

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

Day 58
Last day to issue a reprint request (soft denial or correctable denial).

Day 66
Last day to receive a Renewal Form and still allow for the ID Authentication Process.

Day 74
Last day to issue an ID Authentication Form.

Day 104
Last Day for Administrator to communicate eligibility decision.
Administrator holds eligibility decisions until the day before the anniversary date.

renewal timeline ver. 06/18/2015