

## Assurance Wireless Lifeline Assistance

Providers are you facing any barriers with reaching clients/participants for telehealth services? Either because they are in:

- Housing facilities - shelters, halfway houses, group residences
- May be living within a household with others that may already have one free phone (*privacy for telehealth services*)
- Do not have a phone
- Do not have minutes, text or data (*data for zoom or any other online application*).
- Are unemployed or
- May need extra hours of telehealth services (*you know Medicaid bills by intensity, duration and frequency*).

We would love to help. Please answer the few questions below to help us understand how to better meet your needs. **Please respond by Tuesday April 7 with program name.**

1. How are you reaching out to your clients/participants?
2. Are you reaching out to all continuing care clients currently?
3. What barriers do you face?
4. How many of your clients/participants would benefit from this assistance? *Best estimate. (scroll down see benefits).*
5. Do you have clients that may need assistance completing the application due to literacy levels and/or are limited in ability to upload forms? How many? *Best estimate.*
6. Do you have clients/participants that have language needs other than English and Spanish? Which language?
7. Are you interested in hearing from an Assurance representative about the program?
8. What else don't we know?

### About the Assurance Wireless Lifeline Assistance. The program offers:

- ✚ **FREE Android Smartphone**
- ✚ **Free Unlimited Calls**
- ✚ **Free Unlimited Texts**
- ✚ **FREE 3GB DATA each month, plus an additional 6GB in response to COVID19-note 1 GB =30 hrs. of Skype capacity, for example**
- ✚ FREE Voicemail Account, Call Waiting and Caller ID
- ✚ FREE 911 Access
- ✚ FREE Unlimited Calls to 211
- ✚ FREE Calls to Customer Care
- ✚ Nationwide Sprint® Network Coverage
- ✚ Keep Your Current Home or Cell Phone Number
- ✚ FREE to low-income households.

The **application process** is instant -10 minutes. The national verifier portal facilitates rapid verification of current Medicaid status and 75% chance the applicant will be in the database, making the approval process seamless.

The **peers may be able to help participants** with their application and **Assurance has team members** that formerly conducted street outreach at local social services sites **that may be able to provide direct assistance** to individuals. **Click the link below for more information and details on how to apply.** We are updating the FAQs as well.

<https://oasas.ny.gov/assurance-wireless-program>

Send responses to Maureen Nguli, [Maureen.nguli@oasas.ny.gov](mailto:Maureen.nguli@oasas.ny.gov).