

The Lifeline Phone Program is Helpful to Members Needing a Phone or Broadband Internet Solution

As telehealth solutions become increasingly more popular and routine, it is important to remember that some members do not currently have a phone or they could be looking for a better data and/or financial solution. Fortunately the federal Lifeline Program offers Magellan members a viable option that lowers the cost of phone and internet services.

The Lifeline Program is a part of the Federal Communications Commission and is administered by the Universal Service Administrative Company (USAC). USAC is responsible for helping consumers apply for the Program, understand eligibility requirements, and keep their benefit current through an annual recertification process.

Magellan members can check their eligibility and get qualified online, may apply by sending a paper application with proof of eligibility through the mail, or through contacting a local provider. Members can also change their provider.

The [Lifeline Support Center](#) can help you:

- Find companies that offer Lifeline-supported services
- Look up the company you are using
- Answer questions about how the Lifeline Program works

To get help, call **(800) 234-9473** or send an email to lifelinesupport@usac.org.