



Get Connected, Stay Healthy



**COMMUNITY  
HEALTH NETWORK**  
of Washington™



# How to Apply for Lifeline

by Link To Care WA

# What is Link To Care WA?



## Link to Care WA

The Link to Care WA (LTCW) program, powered by the Community Health Network of Washington (CHNW), aims to improve digital equity by providing digital navigation resources to Washington residents. LTCW delivers impact through building digital support capacity within community-based clinics and offering statewide assistance through its hotline and website.

## LTCW Hotline and Website

The **LTCW Hotline** offers one-on-one coaching from trained Digital Navigators to help individuals navigate healthcare platforms, social service websites, online application forms, and essential digital tasks effectively.

- To reach the Hotline, call 866-757-1832, Monday through Friday, between 8:00 AM and 5:00 PM.
- Multilingual support is available in 100+ languages and the service is open to all Washington residents.

**LinktoCareWA.org** offers multilingual articles, videos, and resources to support digital access and literacy, with practical guidance on using healthcare tools, accessing devices, and staying safe online.

# What is Lifeline?



Lifeline is a federal program dedicated to making phone and internet service more affordable for low-income households.

This benefit provides eligible consumers with a monthly discount of up to \$9.25. Consumers living on Tribal lands are eligible for an enhanced discount of up to \$34.25 per month.

# How LTCW Hotline supports Lifeline applications



- Trusted guidance through application
- Assistance with identifying supporting materials
- Assistance with denial letter
- Mail Lifeline resources at no cost
- Follow-up support calls
- Troubleshooting
- Multilingual support – over 100 languages/dialects supported
- No time limit for phone calls
- Agents assist directly with 1-2 applications per week on average

**Call the LTCW  
Hotline for  
assistance:**

**866-757-1832**

**Monday–Friday, 8:00  
AM–5:00 PM,  
available to all  
Washington residents**

# How to qualify for Lifeline?<sup>2</sup>

**NOTE: A valid Social Security Number (SSN) is required for the application.** *(A head of household may apply without a SSN, if their child/dependent has one)*

Participation by an adult or their child/dependent in a government assistance program such as:

- Medicaid
- SNAP
- Supplemental Security Income (SSI)
- Veterans Pension and Survivors Benefit
- Federal Public Housing Assistance (FPHA)
- Bureau of Indian Affairs General Assistance
- Tribal Head Start
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations
- If the applicant's household income is at or below 135% of the [Federal Poverty Guidelines](#)

# How to apply for Lifeline?<sup>6</sup>

## Online

[Log in or create a new account](#) to complete the Lifeline application online.

- The application will generate an applicant ID tied to the applicant and the application.
- An email will be sent 15–30 minutes after the applicant submits their application, with instructions on how to check the application status online in 2–3 weeks.

If the applicant has a disability and needs assistance with the Lifeline application, they can contact the Lifeline Support Center at (800) 234-9473.

# How to apply for Lifeline?<sup>6</sup>

## Mail

Print a Lifeline application form in [English](#) or [Spanish](#). Complete the form and send it with copies of proof documentation to the following address:

**Lifeline Support Center**

PO Box 1000

Horseheads, NY 14845

Once the paper application is delivered and received, Lifeline has up to two weeks to process the application.

Lifeline will also send the applicant:

- a letter verifying receipt of application
- instructions on how to check application status online or by phone

**LTCW Digital  
Navigators can  
send paper  
applications in  
the mail.**

# Helpful Forms

***Qualifying Households:*** *what if multiple people live in the same household?*

- [English](#)
- [Spanish](#)

***Recertification Form:*** *how to renew coverage every year*

- [English](#)
- [Spanish](#)



# Helpful Instructions

## *Online Application Instructions*

- [English](#)
- [Spanish](#)
- [Arabic](#)
- [Simplified Chinese](#)
- [French](#)
- [Korean](#)
- [Portuguese](#)
- [Russian](#)
- [Tagalong](#)
- [Vietnamese](#)

## *Paper Application Instructions*

- [English](#)
- [Spanish](#)
- [Arabic](#)
- [Simplified Chinese](#)
- [French](#)
- [Korean](#)
- [Portuguese](#)
- [Russian](#)
- [Tagalong](#)
- [Vietnamese](#)

# What's Next?

After application acceptance, the applicant chooses a phone or internet company in their area that offers the Lifeline benefit and signs up for service.

- The applicant has a 60-day enrollment period to select a provider.
- If the applicant does not choose a provider and enroll within 60 days, they must restart the application process.

Applicants may also ask their current provider to apply the Lifeline benefit to an existing service, if the provider participates in the Lifeline program.

Once the applicant is enrolled, they will start receiving their Lifeline benefit.

# Denied?

Denials typically occur for two reasons:

- Missing or incorrect supporting documents
  - The applicant has 45 days to resubmit updated documentation.
  - If the applicant does not submit updated documents within 45 days, they must restart the application process.
- The applicant's household income exceeds 135% of the [Federal Poverty Guidelines](#)

# Cell Carriers Offering a Phone With Service\*



- Life Wireless<sup>4</sup>
- enTouch Wireless<sup>9</sup>
- AirTalk Wireless<sup>14</sup>

\*as of 5/12/25

# Cell Carriers Not Offering a Phone With Service\*



- TruConnect<sup>3</sup>
- Safelink<sup>15</sup>
- Straight Talk<sup>16</sup>
- Total Wireless<sup>17</sup>
- Simple Mobile<sup>11</sup>
- Walmart Family Mobile<sup>10</sup>
- TracFone<sup>12</sup>
- Assurance Wireless<sup>18</sup>
- Inland Cellular<sup>7</sup>
- AT&T Mobility<sup>8</sup>
- Access Wireless<sup>1</sup>

\*as of 5/12/25

# Lifeline Support Center<sup>5</sup>



## Phone

- (800) 234-9473
- 9 AM to 9 PM ET (6 AM to 6 PM PT)
- Seven days a week

*Please have the following information available for your call: First Name, Last Name, Application Number, Reason for Contacting Lifeline Support*

## E-mail

- [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)

*Please provide the following information in your email: First Name, Last Name, Application Number, Reason for Contacting Lifeline Support*

# How can the Lifeline Support Center help?



- Status of a Lifeline application
- Required documents to verify eligibility
- Lifeline companies available by location
- Assistance with benefit recertification
- Assistance with the Lifeline Household Worksheet
- Account reset assistance

# How LTCW Hotline supports Lifeline applications



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# Thank you

**Link to Care WA Hotline & Website**  
**866-757-1832**

**[www.linktocarewa.org](http://www.linktocarewa.org)**

- One-on-one support for digital navigation for Washington residents
- Multilingual phone support with translation services in 100+ languages
- Online resource library available through our website

**Partner with us to support and sustain digital navigation efforts.**

Contact Sylvia Gil at **[linktocarewa@chpw.org](mailto:linktocarewa@chpw.org)**



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