Worker Guide

Outreach for OTAP/Lifeline

This worker guide contains the procedures for helping Department of Human Services (DHS) and Oregon Health Authority (OHA) clients establish eligibility for the Oregon Telephone Assistance Program (OTAP), also known as Lifeline.

OTAP was established in response to HB 2663 (1987), which establishes adequate and affordable residential telecommunications service as a state policy. The OTAP/Lifeline program is administered by the Public Utility Commission (PUC). Although PUC is responsible for the program, the local DHS office refers and assists clients with the application process.

OTAP/Lifeline helps low-income clients defray the cost of monthly telephone service by providing reduced telephone rates for qualifying clients. If eligible, clients receive a $13.50 per month credit on single-line service for their principal residence.

To qualify, the client’s phone bill must be issued in their name and this client must also receive benefits from one of the following programs:

1. SNAP.
2. SSI.
3. TANF.
4. Title XIX (Medicaid).
5. State medical benefits with an income standard of 135% FPL or less (current programs that qualify are OPU, OPC, QMM, QMB, QMS, SMF, SMB).
6. Medicaid recipients who are residents of nursing facilities, assisted living facilities or residential care facilities.

Branch Procedure

(A) At application and redeterminations for the above programs, inform clients that OTAP/Lifeline is available.

(B) Provide clients with an Oregon Telephone Assistance Program (OTAP)/Lifeline flyer located on the PUC website:

www.rspf.org
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