



West Virginia Department of Health and Human Resources
Tel-Assistance/Lifeline Service Fact Sheet
 For Qualified Low-Income Customers of Participating Telephone Companies

The Tel-Assistance/Lifeline Program is a telephone service that provides a monthly benefit on home or wireless phone and broadband service to eligible households. This benefit can lower or eliminate the cost of your monthly phone or internet bill. Only one benefit is available per household, home or wireless, but not both.

If you are eligible, please complete the Tel-Assistance/Lifeline application and send it to your selected telephone company. **Do not return it to the West Virginia Department of Health and Human Resources (DHHR).**

How Do I Know if I Am Eligible?

To qualify for Tel-Assistance/Lifeline service, your household income must be at or below 135% of the Federal Poverty Guidelines (see below) or you must participate in at least one of the following programs:

- | Tel-Assistance | Lifeline |
|--|---|
| ✓ Emergency Assistance (EA) | ✓ Federal Public Housing Assistance (FPHA) |
| ✓ Federal Public Housing Assistance (FPHA) | ✓ Medicaid |
| ✓ Low Income Energy Assistance Program (LIEAP) | ✓ Supplemental Nutrition Assistance Program (SNAP) |
| ✓ Medicaid | ✓ Supplemental Security Income (SSI) |
| ✓ National School Lunch Program, free program only | ✓ Veterans Pension or Survivors Pension |
| ✓ Supplemental Nutrition Assistance Program (SNAP) | ✓ Income-Based Eligibility |
| ✓ Temporary Assistance for Needy Families (TANF) | ✓ Tribal Programs (and live on federally recognized tribal lands) |
| ✓ School Clothing Allowance (SCA) | |
| ✓ WV Children’s Health Insurance Program (WVCHIP) | |

135% of the Federal Poverty Guidelines

People in Household:	Total Annual Income (at or below)
1 person.....	\$16,389
2 persons.....	\$22,221
3 persons.....	\$28,053
4 persons.....	\$33,885
5 persons.....	\$39,717
Each additional person.....	Add \$5,832

To qualify based on your income, you must verify all household income by providing copies of one or more of the documents listed below:

- | | |
|--|--|
| ✓ Current income statement from employer or past 3 months of pay stubs | ✓ Unemployment/Worker’s Compensation benefit statement |
| ✓ Most recent state or federal tax return | ✓ Retirement/Pension benefit statement |
| ✓ Divorce decree or child support document | ✓ Veteran’s Administration benefit statement |
| ✓ Social Security benefit statement | |