

**PUBLIC UTILITIES COMMISSION**505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298

June 24, 2019

**NOTICE TO SERVICE PROVIDERS OFFERING LIFELINE IN CALIFORNIA**

RE: LifeLine Claims - Amended Claim Instructions for April, May and June 2019 Monthly Subsidy Claims for All Service Providers

Communications Division clarifies the process for all California LifeLine service providers to file amended claims. In our May 20, 2019 Administrative Letter, Communications Division authorized California LifeLine service providers to use their estimate of approved LifeLine participants and service connections for April, May, and June 2019 claims or the monthly reports generated by the Third-Party Administrator (TPA). Communications Division clarifies that the process outlined in May 20, 2019 Administrative Letter is a limited, three-month interim process to accommodate the TPA transition. These interim claims will be subject to a true-up, when the TPA's final month end reports are made available.

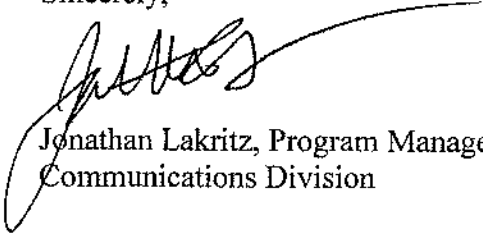
Three claims will be accepted per claim month for the April, May and June 2019 claims:

- **First Claim:** Claim may be based on either the TPA generated monthly reports or service provider estimates of approved LifeLine participants and service connections.
- **Second Claim:** Service Providers may claim monthly implementation related costs
- **Third Claim:** Upon the TPA producing final WAR and Connection reports, a claim must be submitted that true-up between the service providers' initial claim (First Claim) and the TPA corrected reports.

Amended claims will be processed on a 90-day processing cycle starting from date the claim was submitted. CD Staff will be checking on the completeness of the supporting documentation. An incomplete claim will not be processed within the 90-day cycle. It will be processed when all supporting documentation is received, and all CD questions answered.

If you have any questions regarding this notice, please contact Tina Lee at 415-703-2285 or [U17@cpuc.ca.gov](mailto:U17@cpuc.ca.gov).

Sincerely,



Jonathan Lakritz, Program Manager  
Communications Division