PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

February 3, 2020

NOTICE TO SERVICE PROVIDERS OFFERING LIFELINE IN CALIFORNIA

RE: LifeLine Claims – Interim Implementation Costs Relating to the TPA Transition for All Service Providers

The Communications Division (CD) extended the process of switching to a new TPA for the California LifeLine Program. Due to this transition, some carriers may have to make certain changes to their information technology (IT) systems. All Service Providers may claim these incremental LifeLine related costs within the September – December 2019 claim. This letter extends the August 5, 2019 Admin letter to include September and October 2019 claims.

Wireless Service Providers will include the implementation on "Line 8" on the claim form and Wireline Service Providers will include the implementation on "Line 13".

September – December 2019 Amended Claims – Implementation Costs

Service Providers participating in the California LifeLine Program may claim reimbursement for implementation costs related to the new TPA transition. Service providers may submit amended claims for implementation costs for September, October, November and December 2019. The implementation cost that were incurred in September will be included in the September 2019 claim. The implementation cost that will be incurred in October will be included in the October 2019 claim. Implementation costs for November and December 2019 should follow the same format.

Claims with implementation costs must include supporting documentation to justify the expenses and all costs must be reasonable. Please review CD's February 11, 2019 Administrative letter "Implementation Costs to transition to the new Third-Party Administrator, Maximus" which is located on the CPUC webpage http://www.cpuc.ca.gov/General.aspx?id=1100 for more information.

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

Sincerely,

Jonathan Lakritz, Program Manager
Communications Division