

**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 – Interim Implementation Costs Relating to the TPA Transition for All Service Providers

The Communications Division (CD) is currently in 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 April, May and June 2019 claim. This letter supplements and replaces our prior Admin Letters dated February 11 and May 20, 2019.

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”.

**April 2019 Amended Claim – 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 April 2019. There are no deadlines for the April amended claims. The amended claims will be processed in the 90-day payment cycle. The Service Provider will receive payment in September if the amended claim was submitted in June. The 90 days will be calculated day by day.

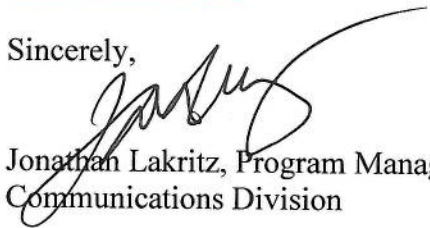
**May and June 2019 Claims - Implementation Costs**

Service Providers may include implementation costs for the corresponding May and June 2019 claims. The implementation costs that were accumulated in May should be included in the May 2019 claim. Please submit a revised claim if the May claim was submitted previously. The implementation cost that were accumulated in June will be included in the June 2019 claim.

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](mailto:U17@cpuc.ca.gov).

Sincerely,



Jonathan Lakritz, Program Manager  
Communications Division