



Member phone benefit update and request procedures (10/3/22)

Free phone service option:

- For long-term phone service, members can apply for Oregon Telephone Assistance Program/Lifeline (often referred to as Obamaphone).
- There are currently two options for the OTAP/Lifeline providers.
 - JCC recommends Access Wireless by i-Wireless: <https://www.accesswireless.com/>
 - With Access Wireless, members receive a free phone when signing up. With the other option, members have to provide their own compatible phone.
- Please see the Oregon OTAP/Lifeline website at <https://www.accesswireless.com/> for additional information and to encourage members to make their own informed decision.

Jackson Care Connect phone benefit Information:

- Phones come with **limited length of phone service**. Following that, the member will need to purchase additional service time if they wish to continue using it.
- Member can choose to continue purchasing service for the JCC-provided phone for as long as they wish. The phone is theirs to keep.
- We do not fund phone service on a continual basis.
- If a member loses or breaks a phone, or if it is stolen, we cannot replace the phone or service time for them. This is a one-time support service.

Bulk Ordering:

If providers have a large number of requests for phones, JCC can provide an option for partners to manage a small stock of phones for distribution to JCC members, utilizing all the same eligibility and usage guidelines.

We can explore this option with you if you think it would be beneficial, or if you have frequent requests. Please email jccphonerequests@careoregon.org to learn more.

Member phone request process

1. Request phone by emailing:
 - a. jccphonerequests@careoregon.org
 - b. cc: rosenthalr@careoregon.org
2. Include the following in the email:
 - a. Member name
 - b. Date of birth
 - c. Member number
 - d. Basic description of member situation (if available):
 - i. Living arrangement (homeless, room sharing, trailer, housed, shelter, etc.)
 - ii. Does member have any additional needs that are not being met?
 - iii. What other resources/programs is the member connected to?

3. Requests will be responded to within 2 business days. Once approved, fulfillment of phone requests will be completed within 3 additional business days.
4. Phone request fulfillment:
 - a. Members are **not** able to pick up phones directly from Jackson Care Connect.
 - b. Due to current safety policies, JCC requires a member of your organization (or other community partner the member is working with) to pick up the phone at our office.
 - c. If pickup from our main office is not possible, we will work with you to try to find an alternate option.
5. If there are any unforeseen delays in getting the phone to the member, please let JCC staff know as soon as possible so we may update our records.

The phone and service supplied by Jackson Care Connect is a one-time support option. Phone service is not offered on an ongoing basis or supplied more than once.