

## Lifeline Mobile Program Updates in Response to COVID-19

Helio Health in partnership with ASAP, OASAS, OMH and many others have advocated to ensure you are able to participate in tele-services with your Lifeline Mobile Phone. Below is a link to the NYS summary brochure and the top 4 CNY regional carriers participating in the Lifeline program with their COVID-19 related additional benefits.

### Lifeline Program Info

- [NYS Lifeline Brochure](https://bit.ly/NYS-Lifeline) – <https://bit.ly/NYS-Lifeline>

### Carriers



- Website – <https://www.safelinkwireless.com/>
- Phone – 1-877-631-2550
- Added Benefits in Response to COVID-19
  - Free Unlimited Talk & Text (used to be 300 min)
  - + 5GB Free Data (in addition to your current plan)
- Additional Benefits Expire April 28<sup>th</sup>, 2020



- Website – <https://www.verizonwireless.com>
- Phone – 1-800-922-0204
- Added Benefits in Response to COVID-19
  - Starting March 18, Verizon is waiving activation fees
  - If you're a Verizon customer experiencing economic hardships because of COVID-19, please reach out. We'll waive late fees and overage charges for 60 days from March 16 to May 13. We also won't disrupt your service.
  - Additional 15GB of high-speed data: for wireless customers, this data will be automatically applied with no customer action necessary.
  - Through April 30, Verizon will offer unlimited domestic calling to customers.
  - Starting April 3, Verizon will also offer two months of waived internet and voice service charges for current Lifeline customers and a new affordable internet option for low-income households.



access WIRELESS.

- Website – <https://www.accesswireless.com/>
- Phone – 1-866-594-3644
- Added Benefits in Response to COVID-19
  - Unlimited minutes
  - Additional monthly data (amount not specified)
- Additional Benefits Expire June 21<sup>st</sup> 2020



assurance  
wireless  
brought to you by Virgin

- Website – <https://www.assurancewireless.com/>
- Phone – 1-888 321-5880
- Added Benefits in Response to COVID-19
  - Free Unlimited Calls
  - Free Unlimited Texts
  - Plus an additional 6GB Data FREE
- Additional Benefits Expire May 20<sup>th</sup> 2020

**DISCLAIMER:** Helio Health has developed this document to respond to the challenges posed by the COVID-19 pandemic. Helio Health prepared this document based on the information available to Helio Health at the time of its creation. Helio Health is sharing this document in an effort to assist other providers in responding to the pandemic. Other providers who utilize this resource are not relieved of their own duty to conduct an assessment and evaluation of each specific service recipient to make medical or clinical decisions. Providers should also conduct their own due diligence to ensure that there have not been further updates to the publicly available information regarding decision-making relating to COVID-19. Helio Health is not responsible for how other providers interpret or apply this document. We recommend providers consult the following resources in your decision-making: CDC, NYS Department of Health, NYS Office of Mental Health, NYS Office of Addiction Services and Supports and your local health department.