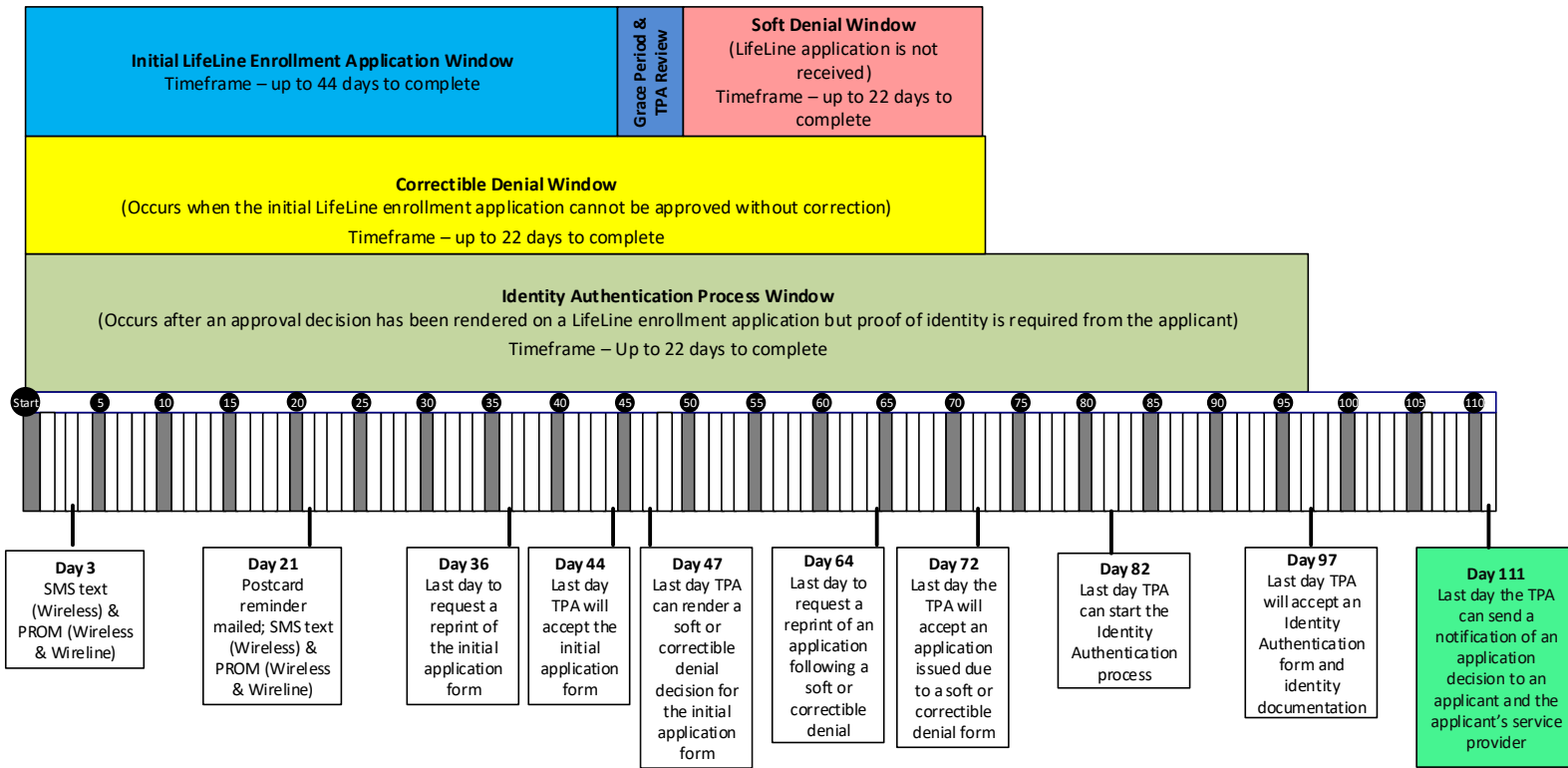


California LifeLine – New Enrollment Application Process Timeline

To qualify for California LifeLine, the TPA checks CalFresh Confirm to verify active SNAP participation, including before making any denial decisions.

From the date a document is received by the TPA, the TPA has 3 business days to review the document and make a decision.

TPA’s review of a submitted document can happen at any point in the timeline up to day 100.



Glossary of Important Terms

CalFresh Confirm - a tool that allows LifeLine to verify current SNAP participants

Grace Period – If an initial LifeLine enrollment application is received by mail by the TPA on days 45, 46, 47 or 48 of the timeline, the TPA will consider the application as submitted by the due date

PROM - Pre-recorded outbound messages using an automatic dialer

SMS Text - Short Message Service text-only phone messages

SNAP - Supplemental Nutrition Assistance Program

TPA - Third Party Administrator of the California LifeLine Program

The California LifeLine new enrollment application timeline displayed above is a representation. Each step of the timeline varies for individual applicants based on how quickly they submit documentation to the TPA, as well as US mail times and business days