

19.8	TEL-ASSISTANCE AND VERIZON'S ENHANCED TEL-ASSISTANCE PLAN	85
I.	INTRODUCTION	85
A.	STATE ADMINISTRATION	85
B.	AREA ADMINISTRATION	85
C.	ELIGIBILITY REQUIREMENTS	85
D.	APPLICATION PROCESS	86
1.	Mail-Out Application Kits	86
2.	Walk-In Applications	86
E.	REDETERMINATION PROCESS	87
1.	Categorically Eligible Households	87
2.	All Other Tel-Assistance Households	87
F.	CLOSURE PROCESS	88
1.	Categorically Eligible Households	88
2.	All Other Tel-Assistance Households	88
G.	TELEPHONE COMPANY RESPONSIBILITY	88
1.	Notification Eligibility	88
2.	Question of Eligibility	88
3.	Hearing Process	88
H.	FORMS	88
I.	PARTICIPATING PHONE COMPANIES	89
II.	INTRODUCTION - VERIZON ENHANCED TEL-ASSISTANCE PLAN	89
A.	STATE ADMINISTRATION	89
B.	DISTRICT OFFICE ADMINISTRATION	89
C.	ELIGIBILITY REQUIREMENT	89
D.	APPLICATION PROCESS	90
E.	CLOSURE PROCESS	90
F.	VERIZON RESPONSIBILITY	90

19.9	LINK-UP AMERICA	91
A.	INTRODUCTION.....	91
B.	STATE ADMINISTRATION	91
C.	AREA ADMINISTRATION.....	91
D.	ELIGIBILITY REQUIREMENTS	91
E.	APPLICATION PROCEDURE.....	91
F.	FORM	91
APPENDIX A	EMERGENCY ASSISTANCE INCOME LIMITS	A-1
APPENDIX B	COUNTIES SERVED – UTILITY PROGRAM	B-1
APPENDIX C	HOSPITALS WITH BORDER STATUS FOR MEDICAID	C-1
APPENDIX D	PUBLIC FORMS	D-1
	DFA-67-A, Burial Billing Form	
	DFA-BU-1, Application for Burial Benefits	
	DFA-BU-2, Affidavit of Responsible Relative	
	OFA-NEMT-1, NEMT Application	
	OFA-NEMT-1A, Supplement to NEMT Application	