

Program support for Lifeline and more.

Making complex program administration simple.



A complete, centralized administration solution. End-to-end services include:

- call center services
- database services
- website services
- application processing, including imaging of paper documents
- customer notification
- records retention
- data privacy
- program reporting services
- mobile-enabled services

Our centralized solution can support multiple programs and funding sources:

- Lifeline
- LIHEAP
- Link Up
- State-authorized Advanced Services Funds
- Energy-saving ESA

Subsidized communications and energy programs make life better for low-income households. But behind the scenes, complex processes can consume staff hours, confuse applicants and cause headaches. We can help.

Our platform for subsidized program administration keeps your program objectives front and center, while offering increased accessibility and simplified interactions for customers, regulators, and service providers.

Working with our clients to support their goals, we've found that three central tenets are necessary to any successful effort:

- Maximize enrollment and improve participation with central management and administration
- Minimize fraud with smart data management
- Expand outreach to improve effectiveness and serve more households.

We've crafted an end-to-end solution that deploys best-in-class analysis of data, goal support for enrollment and retention, and integrated customer care and outreach processes designed to reach those who need them most.

Proven Capabilities

Subsidized assistance programs have countless moving parts. From application to re-enrollment and everything in between, every step in the process is essential. We've successfully transitioned these complex programs with absolutely no interruption to services that participants in the program rely on. That's the top priority.

For three decades, we've been working with the target customers – tens of millions of individuals and families, in every U.S. state – for these assistance programs, working hand-in-hand with government clients to serve our shared mission. We know how to provide services efficiently and effectively, with respect and sensitivity for the end customers.

Better Services

Our solutions reach far beyond basic customer care, but ensuring that program applicants and participants can easily interact with the program is core to our services. We support inquiries through postal mail, web, and telephone, including up to 11 languages in some of our projects. When a participant wants answers, we've got them. In addition, our process improvements speed up typical processing time, delivering better results for you, your employees, your providers, and your constituents.