

Bulk Purchasing Program - Phone Details

Phone options

- There are two cell phone types that can be ordered: a smart phone or flip phone. Each comes with a one-year data plan which begins when the phone is shipped.
 - Smartphones come with an eSIM, the phone must be connected to Wi-Fi to download and activate the eSIM.
 - Smartphones should be activated as soon as possible upon receipt and within 30 days. Activating the phone does not affect the year of service provided with the phone.
 - Please ensure that a member truly wants a flip phone before dispensing, flip phones do not have access to data and if the SIM is moved to a smart phone, the line will be suspended.
- Please note the phone number when distributing to the CareOregon member. That number needs to be reported back to CareOregon as associated with the member.
- Data plans for both types of phones start as soon as they are shipped out from Verizon. This is not something we are able to negotiate or change. This is why we strongly suggest only requesting a **four-week supply** at a time.
 - **Ideal example of ordering:** Bulk Partner orders 5 phones in May and is able to hand out all 5 phones in May
 - All 5 members will receive 1 full year of data
 - **Not ideal example of ordering:** Bulk Partner orders 15 phones in May and is able to hand out 10 phones in May but the other 5 are handed out in October
 - Only 10 members will receive 1 full year of data, the other 5 will only receive 7 months of data
- Both phone options are provided via Verizon and require a signature upon delivery to your clinic's specific delivery address.

Replacement phones

- CareOregon will not provide replacement phones, replacement SIMs, nor facilitate any phone number or SIM transfers.
- If a phone is defective on arrival (out-of-box failure) or is not working properly through no cause from the member, partner organizations should call Verizon with the member to request troubleshooting and/or warranty replacement at the following phone number:
 - Verizon Tech Support/Customer Service: **800-295-1614**

FAQs

1. How do I activate a smartphone?
A: Please follow these [directions](#) for smartphone activation. Specific directions for eSIM activation are under the “Insert the SIM card and memory card SIM cards” section and the “eSIM activation” subheading.
2. The phone is not activating right out of the box, what should I do?
A: Please make sure you are following the correct process for activating the phone. If the phone still doesn't activate, please call Verizon Tech Support at **800-295-1614**. Anytime you're calling Verizon tech support, Verizon will call CareOregon to grant access to our account, the best time to call to ensure timely access is Monday – Thursday, before 3pm.
3. How do I know if a member I'm helping has already received a phone from this program?
A: You should check your organization's own records to make sure they have not already received a phone from you. After that, it would be based on the member's attestation.
4. The member set a PIN for the phone and subsequently forgot it, what can we do?
A: There is nothing CareOregon or Verizon can do if the member forgets their PIN. This is to protect against fraud. The phone can be reset to factory settings, and the PIN can be recreated. [Instructions for Factory Reset](#).
5. The member's phone was lost, stolen, or broken; can they get a replacement?
A: No, CareOregon will not provide replacement phones. If the phone was lost or stolen, the line can be suspended for 90 days in case the phone is recovered, if it's not recovered the line will be terminated at the end of 90 days. If the phone is not working due to a manufacturer's defect, please contact Verizon Tech Support at 800-295-1614. If they determine the phone is eligible for a warranty replacement, they will send a replacement to your organization. It is the partner's responsibility to make sure the broken phone is sent back to Verizon.
6. What if the member has their own phone they want to use the CareOregon phone number with?
A: CareOregon will not accommodate transferring the existing Verizon phone line (or SIM) to a new device.
7. When will a member be eligible to get another phone through CareOregon?
A: The member will not be able to get another phone through the Bulk Purchasing or Flex Fund programs.
8. What if the member needs to change their phone number?
A: Please send a secure email to socialhealth@careoregon.org if the member needs to have their phone number changed. Include the member's name, member ID, and phone number.

9. Who should I reach out to for issues with the phone?
A: For all technical issues with the phones, call Verizon Tech Support at 800-295-1614. For general customer service issues, please call Verizon Customer Service at 800-922-0204. To report a phone lost/stolen please email socialhealth@careoregon.org.
10. The year of service is ending for a member, what should they do?
A. If the member does not want to keep their phone number, they do not need to do anything and may keep the phone. If the member wants to keep their phone number, they need to either port or transfer the phone service within the last 7 days of the month. Please see below for information on transferring and porting.

Porting vs. Transferring

Porting a phone number means the member wants to take their phone number to a different carrier (Sprint, Access Wireless, Visible by Verizon, etc.). In this situation, the member should already be in contact with the carrier they are moving to. The new carrier will need the member's account number and a release PIN. We have set it up so that the member's phone number is their account number, and the release PIN is the last four digits of their phone number.

Example:

- Member Name: Jane Smith
- Member Phone Number: 567-513-5539
- Member Account Number: 5675135539
- Member Release PIN: 5539

Transferring a phone number means the member wants to keep Verizon as their carrier but will be switching to their own personal plan. If a member wants to transfer their number, the partner organization should securely email socialhealth@careoregon.org with the member's name, phone number, and email address as soon as they're able. The member's email address is **required** to complete the transfer. The CareOregon Social Health and Procurement teams will facilitate line transfers.

Additional Phone Support

After the member's year of service is over, they will not be authorized for additional phone-related support (phones, phone cards) through individual flex requests, nor be eligible to receive a phone through the Bulk Program again. We have provided the Alternative Phone Options document as a resource for other low or no-cost options that members may be interested in pursuing.