



Medical Baseline (MBL) Medical Practitioner Portal

Frequently Asked Questions (FAQ)

○ **What is the Medical Baseline Program?**

The Medical Baseline Program offers assistance to residential PG&E customers who depend on power for certain medical needs. Medical Baseline customers receive:

- Extra notifications during Public Safety Public Shutoff (PSPS) events
- An additional allotment of energy at a lower rate each month to support customer's qualifying medical devices

Please visit pge.com/medicalbaseline to learn more about PG&E's Medical Baseline program.

○ **Who can certify a person for Medical Baseline Program eligibility?**

A PG&E customer or a full-time resident in the household needs to have the second page (Part B) of their Medical Baseline Application form filled out and signed by a qualified medical practitioner.

Qualified medical practitioners include licensed physicians, surgeons and persons licensed pursuant to the Osteopathic Initiative Act per California Public Utilities Code §739 and nurse practitioners consistent with PG&E's current practice and as now provided in California Public Utilities Codes & §799.3. In addition, per PG&E's current practice, a licensed physician assistant working as a part of the customer's physician team may certify a patient eligibility as having a life-threatening condition or illness.

○ **What are the qualifying medical conditions for the Medical Baseline program?**

Some examples of qualifying medical conditions include:

- Paraplegic, hemiplegic or quadriplegic condition
- Multiple sclerosis with additional heating and/or cooling needs
- Scleroderma with additional heating needs
- Life-threatening illness or compromised immune system, and additional heating and/or cooling are needed to sustain life or prevent medical deterioration
- Asthma and/or sleep apnea

○ **What kind of medical equipment qualify for the Medical Baseline program?**

Some examples of qualifying medical devices include:

- Motorized wheelchair/scooter
- IPPB or CPAP machines
- Respirator (all types)
- Hemodialysis machine
- Iron lung

Click [here](#) to review a more complete list of qualifying medical devices.

○ **How does the Medical Baseline application and medical practitioner certification process work?**

Customers can apply for Medical Baseline Program online or by mailing in a paper application form.

If customer chooses to **fill out an online application form**:

1. Customer completes and submits an online Medical Baseline Application form at **pge.com/medbaseline**.
2. Upon form completion customer receives an email with a confirmation number and instructions for their medical practitioner. The confirmation number consists of a series of letters and numbers and is case sensitive.
3. Customer shares the confirmation number received in the email with their medical practitioner
4. Medical practitioner proceeds to **pge.com/medicalpractitioner** and fills out the online Medical Baseline certification form. Customer's confirmation number is required for medical practitioner to access the customer's unique application form
5. Medical practitioner fills out all the required fields and confirms the information provided is valid
6. Medical practitioner signs and submits the form
7. Customer receives a confirmation letter when they are successfully enrolled in the Medical Baseline Program

Note: Online applications that have not been certified by a medical practitioner within 90 days expire automatically. Customer would have to submit a new online application when their online application is expired.

If customer chooses to **mail in a paper application form**:

1. Customer prints out a copy of the Medical Baseline Application form at **pge.com/medbaseline**
2. Customer fills out and signs "Part A" of the form and takes the form to their medical practitioner on their next appointment
3. Medical practitioner fills out and signs "Part B" of the form
4. Upon form completion customer mails the form to PG&E at the following address:
PG&E Billing Center
Medical Baseline
P.O. Box 8329
Stockton, CA 95208
8. Customer receives a confirmation letter when they are successfully enrolled in the Medical Baseline Program

○ **How do I certify my patient who has applied for PG&E's Medical Baseline Program online?**

Customers are required to submit a valid email address when they fill out the online Medical Baseline Application form. Upon form submission, the customer receives an email from PG&E with a confirmation number and a set of instructions that they are required to share with their medical practitioner.

If you have a patient who has recently submitted an online Medical Baseline application form, please ask them to share with you the confirmation number they have received in their email. The confirmation number is unique for each application. It consists of a series of letters and numbers and is case sensitive. Once you have your patient's confirmation number, you may then proceed to **pge.com/medicalpractitioner** to certify your customers' Medical Baseline Program eligibility using their unique confirmation number.

The application process will be completed once you submit the form on the Medical Practitioner Portal for your patient. PG&E will inform the customer when they are successfully enrolled in the Medical Baseline Program.

Please scroll down to the Medical Practitioner Portal Manual part of this document to find more information on how to fill out the online form.

- **I would like to share information about PG&E's Medical Baseline Program with our patients. Where can I find printable MBL program brochures and application forms?**
 - You can download and print a copy of Medical Baseline Application form here.
 - You can download and print a copy of Medical Baseline Factsheet here.