

LIFELINE NATIONAL VERIFIER ANNUAL ELIGIBILITY DATA

2021

The Lifeline National Eligibility Verifier (NV) is a centralized system that determines whether consumers are eligible for Lifeline. The NV launched in its first states in June of 2018 and is now fully launched in all 56 states, territories, and the District of Columbia.¹

- In 2021, the National Verifier (NV) received 12,369,078 applications.²
 - Of the applications received, 51% were qualified automatically, and 7% were qualified through manual documentation review.
 - Of the applications submitted, 5,213,559 applications were determined to be “Not Qualified” because they did not meet the program criteria and were not resolved by the applicant within 45 days.³

The data below examines the eligibility status result for individuals participating in a qualifying assistance program or through their income as well as the overall qualification results.⁴

¹ The NV leverages state administrator processes and eligibility determinations in the National Lifeline Accountability Database (NLAD) opt-out states (California, Oregon, and Texas). The data outlined here includes application results in the NLAD opt-out states for the limited number of applications that are submitted through the National Verifier for those consumers with broadband-only service in California.

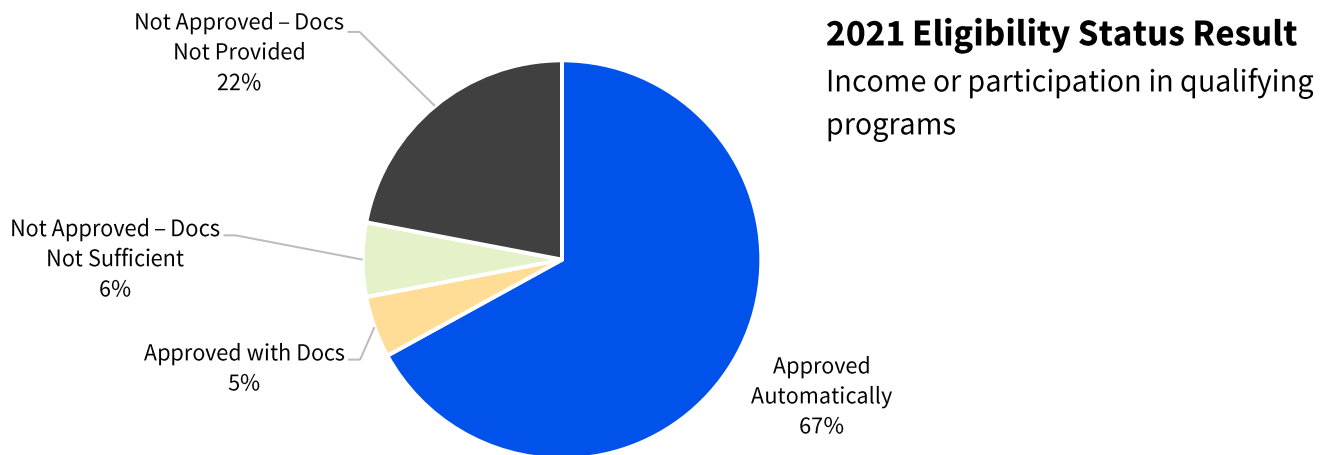
² All applications received in 2021.

³ Program eligibility and the application results take into account eligibility through a qualifying assistance program or income, passing identity verifications, no duplicate enrollment, and address validation.

⁴ An applicant can have multiple applications. A qualified application does not equate to enrollment in Lifeline. The applicant must select and enroll in service with a participating Lifeline service provider.

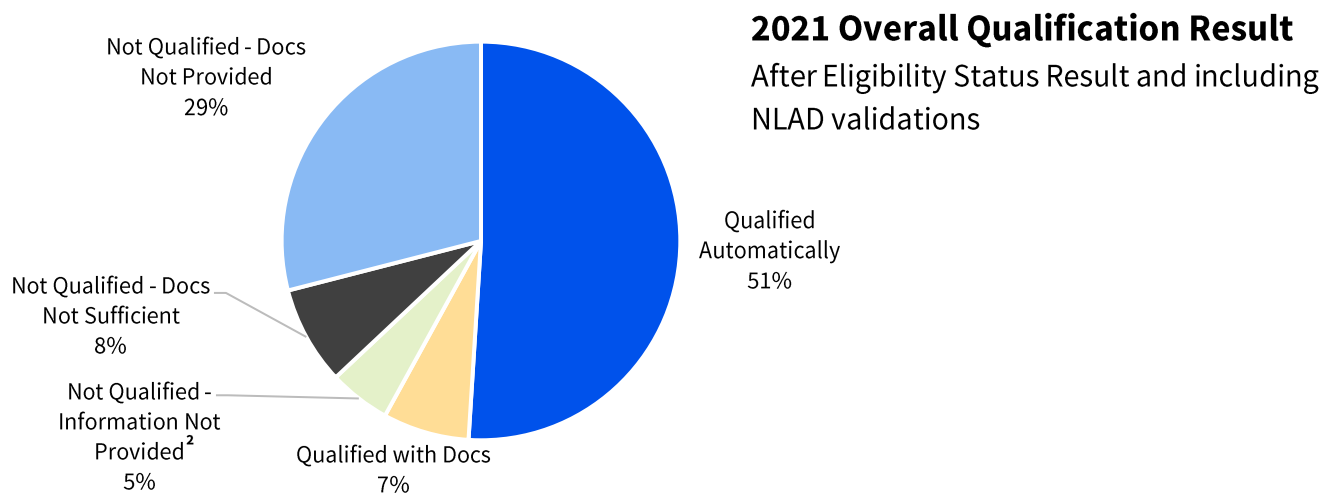
Eligibility Status Result

The eligibility status check verifies an individual's participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 67% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 6% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.



Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations¹, 7,155,519 applications were qualified to receive Lifeline (58% pass rate) either automatically or by submitting documentation.



¹ NLAD validations refer to duplicate subscriber, duplicate address, identity, and Address Management System (AMS) checks.

² This category refers to application errors that can be resolved without uploading documentation (e.g., pending consumer certifications, Lifeline Household Worksheet not complete, or AMS errors are unresolved).

Lifeline Program Eligibility Status Result
2021

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
AK	10,042	1,377	907	2,879	15,205
AL	137,286	27,745	32,927	95,298	293,256
AR	114,163	10,861	17,035	46,862	188,921
AS	-	1,320	124	132	1,576
AZ	191,857	18,624	24,841	75,684	311,006
CA	15,734	353	2,458	5,242	23,787
CO	130,246	2,503	5,339	25,078	163,166
CT	97,807	5,604	9,161	31,442	144,014
DC	39,215	1,596	2,967	11,922	55,700
DE	19,679	1,284	2,218	7,910	31,091
FL	624,919	39,979	62,795	252,289	979,982
GA	407,688	30,542	50,234	176,557	665,021
GU	119	265	140	285	809
HI	19,098	2,501	3,504	9,567	34,670
IA	71,618	2,793	6,601	18,830	99,842
ID	18,034	1,861	2,698	7,743	30,336
IL	321,700	26,783	35,859	122,144	506,486
IN	228,932	9,668	19,310	67,985	325,895
KS	31,757	11,062	10,734	29,380	82,933
KY	274,605	7,087	22,413	76,003	380,108
LA	279,771	14,989	30,048	90,309	415,117
MA	133,281	13,248	14,019	45,997	206,545
MD	149,878	9,294	17,969	59,721	236,862
ME	20,370	1,201	1,898	5,761	29,230
MI	386,833	8,058	17,125	81,444	493,460
MN	94,672	3,533	7,174	25,789	131,168
MO	179,428	7,751	16,467	64,084	267,730
MP	37	1,382	408	1,083	2,910
MS	163,636	10,898	18,626	57,493	250,653
MT	10,875	947	1,349	4,482	17,653
NC	337,912	10,313	20,563	107,320	476,108
ND	4,390	1,288	876	2,503	9,057
NE	15,445	2,879	2,869	9,986	31,179
NH	13,913	1,103	1,453	5,996	22,465
NJ	104,887	13,211	26,618	67,240	211,956
NM	101,437	2,223	3,484	14,802	121,946
NV	144,744	5,368	11,203	40,546	201,861
NY	687,011	40,798	83,964	254,710	1,066,483
OH	462,643	24,706	46,601	134,514	668,464
OK	93,953	67,334	27,271	58,894	247,452
OR	15,739	910	2,152	7,811	26,612
PA	416,737	14,097	29,917	119,237	579,988
PR	529,900	72,797	31,683	83,016	717,396
RI	26,755	2,013	2,876	9,758	41,402
SC	185,085	6,999	16,742	72,984	281,810
SD	3,459	1,119	1,076	2,662	8,316
TN	247,554	7,731	16,969	79,217	351,471
TX	-	-	-	-	-
UT	40,906	1,735	2,835	12,773	58,249
VA	200,305	6,544	11,384	49,888	268,121
VI	662	66	57	486	1,271
VT	9,338	654	945	3,028	13,965
WA	188,928	4,969	10,060	44,245	248,202
WI	163,595	3,230	7,866	29,168	203,859
WV	86,601	4,201	8,008	23,593	122,403
WY	1,258	499	534	1,619	3,910
TOTAL	8,256,437	571,896	805,354	2,735,391	12,369,078

Lifeline Overall Qualification Result
2021

STATE	Qualified Automatically	Qualified with Documents	Not Qualified – Information Not Provided ¹	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	TOTAL
AK	7,882	1,965	725	1,204	3,429	15,205
AL	105,290	30,435	11,820	36,930	108,781	293,256
AR	86,546	15,542	8,117	20,047	58,669	188,921
AS	-	1,245	7	192	132	1,576
AZ	148,115	25,447	14,074	29,618	93,752	311,006
CA	11,206	757	1,770	2,893	7,161	23,787
CO	99,316	6,522	9,730	8,172	39,426	163,166
CT	78,110	8,952	5,849	11,307	39,796	144,014
DC	31,420	3,207	2,429	3,660	14,984	55,700
DE	15,477	1,723	1,591	2,547	9,753	31,091
FL	499,423	55,227	50,801	76,553	297,978	979,982
GA	319,204	43,467	28,476	58,946	214,928	665,021
GU	68	250	10	180	301	809
HI	14,235	3,074	1,747	4,169	11,445	34,670
IA	54,423	5,297	5,236	8,295	26,591	99,842
ID	13,682	2,422	1,189	3,174	9,869	30,336
IL	253,274	36,085	22,498	42,688	151,941	506,486
IN	170,929	19,710	16,738	23,991	94,527	325,895
KS	23,496	11,764	2,407	12,022	33,244	82,933
KY	202,421	18,678	24,122	28,648	106,239	380,108
LA	217,077	23,919	22,357	35,666	116,098	415,117
MA	106,927	17,446	7,433	17,102	57,637	206,545
MD	117,772	13,638	9,548	20,708	75,196	236,862
ME	15,694	1,769	1,208	2,316	8,243	29,230
MI	305,259	17,463	27,591	23,043	120,104	493,460
MN	70,389	5,933	7,116	9,374	38,356	131,168
MO	122,898	13,187	14,702	19,804	97,139	267,730
MP	18	1,292	47	532	1,021	2,910
MS	121,360	18,007	13,420	23,343	74,523	250,653
MT	8,322	1,326	782	1,642	5,581	17,653
NC	235,175	21,196	32,125	26,864	160,748	476,108
ND	3,511	1,440	241	1,036	2,829	9,057
NE	12,119	3,307	982	3,381	11,390	31,179
NH	11,124	1,449	724	1,758	7,410	22,465
NJ	82,034	15,813	6,558	29,804	77,747	211,956
NM	76,545	6,080	8,830	5,922	24,569	121,946
NV	114,865	9,947	9,905	14,382	52,762	201,861
NY	533,636	71,427	42,613	103,477	315,330	1,066,483
OH	359,802	39,731	35,548	55,038	178,345	668,464
OK	75,955	68,786	6,504	31,664	64,543	247,452
OR	11,125	1,032	1,889	2,538	10,028	26,612
PA	324,956	27,397	26,507	37,151	163,977	579,988
PR	376,001	128,740	43,429	54,139	115,087	717,396
RI	21,246	2,968	1,481	3,447	12,260	41,402
SC	131,029	12,367	16,276	19,979	102,159	281,810
SD	2,705	1,266	199	1,209	2,937	8,316
TN	168,307	13,285	23,412	21,228	125,239	351,471
TX	-	-	-	-	-	-
UT	30,597	3,011	3,332	3,931	17,378	58,249
VA	148,597	13,448	15,939	15,514	74,623	268,121
VI	442	88	99	68	574	1,271
VT	7,179	958	427	1,135	4,266	13,965
WA	143,946	10,531	14,128	14,143	65,454	248,202
WI	126,030	6,591	13,421	10,842	46,975	203,859
WV	62,851	7,330	7,511	10,341	34,370	122,403
WY	1,023	549	33	588	1,717	3,910
TOTAL	6,281,033	874,486	625,653	998,345	3,589,561	12,369,078

¹This category refers to application errors that can be resolved without uploading documentation (e.g., pending consumer certifications, Lifeline Household Worksheet not complete, or AMS errors are unresolved).