

LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

Second Quarter 2022

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

- During the second quarter of 2022, the National Verifier (NV) received 5,045,913 applications.²
 - Of the applications received, 49% were qualified automatically, and 7% were qualified through manual documentation review.
 - Of the applications submitted, 2,218,401 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.

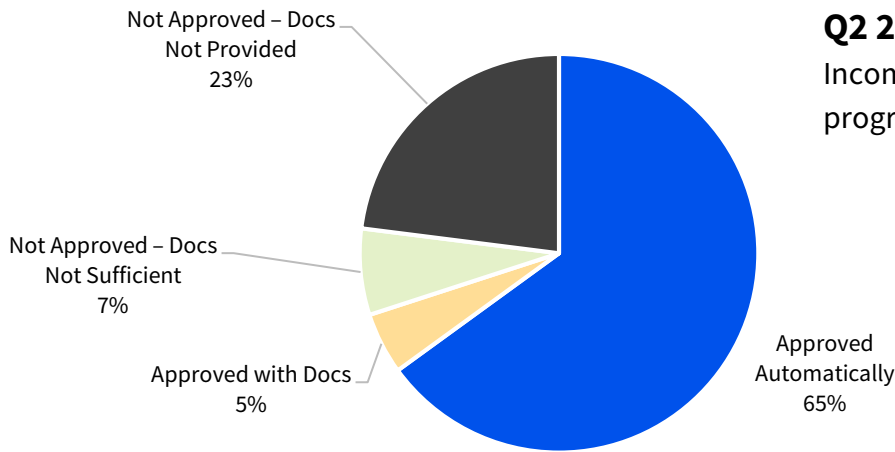
² All applications received in Q2 2022.

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

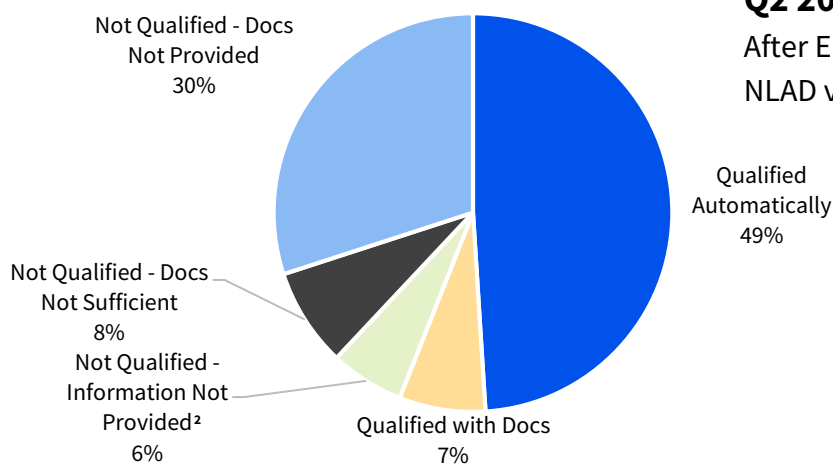
The eligibility status check verifies an individual’s participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 65% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 30% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.



Q2 2022 Eligibility Status Result
Income or participation in qualifying programs

Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations¹, 2,827,512 applications were qualified to receive Lifeline (56% pass rate) either automatically or by submitting documentation.



Q2 2022 Overall Qualification Result
After Eligibility Status Result and including NLAD validations

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
 Second Quarter 2022

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
AK	2,495	331	293	742	3,861
AL	49,461	10,853	12,205	36,699	109,218
AR	48,137	4,527	7,027	20,031	79,722
AS		348	46	20	414
AZ	76,115	8,976	8,078	29,709	122,878
CA	32,100	571	4,003	7,700	44,374
CO	57,004	1,236	2,361	12,977	73,578
CT	36,413	1,189	2,114	14,524	54,240
DC	16,754	833	1,488	5,944	25,019
DE	10,428	804	1,237	4,982	17,451
FL	194,763	22,360	23,870	107,355	348,348
GA	174,174	20,874	21,292	81,987	298,327
GU	41	100	66	244	451
HI	7,989	884	1,327	3,729	13,929
IA	24,349	948	1,968	6,752	34,017
ID	7,304	616	1,063	2,950	11,933
IL	152,731	15,719	15,939	61,684	246,073
IN	97,152	4,031	7,758	32,574	141,515
KS	12,043	3,748	3,759	11,019	30,569
KY	93,241	2,160	8,424	27,291	131,116
LA	116,777	6,105	11,901	38,414	173,197
MA	64,851	6,310	7,484	24,115	102,760
MD	62,922	3,525	7,833	25,691	99,971
ME	10,013	622	989	3,153	14,777
MI	181,778	3,477	7,108	35,389	227,752
MN	41,565	1,429	2,687	11,779	57,460
MO	65,759	2,698	5,891	24,559	98,907
MP	9	197	85	124	415
MS	66,529	4,723	7,815	23,914	102,981
MT	3,841	413	497	1,701	6,452
NC	103,514	3,790	7,250	39,463	154,017
ND	2,705	382	469	1,220	4,776
NE	5,347	833	912	3,106	10,198
NH	5,914	514	744	3,308	10,480
NJ	57,333	8,890	13,420	41,801	121,444
NM	36,374	865	1,219	5,955	44,413
NV	52,676	1,903	3,820	14,100	72,499
NY	276,988	20,753	36,858	105,018	439,617
OH	182,661	8,579	18,333	56,487	266,060
OK	46,137	18,438	10,332	22,334	97,241
OR	8,468	420	1,451	3,430	13,769
PA	198,836	7,146	15,549	62,216	283,747
PR	146,812	28,548	8,551	22,985	206,896
RI	11,969	949	1,420	4,434	18,772
SC	71,326	2,753	7,404	28,579	110,062
SD	2,181	576	550	1,810	5,117
TN	83,135	3,563	6,468	33,702	126,868
TX					
UT	16,719	658	1,100	5,897	24,374
VA	87,837	3,531	5,022	23,579	119,969
VI	302	19	23	252	596
VT	4,034	237	453	1,545	6,269
WA	73,417	2,411	3,916	20,535	100,279
WI	68,290	1,381	3,613	12,572	85,856
WV	33,578	1,543	3,311	9,589	48,021
WY	966	304	379	1,219	2,868
TOTAL	3,284,257	249,593	329,175	1,182,888	5,045,913

Lifeline Overall Qualification Result
 Second Quarter 2022

STATE	Qualified Automatically	Qualified with Documents	Not Qualified – Information Not Provided ¹	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	TOTAL
AK	2,002	473	141	353	892	3,861
AL	36,391	11,868	6,048	13,255	41,656	109,218
AR	35,419	6,934	4,170	8,090	25,109	79,722
AS		329	3	62	20	414
AZ	57,692	11,555	7,598	9,383	36,650	122,878
CA	21,373	965	5,856	4,786	11,394	44,374
CO	42,625	3,171	5,400	3,414	18,968	73,578
CT	28,036	2,583	2,985	2,617	18,019	54,240
DC	13,033	1,570	1,594	1,734	7,088	25,019
DE	8,077	1,086	1,033	1,392	5,863	17,451
FL	149,576	25,885	23,286	27,407	122,194	348,348
GA	134,470	26,767	16,083	24,213	96,794	298,327
GU	27	101	4	73	246	451
HI	5,828	1,193	860	1,489	4,559	13,929
IA	17,538	1,917	2,424	2,444	9,694	34,017
ID	5,458	945	549	1,194	3,787	11,933
IL	119,324	20,165	13,324	18,150	75,110	246,073
IN	72,321	8,678	8,442	9,271	42,803	141,515
KS	8,879	4,119	993	4,087	12,491	30,569
KY	65,307	6,582	9,917	10,320	38,990	131,116
LA	87,790	9,986	12,211	13,818	49,392	173,197
MA	50,350	8,273	5,319	8,653	30,165	102,760
MD	48,834	5,485	5,443	8,692	31,517	99,971
ME	7,605	956	757	1,168	4,291	14,777
MI	141,144	8,452	17,482	9,375	51,299	227,752
MN	30,814	2,742	3,607	3,457	16,840	57,460
MO	44,853	5,292	6,184	6,961	35,617	98,907
MP	1	186	10	93	125	415
MS	47,414	7,516	7,491	9,350	31,210	102,981
MT	2,863	586	282	571	2,150	6,452
NC	69,577	7,203	12,734	8,838	55,665	154,017
ND	2,077	506	175	555	1,463	4,776
NE	4,041	1,010	410	1,041	3,696	10,198
NH	4,631	697	392	831	3,929	10,480
NJ	44,706	10,567	4,273	14,695	47,203	121,444
NM	26,176	2,271	4,261	1,885	9,820	44,413
NV	40,846	3,647	4,919	4,683	18,404	72,499
NY	207,626	33,966	25,311	43,755	128,959	439,617
OH	136,739	15,454	19,121	21,346	73,400	266,060
OK	36,702	20,104	3,270	11,627	25,538	97,241
OR	6,007	607	995	1,687	4,473	13,769
PA	154,516	14,390	16,321	18,557	79,963	283,747
PR	106,392	44,519	10,407	14,530	31,048	206,896
RI	9,311	1,383	881	1,636	5,561	18,772
SC	49,666	4,904	7,579	8,487	39,426	110,062
SD	1,610	694	167	605	2,041	5,117
TN	55,678	5,690	9,491	7,635	48,374	126,868
TX						
UT	12,175	1,280	1,573	1,458	7,888	24,374
VA	64,516	6,770	9,189	6,530	32,964	119,969
VI	163	28	75	27	303	596
VT	3,080	371	265	526	2,027	6,269
WA	55,492	4,908	6,640	5,165	28,074	100,279
WI	52,274	3,090	7,045	4,674	18,773	85,856
WV	23,806	3,165	3,137	4,149	13,764	48,021
WY	728	349	56	395	1,340	2,868
TOTAL	2,453,579	373,933	318,183	391,189	1,509,029	5,045,913

¹ 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).