

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## Third 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.<sup>1</sup>

- During the third quarter of 2022, the National Verifier (NV) received 5,662,250 applications.<sup>2</sup>
  - Of the applications received, 47% were qualified automatically, and 7% were qualified through manual documentation review.
  - Of the applications submitted, 2,562,607 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.<sup>3</sup>

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.<sup>4</sup>

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<sup>1</sup> 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.

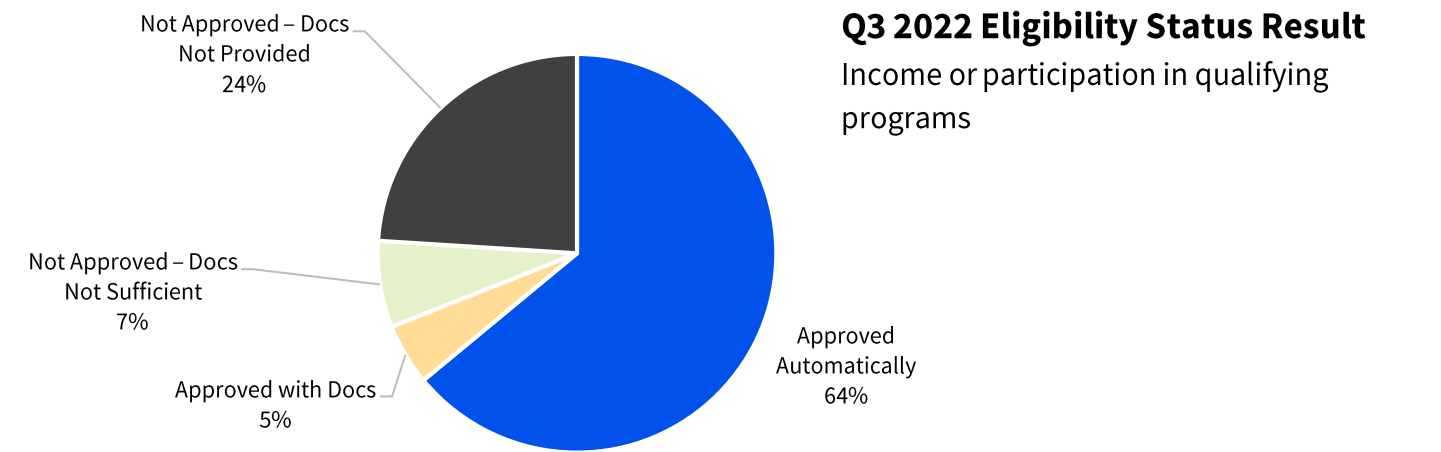
<sup>2</sup> All applications received in Q3 2022.

<sup>3</sup> 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.

<sup>4</sup> 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.

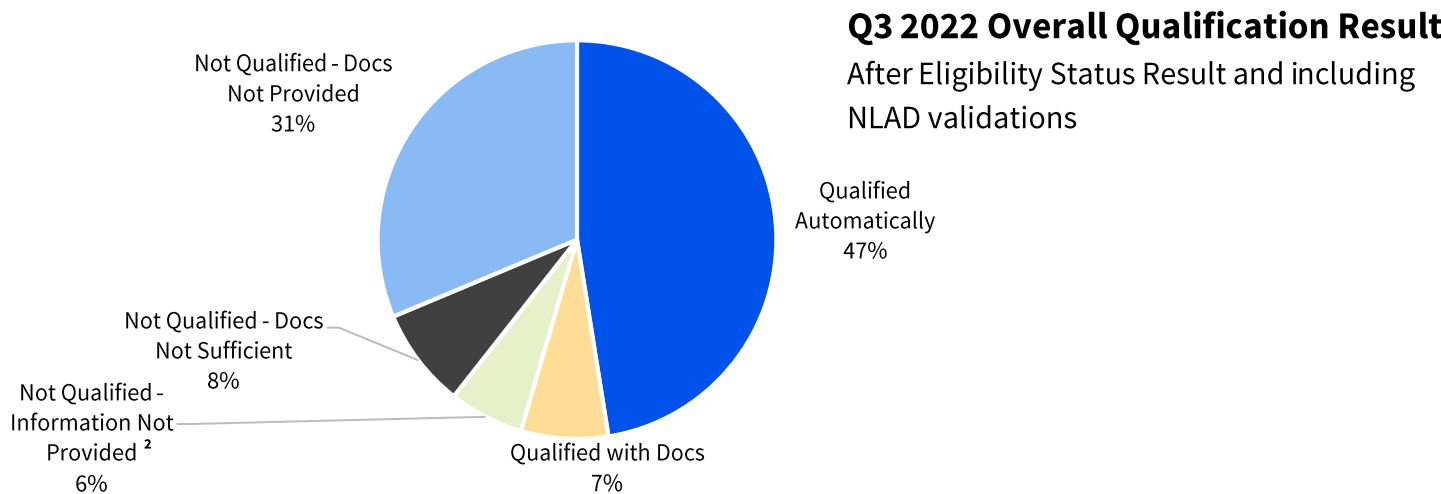
Eligibility Status Result

The eligibility status check verifies an individual’s participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 64% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 31% 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 validations<sup>1</sup>, 3,099,643 applications were qualified to receive Lifeline (55% pass rate) either automatically or by submitting documentation.



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

<sup>2</sup> 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  
Third Quarter 2022

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
AK	2,985	467	435	1,116	5,003
AL	58,153	13,404	15,259	42,523	129,339
AR	52,170	4,850	7,803	22,075	86,898
AS		252	48	38	338
AZ	82,224	7,820	9,624	33,974	133,642
CA	23,602	284	3,000	6,016	32,902
CO	61,863	1,259	2,727	12,456	78,305
CT	40,439	1,530	2,948	14,564	59,481
DC	19,946	1,350	1,829	6,755	29,880
DE	9,720	892	1,377	4,352	16,341
FL	196,874	23,454	27,905	134,632	382,865
GA	214,498	23,330	29,360	100,909	368,097
GU	44	82	71	206	403
HI	8,729	1,181	1,509	4,008	15,427
IA	26,057	1,075	2,449	7,693	37,274
ID	7,737	754	1,174	3,452	13,117
IL	171,455	16,707	19,999	70,860	279,021
IN	104,470	4,334	10,189	36,370	155,363
KS	12,479	4,069	4,359	11,703	32,610
KY	96,315	2,487	9,342	30,020	138,164
LA	132,817	7,088	15,477	46,935	202,317
MA	60,862	7,054	8,051	22,894	98,861
MD	80,118	5,349	10,692	31,352	127,511
ME	9,996	644	1,041	3,084	14,765
MI	221,693	4,161	11,239	44,258	281,351
MN	47,197	1,492	3,484	12,041	64,214
MO	78,451	2,977	8,052	27,186	116,666
MP	12	422	210	333	977
MS	77,219	5,378	10,449	29,867	122,913
MT	3,953	389	606	1,858	6,806
NC	117,975	4,595	10,739	47,196	180,505
ND	3,283	447	526	1,411	5,667
NE	5,687	889	977	3,114	10,667
NH	7,468	725	1,006	3,608	12,807
NJ	65,401	11,009	15,473	45,818	137,701
NM	39,516	958	1,756	6,569	48,799
NV	59,655	2,196	4,779	15,916	82,546
NY	285,461	24,816	38,752	131,955	480,984
OH	204,310	9,351	22,332	68,308	304,301
OK	56,509	21,420	12,089	27,134	117,152
OR	3,881	131	645	1,444	6,101
PA	195,336	6,309	18,639	57,993	278,277
PR	153,488	26,915	9,798	23,410	213,611
RI	11,661	1,069	1,500	4,100	18,330
SC	83,194	3,101	10,518	33,682	130,495
SD	2,053	590	637	1,686	4,966
TN	105,818	4,631	10,365	40,897	161,711
TX					
UT	18,589	784	1,590	5,996	26,959
VA	94,198	3,685	6,987	27,043	131,913
VI	279	18	14	251	562
VT	4,325	274	501	1,627	6,727
WA	74,084	2,660	4,624	25,158	106,526
WI	79,396	1,770	5,102	15,713	101,981
WV	37,636	1,926	4,161	15,420	59,143
WY	928	337	485	1,218	2,968
TOTAL	3,612,209	275,141	404,703	1,370,197	5,662,250

Lifeline Overall Qualification Result  
Third Quarter 2022

STATE	Qualified Automatically	Qualified with Documents	Not Qualified – Information Not Provided <sup>1</sup>	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	TOTAL
AK	2,262	686	196	503	1,356	5,003
AL	42,707	14,762	6,984	16,653	48,233	129,339
AR	37,231	7,806	4,665	8,986	28,210	86,898
AS		231	2	67	38	338
AZ	60,341	11,419	8,503	11,079	42,300	133,642
CA	14,425	1,104	3,875	3,661	9,837	32,902
CO	46,146	3,408	5,884	3,779	19,088	78,305
CT	30,778	3,030	3,151	3,555	18,967	59,481
DC	15,392	2,303	1,728	2,149	8,308	29,880
DE	7,284	1,247	920	1,518	5,372	16,341
FL	148,970	27,237	24,104	31,754	150,800	382,865
GA	164,829	31,162	19,386	33,248	119,472	368,097
GU	31	80	8	74	210	403
HI	6,151	1,595	964	1,731	4,986	15,427
IA	18,742	2,217	2,475	2,968	10,872	37,274
ID	5,823	1,039	612	1,343	4,300	13,117
IL	134,314	21,923	14,817	22,712	85,255	279,021
IN	77,148	9,280	9,020	11,971	47,944	155,363
KS	8,809	4,572	1,049	4,795	13,385	32,610
KY	66,156	7,097	10,617	11,606	42,688	138,164
LA	96,742	12,934	14,403	17,865	60,373	202,317
MA	45,928	9,219	5,206	9,282	29,226	98,861
MD	61,462	8,657	6,441	11,937	39,014	127,511
ME	7,143	1,054	848	1,198	4,522	14,765
MI	174,394	10,256	20,399	14,218	62,084	281,351
MN	34,989	3,420	4,157	4,459	17,189	64,214
MO	54,400	6,059	7,390	9,392	39,425	116,666
MP	6	395	9	233	334	977
MS	54,935	8,828	8,319	12,490	38,341	122,913
MT	2,884	622	282	685	2,333	6,806
NC	79,926	8,642	14,536	12,693	64,708	180,505
ND	2,534	605	208	591	1,729	5,667
NE	4,128	1,143	474	1,092	3,830	10,667
NH	5,696	1,036	526	1,131	4,418	12,807
NJ	49,565	13,366	5,037	16,985	52,748	137,701
NM	28,371	2,610	4,529	2,563	10,726	48,799
NV	46,246	4,031	5,507	5,877	20,885	82,546
NY	209,459	39,890	25,971	45,661	160,003	480,984
OH	153,626	16,605	21,732	25,848	86,490	304,301
OK	43,951	23,610	4,291	13,987	31,313	117,152
OR	2,513	270	450	779	2,089	6,101
PA	151,326	13,005	16,501	21,763	75,682	278,277
PR	115,524	41,894	10,195	15,031	30,967	213,611
RI	8,928	1,522	913	1,705	5,262	18,330
SC	57,051	6,050	8,774	11,944	46,676	130,495
SD	1,489	717	150	701	1,909	4,966
TN	71,678	7,262	11,893	12,044	58,834	161,711
TX						
UT	13,674	1,464	1,614	2,032	8,175	26,959
VA	66,240	7,131	9,392	8,659	40,491	131,913
VI	159	26	57	17	303	562
VT	3,169	438	343	562	2,215	6,727
WA	56,008	5,340	6,684	6,039	32,455	106,526
WI	61,739	3,978	7,442	6,404	22,418	101,981
WV	27,117	3,747	3,522	5,040	19,717	59,143
WY	679	401	50	512	1,326	2,968
TOTAL	2,681,218	418,425	347,205	475,571	1,739,831	5,662,250

<sup>1</sup> 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).