

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## Fourth 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 fourth quarter of 2022, the National Verifier (NV) received 5,285,473 applications.<sup>2</sup>
  - Of the applications received, 48% were qualified automatically, and 6% were qualified through manual documentation review.
  - Of the applications submitted, 2,429,771 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.

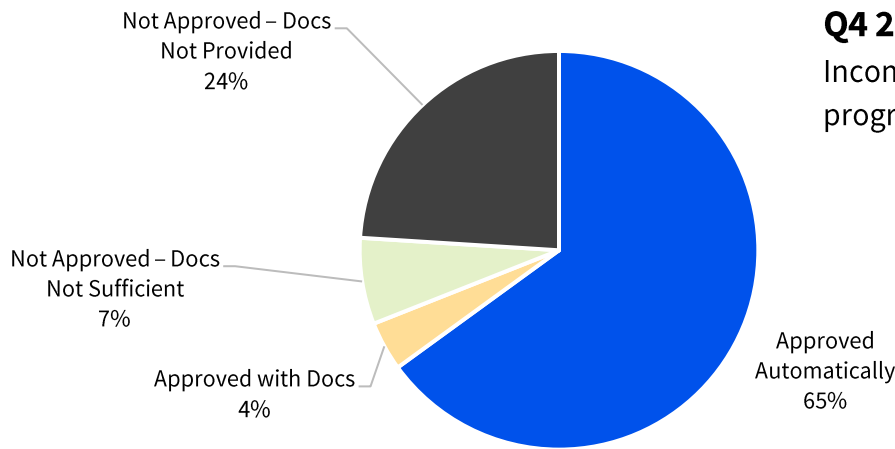
<sup>2</sup> All applications received in Q4 2022.

<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, 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, 24% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

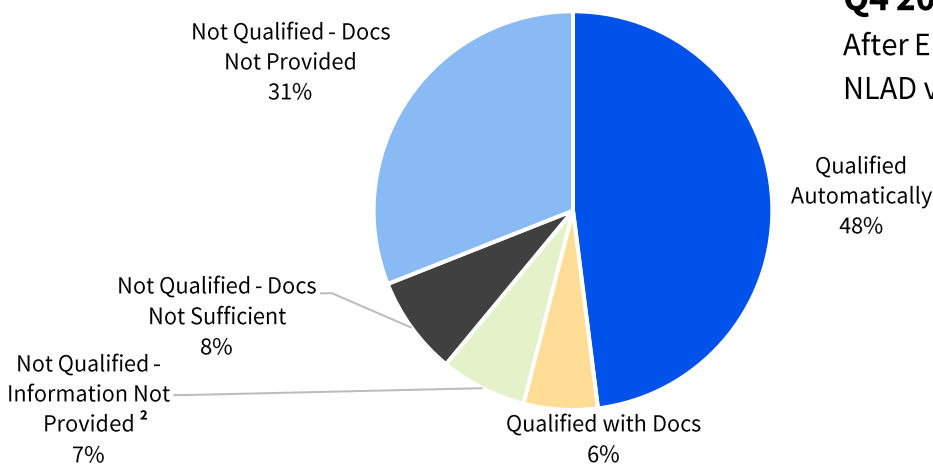


### Q4 2022 Eligibility Status Result

Income or participation in qualifying programs

### Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations<sup>1</sup>, 2,855,702 applications were qualified to receive Lifeline (54% pass rate) either automatically or by submitting documentation.



### Q4 2022 Overall Qualification Result

After Eligibility Status Result and including NLAD validations

<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  
 Fourth Quarter 2022

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
AK	2,862	297	340	922	4,421
AL	60,893	14,974	15,678	47,608	139,153
AR	51,407	3,660	7,599	22,195	84,861
AS		471	84	68	623
AZ	92,062	7,539	10,511	36,355	146,467
CA	16,214	118	2,366	4,532	23,230
CO	59,792	871	2,591	9,442	72,696
CT	35,782	1,197	2,652	12,372	52,003
DC	15,996	929	1,466	5,602	23,993
DE	8,860	615	1,230	3,511	14,216
FL	188,295	18,974	26,647	95,696	329,612
GA	193,166	16,588	25,596	92,269	327,619
GU	51	123	64	126	364
HI	8,202	895	1,340	3,435	13,872
IA	27,648	992	2,790	8,939	40,369
ID	8,773	678	1,345	3,655	14,451
IL	141,002	9,746	16,607	54,929	222,284
IN	99,128	3,696	9,160	32,218	144,202
KS	12,485	3,544	4,659	12,697	33,385
KY	97,344	2,280	9,626	32,772	142,022
LA	141,281	5,972	15,477	50,673	213,403
MA	55,343	4,527	7,392	19,071	86,333
MD	72,371	4,209	8,563	27,448	112,591
ME	10,346	499	1,060	3,215	15,120
MI	197,912	2,568	8,472	34,852	243,804
MN	43,284	1,076	3,212	10,347	57,919
MO	78,170	2,716	8,064	28,223	117,173
MP	10	321	146	135	612

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
MS	76,880	4,455	9,995	29,684	121,014
MT	4,574	415	676	2,021	7,686
NC	122,669	4,081	11,050	49,607	187,407
ND	3,364	423	628	1,569	5,984
NE	5,853	762	1,135	3,158	10,908
NH	5,649	442	741	2,184	9,016
NJ	62,846	8,942	15,683	41,903	129,374
NM	35,408	764	1,438	5,173	42,783
NV	63,012	2,054	4,880	16,652	86,598
NY	274,800	19,232	38,980	127,033	460,045
OH	195,210	8,192	20,565	63,842	287,809
OK	59,983	18,756	11,066	29,183	118,988
OR	1,338	31	178	449	1,996
PA	175,362	4,630	15,769	50,758	246,519
PR	125,678	18,225	7,960	18,820	170,683
RI	12,178	976	1,440	4,126	18,720
SC	75,514	2,763	10,480	35,403	124,160
SD	1,851	495	589	1,577	4,512
TN	116,907	4,230	11,148	41,542	173,827
TX	19,081	545	1,274	4,554	25,454
UT	88,454	3,181	6,480	25,687	123,802
VA	183	21	23	171	398
VI	4,021	184	493	1,211	5,909
VT	72,329	2,134	4,667	15,579	94,709
WA	74,045	1,494	4,498	15,538	95,575
WI	36,151	1,504	3,933	10,143	51,731
WV	1,006	342	466	1,254	3,068
WY	2,862	297	340	922	4,421
<b>TOTAL</b>	<b>60,893</b>	<b>219,348</b>	<b>380,972</b>	<b>1,252,128</b>	<b>5,285,473</b>

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	2,278	430	189	403	1,121	4,421
AL	44,422	16,101	7,550	17,211	53,869	139,153
AR	36,815	5,901	5,010	8,653	28,482	84,861
AS		437	3	115	68	623
AZ	70,271	10,811	8,121	12,189	45,075	146,467
CA	12,485	299	1,575	2,782	6,089	23,230
CO	44,094	2,730	5,892	3,630	16,350	72,696
CT	27,097	2,383	3,036	3,161	16,326	52,003
DC	12,482	1,511	1,422	1,708	6,870	23,993
DE	6,558	779	1,016	1,363	4,500	14,216
FL	138,213	22,095	24,970	30,286	114,048	329,612
GA	146,211	22,824	17,720	28,983	111,881	327,619
GU	36	125	5	69	129	364
HI	5,928	1,218	860	1,520	4,346	13,872
IA	20,035	1,862	2,600	3,287	12,585	40,369
ID	6,630	1,022	607	1,508	4,684	14,451
IL	106,923	13,824	13,239	18,712	69,586	222,284
IN	72,290	7,932	9,127	10,784	44,069	144,202
KS	9,121	3,794	1,028	5,057	14,385	33,385
KY	67,185	6,349	11,150	11,646	45,692	142,022
LA	106,329	10,013	15,314	17,753	63,994	213,403
MA	41,436	5,950	5,055	8,517	25,375	86,333
MD	55,973	6,128	6,076	9,711	34,703	112,591
ME	7,534	748	951	1,260	4,627	15,120
MI	150,175	7,515	20,385	11,020	54,709	243,804
MN	31,317	2,400	4,112	4,113	15,977	57,919

<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).



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
MO	53,461	5,478	7,873	9,409	40,952	117,173
MP	3	299	11	164	135	612
MS	54,963	7,590	8,146	11,878	38,437	121,014
MT	3,552	589	262	775	2,508	7,686
NC	80,756	7,746	16,263	12,995	69,647	187,407
ND	2,510	553	197	733	1,991	5,984
NE	4,456	976	412	1,268	3,796	10,908
NH	4,354	586	376	867	2,833	9,016
NJ	48,155	10,614	4,896	17,050	48,659	129,374
NM	24,777	2,072	4,441	2,170	9,323	42,783
NV	48,808	3,821	5,995	5,891	22,083	86,598
NY	205,175	30,480	24,453	45,244	154,693	460,045
OH	144,561	14,256	21,349	23,875	83,768	287,809
OK	47,468	20,357	4,476	12,838	33,849	118,988
OR	1,060	39	89	216	592	1,996
PA	132,372	10,122	15,840	18,218	69,967	246,519
PR	93,828	29,054	9,780	11,646	26,375	170,683
RI	9,580	1,366	820	1,604	5,350	18,720
SC	52,299	4,944	8,212	11,640	47,065	124,160
SD	1,394	555	121	643	1,799	4,512
TN	76,166	7,078	13,845	13,115	63,623	173,827
TX	13,755	1,263	1,729	1,717	6,990	25,454
UT	58,773	5,920	9,782	7,907	41,420	123,802
VA	107	19	34	31	207	398
VI	2,937	283	314	574	1,801	5,909
VT	53,677	4,608	6,755	6,075	23,594	94,709
WA	56,086	3,247	7,548	5,579	23,115	95,575
WI	25,522	3,054	3,605	4,768	14,782	51,731
WV	777	382	44	506	1,359	3,068
WY	2,278	430	189	403	1,121	4,421



<b>STATE</b>	<b>Qualified Automatically</b>	<b>Qualified with Documents</b>	<b>Not Qualified – Information Not Provided<sup>1</sup></b>	<b>Not Qualified - Docs Not Sufficient</b>	<b>Not Qualified - Docs Not Provided</b>	<b>TOTAL</b>
<b>TOTAL</b>	<b>2,523,170</b>	<b>332,532</b>	<b>344,681</b>	<b>444,837</b>	<b>1,640,253</b>	<b>5,285,473</b>