

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## First Quarter 2023

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 first quarter of 2023, the National Verifier (NV) received 48,159,00 applications.<sup>2</sup>
  - Of the applications received, 47% were qualified automatically, and 6% were qualified through manual documentation review.
  - Of the applications submitted, 22,466,54 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.

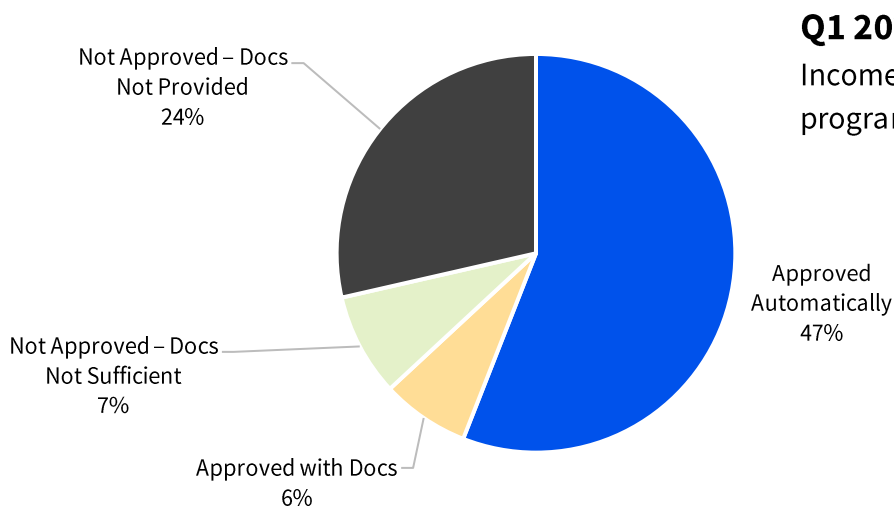
<sup>2</sup> All applications received in Q1 2023.

<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, 31% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

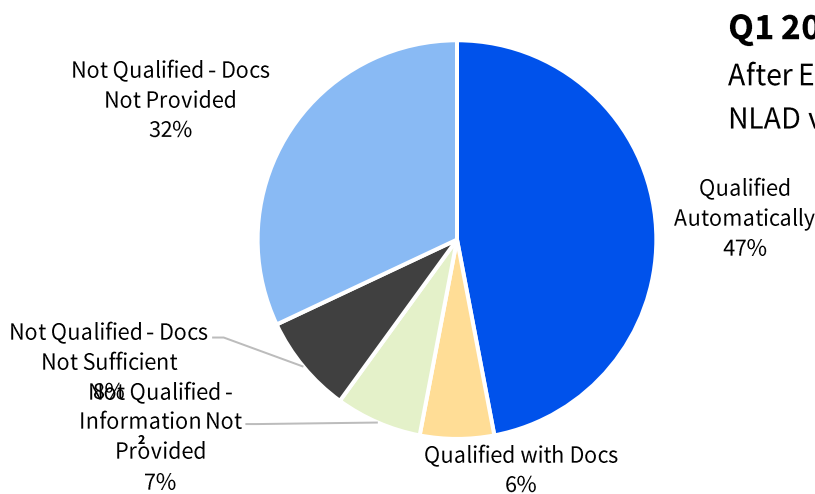


### Q1 2023 Eligibility Status Result

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>, 25,692,46 applications were qualified to receive Lifeline (53 % pass rate) either automatically or by submitting documentation.



### Q1 2023 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).