

LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

Third 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.¹

- During the third quarter of 2023, the National Verifier (NV) received 4,567,267 applications.²
 - Of the applications received, 44.82% were qualified automatically, and 6.42% were qualified through manual documentation review.
 - Of the applications submitted, 2,226,805 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.

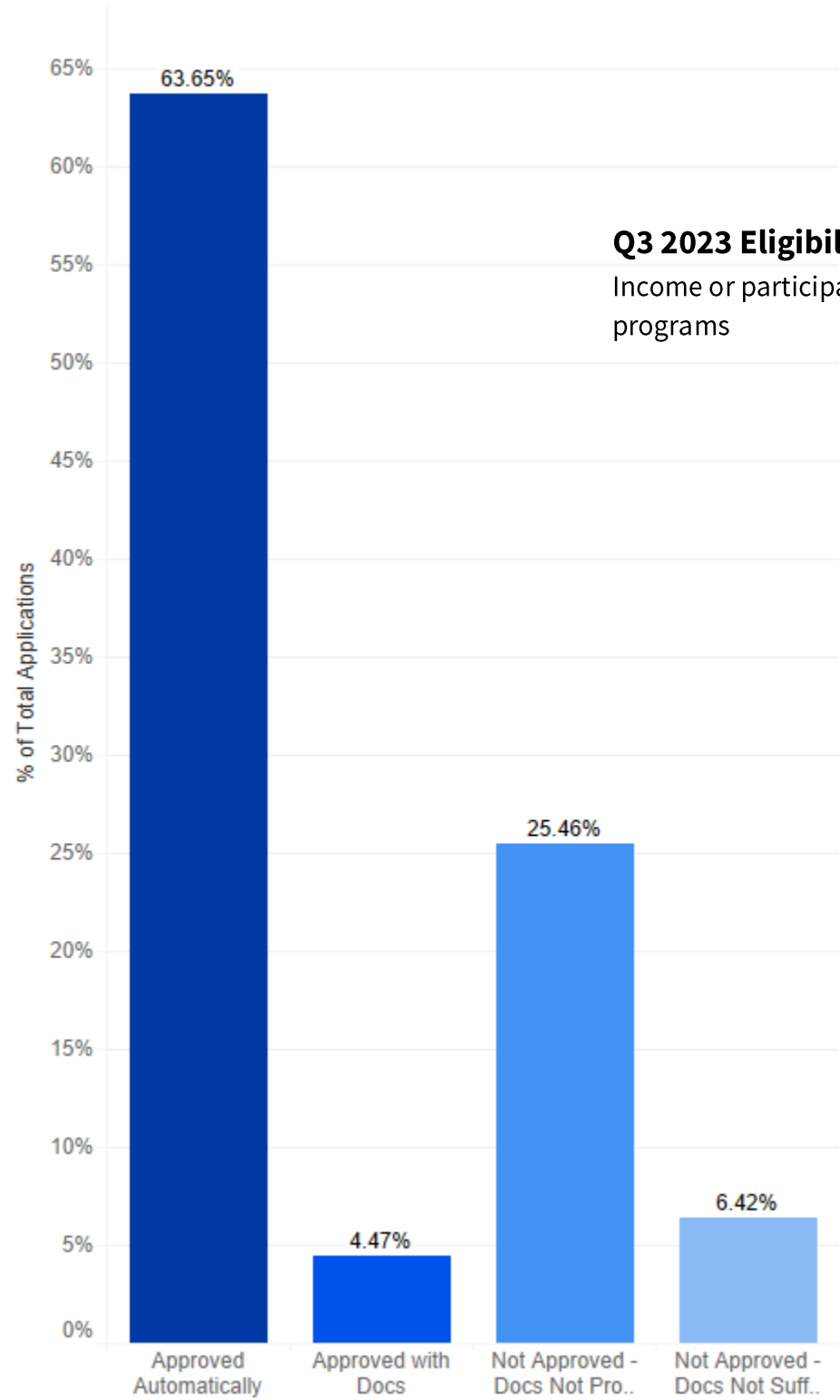
² All applications received in Q3 2023.

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.

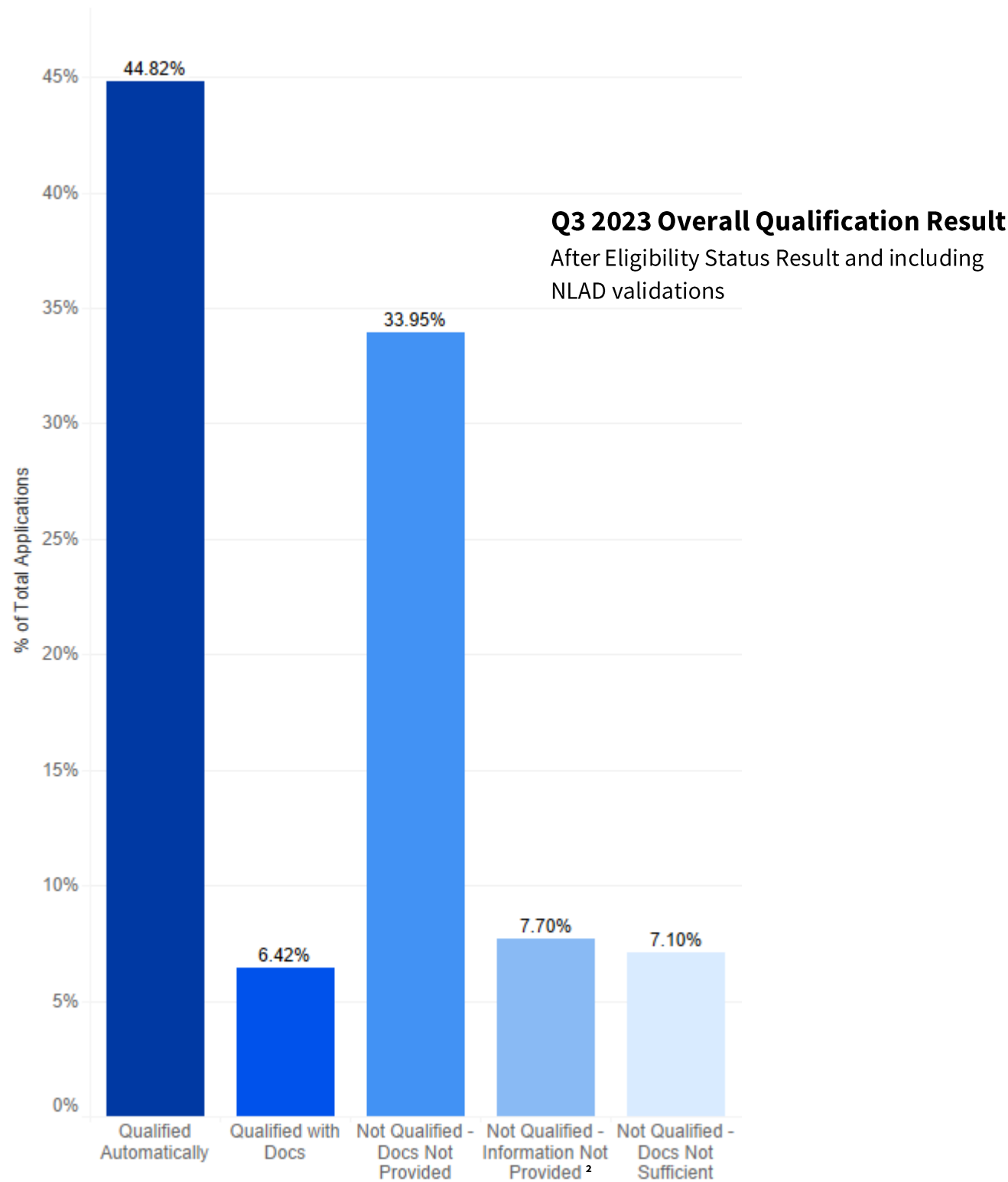
Eligibility Status Result

The eligibility status check verifies an individual’s participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 63.65% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 31.88% 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, 2,340,462 applications were qualified to receive Lifeline (51.24% 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
Third Quarter 2023

state	Approved Automatically	Approved with Docs	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	Total
AK	2,152	542	421	635	3,750
AL	35,290	7,439	9,305	28,562	80,596
AR	36,457	4,577	5,616	19,470	66,120
AS		443	101	53	597
AZ	102,311	5,757	7,697	37,230	152,995
CA	43,159	285	3,713	10,106	57,263
CO	55,928	559	1,974	8,205	66,666
CT	25,670	1,027	1,930	11,442	40,069
DC	11,236	618	1,161	4,343	17,358
DE	6,724	583	880	2,551	10,738
FL	125,173	16,404	17,997	66,300	225,874
GA	125,399	10,315	17,119	62,385	215,218
GU	14	35	19	35	103
HI	8,832	1,160	1,593	3,451	15,036
IA	24,096	1,037	2,533	8,079	35,745
ID	6,029	516	892	2,415	9,852
IL	142,778	8,578	15,128	58,068	224,552
IN	87,593	3,013	7,698	28,949	127,253
KS	9,187	2,946	3,124	8,315	23,572
KY	74,931	1,470	7,141	23,310	106,852
LA	106,869	4,277	10,410	38,485	160,041
MA	50,325	4,218	6,147	20,197	80,887
MD	59,630	3,315	6,346	24,156	93,447
ME	6,792	304	752	2,368	10,216
MI	186,922	3,585	6,295	55,396	252,198
MN	35,826	892	2,239	7,415	46,372
MO	73,708	2,288	6,993	26,395	109,384
MP	10	235	54	114	413
MS	49,773	3,957	7,181	22,801	83,712
MT	2,163	197	340	1,138	3,838
NC	74,622	2,489	7,672	30,403	115,186
ND	1,982	284	359	807	3,432
NE	3,635	419	717	1,851	6,622
NH	4,032	359	655	1,714	6,760
NJ	52,703	6,556	10,995	34,110	104,364
NM	25,145	881	1,148	4,174	31,348
NV	58,870	1,155	3,657	15,970	79,652
NY	296,170	27,344	30,653	197,112	551,279
OH	170,723	7,505	17,191	59,690	255,109
OK	61,616	22,177	9,350	30,627	123,770
OR	1,789	35	280	520	2,624
PA	137,991	3,335	11,294	40,673	193,293
PR	138,890	27,028	9,450	21,602	196,970
RI	9,981	584	1,192	3,637	15,394
SC	57,974	1,686	6,276	38,555	104,491
SD	1,002	360	366	873	2,601
TN	65,318	5,067	11,301	37,175	118,861
UT	15,857	349	942	3,290	20,438
VA	80,763	1,931	5,370	20,421	108,485
VI	564	67	93	258	982
VT	2,748	107	299	806	3,960
WA	63,714	2,030	4,121	13,217	83,082
WI	61,346	1,037	4,056	15,254	81,693
WV	24,018	854	2,688	7,383	34,943
WY	482	76	190	463	1,211
Total	2,906,912	204,287	293,114	1,162,954	4,567,267

Lifeline Overall Qualification Result
 Third Quarter 2023

State	Qualified Automatically	Qualified with Docs	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	Not Qualified - Information Not Provided	Total
AK	1,643	639	185	768	515	3,750
AL	24,410	7,747	5,535	32,693	10,211	80,596
AR	25,507	5,755	3,869	24,566	6,423	66,120
AS		401	1	52	143	597
AZ	73,672	9,056	9,554	51,152	9,561	152,995
CA	17,516	650	2,176	32,423	4,498	57,263
CO	38,504	2,191	6,202	16,790	2,979	66,666
CT	18,828	1,728	2,880	14,218	2,415	40,069
DC	8,173	926	1,439	5,446	1,374	17,358
DE	4,885	695	924	3,207	1,027	10,738
FL	86,556	17,406	21,836	79,160	20,916	225,874
GA	89,578	13,711	13,832	78,524	19,573	215,218
GU	9	36	1	36	21	103
HI	6,216	1,455	981	4,422	1,962	15,036
IA	16,729	1,797	2,774	11,438	3,007	35,745
ID	4,239	673	632	3,286	1,022	9,852
IL	107,327	12,283	14,570	72,878	17,494	224,552
IN	61,526	6,774	9,314	40,449	9,190	127,253
KS	6,263	3,130	1,025	9,726	3,428	23,572
KY	49,814	4,534	9,166	34,543	8,795	106,852
LA	75,281	6,912	13,624	51,934	12,290	160,041
MA	37,112	5,863	5,212	25,517	7,183	80,887
MD	42,600	4,510	6,630	32,393	7,314	93,447
ME	4,441	485	916	3,463	911	10,216
MI	140,238	8,160	19,679	75,490	8,631	252,198
MN	24,655	1,975	4,027	12,645	3,070	46,372
MO	49,400	4,803	8,487	38,353	8,341	109,384
MP	7	229	3	111	63	413
MS	33,296	5,579	6,400	29,798	8,639	83,712
MT	1,582	260	221	1,371	404	3,838
NC	47,768	4,481	11,415	42,533	8,989	115,186
ND	1,439	324	154	1,098	417	3,432
NE	2,536	500	428	2,337	821	6,622
NH	2,958	477	401	2,174	750	6,760
NJ	38,111	7,647	5,394	40,749	12,463	104,364
NM	17,284	1,838	3,597	6,919	1,710	31,348
NV	42,622	2,631	6,613	23,263	4,523	79,652
NY	217,692	39,379	26,124	230,443	37,641	551,279
OH	122,846	12,744	20,457	78,924	20,138	255,109
OK	48,706	23,071	4,574	35,811	11,608	123,770
OR	1,448	59	115	677	325	2,624
PA	95,473	7,267	16,216	60,768	13,569	193,293
PR	106,975	38,518	8,823	29,165	13,489	196,970
RI	7,351	934	969	4,765	1,375	15,394
SC	34,536	2,975	7,731	52,176	7,073	104,491
SD	724	381	99	994	403	2,601
TN	43,450	6,154	8,269	48,579	12,409	118,861
UT	10,546	891	1,717	5,963	1,321	20,438
VA	48,376	3,942	10,746	38,691	6,730	108,485
VI	422	82	38	311	129	982
VT	1,835	185	291	1,308	341	3,960
WA	44,504	4,299	6,418	22,173	5,688	83,082
WI	43,153	2,258	8,656	22,574	5,052	81,693
WV	16,119	1,771	2,812	10,963	3,278	34,943
WY	328	82	42	552	207	1,211
Total	2,047,209	293,253	324,194	1,550,762	351,849	4,567,267