

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## Fourth 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 fourth quarter of 2023, the National Verifier (NV) received 4,058,142 applications.<sup>2</sup>
  - Of the applications received, 45.96% were qualified automatically, and 6.77% were qualified through manual documentation review.
  - Of the applications submitted, 1,918,573 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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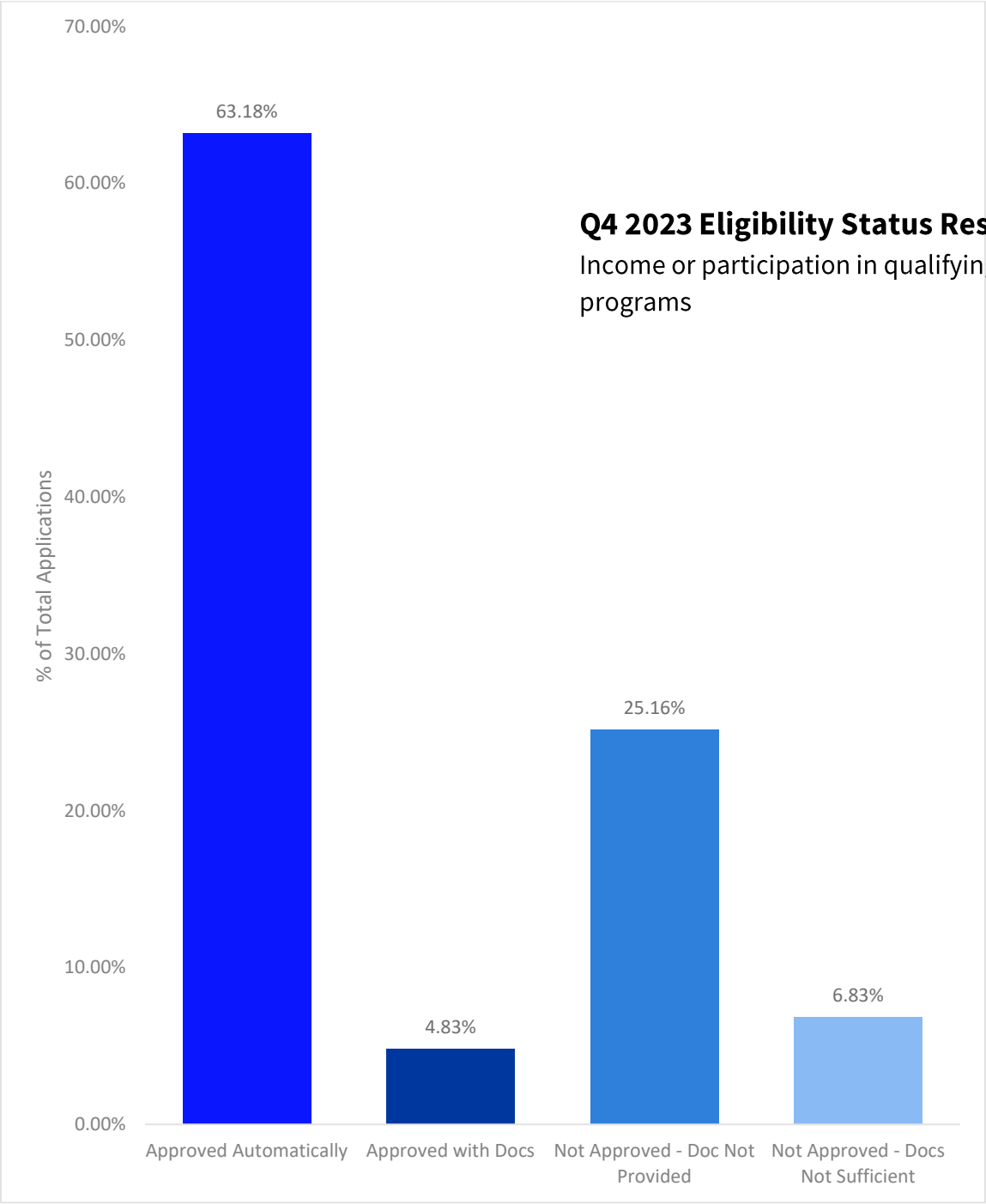
<sup>1</sup> The NV leverages state administrator processes and eligibility determinations in the National Lifeline Accountability Database (NLAD) opt-out states (California, Oregon, and Texas). The data outlined here includes application results in the NLAD opt-out states for the limited number of applications that are submitted through the National Verifier for those consumers with broadband-only service in California.

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

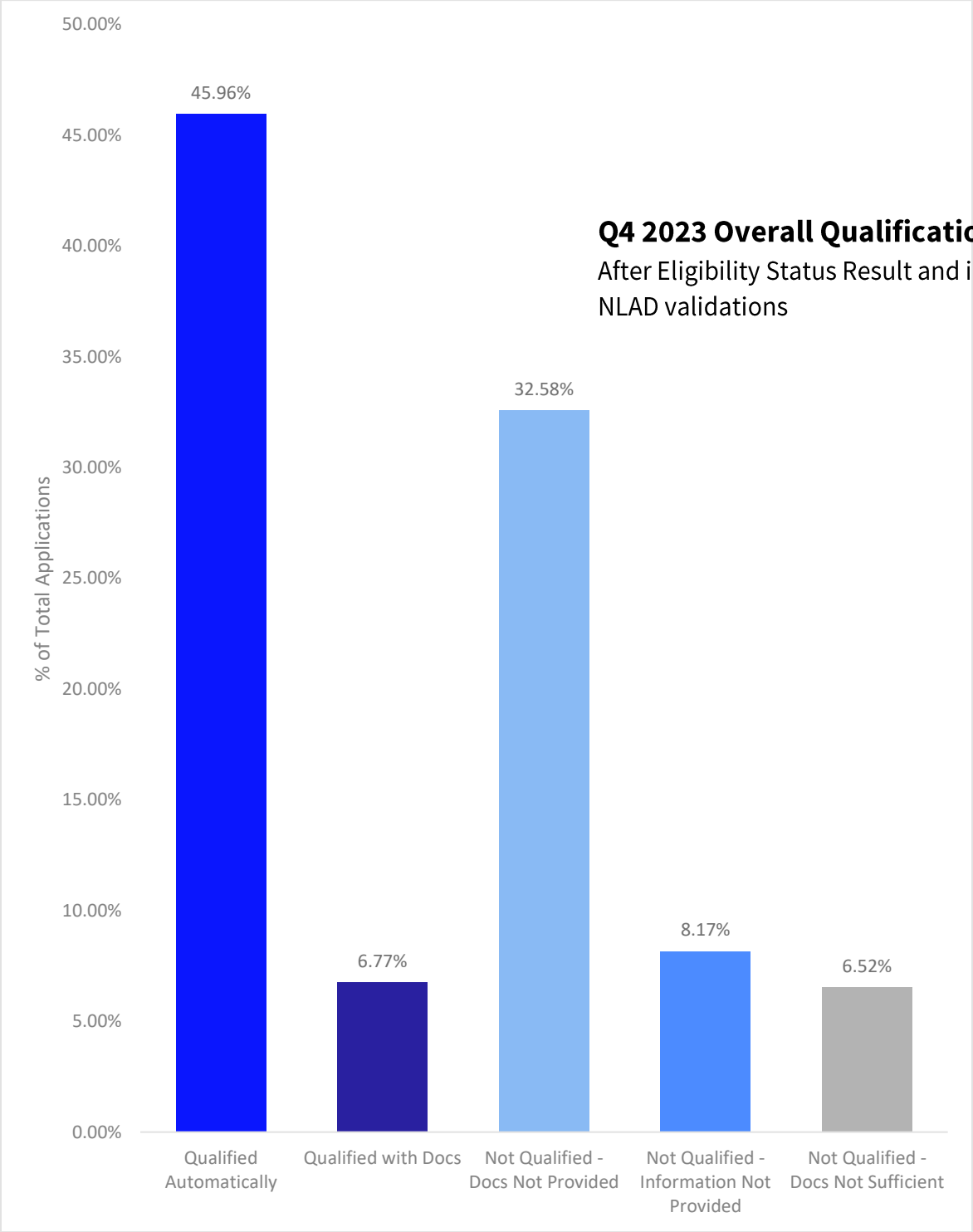
<sup>4</sup> An applicant can have multiple applications. A qualified application does not equate to enrollment in Lifeline. The applicant must select and enroll in service with a participating Lifeline service provider.

The eligibility status check verifies an individual's participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 63.18% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 31.99% 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>, 2,139,569 applications were qualified to receive Lifeline (52.73% 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  
Fourth Quarter 2023

state	Approved Automatically	Approved with Docs	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	Total
AK	1,776	287	250	439	2,752
AL	28,374	5,527	7,787	22,707	64,395
AR	32,528	4,212	6,033	20,199	62,972
AS		512	140	41	693
AZ	98,796	6,732	9,824	48,736	164,088
CA	6,033	78	467	1,565	8,143
CO	60,333	462	2,066	10,290	73,151
CT	17,634	610	1,471	6,230	25,945
DC	6,248	270	704	2,208	9,430
DE	5,178	395	709	2,006	8,288
FL	81,324	6,934	12,285	38,246	138,789
GA	119,218	12,068	17,581	63,637	212,504
GU	8	53	22	29	112
HI	11,405	1,582	2,426	5,131	20,544
IA	21,365	841	2,368	7,203	31,777
ID	5,571	479	1,029	2,781	9,860
IL	117,310	6,737	13,162	51,940	189,149
IN	73,546	2,795	7,382	24,853	108,576
KS	7,382	2,374	2,662	6,703	19,121
KY	75,869	1,637	7,548	24,105	109,159
LA	102,571	4,663	11,291	40,704	159,229
MA	35,091	3,221	4,455	12,789	55,556
MD	66,855	2,903	6,226	29,529	105,513
ME	5,993	287	675	2,097	9,052
MI	154,170	5,809	7,911	44,291	212,181
MN	32,466	585	2,182	6,435	41,668
MO	64,671	1,414	5,877	22,597	94,559
MP	8	308	94	72	482
MS	42,620	3,786	7,491	21,959	75,856
MT	2,092	224	399	901	3,616
NC	58,005	2,151	6,228	21,416	87,800
ND	1,877	270	420	861	3,428
NE	3,756	482	855	1,931	7,024
NH	3,093	339	581	1,417	5,430
NJ	40,735	4,019	9,087	25,588	79,429
NM	17,949	421	742	2,605	21,717
NV	60,425	1,140	3,779	18,382	83,726
NY	251,340	31,051	27,637	142,651	452,679
OH	148,678	7,310	15,901	56,780	228,669
OK	61,862	26,223	11,158	41,769	141,012
OR	524	14	34	126	698
PA	131,815	3,516	10,952	41,689	187,972
PR	138,683	29,359	10,920	24,212	203,174
RI	9,826	595	1,144	3,874	15,439
SC	54,018	2,106	8,122	26,059	90,305
SD	977	335	408	778	2,498
TN	62,969	2,841	9,267	30,226	105,303
UT	14,620	283	1,152	3,596	19,651
VA	72,219	1,432	4,694	17,403	95,748
VI	936	169	130	507	1,742
VT	3,102	86	346	901	4,435
WA	69,578	2,190	4,149	15,432	91,349
WI	54,183	851	3,649	13,784	72,467
WV	25,672	1,074	3,010	8,203	37,959
WY	495	117	232	484	1,328
Total	2,563,772	196,159	277,114	1,021,097	4,058,142

Lifeline Overall Qualification Result  
 Fourth 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	1,345	366	299	569	173	2,752
AL	18,917	5,817	8,600	26,491	4,570	64,395
AR	23,136	5,314	6,776	24,435	3,311	62,972
AS		453	201	36	3	693
AZ	75,999	9,856	11,942	58,902	7,389	164,088
CA	4,798	125	570	2,199	451	8,143
CO	44,322	2,104	3,054	17,756	5,915	73,151
CT	12,336	1,084	1,776	8,631	2,118	25,945
DC	4,309	453	812	2,909	947	9,430
DE	3,688	463	807	2,599	731	8,288
FL	55,056	7,411	13,989	47,475	14,858	138,789
GA	88,790	15,460	20,068	77,001	11,185	212,504
GU	5	54	23	29	1	112
HI	8,155	2,090	2,965	6,233	1,101	20,544
IA	14,987	1,468	2,794	10,212	2,316	31,777
ID	3,788	624	1,166	3,650	632	9,860
IL	89,688	9,573	15,198	63,545	11,145	189,149
IN	52,247	5,867	8,613	34,414	7,435	108,576
KS	4,793	2,530	2,929	8,033	836	19,121
KY	51,865	4,842	9,098	35,078	8,276	109,159
LA	75,766	7,093	13,230	51,441	11,699	159,229
MA	25,409	4,146	5,227	17,009	3,765	55,556
MD	49,877	4,334	7,271	37,457	6,574	105,513
ME	3,807	476	788	3,206	775	9,052
MI	117,432	9,226	10,132	59,653	15,738	212,181
MN	22,587	1,509	2,919	11,238	3,415	41,668
MO	42,966	3,458	6,970	34,025	7,140	94,559
MP	5	294	106	70	7	482
MS	29,606	5,203	8,645	27,537	4,865	75,856
MT	1,526	301	456	1,145	188	3,616
NC	36,239	3,607	7,209	31,204	9,541	87,800
ND	1,353	323	486	1,121	145	3,428
NE	2,647	571	950	2,446	410	7,024
NH	2,248	419	664	1,785	314	5,430
NJ	29,801	4,794	10,054	30,921	3,859	79,429
NM	12,121	1,178	1,116	4,717	2,585	21,717
NV	46,496	2,532	4,698	24,447	5,553	83,726
NY	190,529	40,908	34,742	166,857	19,643	452,679
OH	108,049	11,518	18,588	73,974	16,540	228,669
OK	48,994	26,766	13,589	46,991	4,672	141,012
OR	428	20	36	171	43	698
PA	93,914	7,254	13,045	58,931	14,828	187,972
PR	106,712	40,213	15,584	31,442	9,223	203,174
RI	7,214	898	1,341	5,081	905	15,439
SC	35,870	3,592	9,017	35,547	6,279	90,305
SD	679	370	449	907	93	2,498
TN	42,724	3,971	10,360	41,282	6,966	105,303
UT	10,375	731	1,521	5,639	1,385	19,651
VA	49,632	3,443	5,995	28,197	8,481	95,748
VI	687	222	180	599	54	1,742
VT	2,017	175	397	1,469	377	4,435
WA	51,459	4,857	5,736	23,412	5,885	91,349
WI	39,321	1,949	4,522	19,921	6,754	72,467
WV	17,952	2,138	3,582	11,664	2,623	37,959
WY	328	132	241	593	34	1,328
Total	1,864,994	274,575	331,526	1,322,296	264,751	4,058,142