

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## First Quarter 2024

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 2024, the National Verifier (NV) received 6,284,767 applications.<sup>2</sup>
  - Of the applications received, 43.64% were qualified automatically, and 5.31% were qualified through manual documentation review.
  - Of the applications submitted, 3,208,780 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.

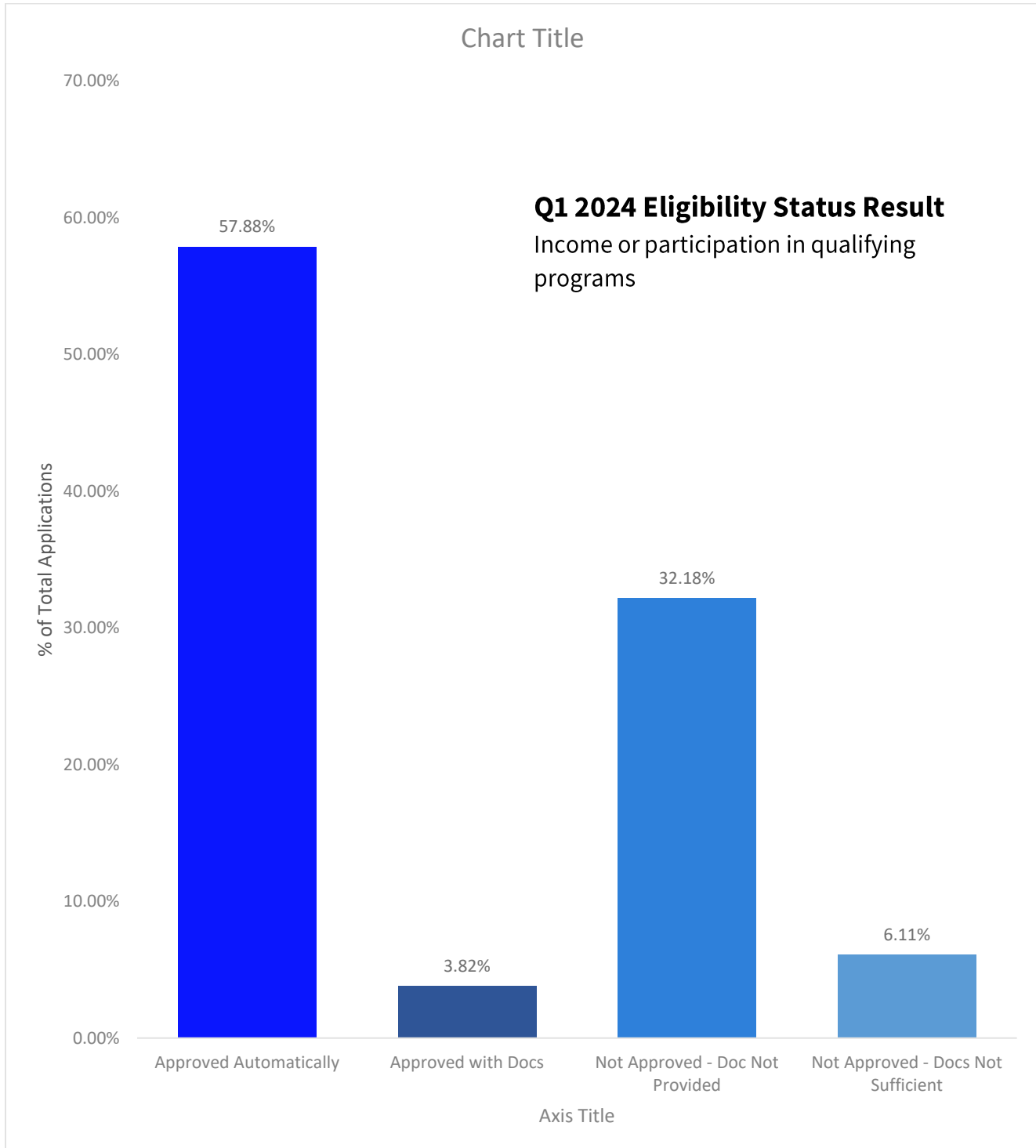
<sup>2</sup> All applications received in Q1 2024.

<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.

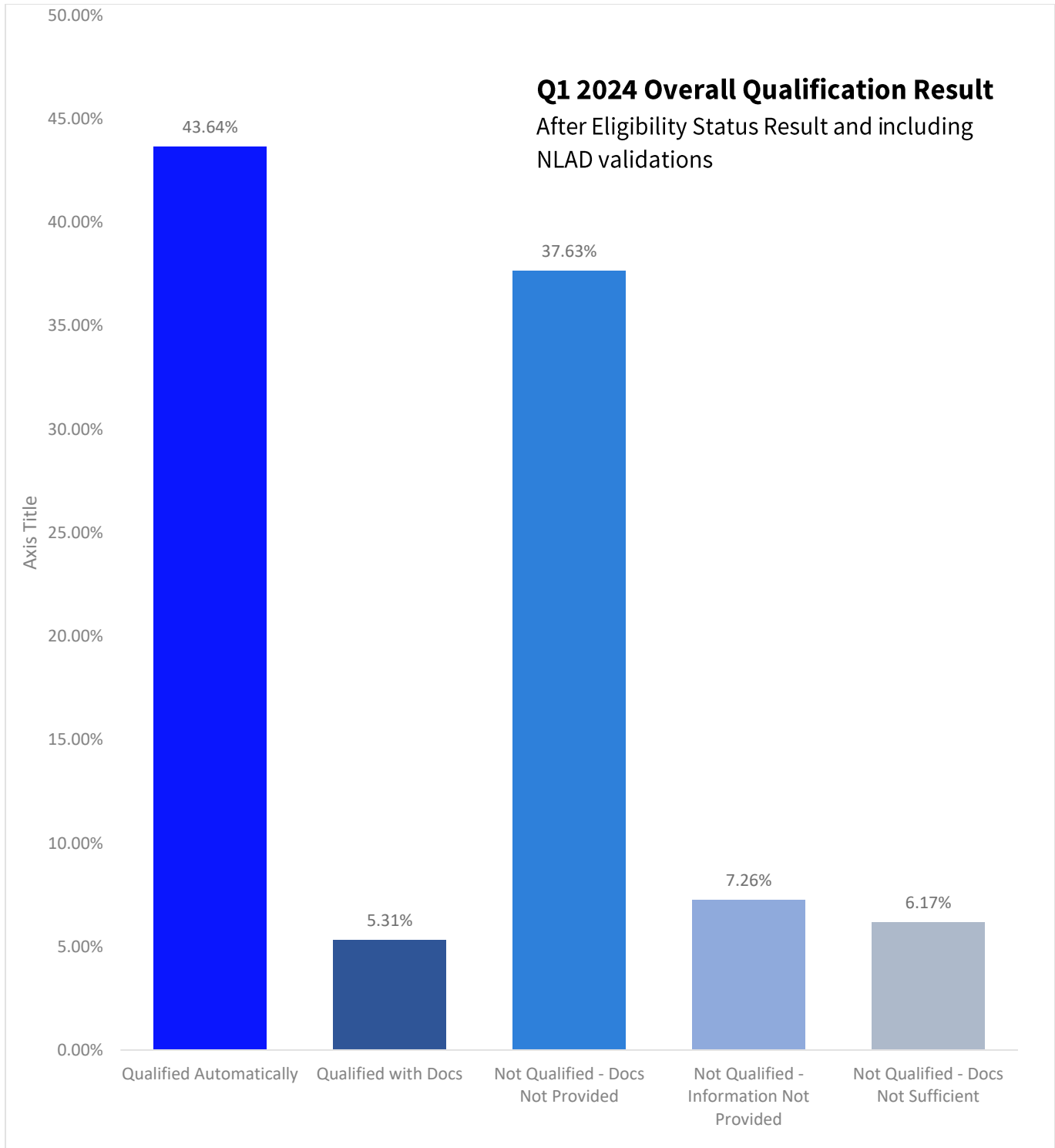
### Eligibility Status Result

The eligibility status check verifies an individual’s participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 57.88% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 38.29% 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>, 3,076,394 applications were qualified to receive Lifeline (48.95% pass rate) either automatically or by submitting documentation.



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<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  
 First Quarter 2024

state	Approved Automatically	Approved with Docs	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	Total
AK	2,676	432	352	828	4,288
AL	45,111	7,972	11,728	46,801	111,612
AR	41,515	4,770	6,955	28,790	82,030
AS	3	434	208	60	705
AZ	131,956	9,436	12,622	79,004	233,018
CA	39,218	177	4,030	21,636	65,061
CO	76,254	658	2,756	15,868	95,536
CT	30,928	789	1,900	14,218	47,835
DC	12,228	497	1,118	5,967	19,810
DE	7,223	877	1,013	3,861	12,974
FL	177,462	16,499	22,869	127,144	343,974
GA	148,371	14,056	21,525	103,811	287,763
GU	22	83	46	56	207
HI	15,924	1,866	2,257	9,002	29,049
IA	26,111	1,104	3,061	11,276	41,552
ID	8,058	530	1,225	4,687	14,500
IL	154,757	6,598	14,751	86,074	262,180
IN	96,823	4,257	8,894	40,283	150,257
KS	10,318	2,646	3,474	12,696	29,134
KY	91,592	1,750	7,865	33,765	134,972
LA	147,148	6,144	13,989	72,541	239,822
MA	48,478	5,635	6,400	23,780	84,293
MD	100,518	3,953	7,727	58,012	170,210
ME	9,600	418	954	4,206	15,178
MI	192,473	3,884	9,059	53,287	258,703
MN	43,391	764	2,808	11,286	58,249
MO	79,153	1,533	6,421	33,746	120,853
MP	9	287	96	50	442
MS	51,394	3,763	8,322	33,071	96,550
MT	2,975	235	483	1,958	5,651
NC	96,589	2,990	8,288	44,573	152,440
ND	2,895	340	622	2,282	6,139
NE	5,192	594	961	3,533	10,280
NH	4,596	352	760	2,506	8,214
NJ	53,105	6,297	12,448	41,453	113,303
NM	30,979	482	1,167	6,275	38,903
NV	92,062	3,529	5,342	37,249	138,182
NY	442,922	34,440	64,814	381,365	923,541
OH	188,654	6,734	18,020	89,651	303,059
OK	68,889	25,041	13,028	59,498	166,456
OR	9,220	364	868	6,465	16,917
PA	201,016	4,687	13,772	122,686	342,161
PR	133,546	37,438	13,983	37,403	222,370
RI	12,717	757	1,500	5,978	20,952
SC	78,421	2,421	8,821	73,617	163,280
SD	1,729	328	405	1,514	3,976
TN	76,550	3,490	12,005	50,666	142,711
UT	29,688	422	1,760	11,550	43,420
VA	106,589	2,467	6,830	33,432	149,318
VI	156	49	38	126	369
VT	3,947	119	408	1,560	6,034
WA	104,029	2,973	5,464	29,113	141,579
WI	71,007	786	4,225	28,421	104,439
WV	30,659	1,083	3,354	12,588	47,684
WY	823	159	371	1,279	2,632
<b>Grand Total</b>	<b>3,637,669</b>	<b>240,389</b>	<b>384,162</b>	<b>2,022,547</b>	<b>6,284,767</b>

Lifeline Overall Qualification Result  
 First Quarter 2024

State	Qualified Automatically	Qualified with Docs	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	Not Qualified - Information Not Provided	Total
AK	2,136	549	166	998	439	4,288
AL	32,171	8,552	7,057	51,061	12,771	111,612
AR	30,082	5,966	4,774	33,283	7,925	82,030
AS	3	384	1	58	259	705
AZ	103,874	12,723	11,184	90,579	14,658	233,018
CA	29,553	403	4,286	26,127	4,692	65,061
CO	57,497	2,420	7,876	23,881	3,862	95,536
CT	23,042	1,677	3,675	17,046	2,395	47,835
DC	9,269	775	1,295	7,151	1,320	19,810
DE	5,434	979	929	4,471	1,161	12,974
FL	134,578	20,149	21,833	140,796	26,618	343,974
GA	113,201	17,507	15,665	117,003	24,387	287,763
GU	12	83	2	60	50	207
HI	11,263	3,041	1,518	10,463	2,764	29,049
IA	18,995	1,853	2,997	14,156	3,551	41,552
ID	5,698	768	1,011	5,652	1,371	14,500
IL	119,752	10,209	15,435	99,818	16,966	262,180
IN	71,729	7,996	10,370	49,694	10,468	150,257
KS	7,237	2,843	1,266	13,964	3,824	29,134
KY	63,612	5,033	12,358	44,400	9,569	134,972
LA	112,724	9,691	15,812	85,261	16,334	239,822
MA	36,811	6,728	4,973	27,891	7,890	84,293
MD	77,908	5,607	9,366	68,277	9,052	170,210
ME	6,724	622	1,319	5,382	1,131	15,178
MI	149,197	7,531	20,423	70,146	11,406	258,703
MN	31,343	1,786	4,856	16,551	3,713	58,249
MO	52,941	3,622	12,279	44,484	7,527	120,853
MP	2	274	5	49	112	442
MS	36,515	5,242	6,215	38,964	9,614	96,550
MT	2,263	315	239	2,291	543	5,651
NC	66,643	5,540	15,150	55,387	9,720	152,440
ND	2,190	415	261	2,584	689	6,139
NE	4,068	707	436	4,003	1,066	10,280
NH	3,450	467	472	2,973	852	8,214
NJ	39,687	7,254	5,820	46,745	13,797	113,303
NM	22,471	1,313	3,830	9,617	1,672	38,903
NV	73,502	5,043	7,521	45,392	6,724	138,182
NY	343,574	45,769	36,649	419,056	78,493	923,541
OH	141,055	11,517	21,663	107,906	20,918	303,059
OK	54,815	25,915	5,286	65,078	15,362	166,456
OR	7,031	434	925	7,517	1,010	16,917
PA	152,748	9,579	20,424	142,846	16,564	342,161
PR	104,475	46,673	8,502	43,587	19,133	222,370
RI	9,832	1,103	1,249	7,065	1,703	20,952
SC	54,500	4,106	12,006	82,786	9,882	163,280
SD	1,292	370	162	1,692	460	3,976
TN	55,498	4,751	11,003	58,385	13,074	142,711
UT	22,088	1,200	2,462	15,400	2,270	43,420
VA	78,090	5,427	12,686	44,389	8,726	149,318
VI	89	58	19	146	57	369
VT	2,739	206	524	2,082	483	6,034
WA	80,527	6,184	9,110	38,209	7,549	141,579
WI	54,390	1,917	8,401	34,548	5,183	104,439
WV	21,579	2,070	3,856	16,169	4,010	47,684
WY	562	180	107	1,391	392	2,632
<b>Grand Total</b>	<b>2,742,461</b>	<b>333,526</b>	<b>387,709</b>	<b>2,364,910</b>	<b>456,161</b>	<b>6,284,767</b>