

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## First Quarter 2025

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 2025, the National Verifier (NV) received 4,178,302 applications.<sup>2</sup>
  - Of the applications received, 36.20% were qualified automatically, and 3.40% were qualified through manual documentation review.
  - Of the applications submitted, 2,523,772 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>

<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 2025.

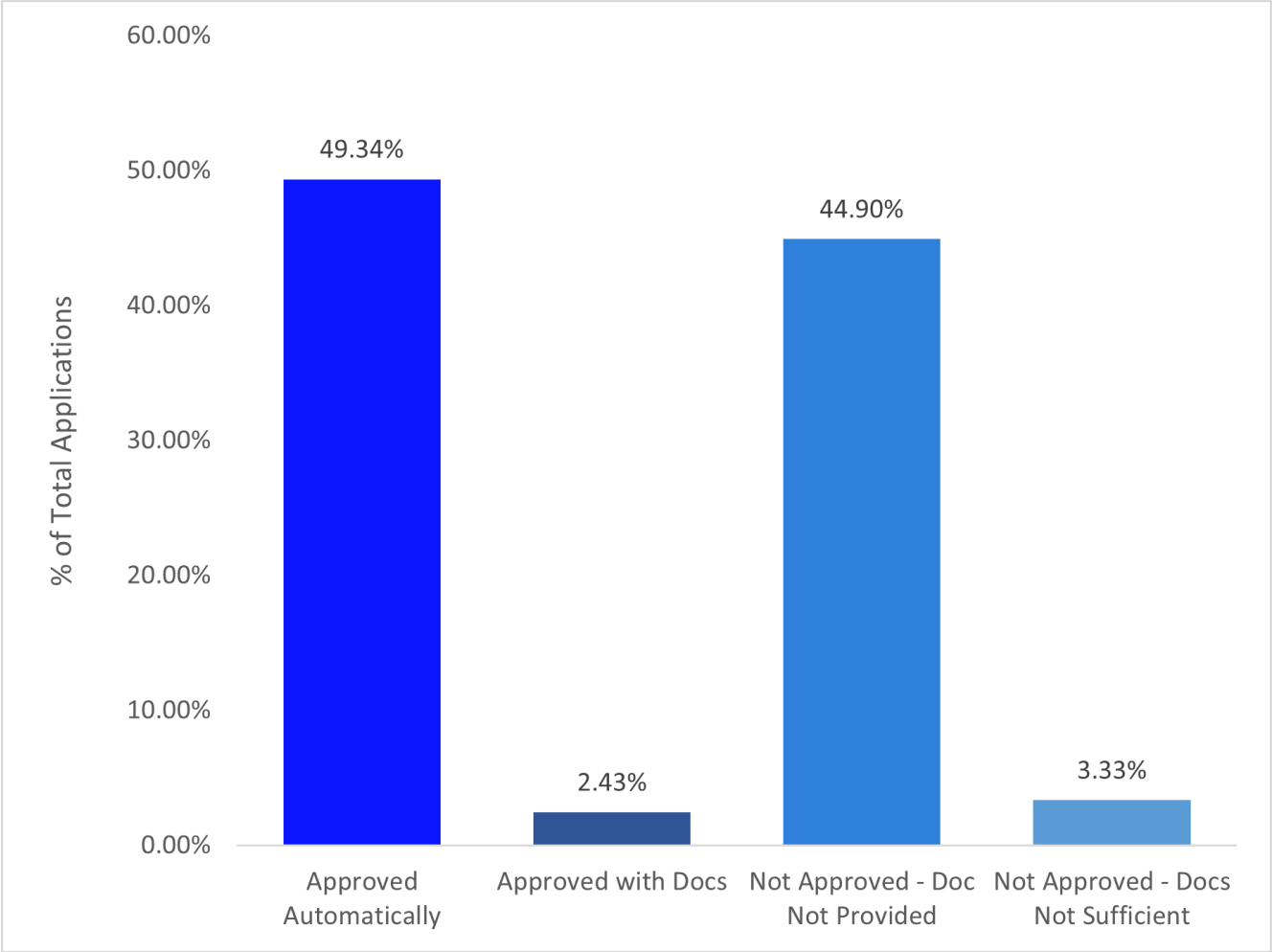
<sup>3</sup> Program eligibility and the application results take into account eligibility through a qualifying assistance program or income, passing identity verifications, no duplicate enrollment, and address validation.

<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, 49.34% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 48.23% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

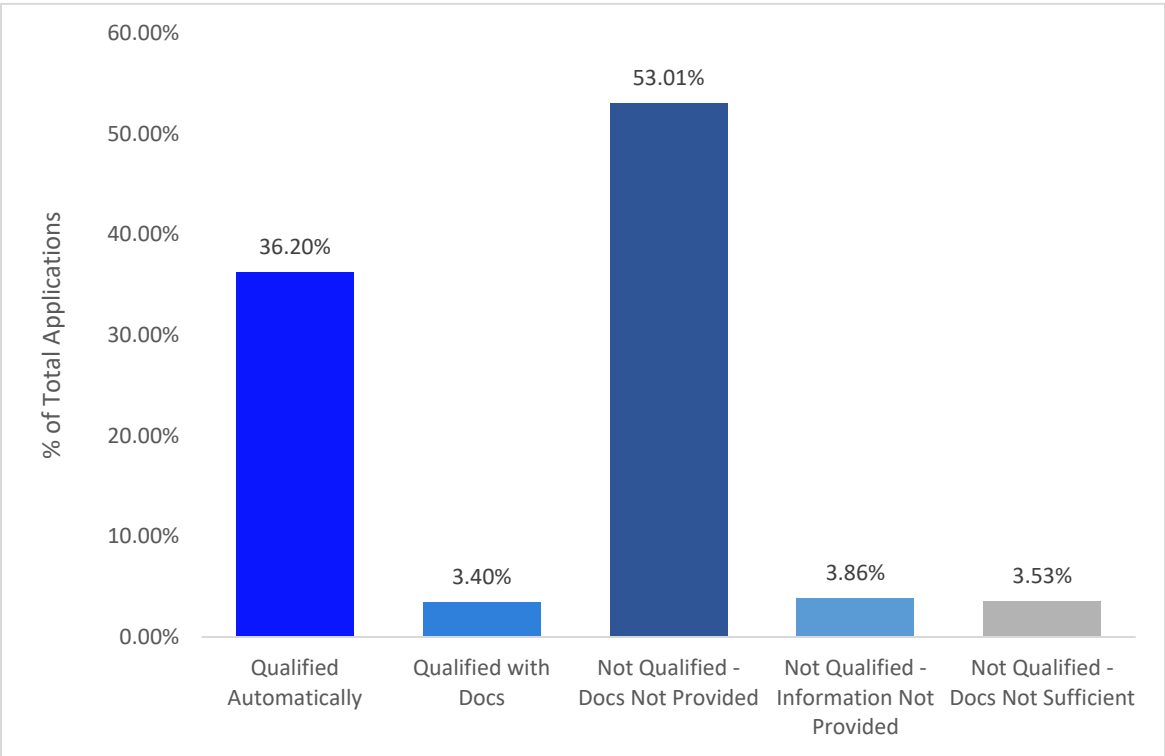
**Q1 2025 Eligibility Status Result**  
Income or participation in qualifying programs



Overall Qualification Result

After all application checks were concluded, including eligibility status checks and NLAD validations<sup>1</sup>, 1,654,580 applications were qualified to receive Lifeline (39.60% pass rate) either automatically or by submitting documentation.

Q1 2025 Overall Qualification Result  
After Eligibility Status Result and including  
NLAD validations



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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 2025

state	Approved Automatically	Approved with Docs	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	Total
AK	2,815	381	367	1,077	4,640
AL	22,792	5,159	5,173	27,288	60,412
AR	30,721	1,703	2,567	17,412	52,403
AS		534	188	36	758
AZ	81,270	2,023	3,313	32,585	119,191
CA	127	4	11	460	602
CO	32,636	269	924	9,103	42,932
CT	8,429	228	445	2,487	11,589
DC	3,750	280	518	1,195	5,743
DE	2,898	218	400	1,144	4,660
FL	188,399	6,839	11,485	118,656	325,379
GA	65,482	3,219	6,524	44,887	120,112
GU	48	8	7	15	78
HI	4,221	369	418	2,354	7,362
IA	12,902	458	1,121	5,715	20,196
ID	3,759	441	558	2,201	6,959
IL	85,418	2,789	6,284	40,518	135,009
IN	54,847	934	2,763	22,481	81,025
KS	3,322	1,175	1,517	4,261	10,275
KY	48,825	591	2,577	19,884	71,877
LA	81,109	3,618	4,786	36,660	126,173
MA	22,053	2,108	2,808	11,165	38,134
MD	34,546	1,776	2,770	41,340	80,432
ME	3,888	215	391	1,066	5,560
MI	98,442	507	2,089	68,905	169,943
MN	23,171	439	1,266	7,237	32,113
MO	38,305	414	2,062	14,879	55,660
MP		127	28	23	178
MS	40,385	1,903	3,231	19,137	64,656
MT	1,752	196	213	979	3,140
NC	35,140	710	1,821	10,082	47,753
ND	1,838	346	359	1,214	3,757
NE	3,334	370	556	2,377	6,637
NH	1,853	206	293	507	2,859
NJ	37,281	3,962	6,968	75,441	123,652
NM	10,396	487	811	2,167	13,861
NV	36,162	425	1,532	22,418	60,537
NY	263,103	6,919	15,083	625,110	910,215
OH	122,334	3,385	6,430	54,154	186,303
OK	38,574	23,188	10,060	31,757	103,579
OR	16	1	4	8	29
PA	127,267	1,410	4,726	337,293	470,696
PR	158,045	15,502	8,731	36,358	218,636
RI	5,078	407	566	2,633	8,684
SC	30,164	700	2,224	41,802	74,890
SD	1,345	396	333	683	2,757
TN	35,337	1,215	3,517	26,544	66,613
TX	2	13	14	17	46
UT	16,051	155	565	5,490	22,261
VA	51,828	934	2,534	16,611	71,907
VI	69	8	9	62	148
VT	1,585	83	169	641	2,478
WA	45,513	811	2,151	12,269	60,744
WI	26,667	326	1,394	8,239	36,626
WV	15,983	532	1,197	6,675	24,387
WY	354	93	148	461	1,056
Total	2,061,631	101,509	138,999	1,876,163	4,178,302

Lifeline Overall Qualification Result

First Quarter 2025

State	Qualified Automatically	Qualified with Docs	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	Not Qualified - Information Not Provided	Total
AK	2,313	477	195	1,232	423	4,640
AL	19,269	5,514	949	29,193	5,487	60,412
AR	17,668	2,320	2,941	26,631	2,843	52,403
AS		442	2	36	278	758
AZ	54,076	3,447	5,954	51,820	3,894	119,191
CA	44	8	1	535	14	602
CO	27,344	823	1,499	12,024	1,242	42,932
CT	7,077	390	305	3,225	592	11,589
DC	3,075	379	165	1,518	606	5,743
DE	2,391	290	125	1,409	445	4,660
FL	138,897	11,428	10,054	151,514	13,486	325,379
GA	55,264	4,360	2,987	50,339	7,162	120,112
GU	27	15	6	23	7	78
HI	3,193	450	321	2,923	475	7,362
IA	10,654	728	607	6,931	1,276	20,196
ID	3,106	548	135	2,557	613	6,959
IL	51,292	3,753	7,860	65,107	6,997	135,009
IN	35,673	2,041	4,665	35,420	3,226	81,025
KS	2,776	1,262	91	4,529	1,617	10,275
KY	39,076	1,836	2,878	25,008	3,079	71,877
LA	51,466	4,811	7,429	57,104	5,363	126,173
MA	18,284	2,800	623	13,214	3,213	38,134
MD	28,743	2,301	1,402	44,874	3,112	80,432
ME	3,324	334	94	1,348	460	5,560
MI	78,771	1,325	5,710	81,471	2,666	169,943
MN	18,713	810	1,101	9,855	1,634	32,113
MO	28,751	1,134	2,467	20,903	2,405	55,660
MP		122		20	36	178
MS	19,984	2,405	5,633	33,062	3,572	64,656
MT	1,391	252	86	1,170	241	3,140
NC	28,096	1,504	1,611	14,206	2,336	47,753
ND	1,523	387	69	1,385	393	3,757
NE	2,759	427	105	2,735	611	6,637
NH	1,605	249	53	612	340	2,859
NJ	30,467	4,496	1,210	79,886	7,593	123,652
NM	8,766	803	418	2,885	989	13,861
NV	31,304	888	1,446	25,116	1,783	60,537
NY	192,872	10,693	17,323	672,045	17,282	910,215
OH	78,684	5,243	11,704	83,339	7,333	186,303
OK	33,181	23,820	1,306	34,230	11,042	103,579
OR	7	2	2	12	6	29
PA	88,213	2,954	6,774	367,255	5,500	470,696
PR	106,724	23,952	26,904	48,814	12,242	218,636
RI	4,080	524	227	3,234	619	8,684
SC	23,278	1,087	1,974	46,131	2,420	74,890
SD	1,058	472	61	790	376	2,757
TN	26,730	1,704	2,511	31,865	3,803	66,613
TX	1	8		18	19	46
UT	13,149	434	659	7,262	757	22,261
VA	41,925	1,871	2,767	22,158	3,186	71,907
VI	50	12	10	67	9	148
VT	1,265	122	73	829	189	2,478
WA	39,003	1,864	1,679	15,387	2,811	60,744
WI	22,349	665	1,238	10,682	1,692	36,626
WV	12,491	980	969	8,555	1,392	24,387
WY	291	101	8	502	154	1,056
Total	1,512,513	142,067	147,386	2,214,995	161,341	4,178,302