

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## Fourth Quarter 2020

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 and territories.<sup>1</sup>

- During the fourth quarter of 2020, the National Verifier (NV) received 1,267,901 applications.<sup>2</sup>
  - Of the applications received, 51% were qualified automatically, and 7% were qualified through manual documentation review.
  - Of the applications submitted, over 533,543 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.

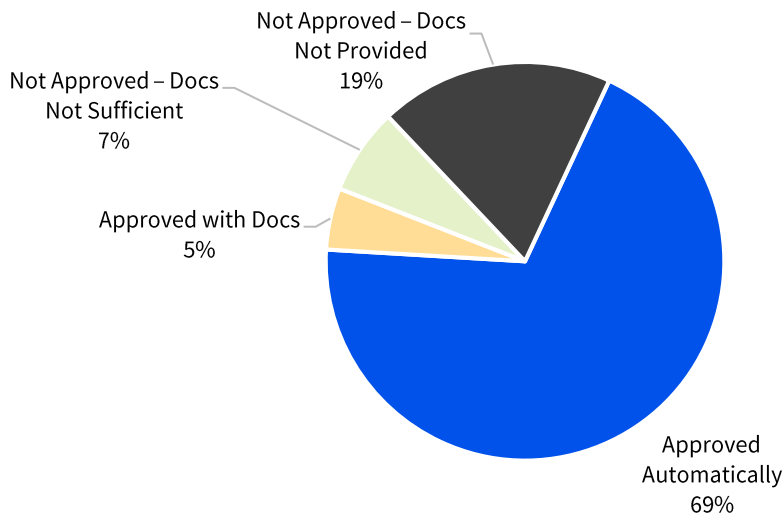
<sup>2</sup> All applications received in Q4 2020.

<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, 69% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 26% failed to pass an automated eligibility check and did not provide sufficient eligibility documentation.

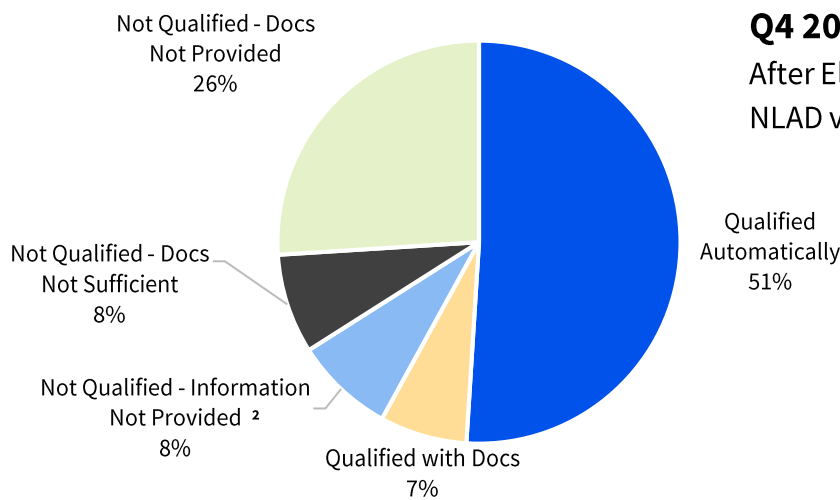


### Q4 2020 Eligibility Status Result

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>, 734,358 applications were qualified to receive Lifeline (58% pass rate).



### Q4 2020 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).

Lifeline Program Eligibility Status Result  
 Fourth Quarter 2020

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
AK	1,798	232	106	268	2,404
AL	10,699	2,647	2,661	6,939	22,946
AR	14,144	1,284	2,214	5,662	23,304
AS	-	158	12	4	174
AZ	20,211	1,861	2,529	7,245	31,846
CA	15	11	20	3	49
CO	14,732	292	603	2,143	17,770
CT	10,332	703	808	3,171	15,014
DC	3,231	126	291	809	4,457
DE	1,954	137	171	557	2,819
FL	45,266	5,061	5,992	16,690	73,009
GA	44,657	2,011	4,760	16,159	67,587
GU	23	19	7	23	72
HI	1,617	219	359	916	3,111
IA	9,603	334	791	2,053	12,781
ID	2,731	259	428	1,083	4,501
IL	31,164	1,973	2,924	9,533	45,594
IN	24,817	1,042	2,467	7,536	35,862
KS	3,983	1,290	1,595	3,835	10,703
KY	40,048	1,013	3,365	9,608	54,034
LA	37,608	1,945	4,263	13,221	57,037
MA	10,712	1,395	973	3,270	16,350
MD	16,667	864	1,870	5,519	24,920
ME	1,787	328	492	975	3,582
MI	42,505	1,028	1,352	5,625	50,510
MN	10,209	816	1,627	3,759	16,411
MO	21,979	856	1,967	6,783	31,585
MP	5	268	43	90	406
MS	18,916	1,052	1,750	6,302	28,020
MT	294	39	35	97	465
NC	30,152	540	890	7,102	38,684
ND	644	196	103	239	1,182
NE	629	229	131	427	1,416
NH	1,582	109	139	359	2,189
NJ	7,152	1,072	1,693	3,760	13,677
NM	9,872	193	267	1,001	11,333
NV	14,480	415	907	3,453	19,255
NY	62,260	3,086	7,120	18,946	91,412
OH	50,926	2,122	5,014	13,676	71,738
OK	15,592	15,714	4,817	8,336	44,459
OR	9	2	1	1	13
PA	47,509	1,039	3,241	10,771	62,560
PR	60,484	9,631	4,402	7,015	81,532
RI	4,006	415	381	1,379	6,181
SC	17,259	552	1,391	5,880	25,082
SD	652	214	160	338	1,364
TN	23,221	563	861	5,452	30,097
TX	-	-	-	-	-
UT	6,172	231	404	1,592	8,399
VA	18,477	449	788	2,756	22,470
VI	65	6	12	90	173
VT	769	75	134	224	1,202
WA	28,108	840	1,277	4,473	34,698
WI	19,392	237	774	2,439	22,842
WV	13,300	523	1,262	3,363	18,448
WY	59	22	28	63	172
<b>TOTAL</b>	<b>874,478</b>	<b>67,738</b>	<b>82,672</b>	<b>243,013</b>	<b>1,267,901</b>

Lifeline Overall Qualification Result  
 Fourth Quarter 2020

STATE	Qualified Automatically	Qualified with Documents	Not Qualified – Information Not Provided <sup>1</sup>	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	TOTAL
AK	1,397	310	235	131	331	2,404
AL	8,530	2,744	967	2,834	7,871	22,946
AR	11,084	1,450	1,682	2,411	6,677	23,304
AS	-	154	-	16	4	174
AZ	15,484	2,322	2,459	2,818	8,763	31,846
CA	10	15	-	21	3	49
CO	10,916	564	1,825	898	3,567	17,770
CT	8,303	970	664	1,015	4,062	15,014
DC	2,398	198	356	350	1,155	4,457
DE	1,540	168	159	200	752	2,819
FL	35,566	5,653	4,471	6,758	20,561	73,009
GA	33,838	2,710	5,508	5,427	20,104	67,587
GU	13	19	5	9	26	72
HI	1,138	266	188	401	1,118	3,111
IA	7,219	497	1,160	958	2,947	12,781
ID	2,072	294	327	480	1,328	4,501
IL	23,355	2,613	3,422	3,440	12,764	45,594
IN	16,726	1,621	3,585	2,808	11,122	35,862
KS	2,938	1,292	555	1,721	4,197	10,703
KY	30,774	1,748	4,664	3,894	12,954	54,034
LA	28,971	2,502	4,849	4,732	15,983	57,037
MA	8,611	1,695	687	1,203	4,154	16,350
MD	12,575	1,148	2,217	2,125	6,855	24,920
ME	1,399	335	178	524	1,146	3,582
MI	32,381	1,673	4,756	1,984	9,716	50,510
MN	7,759	950	1,316	1,807	4,579	16,411
MO	13,977	1,019	3,328	2,162	11,099	31,585
MP	3	266	1	46	90	406
MS	13,589	1,399	2,586	2,128	8,318	28,020
MT	216	48	49	44	108	465
NC	19,965	871	3,840	1,185	12,823	38,684
ND	541	204	53	119	265	1,182
NE	527	231	35	147	476	1,416
NH	1,224	147	125	169	524	2,189
NJ	5,354	1,200	656	1,892	4,575	13,677
NM	7,275	528	1,102	461	1,967	11,333
NV	11,007	635	1,700	1,130	4,783	19,255
NY	44,944	5,381	7,222	8,630	25,235	91,412
OH	39,598	2,568	6,740	5,563	17,269	71,738
OK	13,408	15,489	1,098	5,565	8,899	44,459
OR	8	2	1	1	1	13
PA	35,217	2,196	6,053	3,892	15,202	62,560
PR	39,751	17,806	5,222	7,969	10,784	81,532
RI	3,188	561	282	447	1,703	6,181
SC	11,044	804	2,817	1,590	8,827	25,082
SD	517	229	58	178	382	1,364
TN	14,623	766	2,913	1,088	10,707	30,097
TX	-	-	-	-	-	-
UT	4,754	331	688	504	2,122	8,399
VA	12,408	882	1,775	1,072	6,333	22,470
VI	41	9	15	12	96	173
VT	583	92	58	156	313	1,202
WA	21,091	1,585	3,219	1,878	6,925	34,698
WI	14,111	582	2,723	1,090	4,336	22,842
WV	9,834	746	1,892	1,433	4,543	18,448
WY	53	22	4	30	63	172
<b>TOTAL</b>	<b>643,848</b>	<b>90,510</b>	<b>102,490</b>	<b>99,546</b>	<b>331,507</b>	<b>1,267,901</b>

<sup>1</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).