

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## First Quarter 2021

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 2021, the National Verifier (NV) received 1,274,477 applications.<sup>2</sup>
  - Of the applications received, 54% were qualified automatically, and 7% were qualified through manual documentation review.
  - Of the applications submitted, 500,631 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.

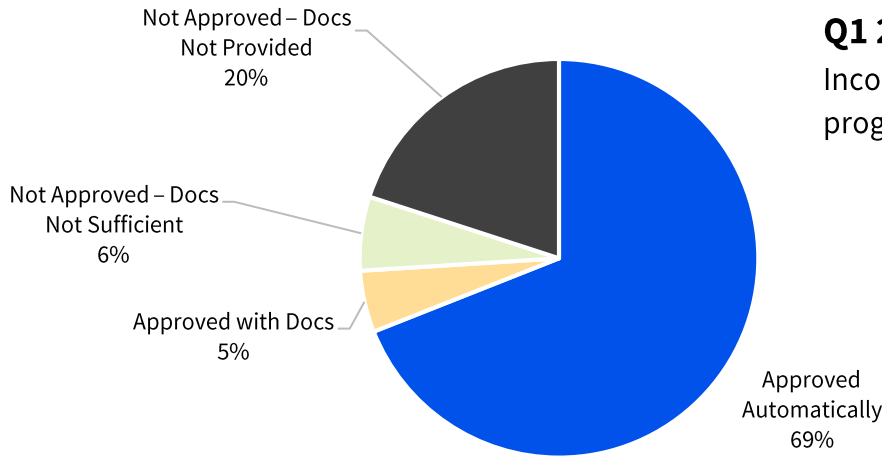
<sup>2</sup> All applications received in Q1 2021.

<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.

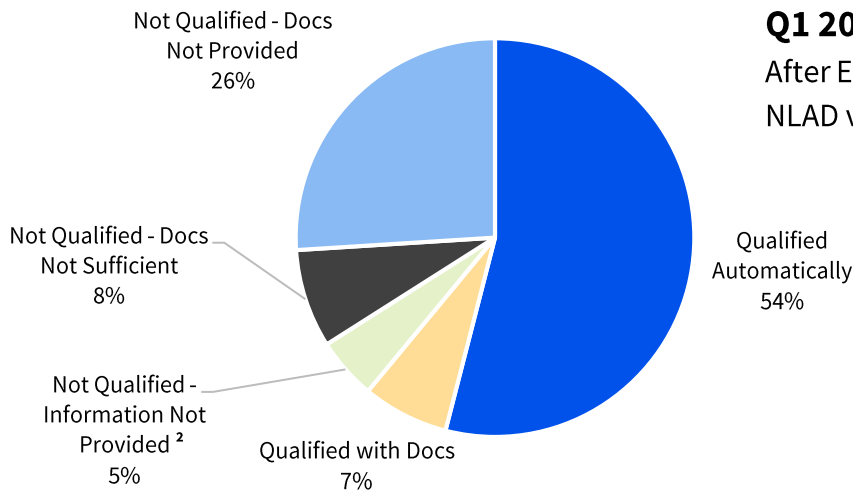


### Q1 2021 Eligibility Status Result

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>, 773,846 applications were qualified to receive Lifeline (61% pass rate) either automatically or by submitting documentation.



### Q1 2021 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 Matching 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 2021

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
AK	1,869	268	95	347	2,579
AL	9,090	2,626	2,304	5,921	19,941
AR	13,017	1,412	2,115	5,491	22,035
AS	-	229	17	35	281
AZ	23,744	2,156	2,840	9,362	38,102
CA	65	5	26	4	100
CO	16,573	340	707	2,439	20,059
CT	8,025	529	676	2,170	11,400
DC	2,552	106	246	670	3,574
DE	1,636	95	131	423	2,285
FL	55,330	2,459	4,044	15,673	77,506
GA	44,723	2,427	4,776	16,734	68,660
GU	18	22	10	25	75
HI	1,659	245	302	894	3,100
IA	9,768	475	822	2,459	13,524
ID	2,970	331	424	1,329	5,054
IL	24,419	1,785	2,299	7,059	35,562
IN	26,574	1,192	2,343	7,334	37,443
KS	3,836	1,477	1,676	4,138	11,127
KY	39,360	1,022	3,278	9,315	52,975
LA	34,077	1,917	3,858	11,478	51,330
MA	9,142	1,300	898	2,553	13,893
MD	14,808	949	1,642	4,763	22,162
ME	2,706	162	282	635	3,785
MI	40,192	1,406	1,913	7,416	50,927
MN	11,056	879	1,462	3,337	16,734
MO	22,073	1,246	2,393	8,047	33,759
MP	13	257	51	174	495
MS	13,941	1,141	1,409	5,303	21,794
MT	231	35	28	90	384
NC	26,810	523	783	6,342	34,458
ND	507	154	82	174	917
NE	674	160	118	359	1,311
NH	1,444	118	107	325	1,994
NJ	7,630	1,170	1,812	3,894	14,506
NM	9,841	207	245	987	11,280
NV	26,198	629	1,597	8,593	37,017
NY	62,750	3,144	6,879	21,284	94,057
OH	51,625	2,643	5,091	13,719	73,078
OK	13,074	11,683	4,377	8,425	37,559
OR	10	-	6	-	16
PA	47,426	1,313	3,278	11,651	63,668
PR	69,496	10,840	4,292	8,248	92,876
RI	2,956	290	352	1,017	4,615
SC	16,851	745	1,455	5,836	24,887
SD	451	175	101	224	951
TN	22,544	654	863	5,232	29,293
TX	-	-	-	-	-
UT	6,359	276	458	1,668	8,761
VA	18,896	605	762	3,492	23,755
VI	107	8	11	53	179
VT	851	98	108	199	1,256
WA	29,028	827	1,331	4,894	36,080
WI	18,796	290	758	2,587	22,431
WV	13,390	656	1,251	3,486	18,783
WY	39	18	12	35	104
<b>TOTAL</b>	<b>881,220</b>	<b>65,719</b>	<b>79,196</b>	<b>248,342</b>	<b>1,274,477</b>

Lifeline Overall Qualification Result  
 First Quarter 2021

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	1,459	372	213	113	422	2,579
AL	7,479	2,696	576	2,485	6,705	19,941
AR	10,515	1,593	1,034	2,313	6,580	22,035
AS	-	212	-	34	35	281
AZ	18,996	2,787	1,724	3,249	11,346	38,102
CA	47	8	10	30	5	100
CO	12,983	635	1,306	1,049	4,086	20,059
CT	6,292	754	536	841	2,977	11,400
DC	1,982	161	221	283	927	3,574
DE	1,295	129	139	145	577	2,285
FL	45,073	3,368	4,034	5,021	20,010	77,506
GA	36,761	3,241	3,109	5,435	20,114	68,660
GU	15	22	-	12	26	75
HI	1,250	272	172	355	1,051	3,100
IA	7,905	655	709	970	3,285	13,524
ID	2,383	381	208	472	1,610	5,054
IL	19,039	2,387	1,824	2,689	9,623	35,562
IN	20,788	1,781	2,115	2,752	10,007	37,443
KS	3,029	1,506	297	1,796	4,499	11,127
KY	30,985	1,716	3,440	3,839	12,995	52,975
LA	27,478	2,567	2,891	4,330	14,064	51,330
MA	7,322	1,607	510	1,101	3,353	13,893
MD	11,753	1,243	1,149	1,885	6,132	22,162
ME	2,222	203	153	318	889	3,785
MI	32,740	1,977	2,741	2,480	10,989	50,927
MN	8,778	1,094	921	1,695	4,246	16,734
MO	15,370	1,428	2,161	2,569	12,231	33,759
MP	9	250	1	63	172	495
MS	10,671	1,422	1,238	1,687	6,776	21,794
MT	184	43	25	32	100	384
NC	17,905	875	2,880	1,056	11,742	34,458
ND	424	166	42	92	193	917
NE	562	168	38	134	409	1,311
NH	1,172	136	75	141	470	1,994
NJ	5,821	1,332	578	2,034	4,741	14,506
NM	7,545	534	796	477	1,928	11,280
NV	21,589	1,180	1,257	1,995	10,996	37,017
NY	48,049	5,350	4,355	8,489	27,814	94,057
OH	42,689	3,228	4,050	5,666	17,445	73,078
OK	11,237	11,647	751	4,958	8,966	37,559
OR	8	-	1	7	-	16
PA	37,494	2,458	3,546	3,970	16,200	63,668
PR	46,431	20,693	4,896	8,200	12,656	92,876
RI	2,371	370	170	410	1,294	4,615
SC	11,567	989	1,825	1,644	8,862	24,887
SD	341	196	37	117	260	951
TN	14,554	815	2,346	1,092	10,486	29,293
TX	-	-	-	-	-	-
UT	4,995	359	610	570	2,227	8,761
VA	13,850	1,101	1,381	1,101	6,322	23,755
VI	70	9	19	12	69	179
VT	676	124	50	128	278	1,256
WA	22,920	1,605	2,220	1,951	7,384	36,080
WI	14,877	616	1,647	1,054	4,237	22,431
WV	10,508	876	1,242	1,479	4,678	18,783
WY	31	20	3	13	37	104
<b>TOTAL</b>	<b>682,489</b>	<b>91,357</b>	<b>68,272</b>	<b>96,833</b>	<b>335,526</b>	<b>1,274,477</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).