

LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

Third 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.¹

- During the third quarter of 2021, the National Verifier (NV) received 4,082,214 applications.²
 - Of the applications received, 53% were qualified automatically, and 7% were qualified through manual documentation review.
 - Of the applications submitted, 1,641,254 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.³

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.⁴

¹ 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.

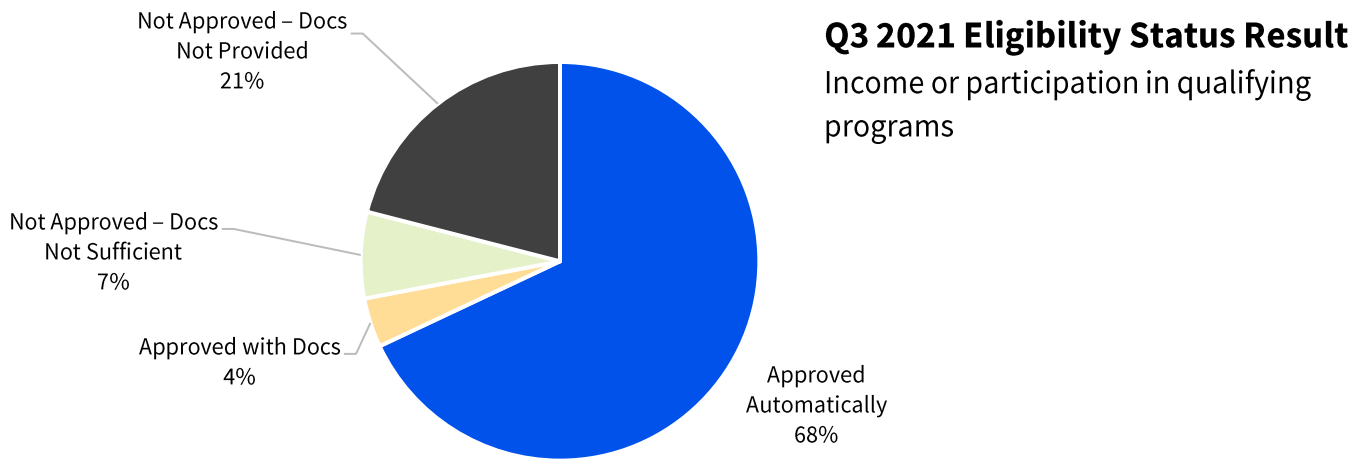
² All applications received in Q3 2021.

³ 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.

⁴ 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.

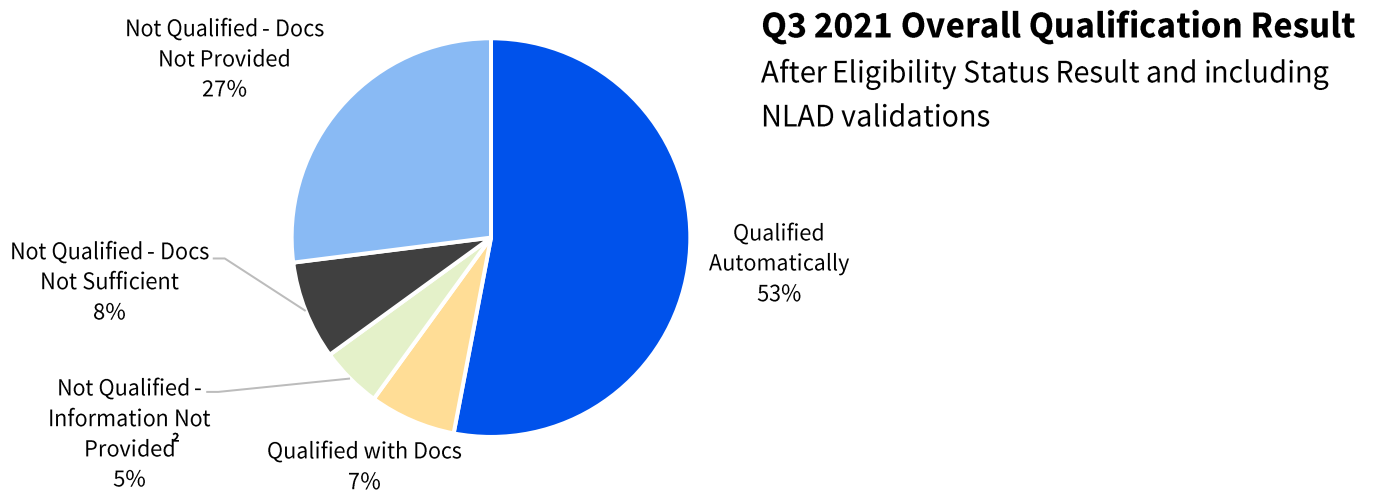
Eligibility Status Result

The eligibility status check verifies an individual’s participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 68% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 4% 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 validations¹, 2,440,960 applications were qualified to receive Lifeline (60% pass rate) either automatically or by submitting documentation.



¹ NLAD validations refer to duplicate subscriber, duplicate address, identity, and Address Management System (AMS) checks.

² 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
 Third Quarter 2021

STATE	Approved Automatically	Approved with Documents	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	TOTAL
AK	2,846	449	303	772	4,370
AL	56,615	9,717	13,553	36,834	116,719
AR	36,814	3,506	5,549	14,481	60,350
AS	-	594	57	44	695
AZ	59,441	6,286	8,875	22,345	96,947
CA	13,748	247	1,934	4,308	20,237
CO	33,982	562	1,460	4,948	40,952
CT	37,475	2,101	3,648	10,349	53,573
DC	13,520	526	974	3,780	18,800
DE	6,228	373	719	2,357	9,677
FL	256,788	15,303	26,538	96,508	395,137
GA	131,930	9,418	17,046	54,912	213,306
GU	41	94	47	96	278
HI	5,138	691	1,037	2,445	9,311
IA	24,753	915	2,677	6,245	34,590
ID	4,881	487	791	1,875	8,034
IL	116,750	9,096	13,421	40,267	179,534
IN	72,128	3,178	6,244	18,840	100,390
KS	9,669	3,668	3,282	8,314	24,933
KY	84,802	2,073	7,054	23,079	117,008
LA	84,182	4,764	9,128	26,980	125,054
MA	46,149	4,533	5,120	13,328	69,130
MD	46,908	3,068	6,100	17,271	73,347
ME	5,233	336	494	1,445	7,508
MI	128,764	1,648	4,581	20,345	155,338
MN	24,862	769	1,782	5,713	33,126
MO	59,547	2,319	5,434	19,359	86,659
MP	11	318	101	198	628
MS	65,764	4,008	7,567	20,794	98,133
MT	3,731	361	557	1,491	6,140
NC	131,573	4,070	8,513	39,014	183,170
ND	1,690	596	370	1,058	3,714
NE	4,567	902	943	2,951	9,363
NH	3,797	334	426	1,297	5,854
NJ	37,044	4,483	9,459	20,886	71,872
NM	31,316	659	1,166	4,232	37,373
NV	39,747	1,623	3,279	10,443	55,092
NY	230,317	13,141	28,085	82,237	353,780
OH	161,387	8,784	17,279	44,112	231,562
OK	28,743	22,421	8,563	17,728	77,455
OR	3,894	265	568	2,010	6,737
PA	112,560	3,688	8,382	29,276	153,906
PR	161,635	20,582	8,979	23,299	214,495
RI	9,307	623	1,080	3,464	14,474
SC	70,047	2,471	6,077	25,592	104,187
SD	1,214	397	417	999	3,027
TN	93,669	2,789	6,803	26,241	129,502
TX	-	-	-	-	-
UT	11,254	425	722	2,607	15,008
VA	69,642	1,806	3,442	13,676	88,566
VI	155	11	15	95	276
VT	2,238	171	272	628	3,309
WA	47,767	1,121	2,640	9,330	60,858
WI	50,630	978	2,521	8,386	62,515
WV	24,468	1,261	2,379	6,526	34,634
WY	531	200	213	637	1,581
TOTAL	2,761,892	185,209	278,671	856,442	4,082,214

Lifeline Overall Qualification Result
Third Quarter 2021

STATE	Qualified Automatically	Qualified with Documents	Not Qualified – Information Not Provided ¹	Not Qualified - Docs Not Sufficient	Not Qualified - Docs Not Provided	TOTAL
AK	2,222	653	161	380	954	4,370
AL	43,890	11,254	4,198	15,108	42,269	116,719
AR	28,004	5,472	2,211	6,566	18,097	60,350
AS		562	3	86	44	695
AZ	46,933	8,975	3,791	10,484	26,764	96,947
CA	9,858	630	1,493	2,282	5,974	20,237
CO	26,226	2,028	2,249	2,286	8,163	40,952
CT	30,309	3,799	1,874	4,496	13,095	53,573
DC	10,885	1,091	751	1,221	4,852	18,800
DE	4,970	522	404	821	2,960	9,677
FL	207,265	23,064	18,317	32,146	114,345	395,137
GA	104,728	14,374	8,132	19,895	66,177	213,306
GU	19	85	7	64	103	278
HI	3,902	869	431	1,200	2,909	9,311
IA	19,289	2,025	1,458	3,338	8,480	34,590
ID	3,791	687	282	921	2,353	8,034
IL	93,076	13,184	6,952	15,882	50,440	179,534
IN	55,246	7,322	4,334	7,831	25,657	100,390
KS	7,307	4,027	595	3,695	9,309	24,933
KY	62,253	6,718	6,685	9,142	32,210	117,008
LA	66,229	8,044	5,836	10,885	34,060	125,054
MA	37,378	6,056	2,313	6,093	17,290	69,130
MD	38,158	4,811	2,453	6,995	20,930	73,347
ME	4,112	527	268	613	1,988	7,508
MI	103,609	5,729	8,254	6,660	31,086	155,338
MN	18,985	1,554	1,650	2,391	8,546	33,126
MO	41,994	4,683	4,404	6,666	28,912	86,659
MP	5	297	12	119	195	628
MS	49,209	7,248	4,711	9,510	27,455	98,133
MT	2,865	501	239	671	1,864	6,140
NC	93,853	8,971	11,019	10,992	58,335	183,170
ND	1,319	672	81	430	1,212	3,714
NE	3,589	1,035	248	1,093	3,398	9,363
NH	3,013	465	177	511	1,688	5,854
NJ	29,349	5,566	1,967	10,587	24,403	71,872
NM	23,734	2,038	2,388	1,975	7,238	37,373
NV	32,062	3,148	2,473	4,159	13,250	55,092
NY	180,781	24,542	12,248	34,286	101,923	353,780
OH	129,103	15,575	10,246	20,322	56,316	231,562
OK	23,087	23,227	1,720	9,995	19,426	77,455
OR	2,780	281	417	686	2,573	6,737
PA	90,028	8,125	6,195	10,380	39,178	153,906
PR	116,217	37,668	12,124	14,798	33,688	214,495
RI	7,561	1,045	464	1,279	4,125	14,474
SC	51,676	4,847	5,565	7,240	34,859	104,187
SD	970	465	53	460	1,079	3,027
TN	65,870	5,465	7,653	8,591	41,923	129,502
TX	-	-	-	-	-	-
UT	8,510	931	770	1,083	3,714	15,008
VA	53,094	4,702	4,642	4,796	21,332	88,566
VI	101	14	27	18	116	276
VT	1,791	261	94	321	842	3,309
WA	37,233	2,964	3,207	3,752	13,702	60,858
WI	40,520	2,224	3,657	3,507	12,607	62,515
WV	17,904	2,419	1,843	3,166	9,302	34,634
WY	428	229	14	232	678	1,581
TOTAL	2,137,297	303,671	183,753	343,105	1,114,388	4,082,214

¹This 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).