

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## Second 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 second quarter of 2024, the National Verifier (NV) received 5,022,597 applications.<sup>2</sup>
  - Of the applications received, 45.91% were qualified automatically, and 5.07% were qualified through manual documentation review.
  - Of the applications submitted, 2,461,947 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.

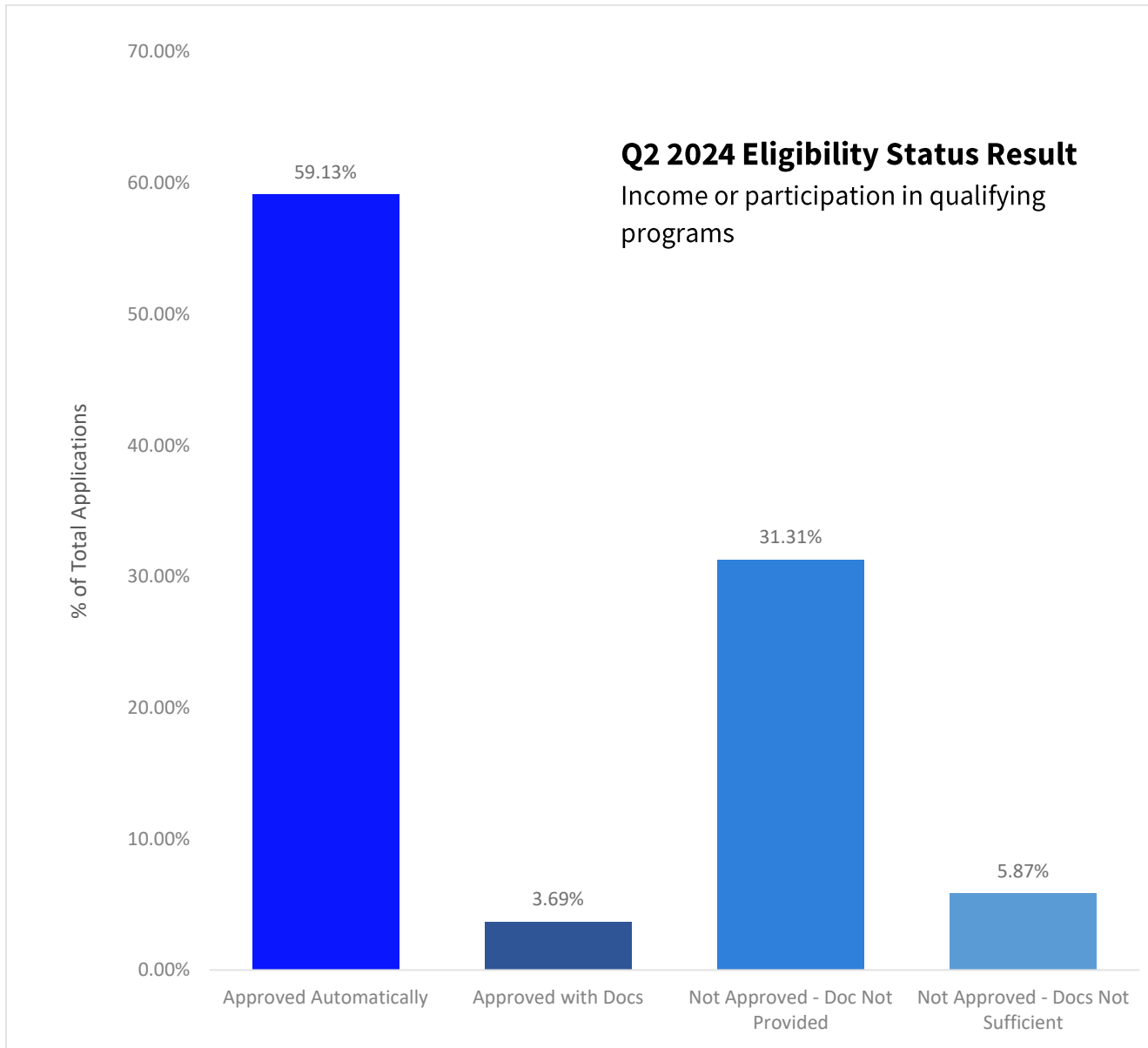
<sup>2</sup> All applications received in Q2 2024.

<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.

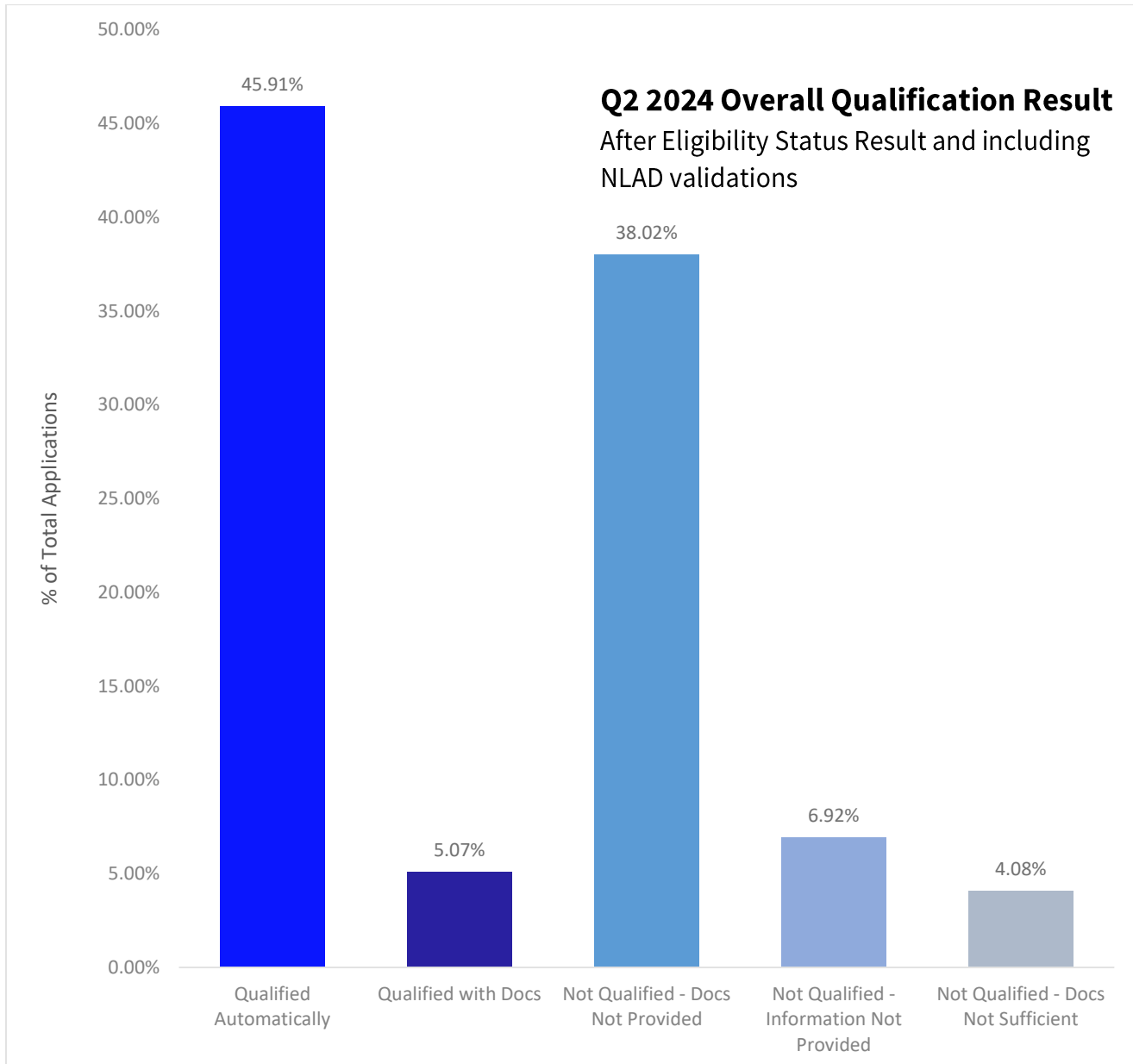
### Eligibility Status Result

The eligibility status check verifies an individual’s participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 59.13% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 37.18% 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>, 2,560,650 applications were qualified to receive Lifeline (50.98% pass rate) either automatically or by submitting documentation.



<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  
 Second Quarter 2024

state	Approved Automatically	Approved with Docs	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	Total
AK	2,357	346	319	767	3,789
AL	45,391	7,824	10,440	40,481	104,136
AR	34,810	3,745	5,808	22,470	66,833
AS	-	211	82	65	358
AZ	88,782	7,305	8,459	53,740	158,286
CA	53,636	71	5,151	20,870	79,728
CO	50,369	528	1,861	11,477	64,235
CT	24,060	465	1,193	12,144	37,862
DC	12,535	518	986	6,242	20,281
DE	5,359	797	682	2,768	9,606
FL	175,330	17,867	21,341	136,166	350,704
GA	112,188	9,395	17,549	76,066	215,198
GU	4	42	20	35	101
HI	11,735	1,798	1,632	5,764	20,929
IA	23,980	886	2,253	9,329	36,448
ID	6,913	799	1,043	3,789	12,544
IL	107,588	4,837	9,789	58,127	180,341
IN	79,267	3,148	6,360	30,885	119,660
KS	7,359	2,185	2,723	9,393	21,660
KY	78,994	1,477	5,865	27,369	113,705
LA	117,294	4,641	10,313	60,127	192,375
MA	44,904	6,926	6,310	27,636	85,776
MD	68,095	3,497	5,816	52,757	130,165
ME	6,972	292	593	2,771	10,628
MI	178,830	2,615	6,668	69,918	258,031
MN	37,279	1,423	2,759	10,504	51,965
MO	57,695	1,012	4,274	20,512	83,493
MP	-	215	94	53	362
MS	43,956	2,870	6,234	25,897	78,957
MT	2,518	164	335	1,613	4,630
NC	79,423	1,677	4,822	34,915	120,837
ND	2,659	331	510	1,660	5,160
NE	4,591	364	723	3,486	9,164
NH	2,909	259	368	1,355	4,891
NJ	50,404	5,469	9,500	40,797	106,170
NM	27,115	570	912	6,019	34,616
NV	70,713	3,445	4,189	42,965	121,312
NY	331,569	14,034	45,488	231,346	622,437
OH	169,160	5,153	12,952	71,904	259,169
OK	51,652	20,511	11,176	43,546	126,885
OR	6,284	111	661	5,897	12,953
PA	165,755	4,944	11,709	100,909	283,317
PR	109,919	29,787	14,528	35,711	189,945
RI	10,539	680	1,394	4,783	17,396
SC	59,042	1,562	6,153	29,435	96,192
SD	1,664	267	365	1,213	3,509
TN	64,784	1,902	7,610	32,917	107,213
UT	25,323	316	1,116	10,914	37,669
VA	93,795	1,665	4,499	25,944	125,903
VI	122	29	55	104	310
VT	3,019	82	259	894	4,254
WA	81,538	2,718	3,889	21,939	110,084
WI	53,225	503	2,711	12,875	69,314
WV	25,692	823	2,159	9,899	38,573
WY	908	126	333	1,171	2,538
<b>Grand Total</b>	<b>2,970,004</b>	<b>185,227</b>	<b>295,033</b>	<b>1,572,333</b>	<b>5,022,597</b>

Lifeline Overall Qualification Result  
 Second 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	1,889	423	183	916	378	3,789
AL	35,115	8,519	2,872	46,393	11,237	104,136
AR	26,146	4,803	2,433	26,885	6,566	66,833
AS		190	2	60	106	358
AZ	70,265	9,070	6,799	62,458	9,694	158,286
CA	32,856	220	7,068	33,608	5,976	79,728
CO	38,972	1,504	3,296	17,955	2,508	64,235
CT	19,507	1,106	1,198	14,500	1,551	37,862
DC	9,987	803	833	7,489	1,169	20,281
DE	4,438	871	331	3,131	835	9,606
FL	140,320	23,472	11,671	150,036	25,205	350,704
GA	87,368	11,869	7,171	89,023	19,767	215,198
GU	3	37	1	35	25	101
HI	8,824	2,563	603	6,901	2,038	20,929
IA	18,123	1,554	1,497	12,648	2,626	36,448
ID	5,241	1022	423	4,700	1,158	12,544
IL	85,085	6,780	7,232	70,267	10,977	180,341
IN	60,722	5,706	5,056	40,793	7,383	119,660
KS	5,742	2,339	385	10,276	2,918	21,660
KY	57,753	4,151	6,377	38,377	7,047	113,705
LA	91,870	6,898	9,230	72,610	11,767	192,375
MA	37,360	7,810	1,852	30,699	8,055	85,776
MD	53,532	4,618	4,680	60,632	6,703	130,165
ME	5,496	450	447	3,542	693	10,628
MI	145,091	5,730	11,107	87,042	9,061	258,031
MN	27,875	2,185	2,380	16,102	3,423	51,965
MO	40,530	2,409	5,198	30,406	4,950	83,493
MP		203	1	50	108	362
MS	31,815	3,893	3,857	32,381	7,011	78,957
MT	1,820	230	141	2,063	376	4,630
NC	61,969	3,859	5,532	43,654	5,823	120,837
ND	1,992	393	159	2,046	570	5,160
NE	3,318	437	235	4,364	810	9,164
NH	2,423	345	113	1,593	417	4,891
NJ	38,929	6,186	3,517	46,955	10,583	106,170
NM	21,216	1,272	1,895	8,877	1,356	34,616
NV	58,200	4,403	4,053	49,552	5,104	121,312
NY	262,526	21,610	20,122	264,419	53,760	622,437
OH	131,438	8,892	13,711	90,154	14,974	259,169
OK	42,464	21,210	2,719	47,619	12,873	126,885
OR	5,018	155	326	6,670	784	12,953
PA	130,661	8,739	10,463	119,337	14,117	283,317
PR	86,643	36,191	7,267	41,017	18,827	189,945
RI	8,440	923	672	5,826	1,535	17,396
SC	42,331	2,746	4,858	39,410	6,847	96,192
SD	1,326	319	65	1,383	416	3,509
TN	47,371	3,003	5,531	42,955	8,353	107,213
UT	18,887	750	1,887	14,675	1,470	37,669
VA	68,779	3,714	6,605	41,082	5,723	125,903
VI	86	31	18	113	62	310
VT	2,203	162	192	1,395	302	4,254
WA	64,936	5,000	4,596	30,189	5,363	110,084
WI	41,921	1,307	3,749	19,020	3,317	69,314
WV	18,318	1,621	2,074	13,967	2,593	38,573
WY	662	152	47	1,330	347	2,538
<b>Grand Total</b>	<b>2,305,802</b>	<b>254,848</b>	<b>204,730</b>	<b>1,909,580</b>	<b>347,637</b>	<b>5,022,597</b>