

# LIFELINE NATIONAL VERIFIER QUARTERLY ELIGIBILITY DATA

## Third 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 third quarter of 2024, the National Verifier (NV) received 7,100,702 applications.<sup>2</sup>
  - Of the applications received, 36.73% were qualified automatically, and 3.89% were qualified through manual documentation review.
  - Of the applications submitted, 4,216,384 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.

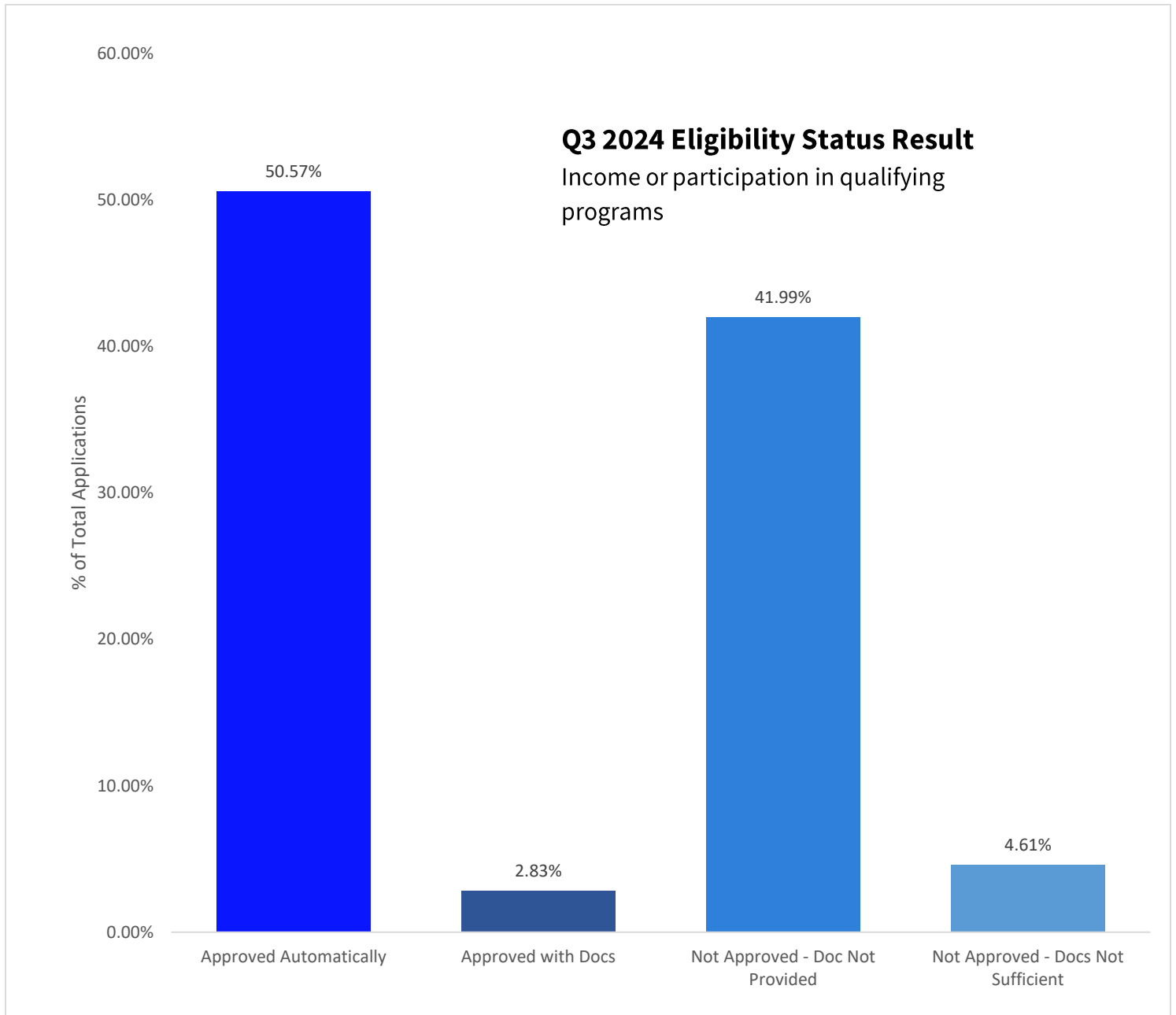
<sup>2</sup> All applications received in Q3 2024.

<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.

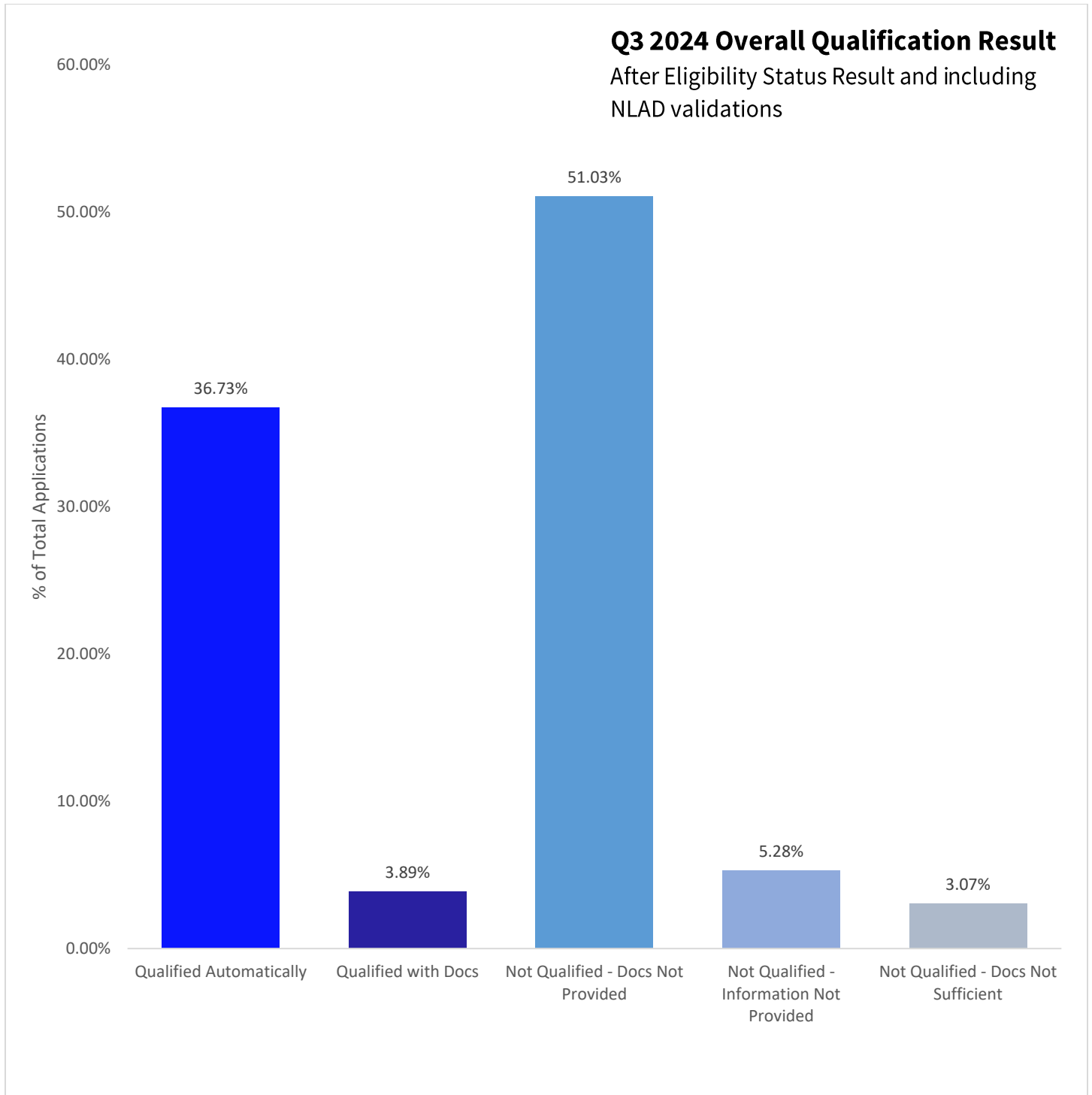
### Eligibility Status Result

The eligibility status check verifies an individual’s participation in a qualifying assistance program, such as SNAP or Medicaid. Of the applications received, 50.57% of applications were automatically deemed eligible via database connections that the Lifeline program has established with states and federal agencies. Of the applications received, 49.43% 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>, 2,884,318 applications were qualified to receive Lifeline (40.62% 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  
 Third Quarter 2024

State	Approved Automatically	Approved with Docs	Not Approved - Docs Not Sufficient	Not Approved - Docs Not Provided	Total
AK	4,260	476	503	873	6,112
AL	45,437	9,590	12,141	50,316	117,484
AR	36,173	3,073	5,177	21,687	66,110
AS	-	320	171	47	538
AZ	90,532	6,088	8,282	52,439	157,341
CA	13,612	11	99	5,217	18,939
CO	70,999	493	2,121	20,922	94,535
CT	19,398	327	873	8,744	29,342
DC	5,337	451	752	1,629	8,169
DE	3,906	280	564	1,792	6,542
FL	206,989	12,080	21,373	368,192	608,634
GA	150,321	6,456	18,402	119,609	294,788
GU	73	35	25	28	161
HI	10,191	1,086	1,469	4,626	17,372
IA	26,286	719	2,513	12,328	41,846
ID	7,294	763	986	3,624	12,667
IL	91,195	4,644	10,772	35,575	142,186
IN	72,887	2,562	6,461	25,738	107,648
KS	6,038	2,343	2,646	6,261	17,288
KY	123,256	1,560	6,964	40,625	172,405
LA	120,308	5,178	10,467	59,554	195,507
MA	41,602	5,885	6,120	20,961	74,568
MD	87,248	3,878	7,278	55,433	153,837
ME	4,925	246	589	1,840	7,600
MI	248,882	1,468	7,170	143,895	401,415
MN	45,732	915	2,908	14,599	64,154
MO	77,734	1,045	5,532	27,408	111,719
MP	-	261	70	38	369
MS	45,097	2,556	6,263	25,086	79,002
MT	1,913	115	220	677	2,925
NC	46,097	1,489	4,477	21,751	73,814
ND	2,394	322	446	1,236	4,398
NE	4,330	363	607	1,856	7,156
NH	2,081	221	426	826	3,554
NJ	72,604	5,897	12,819	94,736	186,056
NM	16,333	411	710	2,267	19,721
NV	83,132	4,638	16,826	88,834	193,430
NY	570,354	10,605	36,320	1,030,686	1,647,965
OH	184,851	7,080	16,236	78,665	286,832
OK	83,358	27,284	15,819	58,967	185,428
OR	17	2	-	2	21
PA	233,820	4,809	15,665	215,924	470,218
PR	133,553	47,428	20,643	38,508	240,132
RI	12,720	858	1,475	6,022	21,075
SC	63,927	1,911	7,177	37,690	110,705
SD	2,393	1,034	496	808	4,731
TN	75,193	2,458	9,396	41,972	129,019
TX	4	25	18	26	73
UT	36,054	332	1,512	16,983	54,881
VA	118,804	2,107	5,929	42,188	169,028
VI	342	62	124	114	642
VT	3,128	114	317	1,996	5,555
WA	88,814	4,319	4,543	35,271	132,947
WI	62,997	573	3,360	19,528	86,458
WV	34,879	1,185	2,927	13,675	52,666
WY	1,037	181	309	1,467	2,994
<b>Grand Total</b>	<b>3,590,841</b>	<b>200,612</b>	<b>327,488</b>	<b>2,981,761</b>	<b>7,100,702</b>

Lifeline Overall Qualification Result  
Third 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	3,426	626	278	1,165	617	6,112
AL	37,979	10,351	1,619	54,468	13,067	117,484
AR	25,792	4,046	1,817	28,712	5,743	66,110
AS	-	271	6	47	214	538
AZ	67,400	8,080	4,162	68,234	9,465	157,341
CA	3,147	17	342	15,310	123	18,939
CO	53,066	1,810	4,362	32,376	2,921	94,535
CT	16,102	907	603	10,546	1,184	29,342
DC	4,491	566	160	2,069	883	8,169
DE	3,311	354	120	2,130	627	6,542
FL	154,633	19,280	7,192	402,593	24,936	608,634
GA	114,750	9,079	7,835	142,907	20,217	294,788
GU	48	49	2	33	29	161
HI	7,202	1,398	572	6,478	1,722	17,372
IA	19,496	1,287	1,371	16,797	2,895	41,846
ID	5,281	980	363	4,916	1,127	12,667
IL	64,337	5,924	5,911	54,202	11,812	142,186
IN	52,737	4,743	4,210	38,491	7,467	107,648
KS	4,800	2,455	207	6,950	2,876	17,288
KY	79,890	4,706	11,244	68,212	8,353	172,405
LA	91,264	7,452	6,868	78,013	11,910	195,507
MA	34,755	7,283	965	24,361	7,204	74,568
MD	68,577	5,100	4,281	67,571	8,308	153,837
ME	3,931	384	199	2,385	701	7,600
MI	184,623	4,500	22,061	181,276	8,955	401,415
MN	33,751	1,752	2,383	22,583	3,685	64,154
MO	53,409	2,425	5,884	43,683	6,318	111,719
MP	-	257	-	38	74	369
MS	31,377	3,513	3,121	34,028	6,963	79,002
MT	1,081	150	92	1,357	245	2,925
NC	38,225	2,944	1,520	25,862	5,263	73,814
ND	1,661	352	109	1,777	499	4,398
NE	2,729	444	180	3,122	681	7,156
NH	1,766	283	58	964	483	3,554
NJ	54,131	6,642	3,557	107,964	13,762	186,056
NM	13,735	1,096	487	3,358	1,045	19,721
NV	65,527	5,532	5,182	99,686	17,503	193,430
NY	367,727	18,995	40,517	1,178,937	41,789	1,647,965
OH	140,990	10,962	11,644	104,763	18,473	286,832
OK	56,141	28,762	7,136	75,740	17,649	185,428
OR	14	1	1	4	1	21
PA	170,878	8,956	13,273	259,269	17,842	470,218
PR	102,172	56,466	7,979	48,072	25,443	240,132
RI	9,556	1,097	609	8,192	1,621	21,075
SC	45,857	2,887	3,877	50,158	7,926	110,705
SD	1,933	1,262	50	909	577	4,731
TN	54,539	3,603	4,671	55,925	10,281	129,019
TX	3	20	-	27	23	73
UT	26,269	1,002	1,819	23,831	1,960	54,881
VA	88,742	4,454	6,136	62,169	7,527	169,028
VI	266	86	14	140	136	642
VT	2,222	151	145	2,670	367	5,555
WA	69,411	6,594	4,383	46,813	5,746	132,947
WI	47,730	1,313	4,119	29,203	4,093	86,458
WV	24,723	2,141	2,275	20,111	3,416	52,666
WY	727	198	36	1,707	326	2,994
<b>Grand Total</b>	<b>2,608,330</b>	<b>275,988</b>	<b>218,007</b>	<b>3,623,304</b>	<b>375,073</b>	<b>7,100,702</b>