Monthly Report

Information

Reporting Period:	12/01/2014 – 12/31/2014
State:	California
Last Saved:	by Reshmeet Kaur at 3/12/2015 10:29:39 AM
Submitted to CMS:	by Reshmeet Kaur at 3/12/2015 10:29:39 AM
Validation by CMS:	Pending

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	456,520
Health Care Options - Medicaid Plan Enrollment Contractor	311,910
Managed Care Call Center	96,046
Xerox Call Center	48,564
Call Center #4	No Data Entered
Call Center #5	No Data Entered
Call Center #6	No Data Entered
Call Center #7	No Data Entered
Call Center #8	No Data Entered
Call Center #9	No Data Entered
Call Center #10	No Data Entered

Data Limitation: No Data Entered

Call Center Wait Time

INDICATOR	VALUE
Average Call Center Wait Time	1
Health Care Options - Medicaid Plan Enrollment Contractor	1
Managed Care Call Center	No Data Entered
Xerox Call Center	No Data Entered
Call Center #4	No Data Entered
Call Center #5	No Data Entered
Call Center #6	No Data Entered
Call Center #7	No Data Entered
Call Center #8	No Data Entered
Call Center #9	No Data Entered
Call Center #10	No Data Entered

Data Limitation: Currently, one contracted vendor is reporting average wait time. Wait time data for additional call center(s) will be reported when made available

Abandonment Rate

INDICATOR	VALUE
Average Call Center Abandon Rate	0.037
Health Care Options - Medicaid Plan Enrollment Contractor	0.033
Managed Care Call Center	No Data Entered
Xerox Call Center	0.063
Call Center #4	No Data Entered
Call Center #5	No Data Entered
Call Center #6	No Data Entered
Call Center #7	No Data Entered
Call Center #8	No Data Entered
Call Center #9	No Data Entered
Call Center #10	No Data Entered

Data Limitation: Currently, two contracted vendors are reporting abandonment rate. Abandonment rate data for additional call center(s) will be reported when made available.

Number of Applications Received

INDICATOR	VALUE

Total Applications Received	368,683
Applications Received by Medicaid Agency	154,626
Medicaid Applications Received Online	No Data Entered
Medicaid Applications Received by Mail	No Data Entered
Medicaid Applications Received In-Person	No Data Entered
Medicaid Applications Received by Phone	No Data Entered
Medicaid Applications Received via Other Channel	No Data Entered
Applications Received by CHIP Agency	No Data Entered
CHIP Applications Received Online	No Data Entered
CHIP Applications Received by Mail	No Data Entered
CHIP Applications Received In-Person	No Data Entered
CHIP Applications Received by Phone	No Data Entered
CHIP Applications Received via Other Channel	No Data Entered
Applications Received by SBM	214,057

Data Limitation: DHCS is working on being able to provide item 5C-5M to CMS

Number of Electronic Accounts Transferred

INDICATOR	VALUE
Total Account Transfers Received from the FFM	No Data Entered
Determined Account Transfers Received	No Data Entered
Assessed Account Transfers Received	No Data Entered
Request for Full Determination Transfers Received	No Data Entered
Transfers of Unknown Type Received	No Data Entered
Transfer Sent	
Transfers to FFM	No Data Entered
Transfers to Non-Integrated SBM Systems	No Data Entered

Data Limitation: No Data Entered

Number of Renewals

INDICATOR	VALUE
Total Number of Renewals	No Data Entered
Medicaid MAGI Renewals	No Data Entered
Medicaid non-MAGI Renewals	No Data Entered

CHIP Renewals	No Data Entered
Unknown Type	No Data Entered

Data Limitation: No Data Entered

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	11,919,314
Total MAGI Enrollees	No Data Entered
MAGI Child Enrollees	No Data Entered
MAGI Adult Enrollees	No Data Entered
Total Non-MAGI Enrollees	No Data Entered
Non-MAGI Child Enrollees	No Data Entered
Non-MAGI Adult Enrollees	No Data Entered
Total CHIP Enrollees	No Data Entered

Data Limitation: No Data Entered

Total Number of Individuals Determined Eligible

INDICATOR	VALUE
Total Medicaid Eligible	469,538
Medicaid MAGI Eligibility Determinations	429,721
Medicaid non-MAGI Eligibility Determinations	39,817
Medicaid Eligibility Determined at Application	No Data Entered
Determined Medicaid Eligible at Application under MAGI Rules	No Data Entered
Determined Medicaid Eligible at Application under non-MAGI Rules	No Data Entered
Medicaid Eligibility Determined at Annual Renewal	No Data Entered
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	0
Total CHIP Eligible	No Data Entered
Determined CHIP Eligible at Application	No Data Entered
Determined CHIP Eligible at Annual Renewal	No Data Entered
All Others Determined CHIP Eligible	No Data Entered

Data Limitation: Individuals determined eligible via Administrative Determination includes Express Lane
Express Lane: No Data

Total Number of Individuals Determined Ineligible

INDICATOR	VALUE
Total Medicaid Ineligible	No Data Entered
Medicaid Determination - Ineligibility Established	No Data Entered
Medicaid Determination - Eligibility Cannot be Established	No Data Entered
Medicaid Determination - Ineligible at Application	No Data Entered
Medicaid Determination - Ineligible at Annual Renewal	No Data Entered
Medicaid Determination - Ineligible via Other Application Type	No Data Entered
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	No Data Entered
CHIP Determination - Eligibility Cannot be Established	No Data Entered
CHIP Determination - Ineligible at Application	No Data Entered
CHIP Determination - Ineligible at Annual Renewal	No Data Entered
CHIP Determination - Ineligible via Other Application Type	No Data Entered

Data Limitation: No Data Entered

Total Number of Pending Applications/Redeterminations

INDICATOR	VALUE
Number Pending at Medicaid	No Data Entered
Type	No Data Entered
Number Pending at Separate CHIP Agency	No Data Entered
Type	No Data Entered

Data Limitation: No Data Entered

Processing Time for Determinations

INDICATOR	VALUE
Median Processing Time (Days) at Medicaid	No Data Entered
Processing Time for MAGI Determination	No Data Entered
Processing Time for Non-MAGI Determination	No Data Entered
Processing Time for Direct Application to Medicaid Agency	No Data Entered
Processing Time for Transfer Application from FFM/SBM	No Data Entered
MAGI Determinations Processed Within 24 Hours	No Data Entered

MAGI Determinations Processed in 1 - 7 Days	No Data Entered
MAGI Determinations Processed in 8 - 30 Days	No Data Entered
MAGI Determinations Processed in 31 - 45 Days	No Data Entered
MAGI Determinations Processed in Over 45 Days	No Data Entered
Non-MAGI Determinations Processed Within 30 Days	No Data Entered
Non-MAGI Determinations Processed in 31 - 60 Days	No Data Entered
Non-MAGI Determinations Processed in 61 - 90 Days	No Data Entered
Non-MAGI Determinations Processed in Over 90 Days	No Data Entered
Median Processing Time (Days) at Separate CHIP Agency	No Data Entered
Processing Time for Direct Application to CHIP Agency	No Data Entered
Processing Time for Transfer Application from FFM/SBM	No Data Entered
MAGI Determinations Processed Within 24 Hours	No Data Entered
MAGI Determinations Processed in 1 - 7 Days	No Data Entered
MAGI Determinations Processed in 8 - 30 Days	No Data Entered
MAGI Determinations Processed in 31 - 45 Days	No Data Entered
MAGI Determinations Processed in Over 45 Days	No Data Entered

Data Limitation: No Data Entered

Data Limitations

No Data Entered