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Updated Report

Information

Reporting Period: 06/01/2016 - 06/30/2016

State: California

Last Saved: by Scot Switzer at 8/31/2016 3:38:27 PM

Submitted to CMS: by Scot Switzer at 8/31/2016 3:38:27 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	
Health Care Options - Medicaid Plan Enrollment Contractor	238,373
Managed Care Call Center	112,177
Xerox Call Center	48,433
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	0
Health Care Options - Medicaid Plan Enrollment Contractor	0
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	0,043
Health Care Options- Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	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
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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	No Data Entered
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Applications Received by Medicaid Agency	68,283
Medicaid Applications Received Online	18,278
Medicaid Applications Received by Mail	4,343
Medicaid Applications Received In-Person	18,852
Medicaid Applications Received by Phone	1,431
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Medicaid Applications Received via Other Channel	25,379
Applications Received by SBM	No Data Entered

Data Limitation: 2 OF 4 CONSORTIUM REPORTING SC-SG. ITEM SB WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY DUE TO INCOMPLETE SUB-BREAKOUTS

Request for Full Determination Transfers Received	No Data Entered
Transfers of Unknown Type Received	No Data Entered
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Transfers to FFM	No Data Entered

Number of Renewals

Total Number of Renewals	340,632
Medicaid MAGI Renewals	239,740
Medicaid non-MAGI Renewals	68,401
CHIP Renewals	29,979
Unknown Type	

Data Limitation: 2 OF 4 CONSORTIUM REPORTING 7A-7E

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	11,036,032
Total MAGI Enrollees	6,617,008
MAGI Child Enrollees	2,146,643
MAGI Adult Enrollees	4,470,365
Total Non-MAGI Enrollees	4,419,024
Non-MAGI Child Enrollees	1,879,990
Non-MAGI Adult Enrollees	2,539,034
Total CHIP Enrollees	1,297,221

Data Limitation: As of January 2016, the total enrollment data includes only individuals with comprehensive full-scope benefits. Individuals with limited-scope benefits are excluded from these counts. This is Preliminary numbers. This numbers will be updated in next month submission

Total Number of Individuals Determined Eligible

INDICATOR	VALUE
Total Medicaid Eligible	No Data Entered
Medicaid MAGI Eligibility Determinations	203,732
Medicaid non-MAGI Eligibility Determinations	36,035
Medicaid Eligibility Determined at Application	48,740

Determined Medicaid Eligible at Application under non-MAGI Rules	14,166
Medicaid Eligibility Determined at Annual Renewal	191,027
Medicaid Eligible via Administrative Determination	2,576
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	30,549
Determined CHIP Eligible at Application	3,013
Determined CHIP Eligible at Annual Renewal	
All Others Determined CHIP Eligible	0

Data Limitation: 1 OF 4 CONSORTIUM REPORTING 9B-9G, 9J-9M. ITEM 9A WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY DUE TO INCOMPLETE SUB-BREAKOUTS. Item 9H: Express Lane Data is Time Lag Sensitive and will be inputted in next month updated submission report.

Total Number of Individuals Determined Ineligible

INDICATOR	VALUE
Total Medicaid Ineligible	No Data Entered
Medicaid Determination - Ineligibility Established	87,639
Medicaid Determination - Eligibility Cannot be Established	5,740
Medicaid Determination - Ineligible at Application	30,636
Medicaid Determination - Ineligible at Annual Renewal	5,001
Medicaid Determination - Ineligible via Other Application Type	0
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

10F. ITEM 10A WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY INCOMPLETE SUB-BREAKOUTS.

Total Number of Pending Applications/Redeterminations

INDICATOR	VALUE
Number Pending at Medicaid	58,507
Type	Mix of Individuals and Households

Data Limitation: 2 OF 4 CONSORTIUM REPORTING

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
MAGI Determinations Processed Within 24 Hours	14,522
MAGI Determinations Processed in 1 - 7 Days	19,155
MAGI Determinations Processed in 8 - 30 Days	24,716
MAGI Determinations Processed in 31 - 45 Days	7,253
MAGI Determinations Processed in <i>Over</i> 45 Days	16,222
Non-MAGI Determinations Processed Within 30 Days	12,009
Non-MAGI Determinations Processed in 31 - 60 Days	0
Non-MAGI Determinations Processed in 61 - 90 Days	0
Non-MAGI Determinations Processed in Over 90 Days	0
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 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: ITEMS 12A-12C ARE BEING CO-RESEARCHED BY DHCS AND CMS, DHCS IS CONTINUING TO VALIDATE ITEMS 12F-12J AT THIS TIME. 2 OF 4 CONSORTIUM REPORTING 12F TO 12J. 1 OF 4 CONSORTIUM REPORTING 12K TO 12N

Data Limitations

No Data Entered
