

Home Dashboard Technical Assistance
and Data Dictionary

Preliminary Report

Information

Reporting Period: 04/01/2016 – 04/30/2016

State: California

Last Saved: by Reshmeet Kaur at 6/24/2016 2:07:57 PM

Submitted to CMS: Pending

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	373,636
Health Care Options - Medicaid Plan Enrollment Contractor	226,193
Managed Care Call Center	99,663
Xerox Call Center	47,780
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

Average Call Center Wait Time	0
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 #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	0.032
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 #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	No Data Entered

Applications received by Medicaid Agency	14,121
Medicaid Applications Received Online	22,270
Medicaid Applications Received by Mail	4,605
Medicaid Applications Received In-Person	18,076
Medicaid Applications Received by Phone	1,301
Medicaid Applications Received via Other Channel	28,475
Applications Received by SBM	No Data Entered
Data Limitation: 2 OF 4 CONSORTIUM REPORTING 5C-5G. ITEM 5B 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
Transfers to FFM	No Data Entered

Number of Renewals

INDICATOR	VALUE
Total Number of Renewals	498,705
Medicaid MAGI Renewals	333,841
Medicaid non-MAGI Renewals	129,413
CHIP Renewals	33,170
Unknown Type	2,281

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,914,319
Total MAGI Enrollees	6,330,052
MAGI Child Enrollees	1,975,401
MAGI Adult Enrollees	4,354,651
Total Non-MAGI Enrollees	4,584,267
Non-MAGI Child Enrollees	1,984,461
Non-MAGI Adult Enrollees	2,599,806
Total CHIP Enrollees	1,265,447

comprehensive full-scope benefits. Individuals with limited-scope benefits are excluded from these counts.

Total Number of Individuals Determined Eligible

INDICATOR	VALUE
Total Medicaid Eligible	236,513
Medicaid MAGI Eligibility Determinations	202,712
Medicaid non-MAGI Eligibility Determinations	33,801
Medicaid Eligibility Determined at Application	37,020
Determined Medicaid Eligible at Application under MAGI Rules	25,006
Determined Medicaid Eligible at Application under non-MAGI Rules	12,014
Medicaid Eligibility Determined at Annual Renewal	199,493
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	33,213
Determined CHIP Eligible at Application	2,206
Determined CHIP Eligible at Annual Renewal	31,007
All Others Determined CHIP Eligible	No Data Entered

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.

Total Number of Individuals Determined Ineligible

INDICATOR	VALUE
Total Medicaid Ineligible	No Data Entered
Medicaid Determination - Ineligibility Established	21,552
Medicaid Determination - Eligibility Cannot be Established	0
Medicaid Determination - Ineligible at Application	16,814
Medicaid Determination - Ineligible at Annual Renewal	4,738
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 via Other Application Type No Data Entered

Data Limitation: 1 OF 4 CONSORTIUM REPORTING 10B-10D, 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	52,378
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	14,072
MAGI Determinations Processed in 1 - 7 Days	18,868
MAGI Determinations Processed in 8 - 30 Days	4,151
MAGI Determinations Processed in 31 - 45 Days	0
MAGI Determinations Processed in Over 45 Days	1
Non-MAGI Determinations Processed Within 30 Days	10,622
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 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: ITEMS 12A-12C ARE BEING CO-RESEARCHED BY DHCS AND CMS, DHCS IS CONTINUING TO VALIDATE ITEMS 12F-12J AT THIS TIME

Data Limitations

No Data Entered