

[Home](#)

[Dashboard](#)

[Technical Assistance
and Data Dictionary](#)

[Create New Report](#)

Monthly Report

Information

Reporting Period: 03/01/2016 – 03/31/2016

State: California

Last Saved: by Rajneel Ram at 5/3/2016 3:06:24 PM

Submitted to CMS: by Rajneel Ram at 5/3/2016 3:06:24 PM

Validation by CMS: Pending

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	384,448
Health Care Options - Medicaid Plan Enrollment Contractor	224,472
Managed Care Call Center	108,729
Xerox Call Center	51,247
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	0.031
Health Care Options - Medicaid Plan Enrollment Contractor	0.013
Managed Care Call Center	No Data Entered
Xerox Call Center	0.01
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
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Applications Received by Medicaid Agency	52,032
Medicaid Applications Received Online	17,370
Medicaid Applications Received by Mail	4,098
Medicaid Applications Received In-Person	19,823
Medicaid Applications Received by Phone	1,369
Medicaid Applications Received via Other Channel	9,372
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	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

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	392,030
Medicaid MAGI Renewals	273,525

CHIP Renewals	38,310
Unknown Type	3,122

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,630,446
Total MAGI Enrollees	5,988,519
MAGI Child Enrollees	1,848,914
MAGI Adult Enrollees	4,139,605
Total Non-MAGI Enrollees	4,641,927
Non-MAGI Child Enrollees	2,016,646
Non-MAGI Adult Enrollees	2,625,281
Total CHIP Enrollees	1,239,177

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.

Total Number of Individuals Determined Eligible

INDICATOR	VALUE
Total Medicaid Eligible	265,677
Medicaid MAGI Eligibility Determinations	216,015
Medicaid non-MAGI Eligibility Determinations	32,897
Medicaid Eligibility Determined at Application	43,756
Determined Medicaid Eligible at Application under MAGI Rules	30,970
Determined Medicaid Eligible at Application under non-MAGI Rules	12,786
Medicaid Eligibility Determined at Annual Renewal	205,156
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	37,650
Determined CHIP Eligible at Application	2,901
Determined CHIP Eligible at Annual Renewal	34,749

All Others Determined CHIP Eligible ⁰

Data Limitation: 1 OF 4 CONSORTIUM REPORTING 9B-9C, 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	107,119
Medicaid Determination - Ineligibility Established	25,304
Medicaid Determination - Eligibility Cannot be Established	0
Medicaid Determination - Ineligible at Application	19,830
Medicaid Determination - Ineligible at Annual Renewal	5,474
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

Data Limitation: 3 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	63,363
Type	Mix of Individuals and Households
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: 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