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Updated Report

Information

Reporting Period:	04/01/2017 – 04/30/2017
State:	California
Last Saved:	by Scot Switzer at 6/20/2017 3:14:31 PM
Submitted to CMS:	by Scot Switzer at 6/20/2017 3:14:31 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	270,189
Health Care Options - Medicaid Plan Enrollment Contractor	119,503
Managed Care Call Center	102,128
Xerox Call Center	46,909
C-IV Call Center	316
CalWIN Call Center	803

LRS Call Center	530
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	No Data Entered
Health Care Options - Medicaid Plan Enrollment Contractor	1
Managed Care Call Center	No Data Entered
Xerox Call Center	No Data Entered
C-IV Call Center	0
CalWIN Call Center	0
LRS Call Center	0
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: Partial data submitted to DHCS for this indicator. Wait time data for contract call center(s) will be reported when made available.

Abandonment Rate

INDICATOR	VALUE
 Average Call Center Abandon Rate	No Data Entered

Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	0.012
C-IV Call Center	0.01
CalWIN Call Center	0.024
LRS Call Center	0.004
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: Partial data submitted, only 4 of 6 are reporting abandonment rate. Abandonment rate data for additional contract call center(s) will be reported when made available.

Number of Applications Received

INDICATOR	VALUE
▼ Total Applications Received	155,604
Applications Received by Medicaid Agency	155,604
Medicaid Applications Received Online	28,049
Medicaid Applications Received by Mail	14,055
Medicaid Applications Received In-Person	57,063
Medicaid Applications Received by Phone	4,036
Medicaid Applications Received via Other Channel	52,401
Applications Received by SBM	No Data Entered

Data Limitation: The State is currently working on the SBM data.

Number of Renewals

INDICATOR	VALUE
▼ Total Number of Renewals	509,633
Medicaid MAGI Renewals	390,386
Medicaid non-MAGI Renewals	81,809
CHIP Renewals	37,379
Unknown Type	59

Data Limitation: Partial data reported to DHCS by the consortia.

Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	11,070,390
Total MAGI Enrollees	7,249,294
MAGI Child Enrollees	2,468,603
MAGI Adult Enrollees	4,780,691
Total Non-MAGI Enrollees	3,821,096
Non-MAGI Child Enrollees	1,460,484
Non-MAGI Adult Enrollees	2,360,612
Total CHIP Enrollees	1,288,589

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. These are Preliminary numbers. These 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	637,600

Medicaid non-MAGI Eligibility Determinations	141,799
Medicaid Eligibility Determined at Application	157,574
Determined Medicaid Eligible at Application under MAGI Rules	107,197
Determined Medicaid Eligible at Application under non-MAGI Rules	50,377
Medicaid Eligibility Determined at Annual Renewal	377,230
Medicaid Eligible via Administrative Determination	687
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	100,257
Determined CHIP Eligible at Application	12,563
Determined CHIP Eligible at Annual Renewal	58,753
All Others Determined CHIP Eligible	28,941

Data Limitation: 9a will not sum as specified by the data dictionary due to the time lag in 9h.

Total Number of Individuals Determined Ineligible

INDICATOR	VALUE
Total Medicaid Ineligible	No Data Entered
Medicaid Determination - Ineligibility Established	189,746
Medicaid Determination - Eligibility Cannot be Established	1,320
Medicaid Determination - Ineligible at Application	39,102
Medicaid Determination - Ineligible at Annual Renewal	34,460
Medicaid Determination - Ineligible via Other Application Type	116,681
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	3,930
CHIP Determination - Eligibility Cannot be Established	111
CHIP Determination - Ineligible at Application	280

CHIP Determination - Ineligible at Annual Renewal	597
CHIP Determination - Ineligible via Other Application Type	3,087

Data Limitation: Total Medicaid and Total CHIP will not sum as specified by the data dictionary. Partial data submitted on indicators 10G - 10L.

Total Number of Pending Applications/Redeterminations

INDICATOR	VALUE
Number Pending at Medicaid	172,019
Type	Mix of Individuals and Households

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
MAGI Determinations Processed Within 24 Hours	16,968
MAGI Determinations Processed in 1 - 7 Days	14,470
MAGI Determinations Processed in 8 - 30 Days	23,714
MAGI Determinations Processed in 31 - 45 Days	10,150
MAGI Determinations Processed in Over 45 Days	17,287
Non-MAGI Determinations Processed Within 30 Days	23,132
Non-MAGI Determinations Processed in 31 - 60 Days	672
Non-MAGI Determinations Processed in 61 - 90 Days	79

Non-MAGI Determinations Processed in Over 90 Days

286

Data Limitation: Partial data submitted for indicators 12i - 12j and 12l - 12n (CHIP Data). ITEMS 12A-12C ARE BEING CO-RESEARCHED BY DHCS AND CMS.

Data Limitations

DHCS IS WORKING WITH SAWS PARTNERS TO CONTINUE IMPROVING DATA QUALITY VALIDATION AND ADDITIONAL BREAKOUT IN FULFILLMENT OF DATA DICTIONARY SPECIFICATIONS



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