

Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

Information

Type	Description
Reporting Period:	04/01/2018 – 04/30/2018
State:	California
Last Saved:	by Scot Switzer at 06/25/2017 12 : 41 : 40 PM
Submitted to CMS:	by Scot Switzer at 06/25/2017 12 : 41 : 40 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	201,147
Health Care Options - Medicaid Plan Enrollment Contractor	151,639
Managed Care Call Center	No Data Entered
Xerox Call Center	48,554
C-IV Call Center	182
CalWIN Call Center	484
LRS Call Center	288
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 Call Center data reported to DHCS by Call Centers. Two of the six call centers did not report data.

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
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	0.011
Health Care Options - Medicaid Plan Enrollment Contractor	0.004
Managed Care Call Center	No Data Entered
Xerox Call Center	0.031
C-IV Call Center	0.011
CalWIN Call Center	0.004
LRS Call Center	0.010
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	164,485
Applications Received by Medicaid Agency	164,485
Medicaid Applications Received Online	38,219
Medicaid Applications Received by Mail	14,837
Medicaid Applications Received In-Person	57,508
Medicaid Applications Received by Phone	4,290
Medicaid Applications Received via Other Channel	49,631
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	520,965
Medicaid MAGI Renewals	391,890
Medicaid non-MAGI Renewals	61,109
CHIP Renewals	40,590
Unknown Type	27,376

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,830,732
Total MAGI Enrollees	7,243,248
MAGI Child Enrollees	2,468,630
MAGI Adult Enrollees	4,774,618
Total Non-MAGI Enrollees	3,587,484
Non-MAGI Child Enrollees	1,317,174
Non-MAGI Adult Enrollees	2,270,310
Total CHIP Enrollees	1,316,781

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	331,894
Medicaid non-MAGI Eligibility Determinations	136,789
Medicaid Eligibility Determined at Application	156,945
Determined Medicaid Eligible at Application under MAGI Rules	109,978
Determined Medicaid Eligible at Application under non-MAGI Rules	46,967
Medicaid Eligibility Determined at Annual Renewal	359,476
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	102,019
Determined CHIP Eligible at Application	12,508
Determined CHIP Eligible at Annual Renewal	54,164
All Others Determined CHIP Eligible	35,347

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	176,521
Medicaid Determination - Eligibility Cannot be Established	32,041
Medicaid Determination - Ineligible at Application	81,989
Medicaid Determination - Ineligible at Annual Renewal	50,293
Medicaid Determination - Ineligible via Other Application Type	74,033
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	2,605
CHIP Determination - Eligibility Cannot be Established	590
CHIP Determination - Ineligible at Application	213
CHIP Determination - Ineligible at Annual Renewal	406
CHIP Determination - Ineligible via Other Application Type	2,009

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	466,492
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	17,084
MAGI Determinations Processed in 1 - 7 Days	15,844
MAGI Determinations Processed in 8 - 30 Days	24,321
MAGI Determinations Processed in 31 - 45 Days	10,023
MAGI Determinations Processed in Over 45 Days	6,237
Non-MAGI Determinations Processed Within 30 Days	26,563
Non-MAGI Determinations Processed in 31 - 60 Days	1,546
Non-MAGI Determinations Processed in 61 - 90 Days	56
Non-MAGI Determinations Processed in Over 90 Days	37

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