

Preliminary Report

Information

Reporting Period:	08/01/2016 – 08/31/2016
State:	California
Last Saved:	by Scot Switzer at 10/3/2016 3:27:25 PM
Submitted to CMS:	by Scot Switzer at 10/3/2016 3:27:25 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
 Total Call Center Volume	425,733
Health Care Options - Medicaid Plan Enrollment Contractor	243,027
Managed Care Call Center	123,888
Xerox Call Center	58,818
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	0.01

Health Care Options - Medicaid Plan Enrollment Contractor	0.012
Managed Care Call Center	No Data Entered
Xerox Call Center	0.03
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	49,340
Applications Received by SBM	No Data Entered

Data Limitation: 1 OF 3 CONSORTIUM REPORTING. ITEM 5B WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY DUE TO INCOMPLETE SUB-BREAKOUTS. One of our consortium has moved to a new system and this indicator has failed data validation, we are working with the consortium on this matter.

Number of Renewals

INDICATOR	VALUE
▼ Total Number of Renewals	437,166

Data Limitation: 3 OF 3 CONSORTIUM REPORTING 7B & 7C 2 OF 3 CONSORTIUM REPORTING 7D & 7E

Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	10,586,011
Total MAGI Enrollees	6,426,069
MAGI Child Enrollees	2,104,937
MAGI Adult Enrollees	4,321,132
Total Non-MAGI Enrollees	4,159,942
Non-MAGI Child Enrollees	1,740,956
Non-MAGI Adult Enrollees	2,418,986
Total CHIP Enrollees	1,257,070

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

▼ Total Medicaid Eligible	No Data Entered
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Medicaid MAGI Eligibility Determinations	317,642
Medicaid non-MAGI Eligibility Determinations	80,560
Medicaid Eligibility Determined at Application	108,494
Determined Medicaid Eligible at Application under MAGI Rules	82,272
Determined Medicaid Eligible at Application under non-MAGI Rules	26,222
Medicaid Eligibility Determined at Annual Renewal	205,822
Medicaid Eligible via Administrative Determination	0
Medicaid Eligible via Other Method	0
▼ Total CHIP Eligible	54,158
Determined CHIP Eligible at Application	8,967
Determined CHIP Eligible at Annual Renewal	34,509
All Others Determined CHIP Eligible	10,682

Data Limitation: 1 OF 3CONSORTIUM 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. One of our consortium has moved to a new system and this indicator has failed data validation, we are working with the consortium on this matter.

Total Number of Individuals Determined Ineligible

▼ 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

Data Limitation: 3 OF 3 CONSORTIUM REPORTING 10B-10C. 1 OF 3 CONSORTIUM REPORTING 10D-10F. ITEM 10A WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY INCOMPLETE SUB-BREAKOUTS.

Total Number of Pending Applications/Redeterminations

Number Pending at Medicaid		372,434
Type	Mix of Individuals and Households	

Data Limitation: No Data Entered

Processing Time for Determinations

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	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

Data Limitation: ITEMS 12A-12C ARE BEING CO-RESEARCHED BY DHCS AND CMS, DHCS IS CONTINUING TO VALIDATE ITEMS 12F-12J AT THIS TIME. 1 OF 4 CONSORTIUM REPORTING 12F TO 12J. 1 OF 4 CONSORTIUM REPORTING 12K TO 12N

Data Limitations

