

Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

Information

Type	Description
Reporting Period:	08/01/2017 – 08/31/2017
State:	California
Last Saved:	by Scot Switzer at 10 20 2017 11 AM / / :11:31
Submitted to CMS:	by Scot Switzer at 10 20 2017 11 AM / / :11:31

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	173,190
Health Care Options - Medicaid Plan Enrollment Contractor	171,142
Managed Care Call Center	No Data Entered
Xerox Call Center	No Data Entered
C-IV Call Center	417
CalWIN Call Center	1,088
LRS Call Center	543
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	1
Health Care Options - Medicaid Plan Enrollment Contractor	1
Managed Care Call Center	No Data Entered
Xerox Call Center	0
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	0.018
Health Care Options - Medicaid Plan Enrollment Contractor	0.018
Managed Care Call Center	No Data Entered
Xerox Call Center	No Data Entered
C-IV Call Center	0.005
CalWIN Call Center	0.004
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, 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	180,390
Applications Received by Medicaid Agency	180,390
Medicaid Applications Received Online	36,341
Medicaid Applications Received by Mail	15,361
Medicaid Applications Received In-Person	69,034
Medicaid Applications Received by Phone	4,672
Medicaid Applications Received via Other Channel	54,982
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	483,489
Medicaid MAGI Renewals	374,795
Medicaid non-MAGI Renewals	66,114
CHIP Renewals	42,513
Unknown Type	67

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	11,010,221
Total MAGI Enrollees	7,270,310
MAGI Child Enrollees	2,473,255
MAGI Adult Enrollees	4,797,055
Total Non-MAGI Enrollees	3,739,911
Non-MAGI Child Enrollees	1,414,699
Non-MAGI Adult Enrollees	2,325,212
Total CHIP Enrollees	1,300,715

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	No Data Entered
Medicaid MAGI Eligibility Determinations	672,973
Medicaid non-MAGI Eligibility Determinations	145,418
Medicaid Eligibility Determined at Application	164,568
Determined Medicaid Eligible at Application under MAGI Rules	117,446
Determined Medicaid Eligible at Application under non-MAGI Rules	47,122
Medicaid Eligibility Determined at Annual Renewal	501,625
Medicaid Eligible via Administrative Determination	10
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	107,599
Determined CHIP Eligible at Application	12,561
Determined CHIP Eligible at Annual Renewal	63,943
All Others Determined CHIP Eligible	31,095

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	154040
Medicaid Determination - Eligibility Cannot be Established	3192
Medicaid Determination - Ineligible at Application	47608
Medicaid Determination - Ineligible at Annual Renewal	40015
Medicaid Determination - Ineligible via Other Application Type	67715
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	3685
CHIP Determination - Eligibility Cannot be Established	380
CHIP Determination - Ineligible at Application	256
CHIP Determination - Ineligible at Annual Renewal	592
CHIP Determination - Ineligible via Other Application Type	2867

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	127,789
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	18,423
MAGI Determinations Processed in 1 - 7 Days	16,243
MAGI Determinations Processed in 8 - 30 Days	24,931
MAGI Determinations Processed in 31 - 45 Days	7,793
MAGI Determinations Processed in Over 45 Days	6,113
Non-MAGI Determinations Processed Within 30 Days	22,574
Non-MAGI Determinations Processed in 31 - 60 Days	414
Non-MAGI Determinations Processed in 61 - 90 Days	47
Non-MAGI Determinations Processed in Over 90 Days	49

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