

Updated Report

Information

Reporting Period: 12/01/2016 – 12/31/2016

State: California

Last Saved: by Scot Switzer at 2/22/2017 10:00:54 AM

Submitted to CMS: by Scot Switzer at 2/22/2017 10:00:54 AM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
▼ Total Call Center Volume	272,342
Health Care Options - Medicaid Plan Enrollment Contractor	121,440
Managed Care Call Center	100,710
Xerox Call Center	50,192
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	1
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: Partial data submitted, only 1 of 3 reporting the Average Wait Time data. Wait time data for additional call center(s) will be reported when made available.

Abandonment Rate

INDICATOR	VALUE
▼ Average Call Center Abandon Rate	0

Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	0
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: Partial data submitted, only 1 of 3 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	240,919
Applications Received by Medicaid Agency	240,919
Medicaid Applications Received Online	46,347
Medicaid Applications Received by Mail	14,327
Medicaid Applications Received In-Person	59,892
Medicaid Applications Received by Phone	4,501
Medicaid Applications Received via Other Channel	115,852
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	606,661
Medicaid MAGI Renewals	482,669
Medicaid non-MAGI Renewals	77,880
CHIP Renewals	46,038
Unknown Type	74

Data Limitation: Partial data submitted, 2 of 3 consortium reporting 7D (CHIP) and 7E (Unknown).

Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	11,101,172
Total MAGI Enrollees	7,110,304
MAGI Child Enrollees	2,382,355
MAGI Adult Enrollees	4,727,949
Total Non-MAGI Enrollees	3,990,868
Non-MAGI Child Enrollees	1,556,838
Non-MAGI Adult Enrollees	2,434,030
Total CHIP Enrollees	1,304,180

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

INDICATOR	VALUE
▼ Total Medicaid Eligible	No Data Entered
Medicaid MAGI Eligibility Determinations	731,834

Medicaid non-MAGI Eligibility Determinations	154,940
Medicaid Eligibility Determined at Application	179,660
Determined Medicaid Eligible at Application under MAGI Rules	126,487
Determined Medicaid Eligible at Application under non-MAGI Rules	53,173
Medicaid Eligibility Determined at Annual Renewal	485,542
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	1,017
Total CHIP Eligible	102,605
Determined CHIP Eligible at Application	15,376
Determined CHIP Eligible at Annual Renewal	63,610
All Others Determined CHIP Eligible	23,619

Data Limitation: ITEM 9A WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY. Item 9H has a time series lag.

Total Number of Individuals Determined Ineligible

INDICATOR	VALUE
Total Medicaid Ineligible	No Data Entered
Medicaid Determination - Ineligibility Established	161,567
Medicaid Determination - Eligibility Cannot be Established	1,470
Medicaid Determination - Ineligible at Application	53,228
Medicaid Determination - Ineligible at Annual Renewal	50,457
Medicaid Determination - Ineligible via Other Application Type	58,464
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	7,502
CHIP Determination - Eligibility Cannot be Established	143

CHIP Determination - Ineligible at Application	411
CHIP Determination - Ineligible at Annual Renewal	1,804
CHIP Determination - Ineligible via Other Application Type	5,311

Data Limitation: TOTALS WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY. Partial data submitted on indicators 10F - 10L.

Total Number of Pending Applications/Redeterminations

INDICATOR	VALUE
Number Pending at Medicaid	385,978
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	19,168
MAGI Determinations Processed in 1 - 7 Days	14,357
MAGI Determinations Processed in 8 - 30 Days	27,787
MAGI Determinations Processed in 31 - 45 Days	8,917
MAGI Determinations Processed in Over 45 Days	12,940
Non-MAGI Determinations Processed Within 30 Days	23,919
Non-MAGI Determinations Processed in 31 - 60 Days	660
Non-MAGI Determinations Processed in 61 - 90 Days	126

Non-MAGI Determinations Processed in Over 90 Days

342

Data Limitation: Partial data submitted for indicators 12J - 12N. 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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