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Updated Report

Information

Reporting Period:	02/01/2017 – 02/28/2017
State:	California
Last Saved:	by Scot Switzer at 4/20/2017 1:11:46 PM
Submitted to CMS:	by Scot Switzer at 4/20/2017 1:11:46 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	284,424
Health Care Options - Medicaid Plan Enrollment Contractor	140,337
Managed Care Call Center	96,011
Xerox Call Center	46,076
C-IV Call Center	422
CalWIN Call Center	959

LRS Call Center	619
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 from contracted call center. Wait time data for additional call center(s) will be reported when made available.

Call Center Wait Time

INDICATOR	VALUE
▼ Average Call Center Wait Time	1
Health Care Options - Medicaid Plan Enrollment Contractor	1
Managed Care Call Center	0
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	0.018

Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	0.113
C-IV Call Center	0.011
CalWIN Call Center	0.001
LRS Call Center	0.001
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	182,096
Applications Received by Medicaid Agency	182,096
Medicaid Applications Received Online	34,431
Medicaid Applications Received by Mail	15,485
Medicaid Applications Received In-Person	59,424
Medicaid Applications Received by Phone	3,936
Medicaid Applications Received via Other Channel	68,820
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	488,260
Medicaid MAGI Renewals	380,991
Medicaid non-MAGI Renewals	68,699
CHIP Renewals	38,514
Unknown Type	56

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

Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	11,091,616
Total MAGI Enrollees	7,182,726
MAGI Child Enrollees	2,429,211
MAGI Adult Enrollees	4,753,515
Total Non-MAGI Enrollees	3,908,890
Non-MAGI Child Enrollees	1,514,434
Non-MAGI Adult Enrollees	2,394,456
Total CHIP Enrollees	1,291,844

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	627,850

Medicaid non-MAGI Eligibility Determinations	134,599
Medicaid Eligibility Determined at Application	174,275
Determined Medicaid Eligible at Application under MAGI Rules	127,784
Determined Medicaid Eligible at Application under non-MAGI Rules	46,491
Medicaid Eligibility Determined at Annual Renewal	365,170
Medicaid Eligible via Administrative Determination	667
Medicaid Eligible via Other Method	221,747
Total CHIP Eligible	94,926
Determined CHIP Eligible at Application	14,966
Determined CHIP Eligible at Annual Renewal	53,504
All Others Determined CHIP Eligible	26,456

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	161,577
Medicaid Determination - Eligibility Cannot be Established	2,201
Medicaid Determination - Ineligible at Application	47,263
Medicaid Determination - Ineligible at Annual Renewal	47,813
Medicaid Determination - Ineligible via Other Application Type	67,873
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	4,753
CHIP Determination - Eligibility Cannot be Established	102

CHIP Determination - Ineligible at Application	374
CHIP Determination - Ineligible at Annual Renewal	787
CHIP Determination - Ineligible via Other Application Type	3,631

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	394,572
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	18,167
MAGI Determinations Processed in 1 - 7 Days	13,183
MAGI Determinations Processed in 8 - 30 Days	26,271
MAGI Determinations Processed in 31 - 45 Days	8,337
MAGI Determinations Processed in Over 45 Days	13,248
Non-MAGI Determinations Processed Within 30 Days	21,855
Non-MAGI Determinations Processed in 31 - 60 Days	538
Non-MAGI Determinations Processed in 61 - 90 Days	193

Non-MAGI Determinations Processed in Over 90 Days

275

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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