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Updated Report

Information

Reporting Period:	01/01/2017 – 01/31/2017
State:	California
Last Saved:	by Scot Switzer at 3/20/2017 1:48:41 PM
Submitted to CMS:	by Scot Switzer at 3/20/2017 1:48:41 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
 Total Call Center Volume	180,548
Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	123,270
Xerox Call Center	54,651
C-IV Call Center	1,059
CalWIN Call Center	No Data Entered

LRS Call Center	1,568
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 the Department of Health Care Services, DHCS is working with consortia. Currently, one contracted vendor is reporting average wait time. 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	0
Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	No Data Entered
C-IV Call Center	0
CalWIN Call Center	No Data Entered
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 2 of 6 reporting the Average Wait Time data. Wait time data for additional call center(s) will be reported when made available.

Abandonment Rate

INDICATOR	VALUE
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Average Call Center Abandon Rate 0.02

Health Care Options - Medicaid Plan Enrollment Contractor	0
Managed Care Call Center	0
Xerox Call Center	0.07
C-IV Call Center	0.01
CalWIN Call Center	0
LRS Call Center	0.01
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 3 of 6 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	232,993
Applications Received by Medicaid Agency	232,993
Medicaid Applications Received Online	43,810
Medicaid Applications Received by Mail	15,333
Medicaid Applications Received In-Person	71,818
Medicaid Applications Received by Phone	5,001
Medicaid Applications Received via Other Channel	97,031
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	475,315
Medicaid MAGI Renewals	378,899
Medicaid non-MAGI Renewals	56,737
CHIP Renewals	39,627
Unknown Type	52

Data Limitation: Partial data submitted, 2 of 3 consortium reporting 7D (CHIP) and 1 of 3 for 7E (Unknown).

Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	11,066,722
Total MAGI Enrollees	7,127,544
MAGI Child Enrollees	2,402,790
MAGI Adult Enrollees	4,724,754
Total Non-MAGI Enrollees	3,939,178
Non-MAGI Child Enrollees	1,530,631
Non-MAGI Adult Enrollees	2,408,547
Total CHIP Enrollees	1,293,727

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. Updated on 03/20/2017

Total Number of Individuals Determined Eligible

INDICATOR	VALUE
▼ Total Medicaid Eligible	No Data Entered

Medicaid MAGI Eligibility Determinations	716,051
Medicaid non-MAGI Eligibility Determinations	247,359
Medicaid Eligibility Determined at Application	181,986
Determined Medicaid Eligible at Application under MAGI Rules	133,913
Determined Medicaid Eligible at Application under non-MAGI Rules	48,073
Medicaid Eligibility Determined at Annual Renewal	378,040
Medicaid Eligible via Administrative Determination	4,588
Medicaid Eligible via Other Method	369,765

▼ Total CHIP Eligible No Data Entered

Determined CHIP Eligible at Application	16,141
Determined CHIP Eligible at Annual Renewal	55,044
All Others Determined CHIP Eligible	31,472

Data Limitation: ITEM 9A WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY. Item 9H has a time series lag. 9h updated on 03/20/2017 9i updated on 03/20/2017

Total Number of Individuals Determined Ineligible

INDICATOR	VALUE
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▼ Total Medicaid Ineligible No Data Entered

Medicaid Determination - Ineligibility Established	239,422
Medicaid Determination - Eligibility Cannot be Established	1,399
Medicaid Determination - Ineligible at Application	58,684
Medicaid Determination - Ineligible at Annual Renewal	99,006
Medicaid Determination - Ineligible via Other Application Type	82,287

▼ Total CHIP Ineligible No Data Entered

CHIP Determination - Ineligibility Established	6,079
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CHIP Determination - Eligibility Cannot be Established	92
CHIP Determination - Ineligible at Application	373
CHIP Determination - Ineligible at Annual Renewal	1,911
CHIP Determination - Ineligible via Other Application Type	3,814

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	391,248
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	18,700
MAGI Determinations Processed in 1 - 7 Days	14,670
MAGI Determinations Processed in 8 - 30 Days	25,608
MAGI Determinations Processed in 31 - 45 Days	10,282
MAGI Determinations Processed in Over 45 Days	14,720
Non-MAGI Determinations Processed Within 30 Days	22,340

Non-MAGI Determinations Processed in 31 - 60 Days	592
Non-MAGI Determinations Processed in 61 - 90 Days	186
Non-MAGI Determinations Processed in Over 90 Days	371

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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