

Updated Report

Information

Reporting Period:	07/01/2016 – 07/31/2016
State:	California
Last Saved:	by Reshmeet Kaur at 9/19/2016 4:40:45 PM
Submitted to CMS:	by Reshmeet Kaur at 9/19/2016 4:40:45 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
 Total Call Center Volume	357,117
Health Care Options - Medicaid Plan Enrollment Contractor	208,176
Managed Care Call Center	103,409
Xerox Call Center	45,532
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

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

Average Call Center Abandon Rate		0.018
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Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
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, 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

▼ Total Applications Received	No Data Entered
Applications Received by Medicaid Agency	54,429
Medicaid Applications Received Online	13,638
Medicaid Applications Received by Mail	3,853
Medicaid Applications Received In-Person	17,425
Medicaid Applications Received by Phone	1,297
Medicaid Applications Received via Other Channel	18,216
Applications Received by SBM	No Data Entered

Data Limitation: 2 OF 4 CONSORTIUM REPORTING 5C-5G. ITEM 5B WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY DUE TO INCOMPLETE SUB-BREAKOUTS

Number of Renewals

INDICATOR	VALUE
▼ Total Number of Renewals	212,820
Medicaid MAGI Renewals	165,294
Medicaid non-MAGI Renewals	21,520
CHIP Renewals	26,006
Unknown Type	0

Data Limitation: 1 OF 4 CONSORTIUM REPORTING 7A-7E

Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	10,913,279
Total MAGI Enrollees	6,592,340
MAGI Child Enrollees	2,155,432
MAGI Adult Enrollees	4,436,908
Total Non-MAGI Enrollees	4,320,939
Non-MAGI Child Enrollees	1,829,090
Non-MAGI Adult Enrollees	2,491,849
Total CHIP Enrollees	1,287,900

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
Medicaid MAGI Eligibility Determinations	268,653

Medicaid non-MAGI Eligibility Determinations	68,719
Medicaid Eligibility Determined at Application	84,196
Determined Medicaid Eligible at Application under MAGI Rules	61,318
Determined Medicaid Eligible at Application under non-MAGI Rules	22,878
Medicaid Eligibility Determined at Annual Renewal	188,391
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	34,971
Determined CHIP Eligible at Application	6,192
Determined CHIP Eligible at Annual Renewal	28,668
All Others Determined CHIP Eligible	111

Data Limitation: 1 OF 4 CONSORTIUM 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.

Total Number of Individuals Determined Ineligible

Total Medicaid Ineligible	No Data Entered
Medicaid Determination - Ineligibility Established	45,826
Medicaid Determination - Eligibility Cannot be Established	1,132
Medicaid Determination - Ineligible at Application	29,038
Medicaid Determination - Ineligible at Annual Renewal	5,175
Medicaid Determination - Ineligible via Other Application Type	6,977
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	2,630
CHIP Determination - Eligibility Cannot be Established	127

CHIP Determination - Ineligible at Application	207
CHIP Determination - Ineligible at Annual Renewal	425
CHIP Determination - Ineligible via Other Application Type	1,998

Data Limitation: 2 OF 4 CONSORTIUM REPORTING 10B-10E. 1 OF 4 CONSORTIUM REPORTING 10F-10L. ITEM 10A WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY INCOMPLETE SUB-BREAKOUTS.

Total Number of Pending Applications/Redeterminations

Number Pending at Medicaid		26,066
Type	Mix of Individuals and Households	

Data Limitation: 1 OF 4 CONSORTIUM REPORTING

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	9,594
MAGI Determinations Processed in 1 - 7 Days	6,717
MAGI Determinations Processed in 8 - 30 Days	9,566
MAGI Determinations Processed in 31 - 45 Days	2,712
MAGI Determinations Processed in Over 45 Days	294
Non-MAGI Determinations Processed Within 30 Days	12,009
Non-MAGI Determinations Processed in 31 - 60 Days	0

Non-MAGI Determinations Processed in 61 - 90 Days	0
Non-MAGI Determinations Processed in Over 90 Days	0

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

