

Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

Information

Type	Description
Reporting Period:	07/01/2017 – 07/31/2017
State:	California
Last Saved:	by Scot Switzer at 9 / 26 / 2017 10 : 41 : 57 AM
Submitted to CMS:	by Scot Switzer at 9 / 26 / 2017 10 : 41 : 57 AM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	293,291
Health Care Options - Medicaid Plan Enrollment Contractor	159,621
Managed Care Call Center	87,630
Xerox Call Center	44,015
C-IV Call Center	437
CalWIN Call Center	957
LRS Call Center	631
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	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	0.031
Health Care Options - Medicaid Plan Enrollment Contractor	0.034
Managed Care Call Center	No Data Entered
Xerox Call Center	0.085
C-IV Call Center	0.011
CalWIN Call Center	0.024
LRS Call Center	0.008
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	148,595
Applications Received by Medicaid Agency	148,595
Medicaid Applications Received Online	29,522
Medicaid Applications Received by Mail	12,834
Medicaid Applications Received In-Person	56,996
Medicaid Applications Received by Phone	4,049
Medicaid Applications Received via Other Channel	45,194
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	44,,5184
Medicaid MAGI Renewals	346127
Medicaid non-MAGI Renewals	61,942
CHIP Renewals	37,068
Unknown Type	47

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,988,391
Total MAGI Enrollees	7,246,427
MAGI Child Enrollees	2,469,291
MAGI Adult Enrollees	4,777,136
Total Non-MAGI Enrollees	3,741,964
Non-MAGI Child Enrollees	1,411,987
Non-MAGI Adult Enrollees	2,329,977
Total CHIP Enrollees	1,288,998

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	628,159
Medicaid non-MAGI Eligibility Determinations	138,008
Medicaid Eligibility Determined at Application	148,682
Determined Medicaid Eligible at Application under MAGI Rules	99,882
Determined Medicaid Eligible at Application under non-MAGI Rules	48,800
Medicaid Eligibility Determined at Annual Renewal	375,257
Medicaid Eligible via Administrative Determination	51
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	97,091
Determined CHIP Eligible at Application	10,213
Determined CHIP Eligible at Annual Renewal	57,834
All Others Determined CHIP Eligible	29,044

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	168,481
Medicaid Determination - Eligibility Cannot be Established	2,668
Medicaid Determination - Ineligible at Application	43,831
Medicaid Determination - Ineligible at Annual Renewal	58,199
Medicaid Determination - Ineligible via Other Application Type	67,601
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	3,564
CHIP Determination - Eligibility Cannot be Established	217
CHIP Determination - Ineligible at Application	238
CHIP Determination - Ineligible at Annual Renewal	503
CHIP Determination - Ineligible via Other Application Type	2,847

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	126,656
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	15,844
MAGI Determinations Processed in 1 - 7 Days	14,744
MAGI Determinations Processed in 8 - 30 Days	20,864
MAGI Determinations Processed in 31 - 45 Days	8,243
MAGI Determinations Processed in Over 45 Days	7,003
Non-MAGI Determinations Processed Within 30 Days	22,886
Non-MAGI Determinations Processed in 31 - 60 Days	482
Non-MAGI Determinations Processed in 61 - 90 Days	35
Non-MAGI Determinations Processed in Over 90 Days	74

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