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# Updated Report

## Information

<b>Reporting Period:</b>	06/01/2017 – 06/30/2017
<b>State:</b>	California
<b>Last Saved:</b>	by Scot Switzer at 8/21/2017 11:07:58 AM
<b>Submitted to CMS:</b>	by Scot Switzer at 8/21/2017 11:07:58 AM

## Call Centers

**Data Limitation:** No Data Entered

## Call Volume

INDICATOR	VALUE
Total Call Center Volume	257,431
Health Care Options - Medicaid Plan Enrollment Contractor	108,312
Managed Care Call Center	101,087
Xerox Call Center	46,181
C-IV Call Center	372
CalWIN Call Center	887

LRS Call Center	592
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	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	1
CalWIN Call Center	1
LRS Call Center	1
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	0.004

Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	0.021
C-IV Call Center	0.016
CalWIN Call Center	0.009
LRS Call Center	0.014
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	163,743
Applications Received by Medicaid Agency	163,743
Medicaid Applications Received Online	32,340
Medicaid Applications Received by Mail	14,792
Medicaid Applications Received In-Person	61,175
Medicaid Applications Received by Phone	4,449
Medicaid Applications Received via Other Channel	50,987
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	529,931
Medicaid MAGI Renewals	417,425
Medicaid non-MAGI Renewals	73,294
CHIP Renewals	39,154
Unknown Type	58

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

## Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	11,004,981
Total MAGI Enrollees	7,247,648
MAGI Child Enrollees	2,469,504
MAGI Adult Enrollees	4,778,144
Total Non-MAGI Enrollees	3,757,333
Non-MAGI Child Enrollees	1,423,286
Non-MAGI Adult Enrollees	2,334,047
Total CHIP Enrollees	1,288,447

**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	673,026

Medicaid non-MAGI Eligibility Determinations	152,584
Medicaid Eligibility Determined at Application	161,761
Determined Medicaid Eligible at Application under MAGI Rules	111,746
Determined Medicaid Eligible at Application under non-MAGI Rules	50,015
Medicaid Eligibility Determined at Annual Renewal	413,893
Medicaid Eligible via Administrative Determination	528
Medicaid Eligible via Other Method	No Data Entered
<b>Total CHIP Eligible</b>	110,411
Determined CHIP Eligible at Application	12,486
Determined CHIP Eligible at Annual Renewal	63,833
All Others Determined CHIP Eligible	34,092

**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
<b>Total Medicaid Ineligible</b>	No Data Entered
Medicaid Determination - Ineligibility Established	161,705
Medicaid Determination - Eligibility Cannot be Established	2,438
Medicaid Determination - Ineligible at Application	47,718
Medicaid Determination - Ineligible at Annual Renewal	43,749
Medicaid Determination - Ineligible via Other Application Type	71,415
<b>Total CHIP Ineligible</b>	No Data Entered
CHIP Determination - Ineligibility Established	4,062
CHIP Determination - Eligibility Cannot be Established	148
CHIP Determination - Ineligible at Application	260

CHIP Determination - Ineligible at Annual Renewal	582
CHIP Determination - Ineligible via Other Application Type	3,245

**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	156,572
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	18,103
MAGI Determinations Processed in 1 - 7 Days	14,215
MAGI Determinations Processed in 8 - 30 Days	22,142
MAGI Determinations Processed in 31 - 45 Days	8,443
MAGI Determinations Processed in Over 45 Days	12,355
Non-MAGI Determinations Processed Within 30 Days	21,884
Non-MAGI Determinations Processed in 31 - 60 Days	531
Non-MAGI Determinations Processed in 61 - 90 Days	85

Non-MAGI Determinations Processed in Over 90 Days

318

**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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