

Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

Information

Type	Description
Reporting Period:	06/01/2018 – 06/30/2018
State:	California
Last Saved:	by Scot Switzer at 08/20/2018 11 : 22 : 18 AM
Submitted to CMS:	by Scot Switzer at 08/20/2018 11 : 22 : 18 AM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	184,614
Health Care Options - Medicaid Plan Enrollment Contractor	137,706
Managed Care Call Center	No Data Entered
Xerox Call Center	45,901
C-IV Call Center	223
CalWIN Call Center	482
LRS Call Center	302
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.

Call Center Wait Time

INDICATOR	VALUE
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
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	0.007
Health Care Options - Medicaid Plan Enrollment Contractor	0.001
Managed Care Call Center	No Data Entered
Xerox Call Center	0.025
C-IV Call Center	0.023
CalWIN Call Center	0.012
LRS Call Center	0.010
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 5 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	156,439
Applications Received by Medicaid Agency	156,439
Medicaid Applications Received Online	35,168
Medicaid Applications Received by Mail	14,782
Medicaid Applications Received In-Person	55,505
Medicaid Applications Received by Phone	4,511
Medicaid Applications Received via Other Channel	46,473
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	532,440
Medicaid MAGI Renewals	402,160
Medicaid non-MAGI Renewals	61,551
CHIP Renewals	40,484
Unknown Type	28,245

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,755,540
Total MAGI Enrollees	7,190,208
MAGI Child Enrollees	2,451,083
MAGI Adult Enrollees	4,739,125
Total Non-MAGI Enrollees	3,565,332
Non-MAGI Child Enrollees	1,305,337
Non-MAGI Adult Enrollees	2,259,995
Total CHIP Enrollees	1,308,792

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	646,022
Medicaid non-MAGI Eligibility Determinations	139,849
Medicaid Eligibility Determined at Application	150,580
Determined Medicaid Eligible at Application under MAGI Rules	102,820
Determined Medicaid Eligible at Application under non-MAGI Rules	17,760
Medicaid Eligibility Determined at Annual Renewal	355,979
Medicaid Eligible via Administrative Determination	5
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	100,496
Determined CHIP Eligible at Application	10,818
Determined CHIP Eligible at Annual Renewal	54,814
All Others Determined CHIP Eligible	34,864

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	149,603
Medicaid Determination - Eligibility Cannot be Established	32,312
Medicaid Determination - Ineligible at Application	79,756
Medicaid Determination - Ineligible at Annual Renewal	33,605
Medicaid Determination - Ineligible via Other Application Type	66,313
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	2,441
CHIP Determination - Eligibility Cannot be Established	525
CHIP Determination - Ineligible at Application	210
CHIP Determination - Ineligible at Annual Renewal	256
CHIP Determination - Ineligible via Other Application Type	1,995

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	435,993
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	15,549
MAGI Determinations Processed in 1 - 7 Days	15,173
MAGI Determinations Processed in 8 - 30 Days	22,976
MAGI Determinations Processed in 31 - 45 Days	9,555
MAGI Determinations Processed in Over 45 Days	4,685
Non-MAGI Determinations Processed Within 30 Days	25,599
Non-MAGI Determinations Processed in 31 - 60 Days	1,421
Non-MAGI Determinations Processed in 61 - 90 Days	37
Non-MAGI Determinations Processed in Over 90 Days	27

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