

Updated Report

Information

Reporting Period: 03/01/2017 – 03/31/2017

State: California

Last Saved: by Reshmeet Kaur at 5/19/2017 1:21:11 PM

Submitted to CMS: by Reshmeet Kaur at 5/19/2017 1:21:11 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	299,583
Health Care Options - Medicaid Plan Enrollment Contractor	121,076
Managed Care Call Center	120,452
Xerox Call Center	56,092
C-IV Call Center	422
CalWIN Call Center	1,013

LRS Call Center	528
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	0
Xerox Call Center	0
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	0.006

Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	0.03
C-IV Call Center	0.007
CalWIN Call Center	0.023
LRS Call Center	0.005
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	186,986
Applications Received by Medicaid Agency	186,986
Medicaid Applications Received Online	31,879
Medicaid Applications Received by Mail	19,332
Medicaid Applications Received In-Person	65,810
Medicaid Applications Received by Phone	4,446
Medicaid Applications Received via Other Channel	65,519
Applications Received by SBM	0

Data Limitation: The State is currently working on the SBM data.

Number of Renewals

INDICATOR	VALUE
▼ Total Number of Renewals	471,945
Medicaid MAGI Renewals	365,963
Medicaid non-MAGI Renewals	64,989
CHIP Renewals	40,938
Unknown Type	55

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

Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	11,087,149
Total MAGI Enrollees	7,220,431
MAGI Child Enrollees	2,450,594
MAGI Adult Enrollees	4,769,837
Total Non-MAGI Enrollees	3,866,718
Non-MAGI Child Enrollees	1,490,737
Non-MAGI Adult Enrollees	2,375,981
Total CHIP Enrollees	1,289,592

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	728,981

Medicaid non-MAGI Eligibility Determinations	170,789
Medicaid Eligibility Determined at Application	212,990
Determined Medicaid Eligible at Application under MAGI Rules	156,230
Determined Medicaid Eligible at Application under non-MAGI Rules	56,760
Medicaid Eligibility Determined at Annual Renewal	408,062
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	165,662
Total CHIP Eligible	116,500
Determined CHIP Eligible at Application	18,452
Determined CHIP Eligible at Annual Renewal	64,326
All Others Determined CHIP Eligible	33,722

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	182,286
Medicaid Determination - Eligibility Cannot be Established	1,680
Medicaid Determination - Ineligible at Application	49,845
Medicaid Determination - Ineligible at Annual Renewal	58,087
Medicaid Determination - Ineligible via Other Application Type	74,940
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	5,139
CHIP Determination - Eligibility Cannot be Established	140
CHIP Determination - Ineligible at Application	376

CHIP Determination - Ineligible at Annual Renewal	817
CHIP Determination - Ineligible via Other Application Type	3,979

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	172,707
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	19,808
MAGI Determinations Processed in 1 - 7 Days	16,312
MAGI Determinations Processed in 8 - 30 Days	34,704
MAGI Determinations Processed in 31 - 45 Days	11,112
MAGI Determinations Processed in Over 45 Days	26,188
Non-MAGI Determinations Processed Within 30 Days	22,902
Non-MAGI Determinations Processed in 31 - 60 Days	643
Non-MAGI Determinations Processed in 61 - 90 Days	168

Non-MAGI Determinations Processed in Over 90 Days

685

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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