

# Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

## Information

Type	Description
Reporting Period:	05/01/2018 – 05/31/2018
State:	California
Last Saved:	by Scot Switzer at 07/26/2018 09 : 05 : 20 AM
Submitted to CMS:	by Scot Switzer at 07/26/2018 09 : 05 : 20 AM

## Call Centers

**Data Limitation:** No Data Entered

## Call Volume

INDICATOR	VALUE
Total Call Center Volume	193,368
Health Care Options - Medicaid Plan Enrollment Contractor	145,641
Managed Care Call Center	No Data Entered
Xerox Call Center	46,480
C-IV Call Center	237
CalWIN Call Center	515
LRS Call Center	495
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	No Data Entered
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	No Data Entered
Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	0.020
C-IV Call Center	0.009
CalWIN Call Center	0.018
LRS Call Center	0.004
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	167,635
Applications Received by Medicaid Agency	167,635
Medicaid Applications Received Online	38,119
Medicaid Applications Received by Mail	14,946
Medicaid Applications Received In-Person	58,047
Medicaid Applications Received by Phone	4,750
Medicaid Applications Received via Other Channel	51,773
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	531,772
Medicaid MAGI Renewals	399,497
Medicaid non-MAGI Renewals	63,247
CHIP Renewals	40,304
Unknown Type	28,724

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

## Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,797,473
Total MAGI Enrollees	7,220,887
MAGI Child Enrollees	2,461,525
MAGI Adult Enrollees	4,759,362
Total Non-MAGI Enrollees	3,576,586
Non-MAGI Child Enrollees	1,312,359
Non-MAGI Adult Enrollees	2,264,227
Total CHIP Enrollees	1,312,237

**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	676,621
Medicaid non-MAGI Eligibility Determinations	144,618
Medicaid Eligibility Determined at Application	158,965
Determined Medicaid Eligible at Application under MAGI Rules	110,564
Determined Medicaid Eligible at Application under non-MAGI Rules	48,401
Medicaid Eligibility Determined at Annual Renewal	373,353
Medicaid Eligible via Administrative Determination	2
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	104,709
Determined CHIP Eligible at Application	12,258
Determined CHIP Eligible at Annual Renewal	56,241
All Others Determined CHIP Eligible	36,210

**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	155,712
Medicaid Determination - Eligibility Cannot be Established	33,956
Medicaid Determination - Ineligible at Application	84,366
Medicaid Determination - Ineligible at Annual Renewal	38,366
Medicaid Determination - Ineligible via Other Application Type	64,249
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	2,476
CHIP Determination - Eligibility Cannot be Established	796
CHIP Determination - Ineligible at Application	186
CHIP Determination - Ineligible at Annual Renewal	274
CHIP Determination - Ineligible via Other Application Type	2,029

**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	451,174
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	17,092
MAGI Determinations Processed in 1 - 7 Days	15,508
MAGI Determinations Processed in 8 - 30 Days	24,859
MAGI Determinations Processed in 31 - 45 Days	9,574
MAGI Determinations Processed in Over 45 Days	4,687
Non-MAGI Determinations Processed Within 30 Days	25,285
Non-MAGI Determinations Processed in 31 - 60 Days	1,303
Non-MAGI Determinations Processed in 61 - 90 Days	41
Non-MAGI Determinations Processed in Over 90 Days	44

**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