

# Updated Report

## Information

**Reporting Period:** 11/01/2016 – 11/30/2016

**State:** California

**Last Saved:** by Scot Switzer at 12/27/2016 1:17:27 PM

**Submitted to CMS:** by Scot Switzer at 12/27/2016 1:17:27 PM

## Call Centers

**Data Limitation:** No Data Entered

## Call Volume

INDICATOR	VALUE
<a href="#"> <span style="color: blue;">▼</span> Total Call Center Volume                 </a>	141,307
Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	91,984
Xerox Call Center	48,457
C-IV	No Data Entered
CalWIN	No Data Entered

LRS - Leader Replacement System	866
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:** 3 OF 6 REPORTING.

## Call Center Wait Time

INDICATOR	VALUE
▼ Average Call Center Wait Time	0
Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	No Data Entered
C-IV	No Data Entered
CalWIN	No Data Entered
LRS - Leader Replacement System	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:** Only 1 of 6 reporting the Average Wait Time data. Wait time data for additional call center(s) will be reported when made available.

## Abandonment Rate

INDICATOR	VALUE
▼ Average Call Center Abandon Rate	0.02

Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	No Data Entered
Xerox Call Center	0.06
C-IV	No Data Entered
CalWIN	No Data Entered
LRS - Leader Replacement System	0.01
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:** Only 3 of 6 are reporting abandonment rate. Abandonment rate data for additional call center(s) will be reported when made available.

## Number of Applications Received

INDICATOR	VALUE
▼ Total Applications Received	85,331
Applications Received by Medicaid Agency	85,331
Medicaid Applications Received Online	34,434
Medicaid Applications Received by Mail	5,952
Medicaid Applications Received In-Person	35,775
Medicaid Applications Received by Phone	1,546
Medicaid Applications Received via Other Channel	7,624
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	578,212
Medicaid MAGI Renewals	418,480
Medicaid non-MAGI Renewals	123,645
CHIP Renewals	33,152
Unknown Type	2,935

**Data Limitation:** 2 OF 3 CONSORTIUM REPORTING 7D (CHIP). 1 OF 3 CONSORTIUM REPORTING 7E (Unknown).

## Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	10,916,242
Total MAGI Enrollees	6,899,616
MAGI Child Enrollees	2,303,035
MAGI Adult Enrollees	4,596,581
Total Non-MAGI Enrollees	4,016,626
Non-MAGI Child Enrollees	1,579,786
Non-MAGI Adult Enrollees	2,436,840
Total CHIP Enrollees	1,293,363

**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. This is Preliminary numbers. This 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	624,830

Medicaid non-MAGI Eligibility Determinations	100,220
Medicaid Eligibility Determined at Application	119,823
Determined Medicaid Eligible at Application under MAGI Rules	89,611
Determined Medicaid Eligible at Application under non-MAGI Rules	30,212
Medicaid Eligibility Determined at Annual Renewal	410,051
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	No Data Entered
<b>▼ Total CHIP Eligible</b>	<b>78,539</b>
Determined CHIP Eligible at Application	9,546
Determined CHIP Eligible at Annual Renewal	52,483
All Others Determined CHIP Eligible	16,510

**Data Limitation:** 2 OF 3 CONSORTIUM REPORTING. ITEM 9A WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY DUE TO INCOMPLETE SUB-BREAKOUTS. ITEM 9H EXPRESS LANE DATA IS TIME LAG SENSITIVE AND WILL BE UPDATED ON FUTURE SUBMISSION.

## Total Number of Individuals Determined Ineligible

INDICATOR	VALUE
<b>▼ Total Medicaid Ineligible</b>	<b>No Data Entered</b>
Medicaid Determination - Ineligibility Established	142,295
Medicaid Determination - Eligibility Cannot be Established	285
Medicaid Determination - Ineligible at Application	44,088
Medicaid Determination - Ineligible at Annual Renewal	47,548
Medicaid Determination - Ineligible via Other Application Type	50,944
<b>▼ Total CHIP Ineligible</b>	<b>No Data Entered</b>
CHIP Determination - Ineligibility Established	No Data Entered

CHIP Determination - Eligibility Cannot be Established	No Data Entered
CHIP Determination - Ineligible at Application	No Data Entered
CHIP Determination - Ineligible at Annual Renewal	No Data Entered
CHIP Determination - Ineligible via Other Application Type	No Data Entered

**Data Limitation:** 2 OF 3 CONSORTIUM REPORTING 10B,10D, and 10E . 1 OF 3 CONSORTIUM REPORTING 10C-10F. 0 CONSORTIUM REPORTING 10G - 10L ITEM 10A WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY INCOMPLETE SUB-BREAKOUTS.

## Total Number of Pending Applications/Redeterminations

INDICATOR	VALUE
Number Pending at Medicaid	331,007
Type	No Data Entered

**Data Limitation:** 2 of 3 Consortium reported.

## 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	24,532
MAGI Determinations Processed in 1 - 7 Days	22,079
MAGI Determinations Processed in 8 - 30 Days	37,038
MAGI Determinations Processed in 31 - 45 Days	12,908
MAGI Determinations Processed in Over 45 Days	31,147
Non-MAGI Determinations Processed Within 30 Days	14,068
Non-MAGI Determinations Processed in 31 - 60 Days	641

Non-MAGI Determinations Processed in 61 - 90 Days	159
Non-MAGI Determinations Processed in Over 90 Days	323

**Data Limitation:** ITEMS 12A-12C ARE BEING CO-RESEARCHED BY DHCS AND CMS. 3 OF 3 CONSORTIUM REPORTING 12F to 12K. 1 OF 3 CONSORTIUM REPORTING 12L TO 12N.

## 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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