

Updated Report

Information

Reporting Period: 10/01/2016 – 10/31/2016

State: California

Last Saved: by Reshmeet Kaur at 12/21/2016 12:38:13 PM

Submitted to CMS: by Reshmeet Kaur at 12/21/2016 12:38:13 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
 ▼ Total Call Center Volume 	153,151
Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	104,015
Xerox Call Center	48,137
C-IV	No Data Entered
CalWIN	No Data Entered

LRS - Leader Replacement System	999
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	0
Xerox Call Center	0
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	0.01

Health Care Options - Medicaid Plan Enrollment Contractor	No Data Entered
Managed Care Call Center	0
Xerox Call Center	0.03
C-IV	No Data Entered
CalWIN	No Data Entered
LRS - Leader Replacement System	0.001
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	77,005
Applications Received by Medicaid Agency	77,005
Medicaid Applications Received Online	22,429
Medicaid Applications Received by Mail	6,580
Medicaid Applications Received In-Person	38,032
Medicaid Applications Received by Phone	1,527
Medicaid Applications Received via Other Channel	8,437
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	553,093
Medicaid MAGI Renewals	380,010
Medicaid non-MAGI Renewals	135,829
CHIP Renewals	34,598
Unknown Type	2,656

Data Limitation: 2 OF 3 CONSORTIUM REPORTING.

Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	10,902,692
Total MAGI Enrollees	6,795,646
MAGI Child Enrollees	2,256,562
MAGI Adult Enrollees	4,539,084
Total Non-MAGI Enrollees	4,107,046
Non-MAGI Child Enrollees	1,631,168
Non-MAGI Adult Enrollees	2,475,878
Total CHIP Enrollees	1,286,660

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	639,514

Medicaid non-MAGI Eligibility Determinations	129,598
Medicaid Eligibility Determined at Application	133,383
Determined Medicaid Eligible at Application under MAGI Rules	93,044
Determined Medicaid Eligible at Application under non-MAGI Rules	40,339
Medicaid Eligibility Determined at Annual Renewal	456,020
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	81,379
Determined CHIP Eligible at Application	9,919
Determined CHIP Eligible at Annual Renewal	57,470
All Others Determined CHIP Eligible	13,990

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
Total Medicaid Ineligible	128,429
Medicaid Determination - Ineligibility Established	128,111
Medicaid Determination - Eligibility Cannot be Established	318
Medicaid Determination - Ineligible at Application	40,924
Medicaid Determination - Ineligible at Annual Renewal	53,037
Medicaid Determination - Ineligible via Other Application Type	34,468
Total CHIP Ineligible	No Data Entered
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	301,446
Type	Mix of Individuals and Households

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	21,332
MAGI Determinations Processed in 1 - 7 Days	23,763
MAGI Determinations Processed in 8 - 30 Days	37,183
MAGI Determinations Processed in 31 - 45 Days	13,229
MAGI Determinations Processed in Over 45 Days	47,282
Non-MAGI Determinations Processed Within 30 Days	14,787
Non-MAGI Determinations Processed in 31 - 60 Days	652

Non-MAGI Determinations Processed in 61 - 90 Days	192
Non-MAGI Determinations Processed in Over 90 Days	609

Data Limitation: ITEMS 12A-12C ARE BEING CO-RESEARCHED BY DHCS AND CMS, DHCS IS CONTINUING TO VALIDATE ITEMS 12F-12J AT THIS TIME. 2 OF 3 CONSORTIUM REPORTING 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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