

Preliminary Report

Information

Reporting Period:	09/01/2016 – 09/30/2016
State:	California
Last Saved:	by Scot Switzer at 10/24/2016 2:33:17 PM
Submitted to CMS:	by Scot Switzer at 10/24/2016 2:33:17 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
 Total Call Center Volume	366,195
Health Care Options - Medicaid Plan Enrollment Contractor	204,444
Managed Care Call Center	107,282
Xerox Call Center	51,895
C-IV	477
CalWIN	1,286

LRS - Leader Replacement System	811
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

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	No Data Entered	
CalWIN		0
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 4 of 6 reporting the Average Wait Time data. Wait time data for additional call center(s) will be reported when made available.

Abandonment Rate

Average Call Center Abandon Rate		0.01
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Health Care Options - Medicaid Plan Enrollment Contractor	0.01
Managed Care Call Center	No Data Entered
Xerox Call Center	0.03
C-IV	No Data Entered
CalWIN	0.02
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 5 of 6 are reporting abandonment rate. Abandonment rate data for additional call center(s) will be reported when made available.

Number of Applications Received

▼ Total Applications Received	196,089
Applications Received by Medicaid Agency	196,089
Medicaid Applications Received Online	60,161
Medicaid Applications Received by Mail	15,346
Medicaid Applications Received In-Person	67,467
Medicaid Applications Received by Phone	4,558
Medicaid Applications Received via Other Channel	48,557
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	355,442
Medicaid MAGI Renewals	252,973
Medicaid non-MAGI Renewals	67,045
CHIP Renewals	35,355
Unknown Type	69

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

Total Enrollment

INDICATOR	VALUE
▼ Total Medicaid Enrollees	10,536,903
Total MAGI Enrollees	6,468,233
MAGI Child Enrollees	2,130,481
MAGI Adult Enrollees	4,337,752
Total Non-MAGI Enrollees	4,068,670
Non-MAGI Child Enrollees	1,697,283
Non-MAGI Adult Enrollees	2,371,387
Total CHIP Enrollees	1,250,976

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

▼ Total Medicaid Eligible	No Data Entered
Medicaid MAGI Eligibility Determinations	623,042

Medicaid non-MAGI Eligibility Determinations	140,913
Medicaid Eligibility Determined at Application	110,366
Determined Medicaid Eligible at Application under MAGI Rules	84,294
Determined Medicaid Eligible at Application under non-MAGI Rules	26,072
Medicaid Eligibility Determined at Annual Renewal	286,501
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	No Data Entered
▼ Total CHIP Eligible	87,894
Determined CHIP Eligible at Application	8,845
Determined CHIP Eligible at Annual Renewal	54,751
All Others Determined CHIP Eligible	24,298

Data Limitation: 2 OF 3 CONSORTIUM REPORTING 9M. 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

▼ Total Medicaid Ineligible	No Data Entered
Medicaid Determination - Ineligibility Established	234,691
Medicaid Determination - Eligibility Cannot be Established	1,464
Medicaid Determination - Ineligible at Application	42,282
Medicaid Determination - Ineligible at Annual Renewal	144,313
Medicaid Determination - Ineligible via Other Application Type	48,689
▼ Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	4,218

CHIP Determination - Eligibility Cannot be Established	130
CHIP Determination - Ineligible at Application	219
CHIP Determination - Ineligible at Annual Renewal	1,018
CHIP Determination - Ineligible via Other Application Type	2,999

Data Limitation: 2 OF 3 CONSORTIUM REPORTING 10C & 10F. 1 OF 3 CONSORTIUM REPORTING 10G-10L. ITEM 10A WILL NOT SUM AS SPECIFIED BY DATA DICTIONARY INCOMPLETE SUB-BREAKOUTS.

Total Number of Pending Applications/Redeterminations

Number Pending at Medicaid		339,341
Type	Mix of Individuals and Households	

Data Limitation: No Data Entered

Processing Time for Determinations

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	18,151	
MAGI Determinations Processed in 1 - 7 Days	11,691	
MAGI Determinations Processed in 8 - 30 Days	24,716	
MAGI Determinations Processed in 31 - 45 Days	8,177	
MAGI Determinations Processed in Over 45 Days	35,176	
Non-MAGI Determinations Processed Within 30 Days	14,260	

Non-MAGI Determinations Processed in 31 - 60 Days	690
Non-MAGI Determinations Processed in 61 - 90 Days	165
Non-MAGI Determinations Processed in Over 90 Days	544

Data Limitation: ITEMS 12A-12C ARE BEING CO-RESEARCHED BY DHCS AND CMS, DHCS IS CONTINUING TO VALIDATE ITEMS 12F-12J AT THIS TIME. 1 OF 4 CONSORTIUM REPORTING 12F TO 12J. 1 OF 4 CONSORTIUM REPORTING 12K TO 12N

Data Limitations

