

Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

Information

Type	Description
Reporting Period:	09/01/2017 – 09/30/2017
State:	California
Last Saved:	by Scot Switzer at 11/20/2017 10 :30:26 AM
Submitted to CMS:	by Scot Switzer at 11/20/2017 10 :30:26 AM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	284,634
Health Care Options - Medicaid Plan Enrollment Contractor	137,520
Managed Care Call Center	100,345
Xerox Call Center	45,155
C-IV Call Center	320
CalWIN Call Center	845
LRS Call Center	449
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. Two of the six call centers did not report data.

Call Center Wait Time

INDICATOR	VALUE
Average Call Center Wait Time	0
Health Care Options - Medicaid Plan Enrollment Contractor	1
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	0.015
Health Care Options - Medicaid Plan Enrollment Contractor	0.021
Managed Care Call Center	No Data Entered
Xerox Call Center	0.031
C-IV Call Center	0.006
CalWIN Call Center	0.004
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	150,780
Applications Received by Medicaid Agency	150,780
Medicaid Applications Received Online	31,188
Medicaid Applications Received by Mail	12,916
Medicaid Applications Received In-Person	57,268
Medicaid Applications Received by Phone	3,984
Medicaid Applications Received via Other Channel	45,424
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	512,069
Medicaid MAGI Renewals	381,198
Medicaid non-MAGI Renewals	63,407
CHIP Renewals	37,202
Unknown Type	30,262

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,966,252
Total MAGI Enrollees	7,247,390
MAGI Child Enrollees	2,462,186
MAGI Adult Enrollees	4,785,204
Total Non-MAGI Enrollees	3,718,862
Non-MAGI Child Enrollees	1,403,282
Non-MAGI Adult Enrollees	2,315,580
Total CHIP Enrollees	1,302,635

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	No Data Entered
Medicaid MAGI Eligibility Determinations	624,509
Medicaid non-MAGI Eligibility Determinations	132,267
Medicaid Eligibility Determined at Application	162,872
Determined Medicaid Eligible at Application under MAGI Rules	133,758
Determined Medicaid Eligible at Application under non-MAGI Rules	49,114
Medicaid Eligibility Determined at Annual Renewal	335,736
Medicaid Eligible via Administrative Determination	3
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	94,986
Determined CHIP Eligible at Application	11,939
Determined CHIP Eligible at Annual Renewal	51,095
All Others Determined CHIP Eligible	31,952

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	152,529
Medicaid Determination - Eligibility Cannot be Established	33,428
Medicaid Determination - Ineligible at Application	84,244
Medicaid Determination - Ineligible at Annual Renewal	33,613
Medicaid Determination - Ineligible via Other Application Type	66,502
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	3,307
CHIP Determination - Eligibility Cannot be Established	451
CHIP Determination - Ineligible at Application	204
CHIP Determination - Ineligible at Annual Renewal	488
CHIP Determination - Ineligible via Other Application Type	2,640

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	352,277
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	18,456
MAGI Determinations Processed in 1 - 7 Days	16,719
MAGI Determinations Processed in 8 - 30 Days	25,788
MAGI Determinations Processed in 31 - 45 Days	10,530
MAGI Determinations Processed in Over 45 Days	5,309
Non-MAGI Determinations Processed Within 30 Days	27,192
Non-MAGI Determinations Processed in 31 - 60 Days	1,383
Non-MAGI Determinations Processed in 61 - 90 Days	34
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