

Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

Information

Type	Description
Reporting Period:	12/01/2017 – 12/31/2017
State:	California
Last Saved:	by Scot Switzer at 2 / 15 / 2018 12 : 59 : 59 PM
Submitted to CMS:	by Scot Switzer at 2 / 15 / 2018 12 : 59 : 59 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Health Care Options - Medicaid Plan Enrollment Contractor	144,172
Xerox Call Center	43,995
CalWIN Call Center	918
Call Center #7	No Data Entered
Call Center #9	No Data Entered

Data Limitation: Partial data submitted to DHCS for this indicator

Call Center Wait Time

INDICATOR	VALUE
Average Call Center Wait Time	1
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	0.032
Health Care Options - Medicaid Plan Enrollment Contractor	0.036
Managed Care Call Center	No Data Entered
Xerox Call Center	0.019
C-IV Call Center	0.008
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	251,890
Applications Received by Medicaid Agency	251,890
Medicaid Applications Received Online	58,416
Medicaid Applications Received by Mail	13,221
Medicaid Applications Received In-Person	57,300
Medicaid Applications Received by Phone	4,192
Medicaid Applications Received via Other Channel	118,761
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	597,212
Medicaid MAGI Renewals	457,292
Medicaid non-MAGI Renewals	63,935
CHIP Renewals	49,189
Unknown Type	26796

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,911,820
Total MAGI Enrollees	7,242,807
MAGI Child Enrollees	2,452,044
MAGI Adult Enrollees	4,790,763
Total Non-MAGI Enrollees	3,669,013
Non-MAGI Child Enrollees	1,363,261
Non-MAGI Adult Enrollees	2,305,752
Total CHIP Enrollees	1,308,726

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	676,212
Medicaid non-MAGI Eligibility Determinations	124,624
Medicaid Eligibility Determined at Application	160,472
Determined Medicaid Eligible at Application under MAGI Rules	113,684
Determined Medicaid Eligible at Application under non-MAGI Rules	46,788
Medicaid Eligibility Determined at Annual Renewal	3375,0007
Medicaid Eligible via Administrative Determination	3
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	102,499
Determined CHIP Eligible at Application	12,901
Determined CHIP Eligible at Annual Renewal	52,589
All Others Determined CHIP Eligible	37,009

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	153,171
Medicaid Determination - Eligibility Cannot be Established	35,060
Medicaid Determination - Ineligible at Application	85,286
Medicaid Determination - Ineligible at Annual Renewal	36,729
Medicaid Determination - Ineligible via Other Application Type	62,886
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	3,435
CHIP Determination - Eligibility Cannot be Established	1,073
CHIP Determination - Ineligible at Application	387
CHIP Determination - Ineligible at Annual Renewal	444
CHIP Determination - Ineligible via Other Application Type	2,634

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	487,892
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	17,164
MAGI Determinations Processed in 1 - 7 Days	15,499
MAGI Determinations Processed in 8 - 30 Days	30,889
MAGI Determinations Processed in 31 - 45 Days	11,467
MAGI Determinations Processed in Over 45 Days	5,826
Non-MAGI Determinations Processed Within 30 Days	24,926
Non-MAGI Determinations Processed in 31 - 60 Days	1,331
Non-MAGI Determinations Processed in 61 - 90 Days	45
Non-MAGI Determinations Processed in Over 90 Days	50

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