

# Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

## Information

Type	Description
Reporting Period:	02/01/2018 – 02/28/2018
State:	California
Last Saved:	by Scot Switzer at 4 / 20 / 2018 9 : 31 : 17 PM
Submitted to CMS:	by Scot Switzer at 4 / 20 / 2018 9 : 31 : 17 PM

## Call Centers

**Data Limitation:** No Data Entered

## Call Volume

INDICATOR	VALUE
Total Call Center Volume	209,421
Health Care Options - Medicaid Plan Enrollment Contractor	162,938
Managed Care Call Center	No Data Entered
Xerox Call Center	45,504
C-IV Call Center	208
CalWIN Call Center	488
LRS Call Center	283
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

## 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	0.042
Health Care Options - Medicaid Plan Enrollment Contractor	0.018
Managed Care Call Center	No Data Entered
Xerox Call Center	0.129
C-IV Call Center	0.010
CalWIN Call Center	0.008
LRS Call Center	0.011
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	182,818
Applications Received by Medicaid Agency	182,818
Medicaid Applications Received Online	43,790
Medicaid Applications Received by Mail	14,670
Medicaid Applications Received In-Person	59,361
Medicaid Applications Received by Phone	4,298
Medicaid Applications Received via Other Channel	60,699
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	573,501
Medicaid MAGI Renewals	441,773
Medicaid non-MAGI Renewals	61,094
CHIP Renewals	46,592
Unknown Type	24,042

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

## Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,898,599
Total MAGI Enrollees	7,260,331
MAGI Child Enrollees	2,466,218
MAGI Adult Enrollees	4,794,113
Total Non-MAGI Enrollees	3,638,268
Non-MAGI Child Enrollees	1,348,857
Non-MAGI Adult Enrollees	2,289,857
Total CHIP Enrollees	1,317,347

**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	643,539
Medicaid non-MAGI Eligibility Determinations	124,170
Medicaid Eligibility Determined at Application	167,178
Determined Medicaid Eligible at Application under MAGI Rules	122,466
Determined Medicaid Eligible at Application under non-MAGI Rules	44,712
Medicaid Eligibility Determined at Annual Renewal	327,100
Medicaid Eligible via Administrative Determination	1
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	103,646
Determined CHIP Eligible at Application	15,031
Determined CHIP Eligible at Annual Renewal	53,515
All Others Determined CHIP Eligible	35,100

**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	156,692
Medicaid Determination - Eligibility Cannot be Established	38,794
Medicaid Determination - Ineligible at Application	95,255
Medicaid Determination - Ineligible at Annual Renewal	33,723
Medicaid Determination - Ineligible via Other Application Type	63,287
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	2,783
CHIP Determination - Eligibility Cannot be Established	903
CHIP Determination - Ineligible at Application	282
CHIP Determination - Ineligible at Annual Renewal	302
CHIP Determination - Ineligible via Other Application Type	2,216

**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	492,232
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	18,704
MAGI Determinations Processed in 1 - 7 Days	14,502
MAGI Determinations Processed in 8 - 30 Days	25,903
MAGI Determinations Processed in 31 - 45 Days	12,311
MAGI Determinations Processed in Over 45 Days	12,429
Non-MAGI Determinations Processed Within 30 Days	23,292
Non-MAGI Determinations Processed in 31 - 60 Days	1,376
Non-MAGI Determinations Processed in 61 - 90 Days	76
Non-MAGI Determinations Processed in Over 90 Days	84

**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