

Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

Information

Type	Description
Reporting Period:	01/01/2018 – 01/31/2018
State:	California
Last Saved:	by Scot Switzer at 7 / 30 / 2018 11 : 10 : 57 PM
Submitted to CMS:	by Scot Switzer at 7 / 30 / 2018 11 : 10 : 57 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	298,344
Health Care Options - Medicaid Plan Enrollment Contractor	193,724
Managed Care Call Center	No Data Entered
Xerox Call Center	102,714
C-IV Call Center	475
CalWIN Call Center	936
LRS Call Center	495
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	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	0.040
Health Care Options - Medicaid Plan Enrollment Contractor	0.046
Managed Care Call Center	No Data Entered
Xerox Call Center	0.031
C-IV Call Center	0.015
CalWIN Call Center	0.011
LRS Call Center	0.006
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	231,090
Applications Received by Medicaid Agency	231,090
Medicaid Applications Received Online	55,615
Medicaid Applications Received by Mail	14,513
Medicaid Applications Received In-Person	64,730
Medicaid Applications Received by Phone	4,856
Medicaid Applications Received via Other Channel	91,376
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	581,363
Medicaid MAGI Renewals	439,336
Medicaid non-MAGI Renewals	61,324
CHIP Renewals	50,734
Unknown Type	29,969

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,803,299
Total MAGI Enrollees	7,168,537
MAGI Child Enrollees	2,430,410
MAGI Adult Enrollees	4,738,127
Total Non-MAGI Enrollees	3,634,762
Non-MAGI Child Enrollees	1,352,982
Non-MAGI Adult Enrollees	2,281,780
Total CHIP Enrollees	1,300,582

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	730,079
Medicaid non-MAGI Eligibility Determinations	254,452
Medicaid Eligibility Determined at Application	172,819
Determined Medicaid Eligible at Application under MAGI Rules	123,907
Determined Medicaid Eligible at Application under non-MAGI Rules	48,912
Medicaid Eligibility Determined at Annual Renewal	635,872
Medicaid Eligible via Administrative Determination	5
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	112,605
Determined CHIP Eligible at Application	15,423
Determined CHIP Eligible at Annual Renewal	56,140
All Others Determined CHIP Eligible	40,742

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	186,548
Medicaid Determination - Eligibility Cannot be Established	35,008
Medicaid Determination - Ineligible at Application	100,103
Medicaid Determination - Ineligible at Annual Renewal	49,489
Medicaid Determination - Ineligible via Other Application Type	69,528
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	2,803
CHIP Determination - Eligibility Cannot be Established	696
CHIP Determination - Ineligible at Application	468
CHIP Determination - Ineligible at Annual Renewal	354
CHIP Determination - Ineligible via Other Application Type	2,019

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	491,091
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	17,653
MAGI Determinations Processed in 1 - 7 Days	11,697
MAGI Determinations Processed in 8 - 30 Days	23,862
MAGI Determinations Processed in 31 - 45 Days	15,205
MAGI Determinations Processed in Over 45 Days	8,749
Non-MAGI Determinations Processed Within 30 Days	19,273
Non-MAGI Determinations Processed in 31 - 60 Days	1,957
Non-MAGI Determinations Processed in 61 - 90 Days	90
Non-MAGI Determinations Processed in Over 90 Days	53

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