

Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

Information

Type	Description
Reporting Period:	03/01/2018 – 03/31/2018
State:	California
Last Saved:	by Scot Switzer at 5 / 21 / 2018 1 : 22 : 38 PM
Submitted to CMS:	by Scot Switzer at 5 / 21 / 2018 1 : 22 : 38 PM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	220,363
Health Care Options - Medicaid Plan Enrollment Contractor	166,037
Managed Care Call Center	No Data Entered
Xerox Call Center	53,066
C-IV Call Center	253
CalWIN Call Center	512
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	0
Health Care Options - Medicaid Plan Enrollment Contractor	0
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	0.012
Health Care Options - Medicaid Plan Enrollment Contractor	0.007
Managed Care Call Center	No Data Entered
Xerox Call Center	0.029
C-IV Call Center	0.024
CalWIN Call Center	0.010
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	171,095
Applications Received by Medicaid Agency	171,095
Medicaid Applications Received Online	38,238
Medicaid Applications Received by Mail	14,512
Medicaid Applications Received In-Person	59,324
Medicaid Applications Received by Phone	4,421
Medicaid Applications Received via Other Channel	54,600
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	513,438
Medicaid MAGI Renewals	382,307
Medicaid non-MAGI Renewals	59,136
CHIP Renewals	43,942
Unknown Type	28,053

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,876,767
Total MAGI Enrollees	7,257,054
MAGI Child Enrollees	2,469,019
MAGI Adult Enrollees	4,788,035
Total Non-MAGI Enrollees	3,619,713
Non-MAGI Child Enrollees	1,335,603
Non-MAGI Adult Enrollees	2,284,110
Total CHIP Enrollees	1,317,035

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	700,627
Medicaid non-MAGI Eligibility Determinations	350,613
Medicaid Eligibility Determined at Application	170,837
Determined Medicaid Eligible at Application under MAGI Rules	123,566
Determined Medicaid Eligible at Application under non-MAGI Rules	47,271
Medicaid Eligibility Determined at Annual Renewal	352,101
Medicaid Eligible via Administrative Determination	1
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	116,980
Determined CHIP Eligible at Application	15,140
Determined CHIP Eligible at Annual Renewal	54302
All Others Determined CHIP Eligible	47,538

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	130,890
Medicaid Determination - Eligibility Cannot be Established	33,508
Medicaid Determination - Ineligible at Application	86,853
Medicaid Determination - Ineligible at Annual Renewal	11,872
Medicaid Determination - Ineligible via Other Application Type	63,185
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	2,822
CHIP Determination - Eligibility Cannot be Established	743
CHIP Determination - Ineligible at Application	251
CHIP Determination - Ineligible at Annual Renewal	297
CHIP Determination - Ineligible via Other Application Type	2,301

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	471,890
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	19,127
MAGI Determinations Processed in 1 - 7 Days	16,052
MAGI Determinations Processed in 8 - 30 Days	26,955
MAGI Determinations Processed in 31 - 45 Days	12,938
MAGI Determinations Processed in Over 45 Days	9,946
Non-MAGI Determinations Processed Within 30 Days	26,272
Non-MAGI Determinations Processed in 31 - 60 Days	1,520
Non-MAGI Determinations Processed in 61 - 90 Days	58
Non-MAGI Determinations Processed in Over 90 Days	114

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