

# Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

## Information

Type	Description
Reporting Period:	11/01/2017 – 11/30/2017
State:	California
Last Saved:	by Scot Switzer at 1 / 18 / 2018 2 : 17 : 07 PM
Submitted to CMS:	by Scot Switzer at 1 / 18 / 2018 2 : 17 : 07 PM

## Call Centers

**Data Limitation:** No Data Entered

## Call Volume

INDICATOR	VALUE
Total Call Center Volume	189,963
Health Care Options - Medicaid Plan Enrollment Contractor	145,131
Managed Care Call Center	No Data Entered
Xerox Call Center	42,883
C-IV Call Center	384
CalWIN Call Center	1,070
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	No Data Entered
Health Care Options - Medicaid Plan Enrollment Contractor	0.038
Managed Care Call Center	No Data Entered
Xerox Call Center	0.047
C-IV Call Center	0.034
CalWIN Call Center	0.012
LRS Call Center	0.002
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	236,257
Applications Received by Medicaid Agency	236,257
Medicaid Applications Received Online	45,149
Medicaid Applications Received by Mail	13,546
Medicaid Applications Received In-Person	60,125
Medicaid Applications Received by Phone	4,250
Medicaid Applications Received via Other Channel	113,187
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	486,880
Medicaid MAGI Renewals	361,311
Medicaid non-MAGI Renewals	55,904
CHIP Renewals	41,493
Unknown Type	28,172

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

## Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,892,189
Total MAGI Enrollees	7,206,791
MAGI Child Enrollees	2,443,453
MAGI Adult Enrollees	4,763,338
Total Non-MAGI Enrollees	3,685,398
Non-MAGI Child Enrollees	1,378,854
Non-MAGI Adult Enrollees	2,306,544
Total CHIP Enrollees	1,302,155

**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	650,166
Medicaid non-MAGI Eligibility Determinations	127,678
Medicaid Eligibility Determined at Application	155,199
Determined Medicaid Eligible at Application under MAGI Rules	109,336
Determined Medicaid Eligible at Application under non-MAGI Rules	45,863
Medicaid Eligibility Determined at Annual Renewal	371,528
Medicaid Eligible via Administrative Determination	5
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	95,930
Determined CHIP Eligible at Application	11,959
Determined CHIP Eligible at Annual Renewal	52,066
All Others Determined CHIP Eligible	31,905

**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	152,093
Medicaid Determination - Eligibility Cannot be Established	33,968
Medicaid Determination - Ineligible at Application	86,366
Medicaid Determination - Ineligible at Annual Renewal	34,565
Medicaid Determination - Ineligible via Other Application Type	63,192
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	3,158
CHIP Determination - Eligibility Cannot be Established	506
CHIP Determination - Ineligible at Application	206
CHIP Determination - Ineligible at Annual Renewal	400
CHIP Determination - Ineligible via Other Application Type	2,563

**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	456,256
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	18,587
MAGI Determinations Processed in 1 - 7 Days	15,259
MAGI Determinations Processed in 8 - 30 Days	29,264
MAGI Determinations Processed in 31 - 45 Days	8,975
MAGI Determinations Processed in Over 45 Days	5,459
Non-MAGI Determinations Processed Within 30 Days	24,814
Non-MAGI Determinations Processed in 31 - 60 Days	1,201
Non-MAGI Determinations Processed in 61 - 90 Days	20
Non-MAGI Determinations Processed in Over 90 Days	35

**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