

Updated Report

Medicaid Performance Dashboard – Data.Medicaid.gov

Information

Type	Description
Reporting Period:	10/01/2017 – 10/31/2017
State:	California
Last Saved:	by Reshmeet Kaur at 12/21/2017 8:38:50 AM
Submitted to CMS:	by Reshmeet Kaur at 12/21/2017 8:38:50 AM

Call Centers

Data Limitation: No Data Entered

Call Volume

INDICATOR	VALUE
Total Call Center Volume	300,584
Health Care Options - Medicaid Plan Enrollment Contractor	152,940
Managed Care Call Center	99,447
Xerox Call Center	46,680
C-IV Call Center	333
CalWIN Call Center	775
LRS Call Center	409
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:

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	0.025
Health Care Options - Medicaid Plan Enrollment Contractor	0.036
Managed Care Call Center	No Data Entered
Xerox Call Center	0.047
C-IV Call Center	0.009
CalWIN Call Center	0.003
LRS Call Center	0.005
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	165,040
Applications Received by Medicaid Agency	165,040
Medicaid Applications Received Online	33,418
Medicaid Applications Received by Mail	13,334
Medicaid Applications Received In-Person	60,921
Medicaid Applications Received by Phone	4,350
Medicaid Applications Received via Other Channel	53,017
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	488,408
Medicaid MAGI Renewals	359,171
Medicaid non-MAGI Renewals	60,062
CHIP Renewals	38,924
Unknown Type	30,251

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

Total Enrollment

INDICATOR	VALUE
Total Medicaid Enrollees	10,924,224
Total MAGI Enrollees	7,224,797
MAGI Child Enrollees	2,453,702
MAGI Adult Enrollees	4,771,095
Total Non-MAGI Enrollees	3,699,427
Non-MAGI Child Enrollees	1,388,606
Non-MAGI Adult Enrollees	2,310,821
Total CHIP Enrollees	1,303,336

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	704,003
Medicaid non-MAGI Eligibility Determinations	136,552
Medicaid Eligibility Determined at Application	165,600
Determined Medicaid Eligible at Application under MAGI Rules	114,066
Determined Medicaid Eligible at Application under non-MAGI Rules	51,534
Medicaid Eligibility Determined at Annual Renewal	396,774
Medicaid Eligible via Administrative Determination	No Data Entered
Medicaid Eligible via Other Method	No Data Entered
Total CHIP Eligible	102,147
Determined CHIP Eligible at Application	11,952
Determined CHIP Eligible at Annual Renewal	56,062
All Others Determined CHIP Eligible	34,133

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	150,279
Medicaid Determination - Eligibility Cannot be Established	33,825
Medicaid Determination - Ineligible at Application	84,662
Medicaid Determination - Ineligible at Annual Renewal	35,490
Medicaid Determination - Ineligible via Other Application Type	61,946
Total CHIP Ineligible	No Data Entered
CHIP Determination - Ineligibility Established	3,260
CHIP Determination - Eligibility Cannot be Established	496
CHIP Determination - Ineligible at Application	219
CHIP Determination - Ineligible at Annual Renewal	491
CHIP Determination - Ineligible via Other Application Type	2,569

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	446,067
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	18,182
MAGI Determinations Processed in 1 - 7 Days	16,164
MAGI Determinations Processed in 8 - 30 Days	25,899
MAGI Determinations Processed in 31 - 45 Days	10,537
MAGI Determinations Processed in Over 45 Days	6,001
Non-MAGI Determinations Processed Within 30 Days	27,738
Non-MAGI Determinations Processed in 31 - 60 Days	1,337
Non-MAGI Determinations Processed in 61 - 90 Days	36
Non-MAGI Determinations Processed in Over 90 Days	54

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