Medicaid and CHIP Unwinding Operations Snapshot – August 2023 Data

November 2023

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Medicaid and CHIP Unwinding Operations Snapshot

To monitor state progress after the end of the Medicaid continuous enrollment condition and states' return to regular eligibility operations, this Medicaid and Children's Health Insurance Program (CHIP) Unwinding Operations Snapshot captures preliminary state reporting of Performance Indicator Data,[1] focusing on:

- Total Medicaid and CHIP enrollment;
- Total Applications;
- Percentage of Modified Adjusted Gross Income (MAGI) application determinations processed in greater than 45 days;
- Average call center wait time; and
- Average call center abandonment rate.

In addition to this time-limited, monthly Medicaid and CHIP Unwinding Operations Snapshot related to unwinding of the Medicaid continuous enrollment condition, CMS has released and will continue to release two related products that report on Enrollment and MAGI application processing time:

- The Medicaid and CHIP Enrollment Trend Snapshot[2]
- The Medicaid MAGI and CHIP Application Processing Time Report[3]

[1] More information on the Performance Indicator data set can be found here: https://www.medicaid.gov/medicaid/national-medicaid-chip-program-information/medicaid-chip-enrollment-data/performance-indicator-technical-assistance/index.html and the complete Performance Indicator data set is available on Data.Medicaid.gov

[2] The Medicaid and CHIP Enrollment Trend Snapshot can be found here: https://www.medicaid.gov/medicaid/program-information/medicaid-chip-enrollment-data/medicaid-and-chip-enrollment-trend-snapshot/index.html

[3] The Medicaid Modified Adjusted Gross Income & Children's Health Insurance Program Application Processing Time Report can be found here: https://www.medicaid.gov/state-overviews/medicaid-modified-adjusted-gross-income-childrens-health-insurance-program-application-processing-time-report/index.html

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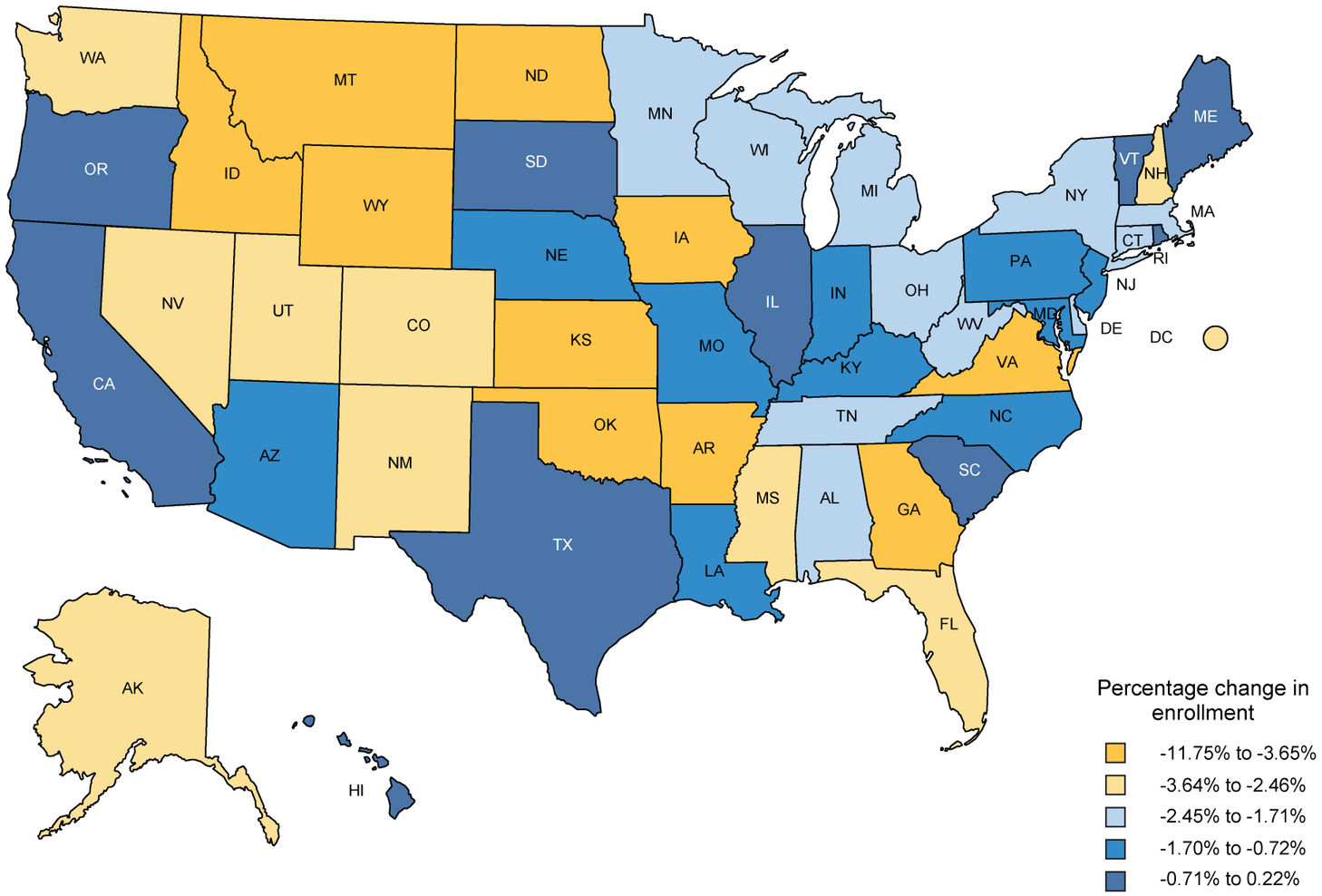
What You Should Know When Using the Data

The Performance Indicator Data set includes monthly, aggregate data on states' eligibility and enrollment processes.

- States submit these data to CMS on a monthly basis.
- Definitions of enrollment counts include individuals receiving comprehensive Medicaid and CHIP benefits.
- Total enrollment is a point-in-time count on the last day of the calendar month.
- Definitions of the Performance Indicator data set vary from other data sets, including Transformed Medicaid Statistical Information System (T-MSIS) and Medicaid and CHIP Unwinding Monthly Report, and comparisons should not be made across data sets.
- More specifics about the Performance Indicator definitions can be found in the data dictionary.[1]
- CMS released state call center data for the first time in July 2023. There is wide variation in how states operate their call centers, making it difficult to compare these data. Users should review the state-specific data notes included in the recently released Medicaid and CHIP CAA Reporting Metrics posted on Medicaid.gov/unwinding-data.
- Notes to consider when reviewing the data can be found in the Appendix.

[1] See Medicaid and CHIP Eligibility and Enrollment Performance Indicators Data Dictionary available at: https://www.medicaid.gov/medicaid/downloads/performance-indicators-datadictionary.pdf

Percentage change in total Medicaid and CHIP enrollment, July 2023 to August 2023



State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	255,097	-2.46%	MT	278,908	-5.17%
AL	1,160,998	-2.14%	NC	2,262,701	-0.72%
AR	834,989	-7.86%	ND	120,309	-3.70%
AZ	2,108,891	-1.22%	NE	388,603	-1.33%
CA	14,356,457	0.22%	NH	186,240	-2.54%
CO	1,597,010	-2.66%	NJ	2,258,753	-0.99%
CT	975,757	-1.95%	NM	802,730	-2.55%
DC	281,144	-2.80%	NV	809,939	-3.11%
DE	303,388	-2.28%	NY	7,382,501	-2.03%
FL	4,394,460	-2.80%	OH	3,236,545	-1.79%
GA	2,366,563	-5.76%	OK	1,208,647	-4.61%
HI	437,191	-0.19%	OR	1,458,544	0.11%
IA	763,720	-3.80%	PA	3,579,377	-1.54%
ID	341,215	-5.15%	RI	371,578	-0.28%
IL	3,837,155	-0.69%	SC	1,243,976	0.05%
IN	1,931,278	-1.49%	SD	116,080	0.03%
KS	442,064	-6.78%	TN	1,741,270	-1.86%
KY	1,563,716	-0.92%	TX	5,489,608	-0.67%
LA	1,856,336	-1.57%	UT	415,500	-3.63%
MA	1,952,795	-2.27%	VA	1,963,723	-3.65%
MD	1,670,240	-1.26%	VT	182,312	-0.07%
ME	376,875	-0.67%	WA	1,973,916	-3.16%
MI	3,060,449	-1.71%	WI	1,403,505	-1.71%
MN	1,377,009	-1.72%	WV	583,137	-2.24%
MO	1,469,847	-0.76%	WY	74,113	-11.75%
MS	747,435	-2.47%	Total	89,994,594	-1.66%

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by October 23, 2023, with data through August 2023.

Notes: This analysis includes Preliminary Performance Indicator data from 50 states and the District of Columbia. The tables include total enrollment counts for the month of August 2023. Data notes can be found in the Appendix. State-specific data quality notes for Medicaid and CHIP enrollment can be found in the Complete Performance Indicator Dataset available at Data.Medicaid.gov.

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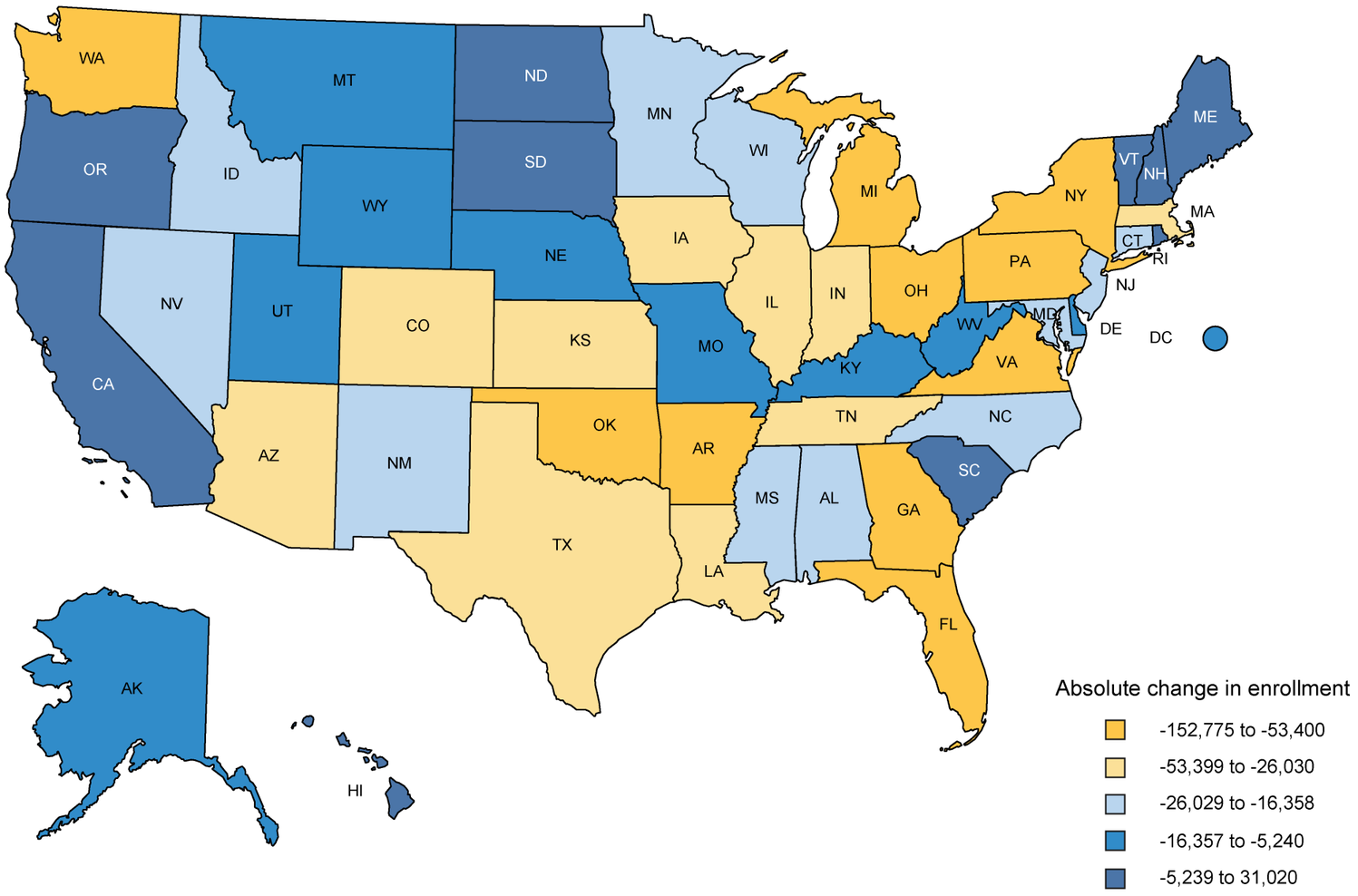
Absolute change in total Medicaid and CHIP enrollment, July 2023 to August 2023



State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	255,097	-6,424	MT	278,908	-15,206
AL	1,160,998	-25,360	NC	2,262,701	-16,358
AR	834,989	-71,270	ND	120,309	-4,617
AZ	2,108,891	-26,030	NE	388,603	-5,240
CA	14,356,457	31,020	NH	186,240	-4,847
CO	1,597,010	-43,654	NJ	2,258,753	-22,474
CT	975,757	-19,398	NM	802,730	-20,990
DC	281,144	-8,108	NV	809,939	-25,999
DE	303,388	-7,091	NY	7,382,501	-152,775
FL	4,394,460	-126,552	OH	3,236,545	-58,906
GA	2,366,563	-144,533	OK	1,208,647	-58,456
HI	437,191	-853	OR	1,458,544	1,651
IA	763,720	-30,137	PA	3,579,377	-55,843
ID	341,215	-18,523	RI	371,578	-1,040
IL	3,837,155	-26,749	SC	1,243,976	605
IN	1,931,278	-29,152	SD	116,080	37
KS	442,064	-32,161	TN	1,741,270	-32,920
KY	1,563,716	-14,457	TX	5,489,608	-37,025
LA	1,856,336	-29,647	UT	415,500	-15,637
MA	1,952,795	-45,316	VA	1,963,723	-74,403
MD	1,670,240	-21,328	VT	182,312	-134
ME	376,875	-2,560	WA	1,973,916	-64,429
MI	3,060,449	-53,400	WI	1,403,505	-24,417
MN	1,377,009	-24,080	WV	583,137	-13,388
MO	1,469,847	-11,234	WY	74,113	-9,868
MS	747,435	-18,905	Total	89,994,594	-1,518,581

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by October 23, 2023, with data through August 2023.

Notes: This analysis includes Preliminary Performance Indicator data from 50 states and the District of Columbia. The tables include total enrollment counts for the month of August 2023. Data notes can be found in the Appendix. State-specific data quality notes for Medicaid and CHIP enrollment can be found in the Complete Performance Indicator Dataset available at Data.Medicaid.gov.

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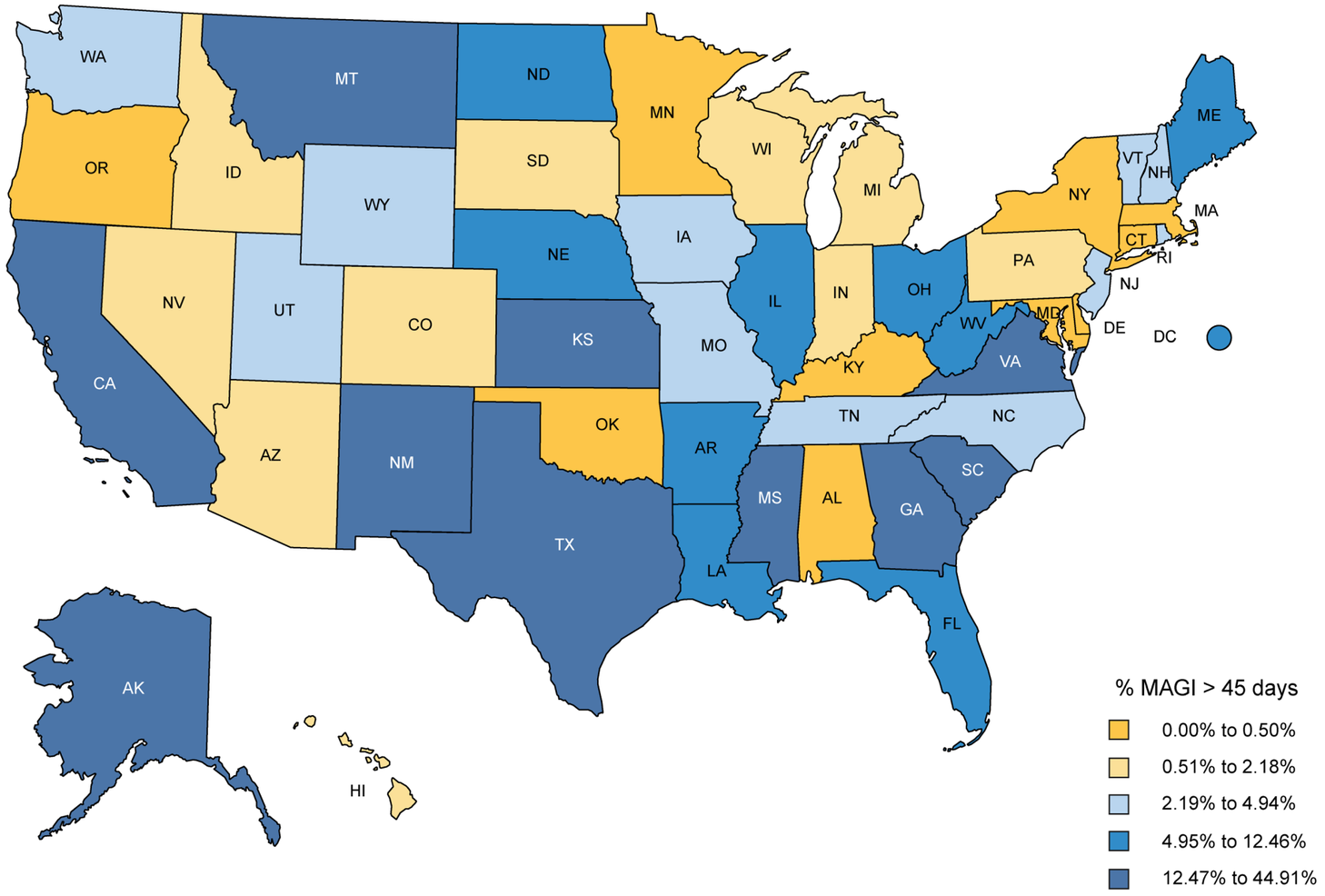
Total applications received and percentage of MAGI determinations at application processed in over 45 days, August 2023



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State	Total Applications	% MAGI > 45	State	Total Applications	% MAGI > 45
AK	2,718	44.91%	MT	4,898	21.08%
AL	10,422	0.50%	NC	29,185	4.18%
AR	28,666	11.15%	ND	2,717	7.03%
AZ	125,644	1.74%	NE	8,368	8.00%
CA	171,798	15.13%	NH	8,142	3.22%
CO	27,537	1.88%	NJ	28,657	4.56%
CT	15,611	0.04%	NM	16,737	44.75%
DC	1,294	12.46%	NV	22,174	0.79%
DE	4,363	0.00%	NY	927,725	0.01%
FL	365,934	12.44%	OH	71,781	11.49%
GA	69,678	19.92%	OK	68,403	0.00%
HI	3,440	1.61%	OR	14,904	0.00%
IA	23,218	3.22%	PA	112,237	1.33%
ID	11,521	1.96%	RI	1,654	4.94%
IL	57,687	5.26%	SC	20,305	20.24%
IN	56,670	2.18%	SD	5,504	1.27%
KS	16,167	36.34%	TN	26,142	3.80%
KY	9,896	0.17%	TX	85,063	20.14%
LA	23,110	5.53%	UT	27,600	3.41%
MA	27,049	0.16%	VA	24,757	17.38%
MD	121,498	0.00%	VT	3,903	3.08%
ME	7,763	7.66%	WA	153,611	2.69%
MI	35,548	2.18%	WI	19,638	0.96%
MN	21,802	0.00%	WV	18,568	9.00%
MO	20,966	2.76%	WY	1,532	3.44%
MS	18,411	13.62%	*Did not report data element*		NR

Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by October 23, 2023, with data through August 2023.

Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. Volume of applications received include applications received by any state agency with the authority to make Medicaid or CHIP eligibility determinations, including the Medicaid agency, a separate CHIP agency, or a state-based marketplace. The count is not used to determine the percentage of MAGI determinations at application processed in over 45 days. Data notes can be found in the Appendix. State specific data quality notes for Medicaid and CHIP application data can be found in the Complete Performance Indicator Dataset available at Data.Medicaid.gov. State specific data quality notes for MAGI determinations at application processed in over 45 days can be found in the MAGI Application Processing Time Report available at Medicaid.gov.

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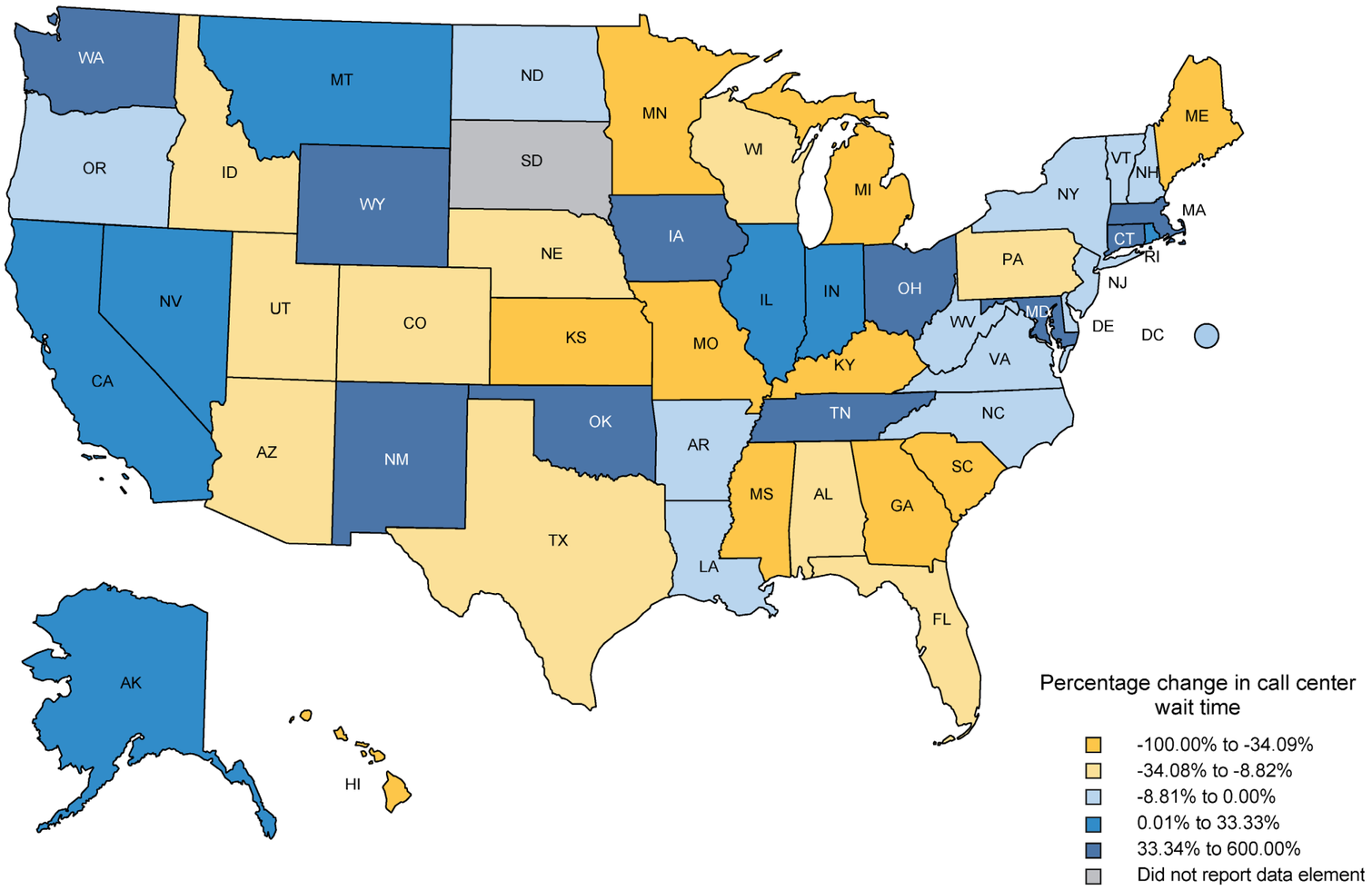
Percentage change in average call center wait time, July 2023 to August 2023



State	Avg. Call Center Wait Time	% Change from Previous Month
AK	16.00	23.08%
AL	3.00	-25.00%
AR	4.00	0.00%
AZ	31.00	-8.82%
CA	4.00	33.33%
CO	12.00	-14.29%
CT	4.00	100.00%
DC	1.00	0.00%
DE	1.00	0.00%
FL	29.00	-29.27%
GA	18.00	-35.71%
HI	11.00	-47.62%
IA	20.00	233.33%
ID	46.00	-11.54%
IL	17.00	6.25%
IN	8.00	33.33%
KS	2.00	-81.82%
KY	8.00	-46.67%
LA	2.00	0.00%
MA	2.00	100.00%
MD	15.00	400.00%
ME	29.00	-34.09%
MI	1.00	-50.00%
MN	4.00	-42.86%
MO	17.00	-37.04%
MS	0.00	-100.00%

State	Avg. Call Center Wait Time	% Change from Previous Month
MT	34.00	9.68%
NC	0.00	0.00%
ND	1.00	0.00%
NE	4.00	-20.00%
NH	15.00	0.00%
NJ	2.00	0.00%
NM	35.00	40.00%
NV	21.00	10.53%
NY	0.00	0.00%
OH	7.00	40.00%
OK	3.00	100.00%
OR	27.00	-3.57%
PA	13.00	-13.33%
RI	45.00	4.65%
SC	1.00	-66.67%
SD	NR	NR
TN	15.00	400.00%
TX	11.00	-15.38%
UT	25.00	-13.79%
VA	1.00	0.00%
VT	1.00	0.00%
WA	1.00	100.00%
WI	12.00	-29.41%
WV	11.00	-8.33%
WY	7.00	600.00%
Did not report data element		NR

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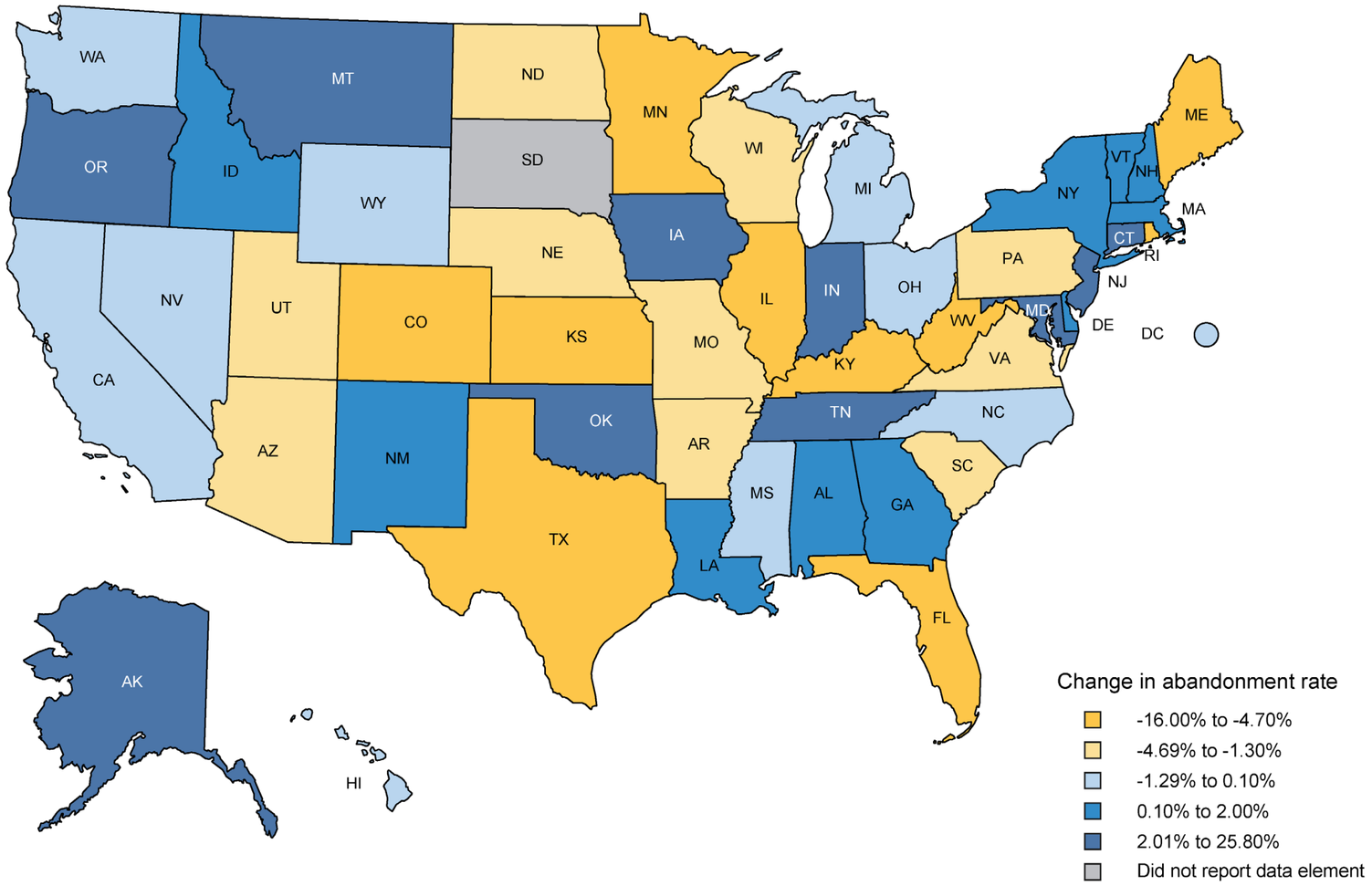
Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by October 23, 2023, with data through August 2023.
Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. SD does not have call centers and does not report call center metrics.
Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics at Medicaid.gov/Unwinding-data.

Percentage point change in average call center abandonment rate, July 2023 to August 2023



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State	Call Center Abandonment Rate	Change from Previous Month
AK	19.00%	4.00%
AL	13.20%	1.60%
AR	7.30%	-1.30%
AZ	21.20%	-1.50%
CA	0.90%	-0.30%
CO	23.00%	-4.70%
CT	7.80%	3.30%
DC	4.00%	0.00%
DE	13.20%	2.00%
FL	31.30%	-11.70%
GA	1.40%	0.10%
HI	32.00%	-1.00%
IA	44.60%	23.10%
ID	7.90%	0.80%
IL	27.40%	-16.00%
IN	11.70%	2.30%
KS	3.30%	-13.40%
KY	0.80%	-9.80%
LA	4.40%	0.70%
MA	2.30%	0.40%
MD	37.70%	25.80%
ME	19.00%	-6.00%
MI	2.30%	-0.40%
MN	13.00%	-6.00%
MO	40.20%	-4.20%
MS	7.10%	0.10%

State	Call Center Abandonment Rate	Change from Previous Month
MT	49.00%	5.00%
NC	0.60%	0.10%
ND	6.30%	-1.90%
NE	11.10%	-1.50%
NH	14.00%	1.00%
NJ	28.80%	10.00%
NM	21.50%	0.90%
NV	55.80%	0.00%
NY	3.00%	1.60%
OH	5.00%	0.00%
OK	7.70%	6.50%
OR	41.00%	8.00%
PA	21.40%	-3.80%
RI	17.60%	-8.40%
SC	3.90%	-4.10%
SD	NR	NR
TN	12.70%	12.40%
TX	17.80%	-4.90%
UT	22.80%	-1.80%
VA	6.00%	-2.90%
VT	10.70%	1.70%
WA	6.00%	0.00%
WI	16.60%	-4.50%
WV	18.70%	-6.90%
WY	0.50%	0.00%
Did not report data element		NR

Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by October 23, 2023, with data through August 2023.
Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. SD does not have call centers and does not report call center metrics. If a state's call center abandonment rate in the previous month was zero, and its call center abandonment rate in the current month is greater than zero, then the state's percentage change is equal to 100 percent. If a state's call center abandonment rate in the previous month was zero, and its call center abandonment rate in the current month is equal to zero, then that state's percentage change is equal to 0 percent. Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics at Medicaid.gov/Unwinding-data.

Appendix

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Considerations When Reviewing State Data

These data notes provide contextual information for users of these data. Sources for state-specific data information are listed below with each metric.

Medicaid and CHIP Enrollment Totals

- Totals may not accurately reflect enrollment in CHIP programs

State-specific data information: Complete Performance Indicator dataset

Counts of Total Applications

- May be an undercount because a state does not include all applications received or may not include applications for some populations or limited benefit programs
- May be an overcount because a state includes duplicate applications, accounts transferred from HealthCare.gov, administrative data transfers or includes renewals/redeterminations

State-specific data information: Complete Performance Indicator dataset

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Considerations When Reviewing State Data (cont.)

MAGI Determination Processing Time

- May include redeterminations or some non-MAGI applications in the data
- May report processing time at the application/household level and not at the individual level

State-specific data information: MAGI Application Processing Time Report

Average Call Center Wait Times & Average Call Center Abandonment Rate

- May include data from call centers that serve other programs like the State-Based Marketplace or SNAP and TANF
- Some call centers offer callbacks, and wait times for these call centers may include the number of minutes for an operator to make the callback
- All calls received may not be included in calculation of average wait time or abandonment rate
- Average wait time and abandonment rate may only include calls transferred to a live agent
- Zero wait time may reflect that a state's average wait time is less than 29 seconds and the state has rounded down to zero

State-specific data information: Medicaid and CHIP CAA Reporting Metrics