

Medicaid and CHIP Unwinding Operations Snapshot – June 2023 Data

September 2023

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 Snapshot²
- The Medicaid MAGI and CHIP Application Processing Time Report³

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](https://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>

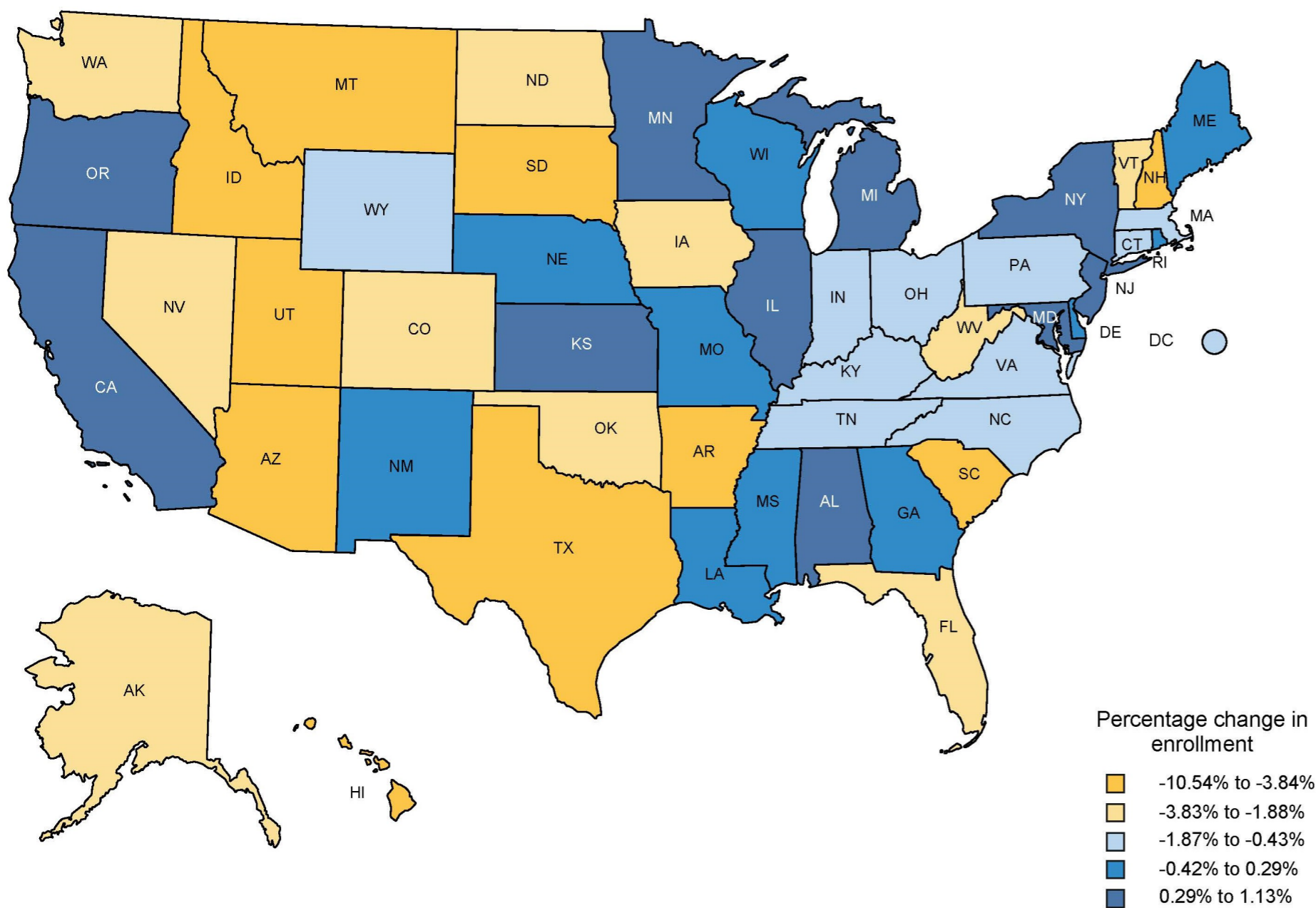
What You Should Know When Using the Data

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](https://www.medicare.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.medicare.gov/medicaid/downloads/performance-indicators-datadictionary.pdf>

Percentage change in total Medicaid and CHIP enrollment, May 2023 to June 2023



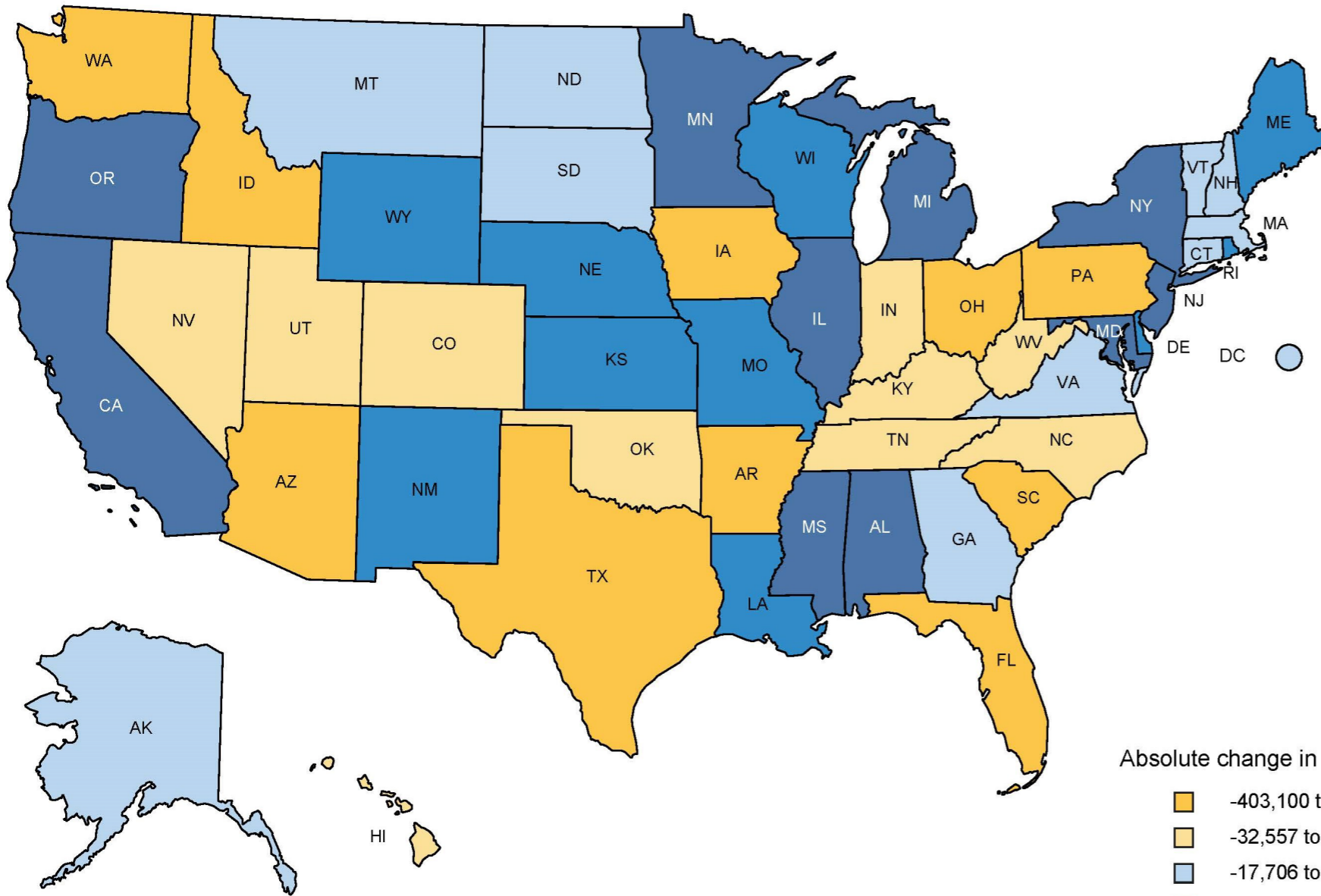
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	256,916	-3.75%	MT	313,154	-4.91%
AL	1,210,025	0.51%	NC	2,298,089	-1.05%
AR	937,623	-4.61%	ND	131,164	-2.96%
AZ	2,181,664	-4.46%	NE	396,974	-0.16%
CA	14,412,626	0.37%	NH	198,986	-5.39%
CO	1,682,785	-1.88%	NJ	2,279,727	0.36%
CT	999,927	-0.79%	NM	878,906	0.10%
DC	293,918	-0.98%	NV	872,011	-3.59%
DE	309,753	0.04%	NY	7,606,430	0.67%
FL	4,606,431	-3.05%	OH	3,360,787	-1.32%
GA	2,525,762	-0.27%	OK	1,288,071	-1.91%
HI	443,463	-3.84%	OR	1,421,312	0.41%
IA	825,486	-3.79%	PA	3,679,659	-1.26%
ID	385,133	-10.54%	RI	372,574	-0.20%
IL	3,857,818	0.37%	SC	1,231,532	-6.98%
IN	2,028,456	-1.04%	SD	117,908	-6.27%
KS	473,863	0.29%	TN	1,791,680	-1.14%
KY	1,618,331	-1.46%	TX	5,556,697	-6.76%
LA	1,920,645	-0.15%	UT	445,592	-4.37%
MA	2,021,746	-0.43%	VA	2,031,283	-0.67%
MD	1,706,914	1.13%	VT	187,818	-3.48%
ME	377,068	-0.08%	WA	2,111,807	-3.77%
MI	3,108,030	0.39%	WI	1,452,582	0.04%
MN	1,414,100	0.39%	WV	612,497	-3.50%
MO	1,500,536	-0.05%	WY	84,279	-0.48%
MS	793,667	0.29%	Total	92,614,205	-1.28%

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by August 16, 2023, with data through June 2023.

Note: 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 June 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.Medicare.gov](https://data.medicare.gov).

Absolute change in total Medicaid and CHIP enrollment, May 2023 to June 2023



Absolute change in enrollment

- -403,100 to -32,558
- -32,557 to -17,707
- -17,706 to -2,909
- -2,908 to 1,371
- 1,372 to 53,728

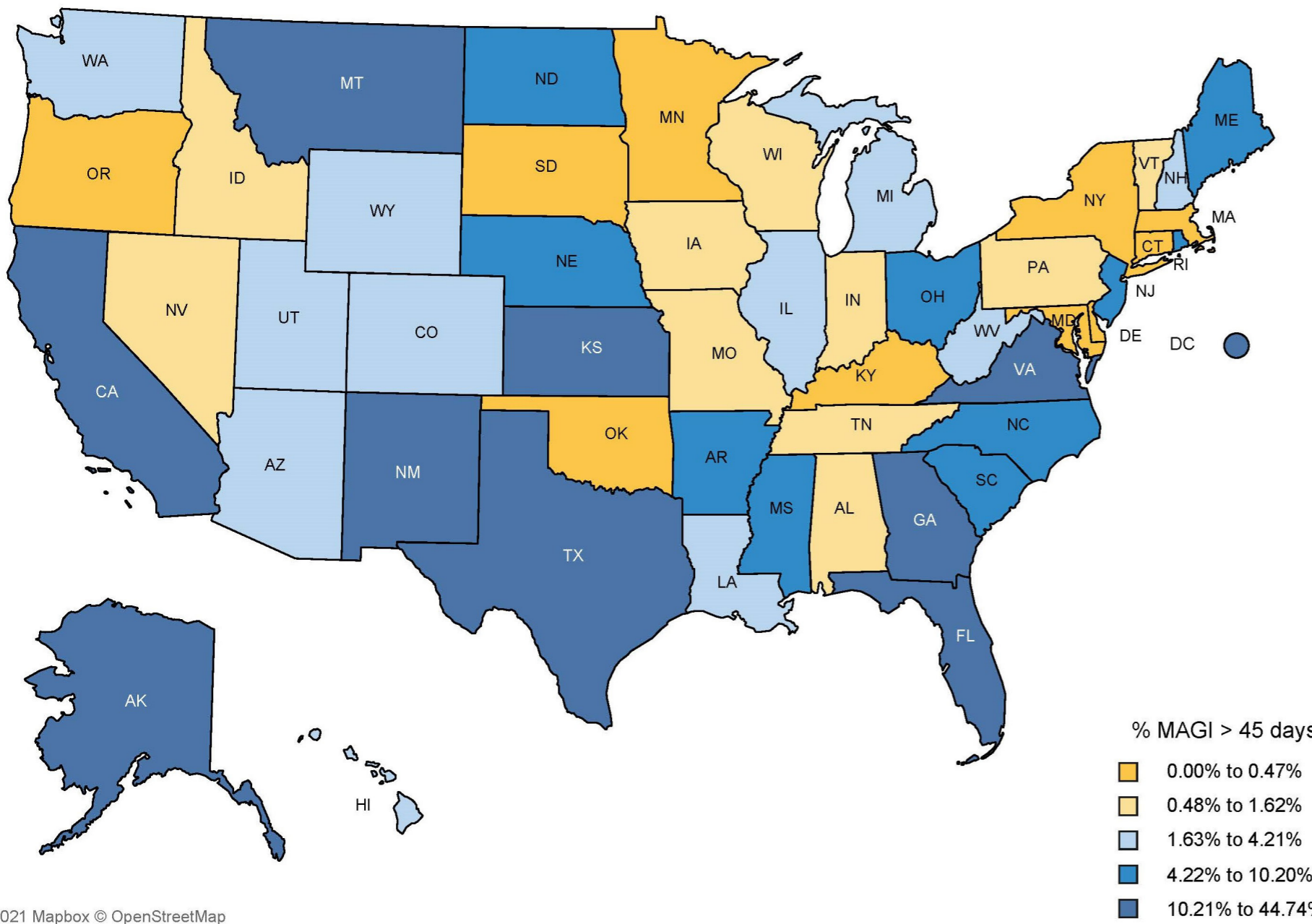
State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	256,916	-10,001	MT	313,154	-16,173
AL	1,210,025	6,172	NC	2,298,089	-24,471
AR	937,623	-45,340	ND	131,164	-4,000
AZ	2,181,664	-101,924	NE	396,974	-631
CA	14,412,626	53,728	NH	198,986	-11,347
CO	1,682,785	-32,303	NJ	2,279,727	8,091
CT	999,927	-7,925	NM	878,906	902
DC	293,918	-2,909	NV	872,011	-32,458
DE	309,753	117	NY	7,606,430	50,745
FL	4,606,431	-144,872	OH	3,360,787	-44,916
GA	2,525,762	-6,808	OK	1,288,071	-25,032
HI	443,463	-17,707	OR	1,421,312	5,815
IA	825,486	-32,558	PA	3,679,659	-46,770
ID	385,133	-45,354	RI	372,574	-744
IL	3,857,818	14,393	SC	1,231,532	-92,351
IN	2,028,456	-21,275	SD	117,908	-7,885
KS	473,863	1,371	TN	1,791,680	-20,578
KY	1,618,331	-24,036	TX	5,556,697	-403,100
LA	1,920,645	-2,831	UT	445,592	-20,377
MA	2,021,746	-8,738	VA	2,031,283	-13,783
MD	1,706,914	19,106	VT	187,818	-6,767
ME	377,068	-291	WA	2,111,807	-82,798
MI	3,108,030	12,025	WI	1,452,582	651
MN	1,414,100	5,549	WV	612,497	-22,189
MO	1,500,536	-819	WY	84,279	-406
MS	793,667	2,258	Total	92,614,205	-1,201,544

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by August 16, 2023, with data through June 2023.

Note: 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 June 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.Medicare.gov](https://data.medicare.gov).

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



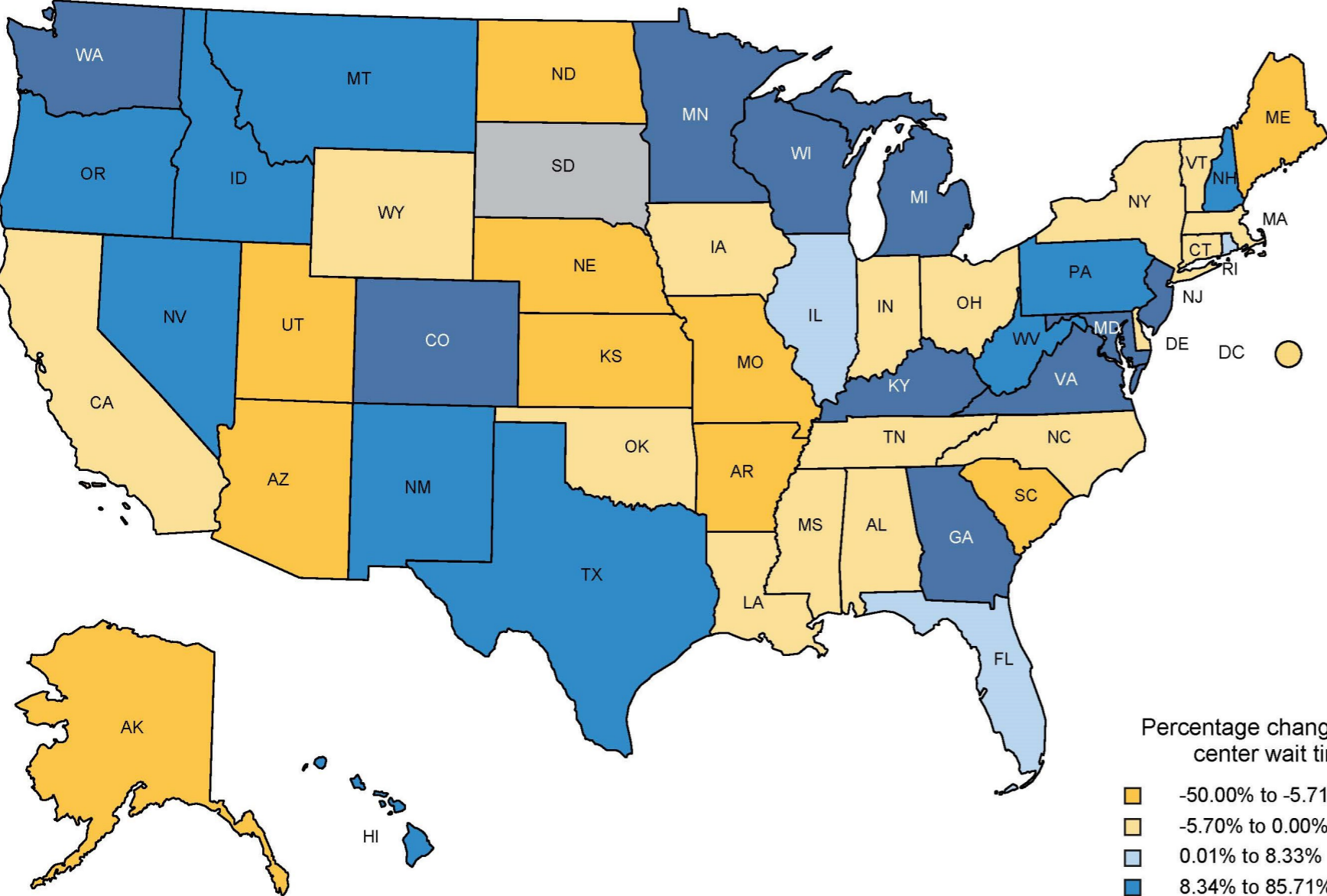
State	Total Applications	% MAGI > 45	State	Total Applications	% MAGI > 45
AK	2,206	44.74%	MT	3,478	11.75%
AL	7,631	1.07%	NC	25,447	5.85%
AR	22,172	7.61%	ND	2,211	10.20%
AZ	121,839	2.38%	NE	6,886	8.01%
CA	143,069	19.20%	NH	8,041	2.85%
CO	17,334	2.37%	NJ	21,756	8.13%
CT	13,528	0.03%	NM	16,610	31.35%
DC	1,135	29.44%	NV	16,771	0.72%
DE	3,340	0.00%	NY	988,125	0.01%
FL	341,233	10.47%	OH	59,365	8.06%
GA	51,665	14.77%	OK	53,165	0.00%
HI	2,650	2.43%	OR	12,049	0.00%
IA	16,674	1.49%	PA	68,115	1.20%
ID	9,955	1.19%	RI	1,434	6.77%
IL	51,101	3.08%	SC	15,815	7.70%
IN	40,759	1.59%	SD	2,926	0.47%
KS	13,369	17.06%	TN	20,262	1.51%
KY	8,718	0.19%	TX	83,457	17.81%
LA	17,973	4.21%	UT	23,281	2.78%
MA	22,977	0.10%	VA	18,523	16.39%
MD	97,571	0.00%	VT	3,321	1.62%
ME	5,898	8.77%	WA	128,707	2.34%
MI	22,042	1.81%	WI	15,951	0.72%
MN	16,098	0.00%	WV	15,021	3.82%
MO	16,213	1.11%	WY	1,033	3.33%
MS	13,891	7.32%			

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by August 16, 2023, with data through June 2023.

Note: 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.Medicare.gov](https://www.data.medicare.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](https://www.Medicare.gov).

Percentage change in average call center wait time, May 2023 to June 2023



Percentage change in call center wait time

- 50.00% to -5.71%
- 5.70% to 0.00%
- 0.01% to 8.33%
- 8.34% to 85.71%
- 85.72% to 2800.00%
- Did not report data element

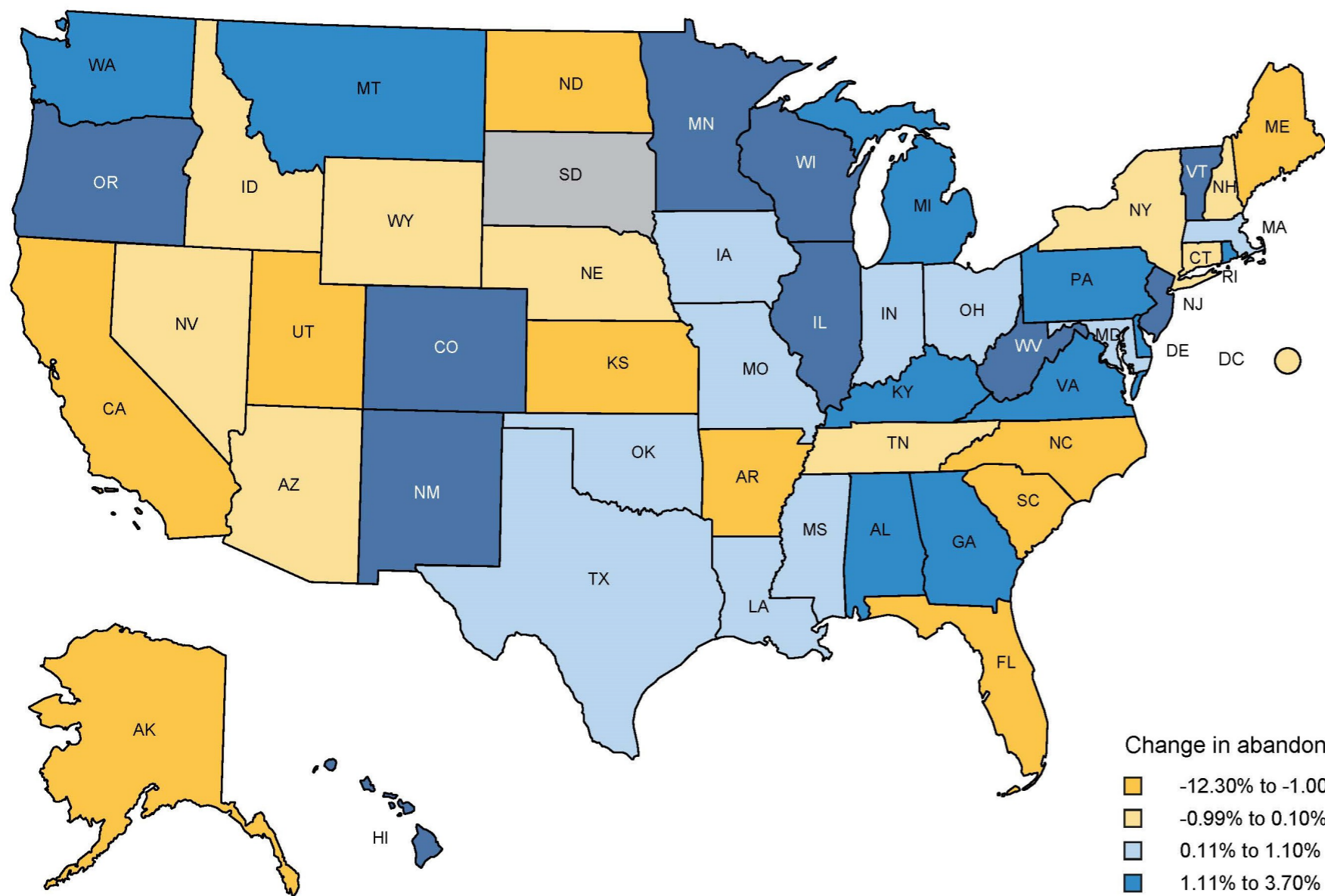
State	Avg. Call Center Wait Time	% Change from Previous Month	State	Avg. Call Center Wait Time	% Change from Previous Month
AK	13.00	-18.75%	MT	49.00	16.67%
AL	1.00	0.00%	NC	0.00	0.00%
AR	6.00	-40.00%	ND	1.00	-50.00%
AZ	18.00	-14.29%	NE	4.00	-20.00%
CA	2.00	0.00%	NH	12.00	9.09%
CO	10.00	150.00%	NJ	2.00	100.00%
CT	1.00	0.00%	NM	28.00	40.00%
DC	1.00	0.00%	NV	18.00	38.46%
DE	1.00	0.00%	NY	0.00	0.00%
FL	33.00	3.13%	OH	4.00	0.00%
GA	29.00	2800.00%	OK	0.00	0.00%
HI	13.00	85.71%	OR	21.00	40.00%
IA	0.00	0.00%	PA	8.00	33.33%
ID	39.00	14.71%	RI	40.00	2.56%
IL	13.00	8.33%	SC	10.00	-28.57%
IN	5.00	0.00%	SD	NR	NR
KS	13.00	-43.48%	TN	0.00	0.00%
KY	2.00	100.00%	TX	9.00	12.50%
LA	1.00	0.00%	UT	33.00	-5.71%
MA	2.00	0.00%	VA	1.00	100.00%
MD	2.00	100.00%	VT	1.00	0.00%
ME	33.00	-5.71%	WA	3.00	100.00%
MI	3.00	200.00%	WI	15.00	150.00%
MN	6.00	100.00%	WV	12.00	33.33%
MO	26.00	-7.14%	WY	0.00	0.00%
MS	1.00	0.00%			
			Did not report data element		NR

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by August 16, 2023 with data through June 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](https://www.Medicaid.gov/Unwinding-data).



Percentage point change in average call center abandonment rate, May 2023 to June 2023



Change in abandonment rate

- 12.30% to -1.00%
- 0.99% to 0.10%
- 0.11% to 1.10%
- 1.11% to 3.70%
- 3.71% to 13.00%
- Did not report data element

State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	15.00%	-9.00%	MT	43.00%	3.00%
AL	5.20%	1.30%	NC	0.00%	-1.00%
AR	15.20%	-1.10%	ND	4.00%	-7.40%
AZ	17.80%	-0.10%	NE	12.10%	-0.30%
CA	0.90%	-3.40%	NH	12.00%	0.00%
CO	21.30%	12.90%	NJ	6.90%	3.80%
CT	2.60%	0.10%	NM	23.40%	4.10%
DC	5.00%	0.00%	NV	55.60%	-0.30%
DE	12.90%	3.40%	NY	0.90%	-0.20%
FL	36.40%	-1.20%	OH	4.00%	1.00%
GA	1.50%	1.20%	OK	0.90%	0.40%
HI	43.00%	13.00%	OR	28.00%	4.00%
IA	1.40%	0.90%	PA	14.00%	2.50%
ID	6.70%	-0.20%	RI	24.90%	3.70%
IL	41.90%	7.80%	SC	22.40%	-8.70%
IN	8.00%	0.20%	SD	NR	NR
KS	20.10%	-12.30%	TN	0.40%	-0.20%
KY	3.00%	2.20%	TX	16.80%	0.40%
LA	2.60%	0.30%	UT	24.30%	-1.50%
MA	3.50%	1.00%	VA	3.40%	2.30%
MD	6.90%	0.20%	VT	8.70%	8.00%
ME	24.00%	-3.00%	WA	5.60%	1.60%
MI	4.40%	3.40%	WI	18.30%	10.30%
MN	18.00%	6.00%	WV	25.50%	6.40%
MO	44.60%	1.00%	WY	0.40%	0.10%
MS	6.00%	1.10%		<i>Did not report data element</i>	NR

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by August 16, 2023 with data through June 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](https://www.medicaid.gov/Unwinding-data).

Appendix

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](#)

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 \(December 2022\)](#)

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](#)