

# Medicaid and CHIP Unwinding Operations Snapshot – January 2024 Data

April 2024

# 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,<sup>1</sup> 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<sup>2</sup>
- The Medicaid MAGI and CHIP Application Processing Time Report<sup>3</sup>

<sup>1</sup> 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://www.medicaid.gov/data)

<sup>2</sup> 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>

<sup>3</sup> 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>

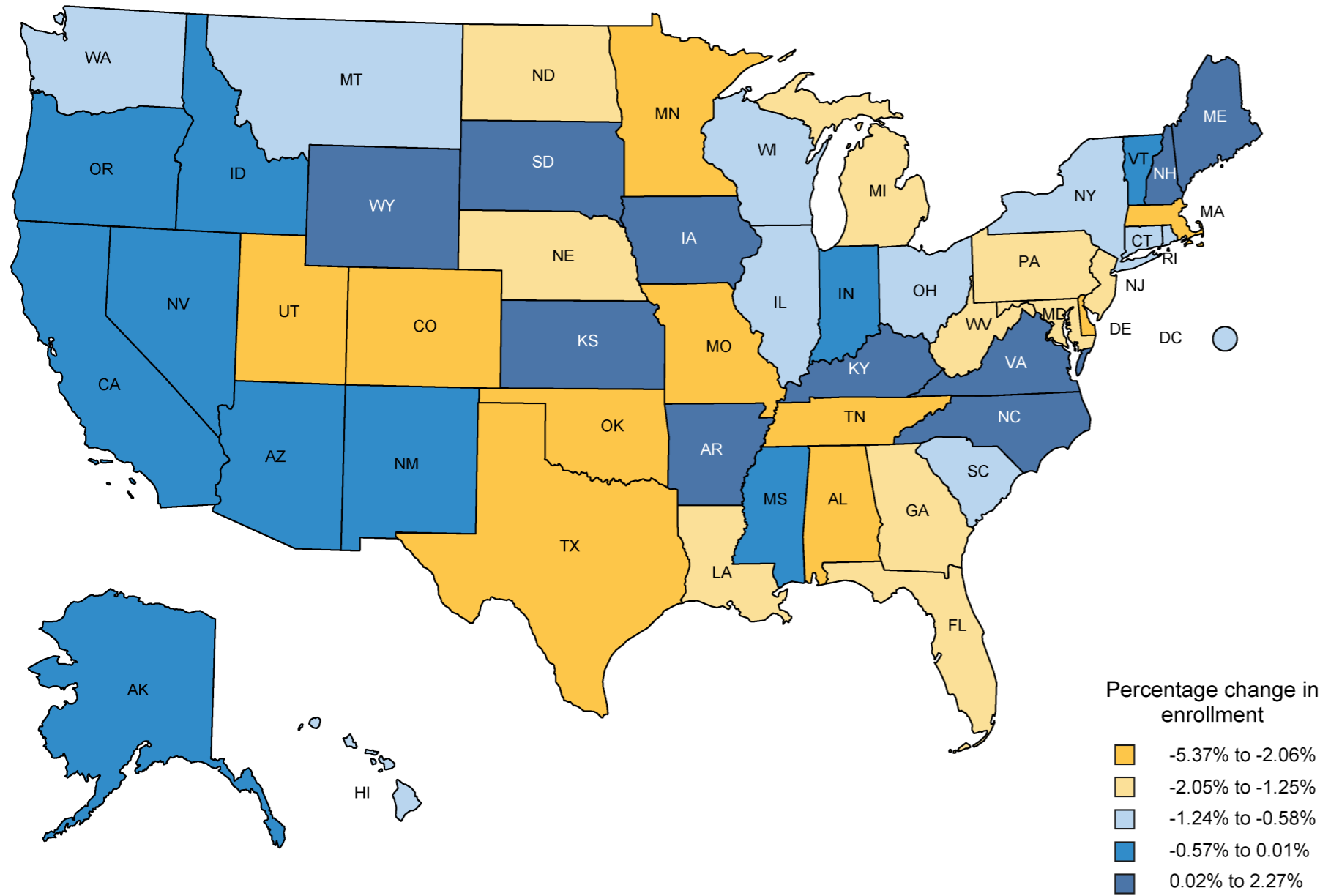
# What You Should Know When Using the Data

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.<sup>1</sup>
- 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.

<sup>1</sup> 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, December 2023 to January 2024



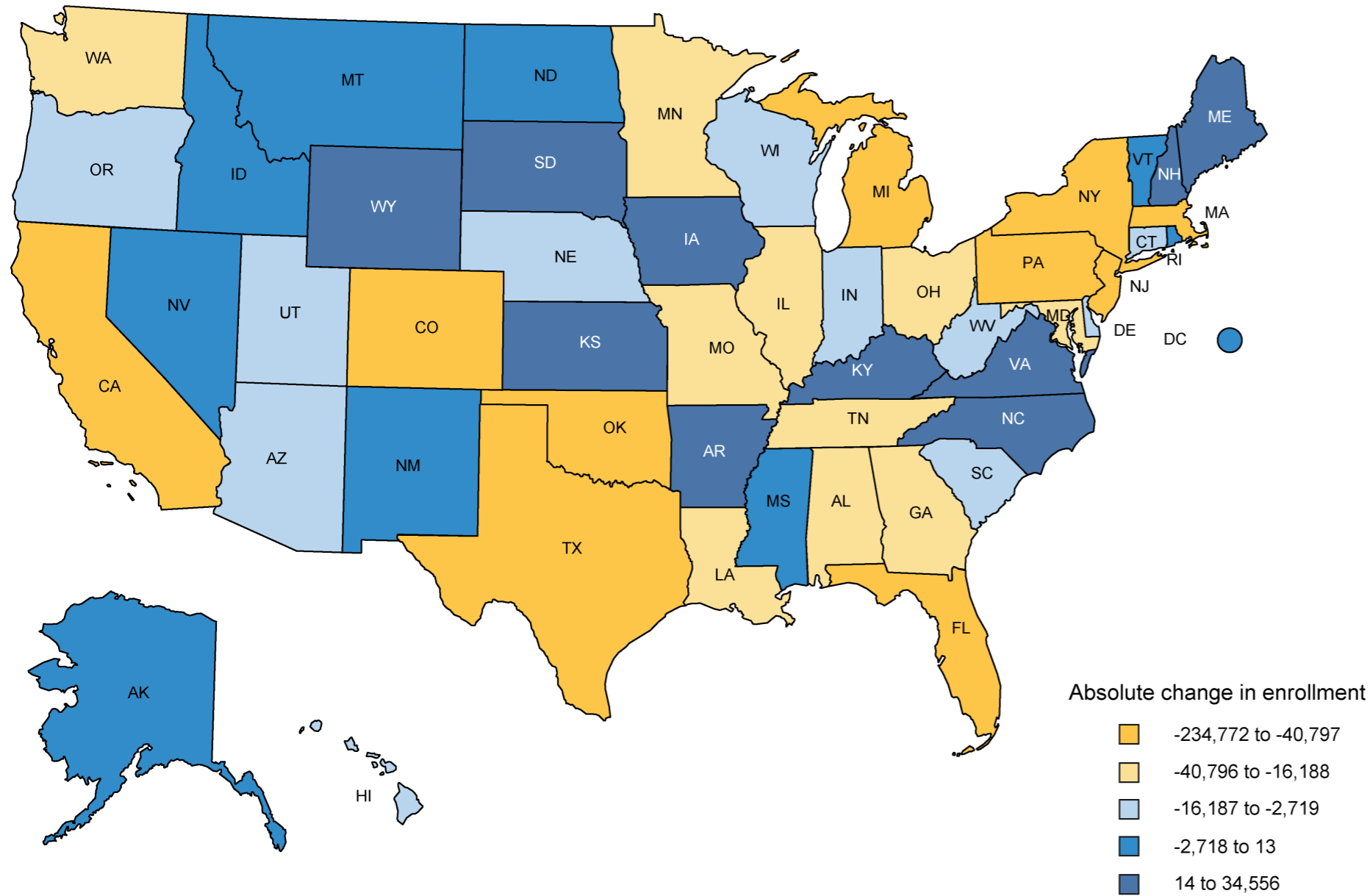
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	242,873	0.01%	MT	235,506	-0.80%
AL	1,064,281	-2.06%	NC	2,573,742	1.36%
AR	778,265	0.62%	ND	110,455	-1.74%
AZ	2,031,553	-0.28%	NE	359,981	-1.39%
CA	13,716,259	-0.53%	NH	183,262	0.81%
CO	1,357,319	-3.44%	NJ	2,034,345	-1.97%
CT	973,452	-0.62%	NM	782,235	-0.18%
DC	272,591	-0.83%	NV	862,198	-0.09%
DE	280,711	-3.03%	NY	7,077,788	-0.80%
FL	4,081,001	-1.78%	OH	3,036,482	-0.85%
GA	2,081,407	-1.60%	OK	998,415	-3.96%
HI	466,437	-0.58%	OR	1,450,489	-0.29%
IA	699,334	0.33%	PA	3,330,956	-1.65%
ID	334,980	-0.04%	RI	348,165	-0.77%
IL	3,619,702	-0.71%	SC	1,173,572	-0.71%
IN	1,828,349	-0.31%	SD	124,064	2.27%
KS	428,177	0.11%	TN	1,592,846	-2.11%
KY	1,493,648	0.05%	TX	4,136,551	-5.37%
LA	1,710,756	-1.72%	UT	353,160	-2.35%
MA	1,772,319	-3.71%	VA	1,958,397	0.11%
MD	1,624,978	-1.38%	VT	170,243	-0.29%
ME	372,446	0.31%	WA	1,906,460	-0.84%
MI	2,710,808	-1.94%	WI	1,316,114	-0.88%
MN	1,317,417	-2.13%	WV	528,483	-1.25%
MO	1,374,216	-2.25%	WY	73,408	0.06%
MS	690,851	-0.25%	Total	84,041,447	-1.24%

© 2021 Mapbox © OpenStreetMap

**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by March 6, 2024, with data through January 2024.

**Notes:** This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. The table includes total enrollment counts for the month of January 2024. 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, December 2023 to January 2024



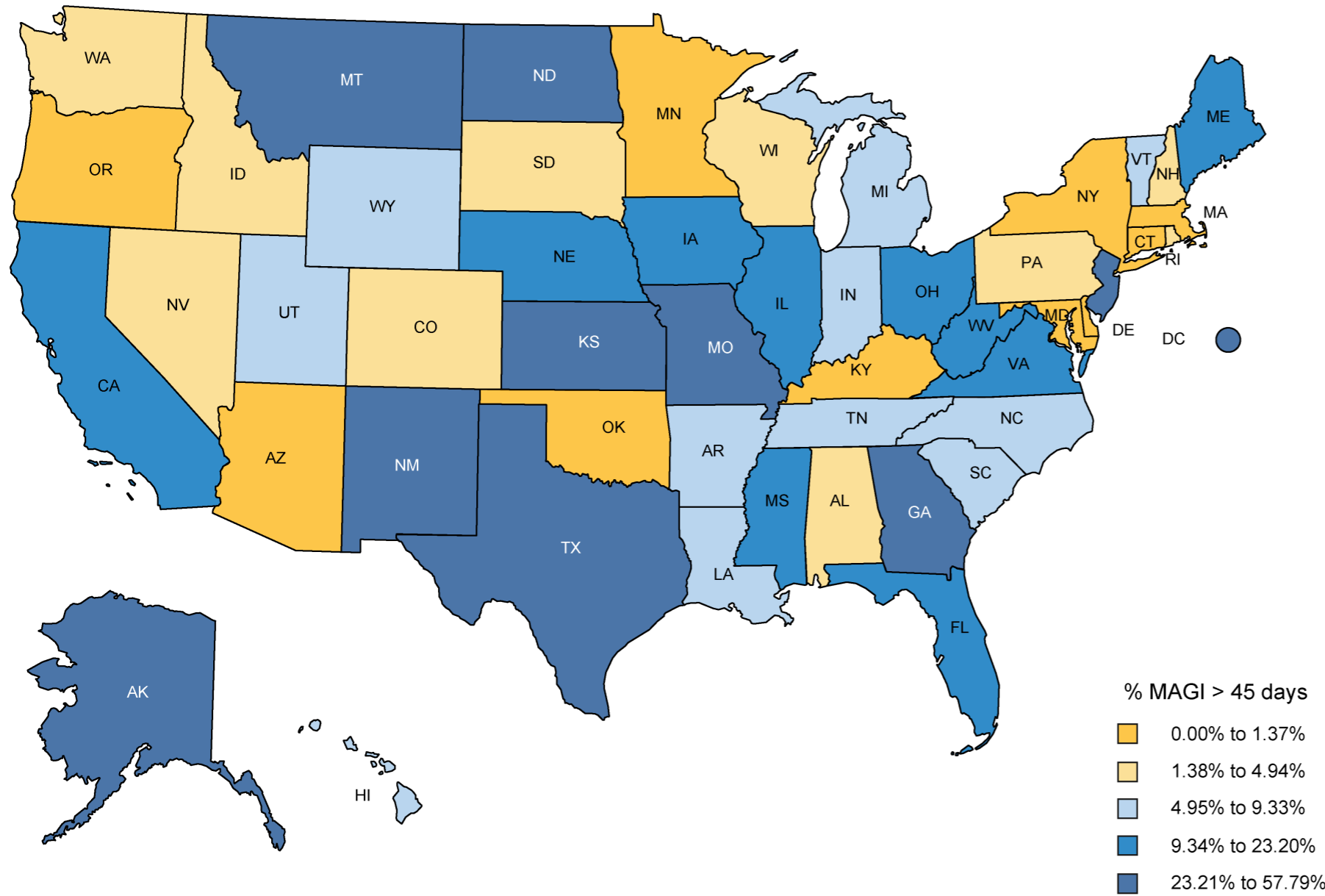
State	Total Enrollment	Abs Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	242,873	13	MT	235,506	-1,902
AL	1,064,281	-22,438	NC	2,573,742	34,556
AR	778,265	4,771	ND	110,455	-1,955
AZ	2,031,553	-5,702	NE	359,981	-5,060
CA	13,716,259	-73,248	NH	183,262	1,479
CO	1,357,319	-48,388	NJ	2,034,345	-40,797
CT	973,452	-6,040	NM	782,235	-1,392
DC	272,591	-2,272	NV	862,198	-756
DE	280,711	-8,773	NY	7,077,788	-57,302
FL	4,081,001	-74,116	OH	3,036,482	-26,112
GA	2,081,407	-33,786	OK	998,415	-41,206
HI	466,437	-2,719	OR	1,450,489	-4,285
IA	699,334	2,298	PA	3,330,956	-56,055
ID	334,980	-135	RI	348,165	-2,690
IL	3,619,702	-26,041	SC	1,173,572	-8,449
IN	1,828,349	-5,699	SD	124,064	2,750
KS	428,177	487	TN	1,592,846	-34,301
KY	1,493,648	676	TX	4,136,551	-234,772
LA	1,710,756	-29,894	UT	353,160	-8,485
MA	1,772,319	-68,275	VA	1,958,397	2,098
MD	1,624,978	-22,809	VT	170,243	-487
ME	372,446	1,159	WA	1,906,460	-16,188
MI	2,710,808	-53,731	WI	1,316,114	-11,711
MN	1,317,417	-28,717	WV	528,483	-6,714
MO	1,374,216	-31,574	WY	73,408	46
MS	690,851	-1,741	Total	84,041,447	-1,056,384

© 2021 Mapbox © OpenStreetMap

**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by March 6, 2024, with data through January 2024.

**Notes:** This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. The table includes total enrollment counts for the month of January 2024. 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://www.data.medicare.gov).

# Total applications received and percentage of MAGI determinations at application processed in over 45 days, January 2024



State	Total Application	% MAGI > 45	State	Total Application	% MAGI > 45
AK	2,929	38.30%	MT	5,207	38.34%
AL	10,783	1.80%	NC	40,678	5.71%
AR	23,725	6.85%	ND	3,551	31.59%
AZ	79,096	1.37%	NE	12,306	22.82%
CA	283,728	13.48%	NH	6,477	3.90%
CO	35,902	4.94%	NJ	54,816	23.79%
CT	21,543	0.04%	NM	36,262	56.76%
DC	1,412	29.18%	NV	23,383	1.59%
DE	6,269	0.00%	NY	133,023	0.01%
FL	394,521	13.35%	OH	85,126	18.16%
GA	65,026	39.52%	OK	74,859	0.00%
HI	2,894	5.44%	OR	16,026	0.00%
IA	25,520	15.86%	PA	105,205	4.48%
ID	10,633	4.00%	RI	2,466	3.99%
IL	68,274	17.80%	SC	22,126	6.36%
IN	76,628	9.33%	SD	4,638	3.59%
KS	17,465	26.61%	TN	31,908	6.45%
KY	12,959	0.18%	TX	98,815	40.29%
LA	27,045	6.79%	UT	36,500	5.07%
MA	31,207	0.41%	VA	34,967	19.50%
MD	127,257	0.00%	VT	4,485	6.30%
ME	7,643	16.97%	WA	187,166	2.40%
MI	56,277	8.17%	WI	23,780	2.78%
MN	27,857	0.00%	WV	19,144	11.82%
MO	28,645	57.79%	WY	1,340	6.81%
MS	17,495	23.20%			

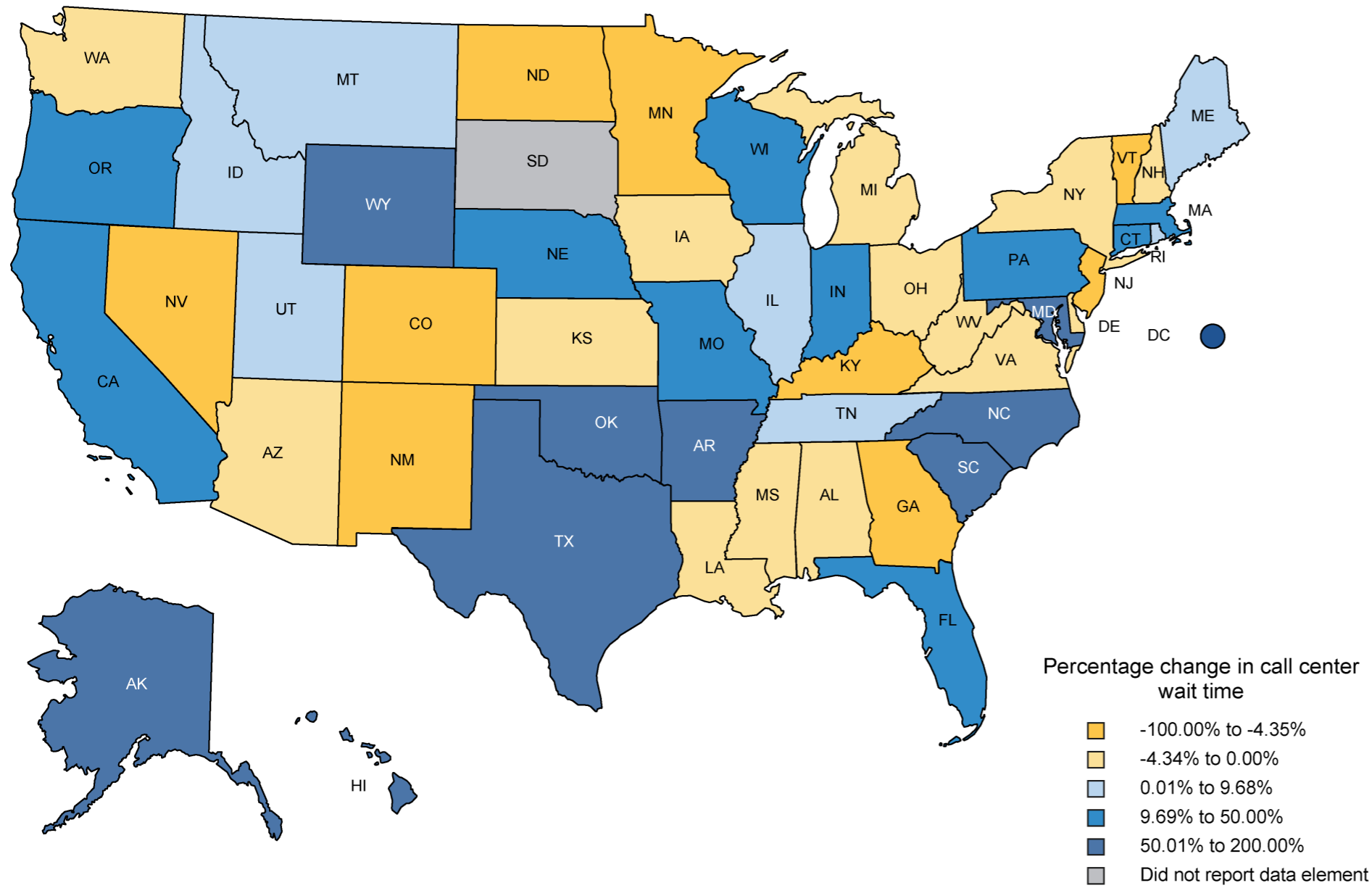
© 2021 Mapbox © OpenStreetMap

**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by March 6, 2024, with data through January 2024.

**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. This 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](https://www.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](https://www.Medicaid.gov).



# Percentage change in average call center wait time, December 2023 to January 2024



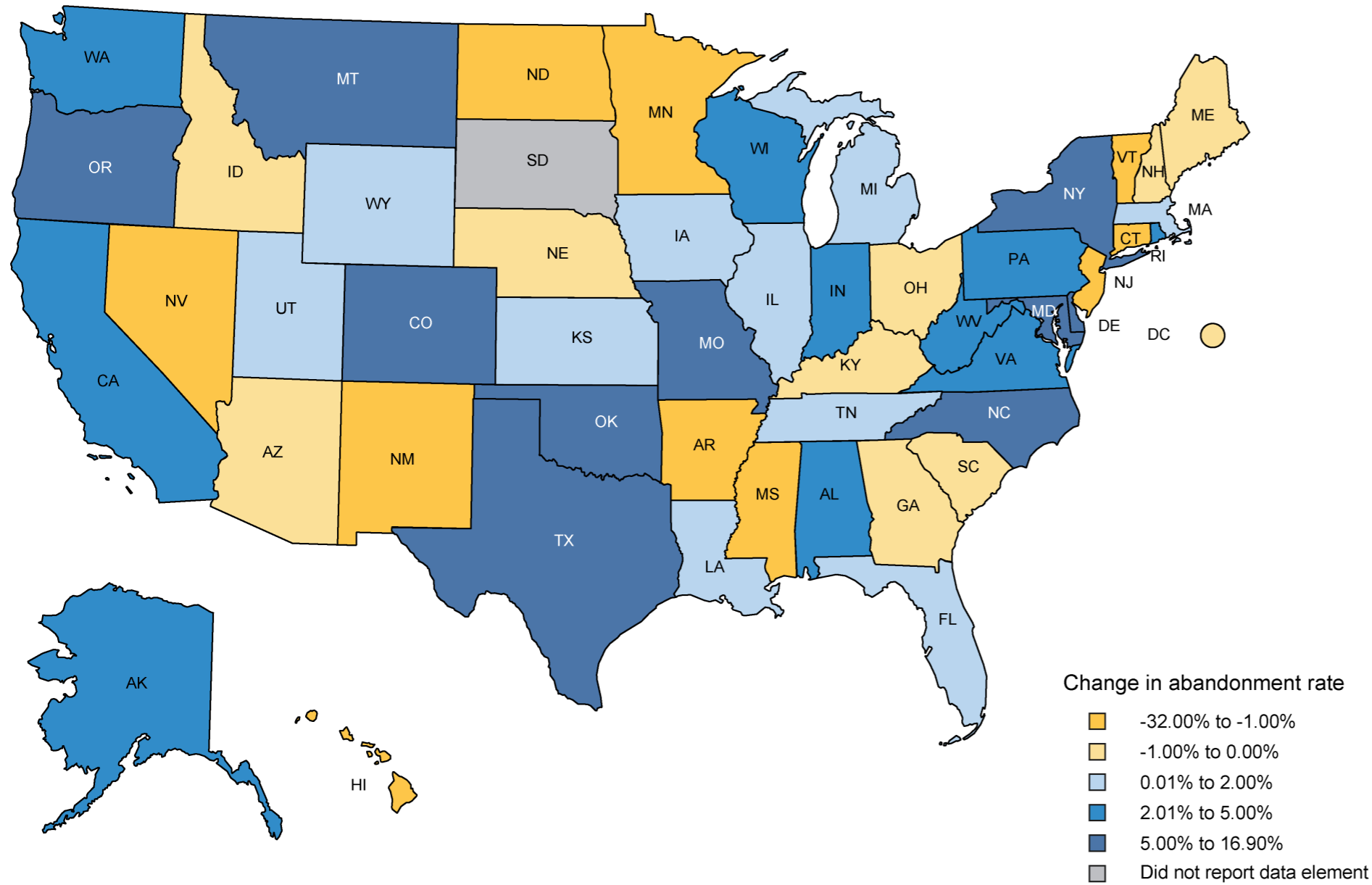
State	Avg Call Center Wait Time	% Change from Previous Month	State	Avg Call Center Wait Time	% Change from Previous Month
AK	46.00	130.00%	MT	31.00	6.90%
AL	2.00	0.00%	NC	1.00	100.00%
AR	10.00	66.67%	ND	7.00	-12.50%
AZ	5.00	0.00%	NE	5.00	25.00%
CA	6.00	20.00%	NH	7.00	0.00%
CO	14.00	-6.67%	NJ	3.00	-25.00%
CT	5.00	25.00%	NM	44.00	-4.35%
DC	8.00	166.67%	NV	28.00	-22.22%
DE	1.00	0.00%	NY	2.00	0.00%
FL	36.00	16.13%	OH	2.00	0.00%
GA	8.00	-20.00%	OK	27.00	92.86%
HI	31.00	93.75%	OR	20.00	25.00%
IA	0.00	0.00%	PA	23.00	15.00%
ID	26.00	4.00%	RI	51.00	2.00%
IL	26.00	8.33%	SC	4.00	100.00%
IN	14.00	27.27%	SD	NR	NR
KS	2.00	0.00%	TN	34.00	9.68%
KY	0.00	-100.00%	TX	11.00	57.14%
LA	2.00	0.00%	UT	24.00	4.35%
MA	3.00	50.00%	VA	1.00	0.00%
MD	6.00	200.00%	VT	5.00	-44.44%
ME	14.00	7.69%	WA	1.00	0.00%
MI	2.00	0.00%	WI	13.00	44.44%
MN	13.00	-35.00%	WV	21.00	0.00%
MO	48.00	23.08%	WY	2.00	100.00%
MS	0.00	0.00%		<i>Did not report data element</i>	NR

© 2021 Mapbox © OpenStreetMap

Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by March 6, 2024, with data through January 2024.

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 [Data.Medicaid.gov/Unwinding-data](https://Data.Medicaid.gov/Unwinding-data).

# Percentage point change in average call center abandonment rate, December 2023 to January 2024



State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	36.00%	5.00%	MT	42.00%	6.00%
AL	10.30%	4.00%	NC	6.70%	5.20%
AR	5.20%	-4.80%	ND	27.20%	-3.00%
AZ	7.70%	-0.20%	NE	9.90%	-0.10%
CA	3.40%	2.30%	NH	6.00%	0.00%
CO	35.20%	12.40%	NJ	15.20%	-7.00%
CT	3.90%	-1.20%	NM	23.50%	-4.00%
DC	24.00%	0.00%	NV	24.00%	-32.00%
DE	25.40%	6.10%	NY	10.00%	5.00%
FL	39.30%	0.40%	OH	4.00%	0.00%
GA	0.90%	-0.30%	OK	35.90%	16.90%
HI	31.00%	-3.00%	OR	36.00%	7.00%
IA	0.80%	0.40%	PA	30.70%	3.10%
ID	7.40%	-0.20%	RI	31.30%	2.90%
IL	35.20%	1.60%	SC	2.70%	-1.00%
IN	17.40%	3.50%	SD	NR	NR
KS	3.20%	1.30%	TN	26.20%	1.00%
KY	1.10%	-0.80%	TX	17.20%	6.30%
LA	5.70%	1.20%	UT	23.20%	2.00%
MA	4.30%	1.70%	VA	4.30%	2.70%
MD	16.40%	9.20%	VT	9.20%	-5.90%
ME	16.00%	0.00%	WA	14.20%	3.20%
MI	4.80%	1.10%	WI	18.90%	4.50%
MN	24.00%	-7.00%	WV	28.20%	3.60%
MO	58.80%	5.10%	WY	0.60%	0.20%
MS	3.10%	-1.00%		Did not report data element	NR

© 2021 Mapbox © OpenStreetMap

**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by March 6, 2024, with data through January 2024.

**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](#)

## Average Call Center Wait Times, Average Call Center Abandonment Rate, & Total Call Center Volume

- 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 total call center volume or in the calculation of average wait time and 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](#)