

# Medicaid and CHIP Unwinding Operations Snapshot – November 2023 Data

February 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>

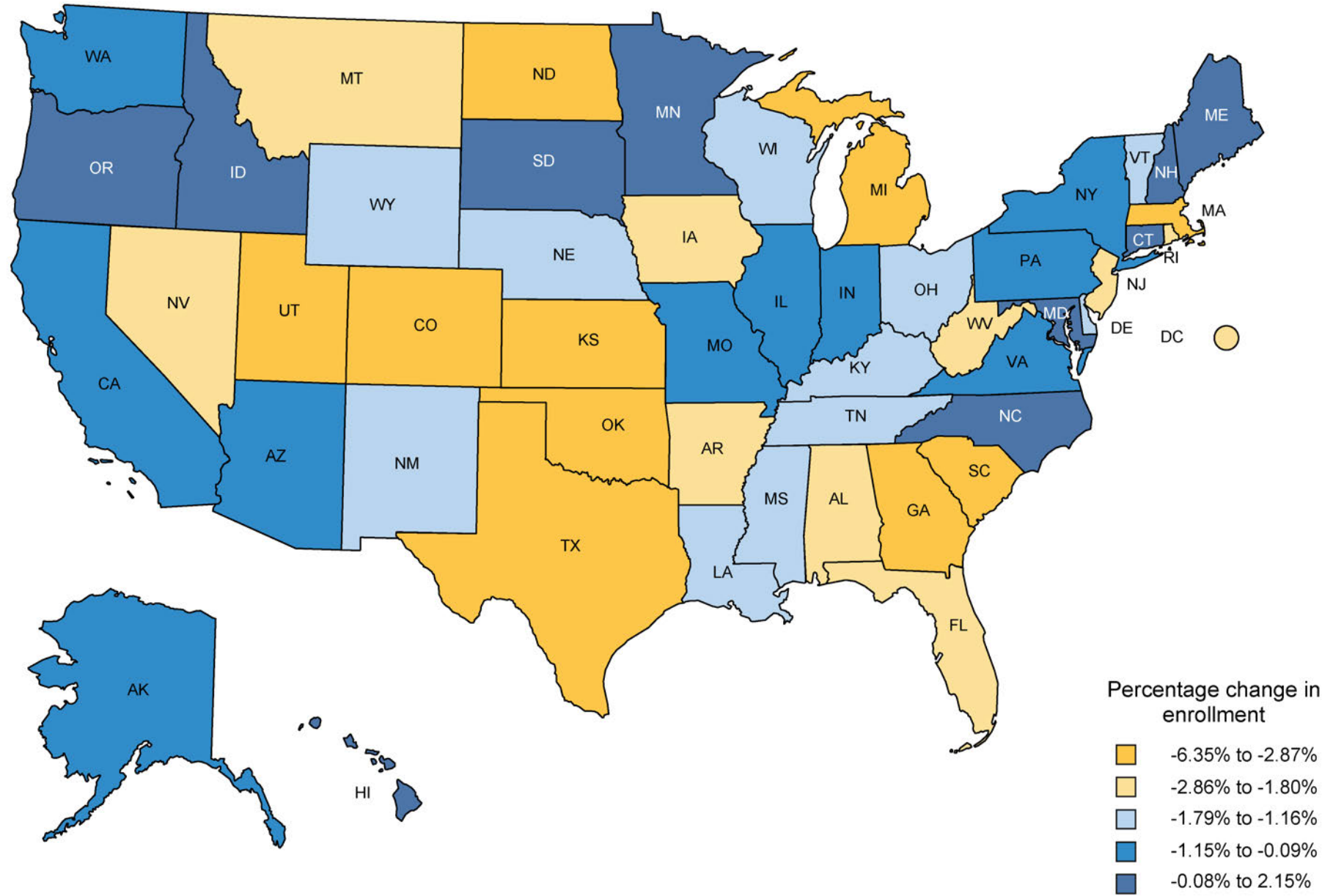
# What You Should Know When Using the Data

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, October 2023 to November 2023



State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	244,193	-0.09%	MT	244,175	-2.27%
AL	1,102,325	-1.87%	NC	2,267,511	1.52%
AR	792,811	-1.85%	ND	114,411	-3.33%
AZ	2,040,084	-0.61%	NE	368,900	-1.67%
CA	13,852,804	-1.11%	NH	181,463	0.00%
CO	1,452,438	-5.34%	NJ	2,113,470	-2.13%
CT	983,622	2.15%	NM	790,912	-1.73%
DC	276,505	-2.51%	NV	869,232	-2.06%
DE	292,466	-1.24%	NY	7,253,721	-1.15%
FL	4,115,673	-2.81%	OH	3,109,108	-1.37%
GA	2,192,005	-4.61%	OK	1,035,122	-4.78%
HI	465,871	0.56%	OR	1,455,692	0.23%
IA	708,970	-2.61%	PA	3,417,857	-0.94%
ID	316,804	0.37%	RI	355,487	-1.80%
IL	3,686,440	-1.04%	SC	1,186,294	-3.37%
IN	1,862,461	-1.07%	SD	119,111	1.43%
KS	445,972	-4.08%	TN	1,661,710	-1.43%
KY	1,512,864	-1.75%	TX	4,554,559	-6.35%
LA	1,762,910	-1.48%	UT	374,496	-3.53%
MA	1,855,999	-2.93%	VA	1,963,390	-0.54%
MD	1,674,068	0.17%	VT	171,831	-1.30%
ME	372,508	0.50%	WA	1,937,980	-0.36%
MI	2,820,691	-2.87%	WI	1,346,297	-1.16%
MN	1,342,443	1.11%	WV	548,019	-2.30%
MO	1,422,975	-1.02%	WY	74,342	-1.39%
MS	704,835	-1.26%	Total	85,815,827	-1.72%

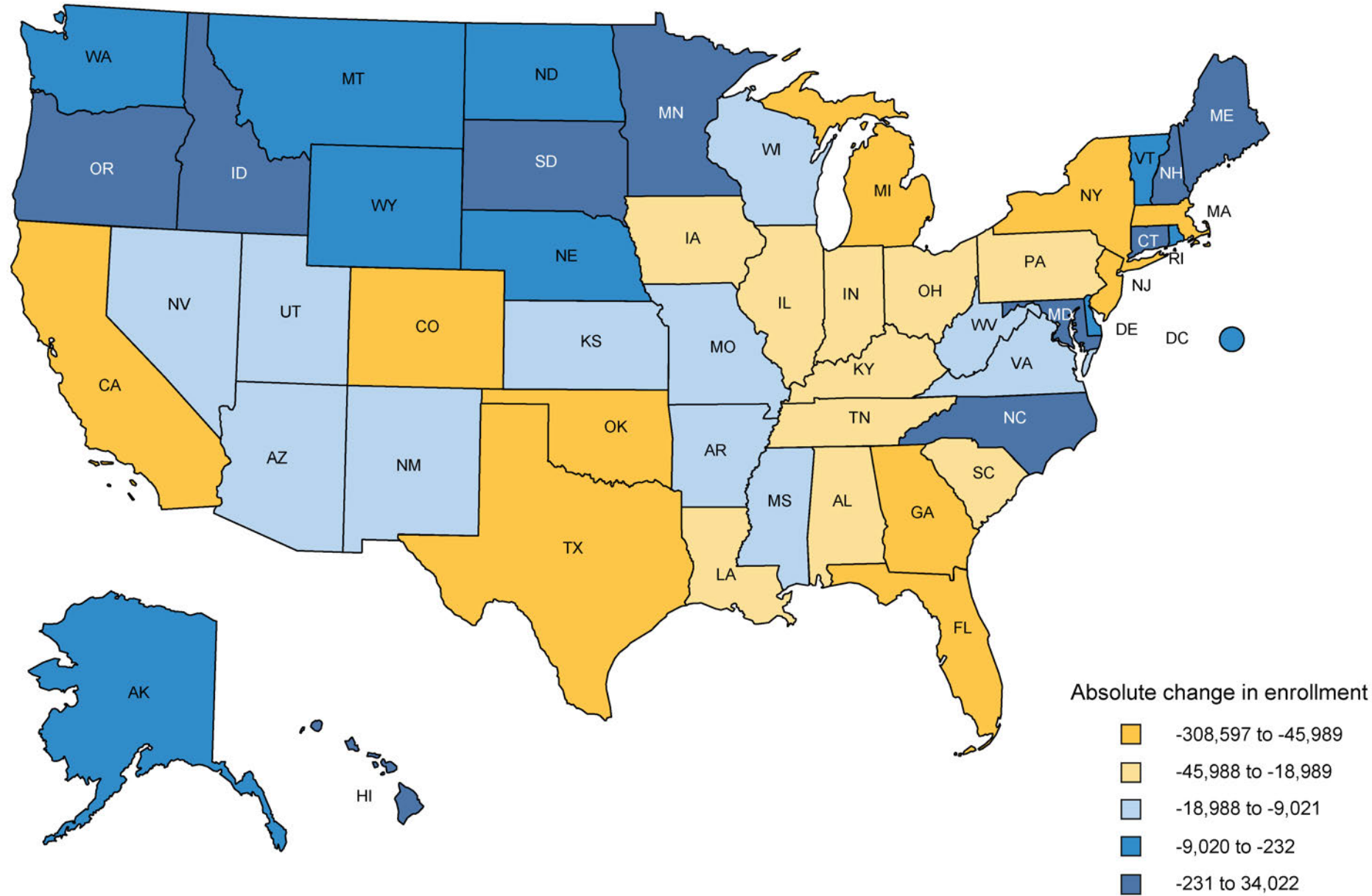
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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by January 5, 2024, with data through November 2023.

**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 November 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). In the October 2023 data (and prior months), North Carolina reported enrollment as of the first day of the next reporting month instead of the last day of the current reporting month. In the November 2023 data, North Carolina corrected its reporting methodology to capture enrollment as of the last day of the current reporting month. Therefore, North Carolina's enrollment data for October 2023 and prior months are not comparable to the data for November 2023 forward.



# Absolute change in total Medicaid and CHIP enrollment, October 2023 to November 2023



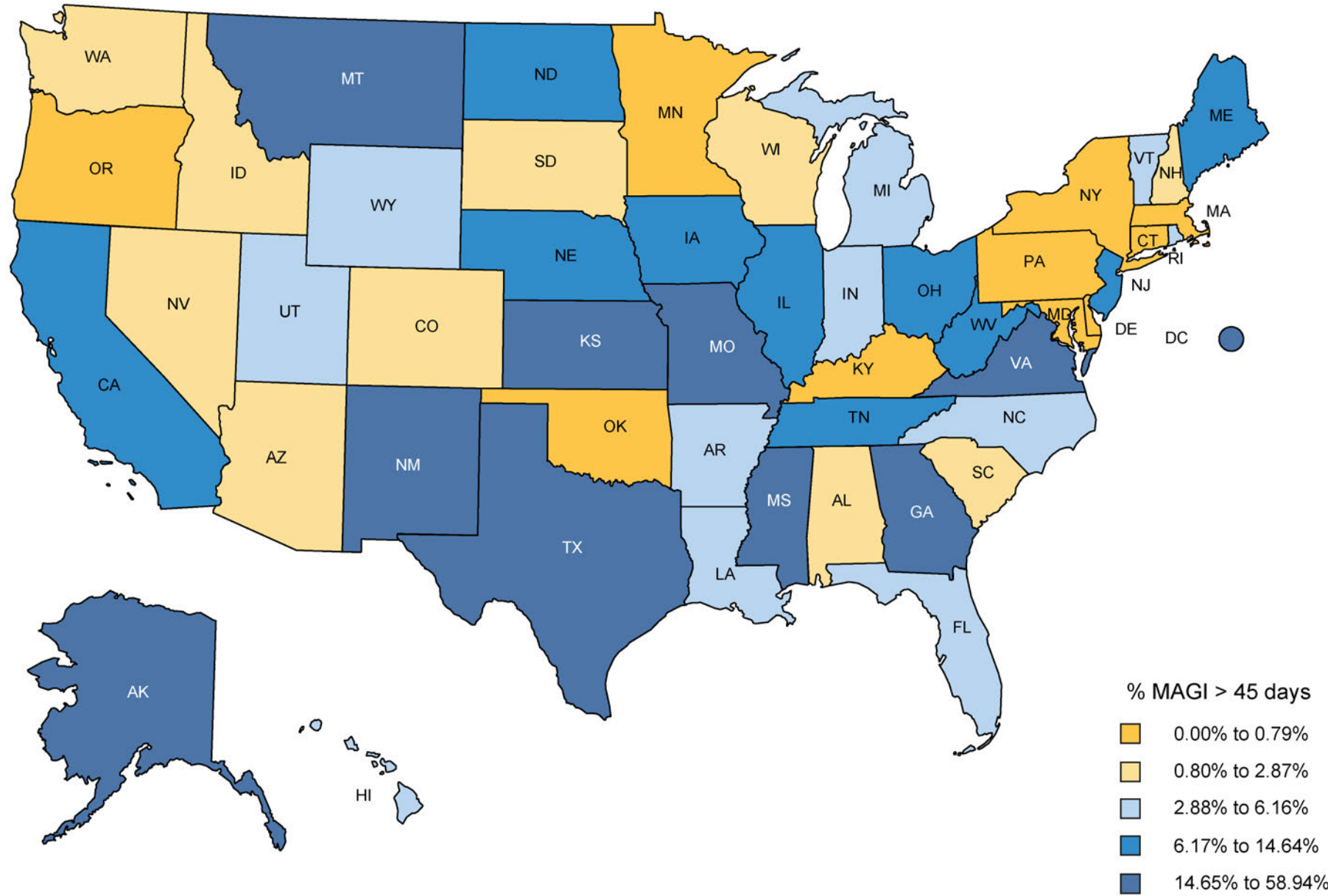
State	Total Enrollment	Abs Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	244,193	-232	MT	244,175	-5,674
AL	1,102,325	-20,988	NC	2,267,511	34,022
AR	792,811	-14,963	ND	114,411	-3,945
AZ	2,040,084	-12,621	NE	368,900	-6,253
CA	13,852,804	-156,160	NH	181,463	5
CO	1,452,438	-81,866	NJ	2,113,470	-45,989
CT	983,622	20,668	NM	790,912	-13,944
DC	276,505	-7,107	NV	869,232	-18,272
DE	292,466	-3,683	NY	7,253,721	-84,695
FL	4,115,673	-118,954	OH	3,109,108	-43,214
GA	2,192,005	-105,925	OK	1,035,122	-51,940
HI	465,871	2,577	OR	1,455,692	3,356
IA	708,970	-18,989	PA	3,417,857	-32,416
ID	316,804	1,174	RI	355,487	-6,533
IL	3,686,440	-38,607	SC	1,186,294	-41,348
IN	1,862,461	-20,149	SD	119,111	1,681
KS	445,972	-18,976	TN	1,661,710	-24,124
KY	1,512,864	-26,935	TX	4,554,559	-308,597
LA	1,762,910	-26,556	UT	374,496	-13,686
MA	1,855,999	-56,095	VA	1,963,390	-10,647
MD	1,674,068	2,794	VT	171,831	-2,265
ME	372,508	1,870	WA	1,937,980	-7,050
MI	2,820,691	-83,332	WI	1,346,297	-15,794
MN	1,342,443	14,767	WV	548,019	-12,918
MO	1,422,975	-14,687	WY	74,342	-1,047
MS	704,835	-9,021	Total	85,815,827	-1,503,283

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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by January 5, 2024, with data through November 2023.

**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 November 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). In the October 2023 data (and prior months), North Carolina reported enrollment as of the first day of the next reporting month instead of the last day of the current reporting month. In the November 2023 data, North Carolina corrected its reporting methodology to capture enrollment as of the last day of the current reporting month. Therefore, North Carolina's enrollment data for October 2023 and prior months are not comparable to the data for November 2023 forward.

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



State	Total Application	% MAGI > 45	State	Total Application	% MAGI > 45
AK	2,230	27.44%	MT	4,988	34.85%
AL	9,601	1.11%	NC	30,574	3.87%
AR	21,801	6.16%	ND	2,065	10.51%
AZ	111,888	1.73%	NE	5,083	6.42%
CA	234,211	9.75%	NH	6,486	2.87%
CO	30,253	2.66%	NJ	42,021	9.65%
CT	20,173	0.09%	NM	15,372	58.94%
DC	994	42.29%	NV	31,605	1.15%
DE	7,150	0.00%	NY	123,909	0.01%
FL	325,255	4.43%	OH	78,956	14.64%
GA	52,900	40.02%	OK	63,116	0.00%
HI	2,897	3.16%	OR	14,483	0.00%
IA	27,806	7.71%	PA	114,908	0.79%
ID	10,036	1.95%	RI	1,790	4.36%
IL	58,084	13.69%	SC	22,643	1.75%
IN	48,893	3.36%	SD	6,537	1.07%
KS	14,951	24.48%	TN	27,087	8.31%
KY	10,809	0.21%	TX	92,663	30.50%
LA	22,615	5.18%	UT	35,720	3.85%
MA	26,779	0.19%	VA	28,064	19.16%
MD	129,495	0.00%	VT	4,276	4.09%
ME	7,881	6.69%	WA	199,825	1.57%
MI	48,139	4.44%	WI	19,992	0.87%
MN	23,818	0.00%	WV	16,414	10.23%
MO	21,919	41.97%	WY	1,257	4.44%
MS	15,650	16.24%			

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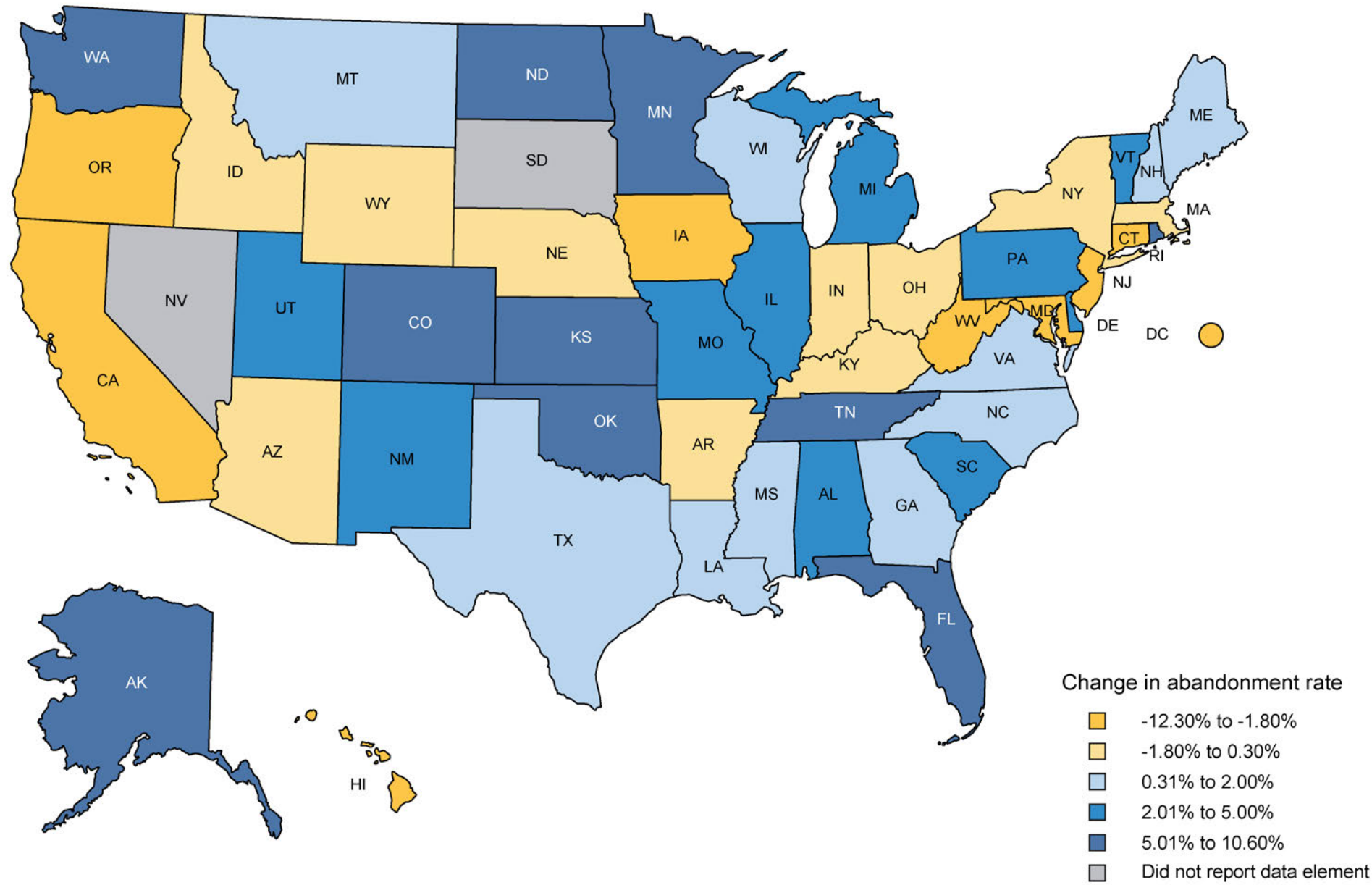
**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by January 5, 2024 with data through November 2023.

**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. 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://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). Prior to November 2023, New York's applications data were overcounted. In the November 2023 data, New York corrected the issue. Therefore, New York's applications data for October 2023 and prior months of the Operations Snapshot are not comparable to the data from November 2023 forward.





# Percentage point change in average call center abandonment rate, October 2023 to November 2023



State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	29.00%	8.00%	MT	38.00%	1.00%
AL	13.70%	2.80%	NC	2.80%	2.00%
AR	7.30%	-0.70%	ND	26.10%	10.60%
AZ	8.20%	-1.10%	NE	9.90%	-1.00%
CA	1.60%	-2.10%	NH	8.00%	2.00%
CO	26.90%	6.90%	NJ	22.20%	-11.40%
CT	7.50%	-3.10%	NM	27.60%	2.80%
DC	8.00%	-3.00%	NV	NR	NR
DE	19.40%	4.40%	NY	3.10%	-0.60%
FL	44.40%	7.20%	OH	4.00%	-1.00%
GA	1.50%	0.40%	OK	25.00%	8.80%
HI	23.00%	-2.00%	OR	36.00%	-6.00%
IA	1.60%	-12.30%	PA	27.70%	5.00%
ID	8.10%	0.10%	RI	30.60%	7.70%
IL	36.20%	3.70%	SC	8.20%	2.50%
IN	15.70%	-1.60%	SD	NR	NR
KS	9.30%	7.40%	TN	26.40%	9.80%
KY	2.70%	-1.70%	TX	24.20%	1.30%
LA	5.00%	0.50%	UT	21.80%	3.20%
MA	1.70%	-1.80%	VA	2.70%	1.30%
MD	4.10%	-7.20%	VT	23.10%	4.80%
ME	16.00%	1.00%	WA	11.00%	5.20%
MI	5.90%	2.20%	WI	10.80%	1.70%
MN	30.00%	10.00%	WV	21.10%	-1.80%
MO	51.70%	5.00%	WY	0.40%	0.30%
MS	5.80%	1.30%		<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 January 5, 2024 with data through November 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.medicare.gov/unwinding-data). Nevada's call center system experienced a technical issue affecting its call center data reporting; therefore, the state is unable to report certain call center metrics. In the November 2023 data, Rhode Island revised its call center reporting methodology to capture only Medicaid and CHIP-related calls, removing calls for other benefit programs. Therefore, Rhode Island's call center data for October 2023 and prior months are not comparable to the data for November 2023.



# 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

- 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](#)