Medicaid and CHIP Unwinding Operations Snapshot – April 2023 Data

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

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 is releasing 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.
- Notes to consider when reviewing the data can be found in the Appendix.
- State-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics.

Percentage change in total Medicaid and CHIP enrollment, March 2023 to April 2023
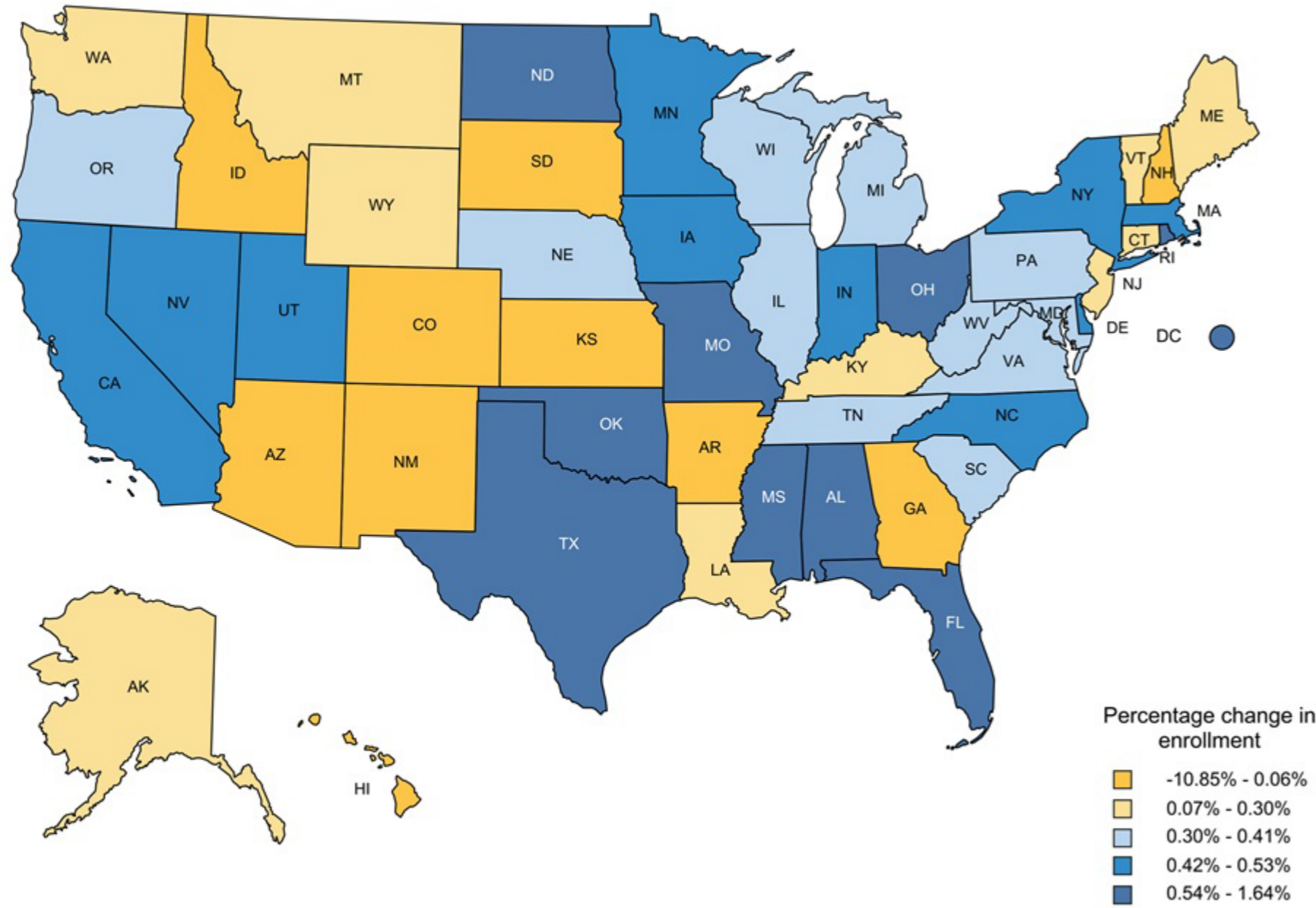
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	266,740	0.24%	MT	329,425	0.27%
AL	1,207,025	0.65%	NC	2,372,919	0.53%
AR	1,035,172	-1.14%	ND	134,101	0.59%
AZ	2,303,620	-1.22%	NE	396,269	0.32%
CA	14,288,351	0.42%	NH	224,365	-10.85%
CO	1,709,809	-0.98%	NJ	2,253,306	0.29%
CT	1,020,561	0.18%	NM	888,178	-0.29%
DC	296,714	0.55%	NV	899,946	0.46%
DE	308,105	0.42%	NY	7,528,799	0.50%
FL	5,007,292	0.59%	OH	3,446,663	0.73%
GA	2,494,729	0.04%	OK	1,336,866	0.75%
HI	461,367	-0.86%	OR	1,407,716	0.41%
IA	864,198	0.48%	PA	3,728,305	0.40%
ID	440,891	-3.77%	RI	371,752	0.57%
IL	3,831,026	0.35%	SC	1,318,655	0.38%
IN	2,050,024	0.42%	SD	133,859	-8.91%
KS	507,232	0.06%	TN	1,810,779	0.31%
KY	1,640,624	0.14%	TX	5,922,899	0.70%
LA	1,918,467	0.25%	UT	486,521	0.49%
MA	2,022,904	0.46%	VA	2,040,696	0.35%
MD	1,711,066	0.37%	VT	194,227	0.30%
ME	375,021	0.13%	WA	2,194,383	0.24%
MI	3,085,022	0.37%	WI	1,445,001	0.41%
MN	1,402,189	0.42%	WV	655,024	0.30%
MO	1,511,253	1.64%	WY	84,650	0.14%
MS	787,062	0.92%	Total	94,151,768	0.29%

Percentage change in enrollment
- -10.85% - 0.06%
- 0.07% - 0.30%
- 0.30% - 0.41%
- 0.42% - 0.53%
- 0.54% - 1.64%

© 2021 Mapbox © OpenStreetMap

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

Absolute change in total Medicaid and CHIP enrollment, March 2023 to April 2023
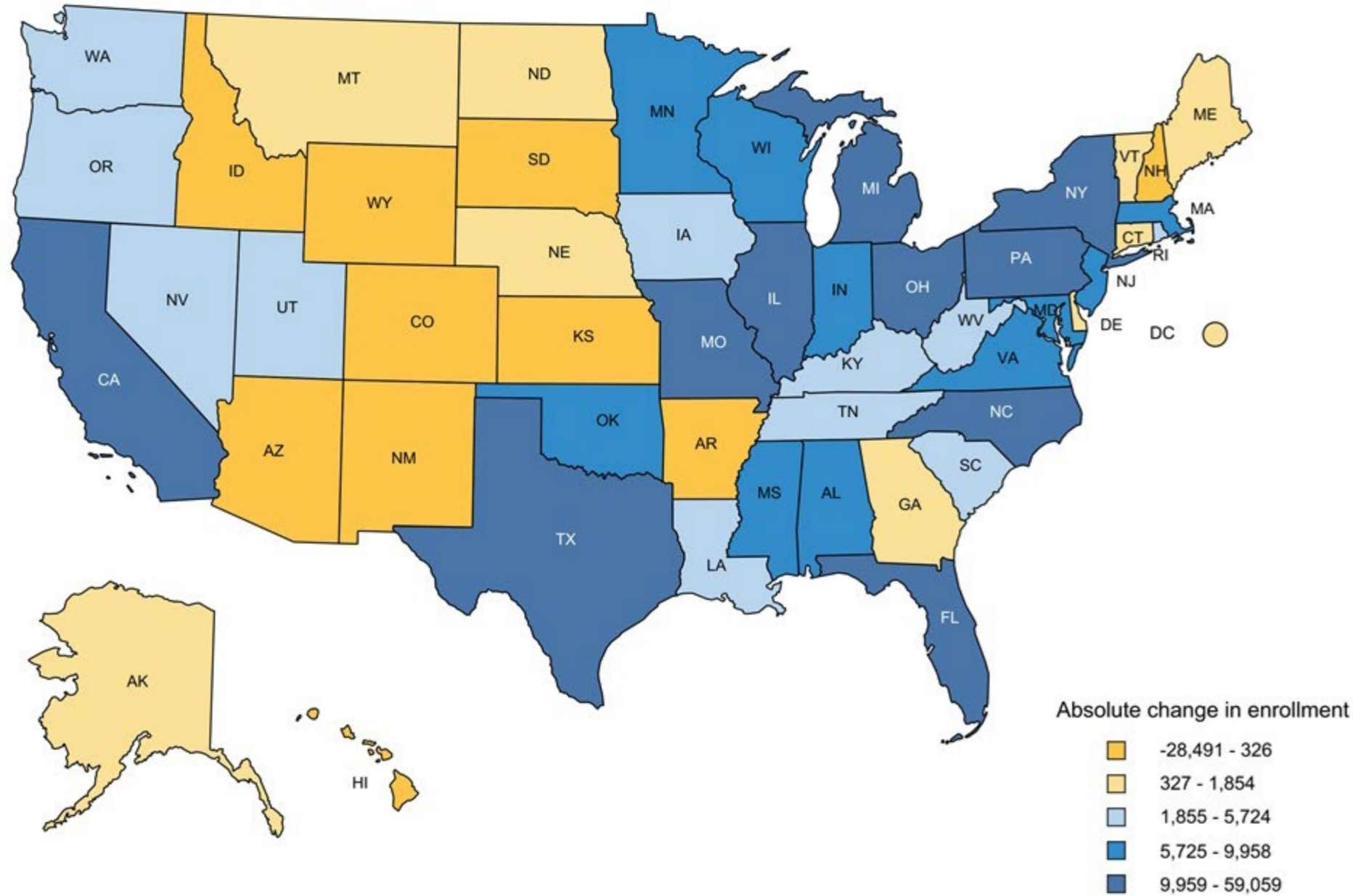
Absolute change in enrollment
- -28,491 - 326
- 327 - 1,854
- 1,855 - 5,724
- 5,725 - 9,958
- 9,959 - 59,059

© 2021 Mapbox © OpenStreetMap

State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	266,740	630	MT	329,425	887
AL	1,207,025	7,813	NC	2,372,919	12,446
AR	1,035,172	-11,890	ND	134,101	790
AZ	2,303,620	-28,491	NE	396,269	1,246
CA	14,288,351	59,059	NH	224,365	-27,316
CO	1,709,809	-16,842	NJ	2,253,306	6,463
CT	1,020,561	1,854	NM	888,178	-2,600
DC	296,714	1,636	NV	899,946	4,099
DE	308,105	1,283	NY	7,528,799	37,488
FL	5,007,292	29,291	OH	3,446,663	24,871
GA	2,494,729	1,081	OK	1,336,866	9,958
HI	461,367	-4,012	OR	1,407,716	5,724
IA	864,198	4,171	PA	3,728,305	14,672
ID	440,891	-17,252	RI	371,752	2,100
IL	3,831,026	13,352	SC	1,318,655	5,004
IN	2,050,024	8,620	SD	133,859	-13,098
KS	507,232	326	TN	1,810,779	5,534
KY	1,640,624	2,255	TX	5,922,899	40,952
LA	1,918,467	4,700	UT	486,521	2,372
MA	2,022,904	9,220	VA	2,040,696	7,190
MD	1,711,066	6,279	VT	194,227	578
ME	375,021	503	WA	2,194,383	5,168
MI	3,085,022	11,326	WI	1,445,001	5,921
MN	1,402,189	5,846	WV	655,024	1,974
MO	1,511,253	24,427	WY	84,650	121
MS	787,062	7,205	Total	94,151,768	274,934

CMS — CENTERS FOR MEDICARE & MEDICAID SERVICES

Total applications received and percentage of MAGI determinations at application processed in over 45 days, April 2023
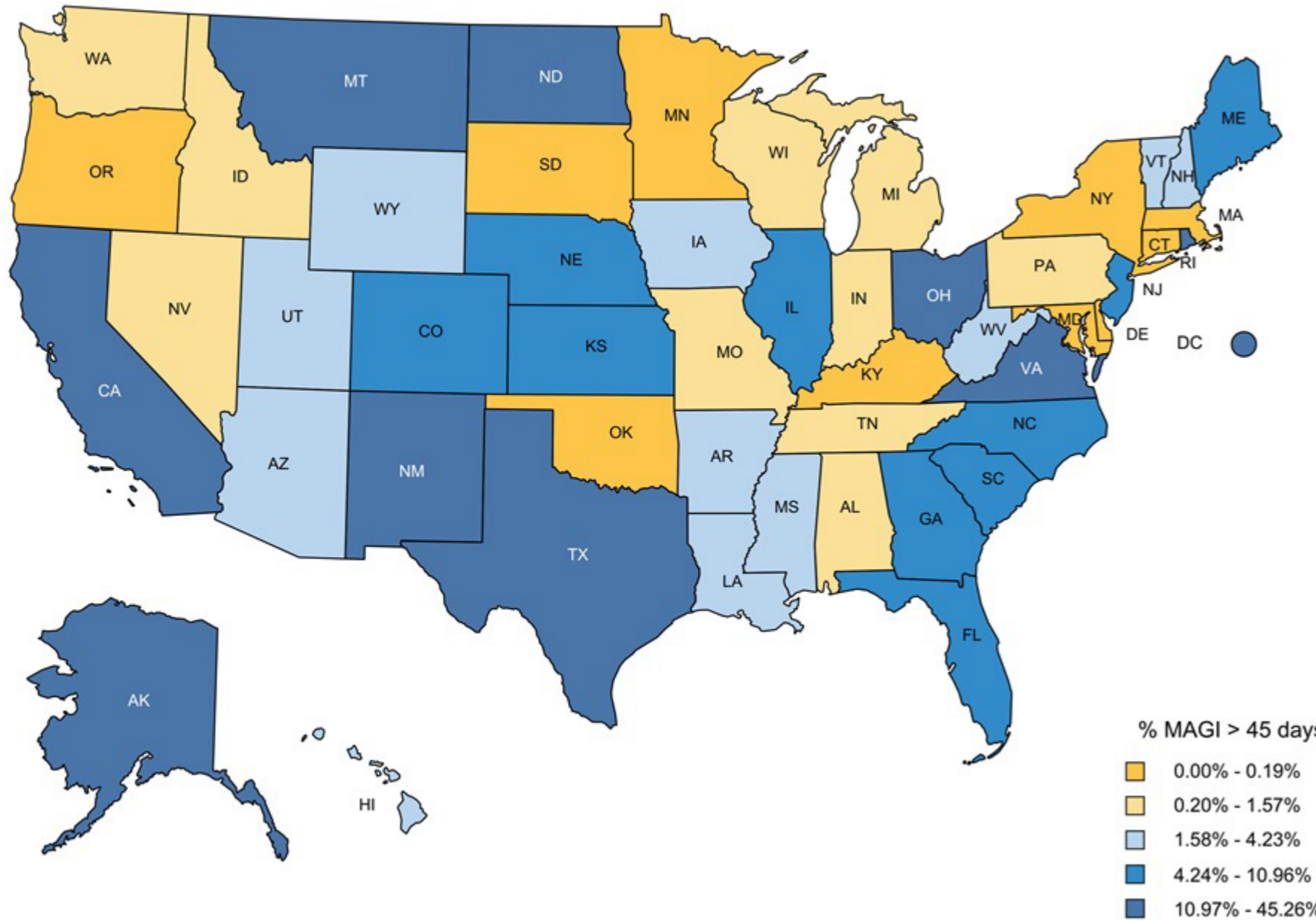
State	Total Applications	% MAGI > 45	State	Total Applications	% MAGI > 45
AK	2,019	45.26%	MT	1,971	13.31%
AL	6,928	0.65%	NC	23,355	4.33%
AR	16,691	4.23%	ND	1,247	18.67%
AZ	98,825	2.66%	NE	5,649	6.61%
CA	134,547	19.43%	NH	6,747	3.09%
CO	12,113	7.49%	NJ	21,949	8.30%
CT	11,548	0.08%	NM	9,174	43.09%
DC	2,041	23.24%	NV	12,747	1.16%
DE	2,992	0.00%	NY	975,934	0.02%
FL	270,257	10.28%	OH	49,650	12.87%
GA	47,633	10.96%	OK	37,194	0.00%
HI	2,484	2.59%	OR	11,069	0.00%
IA	11,407	2.47%	PA	52,168	0.75%
ID	6,805	1.01%	RI	1,246	11.15%
IL	39,897	6.30%	SC	10,157	7.16%
IN	23,621	1.22%	SD	2,313	0.07%
KS	NR	9.81%	TN	16,680	1.57%
KY	7,666	0.00%	TX	47,450	39.30%
LA	12,913	3.32%	UT	20,080	4.11%
MA	17,757	0.19%	VA	14,619	16.62%
MD	75,307	0.00%	VT	2,486	2.45%
ME	5,541	9.10%	WA	110,559	1.55%
MI	20,134	1.51%	WI	12,649	0.92%
MN	11,340	0.00%	WV	12,654	3.35%
MO	16,217	1.26%	WY	961	3.10%
MS	12,381	2.81%			

% MAGI > 45 days
- 0.00% - 0.19%
- 0.20% - 1.57%
- 1.58% - 4.23%
- 4.24% - 10.96%
- 10.97% - 45.26%

Did not report data element   NR

© 2021 Mapbox © OpenStreetMap

Percentage change in average call center wait time, March 2023 to April 2023
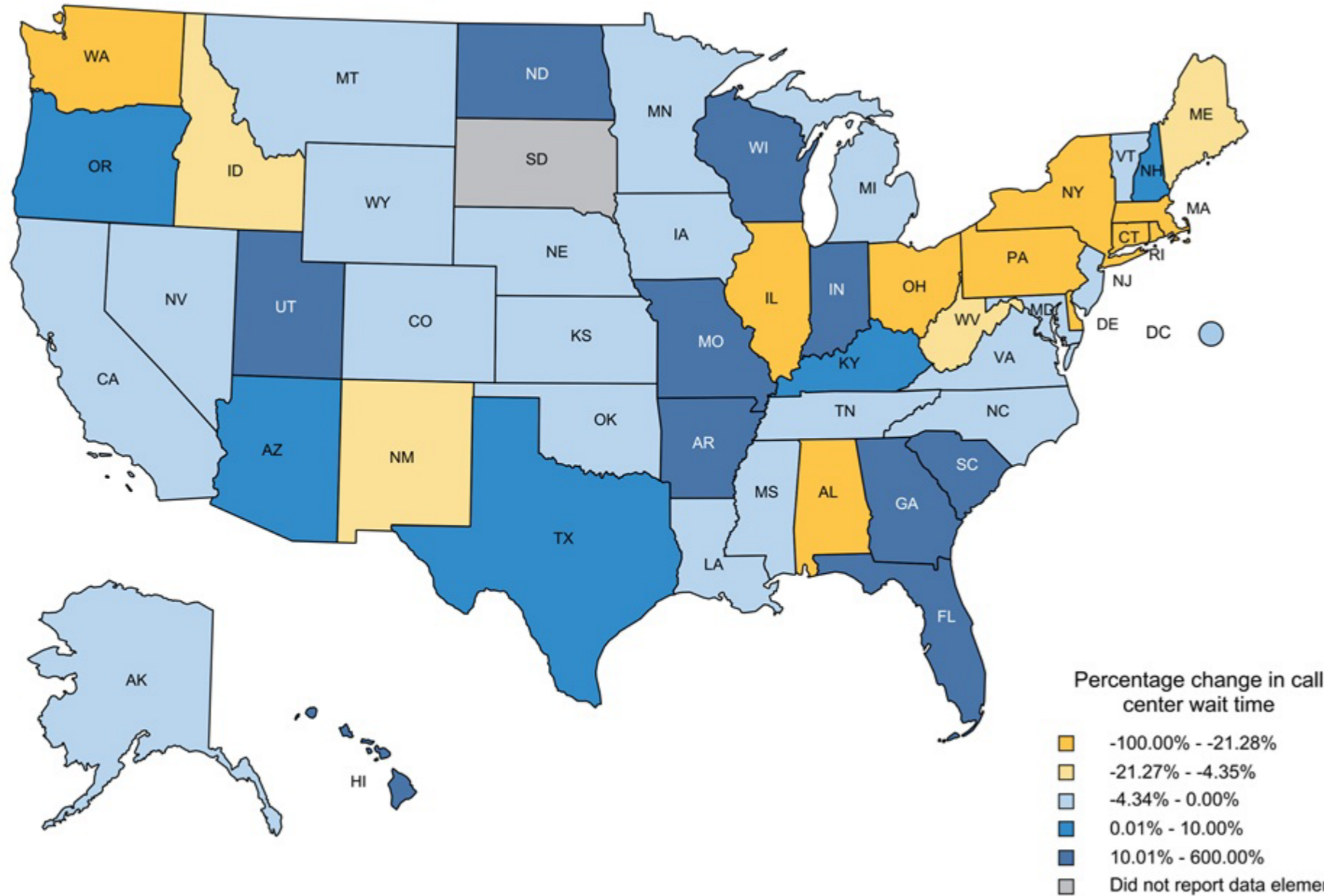
State	Avg Call Center Wait Time	% Change from Previous Month	State	Avg Call Center Wait Time	% Change from Previous Month
AK	17.00	0.00%	MT	37.00	0.00%
AL	0.00	-100.00%	NC	0.00	0.00%
AR	5.00	400.00%	ND	12.00	20.00%
AZ	12.00	9.09%	NE	4.00	0.00%
CA	4.00	0.00%	NH	11.00	10.00%
CO	1.00	0.00%	NJ	1.00	0.00%
CT	3.00	-25.00%	NM	32.00	-17.95%
DC	1.00	0.00%	NV	23.00	0.00%
DE	1.00	-50.00%	NY	1.00	-50.00%
FL	40.00	33.33%	OH	2.00	-50.00%
GA	24.00	71.43%	OK	0.00	0.00%
HI	5.00	150.00%	OR	13.00	8.33%
IA	0.00	0.00%	PA	5.00	-68.75%
ID	51.00	-8.93%	RI	37.00	-21.28%
IL	10.00	-28.57%	SC	7.00	600.00%
IN	3.00	50.00%	SD	NR	NR
KS	0.00	0.00%	TN	0.00	0.00%
KY	16.00	6.67%	TX	11.00	10.00%
LA	1.00	0.00%	UT	29.00	52.63%
MA	4.00	-60.00%	VA	1.00	0.00%
MD	1.00	0.00%	VT	1.00	0.00%
ME	22.00	-4.35%	WA	1.00	-85.71%
MI	1.00	0.00%	WI	8.00	60.00%
MN	1.00	0.00%	WV	5.00	-16.67%
MO	44.00	83.33%	WY	0.00	0.00%
MS	1.00	0.00%			

Percentage change in call center wait time
- -100.00% - -21.28%
- -21.27% - -4.35%
- -4.34% - 0.00%
- 0.01% - 10.00%
- 10.01% - 600.00%
- Did not report data element

Did not report data element   NR

© 2021 Mapbox © OpenStreetMap

Percentage point change in average call center abandonment rate, March 2023 to April 2023

Change in abandonment rate

- 🟧 -9.40% - -2.00%
- 🟨 -2.00% - -0.10%
- ⬜ -0.09% - 0.40%
- 🟦 0.40% - 1.80%
- 🟦 1.81% - 29.50%
- ⬜ Did not report data element

State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	27.00%	0.00%	MT	35.00%	-1.00%
AL	2.80%	-3.00%	NC	1.00%	0.00%
AR	12.80%	-2.40%	ND	54.40%	-0.70%
AZ	14.20%	0.30%	NE	12.30%	1.50%
CA	1.00%	-0.80%	NH	1.10%	-0.10%
CO	2.00%	0.90%	NJ	2.90%	0.10%
CT	4.10%	-2.00%	NM	23.50%	-2.90%
DC	4.00%	1.00%	NV	29.00%	0.00%
DE	14.30%	0.90%	NY	4.20%	-2.10%
FL	48.10%	9.20%	OH	3.00%	-2.00%
GA	0.70%	0.00%	OK	2.30%	0.50%
HI	17.00%	8.00%	OR	22.00%	2.00%
IA	0.30%	-0.20%	PA	7.20%	-3.80%
ID	7.40%	1.10%	RI	22.90%	5.10%
IL	28.40%	0.40%	SC	19.20%	16.80%
IN	6.00%	1.50%	SD	NR	NR
KS	29.80%	29.50%	TN	0.70%	0.40%
KY	0.30%	0.10%	TX	19.10%	13.40%
LA	3.80%	1.80%	UT	24.50%	4.10%
MA	5.90%	-9.40%	VA	0.50%	-0.80%
MD	3.90%	-2.30%	VT	0.50%	-0.10%
ME	30.00%	0.00%	WA	4.00%	0.20%
MI	2.20%	-1.10%	WI	13.00%	3.00%
MN	5.00%	1.00%	WV	8.80%	-4.60%
MO	41.40%	15.30%	WY	0.10%	0.00%
MS	3.70%	-2.60%			

Did not report data element   NR

Appendix

Considerations When Reviewing State Data

These data notes provide contextual information for users of these data. State-specific data quality notes can be found in the recently released Medicaid and CHIP CAA Reporting Metrics posted on Medicaid.gov/unwinding

Medicaid and CHIP Enrollment Totals

- Totals may not accurately reflect enrollment in CHIP programs

Counts of Total Applications

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

Considerations When Reviewing State Data (cont.)

MAGI Determination Processing Time

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

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