Medicaid and CHIP Unwinding Operations Snapshot – April 2024 Data

July 2024

CMS

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, 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]
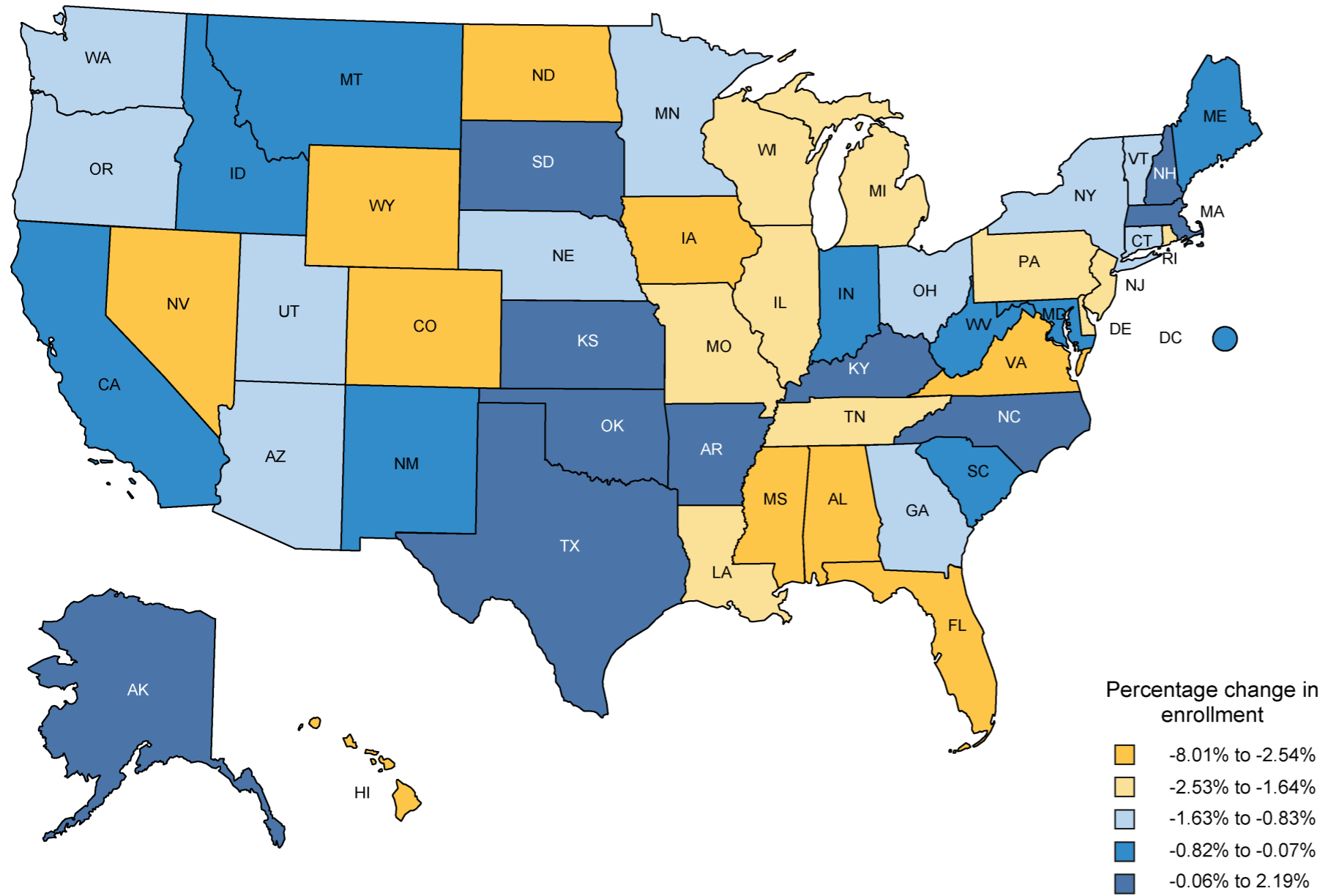- The Medicaid MAGI and CHIP Application Processing Time Report[3]

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 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.

Percentage change in total Medicaid and CHIP enrollment, March 2024 to April 2024

Percentage change in enrollment
- -8.01% to -2.54%
- -2.53% to -1.64%
- -1.63% to -0.83%
- -0.82% to -0.07%
- -0.06% to 2.19%

State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	248,307	0.89%	MT	231,418	-0.39%
AL	1,009,831	-2.64%	NC	2,648,378	0.73%
AR	779,540	0.27%	ND	104,045	-2.76%
AZ	2,032,704	-0.83%	NE	352,634	-1.06%
CA	13,617,100	-0.57%	NH	184,564	0.13%
CO	1,174,868	-4.50%	NJ	1,937,011	-2.37%
CT	951,387	-0.91%	NM	784,300	-0.27%
DC	264,332	-0.25%	NV	811,962	-5.32%
DE	270,248	-1.64%	NY	6,873,076	-1.56%
FL	3,901,821	-3.17%	OH	2,942,399	-1.44%
GA	1,997,710	-0.83%	OK	972,320	0.87%
HI	443,802	-2.54%	OR	1,427,016	-0.84%
IA	678,107	-3.12%	PA	3,191,750	-2.14%
ID	330,776	-0.07%	RI	329,405	-2.03%
IL	3,438,447	-2.48%	SC	1,141,154	-0.28%
IN	1,803,730	-0.41%	SD	128,701	2.19%
KS	427,581	0.01%	TN	1,488,857	-2.04%
KY	1,491,306	0.51%	TX	4,256,181	0.66%
LA	1,625,999	-1.93%	UT	333,720	-1.17%
MA	1,694,438	-0.03%	VA	1,872,300	-3.00%
MD	1,610,742	-0.23%	VT	163,601	-1.38%
ME	367,458	-0.69%	WA	1,852,472	-0.91%
MI	2,540,906	-2.38%	WI	1,241,679	-1.72%
MN	1,184,597	-1.07%	WV	515,813	-0.45%
MO	1,317,102	-2.13%	WY	66,431	-8.01%
MS	642,716	-5.23%	Total	81,696,742	-1.28%

Absolute change in total Medicaid and CHIP enrollment, March 2024 to April 2024
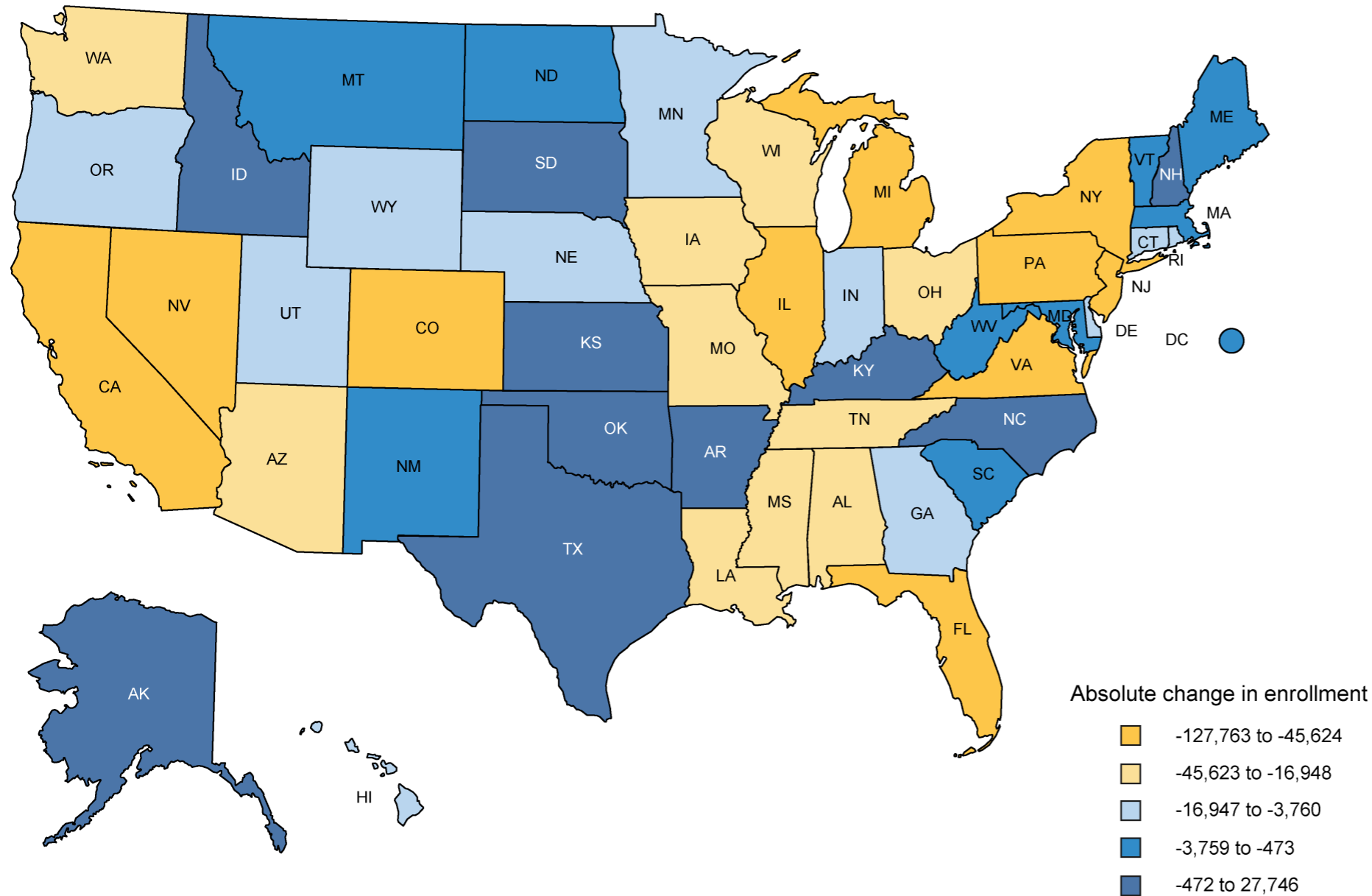
State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	248,307	2,191	MT	231,418	-913
AL	1,009,831	-27,333	NC	2,648,378	19,256
AR	779,540	2,100	ND	104,045	-2,952
AZ	2,032,704	-17,048	NE	352,634	-3,760
CA	13,617,100	-77,957	NH	184,564	239
CO	1,174,868	-55,325	NJ	1,937,011	-47,021
CT	951,387	-8,769	NM	784,300	-2,126
DC	264,332	-654	NV	811,962	-45,624
DE	270,248	-4,503	NY	6,873,076	-109,220
FL	3,901,821	-127,763	OH	2,942,399	-43,096
GA	1,997,710	-16,736	OK	972,320	8,352
HI	443,802	-11,588	OR	1,427,016	-12,063
IA	678,107	-21,835	PA	3,191,750	-69,649
ID	330,776	-219	RI	329,405	-6,826
IL	3,438,447	-87,564	SC	1,141,154	-3,150
IN	1,803,730	-7,512	SD	128,701	2,754
KS	427,581	27	TN	1,488,857	-31,040
KY	1,491,306	7,542	TX	4,256,181	27,746
LA	1,625,999	-31,941	UT	333,720	-3,958
MA	1,694,438	-473	VA	1,872,300	-57,951
MD	1,610,742	-3,731	VT	163,601	-2,282
ME	367,458	-2,549	WA	1,852,472	-16,948
MI	2,540,906	-61,861	WI	1,241,679	-21,687
MN	1,184,597	-12,831	WV	515,813	-2,340
MO	1,317,102	-28,699	WY	66,431	-5,781
MS	642,716	-35,472	Total	81,696,742	-1,060,543

Absolute change in enrollment

- -127,763 to -45,624
- -45,623 to -16,948
- -16,947 to -3,760
- -3,759 to -473
- -472 to 27,746

© 2021 Mapbox © OpenStreetMap

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

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

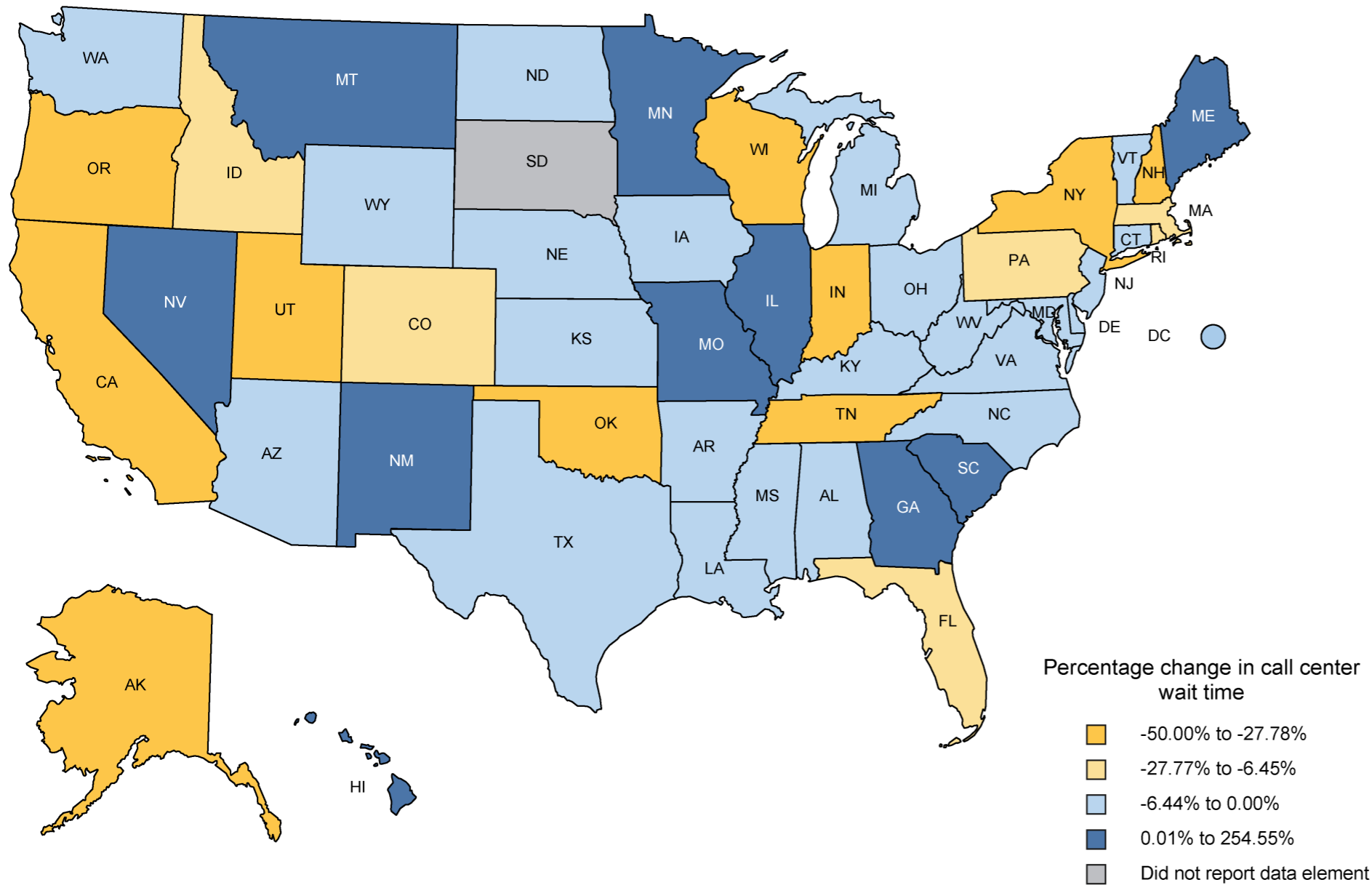| % MAGI > 45 days	
	0.00% to 0.47%
	0.48% to 3.68%
	3.69% to 10.66%
	10.67% to 20.74%
	20.75% to 52.19%

© 2021 Mapbox © OpenStreetMap
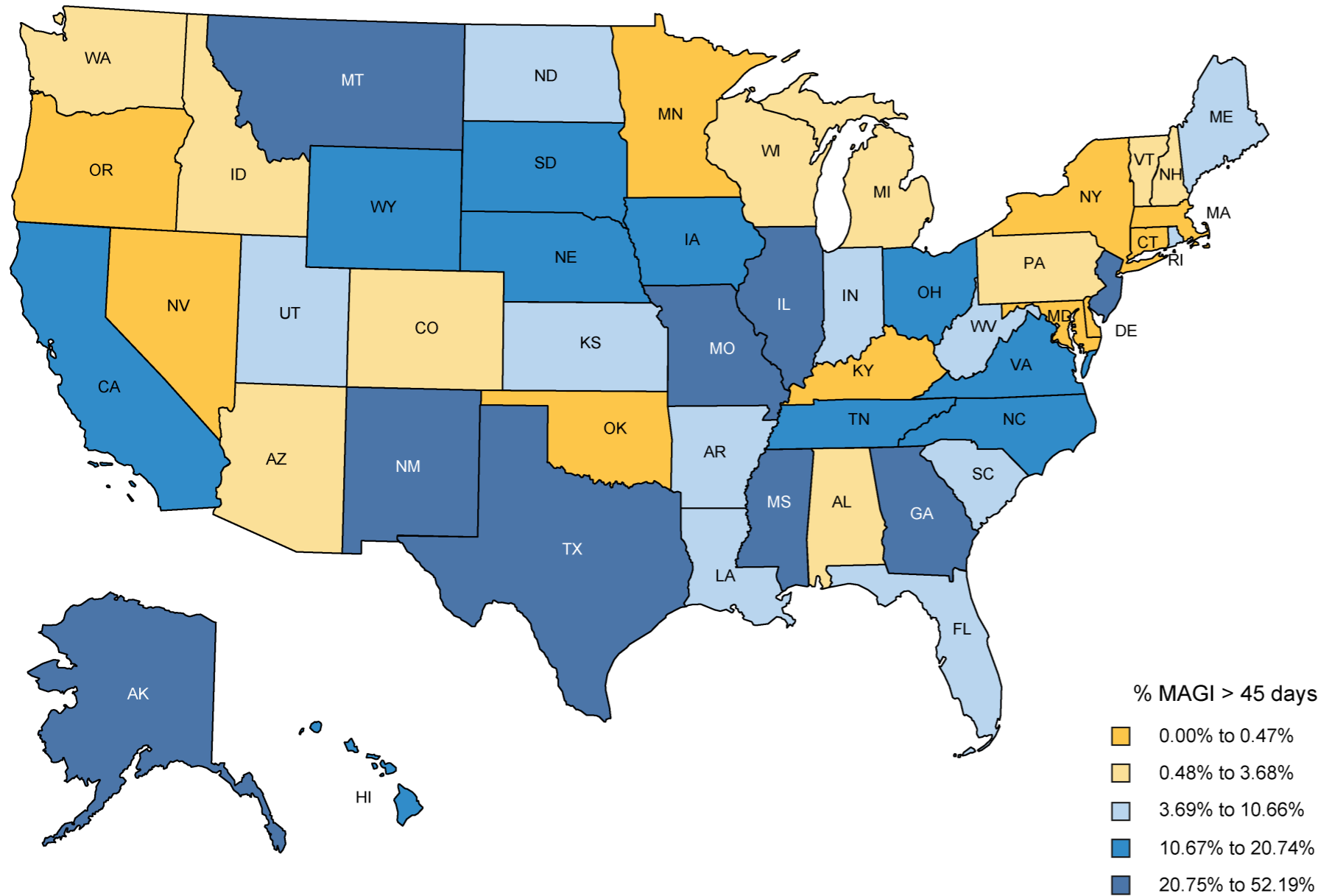
State	Total Application	% MAGI > 45	State	Total Application	% MAGI > 45
AK	2,926	48.08%	MT	4,239	47.21%
AL	10,909	1.08%	NC	31,728	13.65%
AR	22,527	5.18%	ND	3,525	5.14%
AZ	46,035	1.36%	NE	9,663	16.85%
CA	219,030	11.41%	NH	5,035	2.04%
CO	29,318	3.68%	NJ	46,310	28.24%
CT	17,526	0.15%	NM	15,802	45.65%
DC	1,056	46.65%	NV	22,505	0.47%
DE	4,994	0.00%	NY	119,730	0.00%
FL	422,204	10.66%	OH	75,162	20.74%
GA	53,351	52.19%	OK	56,940	0.00%
HI	2,890	13.19%	OR	15,636	0.00%
IA	21,899	14.15%	PA	95,487	0.87%
ID	9,902	3.30%	RI	1,572	4.44%
IL	63,399	30.92%	SC	22,748	4.55%
IN	66,859	6.43%	SD	3,433	14.61%
KS	15,240	10.51%	TN	35,080	18.59%
KY	10,277	0.20%	TX	98,731	48.69%
LA	26,175	5.39%	UT	27,945	5.18%
MA	24,345	0.21%	VA	35,024	19.30%
MD	100,703	0.00%	VT	3,700	3.58%
ME	6,157	8.24%	WA	162,913	3.03%
MI	57,134	3.20%	WI	23,419	1.03%
MN	20,490	0.00%	WV	16,592	8.36%
MO	25,784	30.27%	WY	1,690	14.39%
MS	19,168	22.62%			

Percentage change in average call center wait time, March 2024 to April 2024

Percentage change in call center wait time
- ■ -50.00% to -27.78%
- ■ -27.77% to -6.45%
- ■ -6.44% to 0.00%
- ■ 0.01% to 254.55%
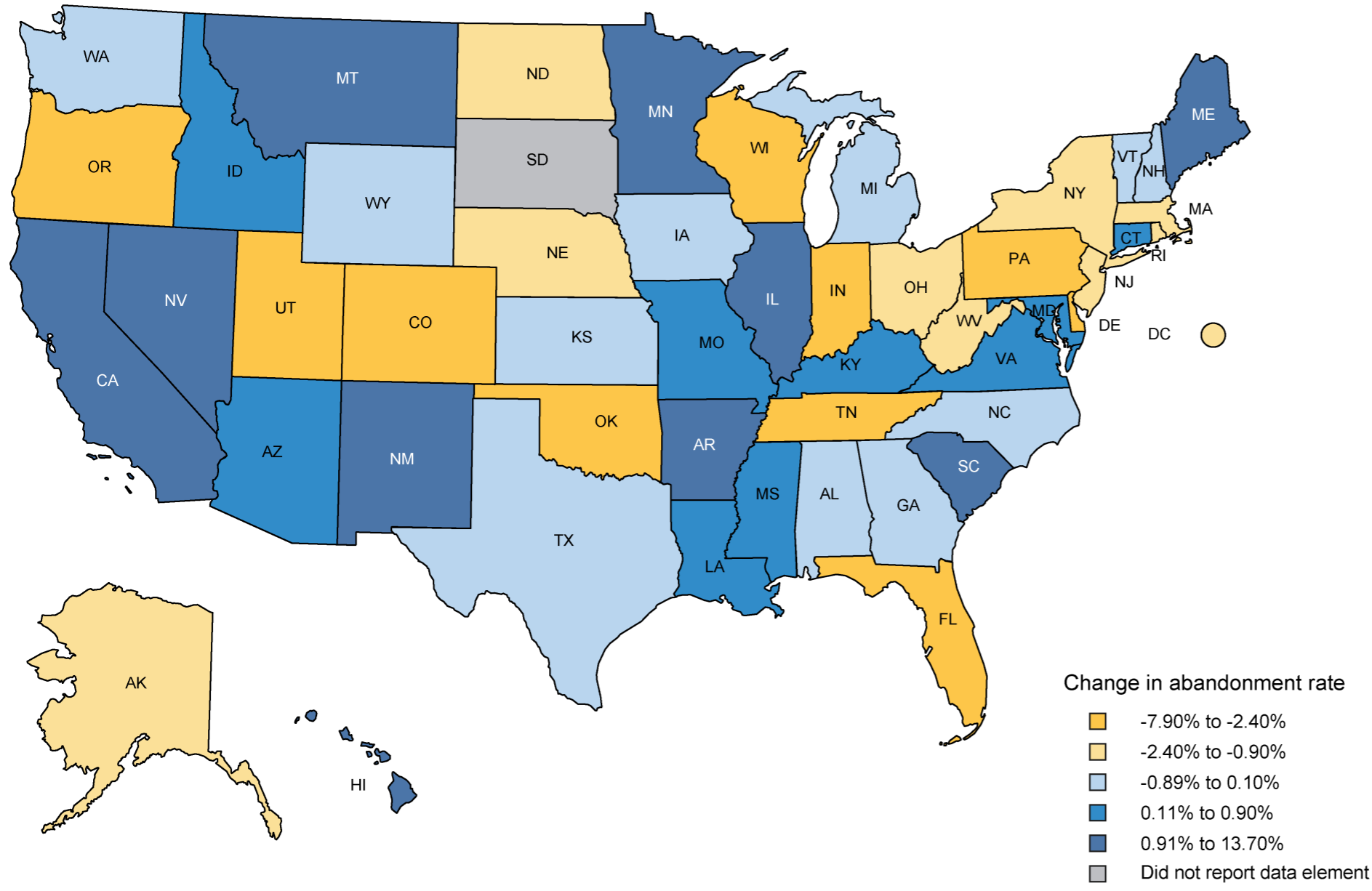- ■ Did not report data element

© 2021 Mapbox © OpenStreetMap

State	Avg Call Center Wait Time	% Change from Previous Month	State	Avg Call Center Wait Time	% Change from Previous Month
AK	12.00	-33.33%	MT	35.00	52.17%
AL	1.00	0.00%	NC	0.00	0.00%
AR	7.00	0.00%	ND	3.00	0.00%
AZ	5.00	0.00%	NE	4.00	0.00%
CA	3.00	-40.00%	NH	2.00	-33.33%
CO	8.00	-20.00%	NJ	3.00	0.00%
CT	1.00	0.00%	NM	47.00	9.30%
DC	1.00	0.00%	NV	30.00	50.00%
DE	1.00	0.00%	NY	3.00	-40.00%
FL	19.00	-17.39%	OH	1.00	0.00%
GA	14.00	40.00%	OK	17.00	-43.33%
HI	39.00	254.55%	OR	4.00	-33.33%
IA	0.00	0.00%	PA	8.00	-20.00%
ID	29.00	-6.45%	RI	18.00	-10.00%
IL	22.00	15.79%	SC	4.00	100.00%
IN	3.00	-50.00%	SD	NR	NR
KS	0.00	0.00%	TN	5.00	-37.50%
KY	0.00	0.00%	TX	1.00	0.00%
LA	2.00	0.00%	UT	13.00	-27.78%
MA	3.00	-25.00%	VA	1.00	0.00%
MD	1.00	0.00%	VT	1.00	0.00%
ME	6.00	20.00%	WA	1.00	0.00%
MI	1.00	0.00%	WI	5.00	-28.57%
MN	15.00	87.50%	WV	10.00	0.00%
MO	62.00	6.90%	WY	2.00	0.00%
MS	0.00	0.00%	*Did not report data element*		NR

Percentage point change in average call center abandonment rate, March 2024 to April 2024

Change in abandonment rate
- -7.90% to -2.40%
- -2.40% to -0.90%
- -0.89% to 0.10%
- 0.11% to 0.90%
- 0.91% to 13.70%
- 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%	-1.00%	MT	46.00%	10.00%
AL	4.90%	0.10%	NC	0.80%	0.00%
AR	5.30%	3.20%	ND	8.60%	-1.00%
AZ	10.00%	0.60%	NE	11.50%	-0.90%
CA	14.60%	13.70%	NH	4.00%	0.00%
CO	14.50%	-5.80%	NJ	3.50%	-1.90%
CT	2.00%	0.70%	NM	22.20%	1.00%
DC	2.00%	-1.00%	NV	25.00%	5.90%
DE	18.50%	-2.80%	NY	14.00%	-1.90%
FL	29.40%	-7.90%	OH	1.00%	-1.00%
GA	0.60%	-0.20%	OK	31.80%	-4.40%
HI	32.00%	8.00%	OR	10.20%	-3.20%
IA	1.30%	-0.10%	PA	14.60%	-2.50%
ID	7.10%	0.50%	RI	28.50%	-1.30%
IL	33.20%	3.30%	SC	7.50%	3.20%
IN	4.30%	-4.30%	SD	NR	NR
KS	0.50%	0.10%	TN	7.30%	-2.40%
KY	1.00%	0.30%	TX	2.30%	-0.30%
LA	8.70%	0.30%	UT	19.30%	-4.10%
MA	4.60%	-1.00%	VA	1.60%	0.40%
MD	5.70%	0.90%	VT	0.40%	-0.50%
ME	11.00%	1.00%	WA	12.50%	0.10%
MI	2.00%	-0.20%	WI	7.40%	-2.60%
MN	31.00%	11.00%	WV	11.70%	-2.40%
MO	64.20%	0.90%	WY	0.60%	0.00%
MS	3.30%	0.90%	*Did not report data element*		NR

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 not include all MAGI determinations on applications
- 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