Medicaid and CHIP Unwinding Operations Snapshot – March 2024 Data

June 2024

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

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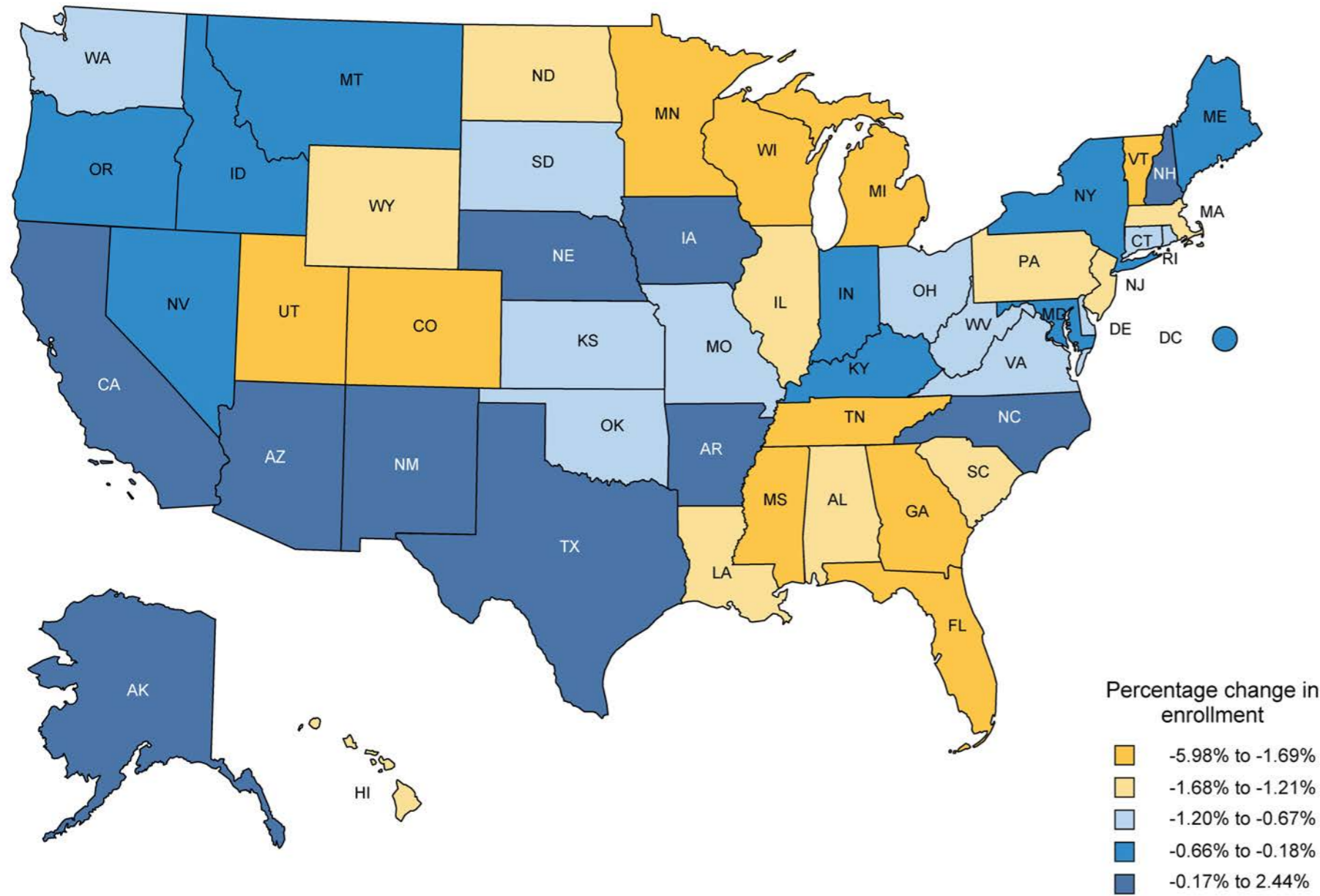- The Medicaid MAGI and CHIP Application Processing Time Report[3]

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, February 2024 to March 2024

Percentage change in enrollment

- -5.98% to -1.69%
- -1.68% to -1.21%
- -1.20% to -0.67%
- -0.66% to -0.18%
- -0.17% to 2.44%

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State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	246,116	0.30%	MT	232,331	-0.48%
AL	1,037,164	-1.35%	NC	2,629,122	0.83%
AR	777,440	-0.12%	ND	106,997	-1.50%
AZ	2,049,752	0.45%	NE	356,394	-0.02%
CA	13,695,057	0.03%	NH	184,325	0.28%
CO	1,230,193	-5.98%	NJ	1,984,032	-1.39%
CT	960,156	-0.89%	NM	786,426	0.02%
DC	264,986	-0.47%	NV	857,586	-0.58%
DE	274,751	-1.13%	NY	6,982,296	-0.56%
FL	4,029,584	-1.74%	OH	2,985,495	-0.97%
GA	2,014,446	-1.73%	OK	963,968	-1.16%
HI	455,390	-1.33%	OR	1,439,079	-0.66%
IA	699,942	0.10%	PA	3,261,399	-1.55%
ID	330,995	-0.18%	RI	336,231	-1.20%
IL	3,526,011	-1.36%	SC	1,144,304	-1.21%
IN	1,811,242	-0.36%	SD	125,947	-0.69%
KS	427,554	-0.67%	TN	1,519,897	-1.90%
KY	1,483,764	-0.33%	TX	4,228,435	2.44%
LA	1,657,940	-1.60%	UT	331,731	-4.33%
MA	1,694,911	-1.29%	VA	1,930,251	-1.09%
MD	1,614,473	-0.33%	VT	165,883	-1.69%
ME	370,007	-0.60%	WA	1,869,420	-0.91%
MI	2,602,767	-1.89%	WI	1,263,366	-2.42%
MN	1,197,428	-3.71%	WV	518,153	-0.71%
MO	1,345,801	-0.69%	WY	72,212	-1.44%
MS	678,188	-1.70%	Total	82,751,338	-0.76%

Absolute change in total Medicaid and CHIP enrollment, February 2024 to March 2024

Absolute change in enrollment
- -78,314 to -29,414
- -29,413 to -11,760
- -11,759 to -3,708
- -3,707 to -873
- -872 to 100,845

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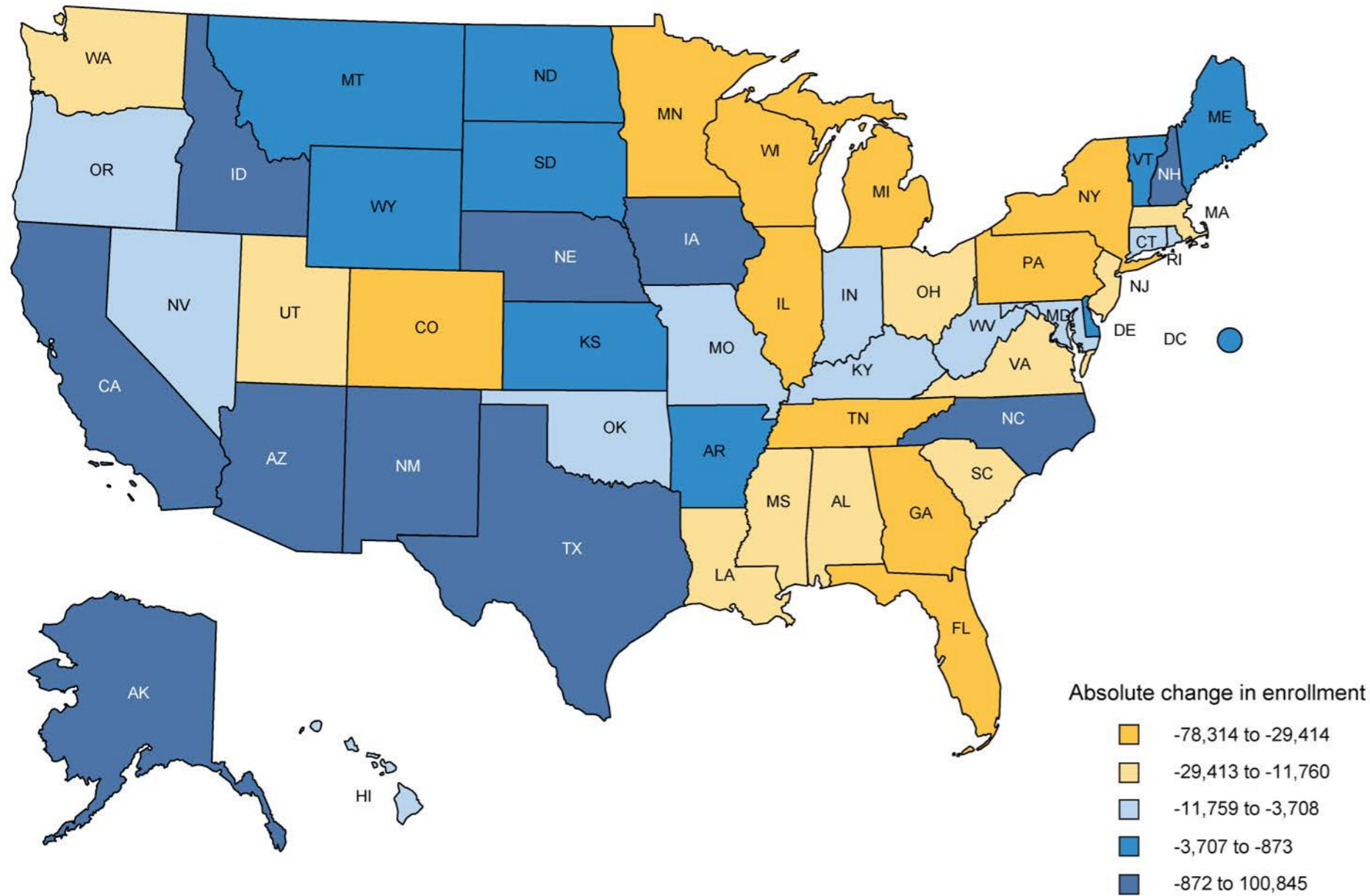
State	Total Enrollment	Abs Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	246,116	734	MT	232,331	-1,124
AL	1,037,164	-14,197	NC	2,629,122	21,589
AR	777,440	-915	ND	106,997	-1,632
AZ	2,049,752	9,113	NE	356,394	-81
CA	13,695,057	4,248	NH	184,325	508
CO	1,230,193	-78,314	NJ	1,984,032	-28,042
CT	960,156	-8,637	NM	786,426	157
DC	264,986	-1,249	NV	857,586	-4,973
DE	274,751	-3,147	NY	6,982,296	-39,341
FL	4,029,584	-71,268	OH	2,985,495	-29,331
GA	2,014,446	-35,402	OK	963,968	-11,302
HI	455,390	-6,142	OR	1,439,079	-9,568
IA	699,942	717	PA	3,261,399	-51,429
ID	330,995	-604	RI	336,231	-4,074
IL	3,526,011	-48,578	SC	1,144,304	-13,975
IN	1,811,242	-6,523	SD	125,947	-873
KS	427,554	-2,870	TN	1,519,897	-29,414
KY	1,483,764	-4,854	TX	4,228,435	100,845
LA	1,657,940	-26,990	UT	331,731	-15,030
MA	1,694,911	-22,111	VA	1,930,251	-21,188
MD	1,614,473	-5,423	VT	165,883	-2,853
ME	370,007	-2,252	WA	1,869,420	-17,148
MI	2,602,767	-50,134	WI	1,263,366	-31,316
MN	1,197,428	-46,185	WV	518,153	-3,708
MO	1,345,801	-9,354	WY	72,212	-1,053
MS	678,188	-11,760	Total	82,751,338	-636,453

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Total applications received and percentage of MAGI determinations at application processed in over 45 days, March 2024
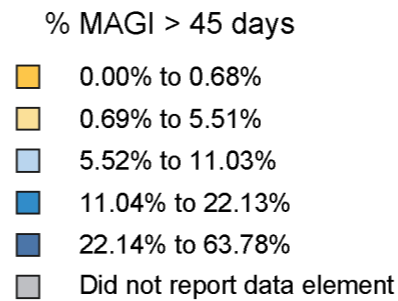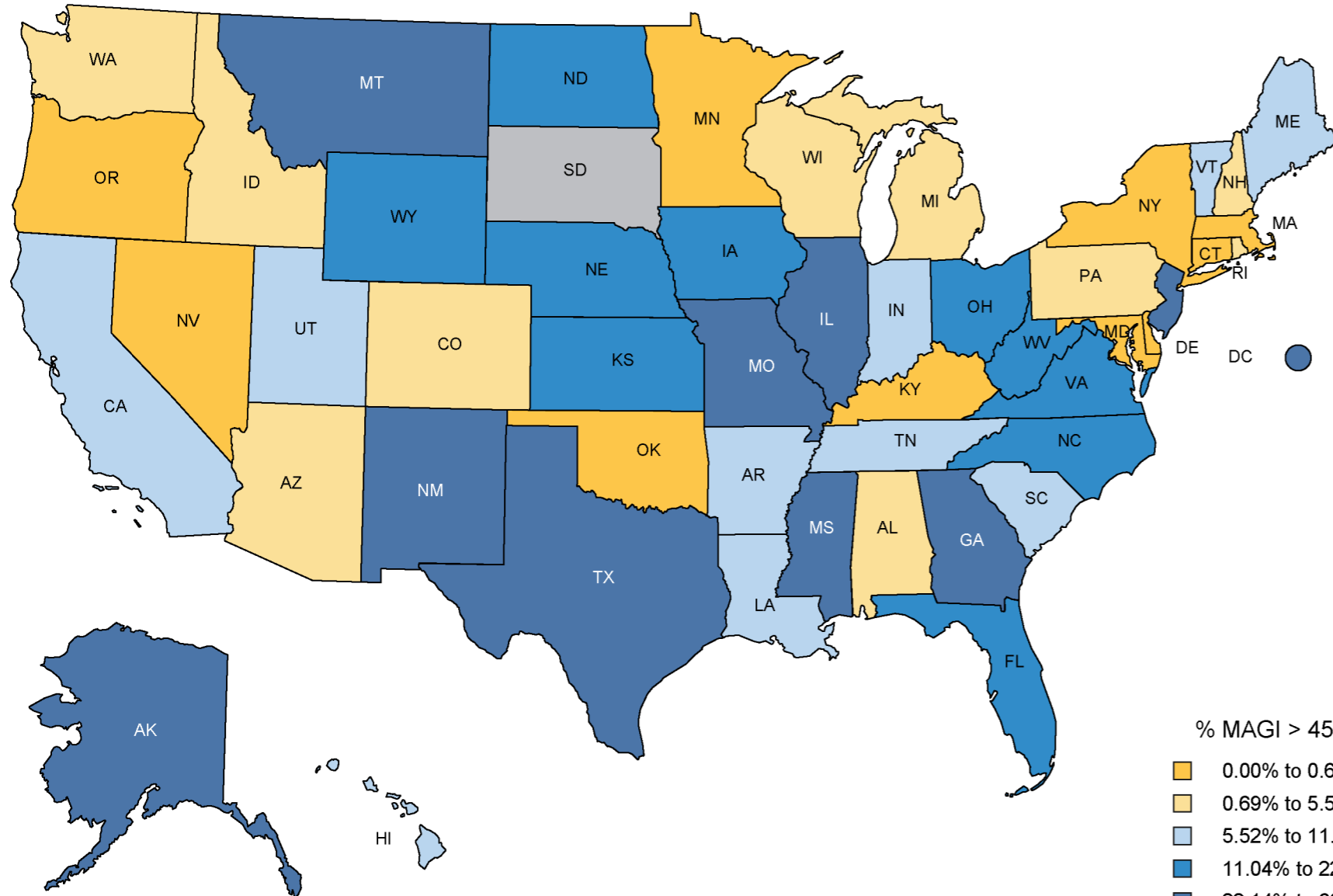
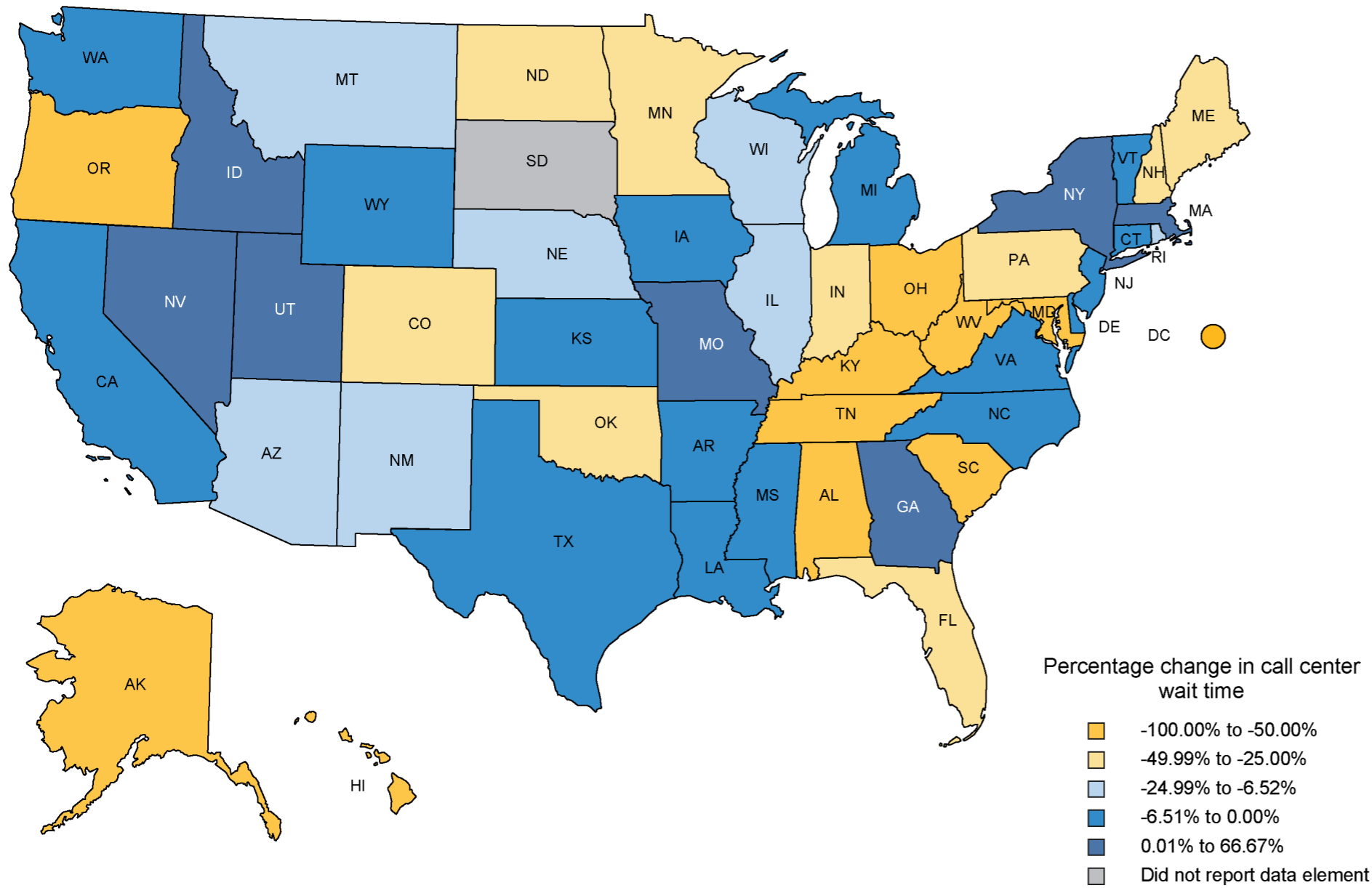| State	Total Application	% MAGI > 45	State	Total Application	% MAGI > 45
AK	3,531	43.14%	MT	3,930	40.77%
AL	10,666	0.77%	NC	30,823	14.03%
AR	19,882	6.17%	ND	2,420	16.77%
AZ	87,757	1.82%	NE	9,437	17.46%
CA	222,303	10.80%	NH	5,134	1.77%
CO	28,066	4.38%	NJ	41,738	34.76%
CT	16,961	0.06%	NM	14,989	46.93%
DC	1,163	47.01%	NV	18,057	0.68%
DE	5,126	0.00%	NY	117,699	0.00%
FL	320,319	11.29%	OH	72,384	22.13%
GA	51,836	41.98%	OK	63,407	0.00%
HI	2,617	6.71%	OR	14,851	0.00%
IA	19,957	16.57%	PA	81,463	4.21%
ID	9,333	2.93%	RI	1,662	5.40%
IL	59,460	32.02%	SC	20,602	5.67%
IN	67,143	10.66%	SD	3,449	NR
KS	14,581	13.69%	TN	29,120	11.03%
KY	9,986	0.09%	TX	90,921	46.80%
LA	24,405	6.43%	UT	27,972	6.21%
MA	28,028	0.31%	VA	32,024	20.91%
MD	106,067	0.00%	VT	3,823	6.48%
ME	6,569	8.55%	WA	160,377	4.18%
MI	52,031	5.51%	WI	21,216	1.18%
MN	19,815	0.00%	WV	19,344	11.80%
MO	25,208	63.78%	WY	1,389	13.39%
MS	18,509	29.13%	*Did not report data element*		NR

% MAGI > 45 days
- 0.00% to 0.68%
- 0.69% to 5.51%
- 5.52% to 11.03%
- 11.04% to 22.13%
- 22.14% to 63.78%
- Did not report data element

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

| State	Avg Call Center Wait Time	% Change from Previous Month	State	Avg Call Center Wait Time	% Change from Previous Month
AK	18.00	-55.00%	MT	23.00	-20.69%
AL	1.00	-50.00%	NC	0.00	0.00%
AR	7.00	0.00%	ND	3.00	-40.00%
AZ	5.00	-16.67%	NE	4.00	-20.00%
CA	5.00	0.00%	NH	3.00	-25.00%
CO	10.00	-33.33%	NJ	3.00	0.00%
CT	1.00	0.00%	NM	43.00	-6.52%
DC	1.00	-50.00%	NV	20.00	5.26%
DE	1.00	0.00%	NY	5.00	66.67%
FL	23.00	-28.13%	OH	1.00	-50.00%
GA	10.00	25.00%	OK	30.00	-34.78%
HI	11.00	-52.17%	OR	6.00	-50.00%
IA	0.00	0.00%	PA	10.00	-47.37%
ID	31.00	14.81%	RI	20.00	-20.00%
IL	19.00	-17.39%	SC	2.00	-50.00%
IN	6.00	-45.45%	SD	NR	NR
KS	0.00	0.00%	TN	8.00	-72.41%
KY	0.00	-100.00%	TX	1.00	0.00%
LA	2.00	0.00%	UT	18.00	5.88%
MA	4.00	33.33%	VA	1.00	0.00%
MD	1.00	-50.00%	VT	1.00	0.00%
ME	5.00	-44.44%	WA	1.00	0.00%
MI	1.00	0.00%	WI	7.00	-12.50%
MN	8.00	-27.27%	WV	10.00	-50.00%
MO	58.00	3.57%	WY	2.00	0.00%
MS	0.00	0.00%	*Did not report data element*		NR

Percentage change in call center wait time

- ☐ -100.00% to -50.00%
- ☐ -49.99% to -25.00%
- ☐ -24.99% to -6.52%
- ☐ -6.51% to 0.00%
- ☐ 0.01% to 66.67%
- ☐ Did not report data element

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Percentage point change in average call center abandonment rate, February 2024 to March 2024
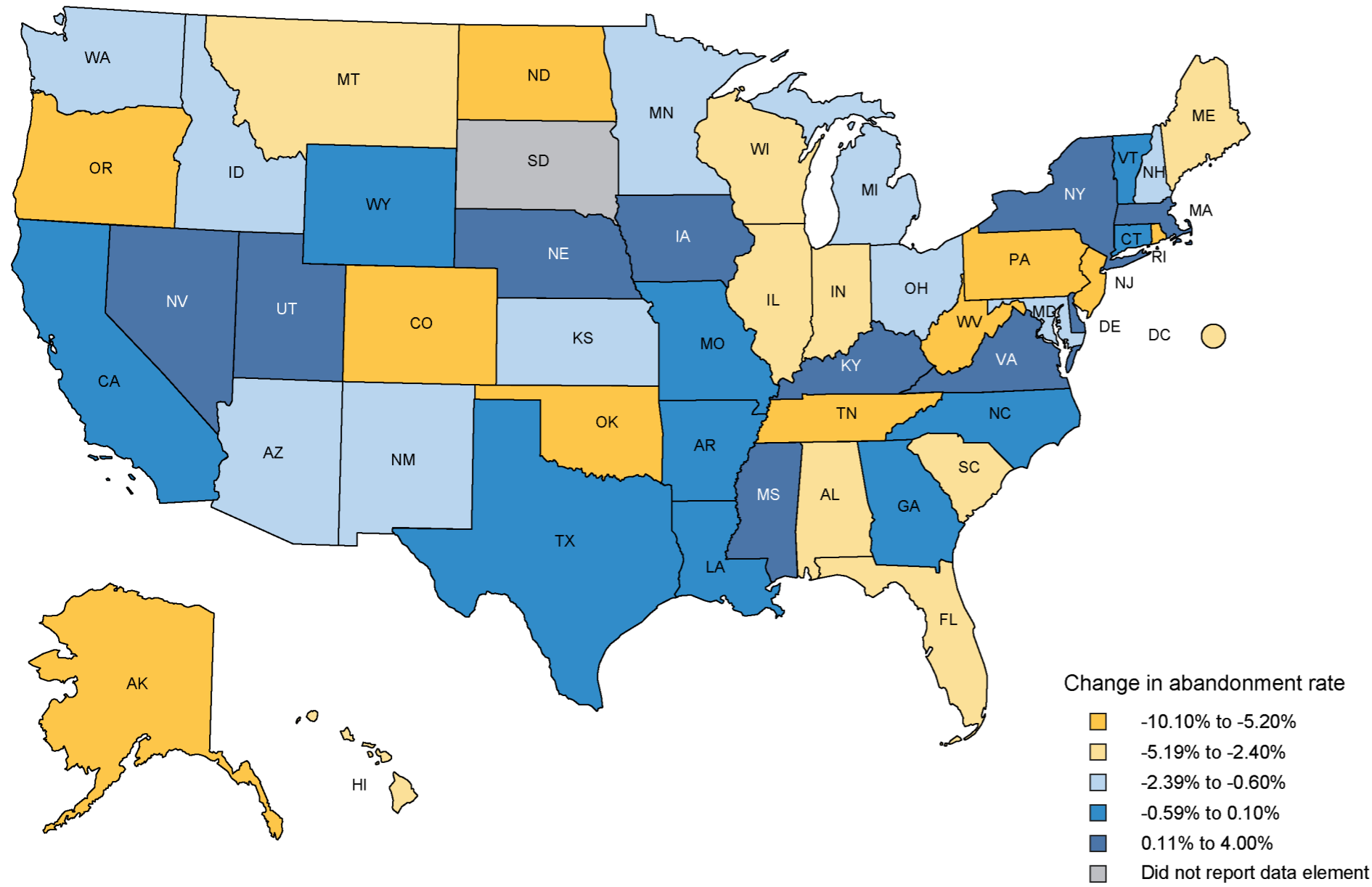
State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	16.00%	-10.00%	MT	36.00%	-4.00%
AL	4.80%	-4.10%	NC	0.80%	-0.40%
AR	2.10%	-0.50%	ND	9.60%	-6.40%
AZ	9.40%	-0.60%	NE	12.40%	2.50%
CA	0.90%	0.10%	NH	4.00%	-1.00%
CO	20.30%	-7.70%	NJ	5.40%	-5.20%
CT	1.30%	-0.30%	NM	21.20%	-1.60%
DC	3.00%	-3.00%	NV	19.10%	1.20%
DE	21.30%	2.60%	NY	15.90%	3.90%
FL	37.30%	-3.80%	OH	2.00%	-1.00%
GA	0.80%	-0.20%	OK	36.20%	-5.70%
HI	24.00%	-3.00%	OR	13.40%	-10.00%
IA	1.40%	0.70%	PA	17.10%	-10.10%
ID	6.60%	-0.70%	RI	30.40%	-9.70%
IL	29.90%	-3.20%	SC	4.30%	-2.80%
IN	8.60%	-4.80%	SD	NR	NR
KS	0.40%	-0.60%	TN	9.70%	-9.70%
KY	0.70%	0.40%	TX	2.60%	-0.50%
LA	8.40%	0.00%	UT	23.40%	4.00%
MA	5.60%	0.60%	VA	1.20%	0.70%
MD	4.80%	-1.30%	VT	0.90%	-0.20%
ME	10.00%	-4.00%	WA	12.40%	-0.60%
MI	2.20%	-1.30%	WI	10.00%	-2.40%
MN	20.00%	-2.00%	WV	14.10%	-9.00%
MO	63.30%	-0.40%	WY	0.60%	-0.20%
MS	2.40%	0.20%	*Did not report data element*		NR

Change in abandonment rate
- -10.10% to -5.20%
- -5.19% to -2.40%
- -2.39% to -0.60%
- -0.59% to 0.10%
- 0.11% to 4.00%
- Did not report data element

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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