Medicaid and CHIP Unwinding Operations Snapshot – May 2024 Data

August 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, April 2024 to May 2024
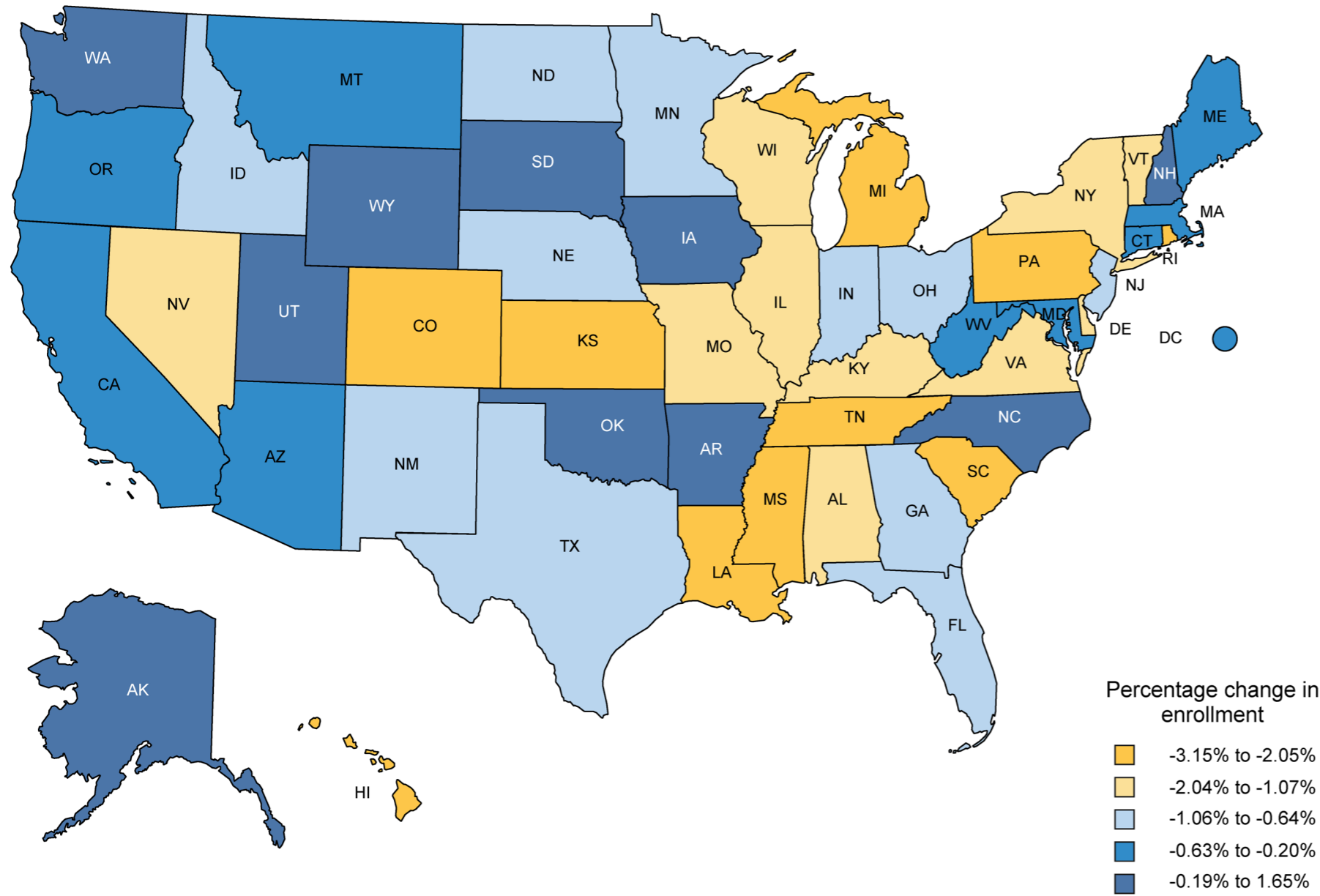
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	249,770	0.59%	MT	230,222	-0.52%
AL	993,581	-1.61%	NC	2,662,955	0.55%
AR	784,633	0.65%	ND	103,011	-0.99%
AZ	2,025,230	-0.37%	NE	348,927	-1.05%
CA	13,541,144	-0.56%	NH	184,296	-0.15%
CO	1,146,718	-2.40%	NJ	1,921,476	-0.80%
CT	945,931	-0.57%	NM	776,681	-0.97%
DC	263,400	-0.35%	NV	798,692	-1.63%
DE	265,507	-1.75%	NY	6,788,834	-1.23%
FL	3,867,608	-0.88%	OH	2,915,347	-0.92%
GA	1,980,502	-0.86%	OK	986,148	1.42%
HI	429,832	-3.15%	OR	1,418,094	-0.63%
IA	678,085	0.00%	PA	3,126,082	-2.06%
ID	328,384	-0.72%	RI	320,988	-2.56%
IL	3,379,793	-1.71%	SC	1,115,174	-2.28%
IN	1,788,233	-0.86%	SD	130,827	1.65%
KS	418,808	-2.05%	TN	1,442,757	-3.10%
KY	1,465,902	-1.70%	TX	4,223,984	-0.76%
LA	1,587,448	-2.37%	UT	334,872	0.35%
MA	1,685,071	-0.55%	VA	1,845,822	-1.41%
MD	1,607,486	-0.20%	VT	161,854	-1.07%
ME	366,428	-0.28%	WA	1,851,703	-0.04%
MI	2,460,925	-3.15%	WI	1,222,976	-1.51%
MN	1,177,036	-0.64%	WV	514,248	-0.30%
MO	1,300,518	-1.26%	WY	66,550	0.18%
MS	625,454	-2.69%	Total	80,855,947	-1.03%

Percentage change in enrollment

- -3.15% to -2.05%
- -2.04% to -1.07%
- -1.06% to -0.64%
- -0.63% to -0.20%
- -0.19% to 1.65%

© 2021 Mapbox © OpenStreetMap

CENTERS FOR MEDICARE & MEDICAID SERVICES

Absolute change in total Medicaid and CHIP enrollment, April 2024 to May 2024
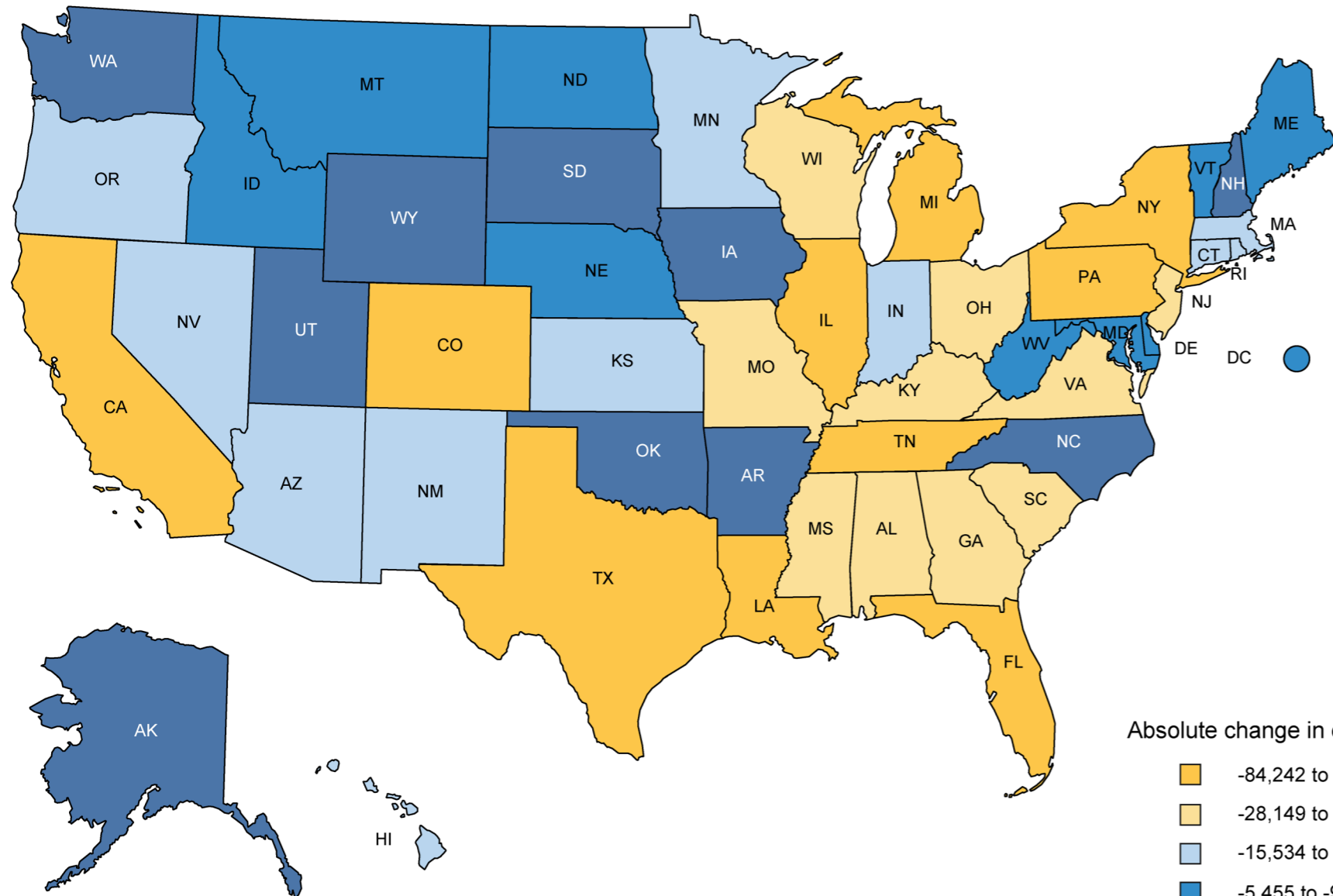
Absolute change in enrollment
- ■ -84,242 to -28,150
- ■ -28,149 to -15,535
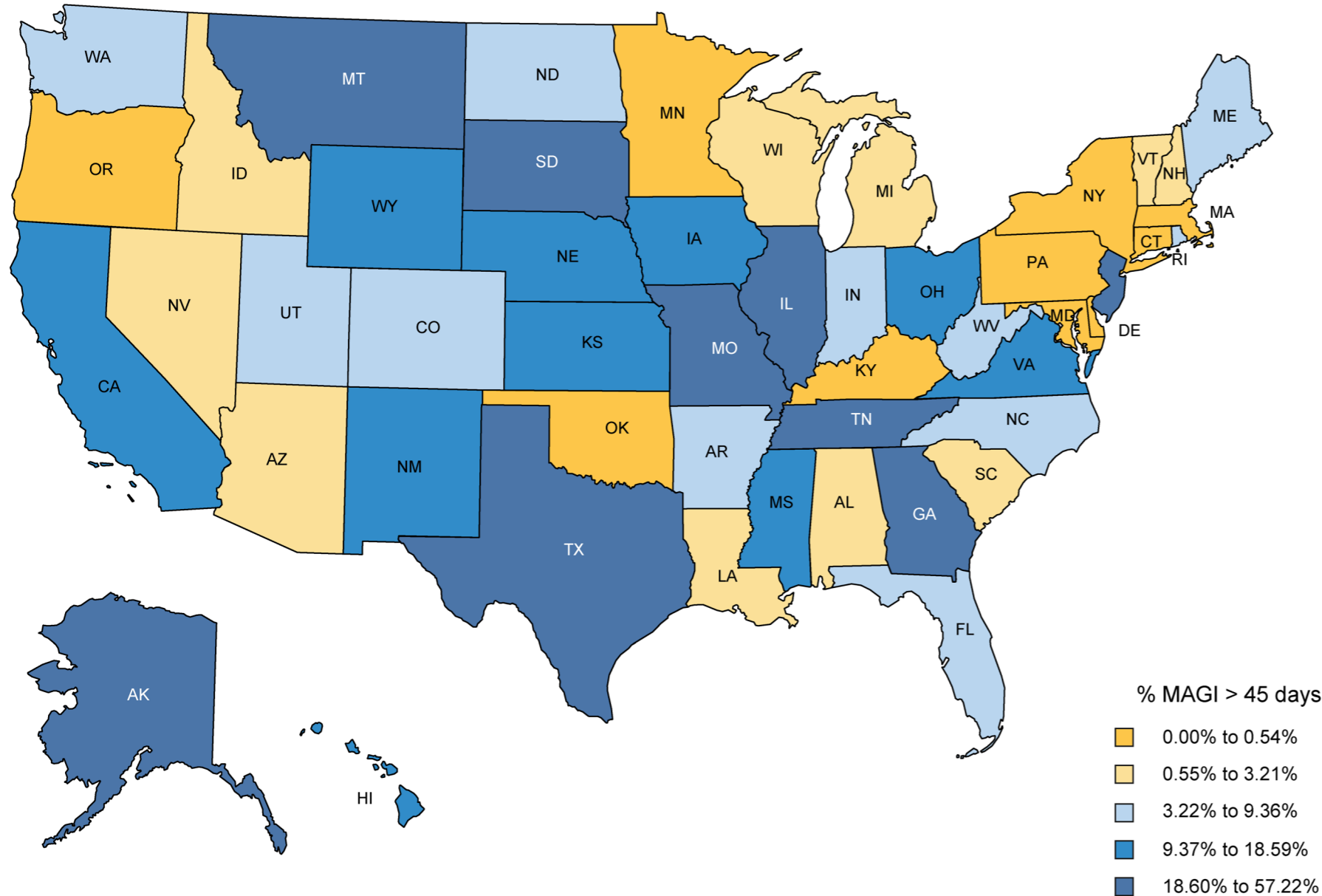- ■ -15,534 to -5,456
- ■ -5,455 to -932
- ■ -931 to 14,577

© 2021 Mapbox © OpenStreetMap

State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	249,770	1,463	MT	230,222	-1,196
AL	993,581	-16,250	NC	2,662,955	14,577
AR	784,633	5,093	ND	103,011	-1,034
AZ	2,025,230	-7,474	NE	348,927	-3,707
CA	13,541,144	-75,956	NH	184,296	-268
CO	1,146,718	-28,150	NJ	1,921,476	-15,535
CT	945,931	-5,456	NM	776,681	-7,619
DC	263,400	-932	NV	798,692	-13,270
DE	265,507	-4,741	NY	6,788,834	-84,242
FL	3,867,608	-34,213	OH	2,915,347	-27,052
GA	1,980,502	-17,208	OK	986,148	13,828
HI	429,832	-13,970	OR	1,418,094	-8,922
IA	678,085	-22	PA	3,126,082	-65,668
ID	328,384	-2,392	RI	320,988	-8,417
IL	3,379,793	-58,654	SC	1,115,174	-25,980
IN	1,788,233	-15,497	SD	130,827	2,126
KS	418,808	-8,773	TN	1,442,757	-46,100
KY	1,465,902	-25,404	TX	4,223,984	-32,197
LA	1,587,448	-38,551	UT	334,872	1,152
MA	1,685,071	-9,367	VA	1,845,822	-26,478
MD	1,607,486	-3,256	VT	161,854	-1,747
ME	366,428	-1,030	WA	1,851,703	-769
MI	2,460,925	-79,981	WI	1,222,976	-18,703
MN	1,177,036	-7,561	WV	514,248	-1,565
MO	1,300,518	-16,584	WY	66,550	119
MS	625,454	-17,262	Total	80,855,947	-840,795

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

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

% MAGI > 45 days
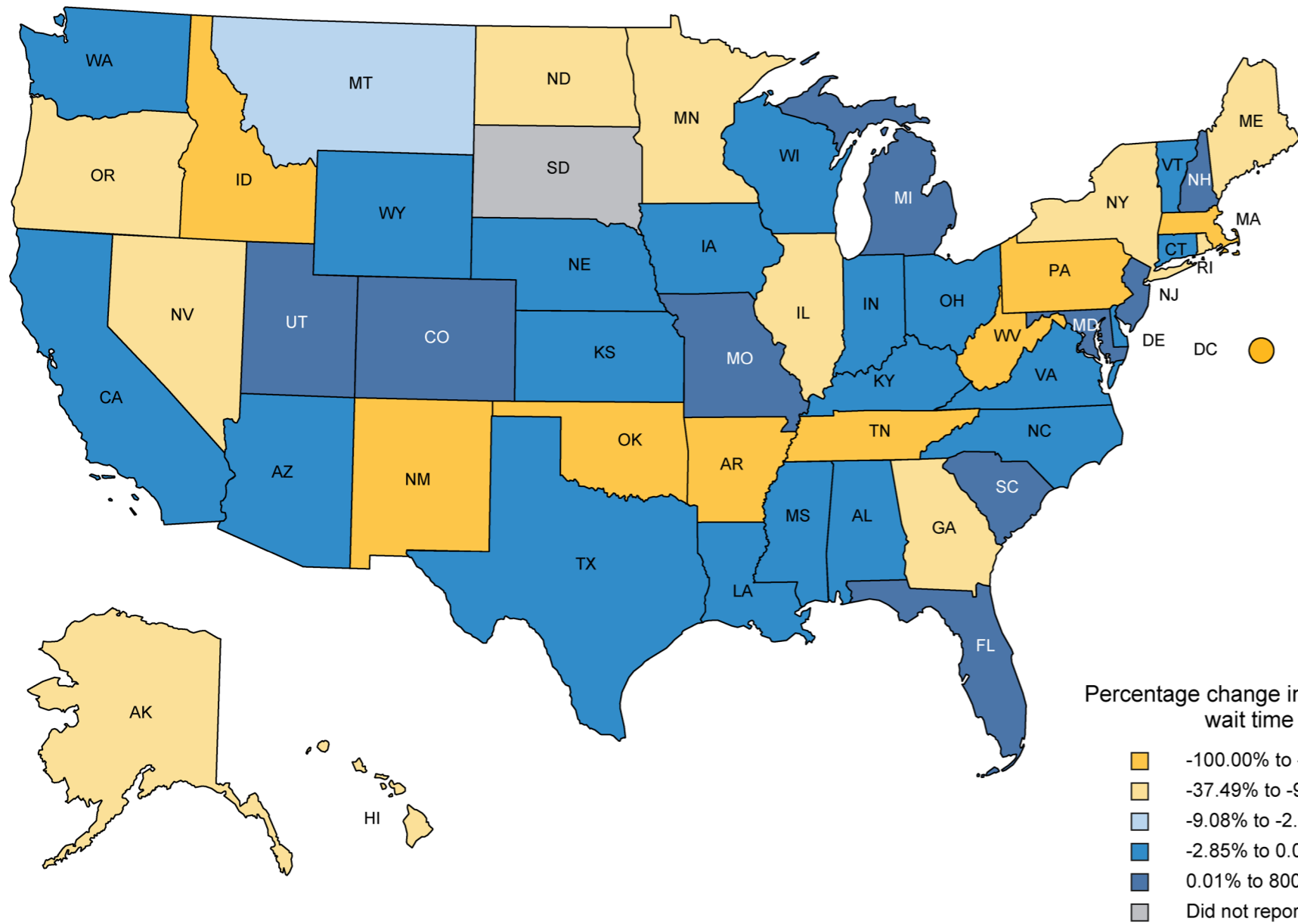- 0.00% to 0.54%
- 0.55% to 3.21%
- 3.22% to 9.36%
- 9.37% to 18.59%
- 18.60% to 57.22%

© 2021 Mapbox © OpenStreetMap

State	Total Application	% MAGI > 45	State	Total Application	% MAGI > 45
AK	2,697	57.22%	MT	3,757	44.59%
AL	11,682	1.26%	NC	30,299	9.36%
AR	19,853	4.91%	ND	2,862	4.81%
AZ	49,494	1.04%	NE	9,993	11.07%
CA	209,512	11.01%	NH	4,915	1.92%
CO	28,338	3.72%	NJ	44,509	29.76%
CT	16,446	0.03%	NM	15,404	12.62%
DC	1,237	29.87%	NV	20,939	0.61%
DE	4,918	0.00%	NY	117,815	0.00%
FL	326,625	8.84%	OH	75,045	17.78%
GA	51,026	46.59%	OK	52,116	0.00%
HI	3,071	16.54%	OR	15,610	0.00%
IA	20,282	10.70%	PA	82,665	0.54%
ID	10,068	1.46%	RI	1,605	4.95%
IL	60,934	27.42%	SC	25,634	3.00%
IN	64,959	3.71%	SD	4,046	19.15%
KS	14,825	11.90%	TN	34,836	22.47%
KY	10,181	0.17%	TX	72,235	42.54%
LA	26,812	3.21%	UT	26,275	3.59%
MA	24,785	0.18%	VA	33,862	18.59%
MD	108,422	0.00%	VT	3,461	2.67%
ME	6,344	6.47%	WA	161,641	3.85%
MI	57,283	2.36%	WI	22,029	0.77%
MN	19,269	0.00%	WV	16,038	6.90%
MO	25,257	29.98%	WY	1,697	9.58%
MS	19,721	15.61%			

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

Percentage change in call center wait time

- ☐ -100.00% to -37.50%
- ☐ -37.49% to -9.09%
- ☐ -9.08% to -2.86%
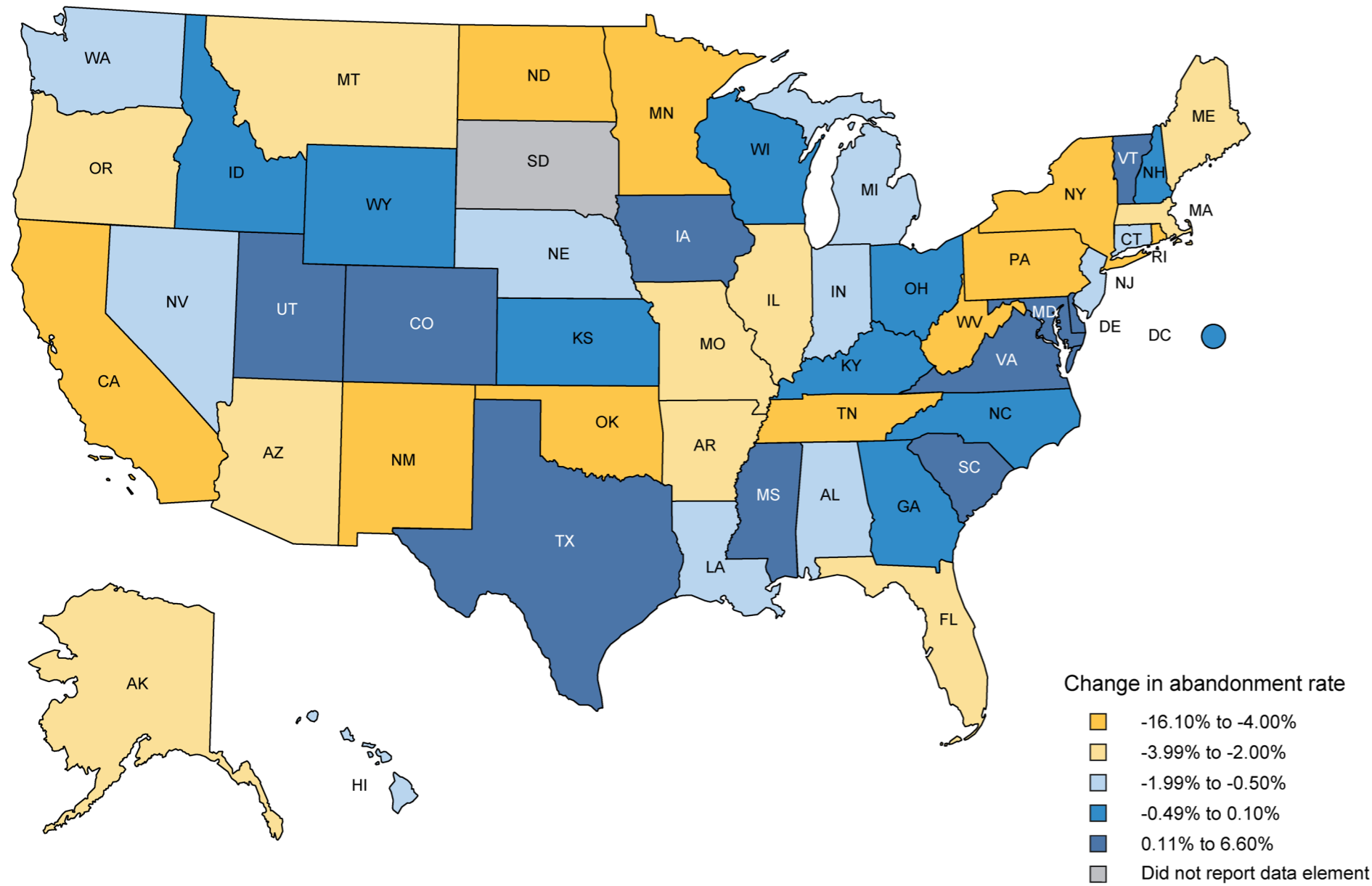- ☐ -2.85% to 0.00%
- ☐ 0.01% to 800.00%
- ☐ Did not report data element

State	Avg Call Center Wait Time	% Change from Previous Month	State	Avg Call Center Wait Time	% Change from Previous Month
AK	8.00	-33.33%	MT	34.00	-2.86%
AL	1.00	0.00%	NC	0.00	0.00%
AR	2.00	-71.43%	ND	2.00	-33.33%
AZ	5.00	0.00%	NE	4.00	0.00%
CA	3.00	0.00%	NH	3.00	50.00%
CO	10.00	25.00%	NJ	5.00	66.67%
CT	1.00	0.00%	NM	17.00	-63.83%
DC	0.00	-100.00%	NV	27.00	-10.00%
DE	1.00	0.00%	NY	2.00	-33.33%
FL	26.00	36.84%	OH	1.00	0.00%
GA	10.00	-28.57%	OK	6.00	-64.71%
HI	34.00	-12.82%	OR	3.00	-25.00%
IA	0.00	0.00%	PA	5.00	-37.50%
ID	14.00	-51.72%	RI	15.00	-16.67%
IL	20.00	-9.09%	SC	8.00	100.00%
IN	3.00	0.00%	SD	NR	NR
KS	0.00	0.00%	TN	1.00	-80.00%
KY	0.00	0.00%	TX	1.00	0.00%
LA	2.00	0.00%	UT	17.00	30.77%
MA	1.00	-66.67%	VA	1.00	0.00%
MD	2.00	100.00%	VT	1.00	0.00%
ME	4.00	-33.33%	WA	1.00	0.00%
MI	9.00	800.00%	WI	5.00	0.00%
MN	11.00	-26.67%	WV	5.00	-50.00%
MO	65.00	4.84%	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, April 2024 to May 2024

Change in abandonment rate
- ■ -16.10% to -4.00%
- ■ -3.99% to -2.00%
- ■ -1.99% to -0.50%
- ■ -0.49% to 0.10%
- ■ 0.11% to 6.60%
- ■ Did not report data element

State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	12.00%	-3.00%	MT	44.00%	-2.00%
AL	4.20%	-0.70%	NC	0.10%	-0.40%
AR	2.30%	-3.00%	ND	4.60%	-4.00%
AZ	7.30%	-2.70%	NE	10.70%	-0.80%
CA	0.20%	-14.40%	NH	4.00%	0.00%
CO	17.10%	2.60%	NJ	2.60%	-0.90%
CT	1.40%	-0.60%	NM	12.00%	-10.20%
DC	2.00%	0.00%	NV	23.40%	-1.60%
DE	20.20%	1.70%	NY	7.30%	-6.70%
FL	26.70%	-2.70%	OH	1.00%	0.00%
GA	0.50%	-0.10%	OK	15.70%	-16.10%
HI	31.00%	-1.00%	OR	7.10%	-3.10%
IA	1.60%	0.30%	PA	8.10%	-6.50%
ID	6.70%	-0.40%	RI	23.00%	-5.50%
IL	30.30%	-2.90%	SC	14.10%	6.60%
IN	3.80%	-0.50%	SD	NR	NR
KS	0.50%	0.00%	TN	1.70%	-5.60%
KY	0.60%	-0.40%	TX	2.90%	0.60%
LA	8.00%	-0.70%	UT	24.70%	5.40%
MA	1.40%	-3.20%	VA	1.90%	0.30%
MD	6.40%	0.70%	VT	0.90%	0.50%
ME	9.00%	-2.00%	WA	11.00%	-1.50%
MI	0.50%	-1.50%	WI	7.50%	0.10%
MN	25.00%	-6.00%	WV	3.80%	-7.90%
MO	62.20%	-2.00%	WY	0.30%	-0.30%
MS	5.30%	2.00%	*Did not report data element*		NR

7

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