

Medicaid MAGI and CHIP Application Processing Time Report

November 28, 2018

I. Introduction and Report Highlights

States have made tremendous strides in recent years in increasing the administrative efficiency of their eligibility and enrollment processes and systems. Critical to these improvements has been the adoption of the single streamlined application for all insurance affordability programs, including the use of online and telephonic applications, increased availability of and primary reliance on electronic verifications, a high-level of coordination between Medicaid, the Children’s Health Insurance Program (CHIP) and the Exchanges, and the adoption of Modified Adjusted Gross Income (MAGI) to simplify household composition and income counting rules across programs. States also have put in place data-driven renewal processes. To support implementation of these requirements, CMS and states invested in technology including modernized eligibility systems that now include portals for eligibility workers, beneficiary electronic accounts, automated rules engines, and near or near-real time access to verification data to determine and renew MAGI eligibility. The investment in the use of technology and eligibility systems along with the significant process improvements has spurred states’ ability to process determinations in more accurate, timely, and efficient ways with many states being able to determine eligibility in real time for some applicants.

This report is the first in a series of periodic updates to feature states’ Medicaid MAGI and CHIP application processing time data. The data included in this report represents states’ Medicaid and CHIP eligibility and enrollment activity for February through April 2018 and was submitted to the Centers for Medicare & Medicaid Services (CMS) by state Medicaid and CHIP agencies as part of the Medicaid and CHIP Eligibility and Enrollment Performance Indicators process. This report is a companion to the monthly Medicaid and CHIP applications, eligibility and enrollment reports, available at <https://www.medicaid.gov/medicaid/program-information/medicaid-and-chip-enrollment-data/monthly-reports/index.html>.¹

For the February – April 2018 period, among the 42 states that reported Medicaid MAGI and CHIP application processing time data to CMS’s specifications:

- Nearly 50 percent of all MAGI determinations on applications were conducted in less than 7 days, and
- Over 30 percent of all MAGI determinations on application were conducted in under 24 hours.

¹ Performance Indicator data is collected under the authority of the “Federal Funding for Medicaid Eligibility Determination and Enrollment Activities”, hereafter referred to as “the 90-10 rule”, ([CMS 2392-F](#)). This rule made available 90 percent federal financial participation for the design and development of Medicaid eligibility systems that meet a set of standards and conditions which address the performance, flexibility, accuracy and timeliness of the systems. These conditions and standards required systems funded under this regulation to “produce transaction data, reports and performance information that would contribute to program evaluation, continuous improvement in business operations, and transparency and accountability.” The performance indicator data set is one element of this reporting requirement. Failure to consistently report indicators, or failure to provide detailed indicator breakouts would require CMS to review a system’s compliance with the standard and conditions for enhanced funding.

II. Background

The Medicaid and CHIP Eligibility and Enrollment Performance Indicators were developed in consultation with states in 2013, and are intended to facilitate data-driven Medicaid and CHIP program improvement through the use of timely and reliable administrative data by CMS and external stakeholders. Starting in October 2013, states are required to report monthly data on a set of indicators related to their application, eligibility and enrollment processes, including data on application processing time. More detailed information about the Eligibility and Enrollment Performance Indicators, including the standardized definitions, can be found at: <https://www.medicaid.gov/medicaid/program-information/medicaid-and-chip-enrollment-data/report-highlights/index.html>.

Medicaid MAGI and CHIP application processing time data represents the length of time that it took state Medicaid and CHIP agencies to conduct all final MAGI determinations for individuals at application, regardless of date of application. Application processing time data are constantly changing and are influenced by state policies and practices, and external factors. These factors include things like application volume and state policy and practices around verification of information, staffing, and level of automation in a state's eligibility system. For example, as a result of increases in applications submitted during periods like open enrollment or during regular seasonal fluctuations, when there can be significant changes in the number of applications received from month-to-month, it is common for states to report fluctuating application processing times. While all states are required to rely on electronic data to the maximum extent possible to verify applicant eligibility, states have substantial flexibility in implementation of verification processes. States' decisions around the use of particular data sources may affect their ability to verify applicant information without requesting additional documentation, and therefore affect processing time. Since the use of electronic data has enabled real-time decisions for online and phone-submitted applications in many cases, states in which Medicaid and CHIP applicants are more likely to submit applications through these modes, in lieu of on paper, may also have shorter processing times. Finally, state processing time data may be reflective of within-state variations, driven by geographic differences in processing (e.g., in states with county-based vs. centralized processing), or state decisions about how to prioritize applications for processing, based on initial date of submission or application type or even staffing models. Processing time data are not necessarily a reflection of the volume of pending applications. States may focus on processing of older applications and as these are completed, the data would reflect longer processing times, while the volume and age of pending applications would decrease. More detailed information on state policies and practices that influence these data, can be found at: <https://www.medicaid.gov/state-resource-center/mac-learning-collaboratives/downloads/real-time-eligibility-determinations.pdf>

III. Methodology

The Performance Indicator Medicaid MAGI and CHIP application processing time data is calculated as the number of calendar days that elapsed between the date the state agency received an initial application and the date a final eligibility determination was conducted. States report processing time data at the individual level and include both final eligibility and ineligibility determinations. States' application processing time data excludes redeterminations, determinations based on beneficiary changes in circumstances, presumptive eligibility determinations, and final determinations from the Federally Facilitated Exchange (FFE); however, they include states' final determinations on applications that received an assessment from the FFE or were sent to the state for resolution of an inconsistency

Specific processing time measures collected from states include:

- 1) Median processing time for all Medicaid and CHIP determinations;
- 2) Median processing time by type of determination (i.e., MAGI and non-MAGI);

- 3) Median processing time by source of application (i.e., Medicaid agency, FFM, etc.); and
- 4) The number of Medicaid MAGI & non-MAGI and CHIP determinations, by processing time category (i.e., the number of determinations conducted in under 24 hours, 1 to 7 days, 8 to 30 days, 31 – 45 days, and over 45 days).

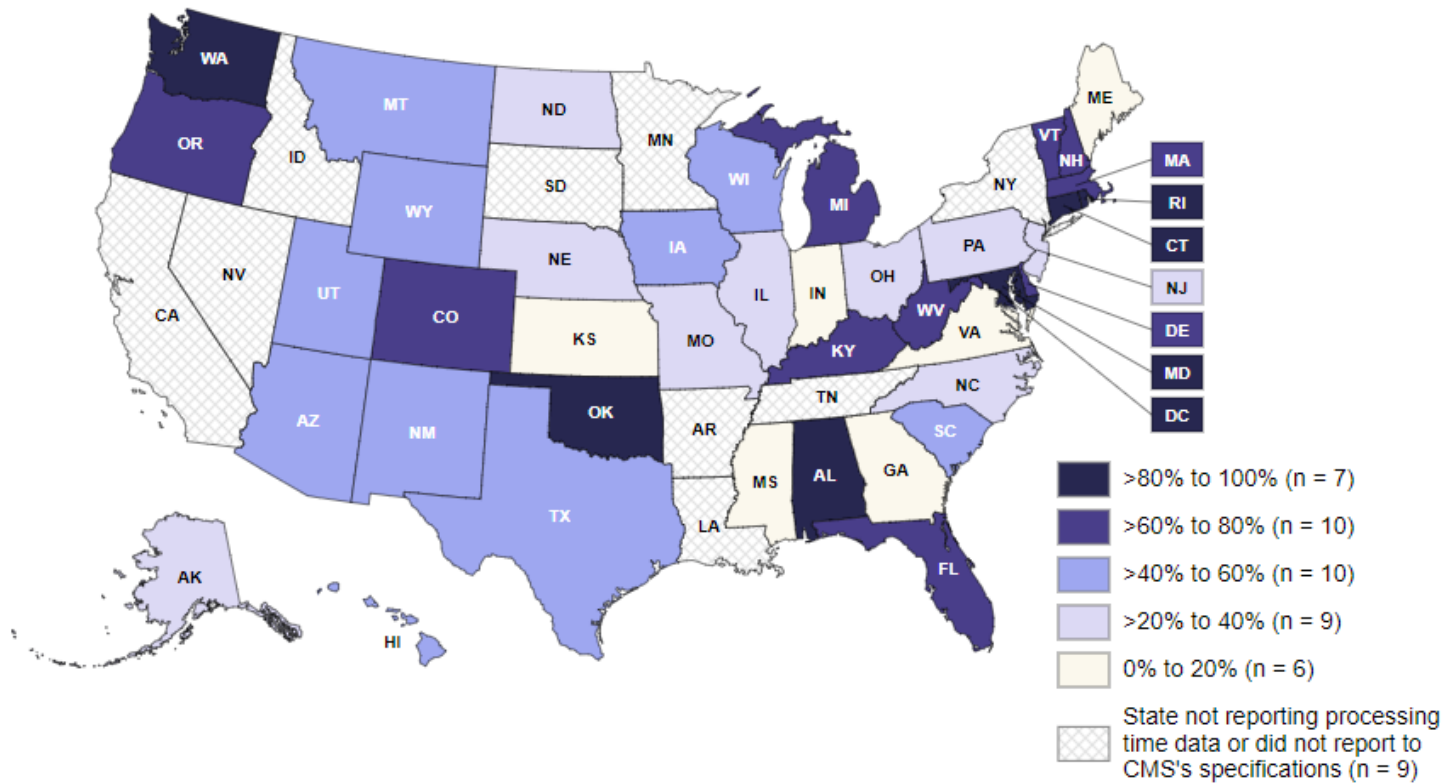
Please note, this report includes data from the final measure, the percent of Medicaid MAGI and CHIP determinations at application by processing time category.

States are at varying levels of reporting capabilities. For the purposes of this report, some states were not able to submit Medicaid MAGI or CHIP application processing time data or data that comports with CMS's specifications. Only states that reported application processing time data of sufficient quality for analysis were included in the calculations for the national totals. Further, national totals represent Medicaid MAGI and CHIP application processing time data submitted by the states for each month during the February through April 2018 period.

IV. State- Specific Medicaid MAGI and CHIP Application Processing Time Data

Although variation in processing times exist across states, among the 42 states that reported Medicaid MAGI and CHIP application processing time data for the February through April 2018 period, states conducted nearly 47 percent of MAGI determinations at applications in less than seven days. Further, in 17 states, more than 60 percent of MAGI determinations conducted for this period were made in under seven days.

Chart. Percent of Medicaid MAGI and CHIP Applications Processed within 7 days, by State, for February – April 2018²



States that did not report data or data that aligned with CMS's specifications include: AR, CA, ID, LA, MN, NV, NY, SD, TN.

² Based on data from the 42 states that reported Medicaid MAGI and CHIP application processing time data for February – April 2018.

The table includes state-specific Medicaid MAGI and CHIP application processing time data in comparison to the national totals for the February through April 2018 period. Listed below are the totals and percentages of Medicaid MAGI and CHIP determinations at application by the five processing time categories for the February – April 2018 period.

Because states are at varying levels of reporting capabilities, some states were not able to report processing time data or data that comports with CMS's specifications. Instances where states' reported processing time data that deviate from CMS's specifications, detailed data limitation notes outlining the deviations are included. Further, only states that reported processing time data free of significant data quality limitations were included in the national totals, as indicated by an (*). States with significant data quality issues in the following categories are excluded from the report (please note, minor examples of any of the following, do not result in exclusion from the national totals):

1. Missing a significant portion of determinations;
2. Including Medicaid non-MAGI application processing time data with MAGI application processing time data;
3. Failing to include all calendar days that elapsed between receipt of the application and the final determination;
4. Including a significant portion of renewal processing time data with MAGI application processing time data;
5. Failing to report determinations in the correct time categories; and
6. Reporting estimates, instead of exact counts.

Table. State-Specific Medicaid MAGI and CHIP Determinations at Application, by Processing Time Category, February – April 2018

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
Alabama	February*	74.4%	15.7%	8.1%	1.0%	0.8%
	March*	74.8%	15.8%	8.0%	1.0%	0.5%
	April*	75.0%	15.3%	8.2%	0.8%	0.7%
Alaska	February*	8.7%	28.5%	24.0%	6.3%	32.5%
	March*	12.1%	24.8%	25.5%	5.7%	32.0%
	April*	9.0%	24.3%	24.3%	5.5%	37.1%
Arizona	February*	44.6%	11.5%	21.6%	15.9%	6.4%
	March*	43.9%	11.3%	20.0%	19.8%	4.9%
	April*	49.4%	12.6%	20.8%	13.8%	3.4%
Arkansas	February	-	-	-	-	-
	March	-	-	-	-	-
	April	-	-	-	-	-

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31 - 45 Days	Percent of Determinations Processed 45+ Days
California	February ^(II)	22.3%	17.3%	30.9%	14.7%	14.8%
	March ^(II)	22.5%	18.9%	31.7%	15.2%	11.7%
	April ^(II)	23.2%	21.6%	33.1%	13.6%	8.5%
Colorado	February*	52.1%	21.2%	19.8%	2.8%	4.1%
	March*	49.7%	26.0%	17.2%	3.4%	3.7%
	April*	51.7%	25.2%	16.9%	2.8%	3.4%
Connecticut	February ^{(II)*}	90.2%	6.2%	2.5%	0.4%	0.7%
	March ^{(II)*}	89.2%	7.0%	3.0%	0.3%	0.6%
	April ^{(II)*}	90.4%	6.4%	2.1%	0.6%	0.5%
Delaware	February*	26.9%	35.9%	37.2%	0.0%	0.0%
	March*	28.0%	31.9%	40.2%	0.0%	0.0%
	April*	28.3%	32.4%	39.2%	0.0%	0.0%
District of Columbia	February*	79.4%	5.5%	8.4%	5.9%	0.8%
	March*	77.1%	4.8%	11.3%	5.1%	1.7%
	April*	79.1%	3.9%	12.8%	3.1%	1.0%

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
Florida	February ^{(III)*}	35.0%	21.7%	34.5%	6.1%	2.7%
	March ^{(III)*}	39.7%	21.2%	30.9%	4.3%	3.9%
	April ^{(III)*}	40.5%	24.4%	26.5%	4.3%	4.3%
Georgia	February*	3.0%	6.0%	18.7%	13.2%	59.1%
	March*	2.7%	6.7%	16.4%	13.6%	60.5%
	April*	3.9%	9.3%	19.8%	9.1%	57.8%
Hawaii	February*	36.0%	21.0%	21.4%	2.6%	19.1%
	March*	25.4%	25.1%	26.9%	3.2%	19.4%
	April*	26.3%	23.9%	28.5%	4.1%	17.2%
Idaho	February ^{(III),(IV)}	71.7%	12.3%	11.3%	2.1%	2.7%
	March ^{(III),(IV)}	80.4%	9.4%	8.2%	0.7%	1.3%
	April ^{(III),(IV)}	71.9%	12.6%	12.4%	1.1%	2.0%
Illinois	February*	21.5%	15.1%	28.8%	10.1%	24.6%
	March*	21.0%	14.8%	27.1%	9.7%	27.4%
	April*	20.5%	14.7%	26.4%	9.3%	29.1%

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
Indiana	February ^{(III)*}	4.5%	5.4%	39.3%	30.7%	20.2%
	March ^{(III)*}	4.6%	6.1%	47.3%	30.4%	11.6%
	April ^{(III)*}	4.8%	6.4%	58.4%	23.4%	7.0%
Iowa	February*	10.7%	35.6%	46.5%	4.2%	3.0%
	March*	12.3%	40.9%	42.4%	2.5%	1.9%
	April*	18.2%	41.8%	35.8%	2.6%	1.7%
Kansas	February	-	-	-	-	-
	March*	0.9%	18.9%	56.2%	8.7%	15.3%
	April*	0.9%	10.0%	34.7%	9.0%	45.5%
Kentucky	February*	54.2%	7.5%	13.2%	12.1%	12.9%
	March*	56.2%	9.1%	12.2%	11.6%	10.9%
	April*	56.5%	9.1%	11.0%	12.2%	11.2%
Louisiana	February	-	-	-	-	-
	March	-	-	-	-	-
	April	-	-	-	-	-

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
Maine	February*	5.7%	3.0%	8.9%	5.1%	77.2%
	March*	6.7%	3.4%	10.5%	53.6%	25.8%
	April*	7.4%	3.7%	9.9%	55.5%	23.6%
Maryland	February ^(III) *	93.7%	5.2%	0.9%	0.2%	0.0%
	March*	95.7%	3.6%	0.5%	0.2%	0.0%
	April*	96.5%	2.9%	0.4%	0.2%	0.0%
Massachusetts	February*	57.3%	8.3%	10.1%	0.8%	23.6%
	March*	70.8%	8.0%	8.9%	1.0%	11.3%
	April*	74.6%	13.2%	4.8%	1.1%	6.4%
Michigan	February*	38.3%	28.6%	23.8%	7.7%	1.6%
	March*	39.4%	28.9%	22.7%	7.9%	1.0%
	April*	41.8%	28.4%	22.1%	6.6%	1.0%
Minnesota	February ^(II)	50.1%	29.3%	20.6%	0.0%	0.0%
	March ^(II)	49.4%	29.0%	21.6%	0.0%	0.0%
	April ^(II)	47.8%	31.0%	21.2%	0.0%	0.0%
Mississippi	February*	1.4%	15.0%	45.7%	20.9%	17.0%
	March*	1.8%	14.9%	43.9%	24.4%	15.0%
	April*	2.1%	20.6%	42.1%	23.6%	11.5%

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
Missouri	February ^{(III)*}	0.8%	24.1%	27.1%	4.8%	43.3%
	March ^{(III)*}	0.8%	20.4%	27.1%	5.4%	46.3%
	April ^{(III)*}	0.7%	25.4%	23.0%	7.8%	43.1%
Montana	February*	22.9%	15.4%	23.8%	9.0%	28.9%
	March*	25.1%	22.5%	30.3%	8.7%	13.5%
	April*	26.7%	24.6%	29.7%	8.4%	10.7%
Nebraska	February*	16.4%	12.3%	27.8%	18.1%	25.4%
	March*	19.2%	10.7%	31.6%	18.2%	20.3%
	April*	19.2%	10.7%	31.6%	18.2%	20.3%
Nevada	February ^{(I),(II)}	0.0%	62.6%	33.8%	3.0%	0.7%
	March ^{(I),(III)}	0.0%	68.3%	29.6%	1.5%	0.5%
	April ^{(I),(III)}	0.0%	69.6%	28.1%	1.8%	0.5%

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
New Hampshire	February*	9.9%	46.9%	38.2%	2.3%	2.7%
	March*	12.3%	53.1%	30.5%	1.9%	2.2%
	April*	11.0%	53.1%	31.9%	1.7%	2.3%
New Jersey	February ^{(II)*}	1.8%	26.7%	30.2%	16.5%	24.8%
	March ^{(II)*}	2.7%	22.0%	30.1%	15.8%	29.5%
	April ^{(II)*}	4.3%	32.2%	41.7%	7.2%	14.8%
New Mexico	February*	33.7%	18.6%	27.2%	10.2%	10.2%
	March*	42.2%	16.1%	22.9%	11.2%	7.6%
	April*	42.8%	15.8%	24.0%	11.6%	5.9%
New York	February	-	-	-	-	-
	March	-	-	-	-	-
	April	-	-	-	-	-
North Carolina	February*	0.0%	30.0%	25.3%	33.0%	11.7%
	March*	0.0%	21.2%	22.6%	42.5%	13.7%
	April*	0.0%	24.9%	24.8%	45.1%	5.2%

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
North Dakota	February ^{(III)*}	4.2%	23.7%	45.1%	17.4%	9.6%
	March ^{(III)*}	4.2%	23.4%	38.2%	16.0%	18.2%
	April ^{(III)*}	4.8%	23.5%	44.8%	17.4%	9.5%
Ohio	February*	13.6%	17.8%	34.5%	8.5%	25.5%
	March*	14.5%	15.1%	30.2%	11.5%	28.6%
	April*	13.0%	16.2%	31.1%	12.6%	27.0%
Oklahoma	February*	100.0%	0.0%	0.0%	0.0%	0.0%
	March*	100.0%	0.0%	0.0%	0.0%	0.0%
	April*	100.0%	0.0%	0.0%	0.0%	0.0%
Oregon	February ^{(III)*}	44.4%	13.2%	13.9%	12.0%	16.4%
	March ^{(III)*}	44.8%	18.5%	11.4%	13.8%	11.6%
	April ^{(III)*}	45.7%	16.2%	10.7%	13.1%	14.3%
Pennsylvania	February ^{(III),(VI)*}	14.1%	21.4%	53.8%	6.5%	4.1%
	March ^{(III),(VI)*}	14.1%	24.0%	52.9%	6.1%	2.9%
	April ^{(III),(VI)*}	15.6%	24.3%	51.6%	6.1%	2.3%
Rhode Island	February ^{(VI)*}	77.2%	9.0%	9.8%	3.4%	0.7%
	March ^{(VI)*}	75.0%	10.2%	11.8%	2.4%	0.6%
	April ^{(VI)*}	77.6%	8.3%	11.1%	2.5%	0.4%

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
South Carolina	February ^{(I),(II),(III)*}	0.0%	42.5%	48.0%	2.1%	7.4%
	March ^{(I),(II),(III)*}	0.0%	71.1%	14.2%	3.5%	11.2%
	April ^{(I),(II),(III)*}	0.0%	71.2%	15.7%	3.1%	10.1%
South Dakota	February ^{(I),(VI)}	0.0%	65.0%	28.7%	6.0%	0.4%
	March ^{(I),(VI)}	0.0%	67.9%	26.4%	5.6%	0.2%
	April ^{(I),(VI)}	0.0%	67.9%	25.9%	5.9%	0.3%
Tennessee	February	-	-	-	-	-
	March	-	-	-	-	-
	April	-	-	-	-	-
Texas	February*	18.9%	21.1%	52.0%	5.3%	2.7%
	March*	16.7%	30.8%	45.7%	4.6%	2.2%
	April*	21.4%	26.7%	44.5%	4.9%	2.5%

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
Utah	February*	23.2%	33.9%	36.9%	3.8%	2.2%
	March*	22.6%	37.3%	35.2%	3.5%	1.4%
	April*	22.1%	37.0%	35.5%	3.9%	1.4%
Vermont	February ^(VI) *	68.7%	0.7%	1.1%	0.4%	29.0%
	March ^(VI) *	77.2%	0.9%	2.9%	1.9%	17.0%
	April ^(VI) *	80.2%	0.0%	1.6%	1.5%	16.8%
Virginia	February*	3.1%	8.4%	18.1%	12.6%	57.8%
	March*	2.9%	7.8%	16.3%	16.3%	56.6%
	April*	3.3%	7.8%	17.9%	17.8%	53.2%
Washington	February*	86.0%	3.9%	6.7%	1.2%	2.2%
	March*	86.2%	5.4%	5.9%	1.3%	1.2%
	April*	88.3%	4.1%	5.1%	1.4%	1.2%

State	Month	Percent of Determinations Processed < 24 hours	Percent of Determinations Processed 1 - 7 Days	Percent of Determinations Processed 8 - 30 Days	Percent of Determinations Processed 31- 45 Days	Percent of Determinations Processed 45+ Days
West Virginia	February*	24.2%	32.7%	33.3%	5.6%	4.2%
	March*	26.0%	35.9%	29.2%	5.7%	3.2%
	April*	29.4%	39.9%	23.4%	4.5%	2.9%
Wisconsin	February ^(III) *	34.6%	15.7%	35.8%	12.3%	1.6%
	March ^(III) *	39.3%	16.0%	34.9%	9.4%	0.5%
	April ^(III) *	41.8%	15.6%	31.9%	10.3%	0.4%
Wyoming	February*	24.6%	12.2%	27.4%	12.8%	22.9%
	March*	42.8%	32.9%	14.1%	2.7%	7.4%
	April*	51.5%	21.2%	21.9%	1.8%	3.7%
National Totals	February	30.8%	15.1%	27.2%	8.7%	18.2%
	March	30.0%	15.8%	25.2%	9.3%	19.7%
	April	32.0%	16.8%	25.6%	7.8%	17.9%

(-) = State has not reported data or data submitted was incomplete.

The national totals are calculated for only states reporting complete data of significant quality for analysis.

(*) = State's monthly application processing time data is included in the national total.

National Medicaid MAGI and CHIP Totals: the February 2018 total includes 41 states; and the March 2018 total includes 42 states; and the April 2018 total includes 42 states.

Data Limitation Categories	Data Limitation Description
(I)	Determinations conducted in less than 24 hours are reported under the 1-7 days category
(II)	Does not include all Medicaid MAGI and CHIP determinations at application
(III)	Reporting processing time at application level, as oppose to the individual level
(IV)	Includes non-MAGI determinations
(V)	Includes presumptive eligibility determinations
(VI)	Includes redeterminations
(VII)	Excludes assessed determinations from the FFM