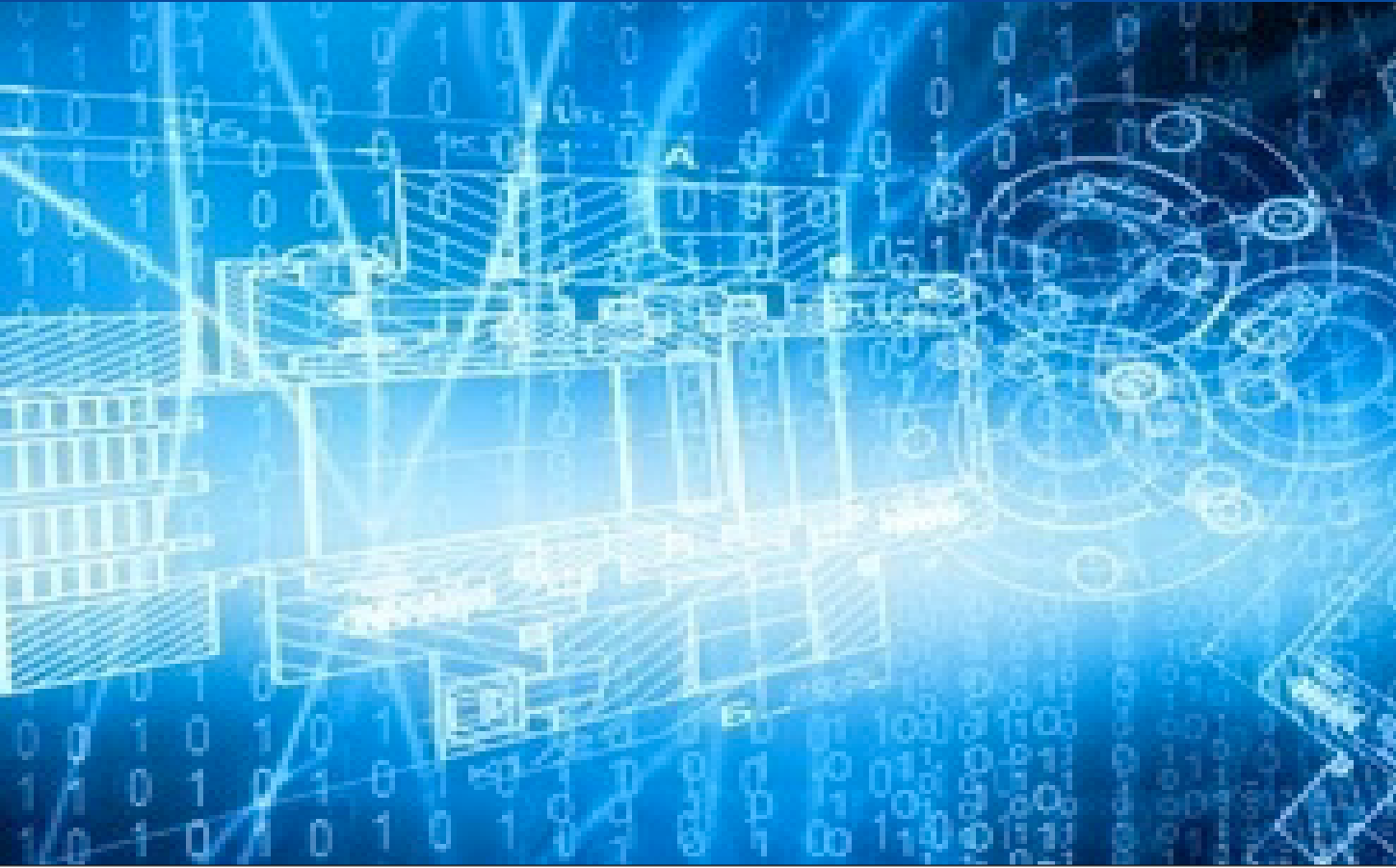




MAGI Application Processing Time Snapshot Report: July 2023 - September 2023



*Center for Medicaid
and CHIP Services*

December 28, 2023

MAGI Application Processing Data

The Modified Adjusted Gross Income (MAGI) application processing time data represent the length of time it takes state Medicaid and Children's Health Insurance Program (CHIP) agencies to conduct all final MAGI determinations (including Medicaid MAGI and CHIP) for individuals at application, regardless of date of application.

- Application processing time data are influenced by state policies, practices including verification processes, and other factors including application volume, staffing, and level of automation in a state's eligibility system.
- States may prioritize processing older applications, and, as these are completed, the data would reflect longer processing times, with the volume and age of pending applications decreasing.
- Processing time data do not reflect the state's volume of pending applications.
- This processing time data excludes renewals and redeterminations.

Current Issue

- Up until 2022, the MAGI Application Processing Time Report (Processing Time Report) was published on an annual basis with the Medicaid and CHIP Scorecard. To date, we have published annual reports for [2018](#), [2019](#), [2020](#), and [2021](#).
- Since 2022, the Processing Time Report has been released on a quarterly basis, and CMS plans to continue to release the report on a quarterly basis going forward.
- This Processing Time Report reflects July 2023 – September 2023 data for all statesⁱ and includes processing time data during the period in which states are restoring eligibility and enrollment operations following the end of the Medicaid continuous enrollment condition of the Families First Coronavirus Response Act (FCCRA).
- All Processing Time Reports are available on [Medicaid.gov](https://www.Medicaid.gov).

i. For each reporting month, states submit preliminary Performance Indicator (PI) data, and a month later, updated PI data. Preliminary data carries over to the updated report, and states are not required to make changes to their preliminary processing time data when they submit the updated PI report. For the vast majority of states, there are no changes to the processing time data between the two reports. For states that do make changes to the processing time data, it is typically due to a lag in data availability. In these instances, the change is considered a correction and CMS requires the state to apply the correction to the processing time data in both the preliminary and updated reports. This report reflects states' preliminary MAGI processing time data for July 2023 – September 2023.

Methodology

The Performance Indicator MAGI application processing time data reflect the number of calendar days between the date the state agency *receives* an initial application and the date the state agency *makes a final eligibility determination*.

- As part of their monthly Medicaid and CHIP Performance Indicator report to CMS, states report processing time data at the individual levelⁱ and include both final eligible and ineligible determinationsⁱⁱ.
- Application processing time data excludes renewals and other redeterminations based on beneficiary changes in circumstances,ⁱⁱⁱ presumptive eligibility determinations, and final determinations from the Federally Facilitated Exchange (FFE).

i. In July – September 2023, Florida, Indiana, Nevada, South Dakota, and Wisconsin incorrectly reported their processing time data at the application level, as opposed to the individual level. See slides 12 – 26 for state-specific data and limitations notes.

ii. In July 2023, Alaska incorrectly excluded ineligible determinations from its processing time data. See slides 12 – 26 for state-specific data and limitations notes.

iii. In July 2023, Arizona incorrectly included redeterminations in its applications processing time data, and in July – September 2023, Alaska, California, Pennsylvania, and South Dakota incorrectly included redeterminations in their application processing time data. See slides 12 – 26 for state-specific data and limitations notes.

Data Quality

States with significant data quality issues are excluded from the national-level statistics presented in this report. Significant data quality issues are excluded from the national calculations presented in this report, including:

- Missing a significant portion of determinations.
- Failing to include all calendar days that elapsed between receipt of the application and the final determination.
- Including a significant portion of renewal processing time data with MAGI application processing time data.
- Failing to report determinations in the correct time categories.

For the period of July 2023 – September 2023:

- Alaska did not report July MAGI application processing time data that aligned with CMS's specifications.
- California, Nevada, and South Dakota did not report July – September MAGI application processing time data that aligned with CMS's specifications.
- In the affected months, data for these states are excluded from the national-level statistics presented in this report.

MAGI Application Processing Time Categories

These reports reflect the percentage of MAGI determinations at application that were processed within each of the following time categories:

- Less than 24 hours.
- 1 – 7 days.
- 8 – 30 days.
- 31 – 45 days.
- Greater than 45 days.

Processing Time Report Key Findings

Of the states that reported Medicaid MAGI application processing time data to CMS's specifications for the **July 2023 – September 2023 period**:

- **< 24 Hours:** Over half (58 percent) of all MAGI determinations at application were processed in under 24 hours.
- **Within 7 days:** Over two-thirds (69 percent) of all MAGI determinations at application were processed within seven days:
 - In 18 states, more than 60 percent of MAGI determinations at application were processed within 7 days.
 - In 20 states, 40 percent or less of MAGI determinations at application were processed within 7 days.
- **> 45 Days:** Approximately 6 percent of all MAGI determinations at application were processed in more than 45 days.

Prior Year Comparisons

In the **July – September 2023** compared to the **July – September 2022** MAGI application processing time data, there was a:ⁱ

- 5-percentage point increase in the percentage of MAGI determinations at application processed in under 24 hours, from 53% in 2022 to 58% in 2023.
- 1-percentage point increase in the percentage processed within 7 days, from 68% in 2022 to 69% in 2023:
 - 11 states reported an increase of at least 1 percentage point.ⁱⁱ
 - 25 states reported a decrease of at least 1 percentage point.ⁱⁱⁱ
- 1-percentage point decrease in the percentage processed in more than 45 days, from 7% in 2022 to 6% in 2023.

MAGI Application Processing Time						
National Totals Per Month ^{iv}	Percent of Determinations Processed < 24 Hours		Percent of Determinations Processed 1–7 days		Percent of Determinations Processed > 45 Days	
	2022	2023	2022	2023	2022	2023
July	54%	59%	15%	11%	8%	5%
August	53%	57%	16%	12%	8%	6%
September	51%	58%	15%	10%	7%	6%
July – September Average	53%	58%	15%	11%	7%	6%

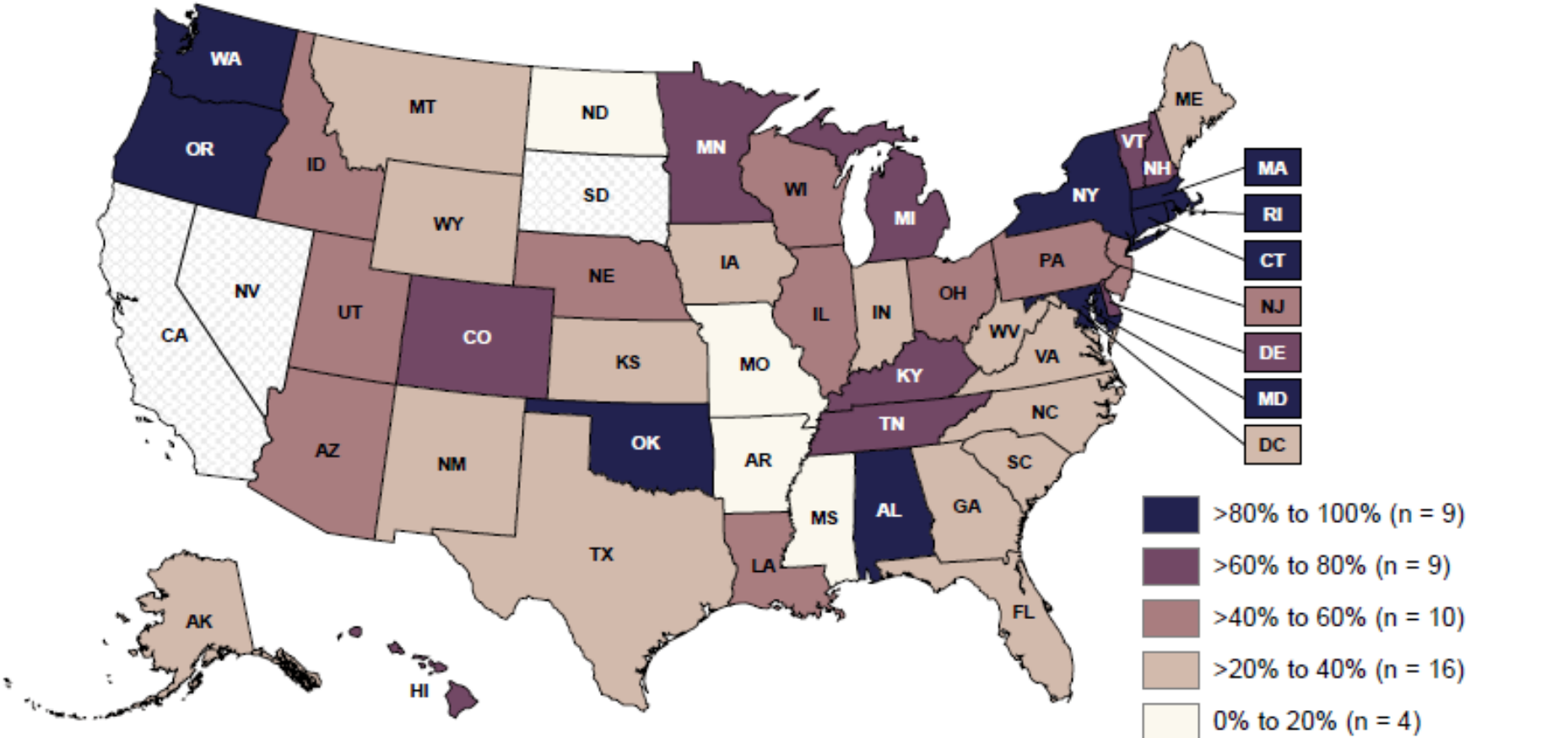
i. In both periods (July – September 2022 and July – September 2023), CA, NV, and SD were excluded from the national totals. AK was excluded in July 2023 from the national totals.

ii. States include AK, AZ, CO, DE, MA, MI, MN, MO, OR, RI, and WY.

iii. States include AR, DC, FL, GA, HI, IA, ID, IL, IN, KS, KY, LA, ME, MS, NC, NE, NJ, NM, PA, SC, TN, UT, VA, WI, and WV.

iv. The national total for each month is a weighted average of the percentage of determinations conducted within each category across states, with each state’s percentage weighted by the number of determinations the state conducted within the month. The July – September average is weighted by the number of determinations conducted nationally in each of the three months.

Percentage of Medicaid MAGI and CHIP Determinations at Application Processed Within 7 Days, July 2023 – September 2023



Note: Map reflects Alaska’s August 2023 and September 2023 processing time data only. The data reflected in the map represents each state’s average across 3 months of data. For each state’s monthly performance, see tables below.

MAGI Application Processing Time Report by State: Alabama, Alaska, Arizona, and Arkansas

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	July*	83%	7%	8%	1%	1%
	August*	82%	8%	9%	1%	0%
	September*	81%	7%	9%	2%	1%
Alaska	July ^{(V),(VI)}	2%	41%	15%	5%	37%
	August ^{(V)*}	3%	33%	16%	3%	45%
	September ^{(V)*}	9%	32%	28%	6%	27%
Arizona	July ^{(V)*}	39%	17%	38%	4%	2%
	August*	37%	16%	42%	4%	2%
	September*	35%	11%	44%	6%	2%
Arkansas	July*	6%	5%	44%	33%	12%
	August*	5%	7%	51%	25%	11%
	September*	4%	5%	58%	24%	8%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: California, Colorado, Connecticut, and Delaware

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	July ^{(II), (V)}	28%	15%	26%	13%	17%
	August ^{(II), (V)}	28%	16%	27%	14%	15%
	September ^{(II), (V)}	28%	16%	27%	15%	15%
Colorado	July*	48%	21%	26%	4%	2%
	August*	45%	23%	25%	6%	2%
	September*	42%	20%	25%	11%	3%
Connecticut	July*	98%	1%	1%	0%	0%
	August*	98%	1%	1%	0%	0%
	September*	97%	2%	1%	0%	0%
Delaware	July*	8%	68%	8%	16%	0%
	August*	8%	66%	11%	15%	0%
	September*	7%	69%	9%	16%	0%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: District of Columbia, Florida, Georgia, and Hawaii

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
District of Columbia	July*	15%	14%	30%	26%	15%
	August*	17%	17%	19%	35%	12%
	September*	23%	7%	28%	19%	23%
Florida	July ^(III) *	24%	12%	31%	20%	13%
	August ^(III) *	23%	11%	30%	23%	12%
	September ^(III) *	23%	11%	38%	18%	10%
Georgia	July*	2%	23%	40%	16%	19%
	August*	2%	25%	38%	15%	20%
	September*	2%	16%	32%	19%	30%
Hawaii	July*	47%	24%	26%	1%	3%
	August*	61%	12%	24%	1%	2%
	September*	55%	6%	35%	2%	2%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Idaho, Illinois, Indiana, and Iowa

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
Idaho	July*	32%	13%	40%	12%	2%
	August*	35%	10%	41%	12%	2%
	September*	35%	5%	47%	11%	2%
Illinois	July*	32%	30%	29%	5%	4%
	August*	26%	31%	32%	6%	5%
	September*	27%	26%	29%	8%	9%
Indiana	July ^{(III)*}	2%	21%	64%	11%	1%
	August ^{(III)*}	2%	19%	64%	13%	2%
	September ^{(III)*}	2%	15%	60%	20%	3%
Iowa	July*	13%	20%	58%	7%	2%
	August*	9%	14%	61%	12%	3%
	September*	7%	11%	60%	17%	4%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Kansas, Kentucky, Louisiana, and Maine

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
Kansas	July*	15%	12%	32%	9%	31%
	August*	13%	10%	24%	16%	36%
	September*	11%	9%	22%	28%	30%
Kentucky	July*	62%	8%	28%	2%	0%
	August*	64%	9%	26%	1%	0%
	September*	61%	9%	29%	1%	0%
Louisiana	July*	35%	26%	30%	5%	5%
	August*	34%	24%	31%	6%	6%
	September*	34%	22%	31%	7%	7%
Maine	July*	7%	10%	68%	6%	9%
	August*	20%	18%	49%	6%	8%
	September*	19%	17%	50%	6%	7%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Maryland, Massachusetts, Michigan, and Minnesota

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
Maryland	July*	93%	6%	0%	0%	0%
	August*	93%	6%	1%	0%	0%
	September*	94%	5%	0%	0%	0%
Massachusetts	July*	87%	12%	1%	0%	0%
	August*	88%	11%	1%	0%	0%
	September*	86%	13%	1%	0%	0%
Michigan	July*	35%	28%	24%	11%	2%
	August*	37%	27%	24%	10%	2%
	September*	35%	25%	26%	11%	3%
Minnesota	July*	56%	22%	22%	0%	0%
	August*	51%	25%	23%	0%	0%
	September*	54%	25%	21%	0%	0%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Mississippi, Missouri, Montana, and Nebraska

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
Mississippi	July*	1%	7%	60%	21%	11%
	August*	1%	7%	57%	21%	14%
	September*	1%	7%	49%	23%	20%
Missouri	July*	12%	5%	73%	9%	2%
	August*	12%	5%	71%	9%	3%
	September*	11%	8%	39%	36%	6%
Montana	July*	15%	21%	33%	18%	13%
	August*	14%	14%	31%	20%	21%
	September*	13%	17%	27%	17%	27%
Nebraska	July*	23%	35%	10%	24%	9%
	August*	23%	36%	11%	22%	8%
	September*	24%	32%	11%	26%	8%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Nevada, New Hampshire, New Jersey and New Mexico

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
Nevada	July ^{(I),(III),(IV)}	–	48%	45%	7%	1%
	August ^{(I),(III),(IV)}	–	48%	43%	8%	1%
	September ^{(I),(III),(IV)}	–	40%	47%	12%	1%
New Hampshire	July*	37%	30%	27%	2%	4%
	August*	36%	33%	26%	2%	3%
	September*	35%	34%	26%	2%	3%
New Jersey	July*	4%	46%	37%	9%	4%
	August*	3%	39%	40%	13%	5%
	September*	3%	39%	30%	19%	9%
New Mexico	July*	26%	8%	17%	14%	34%
	August*	20%	5%	14%	17%	45%
	September*	24%	5%	13%	23%	35%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: New York, North Carolina, North Dakota, and Ohio

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 York	July*	99%	1%	0%	0%	0%
	August*	99%	1%	0%	0%	0%
	September*	99%	1%	0%	0%	0%
North Carolina	July*	0%	33%	22%	41%	4%
	August*	0%	36%	24%	36%	4%
	September*	0%	27%	23%	45%	5%
North Dakota	July*	1%	13%	51%	26%	9%
	August*	0%	15%	56%	22%	7%
	September*	1%	16%	57%	21%	6%
Ohio	July*	16%	27%	38%	9%	10%
	August*	16%	26%	39%	8%	11%
	September*	15%	25%	38%	10%	11%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Oklahoma, Oregon, Pennsylvania, and Rhode Island

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
Oklahoma	July*	100%	0%	0%	0%	0%
	August*	100%	0%	0%	0%	0%
	September*	100%	0%	0%	0%	0%
Oregon	July*	77%	16%	7%	0%	0%
	August*	77%	17%	5%	0%	0%
	September*	78%	17%	5%	0%	0%
Pennsylvania	July ^(V) *	22%	30%	42%	5%	1%
	August ^(V) *	20%	30%	44%	5%	1%
	September ^(V) *	19%	29%	45%	6%	1%
Rhode Island	July*	61%	21%	8%	3%	7%
	August*	61%	18%	13%	2%	5%
	September*	64%	16%	13%	3%	4%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: South Carolina, South Dakota, Tennessee, and Texas

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	July*	11%	20%	29%	12%	29%
	August*	14%	28%	34%	4%	20%
	September*	8%	25%	24%	9%	34%
South Dakota	July ^{(I),(III),(V)}	–	63%	32%	5%	0%
	August ^{(I),(III),(V)}	–	48%	40%	11%	1%
	September ^{(I),(III),(V)}	–	50%	38%	11%	1%
Tennessee	July*	44%	32%	15%	7%	1%
	August*	46%	17%	27%	6%	4%
	September*	46%	18%	27%	5%	3%
Texas	July*	9%	25%	26%	23%	17%
	August*	9%	28%	30%	12%	20%
	September*	6%	26%	31%	15%	23%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Utah, Vermont, Virginia, and Washington

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	July*	35%	25%	32%	5%	3%
	August*	34%	26%	33%	4%	3%
	September*	33%	24%	33%	6%	3%
Vermont	July*	68%	4%	13%	10%	4%
	August*	68%	5%	10%	14%	3%
	September*	68%	6%	12%	10%	4%
Virginia	July*	13%	16%	25%	26%	20%
	August*	13%	23%	27%	20%	17%
	September*	21%	16%	24%	21%	19%
Washington	July*	86%	6%	4%	2%	3%
	August*	80%	12%	4%	2%	3%
	September*	86%	6%	3%	1%	3%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: West Virginia, Wisconsin, Wyoming, and National Totals

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	July*	17%	21%	40%	15%	7%
	August*	15%	22%	39%	16%	9%
	September*	15%	19%	36%	17%	13%
Wisconsin	July ^{(III)*}	1%	30%	47%	20%	2%
	August ^{(III)*}	32%	23%	34%	10%	1%
	September ^{(III)*}	33%	19%	36%	11%	1%
Wyoming	July*	29%	8%	54%	6%	3%
	August*	32%	8%	43%	14%	3%
	September*	25%	9%	36%	24%	6%
National Totals ¹	July	59%	11%	17%	8%	5%
	August	57%	12%	18%	8%	6%
	September	58%	10%	18%	8%	6%

1. The national total for each month is a weighted average of the percentage of determinations conducted within each category across states; each state's percentage is weighted by the number of determinations the state conducted within the month.

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

Data Limitation Categories

- (I) Determinations conducted in less than 24 hours are reported under the 1-7 days category.
- (II) Includes some non-MAGI determinations on applications.
- (III) Incorrectly reporting processing time at application level, as opposed to the individual level.
- (IV) MAGI determinations conducted in 6-7 days are reported under the 8-30 days category.
- (V) Incorrectly includes redeterminations.
- (VI) Does not include all MAGI determinations on applications.

Key

- Due to system limitations, state did not report data for the processing time category.
- * State's monthly application processing time data is included in the national total.

National totals are calculated for only states reporting complete data that comports with CMS's reporting specifications.

July 2023 national totals include 47 states, and August 2023 and September 2023 national totals include 48 states (Alaska, California, Nevada, and South Dakota are excluded in July, and California, Nevada, and South Dakota are excluded in August and September). ²⁶