1. **Total Call Center Volume** (by individual call center, and a sum of all call centers)
2. **Average Call Center Wait Time** (for each call center, and a weighted average for all call centers)
3. **Average Call Center Abandonment Rate** (for each call center, and a weighted average for all call centers)
4. **Number of Applications Received in Previous Week [Removed]**
   4a. Total Applications Received [Removed]
   4b. Applications Received by Medicaid Agency [Removed]
   4c. Applications Received by CHIP Agency [Removed]
   4d. Applications Received by SBM [Removed]
5. **Number of Applications Received**
   5a. Total Applications Received
   5b. Applications Received by Medicaid Agency
      *Applications Received by Medicaid Agency, by Channel*
   5c. Online Applications Received by Medicaid Agency
   5d. Mail Applications Received by Medicaid Agency
   5e. In-person Applications Received by Medicaid Agency
   5f. Phone Applications Received by Medicaid Agency
   5g. Other Applications Received by Medicaid Agency
   5h. Applications Received by CHIP Agency
      *Applications Received by CHIP Agency, by Channel*
   5i. Online Applications Received by CHIP Agency
   5j. Mail Applications Received by CHIP Agency
   5k. In-person Applications Received by CHIP Agency
   5l. Phone Applications Received by CHIP Agency
   5m. Other Applications Received by CHIP Agency
   5n. Applications Received by SBM
6. **Number of Electronic Accounts Transferred**
   6a. Total Transfer Accounts Received From the FFM
   6b. Total Transfer Accounts Received from the FFM [Removed]
   6c. Transfers Received from Non-Integrated SBM systems [Removed]
   6d. Transfers Received from Unknown Source [Removed]
List of Medicaid and CHIP Eligibility and Enrollment Performance Indicators and Sub-indicators (May 20, 2014)

By Transfer Type
6e. Determined Account Transfers Received
6f. Assessed Account Transfers Received
6g. Request for Full Determination Transfers Received
6h. Transfers of Unknown Type Received

6i. Total Transfer Accounts Sent [Removed]
6j. Total Transfer Accounts Sent to FFM
6k. Transfers to Non-Integrated SBM Systems

7. Number of Renewals
   7a. Number of Renewals up for Annual Redetermination

By Determination Type
7b. Medicaid MAGI renewals
7c. Medicaid Non-MAGI Renewals
7d. CHIP Renewals
7e. Renewals of Unknown Type

8. Total Enrollment
   8a. Total Medicaid Enrollees
      Medicaid MAGI enrollment
   8b. Total MAGI Enrollees
   8c. MAGI Child Enrollees
   8d. MAGI Adult Enrollees
      Medicaid non-MAGI enrollment
   8e. Total Non-MAGI Enrollees
   8f. Non-MAGI Child Enrollees
   8g. Non-MAGI Adult Enrollees

   8h. Total CHIP Enrollees

9. Total Number of Individuals Determined Eligible
   9a. Total Medicaid Eligible
      By Determination Type
   9b. Medicaid MAGI Eligibility Determinations
   9c. Medicaid non-MAGI Eligibility Determinations
      By Reason for Determination
   9d. Medicaid Eligibility Determined at Application
   9e. Medicaid Eligibility at Application under MAGI Rules
   9f. Medicaid Eligibility at Application under non-MAGI Rules
List of Medicaid and CHIP Eligibility and Enrollment Performance Indicators and Sub-indicators
(May 20, 2014)

9g. Medicaid Eligibility Determined at Annual Renewal
9h. Medicaid Eligible via Administrative Determination
9i. Medicaid Eligible via Other Method

9j. Total CHIP Eligible

By Reason for Determination
9k. Determined CHIP Eligible at Application
9l. Determined CHIP Eligible at Annual Renewal
9m. All Others Determined CHIP Eligible

10. Total Number of Individuals Determined Ineligible

10a. Total Medicaid Ineligible

By Determination Reason
10b. Medicaid Determination – Ineligibility Established
10c. Medicaid Determination – Eligibility Cannot be Established

By Type of Determination
10d. Medicaid Determination – Ineligible at Application
10e. Medicaid Determination – Ineligible at Annual Renewal
10f. Medicaid Determination – Ineligible via Other Application Type

10g. Total CHIP Ineligible

By Determination Reason
10h. CHIP Determination – Ineligibility Established
10i. CHIP Determination – Eligibility Cannot be Established

By Type of Determination
10j. CHIP Determination – Ineligible at Application
10k. CHIP Determination – Ineligible at Annual Renewal
10l. CHIP Determination – Ineligible via Other Application Type

11. Number of Pending Applications or Redeterminations

Pending at Medicaid Agency
11a. Number Pending at Medicaid Agency
11b. Pending at Medicaid Agency Type

Pending at Separate CHIP Agency
11c. Number Pending at CHIP Agency
11d. Pending at Separate CHIP Agency Type

12. Processing Time for Determinations

12a. Median Processing Time – All Medicaid Determinations

Type of Medicaid Determination
12b. Median Processing Time – MAGI Determinations
List of Medicaid and CHIP Eligibility and Enrollment Performance Indicators and Sub-indicators
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12c. Median Processing Time – non-MAGI Determinations

Source of Medicaid Application
12d. Median Processing Time – Direct Application
12e. Median Processing Time – Transfer Application from FFM

Number of Medicaid MAGI Determinations, by Processing Time
12f. Less than 24 Hours
12g. 24 Hours – 7 Days
12h. 8 Days – 30 Days
12i. 31 Days – 45 Days
12j. More than 45 Days

Number of Medicaid non-MAGI Applications, by Processing Time
12k. Less than 30 Days
12l. 31 – 60 Days
12m. 61 – 90 Days
12n. More than 90 days

Source of CHIP Application
12o. Median Processing Time – separate CHIP Agency
12p. Median Processing Time – Direct Application
12q. Median Processing Time – Transfer Application from FFM

Number of CHIP Applications, by Processing Time
12r. Less than 24 Hours
12s. 24 Hours – 7 Days
12t. 8 Days – 30 Days
12u. 31 Days – 45 Days
12v. More than 45 Days