



# **Medicaid and CHIP Eligibility and Enrollment Performance Indicators Reporting Site**

## ***State User Guide***

Last Updated: May 16, 2016

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## 1.0 Introduction

The Medicaid and CHIP Performance Indicator Reporting Site is designed to allow states to submit key performance indicator data to the Centers for Medicare & Medicaid Services (CMS). This data collection tool is operated by Socrata is accessible to registered users at <https://sdis.medicaid.gov/login>.

## 2.0 Site Registration and Access

To access the tool, users must be registered and have a distinct user ID. To register a new account, please follow the steps below:

1. Create a Socrata user ID at: <https://opendata.socrata.com>.
2. On the top-right corner of the page, click "Sign Up".
3. Complete the registration form, and click "Create My Account".
4. Once the account registration is complete, please send an email to: [PerformanceindicatorsTA@cms.hhs.gov](mailto:PerformanceindicatorsTA@cms.hhs.gov) and **include the following information in the email:**
  - a. Subject: Socrata Account Registration
  - b. Body: Include your:
    - i. Full name
    - ii. Email
    - iii. State
    - iv. Permission level (see below)
5. CMS will complete the account registration process and will email you when your account is fully activated.
6. Once an account has been fully activated, a user can access the site at: <https://sdis.medicaid.gov>. To login, enter the email address and password used when registering.

## 3.0 Permission Levels

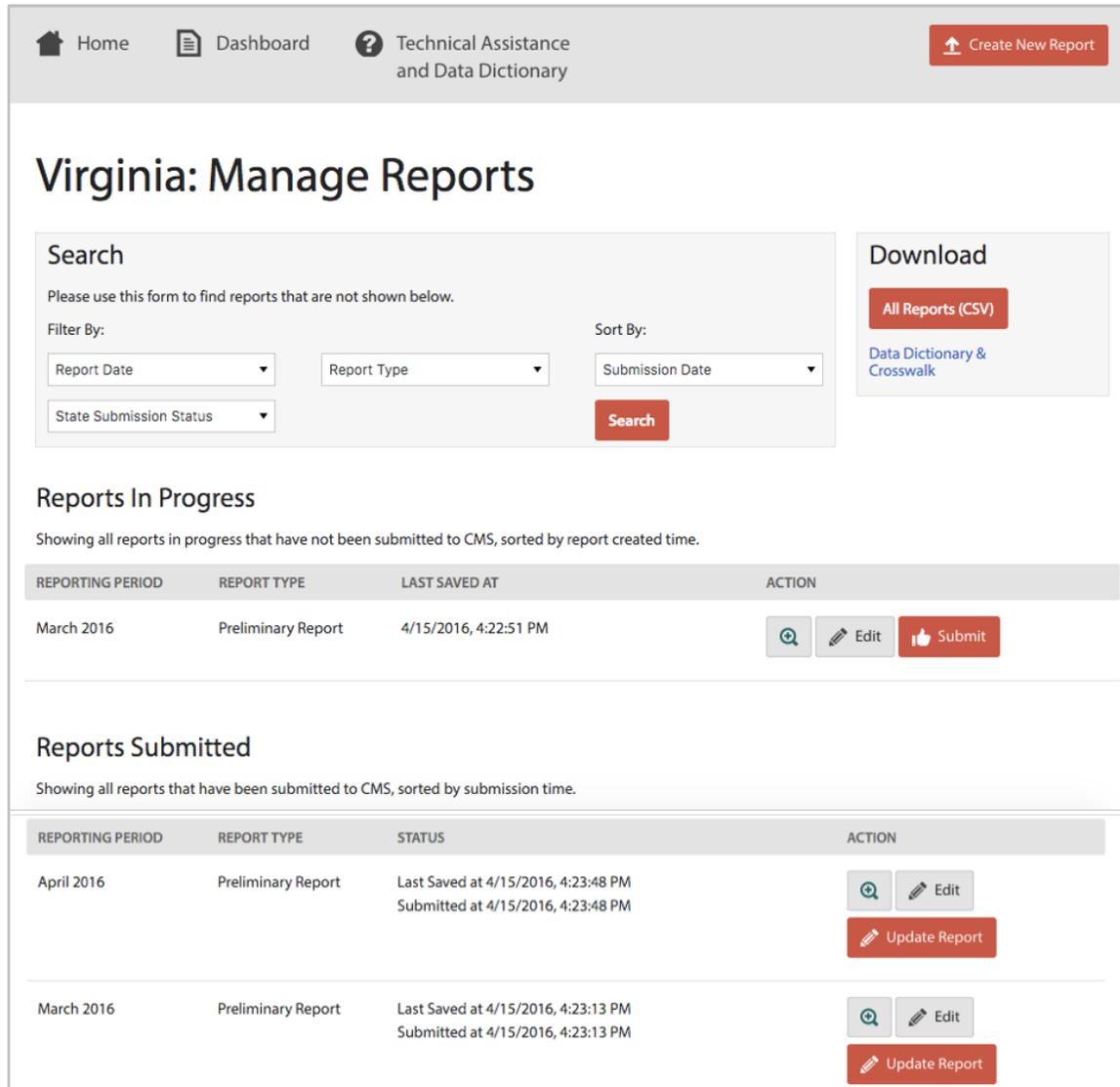
There are two levels of access for users in the reporting site. These levels of access control whether a user can edit and create reports.

The two levels are as follows:

- **State Administrator:** These users can create, edit, and approve monthly reports. Administrator access is limited to only those state users that will be submitting monthly data.
- **State Viewer:** These users can only view submitted reports -- they cannot create, edit, or approve reports.

## 4.0 Reports List View (Home Screen)

Upon login, users will see the following screen:



**Virginia: Manage Reports**

**Search**  
Please use this form to find reports that are not shown below.

Filter By:

**Download**  
  
[Data Dictionary & Crosswalk](#)

**Reports In Progress**  
Showing all reports in progress that have not been submitted to CMS, sorted by report created time.

REPORTING PERIOD	REPORT TYPE	LAST SAVED AT	ACTION
March 2016	Preliminary Report	4/15/2016, 4:22:51 PM	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Submit"/>

**Reports Submitted**  
Showing all reports that have been submitted to CMS, sorted by submission time.

REPORTING PERIOD	REPORT TYPE	STATUS	ACTION
April 2016	Preliminary Report	Last Saved at 4/15/2016, 4:23:48 PM Submitted at 4/15/2016, 4:23:48 PM	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Update Report"/>
March 2016	Preliminary Report	Last Saved at 4/15/2016, 4:23:13 PM Submitted at 4/15/2016, 4:23:13 PM	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Update Report"/>

- From the homepage, users can create new reports, search for reports, access preexisting reports, download prior report data as a CSV file, and access the dashboard.
- The homepage is divided into three sections:
  - **Search**
  - **Reports in Progress**
  - **Reports Submitted**

*Note that all state-specific data in this document is test data and does not represent any state's actual reporting or performance.*

## 4.1 Search

- Use the search function to quickly search for specific reports.
- Searches can be conducted by “report date”, “report type” (preliminary or updated), and/or “submission status.”
- Search results can be sorted by “submission date” or “report date”.

### Search

Please use this form to find reports that are not shown below.

**Filter By:**

Report Date ▼

Report Type ▼

Submission Date ▼

State Submission Status ▼

**Sort By:**

Submission Date ▼

Search

- Search results will appear as the following:

### Search Results

**Filters Applied:**  
Submitted by State: Yes

**Sorted By:**  
State Submission Date (descending)

REPORTING PERIOD	TYPE	STATE	STATUS	ACTION
April 2016	Preliminary Report	VA	Last Saved at 4/15/2016, 4:23:48 PM Submitted by State at 4/15/2016, 4:23:48 PM	<div style="display: flex; gap: 5px;"> <div style="background-color: #e6e6e6; padding: 2px 5px; border-radius: 3px;">🔍</div> <div style="background-color: #e6e6e6; padding: 2px 5px; border-radius: 3px;">✎ Edit</div> </div> <div style="background-color: #e67e22; color: white; padding: 2px 5px; border-radius: 3px; text-align: center; margin-top: 2px;">✎ Update Report</div>
March 2016	Preliminary Report	VA	Last Saved at 4/15/2016, 4:23:13 PM Submitted by State at 4/15/2016, 4:23:13 PM	<div style="display: flex; gap: 5px;"> <div style="background-color: #e6e6e6; padding: 2px 5px; border-radius: 3px;">🔍</div> <div style="background-color: #e6e6e6; padding: 2px 5px; border-radius: 3px;">✎ Edit</div> </div> <div style="background-color: #e67e22; color: white; padding: 2px 5px; border-radius: 3px; text-align: center; margin-top: 2px;">✎ Update Report</div>
November 2015	Preliminary Report	VA	Last Saved at 2/1/2016, 5:19:37 PM Submitted by State at 2/1/2016, 5:19:37 PM	<div style="display: flex; gap: 5px;"> <div style="background-color: #e6e6e6; padding: 2px 5px; border-radius: 3px;">🔍</div> <div style="background-color: #e6e6e6; padding: 2px 5px; border-radius: 3px;">✎ Edit</div> </div> <div style="background-color: #e67e22; color: white; padding: 2px 5px; border-radius: 3px; text-align: center; margin-top: 2px;">✎ Update Report</div>

## 4.2 Reports in Progress

- This section includes reports that have been created but not yet submitted.
- This list of reports is ordered by (1) reporting month and (2) submission date, with the most recent on top.

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### 4.3 Reports Submitted

- This section includes reports that have been submitted.
- Similar to the Reports in Progress section, this list of reports is ordered by (1) reporting month and (2) submission date, with the most recent on top.

### 4.4 Report Information

The lists of reports on the home screen display the following information:

- Report Type  
There are two types of reports, "**preliminary**" and "**updated**." Preliminary reports are submitted soon after the close of the reporting period and contain little, if any, retroactive enrollment. Updated reports are submitted more than 30 days after the close of the reporting period and account for retroactive Medicaid eligibility and other updates to the preliminary data.

NOTE: Each state needs to create a preliminary report and updated report for each reporting period.

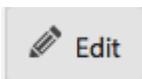
- Submission Status
  - The submission process is used to ensure reports are final and accurate. All reports **must be submitted** after completion. Once a report has been submitted, the time of submission will appear on the report.

### 4.5 Report Actions

Depending on the status of a report, the following actions are available:



The "View" button redirects users to a view-only version of the report. When viewing a report, a user will not be able to take action on the report. This page is printable for users who prefer to view the data in paper form.

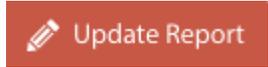


The "Edit" button allows users to edit an existing report. While editing a report, users can modify any indicators and then submit the report. To edit a preexisting report, please click the "Edit" button next to the report you wish to edit. After making any changes, users can then either save the report for further editing, or save and submit the report.

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To submit an un-submitted report, click the “Submit” button located next to the applicable report. After reviewing the data, click the “Save and Submit Report” button, located at the bottom of the report form.



The “Update Report” button allows users to update a preliminary report to account for the standard 90-day retroactive eligibility period and other data lag issues. This action is only available for submitted preliminary reports.

**NOTE:** State staff who have “Viewer” access can only view reports. These users will **not** have access to create, edit or submit reports.

## 5.0 Creating New Reports

To create a new monthly report, start by clicking on the “Create New Report” button, which is located on the top right-hand portion of the home screen. Once selected, please follow the steps below:

Virginia: Manage Reports

Search

Please use this form to find reports that are not shown below.

Filter By:

Report Date  Report Type  Submission Date

State Submission Status

Search

Download

All Reports (CSV)

Data Dictionary & Crosswalk

Reports In Progress

Showing all reports in progress that have not been submitted to CMS, sorted by report created time.

REPORTING PERIOD	REPORT TYPE	LAST SAVED AT	ACTION
March 2016	Preliminary Report	4/15/2016, 4:22:51 PM	<a href="#">Edit</a> <a href="#">Submit</a>

**NOTE:** Only state staff with “admin” access can create reports. Users with “view” access **cannot** create, edit or submit reports.

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## Step 1: Select Reporting Period

- Use the drop down menu to select the reporting period for the new report.

### New Monthly Report

Reporting Period

March 2016
▼

A preliminary report already has been submitted for the selected reporting period, either select a different reporting period, [edit the preliminary report](#), or [update the preliminary report](#) to account for the standard 90 day retroactive eligibility period and other data lag issues.

Continue
Cancel

**NOTE:** Only one preliminary report and one updated report can exist per period. Attempts to create a new report for a period with a pre-existing report will trigger one of the following alerts, depending on the status of the preexisting report.

- *For periods where there exists **only an un-submitted preliminary report**:*
  - “A preliminary report already has been created for the selected reporting period, either select a different reporting period, or edit the preliminary report.
- *For periods where there exists **a submitted preliminary report, but not an updated report**:*
  - “A preliminary report already has been submitted for the selected reporting period, either select a different reporting period, edit the preliminary report, or update the preliminary report to account for the standard 90-day retroactive eligibility period and other data lag issues.”
- *For periods where **there exists both submitted preliminary and updated reports**:*
  - “An updated report has already been submitted for the selected reporting period. Please select a different reporting period, or edit the updated report. Please note, preliminary reports can be accessed through the search function.”

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## Step 2: Enter Data for Indicators

- Beginning with the “Call Center” indicator, enter data for all indicators by typing data into the report form fields. Please note the metric units when entering data, as they vary by indicator (for example, total, average, etc.).
- If data is not available for an indicator, **leave the field blank**, as opposed to entering a zero to indicate missing data.
- The fields displayed in states’ monthly report forms are personalized to assist with data entry. Any fields not applicable to a particular state’s marketplace type will be hidden. For example, the report form for an FFM state will not be display fields applicable to an SBM state.

*Call Center Data:* To edit the call center indicators, begin by clicking the “Edit Call Center Information” button. In the fields that appear, enter the names/titles of all call centers. The names of the call centers entered will be preserved. Leave blank any unused call center fields. Up to 10 call center names can be added, as shown below:

[Edit Call Center Information](#)

### Note:

- Note the metric units when entering data, as they vary by indicator
- For data not available, please leave the field blank. Do **not** enter zero to indicate

Call Center Information
Boulder, Denver
[Edit Call Center Information](#)

<b>Call Center #1</b> <input type="text" value="Boulder"/>	<b>Call Center #6</b> <input type="text"/>
<b>Call Center #2</b> <input type="text" value="Denver"/>	<b>Call Center #7</b> <input type="text"/>
<b>Call Center #3</b> <input type="text" value="Colorado Springs"/>	<b>Call Center #8</b> <input type="text"/>
<b>Call Center #4</b> <input type="text"/>	<b>Call Center #9</b> <input type="text"/>
<b>Call Center #5</b> <input type="text"/>	<b>Call Center #10</b> <input type="text"/>

**Data Limitations**

Please include an explanation of any data limitations that would affect the interpretation of the numbers reported for these indicators.

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### Step 3: Enter Indicator-Specific Data Limitations Information

- Each indicator includes a text-box for reporting data limitation information specific to that indicator. If applicable, please include in this field a description of how the data entered varies from CMS's data specification for that particular indicator or subindicator.
- For additional information about CMS's data specifications, please consult the Performance Indicator Technical Assistance page, which includes the Data Dictionary, located at: <https://www.medicaid.gov/medicaid-chip-program-information/program-information/sdis.html>.

### Step 4: Enter General Data Limitation Information

- At the bottom of the report form is a text-box for reporting general data limitations. If applicable, please include in this field any data limitations that pertain to the entire data set.

<p><b>Data Limitations</b></p> <p>Please include an explanation of any data limitation that would affect the interpretation of data reported, including differences between the reported data and the data definition.</p>	<p>Except for enrollment figures, non-MAGI figures are reported at the case/application level rather than by individuals; some pending information (renewals/redeterminations) are at the case level; renewals due are shown at the individual level.</p>
<p><b>Save Report</b>   <b>Save and Submit Report</b></p>	

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## Step 5: Check for Alerts

- The system will provide alerts if there are instances of entered data not summing appropriately (for example, the sum of the figures from the “applications by channel” subindicators should equal the topline “Total Applications Received” indicator), or when values fall outside the expected range. Reports cannot be saved or submitted if alerts are present. If an alert is present, please amend the report accordingly.

The screenshot shows a report form with an alert dialog box. The alert message is: "Alert: A report cannot be saved or submitted until this condition is met." The form contains the following fields and values:

- Average Call Center Abandonment Rate:** Value between 0 and 1 (inclusive), up to three. (Value: 0.5)
- Total Applications Received:** 500. This value should equal to a sum of the following: Applications Received by Medicaid Agency, Applications Received by CHIP Agency, and Applications Received by SBM. This value must equal the sum of subindicators to save the report.
- By the Medicaid Agency Applications Received by Medicaid Agency:** 200. This value must equal the sum of subindicators to save the report.

## Step 6: Save and Submit the Report

- Upon completion of the report form, users can either save the report (if it is still in progress), or save and submit the report (if it is complete).

Save Report

Save and Submit Report

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## 6.0 Updating Previously Submitted Reports

- To account for retroactive Medicaid eligibility and other updates to preliminary data, states are required to update their submitted preliminary reports more than 30 days after the close of the reporting period. Please note, only submitted preliminary reports can be updated.
- To update a submitted preliminary report, users have two options:

- Click on the “Update Report” button next to a submitted preliminary report. Users will be redirected to the updated report form for the month selected. Upon completion of the form, users can either save the report (if it is still in progress), or save and submit the report (if it is complete).



- Click on the “Create New Report” button, which is located at the top right-hand portion of the home screen. When redirected to the “New Monthly Report” screen, select the period for the updated report.



Following selection, an alert will appear which will include a link for updating the selected period’s preliminary report, as shown below. From here, users will be redirected to the updated report form for the period selected. Upon completion of the form, users can either save the report (if it is still in progress), or save and submit the report (if it is complete).

### New Monthly Report

Reporting Period

March 2016
▼

A preliminary report already has been submitted for the selected reporting period, either select a different reporting period, [edit the preliminary report](#), or [update the preliminary report](#) to account for the standard 90 day retroactive eligibility period and other data lag issues.

Continue
Cancel

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## 7.0 Downloading State Reports

- From the home screen, users can download their reported data in one, easy-to-use file. To download the file, click on the “All Reports” button in the “Download” box, located at the top right-hand corner of the home screen.
- The downloaded file will be a CSV file, which will include individual rows for all preliminary and updated reports.
- A crosswalk between the column names in the CSV file and the field names can be found on the “Performance Indicator Technical Assistance” page using the link at the bottom of the “Download” box.



## 8.0 Performance Indicator Technical Assistance

- From the home screen, users can access the “Performance Indicators Technical Assistance” page, which is located on Medicaid.gov. The page includes important resources for the performance indicator project, including the data dictionary, learning modules, the crosswalk, and a set of FAQs.

## 9.0 Accessing the Dashboard

- From the home screen, users can access their dashboard, which is a state-specific display of select indicators and metrics. To access the dashboard, please click on the “Dashboard” button located at the top of the home screen.

The screenshot shows the 'Virginia: Manage Reports' dashboard. At the top, there is a navigation bar with 'Home', 'Dashboard' (highlighted with a red box), 'Technical Assistance and Data Dictionary', and a 'Create New Report' button. The main content area is titled 'Virginia: Manage Reports'. It includes a search section with the instruction 'Please use this form to find reports that are not shown below.' and filter options for 'Report Date', 'Report Type', 'Submission Date', and 'State Submission Status'. A 'Download' section offers 'All Reports (CSV)' and 'Data Dictionary & Crosswalk'. Below is a 'Reports In Progress' section showing a table with one report entry for March 2016.

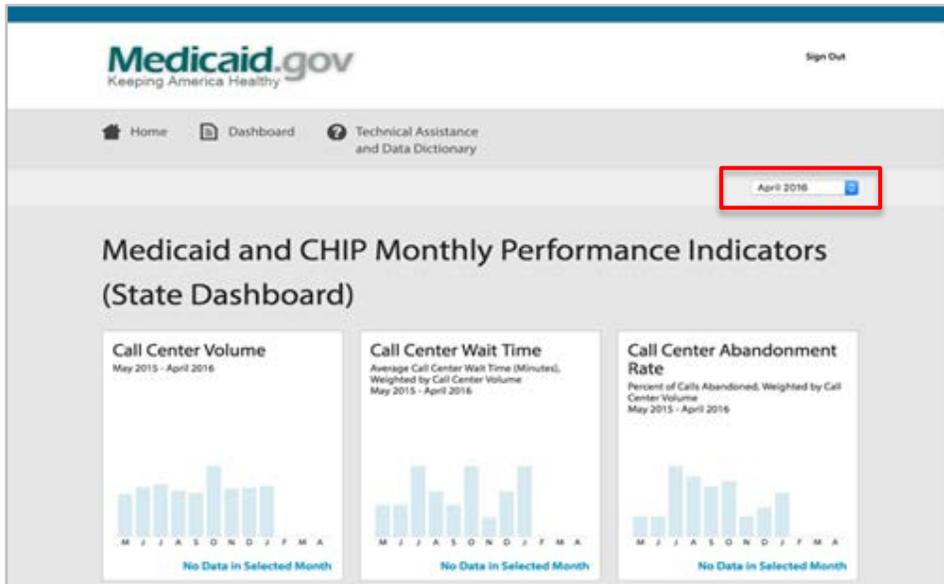
REPORTING PERIOD	REPORT TYPE	LAST SAVED AT	ACTION
March 2016	Preliminary Report	4/15/2016, 4:22:51 PM	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Submit</a>

### Note:

- The dashboard does not include any data limitation information, and it displays states' data exactly as it was entered into the report form.

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- In the dashboard, users can change the period displayed by selecting a different month from the drop-down menu, located on the right-hand portion of the page.



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