

Medicaid and CHIP Unwinding Operations Snapshot – December 2023 Data

March 2024

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 related to unwinding of the Medicaid continuous enrollment condition, 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 Snapshot²
- The Medicaid MAGI and CHIP Application Processing Time Report³

¹ More information on the Performance Indicator data set can be found here: <https://www.medicaid.gov/medicaid/national-medicaid-chip-program-information/medicaid-chip-enrollment-data/performance-indicator-technical-assistance/index.html> and the complete Performance Indicator data set is available on [Data.Medicaid.gov](https://www.medicaid.gov/data)

² The Medicaid and CHIP Enrollment Trend Snapshot can be found here: <https://www.medicaid.gov/medicaid/program-information/medicaid-chip-enrollment-data/medicaid-and-chip-enrollment-trend-snapshot/index.html>

³ The Medicaid Modified Adjusted Gross Income & Children's Health Insurance Program Application Processing Time Report can be found here: <https://www.medicaid.gov/state-overviews/medicaid-modified-adjusted-gross-income-childrens-health-insurance-program-application-processing-time-report/index.html>

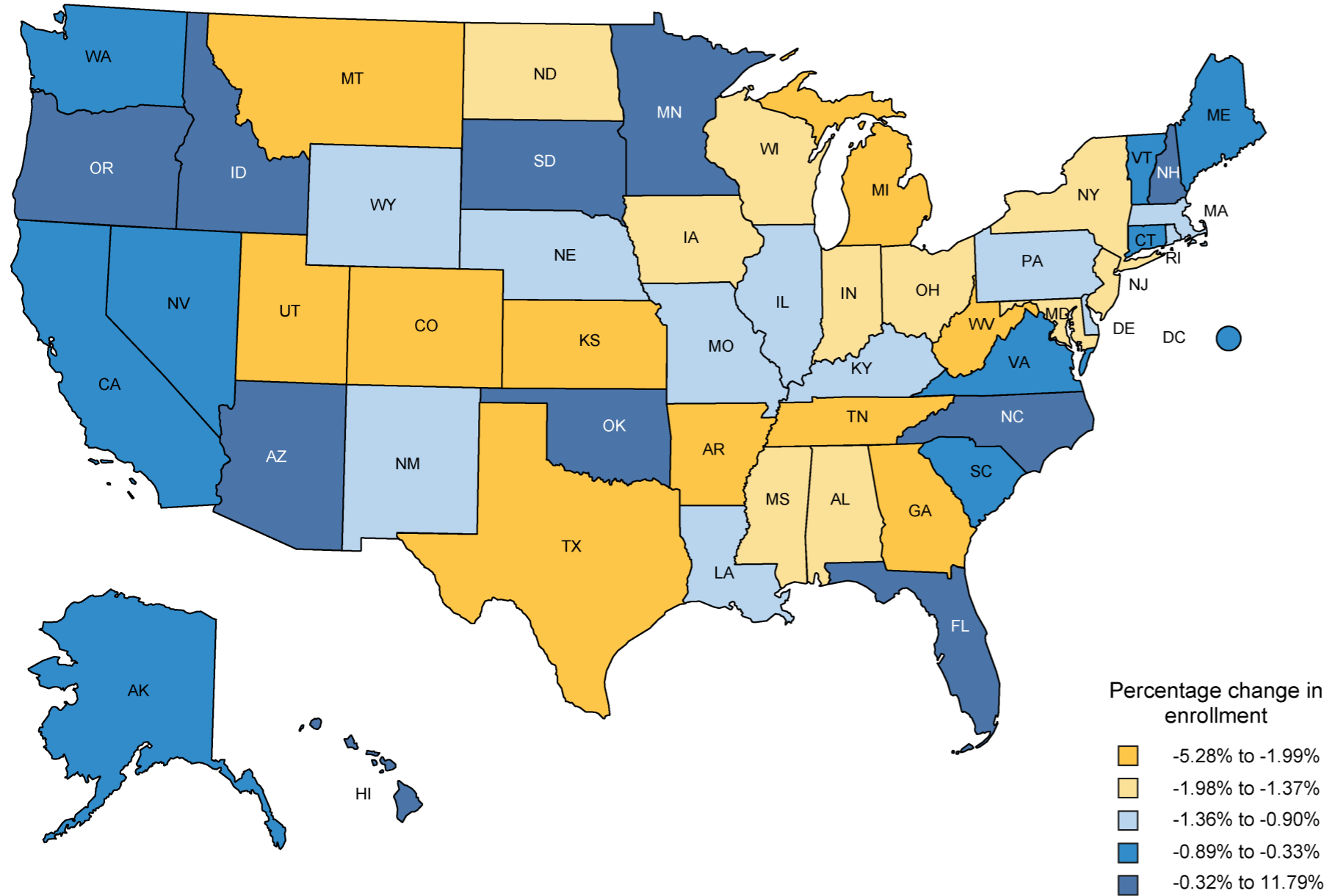
What You Should Know When Using the Data

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](https://www.medicare.gov/unwinding-data).
- Notes to consider when reviewing the data can be found in the Appendix.

¹ See Medicaid and CHIP Eligibility and Enrollment Performance Indicators Data Dictionary available at: <https://www.medicare.gov/medicaid/downloads/performance-indicators-datadictionary.pdf>

Percentage change in total Medicaid and CHIP enrollment, November 2023 to December 2023



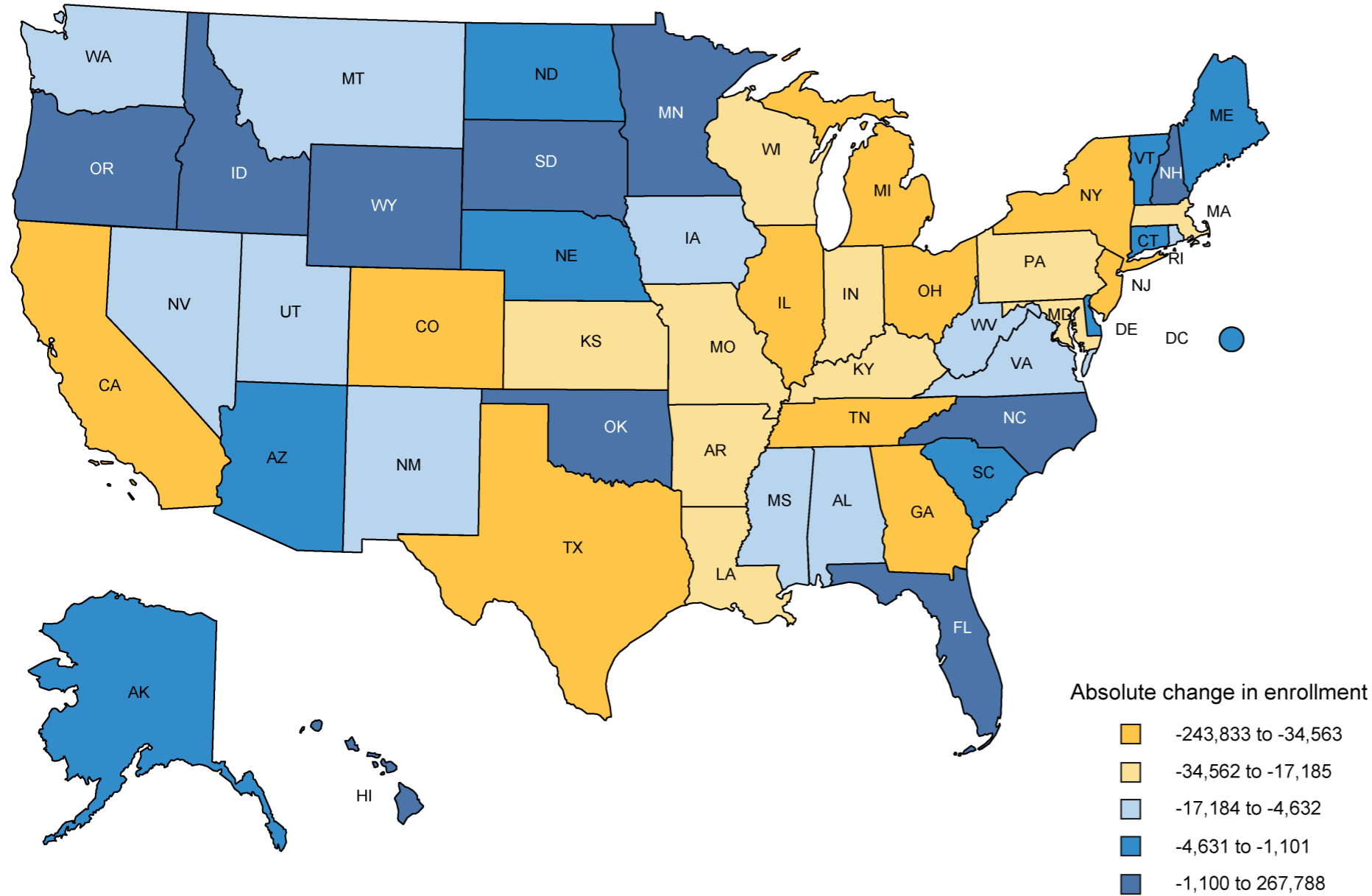
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	242,860	-0.55%	MT	237,408	-2.77%
AL	1,086,719	-1.42%	NC	2,539,186	11.79%
AR	773,494	-2.44%	ND	112,410	-1.75%
AZ	2,037,255	-0.14%	NE	365,041	-1.05%
CA	13,789,507	-0.46%	NH	181,783	0.18%
CO	1,405,707	-3.22%	NJ	2,075,142	-1.81%
CT	979,492	-0.42%	NM	783,627	-0.92%
DC	274,863	-0.59%	NV	862,954	-0.72%
DE	289,484	-1.02%	NY	7,135,090	-1.64%
FL	4,155,117	0.96%	OH	3,062,594	-1.50%
GA	2,115,193	-3.50%	OK	1,039,621	0.43%
HI	469,156	0.71%	OR	1,454,774	-0.06%
IA	697,036	-1.68%	PA	3,387,011	-0.90%
ID	335,115	5.78%	RI	350,855	-1.30%
IL	3,645,743	-1.10%	SC	1,182,021	-0.36%
IN	1,834,048	-1.53%	SD	121,314	1.85%
KS	427,690	-4.10%	TN	1,627,147	-2.08%
KY	1,492,972	-1.31%	TX	4,371,323	-5.28%
LA	1,740,650	-1.26%	UT	361,645	-3.43%
MA	1,837,211	-1.01%	VA	1,956,299	-0.36%
MD	1,647,787	-1.57%	VT	170,730	-0.64%
ME	371,287	-0.33%	WA	1,922,648	-0.79%
MI	2,764,539	-1.99%	WI	1,327,825	-1.37%
MN	1,346,134	0.27%	WV	535,197	-2.34%
MO	1,405,790	-1.21%	WY	73,362	-1.32%
MS	692,592	-1.74%	Total	85,094,448	-0.92%

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by February 8, 2024, with data through December 2023.

Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. The table includes total enrollment counts for the month of December 2023. Data notes can be found in the Appendix. State-specific data quality notes for Medicaid and CHIP enrollment can be found in the Complete Performance Indicator Dataset available at [Data.Medicare.gov](https://data.medicare.gov). Florida's December 2023 Medicaid enrollment includes beneficiaries previously unaccounted for in prior months' enrollment data.

Absolute change in total Medicaid and CHIP enrollment, November 2023 to December 2023



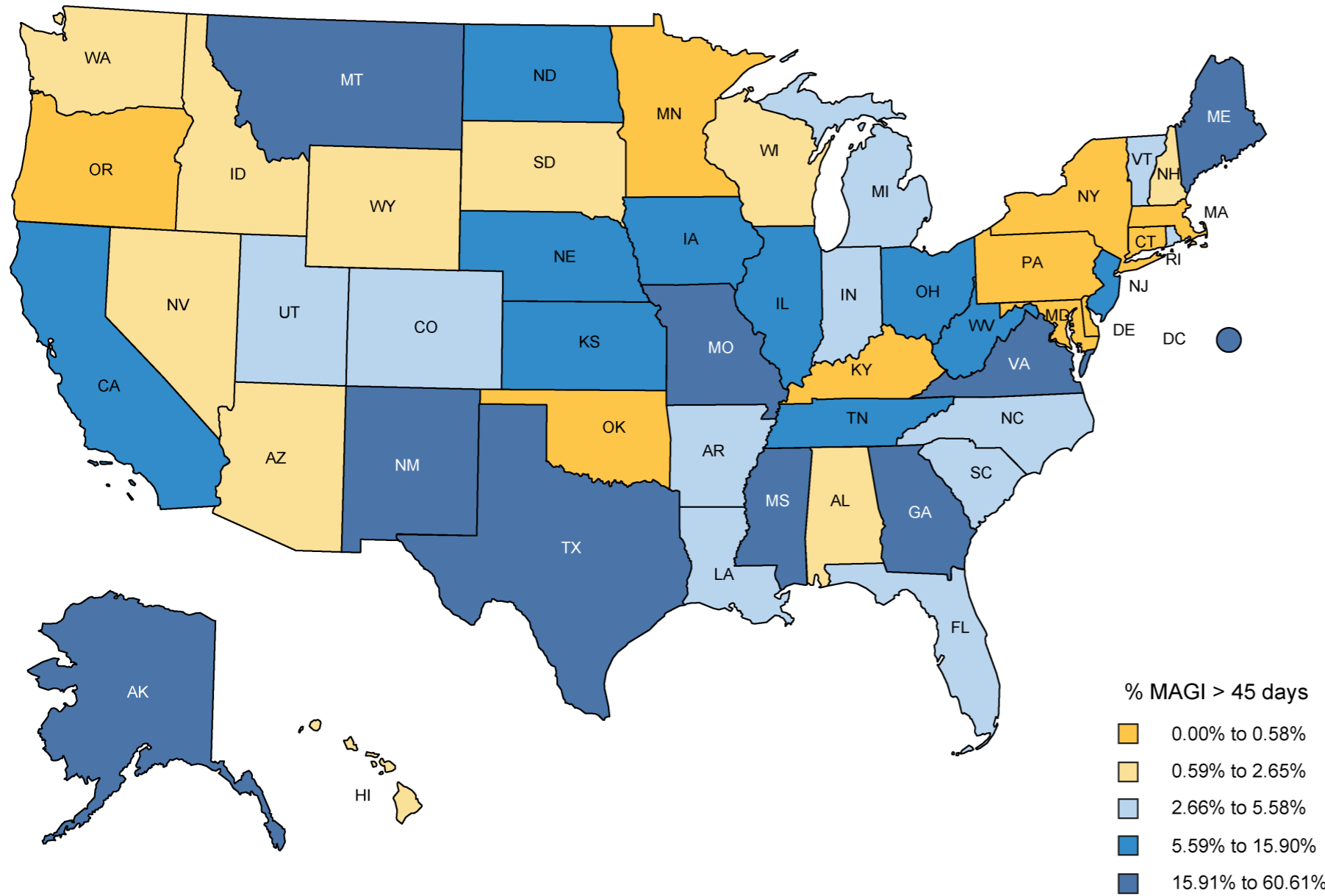
State	Total Enrollment	Abs Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	242,860	-1,333	MT	237,408	-6,767
AL	1,086,719	-15,606	NC	2,539,186	267,788
AR	773,494	-19,317	ND	112,410	-2,001
AZ	2,037,255	-2,829	NE	365,041	-3,859
CA	13,789,507	-63,297	NH	181,783	320
CO	1,405,707	-46,731	NJ	2,075,142	-38,328
CT	979,492	-4,130	NM	783,627	-7,285
DC	274,863	-1,642	NV	862,954	-6,278
DE	289,484	-2,982	NY	7,135,090	-118,631
FL	4,155,117	39,444	OH	3,062,594	-46,514
GA	2,115,193	-76,812	OK	1,039,621	4,499
HI	469,156	3,285	OR	1,454,774	-918
IA	697,036	-11,934	PA	3,387,011	-30,846
ID	335,115	18,311	RI	350,855	-4,632
IL	3,645,743	-40,697	SC	1,182,021	-4,273
IN	1,834,048	-28,413	SD	121,314	2,203
KS	427,690	-18,282	TN	1,627,147	-34,563
KY	1,492,972	-19,892	TX	4,371,323	-243,833
LA	1,740,650	-22,260	UT	361,645	-12,851
MA	1,837,211	-18,788	VA	1,956,299	-7,091
MD	1,647,787	-26,281	VT	170,730	-1,101
ME	371,287	-1,221	WA	1,922,648	-15,332
MI	2,764,539	-56,152	WI	1,327,825	-18,472
MN	1,346,134	3,691	WV	535,197	-12,822
MO	1,405,790	-17,185	WY	73,362	-980
MS	692,592	-12,243	Total	85,094,448	-785,863

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by February 8, 2024, with data through December 2023.

Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. The table includes total enrollment counts for the month of December 2023. Data notes can be found in the Appendix. State-specific data quality notes for Medicaid and CHIP enrollment can be found in the Complete Performance Indicator Dataset available at [Data.Medicare.gov](https://data.medicare.gov). Florida's December 2023 Medicaid enrollment includes beneficiaries previously unaccounted for in prior months' enrollment data.

Total applications received and percentage of MAGI determinations at application processed in over 45 days, December 2023



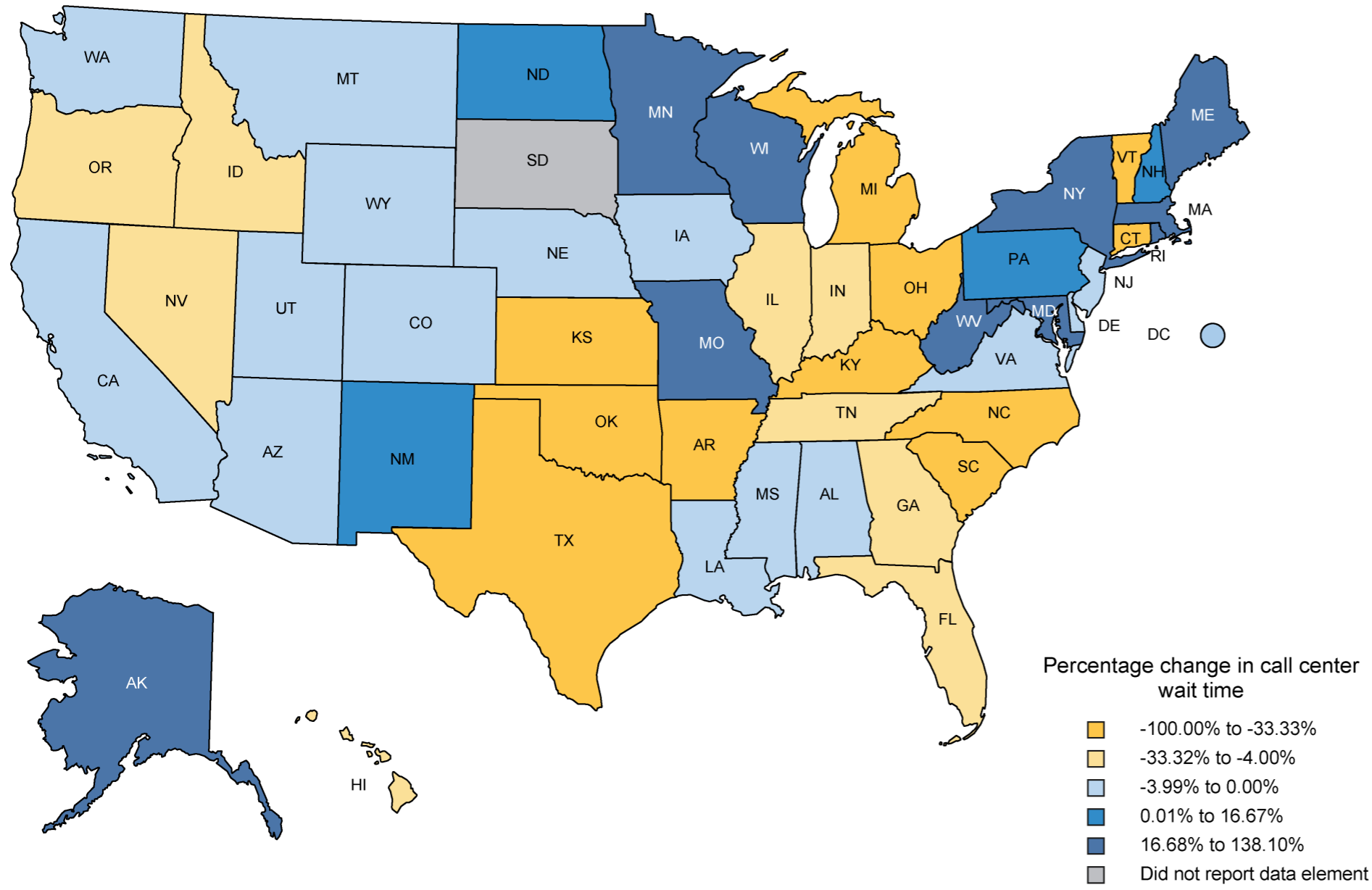
State	Total Application	% MAGI > 45	State	Total Application	% MAGI > 45
AK	2,768	32.44%	MT	4,445	38.49%
AL	8,954	1.19%	NC	39,015	2.70%
AR	21,922	4.74%	ND	3,668	15.80%
AZ	107,203	1.54%	NE	8,945	7.47%
CA	271,773	8.92%	NH	5,736	1.87%
CO	29,960	3.84%	NJ	40,579	10.48%
CT	21,471	0.05%	NM	16,396	60.61%
DC	1,025	29.78%	NV	19,792	1.00%
DE	7,263	0.00%	NY	134,848	0.01%
FL	296,451	3.71%	OH	69,929	15.81%
GA	47,366	39.22%	OK	55,644	0.00%
HI	2,516	2.65%	OR	15,037	0.00%
IA	27,968	8.99%	PA	93,852	0.58%
ID	9,360	2.24%	RI	1,821	4.84%
IL	54,898	15.90%	SC	17,401	2.75%
IN	54,369	4.33%	SD	6,151	1.21%
KS	13,815	14.70%	TN	25,478	6.80%
KY	10,595	0.17%	TX	123,642	36.66%
LA	21,205	5.17%	UT	34,382	3.62%
MA	26,028	0.22%	VA	30,387	18.97%
MD	155,521	0.00%	VT	4,317	3.45%
ME	8,196	27.05%	WA	192,943	2.02%
MI	43,740	5.58%	WI	18,686	1.20%
MN	31,204	0.00%	WV	15,521	7.78%
MO	19,671	57.45%	WY	1,118	1.34%
MS	15,006	16.93%			

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by February 8, 2024 with data through December 2023.

Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. Volume of applications received include applications received by any state agency with the authority to make Medicaid or CHIP eligibility determinations, including the Medicaid agency, a separate CHIP agency, or a state-based marketplace. This count is not used to determine the percentage of MAGI determinations at application processed in over 45 days. Data notes can be found in the Appendix. State-specific data quality notes for Medicaid and CHIP application data can be found in the Complete Performance Indicator Dataset available at [Data.Medicaid.gov](https://www.data.medicaid.gov). State-specific data quality notes for MAGI determinations at application processed in over 45 days can be found in the MAGI Application Processing Time Report available at [Medicaid.gov](https://www.Medicaid.gov). New York corrected its reported applications data from October 2023 to December 2023 to address an overcount. The state is continuing to retrospectively correct the issue in prior months' reports.

Percentage change in average call center wait time, November 2023 to December 2023



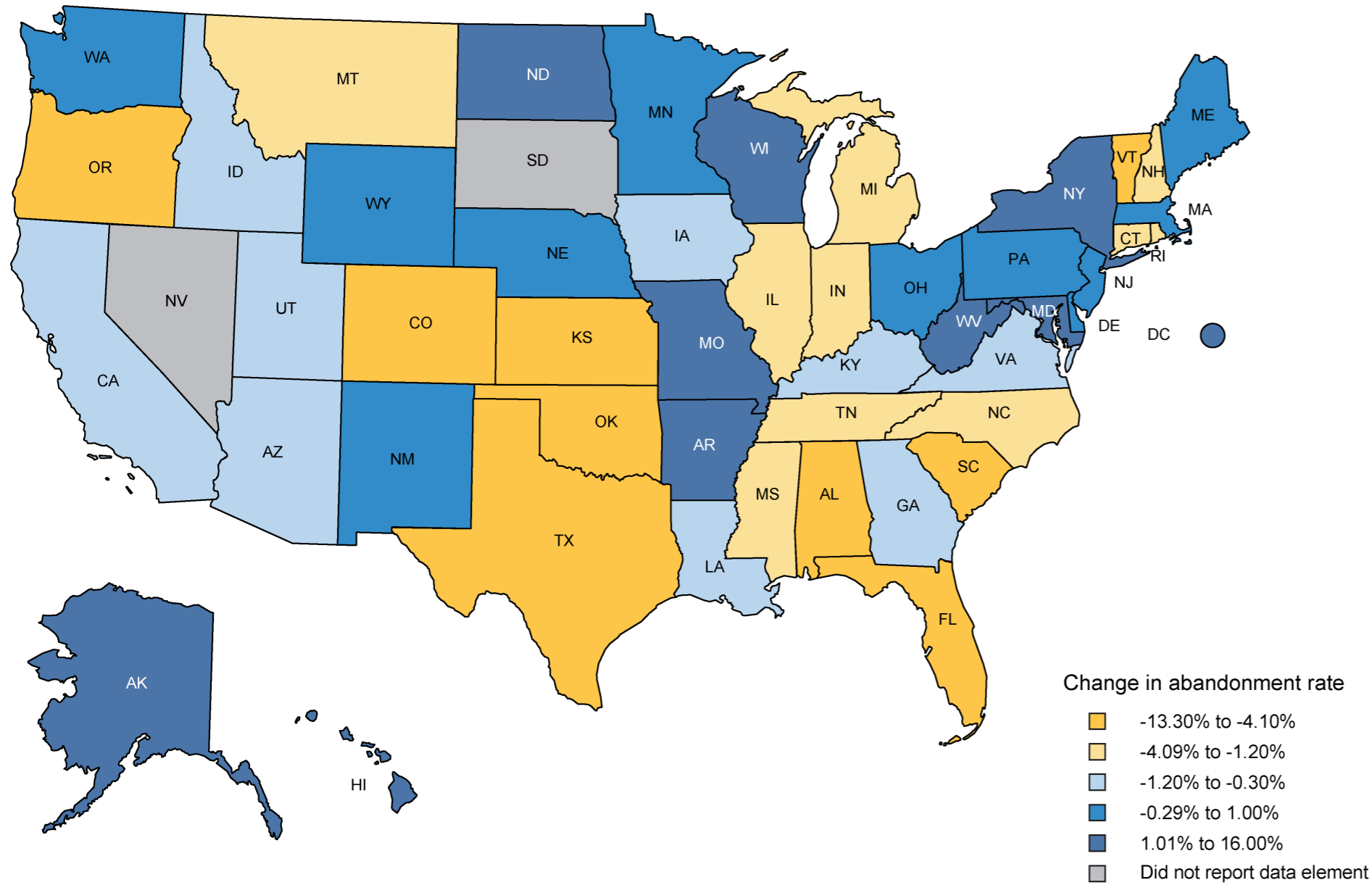
State	Avg Call Center Wait Time	% Change from Previous Month	State	Avg Call Center Wait Time	% Change from Previous Month
AK	20.00	17.65%	MT	29.00	-3.33%
AL	2.00	0.00%	NC	0.00	-100.00%
AR	6.00	-33.33%	ND	8.00	14.29%
AZ	5.00	0.00%	NE	4.00	0.00%
CA	5.00	0.00%	NH	7.00	16.67%
CO	15.00	0.00%	NJ	4.00	0.00%
CT	4.00	-50.00%	NM	46.00	6.98%
DC	3.00	0.00%	NV	36.00	-5.26%
DE	1.00	0.00%	NY	2.00	100.00%
FL	31.00	-26.19%	OH	2.00	-33.33%
GA	10.00	-28.57%	OK	14.00	-36.36%
HI	16.00	-27.27%	OR	16.00	-27.27%
IA	0.00	0.00%	PA	20.00	5.26%
ID	25.00	-10.71%	RI	50.00	138.10%
IL	24.00	-4.00%	SC	2.00	-50.00%
IN	11.00	-8.33%	SD	NR	NR
KS	2.00	-66.67%	TN	31.00	-13.89%
KY	1.00	-50.00%	TX	7.00	-56.25%
LA	2.00	0.00%	UT	23.00	0.00%
MA	2.00	100.00%	VA	1.00	0.00%
MD	2.00	100.00%	VT	9.00	-35.71%
ME	13.00	18.18%	WA	1.00	0.00%
MI	2.00	-33.33%	WI	9.00	28.57%
MN	20.00	17.65%	WV	21.00	31.25%
MO	39.00	21.88%	WY	1.00	0.00%
MS	0.00	0.00%		<i>Did not report data element</i>	NR

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by February 8, 2024 with data through December 2023.

Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. SD does not have call centers and does not report call center metrics. Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics at Data.Medicaid.gov/Unwinding-data.

Percentage point change in average call center abandonment rate, November 2023 to December 2023



State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	31.00%	2.00%	MT	36.00%	-2.00%
AL	6.30%	-7.40%	NC	1.50%	-1.30%
AR	10.00%	2.70%	ND	30.20%	4.10%
AZ	7.90%	-0.30%	NE	10.00%	0.10%
CA	1.10%	-0.50%	NH	6.00%	-2.00%
CO	22.80%	-4.10%	NJ	22.20%	0.00%
CT	5.10%	-2.40%	NM	27.50%	-0.10%
DC	24.00%	16.00%	NV	56.00%	NR
DE	19.30%	-0.10%	NY	5.00%	1.90%
FL	38.90%	-5.50%	OH	4.00%	0.00%
GA	1.20%	-0.30%	OK	19.00%	-6.00%
HI	34.00%	11.00%	OR	29.00%	-7.00%
IA	0.40%	-1.20%	PA	27.60%	-0.10%
ID	7.60%	-0.50%	RI	28.40%	-2.20%
IL	33.60%	-2.60%	SC	3.70%	-4.50%
IN	13.90%	-1.80%	SD	NR	NR
KS	1.90%	-7.40%	TN	25.20%	-1.20%
KY	1.90%	-0.80%	TX	10.90%	-13.30%
LA	4.50%	-0.50%	UT	21.20%	-0.60%
MA	2.60%	0.90%	VA	1.60%	-1.10%
MD	7.20%	3.10%	VT	15.10%	-8.00%
ME	16.00%	0.00%	WA	11.00%	0.00%
MI	3.70%	-2.20%	WI	14.40%	3.60%
MN	31.00%	1.00%	WV	24.60%	3.50%
MO	53.70%	2.00%	WY	0.40%	0.00%
MS	4.10%	-1.70%		<i>Did not report data element</i>	NR

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by February 8, 2024 with data through December 2023.

Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. SD does not have call centers and does not report call center metrics. If a state's call center abandonment rate in the previous month was zero, and its call center abandonment rate in the current month is greater than zero, then the state's percentage change is equal to 100 percent. If a state's call center abandonment rate in the previous month was zero, and its call center abandonment rate in the current month is equal to zero, then that state's percentage change is equal to 0 percent. Data notes can be found in the Appendix and state-specific data quality notes can be found in the Medicaid and CHIP CAA Reporting Metrics at [Medicaid.gov/Unwinding-data](https://www.medicare.gov/Unwinding-data).

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 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](#)