Medicaid and CHIP Unwinding Operations Snapshot – February 2024 Data

May 2024

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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, 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 Snapshot[2]
- The Medicaid MAGI and CHIP Application Processing Time Report[3]

[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

[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

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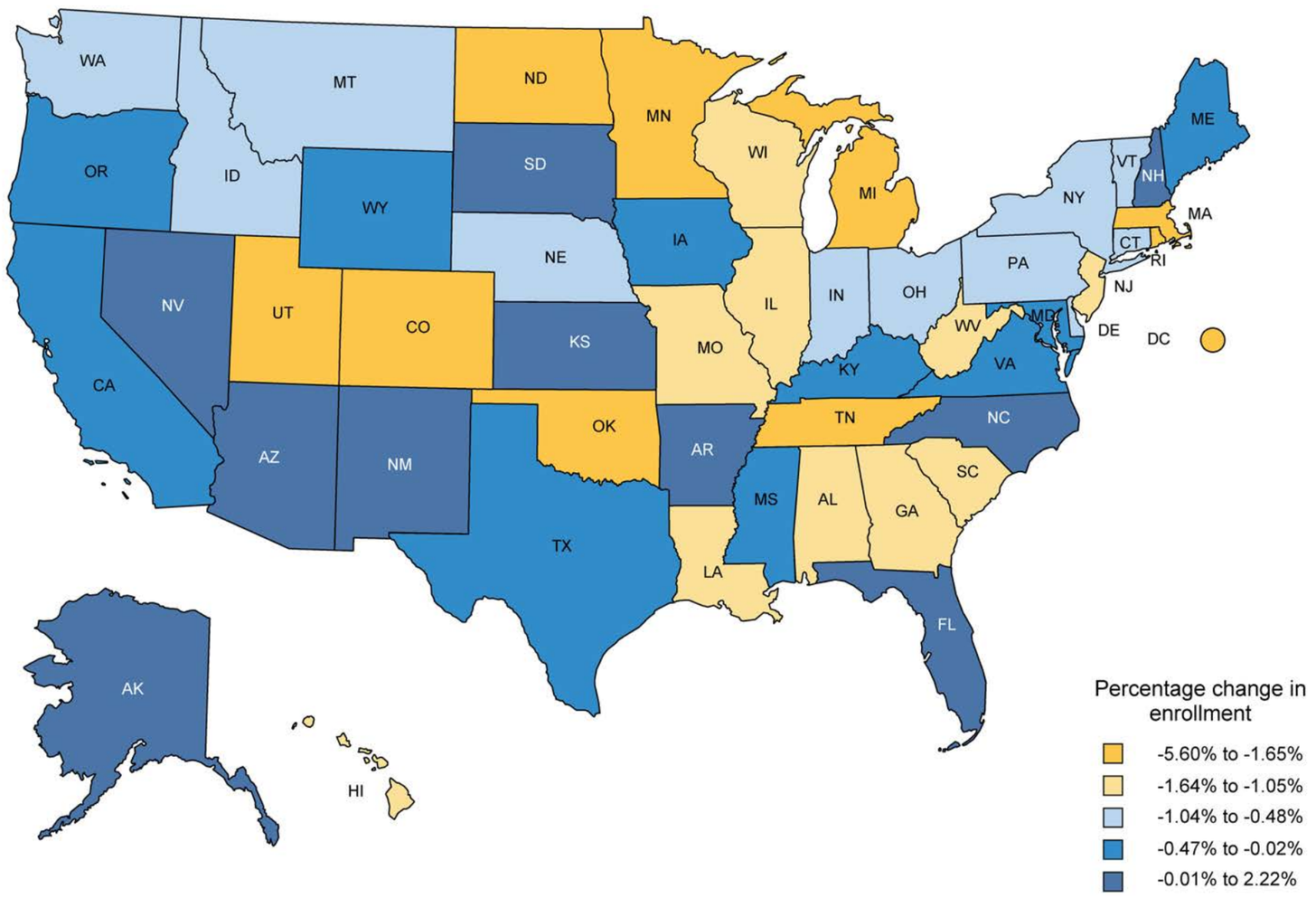
What You Should Know When Using the Data

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.
- 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.medicaid.gov/medicaid/downloads/performance-indicators-datadictionary.pdf

Percentage change in total Medicaid and CHIP enrollment, January 2024 to February 2024



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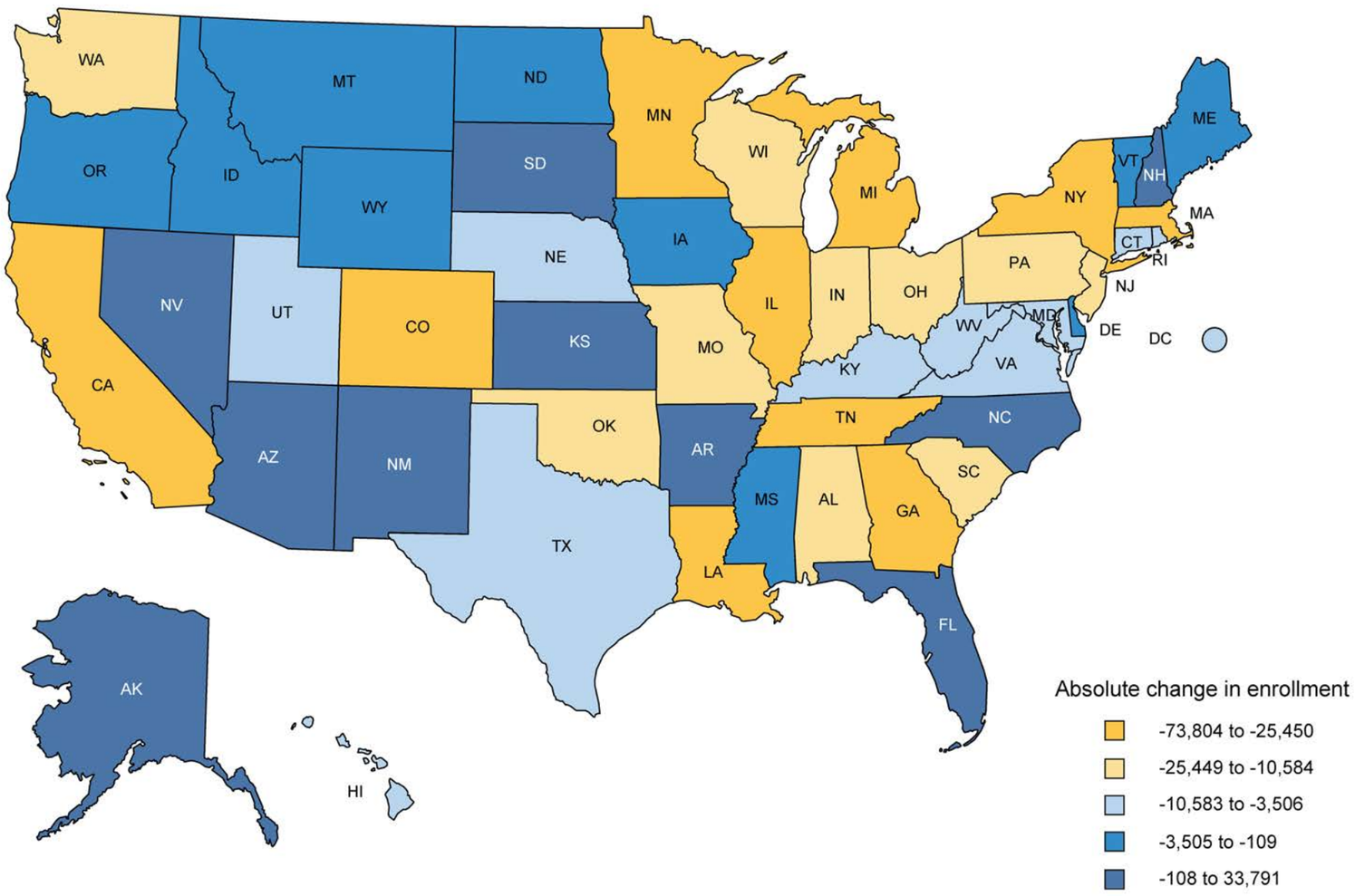
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	245,382	1.03%	MT	233,455	-0.87%
AL	1,051,361	-1.21%	NC	2,607,533	1.31%
AR	778,355	0.01%	ND	108,629	-1.65%
AZ	2,040,639	0.45%	NE	356,475	-0.97%
CA	13,690,809	-0.19%	NH	183,817	0.30%
CO	1,308,507	-3.60%	NJ	2,012,074	-1.09%
CT	968,793	-0.48%	NM	786,269	0.52%
DC	266,235	-2.33%	NV	862,559	0.04%
DE	277,898	-1.00%	NY	7,021,637	-0.79%
FL	4,100,228	0.47%	OH	3,014,826	-0.71%
GA	2,049,848	-1.52%	OK	975,270	-2.32%
HI	461,532	-1.05%	OR	1,448,647	-0.13%
IA	699,225	-0.02%	PA	3,312,828	-0.54%
ID	331,599	-1.01%	RI	340,305	-2.26%
IL	3,574,589	-1.25%	SC	1,158,279	-1.30%
IN	1,817,765	-0.58%	SD	126,820	2.22%
KS	430,424	0.52%	TN	1,549,311	-2.73%
KY	1,488,618	-0.34%	TX	4,127,590	-0.22%
LA	1,684,930	-1.51%	UT	346,761	-1.81%
MA	1,717,022	-3.12%	VA	1,951,439	-0.36%
MD	1,619,896	-0.31%	VT	168,736	-0.89%
ME	372,259	-0.05%	WA	1,886,568	-1.04%
MI	2,652,901	-2.14%	WI	1,294,682	-1.63%
MN	1,243,613	-5.60%	WV	521,861	-1.25%
MO	1,355,155	-1.39%	WY	73,265	-0.19%
MS	689,948	-0.13%	Total	83,387,167	-0.78%

Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by April 2, 2024, with data through February 2024.
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 February 2024. 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.Medicaid.gov.

Absolute change in total Medicaid and CHIP enrollment, January 2024 to February 2024



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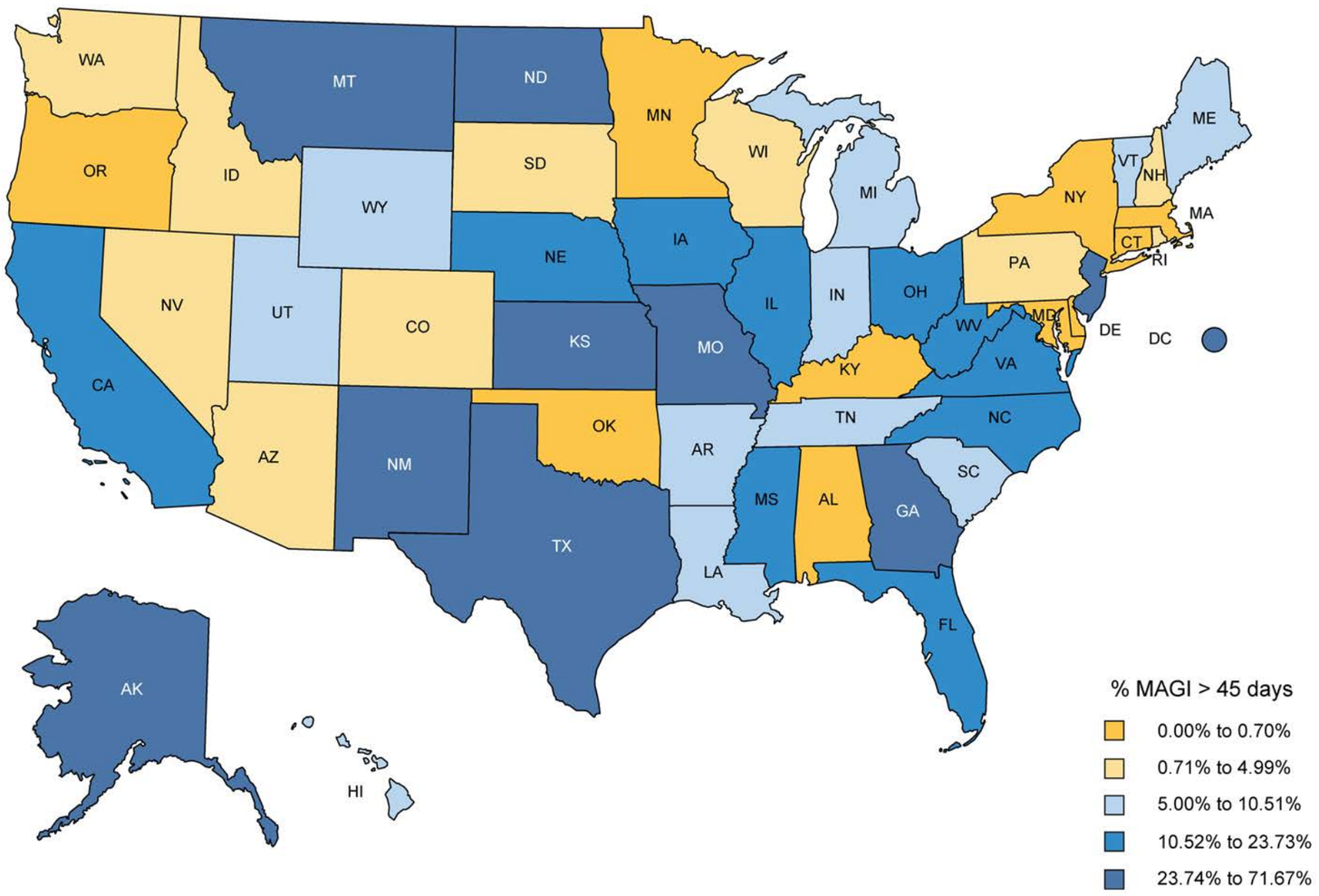
State	Total Enrollment	Abs Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	245,382	2,509	MT	233,455	-2,051
AL	1,051,361	-12,920	NC	2,607,533	33,791
AR	778,355	90	ND	108,629	-1,826
AZ	2,040,639	9,086	NE	356,475	-3,506
CA	13,690,809	-25,450	NH	183,817	555
CO	1,308,507	-48,812	NJ	2,012,074	-22,271
CT	968,793	-4,659	NM	786,269	4,034
DC	266,235	-6,356	NV	862,559	361
DE	277,898	-2,813	NY	7,021,637	-56,151
FL	4,100,228	19,227	OH	3,014,826	-21,656
GA	2,049,848	-31,559	OK	975,270	-23,145
HI	461,532	-4,905	OR	1,448,647	-1,842
IA	699,225	-109	PA	3,312,828	-18,128
ID	331,599	-3,381	RI	340,305	-7,860
IL	3,574,589	-45,113	SC	1,158,279	-15,293
IN	1,817,765	-10,584	SD	126,820	2,756
KS	430,424	2,247	TN	1,549,311	-43,535
KY	1,488,618	-5,030	TX	4,127,590	-8,961
LA	1,684,930	-25,826	UT	346,761	-6,399
MA	1,717,022	-55,297	VA	1,951,439	-6,958
MD	1,619,896	-5,082	VT	168,736	-1,507
ME	372,259	-187	WA	1,886,568	-19,892
MI	2,652,901	-57,907	WI	1,294,682	-21,432
MN	1,243,613	-73,804	WV	521,861	-6,622
MO	1,355,155	-19,061	WY	73,265	-143
MS	689,948	-903	Total	83,387,167	-654,280

Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by April 2, 2024, with data through February 2024.
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 February 2024. 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.Medicaid.gov.

Total applications received and percentage of MAGI determinations at application processed in over 45 days, February 2024



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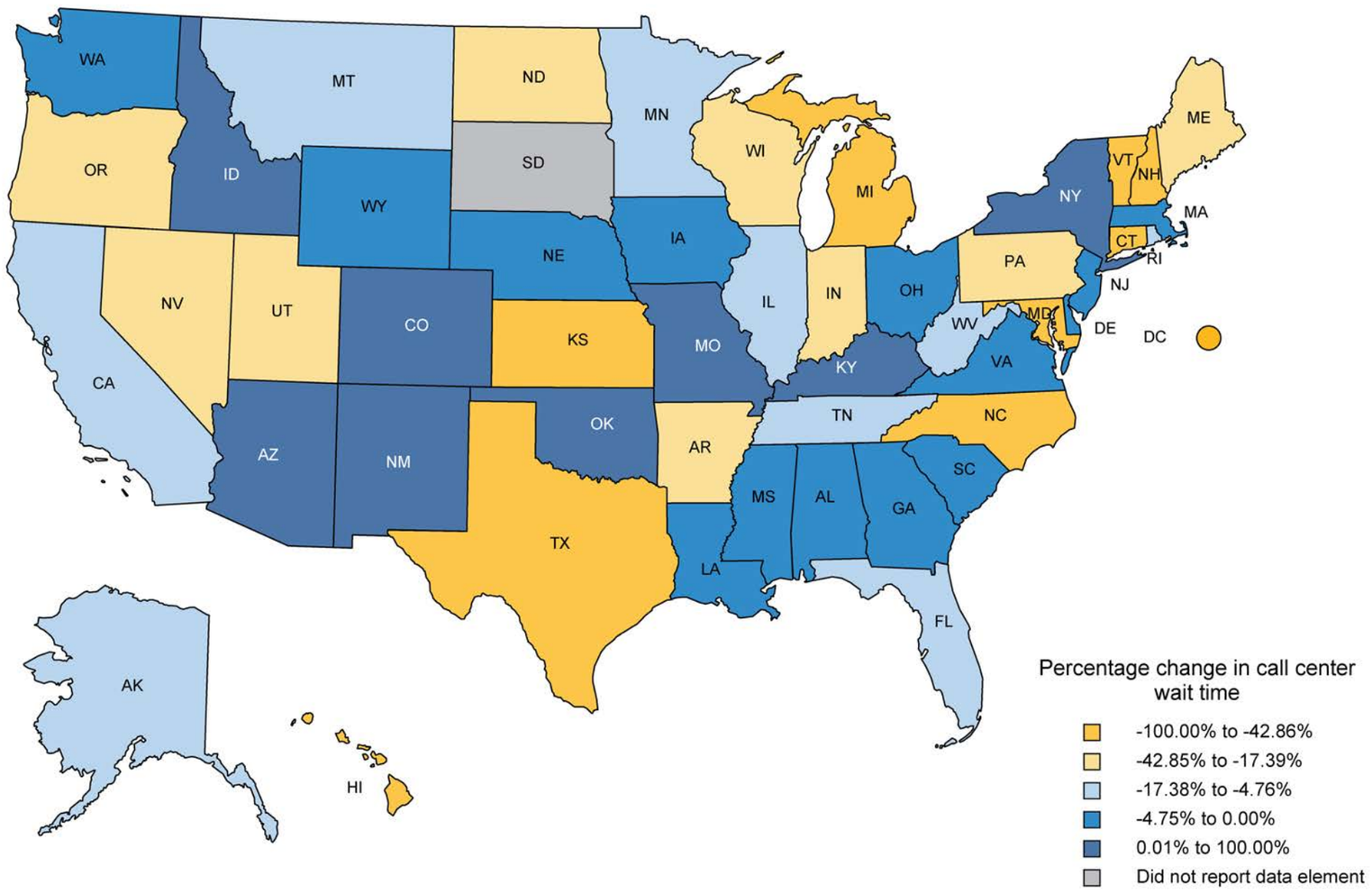
State	Total Application	% MAGI > 45	State	Total Application	% MAGI > 45
AK	3,460	53.14%	MT	4,328	42.04%
AL	10,577	0.70%	NC	32,358	10.72%
AR	21,656	6.32%	ND	2,046	34.41%
AZ	68,954	1.28%	NE	9,368	20.46%
CA	219,911	16.22%	NH	5,298	2.72%
CO	29,147	4.62%	NJ	45,958	24.32%
CT	16,456	0.03%	NM	17,103	57.54%
DC	1,050	43.73%	NV	17,514	0.88%
DE	4,402	0.00%	NY	131,976	0.00%
FL	341,977	16.37%	OH	72,899	21.79%
GA	59,145	41.47%	OK	63,427	0.00%
HI	2,542	6.84%	OR	14,548	0.00%
IA	20,035	14.39%	PA	83,502	4.59%
ID	9,458	1.73%	RI	1,647	4.99%
IL	58,192	23.73%	SC	28,577	7.51%
IN	74,238	9.50%	SD	3,918	2.65%
KS	15,161	24.04%	TN	32,959	7.97%
KY	10,111	0.12%	TX	72,710	45.98%
LA	24,125	7.99%	UT	25,123	5.16%
MA	25,602	0.30%	VA	29,333	20.69%
MD	109,122	0.00%	VT	3,552	7.79%
ME	6,416	10.51%	WA	152,444	3.69%
MI	52,021	6.65%	WI	20,622	2.50%
MN	19,889	0.00%	WV	19,540	12.86%
MO	23,212	71.67%	WY	1,178	8.61%
MS	18,457	22.04%			

Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by April 2, 2024, with data through February 2024.
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. 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.

Percentage change in average call center wait time, January 2024 to February 2024



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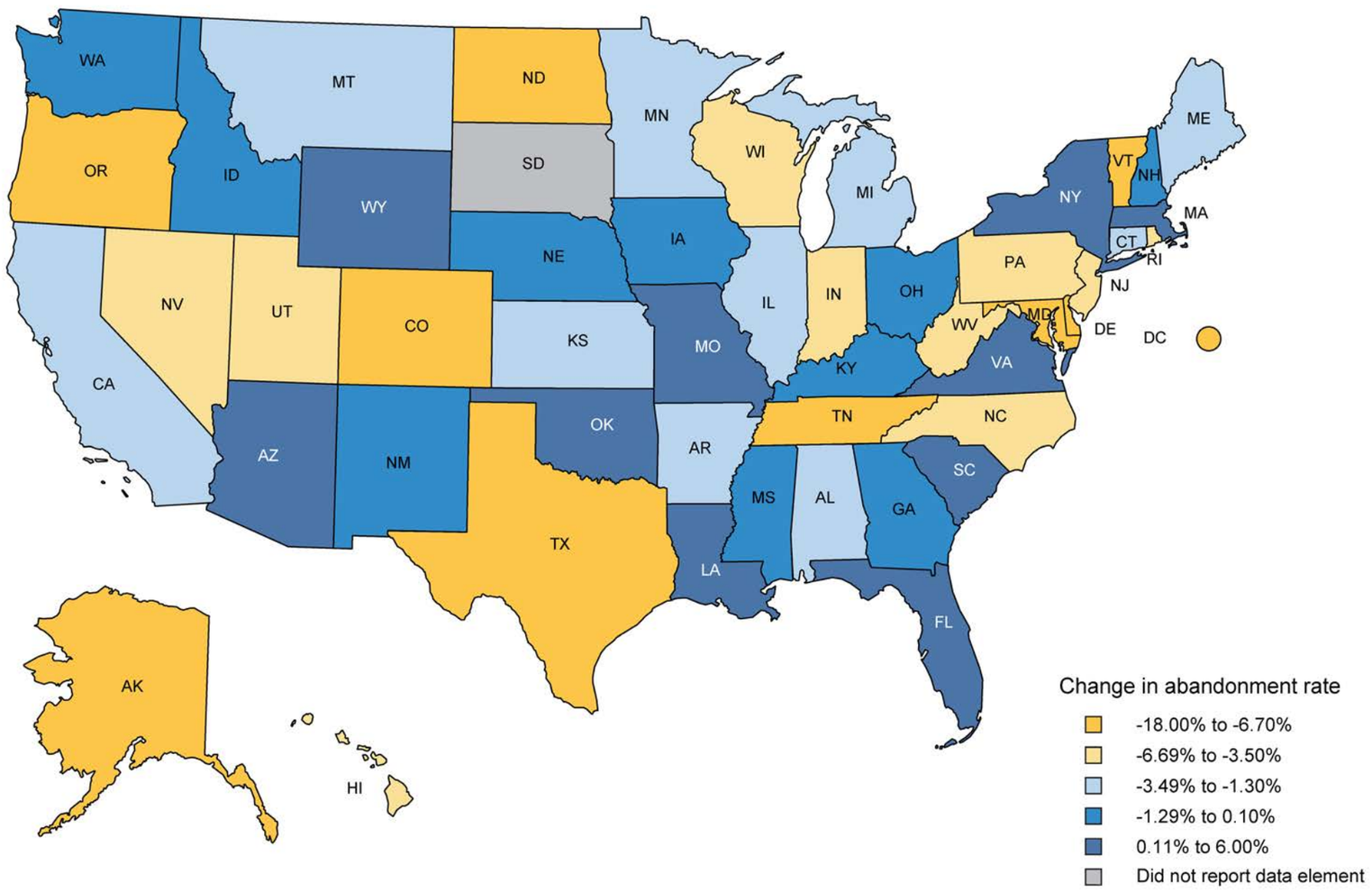
State	Avg Call Center Wait Time	% Change from Previous Month
AK	40.00	-13.04%
AL	2.00	0.00%
AR	7.00	-30.00%
AZ	6.00	20.00%
CA	5.00	-16.67%
CO	15.00	7.14%
CT	1.00	-80.00%
DC	2.00	-75.00%
DE	1.00	0.00%
FL	32.00	-11.11%
GA	8.00	0.00%
HI	7.00	-77.42%
IA	0.00	0.00%
ID	27.00	3.85%
IL	23.00	-11.54%
IN	11.00	-21.43%
KS	0.00	-100.00%
KY	1.00	100.00%
LA	2.00	0.00%
MA	3.00	0.00%
MD	2.00	-66.67%
ME	9.00	-35.71%
MI	1.00	-50.00%
MN	11.00	-15.38%
MO	56.00	16.67%
MS	0.00	0.00%

State	Avg Call Center Wait Time	% Change from Previous Month
MT	29.00	-6.45%
NC	0.00	-100.00%
ND	5.00	-28.57%
NE	5.00	0.00%
NH	4.00	-42.86%
NJ	3.00	0.00%
NM	46.00	4.55%
NV	19.00	-32.14%
NY	3.00	50.00%
OH	2.00	0.00%
OK	46.00	70.37%
OR	12.00	-40.00%
PA	19.00	-17.39%
RI	25.00	-16.67%
SC	4.00	0.00%
SD	NR	NR
TN	29.00	-14.71%
TX	1.00	-90.91%
UT	17.00	-29.17%
VA	1.00	0.00%
VT	1.00	-80.00%
WA	1.00	0.00%
WI	8.00	-38.46%
WV	20.00	-4.76%
WY	2.00	0.00%
Did not report data element		NR

Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by April 2, 2024, with data through February 2024.
Notes: This analysis includes preliminary Performance Indicator data from 49 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, January 2024 to February 2024



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State	Call Center Abandonment Rate	Change from Previous Month
AK	26.00%	-10.00%
AL	8.90%	-1.40%
AR	2.60%	-2.60%
AZ	10.00%	2.30%
CA	0.80%	-2.60%
CO	28.00%	-7.20%
CT	1.60%	-2.30%
DC	6.00%	-18.00%
DE	18.70%	-6.70%
FL	41.10%	1.80%
GA	1.00%	0.10%
HI	27.00%	-4.00%
IA	0.70%	-0.10%
ID	7.30%	-0.10%
IL	33.10%	-2.10%
IN	13.40%	-4.00%
KS	1.00%	-2.20%
KY	0.30%	-0.80%
LA	8.40%	0.60%
MA	5.00%	0.70%
MD	6.10%	-10.30%
ME	14.00%	-2.00%
MI	3.50%	-1.30%
MN	22.00%	-2.00%
MO	63.70%	4.90%
MS	2.20%	-0.90%

State	Call Center Abandonment Rate	Change from Previous Month
MT	40.00%	-2.00%
NC	1.20%	-5.50%
ND	16.00%	-11.20%
NE	9.90%	0.00%
NH	5.00%	-1.00%
NJ	10.60%	-4.60%
NM	22.80%	-0.70%
NV	17.90%	-6.10%
NY	12.00%	2.00%
OH	3.00%	-1.00%
OK	41.90%	6.00%
OR	23.40%	-12.60%
PA	27.20%	-3.50%
RI	40.10%	-4.30%
SC	7.10%	4.40%
SD	NR	NR
TN	19.40%	-6.80%
TX	3.10%	-14.10%
UT	19.40%	-3.80%
VA	4.60%	0.30%
VT	1.10%	-8.10%
WA	13.00%	-1.20%
WI	12.40%	-6.50%
WV	23.10%	-5.10%
WY	0.80%	0.20%
Did not report data element		NR

Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by April 2, 2024, with data through February 2024.
Notes: This analysis includes preliminary Performance Indicator data from 49 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.

Appendix

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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 not include all MAGI determinations on applications
- 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