

Medicaid and CHIP Unwinding Operations Snapshot – July 2023 Data

October 2023

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

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>

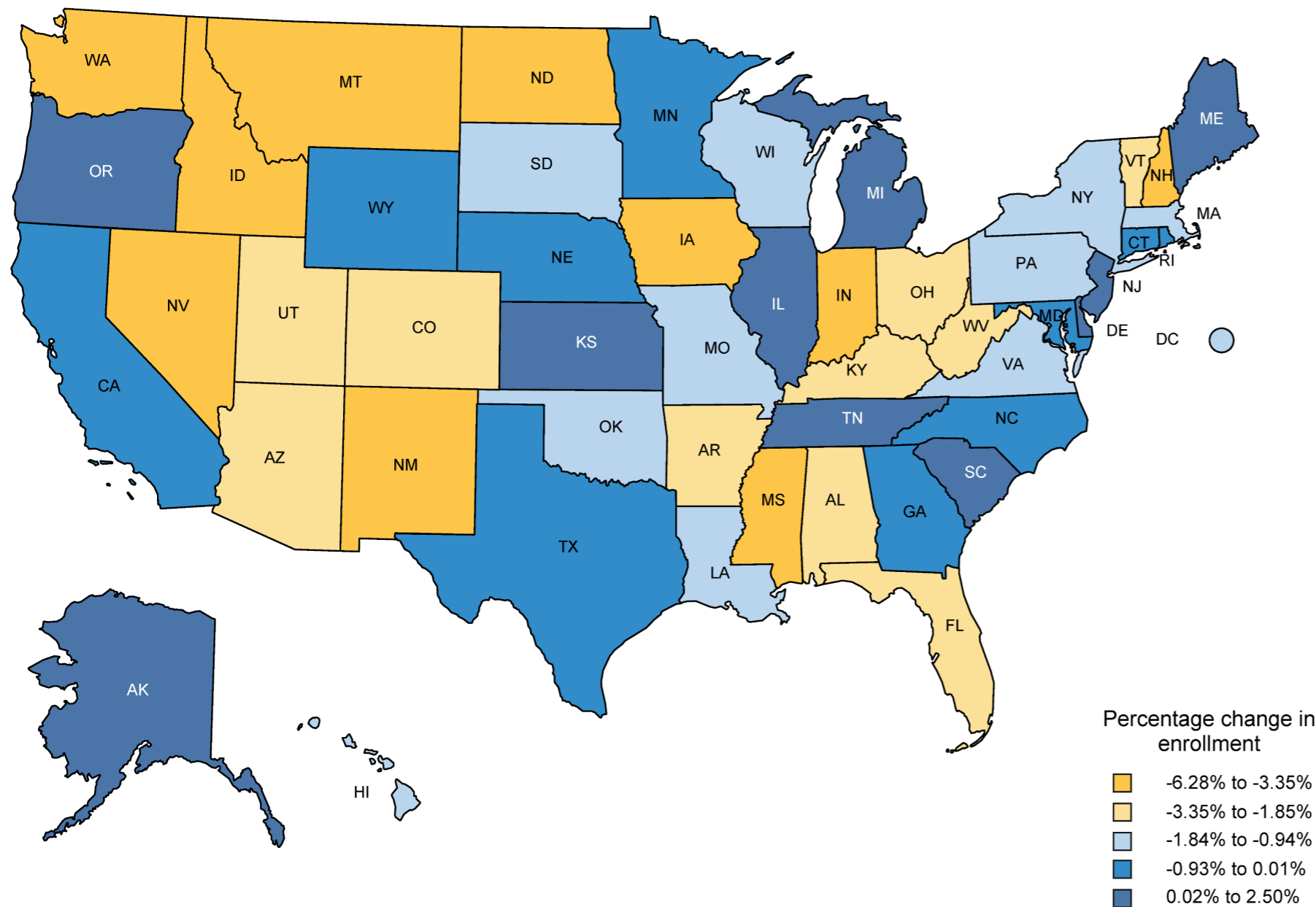
What You Should Know When Using the Data

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, June 2023 to July 2023



State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	261,521	1.79%	MT	294,114	-6.08%
AL	1,186,358	-1.96%	NC	2,279,059	-0.83%
AR	906,259	-3.35%	ND	124,926	-4.76%
AZ	2,134,921	-2.14%	NE	393,843	-0.79%
CA	14,325,437	-0.60%	NH	191,087	-3.97%
CO	1,640,664	-2.50%	NJ	2,281,227	0.07%
CT	995,155	-0.48%	NM	823,720	-6.28%
DC	289,252	-1.59%	NV	835,888	-4.14%
DE	310,479	0.23%	NY	7,535,276	-0.94%
FL	4,521,012	-1.85%	OH	3,295,451	-1.94%
GA	2,511,096	-0.58%	OK	1,267,103	-1.63%
HI	438,044	-1.22%	OR	1,456,893	2.50%
IA	793,857	-3.83%	PA	3,635,220	-1.21%
ID	359,738	-5.77%	RI	372,618	0.01%
IL	3,863,904	0.16%	SC	1,243,371	0.96%
IN	1,960,430	-3.35%	SD	116,043	-1.58%
KS	474,225	0.08%	TN	1,814,919	1.30%
KY	1,578,173	-2.48%	TX	5,526,633	-0.54%
LA	1,885,983	-1.80%	UT	431,137	-3.24%
MA	1,998,111	-1.17%	VA	2,008,101	-1.14%
MD	1,691,568	-0.90%	VT	182,446	-2.86%
ME	377,328	0.07%	WA	2,038,345	-3.48%
MI	3,113,849	0.19%	WI	1,427,922	-1.70%
MN	1,401,089	-0.92%	WV	596,525	-2.61%
MO	1,481,081	-1.30%	WY	83,981	-0.35%
MS	766,340	-3.44%	Total	91,521,722	-1.18%

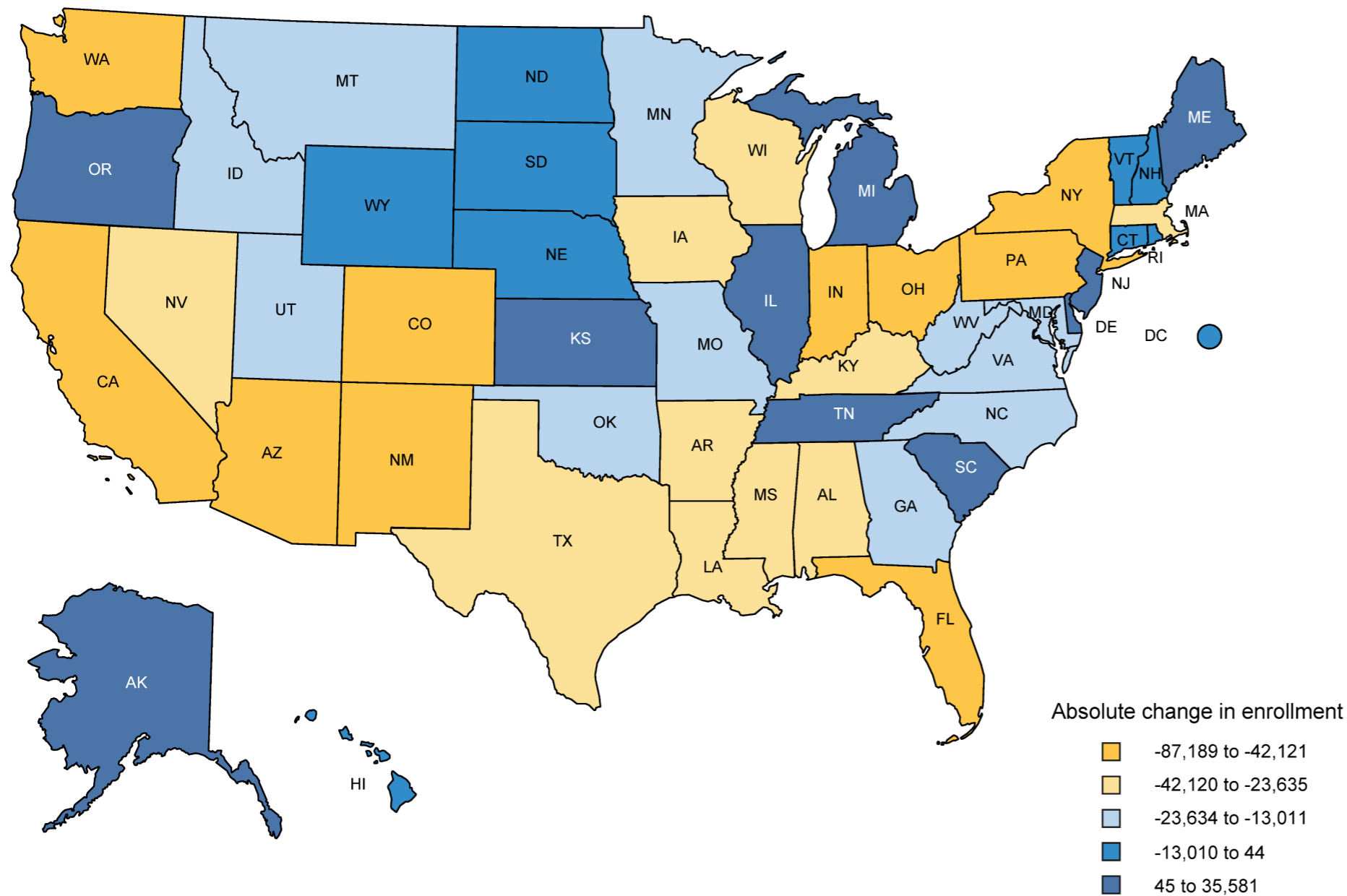
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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by September 12, 2023, with data through July 2023.

Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. The tables include total enrollment counts for the month of July 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://www.data.medicare.gov).

Absolute change in total Medicaid and CHIP enrollment, June 2023 to July 2023



State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	261,521	4,605	MT	294,114	-19,040
AL	1,186,358	-23,667	NC	2,279,059	-19,030
AR	906,259	-31,364	ND	124,926	-6,238
AZ	2,134,921	-46,743	NE	393,843	-3,131
CA	14,325,437	-87,189	NH	191,087	-7,899
CO	1,640,664	-42,121	NJ	2,281,227	1,500
CT	995,155	-4,772	NM	823,720	-55,186
DC	289,252	-4,666	NV	835,888	-36,123
DE	310,479	726	NY	7,535,276	-71,154
FL	4,521,012	-85,419	OH	3,295,451	-65,336
GA	2,511,096	-14,666	OK	1,267,103	-20,968
HI	438,044	-5,419	OR	1,456,893	35,581
IA	793,857	-31,629	PA	3,635,220	-44,439
ID	359,738	-22,040	RI	372,618	44
IL	3,863,904	6,086	SC	1,243,371	11,839
IN	1,960,430	-68,026	SD	116,043	-1,865
KS	474,225	362	TN	1,814,919	23,239
KY	1,578,173	-40,158	TX	5,526,633	-30,064
LA	1,885,983	-34,662	UT	431,137	-14,455
MA	1,998,111	-23,635	VA	2,008,101	-23,182
MD	1,691,568	-15,346	VT	182,446	-5,372
ME	377,328	260	WA	2,038,345	-73,462
MI	3,113,849	5,819	WI	1,427,922	-24,660
MN	1,401,089	-13,011	WV	596,525	-15,972
MO	1,481,081	-19,455	WY	83,981	-298
MS	766,340	-27,327	Total	91,521,722	-1,089,128

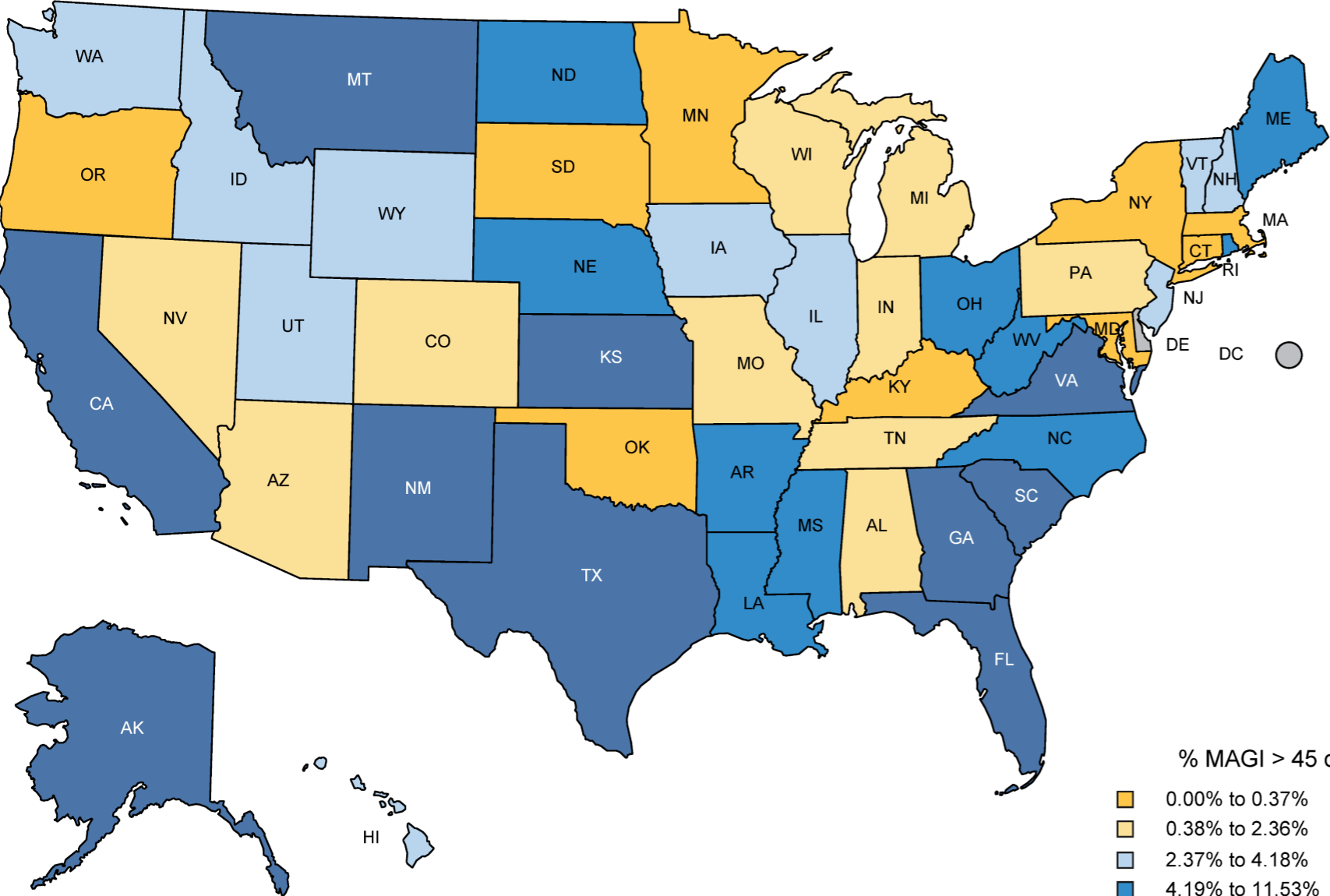
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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by September 12, 2023, with data through July 2023

Notes: This analysis includes preliminary Performance Indicator data from 50 states and the District of Columbia. The tables include total enrollment counts for the month of July 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.Medicaid.gov](https://data.medicaid.gov).

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



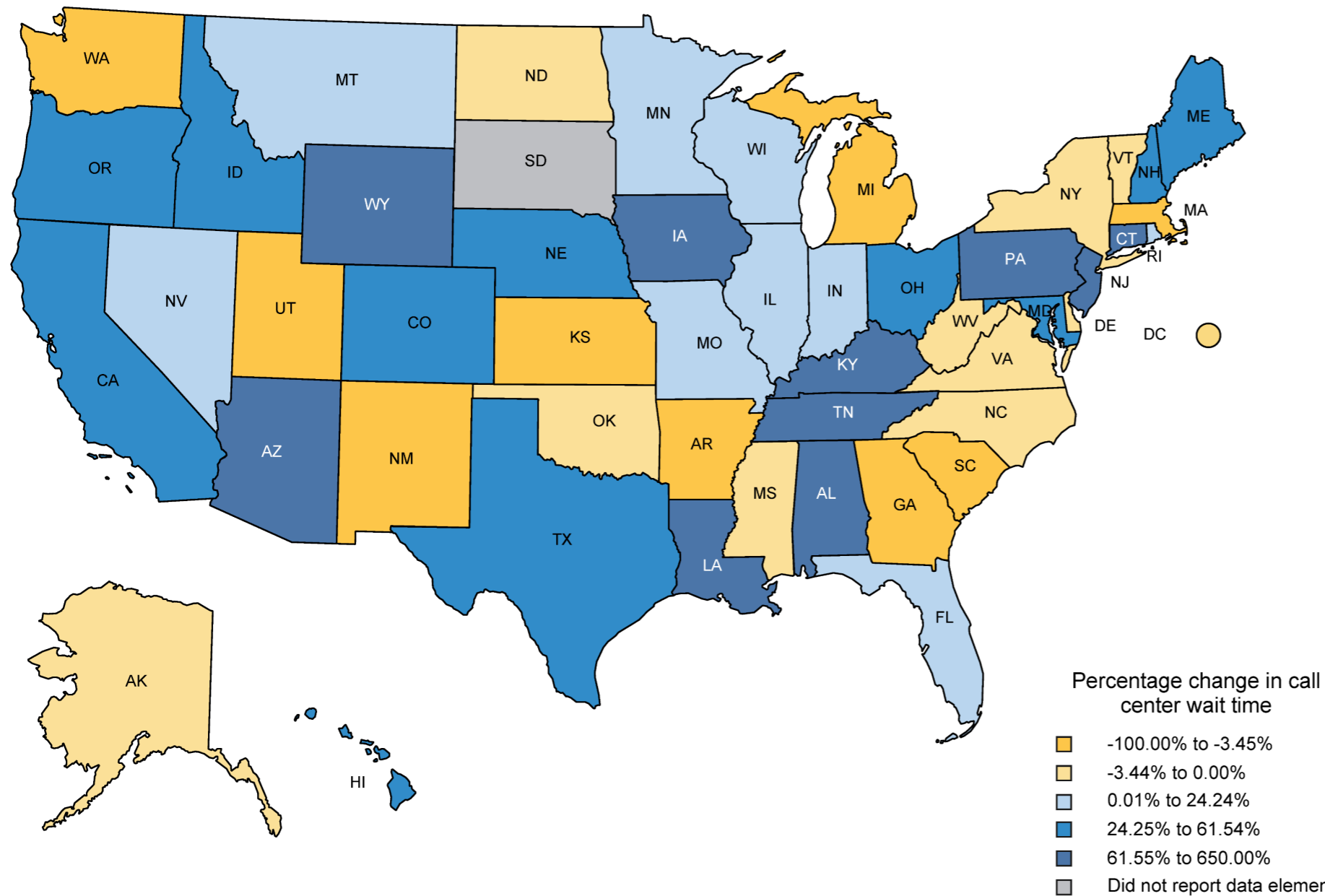
State	Total Applications	% MAGI > 45	State	Total Applications	% MAGI > 45
AK	2,159	37.49%	MT	4,030	13.48%
AL	8,563	0.97%	NC	25,910	4.37%
AR	22,943	11.53%	ND	2,137	9.04%
AZ	111,729	1.67%	NE	7,188	8.61%
CA	142,052	17.13%	NH	7,120	3.51%
CO	21,271	1.79%	NJ	22,449	3.98%
CT	13,089	0.07%	NM	15,430	34.16%
DC	NR	NR	NV	17,522	0.66%
DE	3,306	NR	NY	1,041,482	0.01%
FL	341,359	12.51%	OH	60,957	9.55%
GA	57,666	18.98%	OK	55,653	0.00%
HI	2,923	2.57%	OR	13,214	0.00%
IA	19,413	2.50%	PA	63,644	1.25%
ID	9,629	2.47%	RI	1,359	6.75%
IL	49,147	4.18%	SC	16,689	28.92%
IN	45,942	1.44%	SD	6,546	0.37%
KS	14,056	31.31%	TN	22,264	1.50%
KY	8,716	0.10%	TX	72,142	16.69%
LA	20,643	4.70%	UT	23,455	3.26%
MA	20,679	0.13%	VA	25,884	19.52%
MD	106,928	0.00%	VT	3,319	4.15%
ME	5,529	9.11%	WA	135,413	2.51%
MI	25,082	2.36%	WI	15,967	1.56%
MN	17,045	0.00%	WV	14,851	7.07%
MO	16,517	1.65%	WY	1,071	3.29%
MS	15,793	10.79%		<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 September 12, 2023, with data through July 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. 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, June 2023 to July 2023



State	Avg. Call Center Wait Time	% Change from Previous Month	State	Avg. Call Center Wait Time	% Change from Previous Month
AK	13.00	0.00%	MT	31.00	14.81%
AL	4.00	300.00%	NC	0.00	0.00%
AR	4.00	-33.33%	ND	1.00	0.00%
AZ	35.00	94.44%	NE	5.00	25.00%
CA	3.00	50.00%	NH	15.00	25.00%
CO	14.00	40.00%	NJ	8.00	300.00%
CT	2.00	100.00%	NM	25.00	-10.71%
DC	1.00	0.00%	NV	19.00	5.56%
DE	1.00	0.00%	NY	0.00	0.00%
FL	41.00	24.24%	OH	5.00	25.00%
GA	28.00	-3.45%	OK	0.00	0.00%
HI	21.00	61.54%	OR	28.00	33.33%
IA	6.00	100.00%	PA	15.00	87.50%
ID	52.00	33.33%	RI	43.00	7.50%
IL	16.00	23.08%	SC	3.00	-70.00%
IN	6.00	20.00%	SD	NR	NR
KS	11.00	-15.38%	TN	2.00	100.00%
KY	15.00	650.00%	TX	13.00	44.44%
LA	2.00	100.00%	UT	29.00	-12.12%
MA	1.00	-50.00%	VA	1.00	0.00%
MD	3.00	50.00%	VT	1.00	0.00%
ME	44.00	33.33%	WA	0.00	-100.00%
MI	2.00	-33.33%	WI	17.00	13.33%
MN	7.00	16.67%	WV	12.00	0.00%
MO	27.00	3.85%	WY	1.00	100.00%
MS	1.00	0.00%			

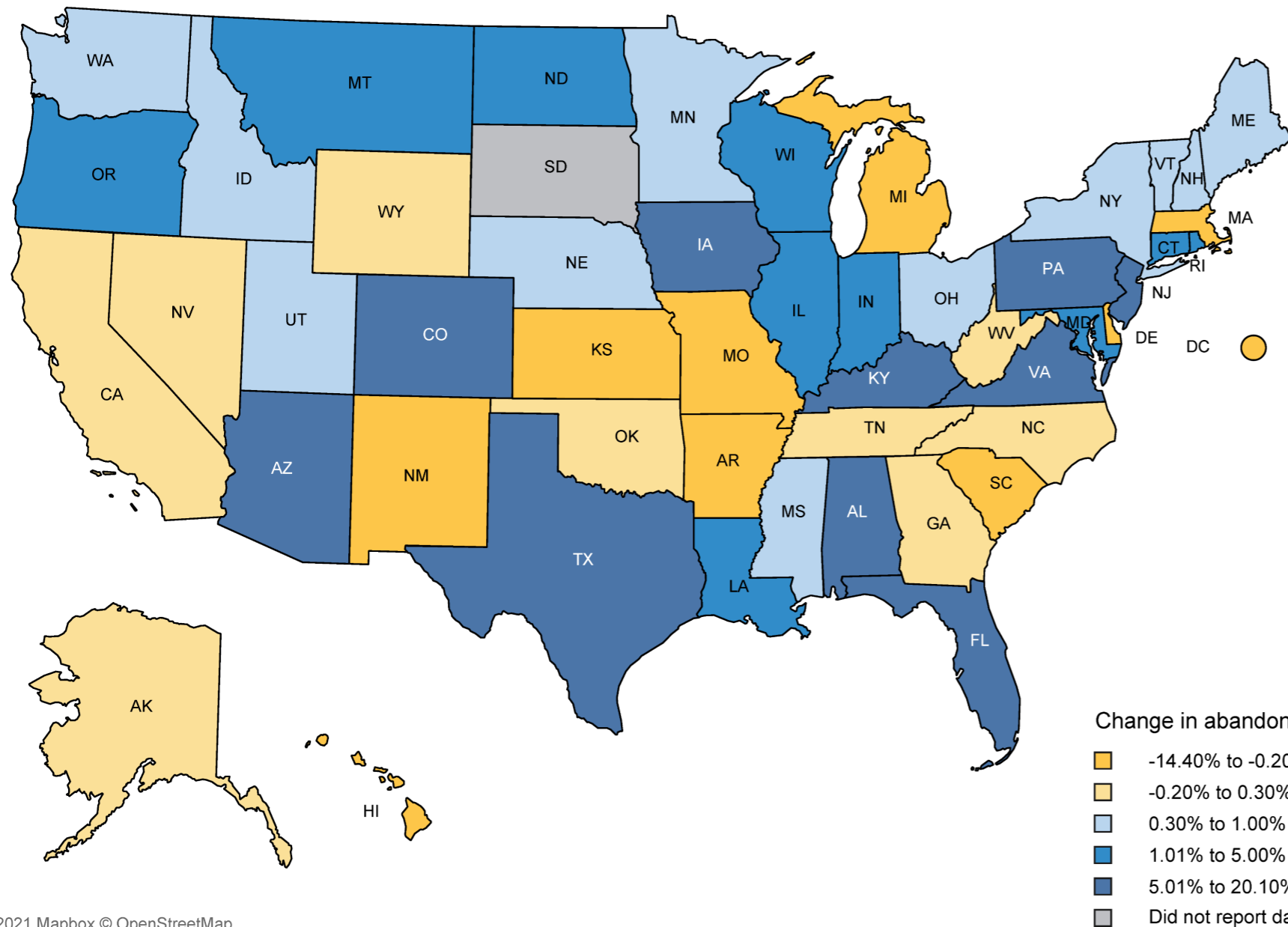
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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by September 12, 2023, with data through July 2023. Montana's July 2023 Call Center Data from the Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data as of October 17, 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 [Medicaid.gov/unwinding-data](https://www.Medicaid.gov/unwinding-data).

Percentage point change in average call center abandonment rate, June 2023 to July 2023



State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	15.00%	0.00%	MT	44.00%	5.00%
AL	11.60%	6.40%	NC	0.00%	0.00%
AR	8.60%	-6.60%	ND	8.20%	4.20%
AZ	23.80%	6.00%	NE	12.60%	0.50%
CA	1.20%	0.30%	NH	13.00%	1.00%
CO	27.70%	6.40%	NJ	18.80%	11.90%
CT	4.50%	1.90%	NM	20.60%	-2.80%
DC	4.00%	-1.00%	NV	55.80%	0.20%
DE	11.20%	-1.70%	NY	1.40%	0.50%
FL	42.30%	5.90%	OH	5.00%	1.00%
GA	1.30%	-0.20%	OK	1.20%	0.30%
HI	33.00%	-10.00%	OR	33.00%	5.00%
IA	21.50%	20.10%	PA	25.20%	11.20%
ID	7.10%	0.40%	RI	26.00%	1.10%
IL	43.40%	1.50%	SC	8.00%	-14.40%
IN	9.40%	1.40%	SD	NR	NR
KS	16.70%	-3.40%	TN	0.40%	0.00%
KY	10.60%	7.60%	TX	22.70%	5.90%
LA	3.70%	1.10%	UT	24.60%	0.30%
MA	1.90%	-1.60%	VA	8.90%	5.50%
MD	11.90%	5.00%	VT	9.00%	0.30%
ME	25.00%	1.00%	WA	6.00%	0.40%
MI	2.70%	-1.70%	WI	21.10%	2.80%
MN	19.00%	1.00%	WV	25.60%	0.10%
MO	44.40%	-0.20%	WY	0.50%	0.10%
MS	7.00%	1.00%		<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 September 12, 2023, with data through July 2023. Montana's July 2023 Call Center Data from the Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data as of October 17, 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

- 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 calculation of average wait time or 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](#)