

Medicaid and CHIP Unwinding Operations Snapshot – July 2024 Data

October 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, 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>

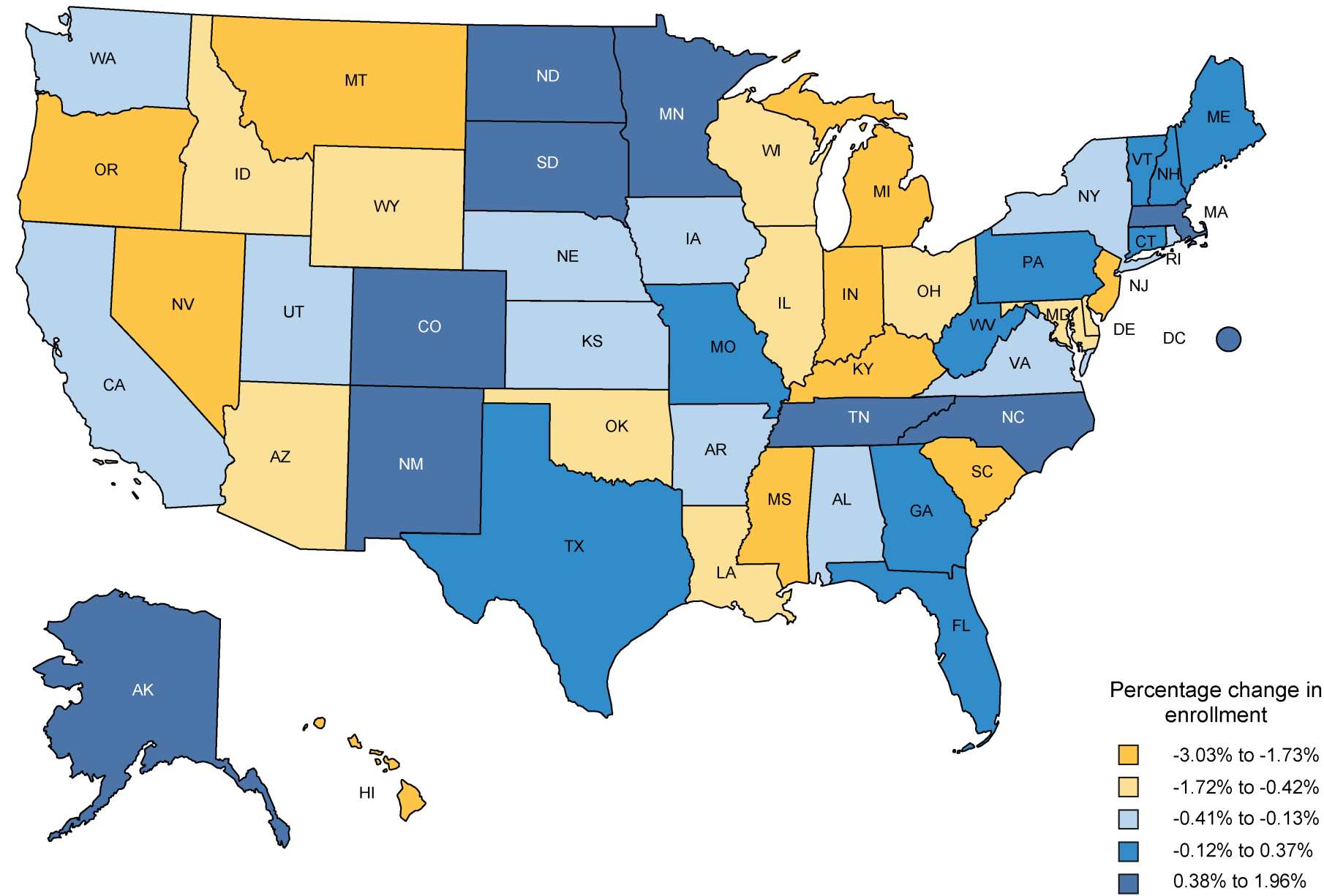
What You Should Know When Using the Data

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.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, June 2024 to July 2024



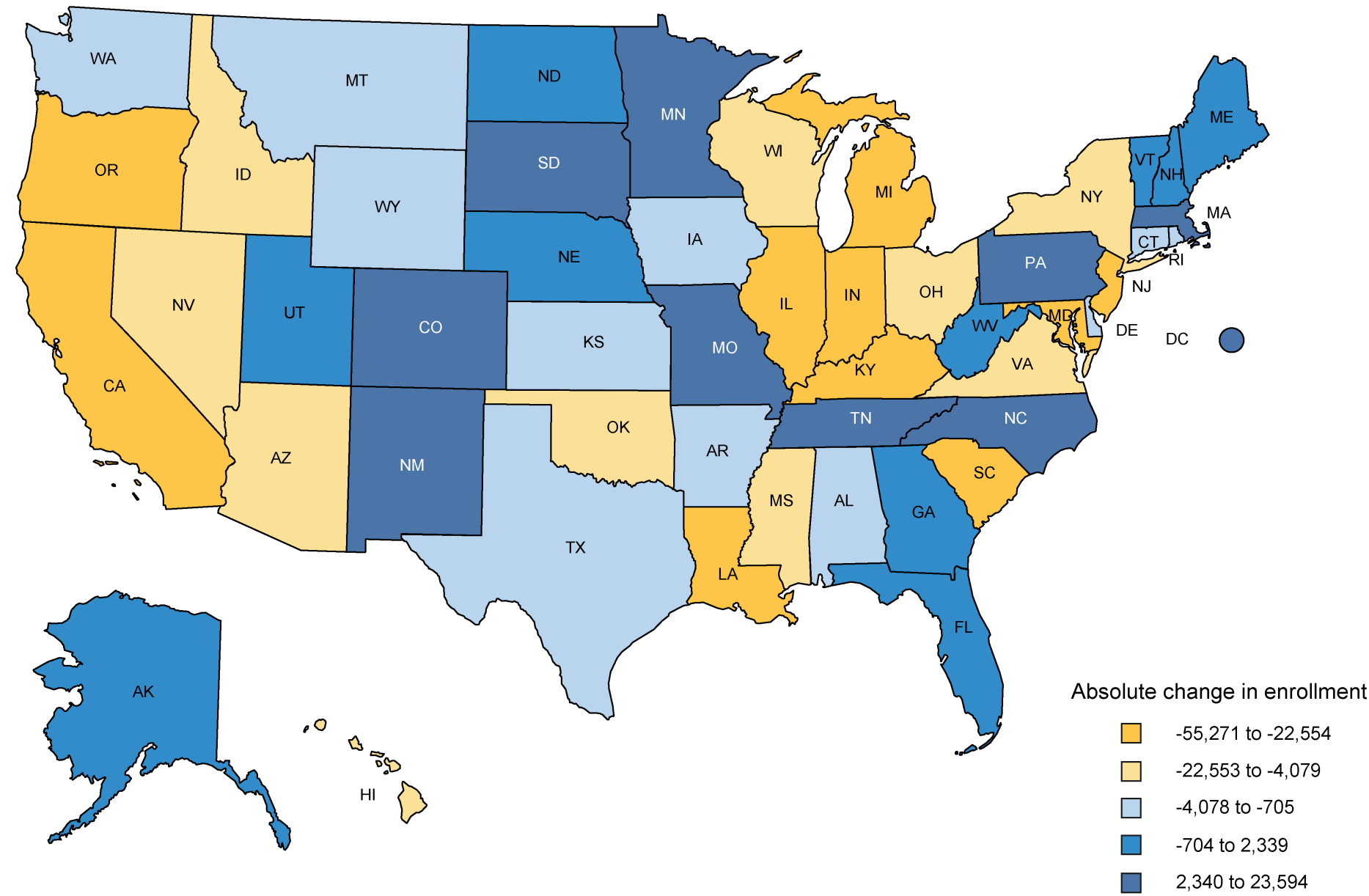
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	250,740	0.94%	MT	224,067	-1.73%
AL	966,928	-0.30%	NC	2,731,810	0.49%
AR	821,866	-0.39%	ND	103,337	0.52%
AZ	2,004,314	-0.72%	NE	344,920	-0.16%
CA	13,442,757	-0.31%	NH	184,257	0.23%
CO	1,159,484	1.07%	NJ	1,806,032	-2.97%
CT	938,940	-0.08%	NM	783,431	1.96%
DC	264,053	1.47%	NV	766,157	-2.83%
DE	250,910	-0.53%	NY	6,682,313	-0.16%
FL	3,796,877	0.02%	OH	2,883,680	-0.42%
GA	1,986,892	0.01%	OK	966,492	-1.39%
HI	407,427	-2.80%	OR	1,285,144	-2.50%
IA	675,902	-0.26%	PA	3,094,061	0.28%
ID	318,274	-1.27%	RI	315,965	-0.23%
IL	3,263,880	-1.46%	SC	1,053,713	-3.03%
IN	1,774,156	-1.93%	SD	135,981	1.91%
KS	407,215	-0.31%	TN	1,447,311	0.38%
KY	1,391,092	-1.91%	TX	4,177,181	-0.09%
LA	1,523,006	-1.69%	UT	335,097	-0.17%
MA	1,686,910	1.42%	VA	1,826,149	-0.29%
MD	1,568,561	-1.42%	VT	159,484	0.02%
ME	366,751	0.37%	WA	1,836,318	-0.13%
MI	2,344,131	-1.80%	WI	1,194,063	-0.93%
MN	1,172,883	0.84%	WV	513,609	0.10%
MO	1,262,279	0.24%	WY	65,619	-1.06%
MS	597,977	-1.95%	Total	79,560,396	-0.50%

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by September 10, 2024, with data through July 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 July 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.Medicare.gov](https://data.medicare.gov). New Jersey's total Medicaid and CHIP enrollment is an overcount because it included state-funded Cover All Kids enrollees in its Medicaid enrollment counts in the Performance Indicator Data. The state submitted a historic correction that is not reflected in the snapshot.

Absolute change in total Medicaid and CHIP enrollment, June 2024 to July 2024



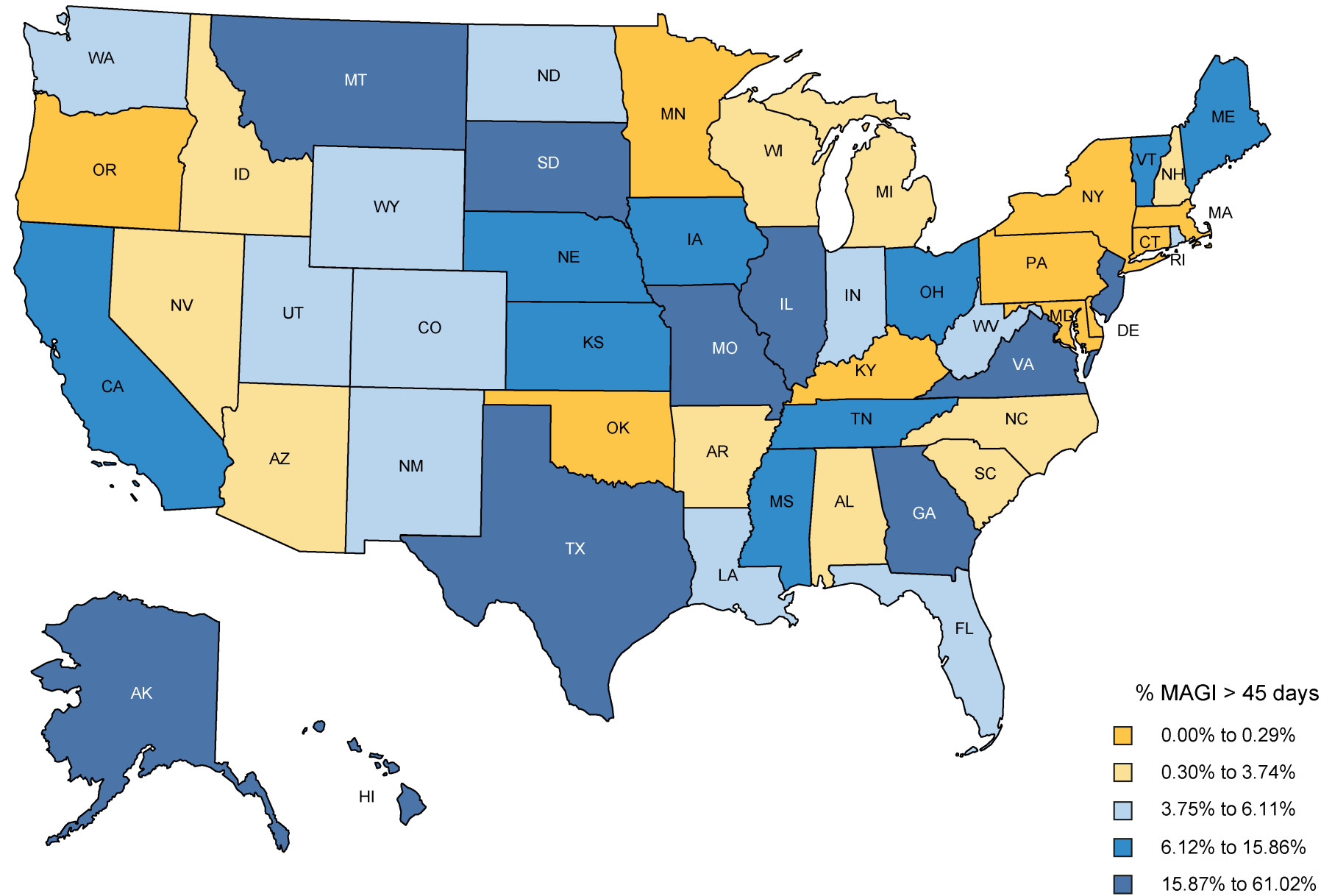
State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	250,740	2,339	MT	224,067	-3,945
AL	966,928	-2,941	NC	2,731,810	13,395
AR	821,866	-3,253	ND	103,337	536
AZ	2,004,314	-14,441	NE	344,920	-541
CA	13,442,757	-42,127	NH	184,257	415
CO	1,159,484	12,261	NJ	1,806,032	-55,271
CT	938,940	-760	NM	783,431	15,087
DC	264,053	3,835	NV	766,157	-22,324
DE	250,910	-1,329	NY	6,682,313	-10,731
FL	3,796,877	762	OH	2,883,680	-12,031
GA	1,986,892	144	OK	966,492	-13,673
HI	407,427	-11,741	OR	1,285,144	-32,941
IA	675,902	-1,752	PA	3,094,061	8,657
ID	318,274	-4,079	RI	315,965	-739
IL	3,263,880	-48,359	SC	1,053,713	-32,873
IN	1,774,156	-34,890	SD	135,981	2,543
KS	407,215	-1,265	TN	1,447,311	5,472
KY	1,391,092	-27,151	TX	4,177,181	-3,897
LA	1,523,006	-26,223	UT	335,097	-559
MA	1,686,910	23,594	VA	1,826,149	-5,402
MD	1,568,561	-22,554	VT	159,484	25
ME	366,751	1,344	WA	1,836,318	-2,318
MI	2,344,131	-42,969	WI	1,194,063	-11,150
MN	1,172,883	9,810	WV	513,609	497
MO	1,262,279	3,042	WY	65,619	-705
MS	597,977	-11,898	Total	79,560,396	-403,074

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by September 10, 2024, with data through July 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 July 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](#). New Jersey's total Medicaid and CHIP enrollment is an overcount because it included state-funded Cover All Kids enrollees in its Medicaid enrollment counts in the Performance Indicator Data. The state submitted a historic correction that is not reflected in the snapshot.

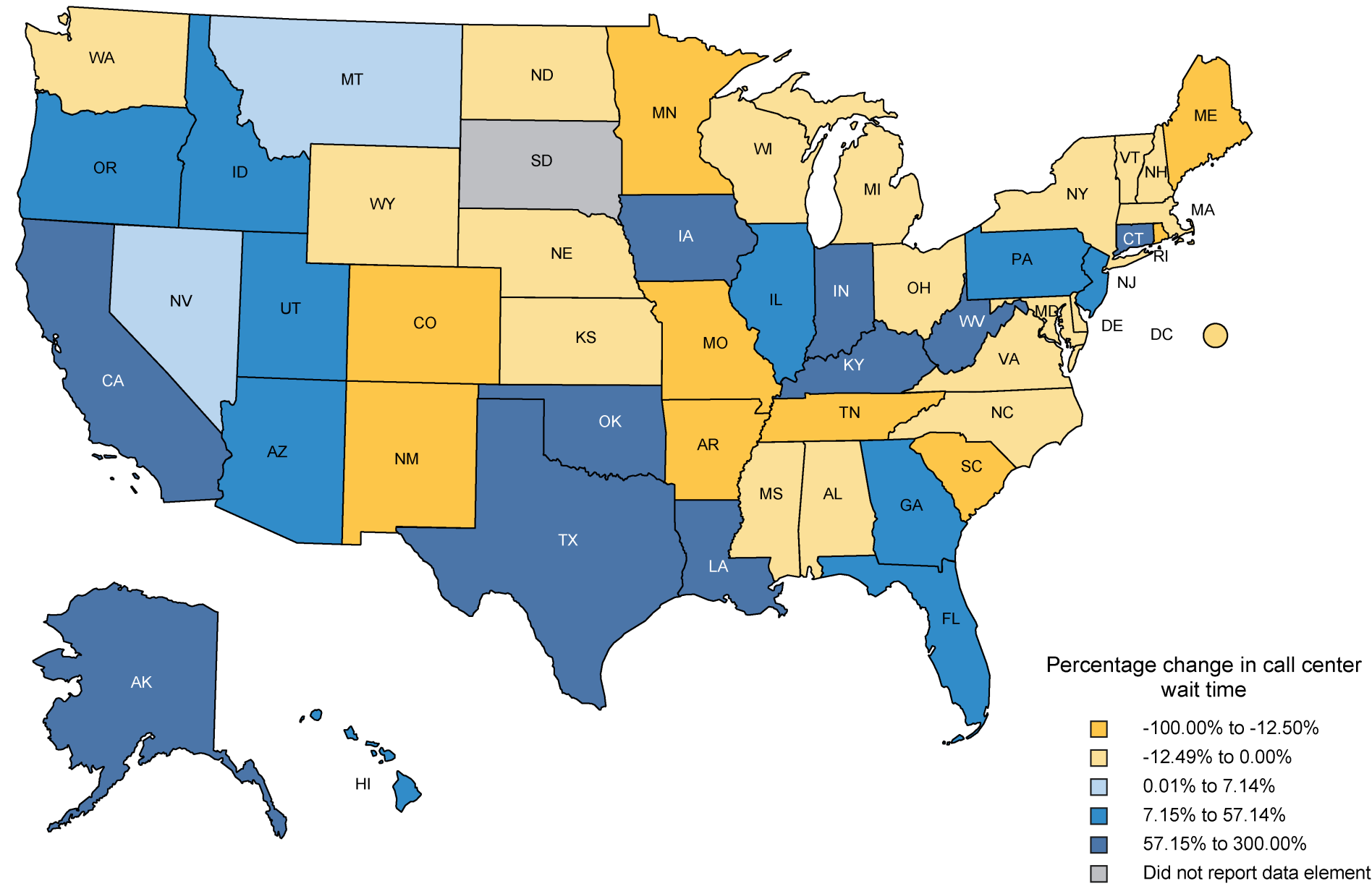
Total applications received and percentage of MAGI determinations at application processed in over 45 days, July 2024



State	Total Applications	% MAGI > 45	State	Total Applications	% MAGI > 45
AK	2,459	61.02%	MT	3,924	39.73%
AL	10,989	1.04%	NC	32,218	3.25%
AR	22,461	3.74%	ND	3,355	4.00%
AZ	34,798	2.40%	NE	10,995	6.19%
CA	206,481	10.54%	NH	4,542	2.13%
CO	29,842	4.60%	NJ	48,886	31.35%
CT	18,243	0.05%	NM	15,143	6.11%
DC	1,480	15.86%	NV	23,324	0.48%
DE	5,272	0.00%	NY	120,679	0.00%
FL	355,388	5.16%	OH	79,402	15.25%
GA	54,220	47.57%	OK	56,882	0.00%
HI	4,046	26.36%	OR	17,091	0.00%
IA	21,508	8.66%	PA	92,190	0.29%
ID	9,922	0.98%	RI	1,749	5.24%
IL	66,004	20.29%	SC	24,571	3.39%
IN	65,118	3.79%	SD	4,203	21.90%
KS	14,999	10.10%	TN	36,124	9.22%
KY	10,739	0.06%	TX	97,327	39.73%
LA	27,601	4.43%	UT	27,473	4.32%
MA	26,756	0.23%	VA	38,281	19.49%
MD	128,459	0.00%	VT	3,436	6.24%
ME	6,624	6.55%	WA	160,828	5.36%
MI	59,301	2.98%	WI	23,529	0.77%
MN	22,187	0.00%	WV	15,872	4.19%
MO	26,922	27.46%	WY	1,642	4.71%
MS	21,929	13.65%			

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Percentage change in average call center wait time, June 2024 to July 2024

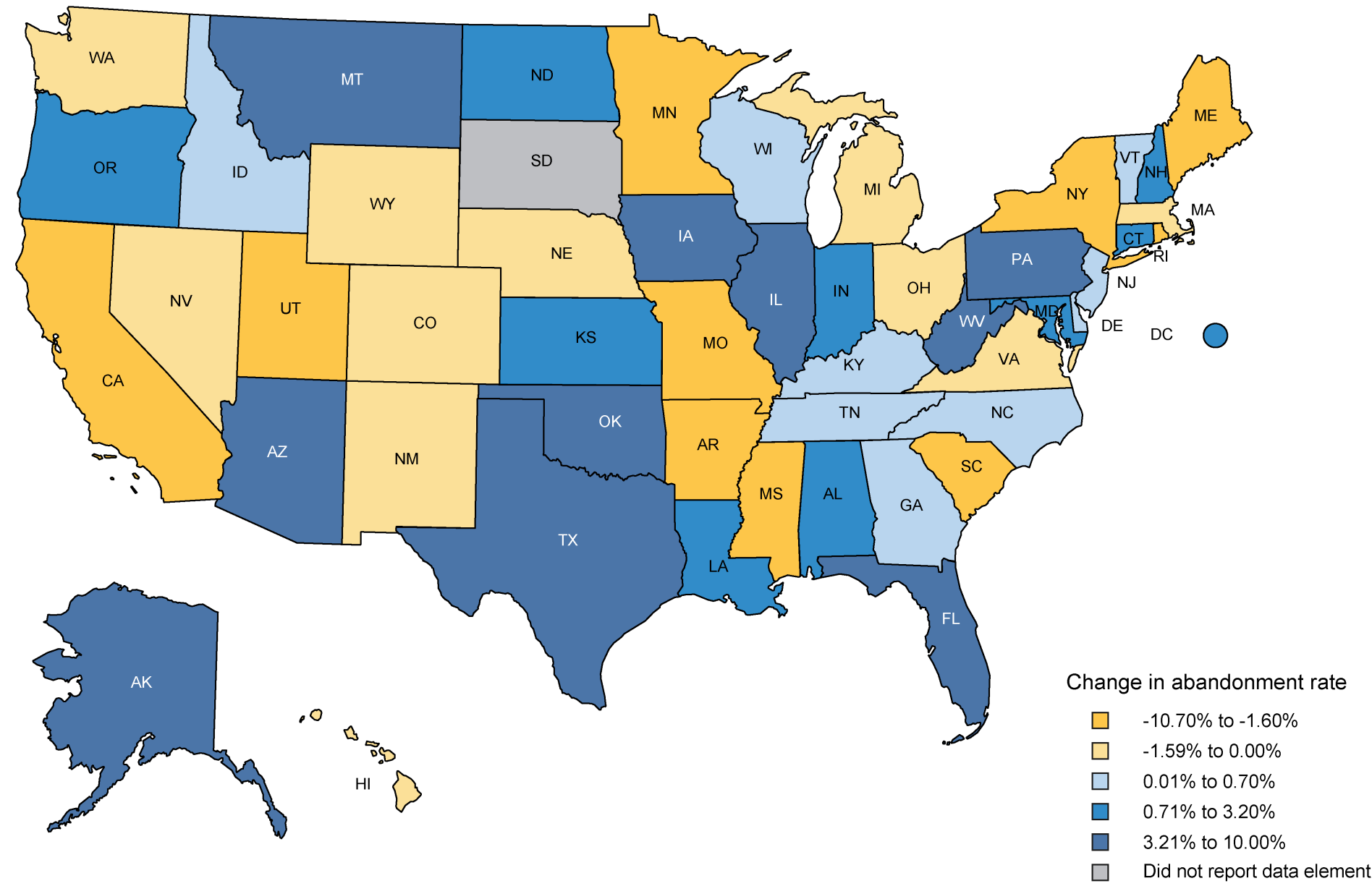


State	Avg. Call Center Wait Time	% Change from Previous Month	State	Avg. Call Center Wait Time	% Change from Previous Month
AK	20.00	150.00%	MT	38.00	5.56%
AL	1.00	0.00%	NC	0.00	0.00%
AR	2.00	-60.00%	ND	1.00	0.00%
AZ	7.00	40.00%	NE	4.00	0.00%
CA	5.00	66.67%	NH	3.00	0.00%
CO	6.00	-25.00%	NJ	4.00	33.33%
CT	5.00	66.67%	NM	7.00	-12.50%
DC	0.00	0.00%	NV	30.00	7.14%
DE	1.00	0.00%	NY	2.00	0.00%
FL	27.00	35.00%	OH	1.00	0.00%
GA	10.00	11.11%	OK	16.00	128.57%
HI	37.00	8.82%	OR	8.00	33.33%
IA	2.00	100.00%	PA	11.00	57.14%
ID	22.00	10.00%	RI	10.00	-28.57%
IL	37.00	32.14%	SC	3.00	-25.00%
IN	3.00	200.00%	SD	NR	NR
KS	0.00	0.00%	TN	0.00	-100.00%
KY	1.00	100.00%	TX	4.00	300.00%
LA	4.00	100.00%	UT	24.00	9.09%
MA	1.00	0.00%	VA	1.00	0.00%
MD	2.00	0.00%	VT	1.00	0.00%
ME	6.00	-14.29%	WA	1.00	0.00%
MI	0.00	0.00%	WI	6.00	0.00%
MN	13.00	-18.75%	WV	16.00	77.78%
MO	47.00	-34.72%	WY	1.00	0.00%
MS	0.00	0.00%	Did not report data element	NR	NR

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by September 10, 2024, with data through July 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 [Medicaid.gov/Unwinding-data](https://www.medicicaid.gov/unwinding-data).

Percentage point change in average call center abandonment rate, June 2024 to July 2024



State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	22.00%	9.00%	MT	51.00%	5.00%
AL	5.80%	1.20%	NC	0.50%	0.20%
AR	1.30%	-1.60%	ND	3.20%	0.90%
AZ	11.70%	4.30%	NE	10.10%	-0.20%
CA	0.80%	-10.70%	NH	6.00%	2.00%
CO	11.20%	-0.70%	NJ	3.50%	0.30%
CT	5.50%	1.50%	NM	3.90%	-0.50%
DC	2.00%	1.00%	NV	22.50%	0.00%
DE	22.90%	0.30%	NY	2.60%	-2.30%
FL	37.60%	7.00%	OH	1.00%	0.00%
GA	1.00%	0.20%	OK	21.10%	7.90%
HI	29.00%	-1.00%	OR	16.60%	3.10%
IA	8.30%	7.50%	PA	21.50%	10.00%
ID	7.10%	0.10%	RI	16.90%	-3.20%
IL	44.40%	8.00%	SC	6.20%	-2.70%
IN	5.40%	3.20%	SD	NR	NR
KS	1.40%	0.90%	TN	0.70%	0.20%
KY	2.00%	0.70%	TX	12.60%	9.20%
LA	7.80%	0.80%	UT	22.30%	-1.80%
MA	1.10%	0.00%	VA	1.30%	-0.80%
MD	7.60%	1.50%	VT	1.00%	0.50%
ME	12.00%	-2.00%	WA	11.00%	0.00%
MI	0.50%	0.00%	WI	10.60%	0.60%
MN	31.00%	-4.00%	WV	23.30%	9.70%
MO	55.70%	-9.50%	WY	0.10%	0.00%
MS	3.40%	-2.50%	Did not report data element		NR

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by September 10, 2024, with data through July 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](https://www.medicicaid.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 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](#)