

Medicaid and CHIP Unwinding Operations Snapshot – June 2024 Data

September 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://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>

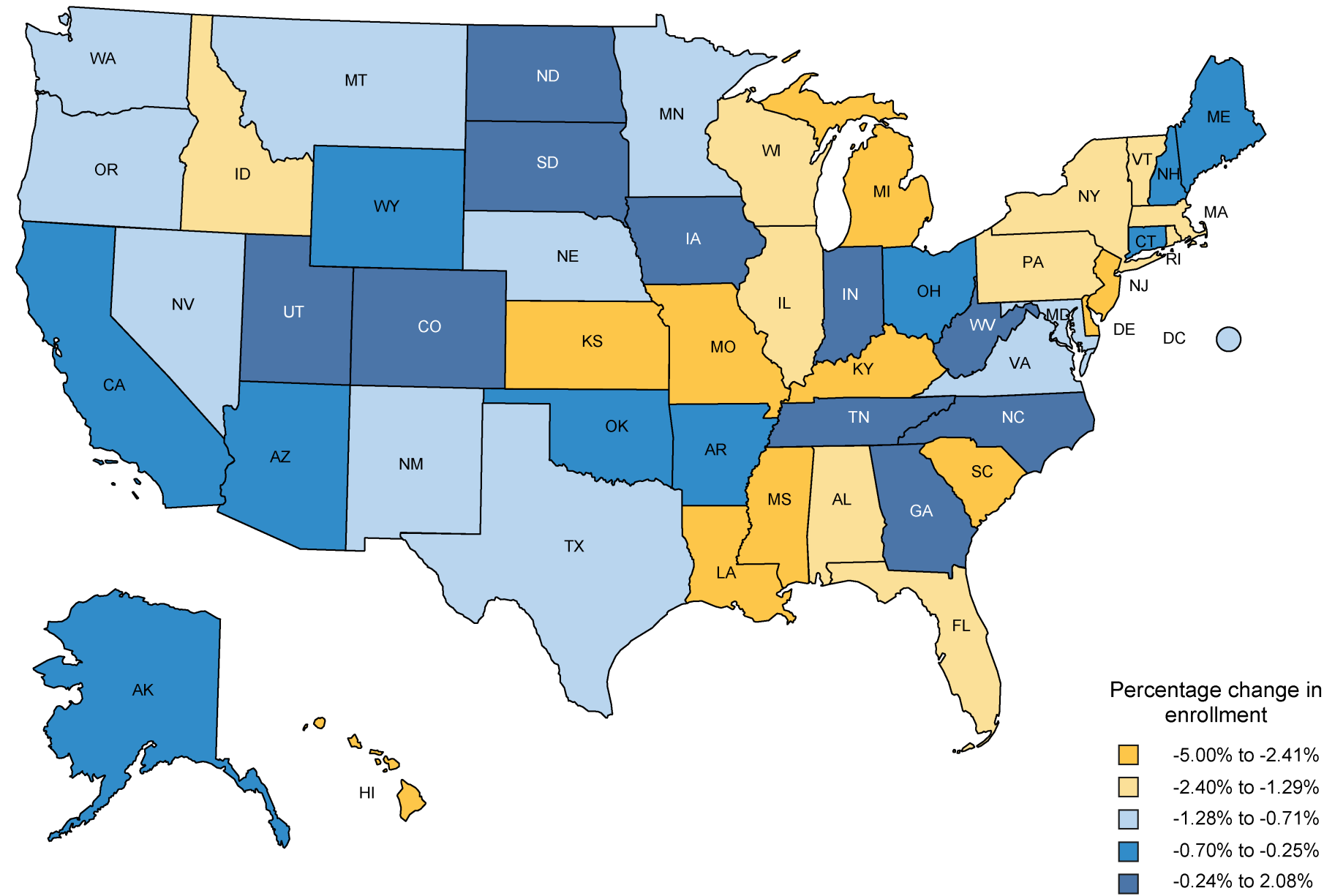
What You Should Know When Using the Data

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.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, May 2024 to June 2024



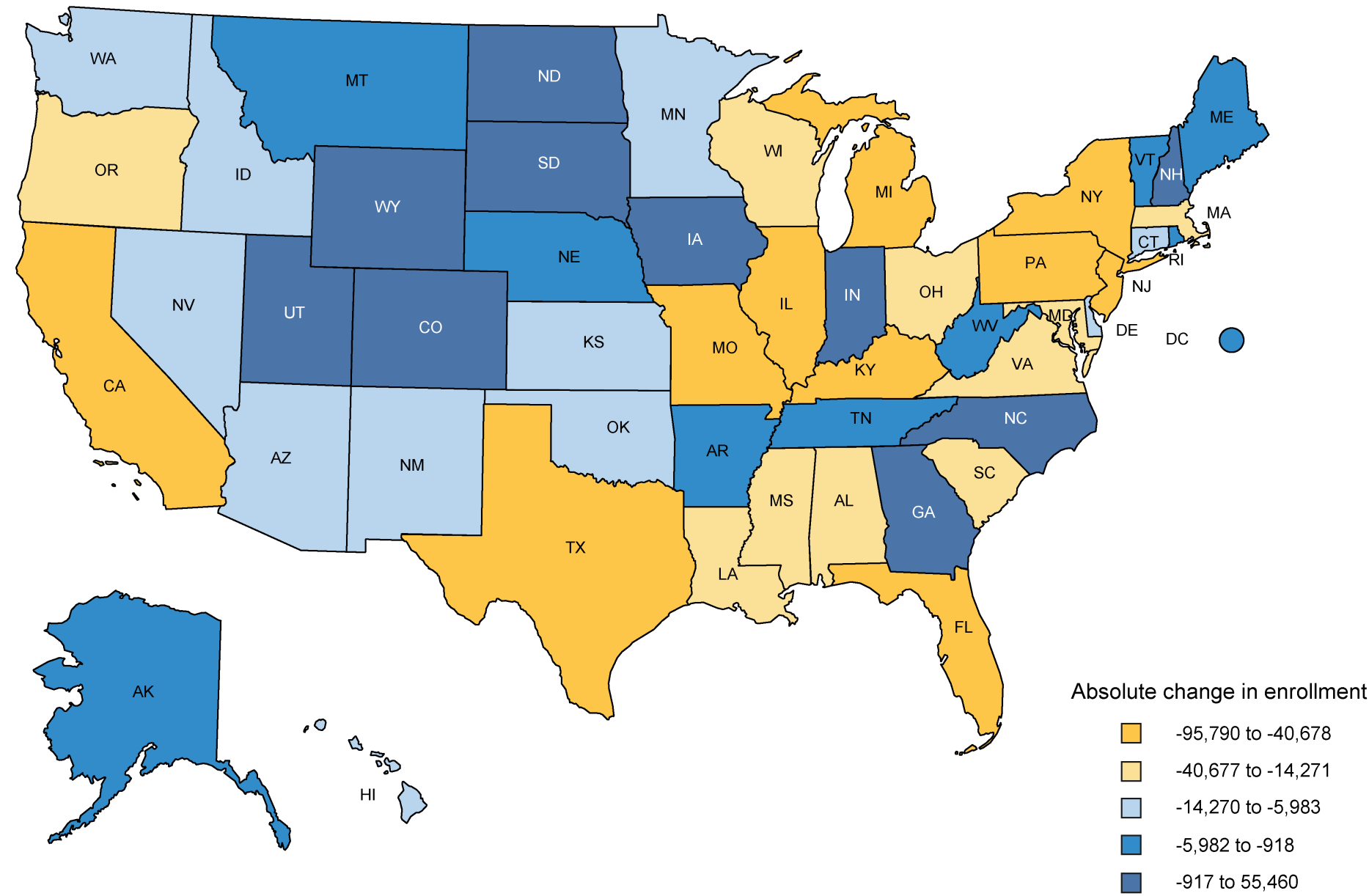
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	248,401	-0.55%	MT	228,012	-0.96%
AL	969,869	-2.39%	NC	2,718,415	2.08%
AR	825,119	-0.30%	ND	102,801	-0.20%
AZ	2,018,755	-0.32%	NE	345,461	-0.99%
CA	13,484,884	-0.42%	NH	183,842	-0.25%
CO	1,147,223	0.04%	NJ	1,861,303	-3.13%
CT	939,700	-0.66%	NM	768,344	-1.07%
DC	260,218	-1.21%	NV	788,481	-1.28%
DE	252,239	-5.00%	NY	6,693,044	-1.41%
FL	3,796,115	-1.85%	OH	2,895,711	-0.67%
GA	1,986,748	0.32%	OK	980,165	-0.61%
HI	419,168	-2.48%	OR	1,318,085	-1.19%
IA	677,654	-0.06%	PA	3,085,404	-1.30%
ID	322,353	-1.84%	RI	316,704	-1.33%
IL	3,312,239	-2.00%	SC	1,086,586	-2.56%
IN	1,809,046	1.16%	SD	133,438	2.00%
KS	408,480	-2.47%	TN	1,441,839	-0.06%
KY	1,418,243	-3.25%	TX	4,181,078	-1.02%
LA	1,549,229	-2.41%	UT	335,656	0.23%
MA	1,663,316	-1.29%	VA	1,831,551	-0.77%
MD	1,591,115	-1.02%	VT	159,459	-1.48%
ME	365,407	-0.28%	WA	1,838,636	-0.71%
MI	2,387,100	-3.00%	WI	1,205,213	-1.45%
MN	1,163,073	-1.19%	WV	513,112	-0.22%
MO	1,259,237	-3.17%	WY	66,324	-0.34%
MS	609,875	-2.49%	Total	79,963,470	-1.05%

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by August 13, 2024, with data through June 2024. Oregon’s June 2024 Enrollment Data from the Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, as of August 26, 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 June 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](#). North Carolina began including its pregnant and postpartum populations in enrollment data beginning in June 2024. The state estimates this population to include 20,000 to 50,000 enrollees. Arkansas updated its reporting methodology in June 2024 to include individuals enrolled in the state’s separate CHIP program, who were previously excluded from the PI data.

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



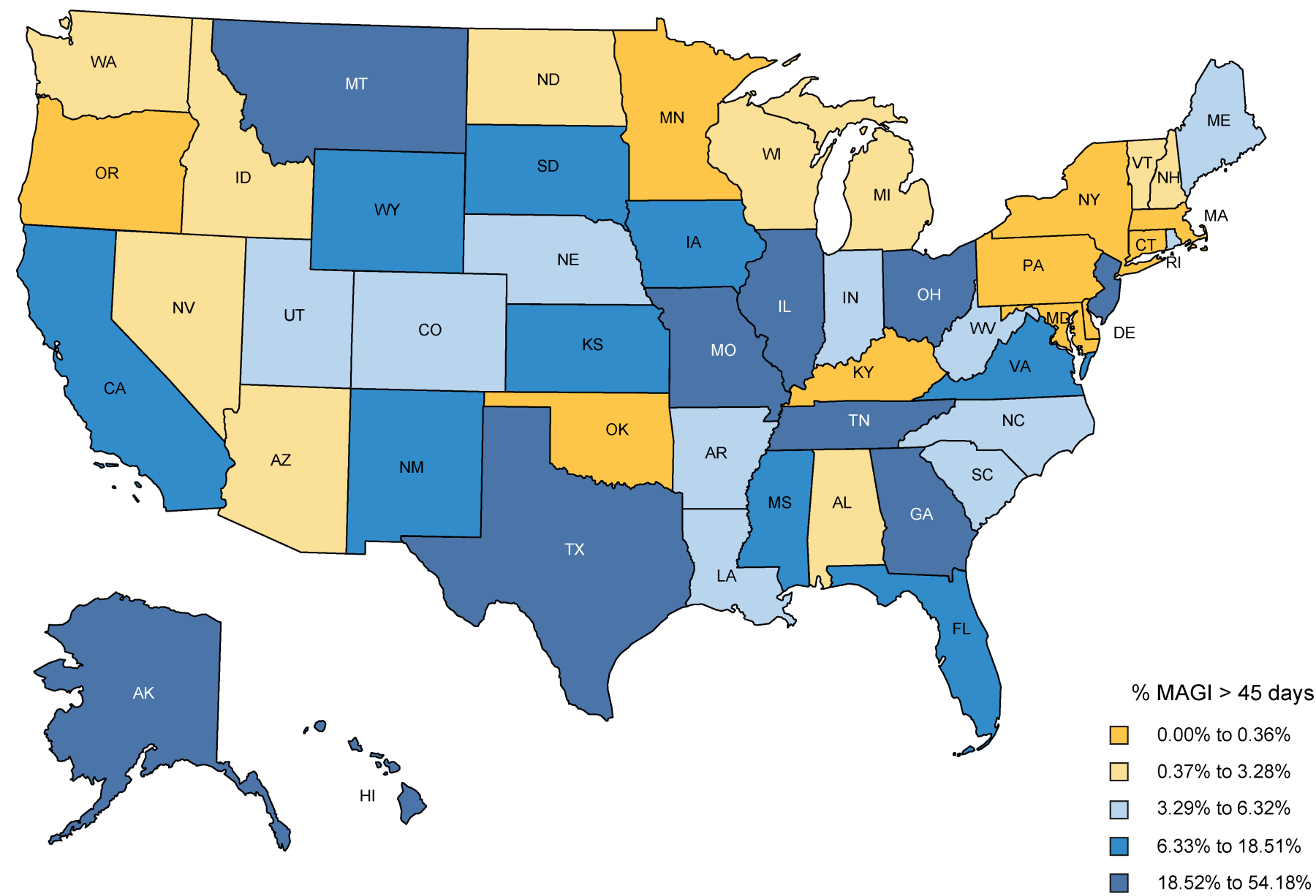
State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	248,401	-1,369	MT	228,012	-2,210
AL	969,869	-23,712	NC	2,718,415	55,460
AR	825,119	-2,498	ND	102,801	-210
AZ	2,018,755	-6,475	NE	345,461	-3,466
CA	13,484,884	-56,260	NH	183,842	-454
CO	1,147,223	505	NJ	1,861,303	-60,173
CT	939,700	-6,231	NM	768,344	-8,337
DC	260,218	-3,182	NV	788,481	-10,211
DE	252,239	-13,268	NY	6,693,044	-95,790
FL	3,796,115	-71,493	OH	2,895,711	-19,636
GA	1,986,748	6,246	OK	980,165	-5,983
HI	419,168	-10,664	OR	1,318,085	-15,858
IA	677,654	-431	PA	3,085,404	-40,678
ID	322,353	-6,031	RI	316,704	-4,284
IL	3,312,239	-67,554	SC	1,086,586	-28,588
IN	1,809,046	20,813	SD	133,438	2,611
KS	408,480	-10,328	TN	1,441,839	-918
KY	1,418,243	-47,659	TX	4,181,078	-42,906
LA	1,549,229	-38,219	UT	335,656	784
MA	1,663,316	-21,755	VA	1,831,551	-14,271
MD	1,591,115	-16,371	VT	159,459	-2,395
ME	365,407	-1,021	WA	1,838,636	-13,067
MI	2,387,100	-73,825	WI	1,205,213	-17,763
MN	1,163,073	-13,963	WV	513,112	-1,136
MO	1,259,237	-41,281	WY	66,324	-226
MS	609,875	-15,579	Total	79,963,470	-851,310

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by August 13, 2024, with data through June 2024. Oregon’s June 2024 Enrollment Data from the Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, as of August 26, 2024.

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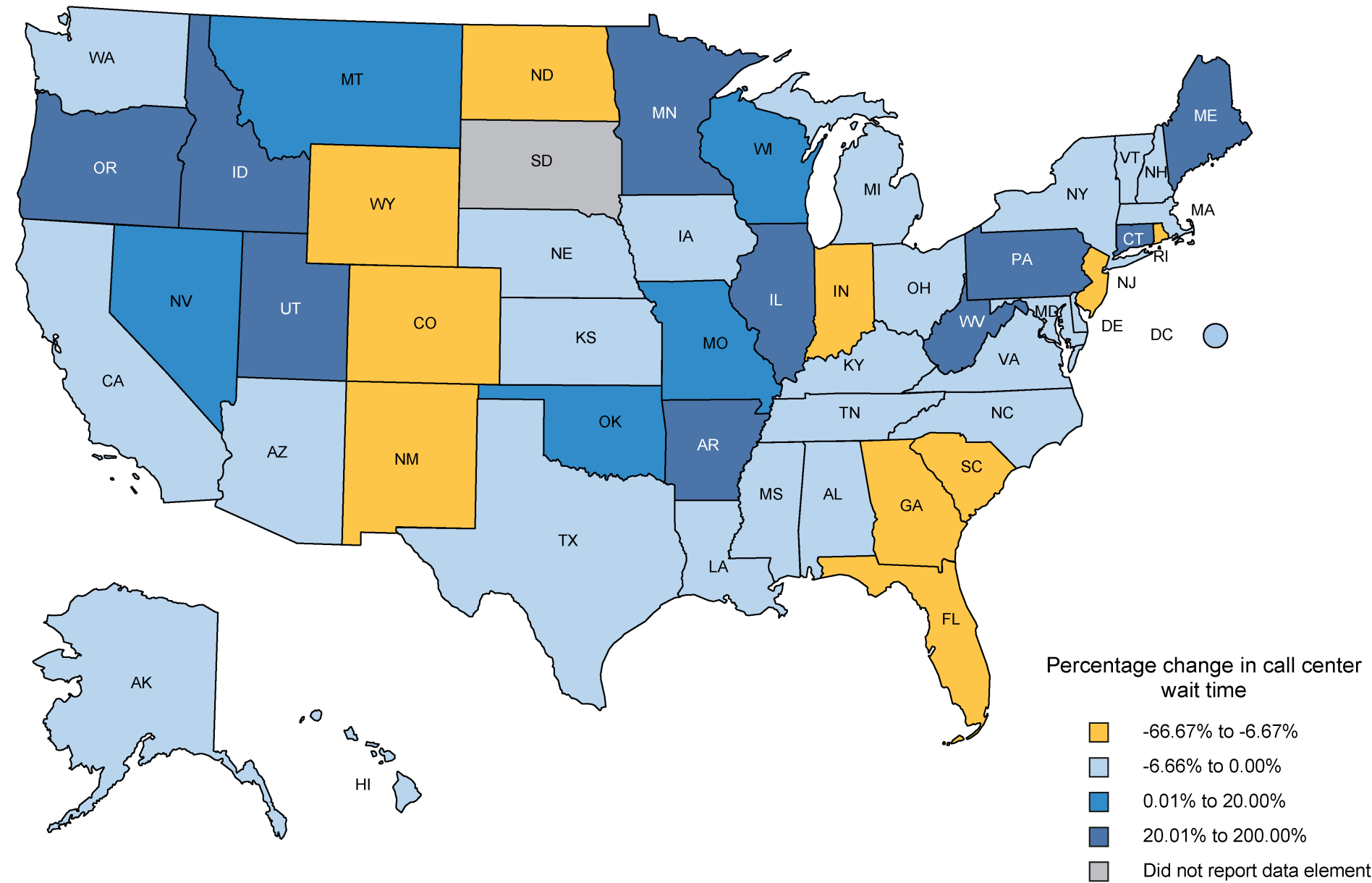
Total applications received and percentage of MAGI determinations at application processed in over 45 days, June 2024



State	Total Applications	% MAGI > 45	State	Total Applications	% MAGI > 45
AK	2,219	38.21%	MT	3,511	39.95%
AL	11,121	1.13%	NC	29,332	4.41%
AR	19,700	4.48%	ND	2,887	3.28%
AZ	44,820	2.90%	NE	9,279	6.04%
CA	188,888	10.52%	NH	4,181	2.20%
CO	26,646	3.72%	NJ	39,551	29.86%
CT	15,184	0.05%	NM	13,489	7.96%
DC	1,241	16.34%	NV	18,539	0.68%
DE	4,651	0.00%	NY	105,395	0.00%
FL	329,068	6.92%	OH	68,660	18.53%
GA	46,253	54.18%	OK	49,944	0.00%
HI	3,345	23.41%	OR	14,350	0.00%
IA	18,516	8.28%	PA	94,009	0.36%
ID	8,625	1.20%	RI	1,480	4.36%
IL	57,512	20.69%	SC	24,622	3.72%
IN	62,214	3.83%	SD	3,274	8.48%
KS	13,147	14.19%	TN	39,108	26.07%
KY	10,924	0.05%	TX	91,563	36.56%
LA	26,462	3.66%	UT	25,581	4.31%
MA	24,062	0.18%	VA	31,410	18.51%
MD	108,799	0.00%	VT	3,273	2.80%
ME	5,814	6.32%	WA	176,988	2.36%
MI	52,860	2.63%	WI	21,295	0.75%
MN	20,581	0.00%	WV	14,771	6.32%
MO	25,025	18.53%	WY	1,591	7.35%
MS	18,642	16.11%			

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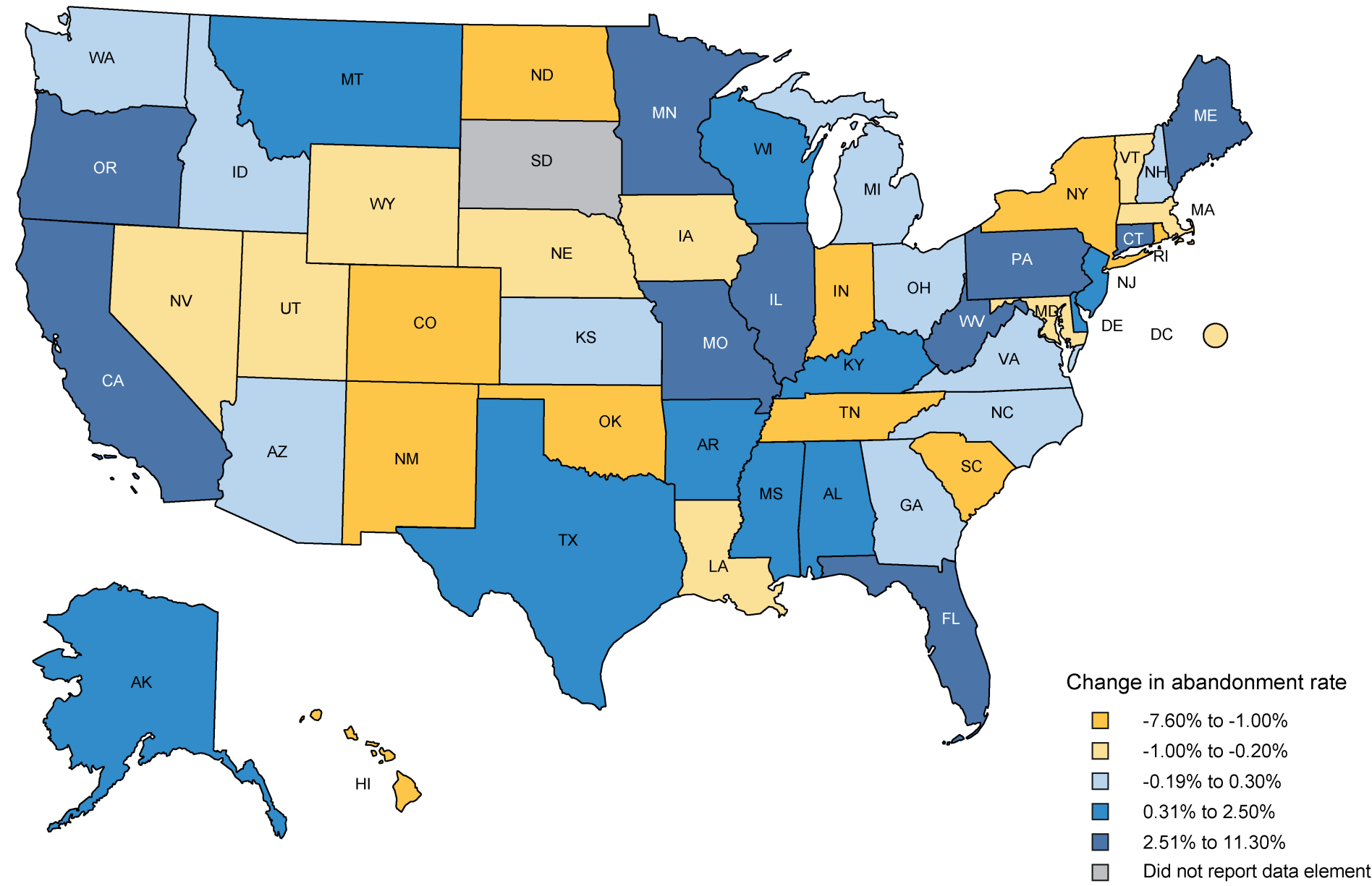
Percentage change in average call center wait time, May 2024 to June 2024



State	Avg Call Center Wait Time	% Change from Previous Month	State	Avg Call Center Wait Time	% Change from Previous Month
AK	8.00	0.00%	MT	36.00	5.88%
AL	1.00	0.00%	NC	0.00	0.00%
AR	5.00	150.00%	ND	1.00	-50.00%
AZ	5.00	0.00%	NE	4.00	0.00%
CA	3.00	0.00%	NH	3.00	0.00%
CO	8.00	-20.00%	NJ	3.00	-40.00%
CT	3.00	200.00%	NM	8.00	-52.94%
DC	0.00	0.00%	NV	28.00	3.70%
DE	1.00	0.00%	NY	2.00	0.00%
FL	20.00	-23.08%	OH	1.00	0.00%
GA	9.00	-10.00%	OK	7.00	16.67%
HI	34.00	0.00%	OR	6.00	100.00%
IA	0.00	0.00%	PA	7.00	40.00%
ID	20.00	42.86%	RI	14.00	-6.67%
IL	28.00	40.00%	SC	4.00	-50.00%
IN	1.00	-66.67%	SD	NR	NR
KS	0.00	0.00%	TN	1.00	0.00%
KY	0.00	0.00%	TX	1.00	0.00%
LA	2.00	0.00%	UT	22.00	29.41%
MA	1.00	0.00%	VA	1.00	0.00%
MD	2.00	0.00%	VT	1.00	0.00%
ME	7.00	75.00%	WA	1.00	0.00%
MI	0.00	0.00%	WI	6.00	20.00%
MN	16.00	45.45%	WV	9.00	80.00%
MO	72.00	10.77%	WY	1.00	-50.00%
MS	0.00	0.00%		Did not report data element	NR

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



State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	13.00%	1.00%	MT	46.00%	2.00%
AL	4.60%	0.40%	NC	0.30%	0.20%
AR	2.90%	0.60%	ND	2.30%	-2.30%
AZ	7.40%	0.10%	NE	10.30%	-0.40%
CA	11.50%	11.30%	NH	4.00%	0.00%
CO	11.90%	-5.20%	NJ	3.20%	0.60%
CT	4.00%	2.60%	NM	4.40%	-7.60%
DC	1.00%	-1.00%	NV	22.50%	-0.90%
DE	22.60%	2.40%	NY	4.90%	-2.40%
FL	30.60%	3.90%	OH	1.00%	0.00%
GA	0.80%	0.30%	OK	13.20%	-2.50%
HI	30.00%	-1.00%	OR	13.50%	6.40%
IA	0.80%	-0.80%	PA	11.50%	3.40%
ID	7.00%	0.30%	RI	20.10%	-2.90%
IL	36.40%	6.10%	SC	8.90%	-5.20%
IN	2.20%	-1.60%	SD	NR	NR
KS	0.50%	0.00%	TN	0.50%	-1.20%
KY	1.30%	0.70%	TX	3.40%	0.50%
LA	7.00%	-1.00%	UT	24.10%	-0.60%
MA	1.10%	-0.30%	VA	2.10%	0.20%
MD	6.10%	-0.30%	VT	0.50%	-0.40%
ME	14.00%	5.00%	WA	11.00%	0.00%
MI	0.50%	0.00%	WI	10.00%	2.50%
MN	35.00%	10.00%	WV	13.60%	9.80%
MO	65.20%	3.00%	WY	0.10%	-0.20%
MS	5.90%	0.60%	Did not report data element		NR

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Source: Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by August 13, 2024, with data through June 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.medicaid.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](#)