Medicaid and CHIP Unwinding Operations Snapshot – October 2023 Data

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

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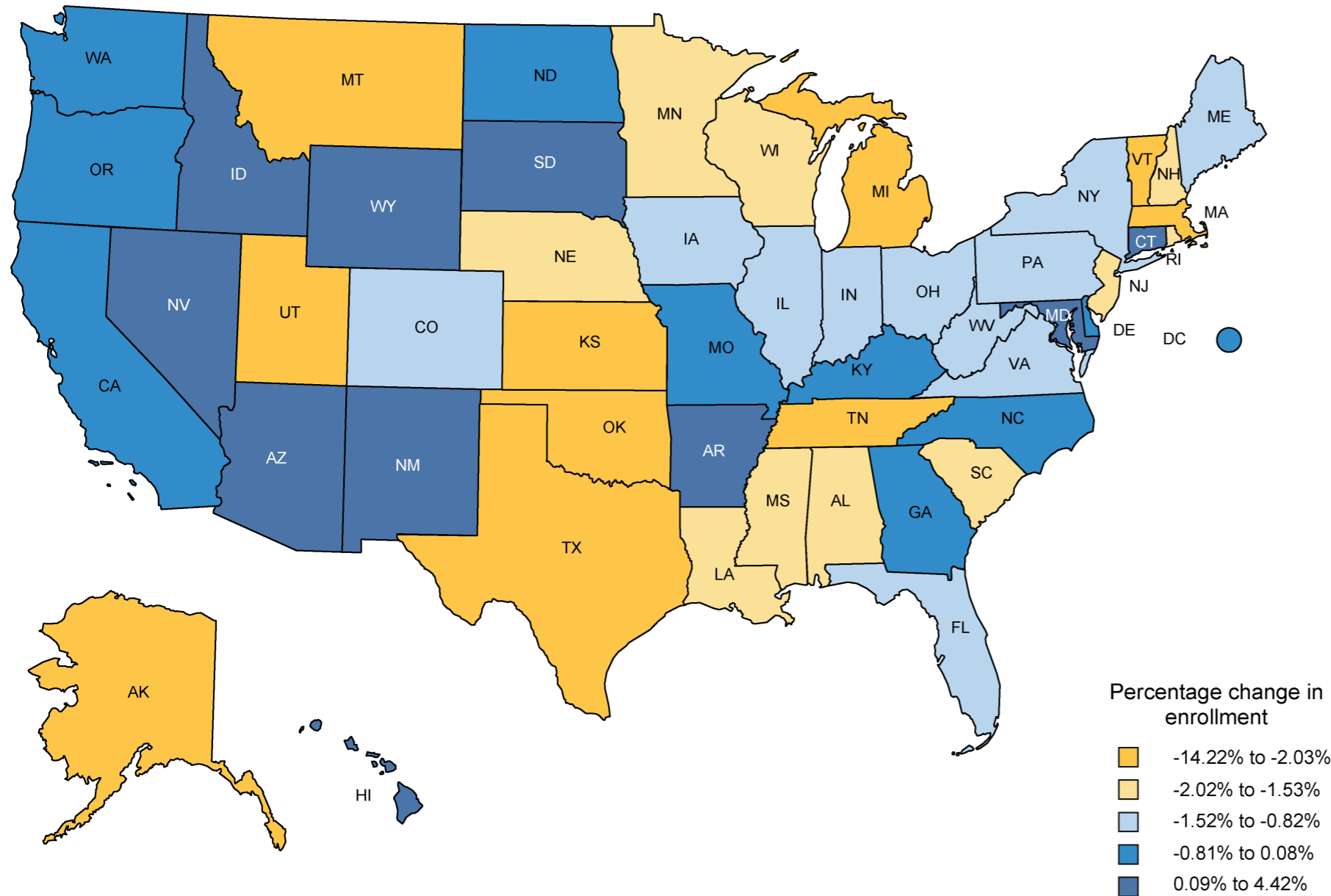CENTERS FOR MEDICARE & MEDICAID SERVICES

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.

Percentage change in total Medicaid and CHIP enrollment, September 2023 to October 2023

Percentage change in enrollment
- -14.22% to -2.03%
- -2.02% to -1.53%
- -1.52% to -0.82%
- -0.81% to 0.08%
- 0.09% to 4.42%

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State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	211,981	-14.22%	MT	249,849	-4.96%
AL	1,123,313	-1.53%	NC	2,233,489	-0.67%
AR	807,774	0.26%	ND	118,356	0.08%
AZ	2,052,705	1.78%	NE	375,153	-1.66%
CA	14,008,964	-0.67%	NH	181,458	-1.62%
CO	1,534,304	-1.16%	NJ	2,159,459	-1.95%
CT	962,954	0.20%	NM	804,856	3.77%
DC	283,612	-0.61%	NV	887,504	0.12%
DE	296,149	-0.38%	NY	7,338,416	-0.82%
FL	4,234,627	-0.91%	OH	3,152,322	-0.97%
GA	2,297,930	-0.48%	OK	1,087,062	-4.56%
HI	463,294	1.87%	OR	1,452,336	-0.32%
IA	727,959	-1.44%	PA	3,450,273	-1.41%
ID	315,630	1.56%	RI	362,020	-1.68%
IL	3,725,047	-1.50%	SC	1,227,642	-1.70%
IN	1,882,610	-1.17%	SD	117,430	1.04%
KS	464,948	-5.80%	TN	1,685,834	-2.52%
KY	1,539,799	-0.62%	TX	4,863,156	-5.27%
LA	1,789,466	-1.69%	UT	388,182	-3.47%
MA	1,912,094	-2.03%	VA	1,974,037	-1.33%
MD	1,671,274	0.24%	VT	174,096	-2.41%
ME	370,638	-1.02%	WA	1,945,030	-0.74%
MI	2,904,023	-2.64%	WI	1,362,091	-1.68%
MN	1,327,676	-1.71%	WV	560,937	-1.47%
MO	1,437,662	-0.37%	WY	78,389	4.42%
MS	713,856	-1.96%	Total	87,289,666	-1.31%

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Absolute change in total Medicaid and CHIP enrollment, September 2023 to October 2023
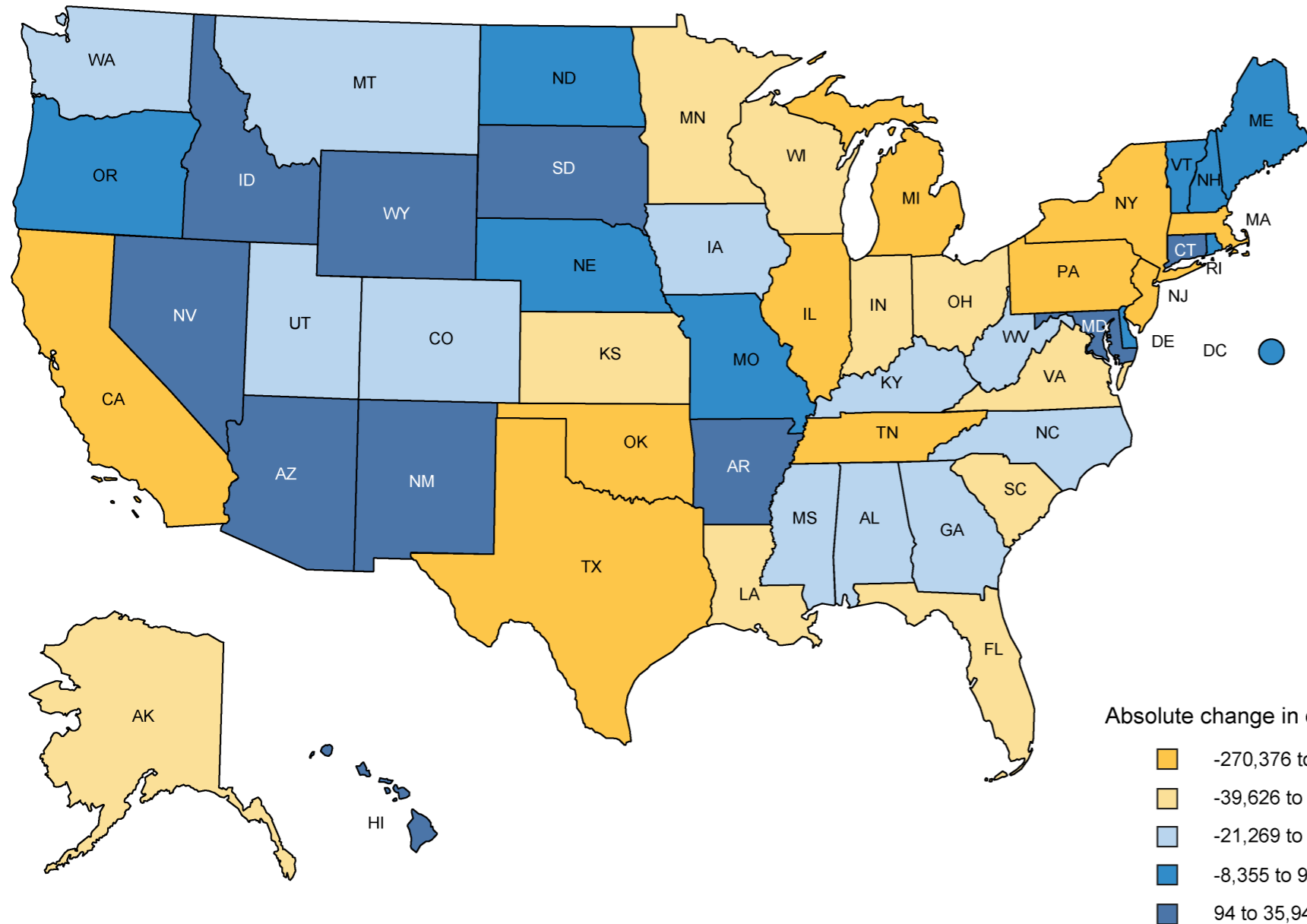
State	Total Enrollment	Abs Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	211,981	-35,131	MT	249,849	-13,049
AL	1,123,313	-17,467	NC	2,233,489	-15,109
AR	807,774	2,067	ND	118,356	93
AZ	2,052,705	35,949	NE	375,153	-6,342
CA	14,008,964	-94,869	NH	181,458	-2,996
CO	1,534,304	-18,042	NJ	2,159,459	-42,902
CT	962,954	1,891	NM	804,856	29,266
DC	283,612	-1,748	NV	887,504	1,091
DE	296,149	-1,118	NY	7,338,416	-60,968
FL	4,234,627	-39,078	OH	3,152,322	-30,790
GA	2,297,930	-11,131	OK	1,087,062	-51,906
HI	463,294	8,517	OR	1,452,336	-4,606
IA	727,959	-10,671	PA	3,450,273	-49,489
ID	315,630	4,846	RI	362,020	-6,199
IL	3,725,047	-56,906	SC	1,227,642	-21,270
IN	1,882,610	-22,239	SD	117,430	1,210
KS	464,948	-28,617	TN	1,685,834	-43,641
KY	1,539,799	-9,566	TX	4,863,156	-270,376
LA	1,789,466	-30,724	UT	388,182	-13,938
MA	1,912,094	-39,627	VA	1,974,037	-26,672
MD	1,671,274	3,976	VT	174,096	-4,304
ME	370,638	-3,816	WA	1,945,030	-14,526
MI	2,904,023	-78,661	WI	1,362,091	-23,224
MN	1,327,676	-23,099	WV	560,937	-8,356
MO	1,437,662	-5,307	WY	78,389	3,319
MS	713,856	-14,288	Total	87,289,666	-1,160,543

Absolute change in enrollment
- -270,376 to -39,627
- -39,626 to -21,270
- -21,269 to -8,356
- -8,355 to 93
- 94 to 35,949

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Total applications received and percentage of MAGI determinations at application processed in over 45 days, October 2023
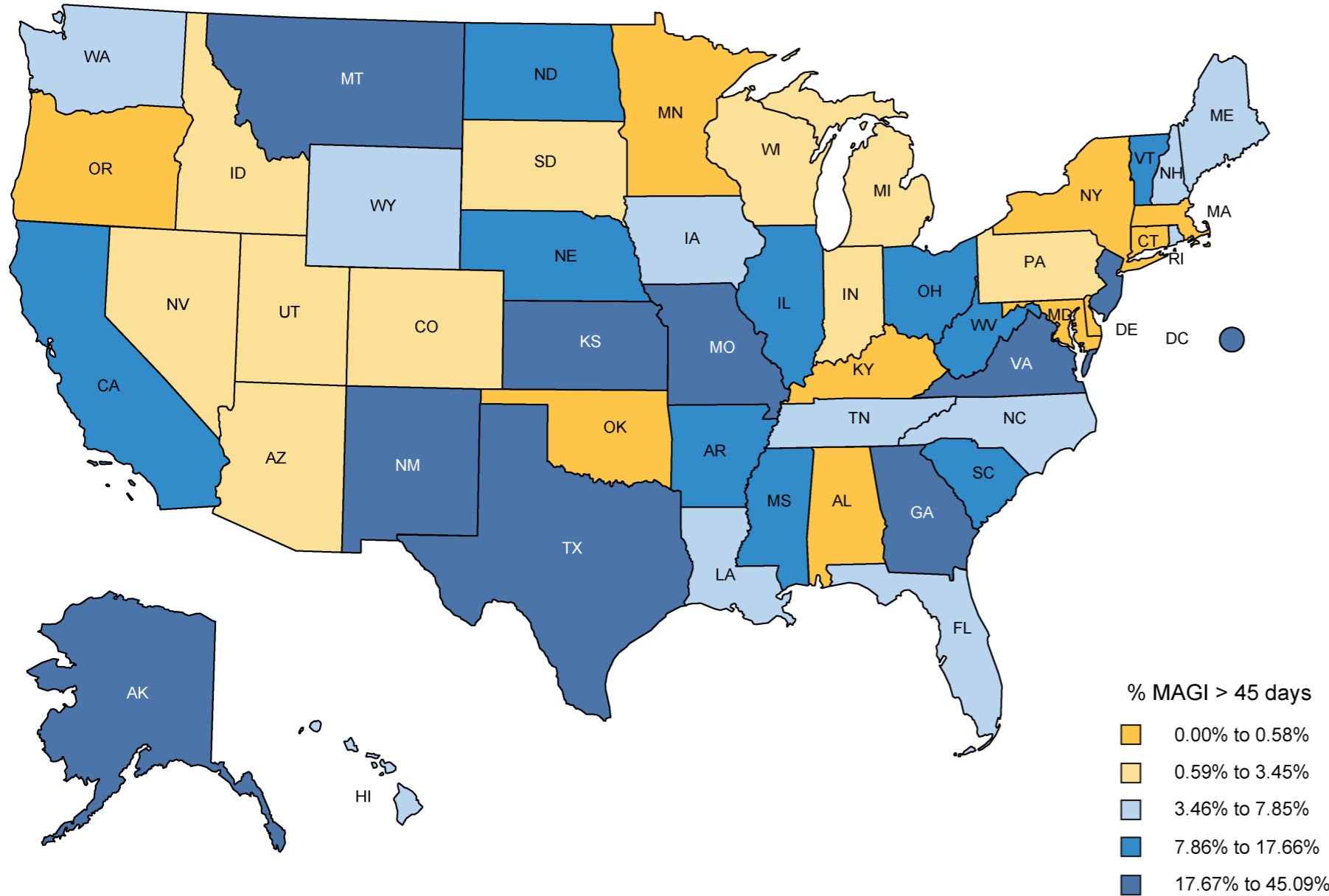
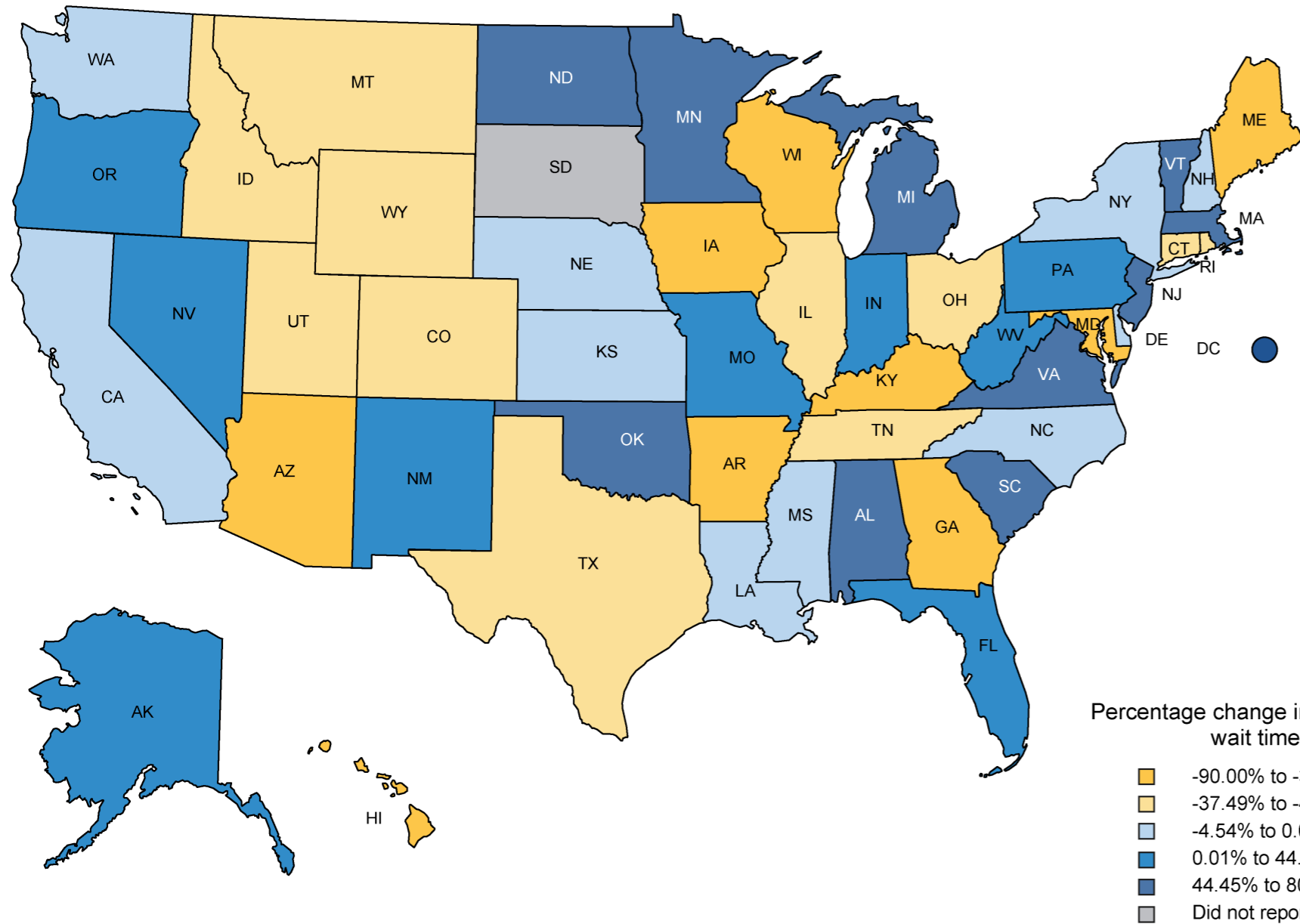| State	Total Application	% MAGI > 45	State	Total Application	% MAGI > 45
AK	2,807	37.06%	MT	5,213	30.87%
AL	10,213	0.58%	NC	28,503	5.18%
AR	26,484	7.91%	ND	1,958	9.11%
AZ	131,093	1.66%	NE	8,070	8.76%
CA	196,576	12.75%	NH	6,960	5.58%
CO	25,717	2.92%	NJ	34,759	26.57%
CT	17,274	0.04%	NM	13,932	45.09%
DC	965	38.34%	NV	16,111	1.49%
DE	4,063	0.00%	NY	1,525,951	0.01%
FL	331,569	6.74%	OH	74,047	14.02%
GA	54,130	40.47%	OK	66,780	0.00%
HI	3,037	5.41%	OR	14,749	0.00%
IA	23,743	6.29%	PA	99,323	1.11%
ID	10,550	2.39%	RI	1,410	5.69%
IL	61,387	11.14%	SC	18,235	7.91%
IN	63,576	2.72%	SD	4,920	1.65%
KS	15,062	21.52%	TN	26,443	4.24%
KY	9,538	0.49%	TX	66,522	32.21%
LA	23,025	7.17%	UT	29,989	3.45%
MA	24,229	0.14%	VA	28,064	19.16%
MD	144,166	0.00%	VT	4,046	9.45%
ME	14,826	6.84%	WA	149,268	3.73%
MI	47,803	3.07%	WI	20,663	0.99%
MN	17,487	0.00%	WV	19,025	14.76%
MO	22,242	33.53%	WY	1,238	7.85%
MS	16,179	17.66%			

% MAGI > 45 days

- 0.00% to 0.58%
- 0.59% to 3.45%
- 3.46% to 7.85%
- 7.86% to 17.66%
- 17.67% to 45.09%

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Percentage change in average call center wait time, September 2023 to October 2023

Percentage change in call center wait time
- ☐ -90.00% to -37.50%
- ☐ -37.49% to -4.55%
- ☐ -4.54% to 0.00%
- ☐ 0.01% to 44.44%
- ☐ 44.45% to 800.00%
- ☐ Did not report data element

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State	Avg Call Center Wait Time	% Change from Previous Month	State	Avg Call Center Wait Time	% Change from Previous Month
AK	16.00	23.08%	MT	27.00	-6.90%
AL	3.00	50.00%	NC	0.00	0.00%
AR	4.00	-75.00%	ND	3.00	50.00%
AZ	6.00	-60.00%	NE	4.00	0.00%
CA	4.00	0.00%	NH	7.00	0.00%
CO	10.00	-16.67%	NJ	3.00	50.00%
CT	9.00	-18.18%	NM	38.00	11.76%
DC	3.00	200.00%	NV	34.00	9.68%
DE	1.00	0.00%	NY	1.00	0.00%
FL	33.00	3.13%	OH	4.00	-33.33%
GA	15.00	-37.50%	OK	11.00	120.00%
HI	2.00	-90.00%	OR	27.00	8.00%
IA	5.00	-75.00%	PA	15.00	7.14%
ID	31.00	-8.82%	RI	46.00	-6.12%
IL	21.00	-4.55%	SC	2.00	100.00%
IN	13.00	44.44%	SD	NR	NR
KS	1.00	0.00%	TN	19.00	-5.00%
KY	4.00	-63.64%	TX	14.00	-6.67%
LA	2.00	0.00%	UT	19.00	-13.64%
MA	3.00	200.00%	VA	2.00	100.00%
MD	4.00	-60.00%	VT	9.00	800.00%
ME	16.00	-52.94%	WA	1.00	0.00%
MI	2.00	100.00%	WI	6.00	-45.45%
MN	8.00	60.00%	WV	13.00	18.18%
MO	24.00	14.29%	WY	2.00	-33.33%
MS	0.00	0.00%	*Did not report data element*		NR

Percentage point change in average call center abandonment rate, September 2023 to October 2023

State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	21.00%	1.00%	MT	37.00%	-7.00%
AL	10.90%	-0.30%	NC	0.80%	-0.80%
AR	8.00%	-0.20%	ND	15.50%	9.30%
AZ	9.30%	-12.30%	NE	10.90%	0.30%
CA	3.70%	1.30%	NH	6.00%	-1.00%
CO	20.00%	-3.30%	NJ	33.60%	23.40%
CT	10.60%	-6.60%	NM	24.80%	0.90%
DC	11.00%	7.00%	NV	55.80%	0.20%
DE	15.00%	-4.80%	NY	3.70%	-0.20%
FL	37.20%	0.90%	OH	5.00%	0.00%
GA	1.10%	0.00%	OK	16.20%	5.60%
HI	25.00%	-10.00%	OR	42.00%	0.00%
IA	13.90%	-25.50%	PA	22.70%	0.70%
ID	8.00%	-0.50%	RI	22.90%	5.20%
IL	32.50%	-0.40%	SC	5.70%	0.60%
IN	17.30%	4.30%	SD	NR	NR
KS	1.90%	0.70%	TN	16.60%	-3.30%
KY	4.40%	3.50%	TX	22.90%	-1.30%
LA	4.40%	0.00%	UT	18.60%	-2.60%
MA	3.50%	2.00%	VA	1.40%	-6.50%
MD	11.30%	-14.30%	VT	18.30%	5.50%
ME	15.00%	-7.00%	WA	5.80%	0.30%
MI	3.70%	2.00%	WI	9.10%	-7.30%
MN	20.00%	5.00%	WV	22.90%	-3.20%
MO	46.70%	1.60%	WY	0.10%	0.00%
MS	4.50%	1.20%	*Did not report data element*		NR

Change in abandonment rate
- -25.50% to -4.80%
- -4.79% to -0.30%
- -0.29% to 0.30%
- 0.31% to 2.00%
- 2.00% to 23.40%
- Did not report data element

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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