

# Medicaid and CHIP Unwinding Operations Snapshot – September 2023 Data

December 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,<sup>1</sup> 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<sup>2</sup>
- The Medicaid MAGI and CHIP Application Processing Time Report<sup>3</sup>

<sup>1</sup> 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)

<sup>2</sup> 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>

<sup>3</sup> 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>

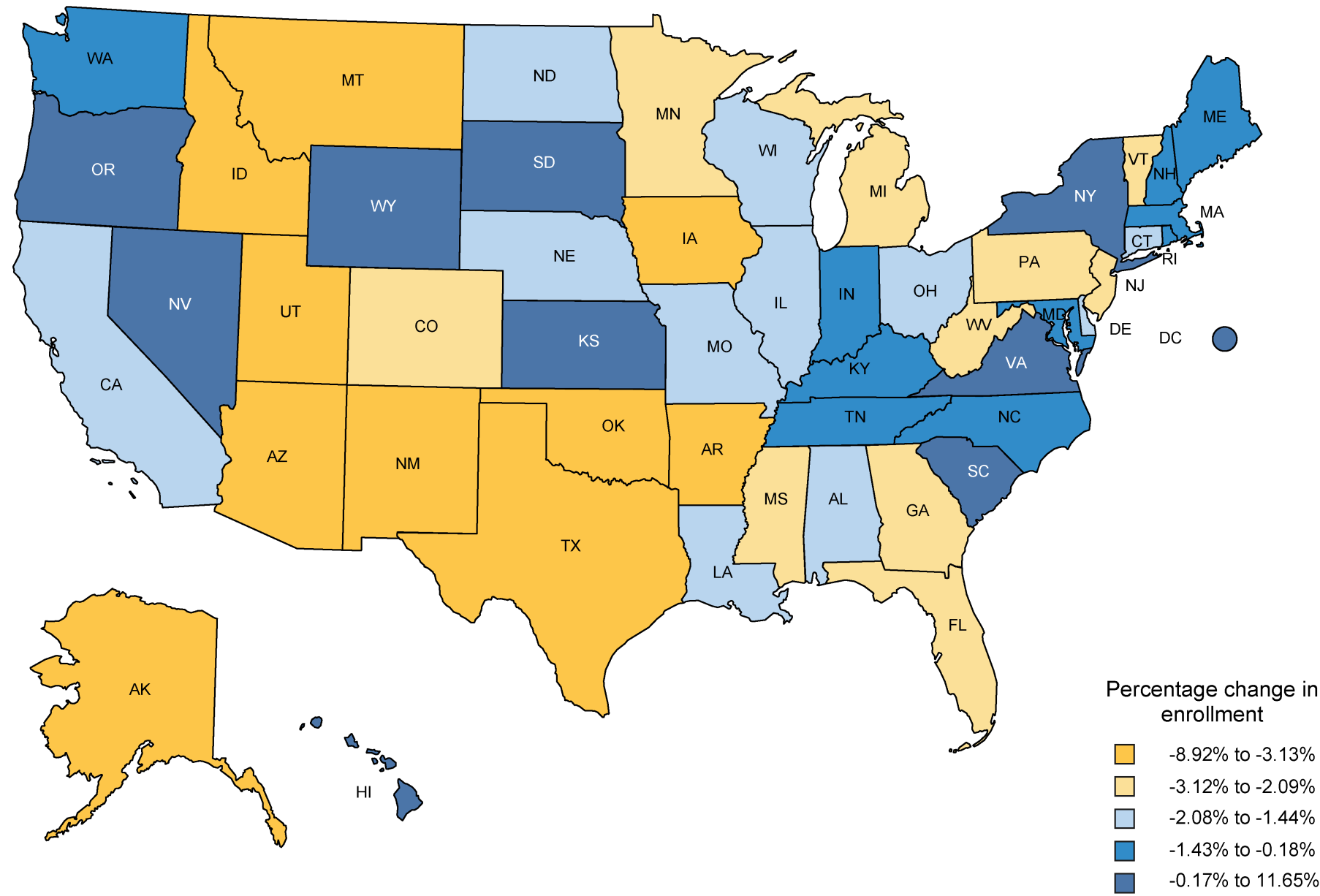
# What You Should Know When Using the Data

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.<sup>1</sup>
- 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.

<sup>1</sup> 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, August 2023 to September 2023



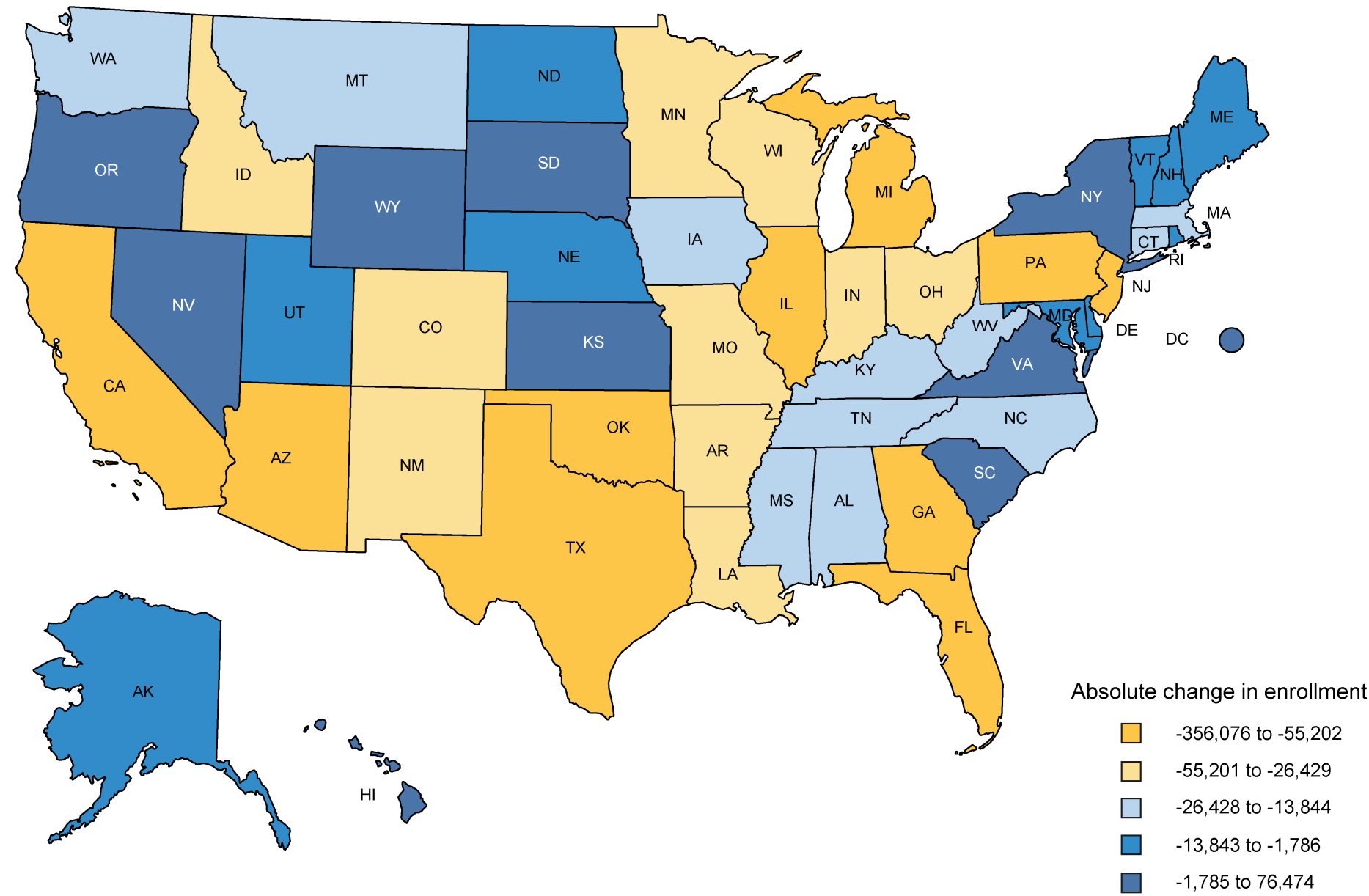
State	Total Enrollment	% Change from Previous Month	State	Total Enrollment	% Change from Previous Month
AK	247,112	-3.13%	MT	262,898	-5.74%
AL	1,140,780	-1.74%	NC	2,248,598	-0.62%
AR	805,707	-3.51%	ND	118,263	-1.70%
AZ	2,016,756	-4.37%	NE	381,495	-1.83%
CA	14,103,833	-1.76%	NH	184,454	-0.96%
CO	1,552,346	-2.80%	NJ	2,202,361	-2.50%
CT	961,063	-1.51%	NM	775,590	-3.38%
DC	285,360	1.50%	NV	886,413	9.44%
DE	297,267	-2.02%	NY	7,399,384	0.09%
FL	4,273,705	-2.75%	OH	3,183,112	-1.65%
GA	2,309,061	-2.43%	OK	1,138,968	-5.77%
HI	454,777	4.02%	OR	1,456,942	-0.11%
IA	738,630	-3.29%	PA	3,499,762	-2.22%
ID	310,784	-8.92%	RI	368,219	-0.90%
IL	3,781,953	-1.44%	SC	1,248,912	0.40%
IN	1,904,849	-1.37%	SD	116,220	0.12%
KS	493,565	11.65%	TN	1,729,475	-0.88%
KY	1,549,365	-0.92%	TX	5,133,532	-6.49%
LA	1,820,190	-1.95%	UT	402,120	-3.22%
MA	1,928,553	-1.24%	VA	2,000,709	1.88%
MD	1,667,298	-0.18%	VT	178,400	-2.15%
ME	374,454	-0.64%	WA	1,959,556	-0.73%
MI	2,982,684	-2.54%	WI	1,375,636	-1.99%
MN	1,348,186	-2.09%	WV	569,293	-2.37%
MO	1,442,969	-1.83%	WY	75,070	1.29%
MS	728,144	-2.58%	Total	88,414,773	-1.77%

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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by November 7, 2023, with data through September 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 September 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://data.medicare.gov).

# Absolute change in total Medicaid and CHIP enrollment, August 2023 to September 2023



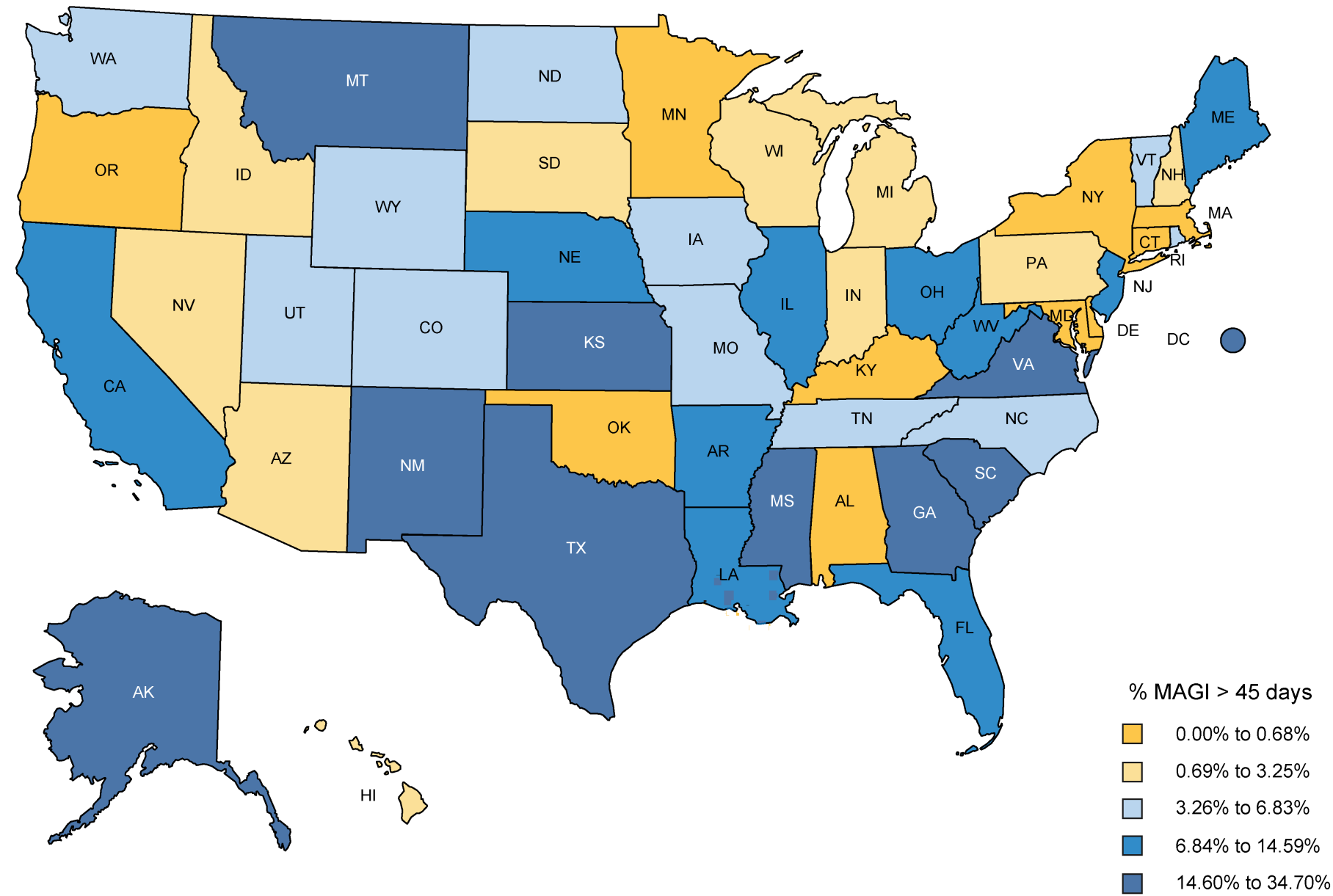
State	Total Enrollment	Abs. Change from Previous Month	State	Total Enrollment	Abs. Change from Previous Month
AK	247,112	-7,985	MT	262,898	-16,010
AL	1,140,780	-20,218	NC	2,248,598	-14,103
AR	805,707	-29,282	ND	118,263	-2,046
AZ	2,016,756	-92,135	NE	381,495	-7,108
CA	14,103,833	-252,624	NH	184,454	-1,786
CO	1,552,346	-44,664	NJ	2,202,361	-56,392
CT	961,063	-14,694	NM	775,590	-27,140
DC	285,360	4,216	NV	886,413	76,474
DE	297,267	-6,121	NY	7,399,384	6,883
FL	4,273,705	-120,755	OH	3,183,112	-53,433
GA	2,309,061	-57,502	OK	1,138,968	-69,679
HI	454,777	17,586	OR	1,456,942	-1,602
IA	738,630	-25,090	PA	3,499,762	-79,615
ID	310,784	-30,431	RI	368,219	-3,359
IL	3,781,953	-55,202	SC	1,248,912	4,936
IN	1,904,849	-26,429	SD	116,220	140
KS	493,565	51,501	TN	1,729,475	-15,359
KY	1,549,365	-14,351	TX	5,133,532	-356,076
LA	1,820,190	-36,146	UT	402,120	-13,380
MA	1,928,553	-24,242	VA	2,000,709	36,986
MD	1,667,298	-2,942	VT	178,400	-3,912
ME	374,454	-2,421	WA	1,959,556	-14,360
MI	2,982,684	-77,765	WI	1,375,636	-27,869
MN	1,348,186	-28,823	WV	569,293	-13,844
MO	1,442,969	-26,878	WY	75,070	957
MS	728,144	-19,291	Total	88,414,773	-1,593,385

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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by November 7, 2023, with data through September 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 September 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, September 2023



State	Total Applications	% MAGI > 45	State	Total Applications	% MAGI > 45
AK	2,840	26.54%	MT	4,801	26.70%
AL	9,221	0.68%	NC	26,457	5.37%
AR	24,598	8.14%	ND	1,995	6.83%
AZ	107,458	2.42%	NE	7,489	7.70%
CA	158,423	14.59%	NH	6,982	3.25%
CO	23,825	3.30%	NJ	31,735	11.42%
CT	14,451	0.01%	NM	12,647	34.70%
DC	978	22.96%	NV	16,492	1.13%
DE	3,958	0.00%	NY	1,133,210	0.01%
FL	318,747	9.63%	OH	66,111	11.42%
GA	54,017	30.46%	OK	61,865	0.00%
HI	3,078	2.07%	OR	13,780	0.00%
IA	21,496	4.21%	PA	78,993	1.28%
ID	11,433	2.05%	RI	1,461	4.23%
IL	53,138	9.02%	SC	15,641	33.51%
IN	60,015	2.54%	SD	4,813	1.43%
KS	14,337	30.03%	TN	23,018	3.43%
KY	8,731	0.20%	TX	62,266	22.56%
LA	20,402	6.84%	UT	24,963	3.30%
MA	24,401	0.15%	VA	20,393	18.47%
MD	120,624	0.00%	VT	4,344	4.44%
ME	5,688	7.03%	WA	141,987	3.44%
MI	37,708	3.05%	WI	17,923	0.91%
MN	16,050	0.00%	WV	17,634	13.04%
MO	16,928	5.87%	WY	1,238	6.16%
MS	15,347	19.88%			

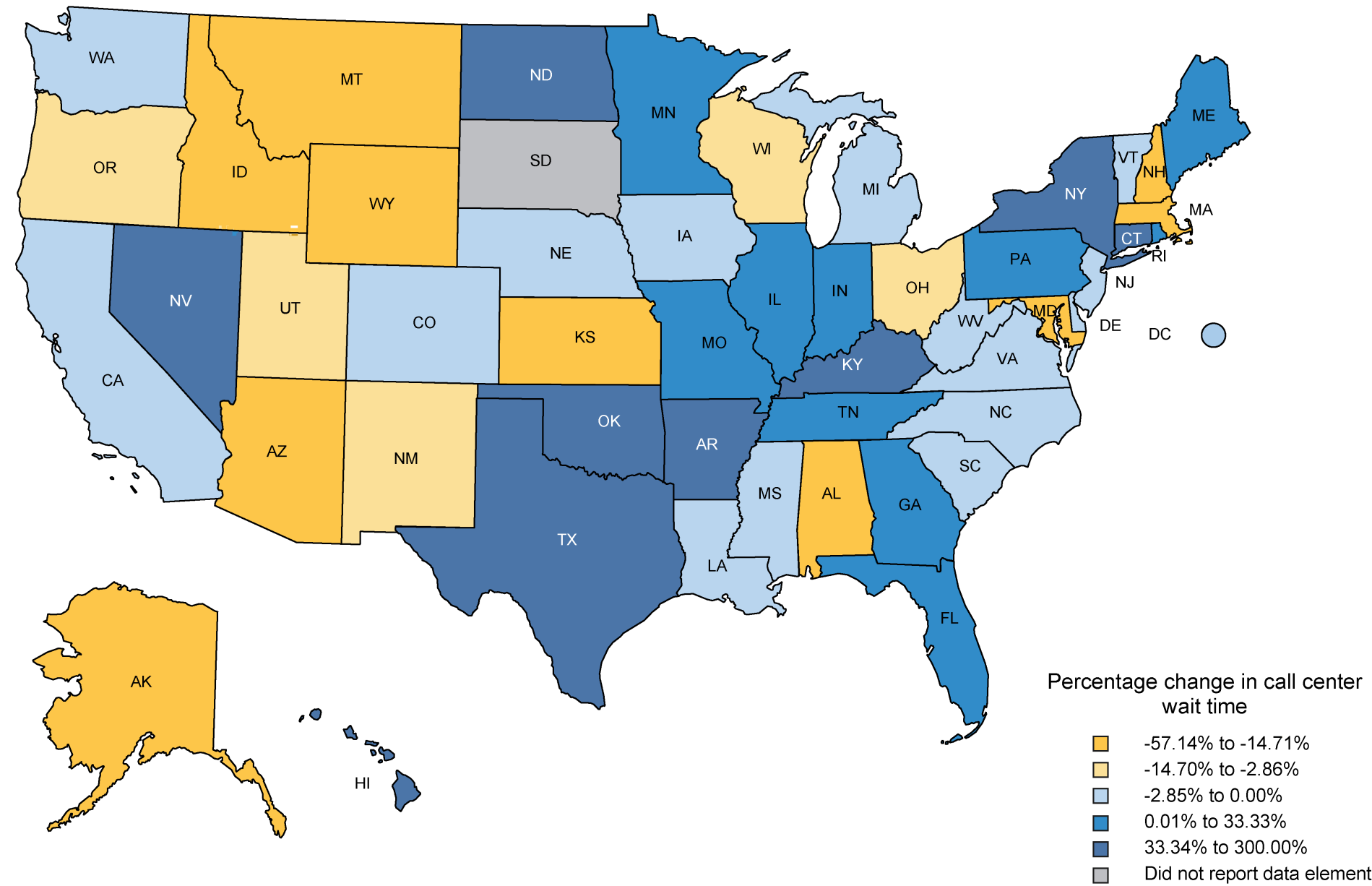
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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by November 7, 2023, with data through September 2023.

**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](https://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](https://www.Medicaid.gov).



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



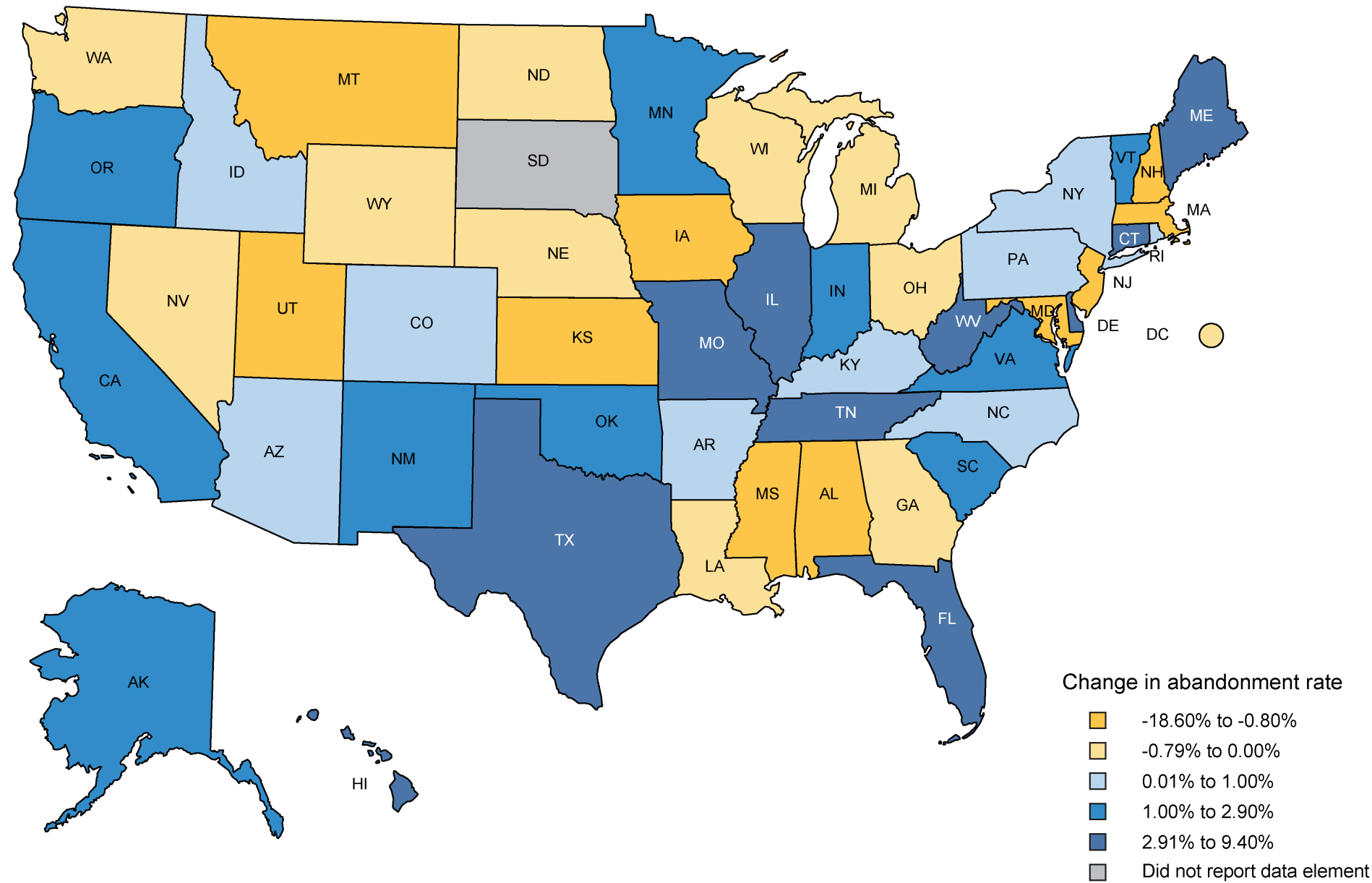
State	Avg. Call Center Wait Time	% Change from Previous Month	State	Avg. Call Center Wait Time	% Change from Previous Month
AK	13.00	-18.75%	MT	29.00	-14.71%
AL	2.00	-33.33%	NC	0.00	0.00%
AR	16.00	300.00%	ND	2.00	100.00%
AZ	15.00	-51.61%	NE	4.00	0.00%
CA	4.00	0.00%	NH	7.00	-53.33%
CO	12.00	0.00%	NJ	2.00	0.00%
CT	11.00	175.00%	NM	34.00	-2.86%
DC	1.00	0.00%	NV	31.00	47.62%
DE	1.00	0.00%	NY	1.00	100.00%
FL	32.00	10.34%	OH	6.00	-14.29%
GA	24.00	33.33%	OK	5.00	66.67%
HI	20.00	81.82%	OR	25.00	-7.41%
IA	20.00	0.00%	PA	14.00	7.69%
ID	34.00	-26.09%	RI	49.00	8.89%
IL	22.00	29.41%	SC	1.00	0.00%
IN	9.00	12.50%	SD	NR	NR
KS	1.00	-50.00%	TN	20.00	33.33%
KY	11.00	37.50%	TX	15.00	36.36%
LA	2.00	0.00%	UT	22.00	-12.00%
MA	1.00	-50.00%	VA	1.00	0.00%
MD	10.00	-33.33%	VT	1.00	0.00%
ME	34.00	17.24%	WA	1.00	0.00%
MI	1.00	0.00%	WI	11.00	-8.33%
MN	5.00	25.00%	WV	11.00	0.00%
MO	21.00	23.53%	WY	3.00	-57.14%
MS	0.00	0.00%		Did not report data element	NR

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**Source:** Medicaid and CHIP Eligibility and Enrollment Performance Indicator Data, preliminary data submitted by November 7, 2023, with data through September 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.medicicaid.gov/unwinding-data).

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



State	Call Center Abandonment Rate	Change from Previous Month	State	Call Center Abandonment Rate	Change from Previous Month
AK	20.00%	1.00%	MT	44.00%	-5.00%
AL	11.20%	-2.00%	NC	1.60%	1.00%
AR	8.20%	0.90%	ND	6.20%	-0.10%
AZ	21.60%	0.40%	NE	10.60%	-0.50%
CA	2.40%	1.50%	NH	7.00%	-7.00%
CO	23.30%	0.30%	NJ	10.20%	-18.60%
CT	17.20%	9.40%	NM	23.90%	2.40%
DC	4.00%	0.00%	NV	55.60%	-0.20%
DE	19.80%	6.60%	NY	3.90%	0.90%
FL	36.30%	5.00%	OH	5.00%	0.00%
GA	1.10%	-0.30%	OK	10.60%	2.90%
HI	35.00%	3.00%	OR	42.00%	1.00%
IA	39.40%	-5.20%	PA	22.00%	0.60%
ID	8.50%	0.60%	RI	17.70%	0.10%
IL	32.90%	5.50%	SC	5.10%	1.20%
IN	13.00%	1.30%	SD	NR	NR
KS	1.20%	-2.10%	TN	19.90%	7.20%
KY	0.90%	0.10%	TX	24.20%	6.40%
LA	4.40%	0.00%	UT	21.20%	-1.60%
MA	1.50%	-0.80%	VA	7.90%	1.90%
MD	25.60%	-12.10%	VT	12.80%	2.10%
ME	22.00%	3.00%	WA	5.50%	-0.50%
MI	1.70%	-0.60%	WI	16.40%	-0.20%
MN	15.00%	2.00%	WV	26.10%	7.40%
MO	45.10%	4.90%	WY	0.10%	-0.40%
MS	3.30%	-3.80%	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 November 7, 2023, with data through September 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.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 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](#)