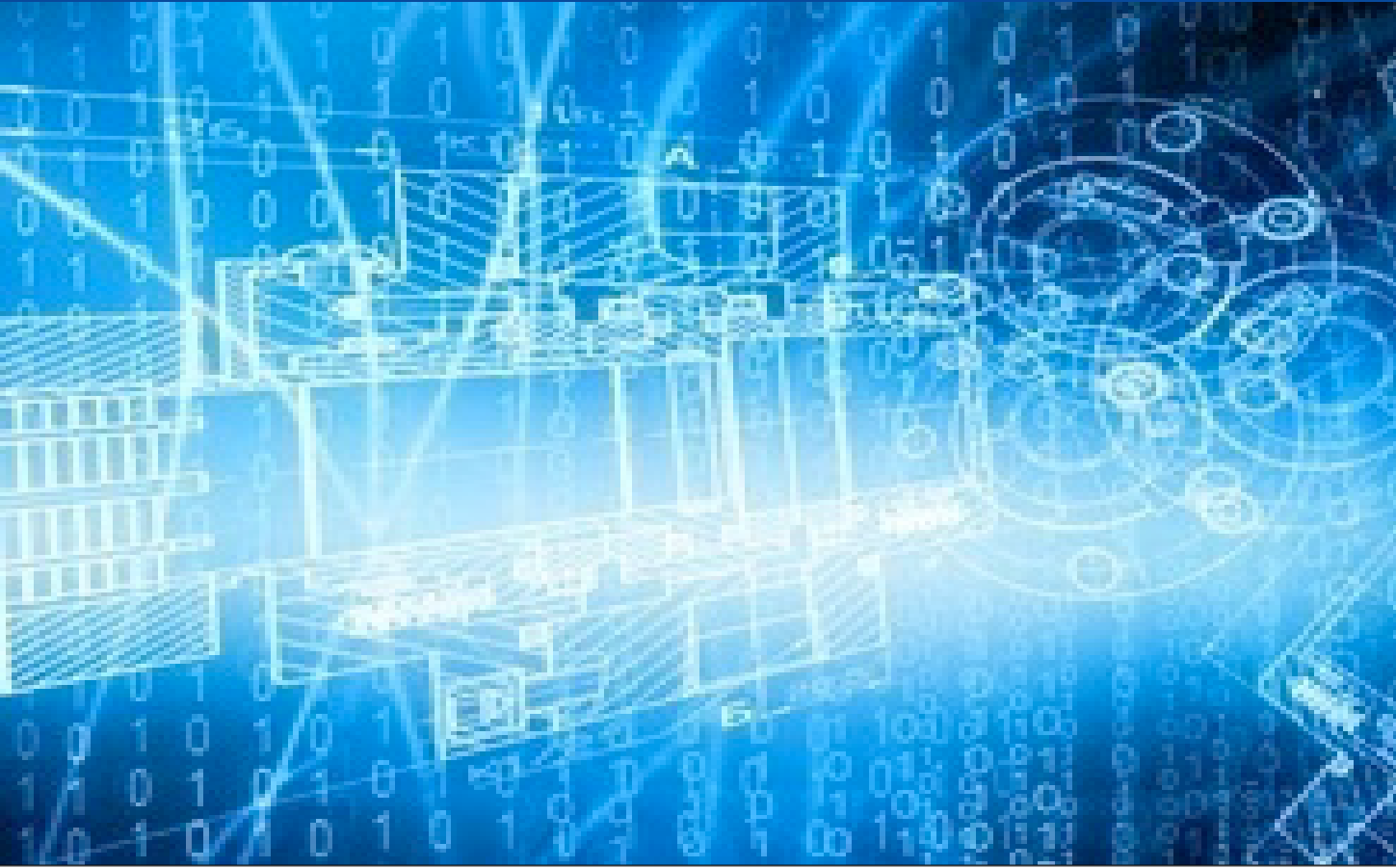# MAGI Application Processing Time Snapshot Report: October 2023 - December 2023

Center for Medicaid and CHIP Services

May 9, 2024

MAGI Application Processing Data

The Modified Adjusted Gross Income (MAGI) application processing time data represent the length of time it takes state Medicaid and Children's Health Insurance Program (CHIP) agencies to conduct all final MAGI determinations (including Medicaid MAGI and CHIP) for individuals at application, regardless of date of application.

- Application processing time data are influenced by state policies, practices including verification processes, and other factors including application volume, staffing, and level of automation in a state's eligibility system.

- States may prioritize processing older applications, and, as these are completed, the data would reflect longer processing times, with the volume and age of pending applications decreasing.

- Processing time data do not reflect the state's volume of pending applications.

- This processing time data excludes renewals and redeterminations.

Current Issue

- The MAGI Application Processing Time Report (Processing Time Report) is published on an annual basis with the Medicaid and CHIP Scorecard. To date, we have published annual data for 2018 and 2019-2023.

- Since 2022, the Processing Time Report has been released on a quarterly basis.

- This Processing Time Report reflects October 2023 – December 2023 data for all states[i] and includes processing time data during the period in which states are returning to regular eligibility and enrollment operations following the end of the Medicaid continuous enrollment condition of the Families First Coronavirus Response Act (FCCRA).

- All Processing Time Reports are available on Medicaid.gov.

i. For each reporting month, states submit preliminary Performance Indicator (PI) data, and a month later, updated PI data. Preliminary data carries over to the updated report, and states are not expected to make changes to their preliminary processing time data when they submit the updated PI report. For the vast majority of states, there are no changes to the processing time data between the two reports. For states that do make changes to the processing time data, it is typically due to a lag in data availability. In these instances, the change is considered a correction and CMS requires the state to apply the correction to the processing time data in both the preliminary and updated reports. This report reflects states' preliminary MAGI processing time data for October 2023 – December 2023.

Methodology

The Performance Indicator MAGI application processing time data reflect the number of calendar days between the date the state agency *receives* an initial application and the date the state agency *makes a final eligibility determination*.

- As part of their monthly Medicaid and CHIP Performance Indicator report to CMS, states report processing time data at the individual level[i] and include both final eligible and ineligible determinations[ii].

- Application processing time data excludes renewals and other redeterminations based on beneficiary changes in circumstances,[iii] presumptive eligibility determinations, and final determinations from the Federally Facilitated Exchange (FFE).

i. In October – December 2023, Florida, Indiana, Nevada, South Dakota, and Wisconsin incorrectly reported their processing time data at the application level, as opposed to the individual level. See slides 12 – 26 for state-level data and limitations notes.

ii. In October – December 2023, New York and Pennsylvania did not report data for all MAGI determinations. New York submitted corrections after data for this report were finalized, however, there were no significant differences in the calculated percentages of MAGI determinations at application processed within each time category. Pennsylvania did not report data for all MAGI determinations at applications in its preliminary report. However, when comparing Pennsylvania's preliminary reports and updated reports, which include a complete count of processing time data, there were only small differences in the calculated percentages of MAGI determinations at application processed within each time category. Therefore, preliminary processing time data for both states are included in the national totals of this report. See slides 12 – 26 for state-level data and limitations notes.

iii. In October – December 2023, Alaska, California, New York, Pennsylvania, and South Dakota incorrectly included redeterminations in their application processing time data. See slides 12 – 26 for state-level data and limitations notes.

Data Quality

States with significant data quality issues are excluded from the national-level statistics presented in this report. Significant data quality issues are excluded from the national calculations presented in this report, including:

- Missing a significant portion of determinations.
- Failing to include all calendar days that elapsed between receipt of the application and the final determination.
- Including a significant portion of renewal processing time data with MAGI application processing time data.
- Failing to report determinations in the correct time categories.

For the period of October 2023 – December 2023:

- California, Nevada, and South Dakota did not report MAGI application processing time data that aligned with CMS's specifications. All three states are excluded from the national-level statistics; however, their state-level data are included in the tables throughout this report.

MAGI Application Processing Time Categories

These reports reflect the percentage of MAGI determinations at application that were processed within each of the following time categories:

- Less than 24 hours.
- 1 – 7 days.
- 8 – 30 days.
- 31 – 45 days.
- Greater than 45 days.

Processing Time Report Key Findings

Of the states that reported Medicaid MAGI application processing time data to CMS's specifications for the **October 2023 – December 2023 period**:

- **< 24 Hours:** Over half (54 percent) of all MAGI determinations at application were processed in under 24 hours.

- **Within 7 days:** Over two-thirds (67 percent) of all MAGI determinations at application were processed within seven days:
  - In 18 states, more than 60 percent of MAGI determinations at application were processed within 7 days.
  - In 20 states, 40 percent or less of MAGI determinations at application were processed within 7 days.

- **> 45 Days:** Approximately 7 percent of all MAGI determinations at application were processed in more than 45 days.

Prior Year Comparisons

In the **October – December 2023** compared to the **October – December 2022** MAGI application processing time data, there was a:[i]

- 2-percentage point increase in the percentage of MAGI determinations at application processed in under 24 hours, from 52% in 2022 to 54% in 2023.

- No change in the percentage processed within 7 days (67% in 2022 and 2023):
  - o 12 states reported an increase of at least 1 percentage point.[ii]
  - o 22 states reported a decrease of at least 1 percentage point.[iii]

- 2-percentage point increase in the percentage processed in more than 45 days, from 5% in 2022 to 7% in 2023.

	MAGI Application Processing Time					
	Percent of Determinations Processed < 24 Hours		Percent of Determinations Processed 1–7 days		Percent of Determinations Processed > 45 Days	
National Totals Per Month[iv]	**2022**	**2023**	**2022**	**2023**	**2022**	**2023**
October	54%	51%	14%	12%	6%	8%
November	55%	57%	15%	11%	4%	6%
December	48%	55%	15%	14%	6%	6%
October – December Average	52%	54%	15%	13%	5%	7%

i. In both periods (October – December 2022 and October – December 2023), CA, NV, and SD were excluded from the national totals.
ii. States include AK, AZ, DE, DC, FL, HI, ME, MA, MI, NC, RI, and SC.
iii. States include AR, GA, ID, IL, IA, KS, KY, LA, MO, NE, NJ, NM, ND, OH, TN, TX, UT, VT, VA, WV, WI, and WY.
iv. The national total for each month is a weighted average of the percentage of determinations conducted within each category across states, with each state's percentage weighted by the number of determinations the state conducted within the month. The October – December average is weighted by the number of determinations conducted nationally in each of the three months.

Percentage of Medicaid MAGI and CHIP Determinations at Application Processed Within 24 Hours, October 2023 – December 2023
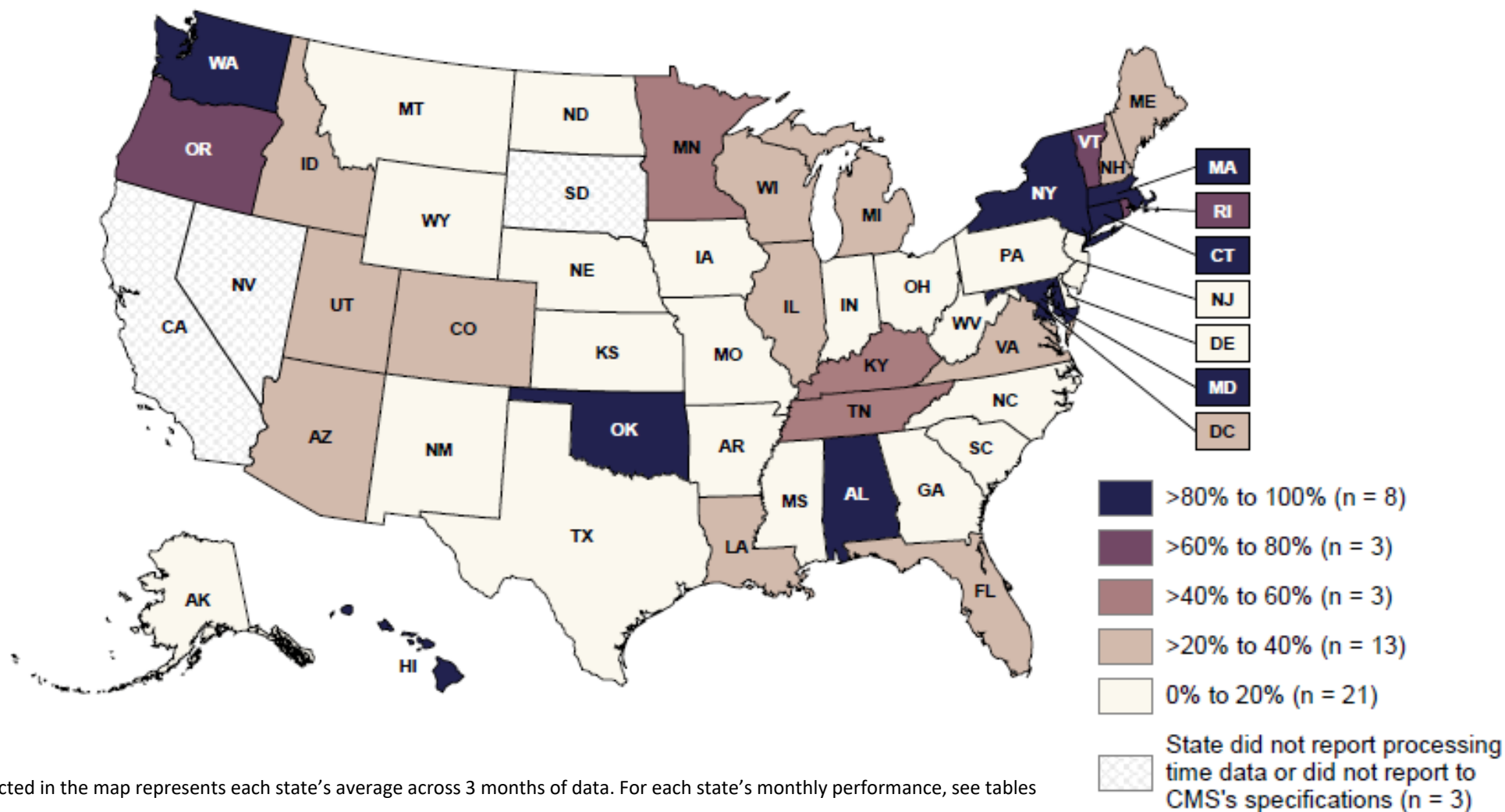
Legend:
- >80% to 100% (n = 8)
- >60% to 80% (n = 3)
- >40% to 60% (n = 3)
- >20% to 40% (n = 13)
- 0% to 20% (n = 21)
- State did not report processing time data or did not report to CMS's specifications (n = 3)

Note: The data reflected in the map represents each state's average across 3 months of data. For each state's monthly performance, see tables below.

Percentage of Medicaid MAGI and CHIP Determinations at Application Processed Within 7 Days, October 2023 – December 2023
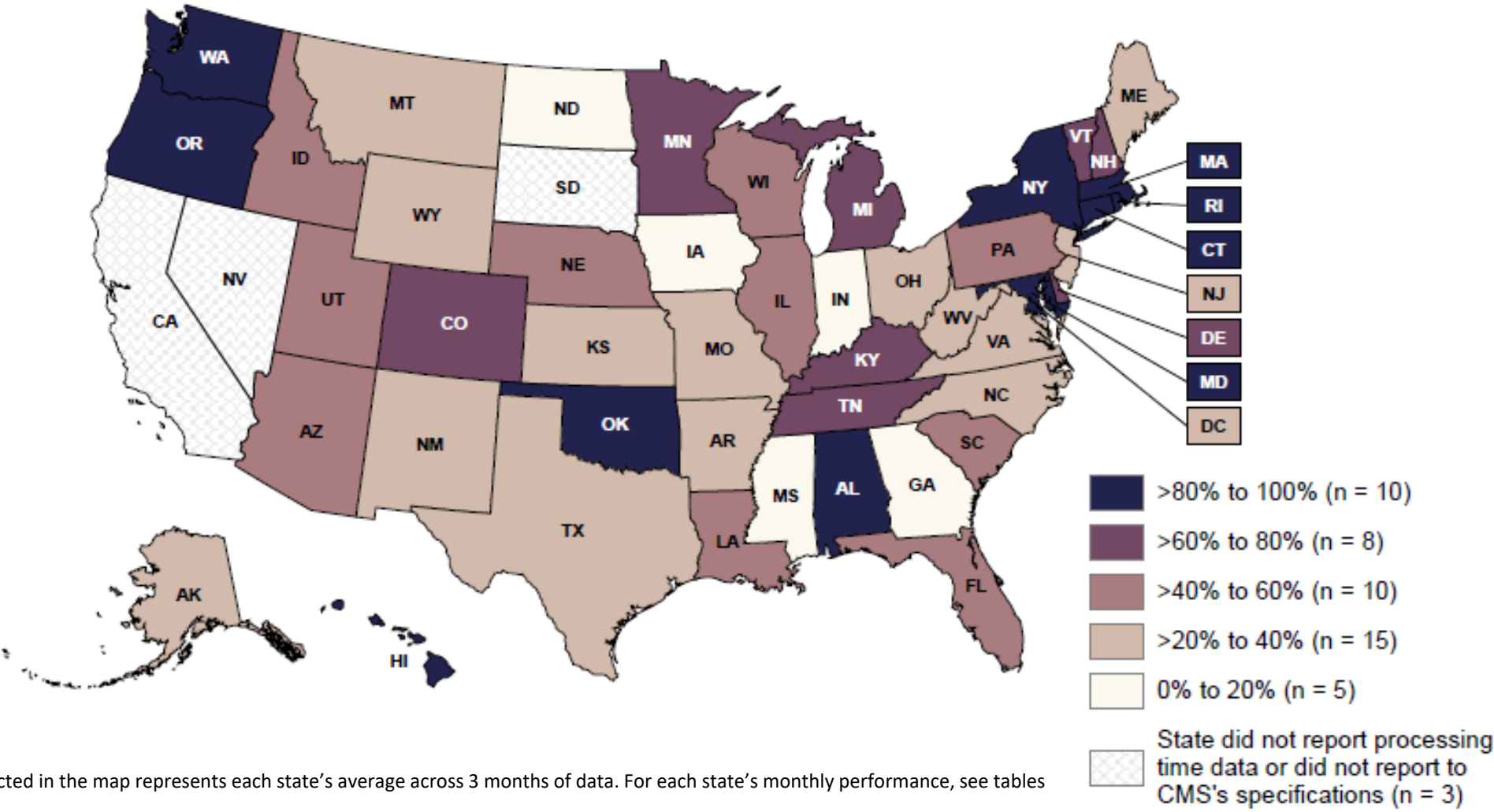
Legend:
- >80% to 100% (n = 10)
- >60% to 80% (n = 8)
- >40% to 60% (n = 10)
- >20% to 40% (n = 15)
- 0% to 20% (n = 5)
- State did not report processing time data or did not report to CMS's specifications (n = 3)

Note: The data reflected in the map represents each state's average across 3 months of data. For each state's monthly performance, see tables below.

Percentage of Medicaid MAGI and CHIP Determinations at Application Processed in More Than 45 Days, October 2023 – December 2023

Legend:
- >60% to 100% (n = 0)
- >40% to 60% (n = 2)
- >20% to 40% (n = 6)
- >10% to 20% (n = 8)
- 0% to 10% (n = 32)
- State did not report processing time data or did not report to CMS's specifications (n = 3)
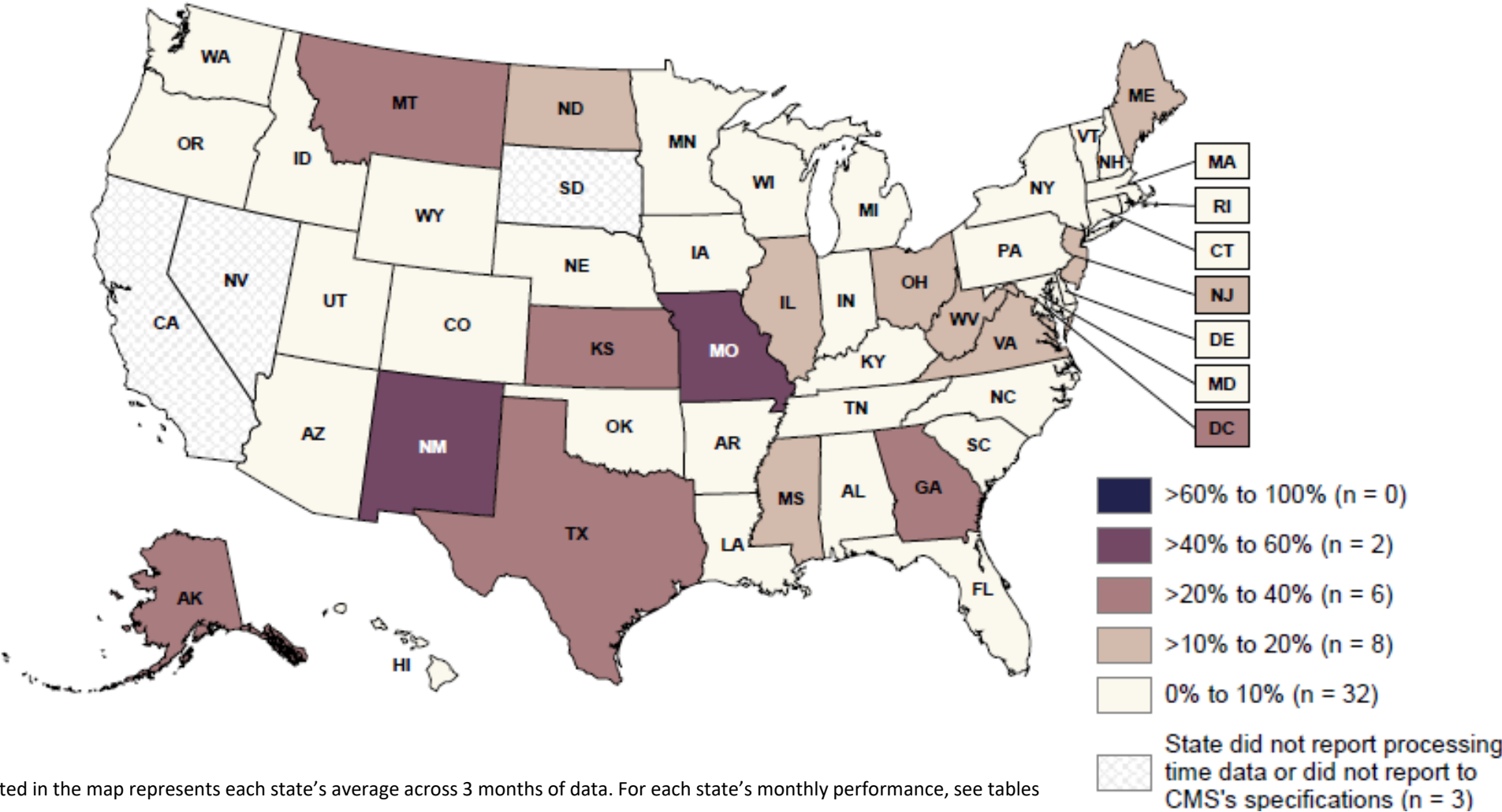
Note: The data reflected in the map represents each state's average across 3 months of data. For each state's monthly performance, see tables below.

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MAGI Application Processing Time Report by State: Alabama, Alaska, Arizona, and Arkansas

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
Alabama	October*	79%	8%	10%	2%	1%
	November*	81%	6%	10%	2%	1%
	December*	81%	7%	9%	2%	1%
Alaska	October[(V)]*	4%	28%	25%	6%	37%
	November[(V)]*	3%	21%	39%	10%	27%
	December[(V)]*	2%	29%	30%	7%	32%
Arizona	October*	36%	11%	44%	8%	2%
	November*	39%	9%	44%	7%	2%
	December*	34%	9%	47%	9%	2%
Arkansas	October*	5%	14%	56%	18%	8%
	November*	9%	21%	55%	9%	6%
	December*	8%	17%	61%	9%	5%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: California, Colorado, Connecticut, and Delaware

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
California	October[II], [V]	35%	14%	24%	14%	13%
	November[II], [V]	46%	11%	21%	12%	10%
	December[II], [V]	55%	9%	16%	11%	9%
Colorado	October*	37%	21%	30%	9%	3%
	November*	39%	21%	32%	6%	3%
	December*	36%	27%	24%	9%	4%
Connecticut	October*	95%	4%	1%	0%	0%
	November*	98%	2%	1%	0%	0%
	December*	98%	1%	0%	0%	0%
Delaware	October*	6%	70%	10%	14%	0%
	November*	6%	70%	7%	17%	0%
	December*	6%	62%	17%	14%	0%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: District of Columbia, Florida, Georgia, and Hawaii

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
District of Columbia	October*	21%	13%	21%	7%	38%
	November*	23%	15%	11%	9%	42%
	December*	22%	22%	17%	9%	30%
Florida	October[III]*	23%	13%	38%	19%	7%
	November[III]*	23%	18%	37%	17%	4%
	December[III]*	20%	33%	32%	12%	4%
Georgia	October*	2%	15%	28%	14%	40%
	November*	3%	14%	29%	14%	40%
	December*	3%	16%	26%	16%	39%
Hawaii	October*	78%	8%	6%	2%	5%
	November*	82%	9%	4%	2%	3%
	December*	86%	5%	5%	1%	3%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Idaho, Illinois, Indiana, and Iowa

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
Idaho	October*	29%	17%	38%	13%	2%
	November*	32%	16%	44%	6%	2%
	December*	27%	17%	48%	5%	2%
Illinois	October*	25%	25%	30%	8%	11%
	November*	27%	22%	30%	7%	14%
	December*	23%	22%	31%	8%	16%
Indiana	October(III)*	1%	16%	57%	23%	3%
	November(III)*	1%	13%	55%	28%	3%
	December(III)*	1%	11%	50%	34%	4%
Iowa	October*	9%	10%	60%	15%	6%
	November*	7%	14%	58%	14%	8%
	December*	6%	12%	54%	20%	9%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Kansas, Kentucky, Louisiana, and Maine

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
Kansas	October*	12%	15%	23%	29%	22%
	November*	11%	17%	26%	20%	24%
	December*	13%	13%	37%	22%	15%
Kentucky	October*	61%	10%	26%	2%	0%
	November*	59%	10%	30%	1%	0%
	December*	56%	12%	31%	1%	0%
Louisiana	October*	37%	19%	31%	6%	7%
	November*	40%	20%	29%	6%	5%
	December*	37%	19%	32%	7%	5%
Maine	October*	23%	37%	28%	6%	7%
	November*	21%	13%	42%	18%	7%
	December*	18%	9%	36%	10%	27%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Maryland, Massachusetts, Michigan, and Minnesota

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
Maryland	October*	94%	6%	0%	0%	0%
	November*	95%	5%	0%	0%	0%
	December*	96%	4%	0%	0%	0%
Massachusetts	October*	85%	13%	2%	0%	0%
	November*	84%	13%	3%	0%	0%
	December*	83%	14%	3%	0%	0%
Michigan	October*	37%	26%	23%	11%	3%
	November*	34%	28%	23%	11%	4%
	December*	33%	25%	21%	15%	6%
Minnesota	October*	55%	24%	21%	0%	0%
	November*	60%	20%	20%	0%	0%
	December*	59%	20%	20%	0%	0%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Mississippi, Missouri, Montana, and Nebraska

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
Mississippi	October*	2%	8%	52%	21%	18%
	November*	1%	7%	56%	19%	16%
	December*	1%	8%	51%	24%	17%
Missouri	October*	13%	7%	10%	37%	34%
	November*	12%	9%	8%	29%	42%
	December*	15%	14%	8%	6%	57%
Montana	October*	13%	14%	25%	17%	31%
	November*	11%	15%	26%	12%	35%
	December*	13%	15%	23%	10%	38%
Nebraska	October*	19%	35%	12%	25%	9%
	November*	12%	39%	22%	21%	6%
	December*	10%	21%	39%	22%	7%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Nevada, New Hampshire, New Jersey and New Mexico

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
Nevada	October[I],[III],[IV]	-	42%	46%	10%	1%
	November[I],[III],[IV]	-	43%	48%	8%	1%
	December[I],[III],[IV]	-	32%	49%	18%	1%
New Hampshire	October*	32%	36%	25%	2%	6%
	November*	26%	44%	26%	1%	3%
	December*	23%	49%	25%	1%	2%
New Jersey	October[VII]*	3%	36%	24%	10%	27%
	November*	3%	26%	35%	26%	10%
	December*	4%	38%	29%	18%	10%
New Mexico	October*	22%	5%	15%	13%	45%
	November*	21%	3%	8%	9%	59%
	December*	17%	3%	9%	11%	61%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: New York, North Carolina, North Dakota, and Ohio

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
New York	October[V][VI]*	99%	1%	0%	0%	0%
	November[V][VI]*	100%	0%	0%	0%	0%
	December[V][VI]*	97%	3%	0%	0%	0%
North Carolina	October[I]*	0%	27%	18%	50%	5%
	November[I]*	0%	22%	21%	53%	4%
	December[I]*	0%	36%	30%	31%	3%
North Dakota	October*	0%	10%	54%	27%	8%
	November*	1%	6%	54%	29%	10%
	December*	0%	4%	37%	43%	16%
Ohio	October*	15%	24%	38%	10%	14%
	November*	15%	23%	37%	10%	15%
	December*	14%	23%	37%	10%	16%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Oklahoma, Oregon, Pennsylvania, and Rhode Island

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
Oklahoma	October*	100%	0%	0%	0%	0%
	November*	100%	0%	0%	0%	0%
	December*	100%	0%	0%	0%	0%
Oregon	October*	77%	18%	5%	0%	0%
	November*	77%	16%	7%	0%	0%
	December*	78%	17%	5%	0%	0%
Pennsylvania	October(V),(VI)*	17%	27%	48%	7%	1%
	November(V),(VI)*	18%	31%	45%	6%	1%
	December(V),(VI)*	13%	26%	52%	8%	1%
Rhode Island	October*	61%	15%	16%	2%	6%
	November*	66%	16%	12%	2%	4%
	December*	66%	16%	11%	2%	5%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: South Carolina, South Dakota, Tennessee, and Texas

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
South Carolina	October*	14%	46%	28%	5%	8%
	November*	7%	50%	41%	1%	2%
	December*	6%	39%	49%	4%	3%
South Dakota	October[(I),(III),(V)]	-	47%	39%	12%	2%
	November[(I),(III),(V)]	-	49%	40%	10%	1%
	December[(I),(III),(V)]	-	42%	44%	13%	1%
Tennessee	October*	42%	27%	18%	8%	4%
	November*	47%	24%	15%	6%	8%
	December*	52%	16%	21%	5%	7%
Texas	October*	10%	16%	26%	16%	32%
	November*	8%	18%	30%	13%	31%
	December*	6%	21%	21%	16%	37%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: Utah, Vermont, Virginia, and Washington

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
Utah	October*	34%	22%	35%	6%	3%
	November*	31%	24%	37%	5%	4%
	December*	19%	27%	41%	9%	4%
Vermont	October*	64%	5%	10%	12%	9%
	November*	72%	4%	8%	13%	4%
	December*	75%	5%	8%	10%	3%
Virginia	October*	20%	15%	23%	23%	19%
	November*	20%	15%	22%	23%	20%
	December*	20%	16%	22%	23%	19%
Washington	October*	85%	7%	3%	1%	4%
	November*	90%	6%	2%	1%	2%
	December*	89%	6%	2%	1%	2%

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

MAGI Application Processing Time Report by State: West Virginia, Wisconsin, Wyoming, and National Totals

State	Month	Percent of Determinations Processed < 24 Hours	Percent of Determinations Processed 1–7 Days	Percent of Determinations Processed 8–30 Days	Percent of Determinations Processed 31–45 Days	Percent of Determinations Processed > 45 Days
West Virginia	October*	16%	18%	35%	16%	15%
	November*	19%	18%	37%	15%	10%
	December*	21%	19%	37%	16%	8%
Wisconsin	October[(III)]*	36%	19%	31%	12%	1%
	November[(III)]*	31%	25%	34%	9%	1%
	December[(III)]*	22%	20%	44%	13%	1%
Wyoming	October*	18%	13%	50%	11%	8%
	November*	22%	11%	56%	6%	4%
	December*	11%	4%	35%	48%	1%
National Totals[1]	October	51%	12%	20%	9%	8%
	November	57%	11%	18%	7%	6%
	December	55%	14%	18%	7%	6%

1. The national total for each month is a weighted average of the percentage of determinations conducted within each category across states; each state's percentage is weighted by the number of determinations the state conducted within the month.

Note: See slides 25 and 26 for data limitation categories and key. Percentages may not sum to 100 due to rounding.

Data Limitation Categories

(I)   Determinations conducted in less than 24 hours are reported under the 1-7 days category.

(II)   Includes some non-MAGI determinations on applications.

(III) Incorrectly reporting processing time at application level, as opposed to the individual level.

(IV) MAGI determinations conducted in 6-7 days are reported under the 8-30 days category.

(V)   Incorrectly includes redeterminations.

(VI) Does not include all MAGI determinations on applications.

(VII) Incorrectly includes reinstatements.

Key

- – Due to system limitations, state did not report data for the processing time category.

- * State's monthly application processing time data is included in the national total.

  National totals are calculated for only states reporting complete data that comports with CMS's reporting specifications.

  October, November, and December 2023 national totals include 48 states (California, Nevada, and South Dakota are excluded in all months).