

Data Collection Instrument
Name: State Data
Information System (SDIS)

Name of Data Collected: Medicaid and CHIP Performance Indicators

Current Performance Indicator (PI) Metrics Collected

▼ **Call Volume**

▼ **Call Center Wait Time**

▼ **Abandonment Rate**

▼ **Number of Applications Received**

▼ **Number of Electronic Accounts Transferred**

▼ **Number of Renewals**

▼ **Total Enrollment**

▼ **Total Number of Individuals Determined Eligible**

▼ **Total Number of Individuals Determined Ineligible**

▼ **Total Number of Pending Applications / Redeterminations**

▼ **Processing Time for Determinations**

Added PI CE Metrics Mock-up for
SDIS Tool. In red

Added CE Metrics

➤ 9. Eligibility: By Community Engagement at Application

- 9n: Number of individuals determined eligible who are determined to be a specified excluded individual
- 9o: Number of individuals determined eligible who are applicable individuals and either demonstrated community engagement or were deemed to have demonstrated community engagement by meeting a mandatory exception.
- 9p: Number of individuals determined eligible who are applicable individuals and were deemed to have demonstrated community engagement by meeting a short-term hardship exception

➤ 10. Ineligibility: By Community Engagement at Application

- 10m: Number of individuals determined ineligible due to not meeting the community engagement requirement
- 10n: Number of individuals determined ineligible for procedural reasons
- 10o: Number of individuals determined ineligible for all other reasons

Current PI Metrics

	SDIS	Structure
Call Volume		
Call Center Wait Time		
Abandonment Rate		
Number of Applications Received		
Number of Electronic Accounts Transferred		
Number of Renewals		
Total Enrollment		
Total Number of Individuals Determined Eligible		
Total Number of Individuals Determined Ineligible		
Total Number of Pending Applications / Redeterminations		
Processing Time for Determinations		

Current PI Metrics & Proposed Additional CE Metrics in red

	SDIS	Structure
Call Volume		
Call Center Wait Time		
Abandonment Rate		
Number of Applications Received		
Number of Electronic Accounts Transferred		
Number of Renewals		
Total Enrollment		
Total Number of Individuals Determined Eligible		Additional eligibility CE metrics
Total Number of Individuals Determined Ineligible		Additional ineligibility CE metrics
Total Number of Pending Applications / Redeterminations		
Processing Time for Determinations		

PI Metric # 1: Call Volume

^ Call Volume

Indicators

1. Total Call Center Volume	45781
Call Center #1 Call Volume	7330
Call Center #2 Call Volume	38451
Call Center #3 Call Volume	{Empty}
Call Center #4 Call Volume	{Empty}
Call Center #5 Call Volume	{Empty}
Call Center #6 Call Volume	{Empty}
Call Center #7 Call Volume	{Empty}
Call Center #8 Call Volume	{Empty}
Call Center #9 Call Volume	{Empty}
Call Center #10 Call Volume	{Empty}

PI Metric # 2: Call Center Wait Time

^ Call Center Wait Time

Indicators

2. Average Call Center Wait Time	1
Call Center #1 Wait Time	1
Call Center #2 Wait Time	1
Call Center #3 Wait Time	{Empty}
Call Center #4 Wait Time	{Empty}
Call Center #5 Wait Time	{Empty}
Call Center #6 Wait Time	{Empty}
Call Center #7 Wait Time	{Empty}
Call Center #8 Wait Time	{Empty}
Call Center #9 Wait Time	{Empty}
Call Center #10 Wait Time	{Empty}

PI Metric # 3: Call Center Abandonment Rate

^ Abandonment Rate

Indicators

3. Average Call Center Abandonment Rate	.051
Call Center #1 Abandonment Rate	.085
Call Center #2 Abandonment Rate	.045
Call Center #3 Abandonment Rate	{Empty}
Call Center #4 Abandonment Rate	{Empty}
Call Center #5 Abandonment Rate	{Empty}
Call Center #6 Abandonment Rate	{Empty}
Call Center #7 Abandonment Rate	{Empty}
Call Center #8 Abandonment Rate	{Empty}
Call Center #9 Abandonment Rate	{Empty}
Call Center #10 Abandonment Rate	{Empty}

PI Metric # 4: Currently not collected

PI Metric # 5: Number of Applications Received

^ Number of Applications Received

Indicators

5a. Total Applications Received	12337
5b. Applications Received by Medicaid Agency	12337
5c. Medicaid Applications Received Online	4719
5d. Medicaid Applications Received by Mail	6422
5e. Medicaid Applications Received In-Person	1058
5f. Medicaid Applications Received by Phone	138
5g. Medicaid Applications Received via Other Channel	{Empty}

PI Metrics # 6: Number of Electronic Accounts

^ Number of Electronic Accounts Transferred

Indicators

6a. Total Account Transfers Received from the FFM	2472
6e. Determined Account Transfers Received	1447
6g. Request for Full Determination Transfers Received	1025
6h. Transfers of Unknown Type Received	{Empty}
6j. Transfers to FFM	5831

Please note, this metric is only applicable to FFM states

PI Metric # 7: Number of Renewals

^ Number of Renewals

Indicators

7a. Total Number of Renewals	59946
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7b. Medicaid MAGI Renewals	45780
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7c. Medicaid non-MAGI Renewals	813
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7d. CHIP Renewals	13353
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7e. Unknown Type	{Empty}
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PI Metric # 8: Total Enrollment

^ Total Enrollment

Indicators

8a. Total Medicaid Enrollees	747286
8b. Total MAGI Enrollees	547305
8c. MAGI Child Enrollees	439901
8d. MAGI Adult Enrollees	107404
8e. Total Non-MAGI Enrollees	199981
8f. Non-MAGI Child Enrollees	38253
8g. Non-MAGI Adult Enrollees	161728
8h. Total CHIP Enrollees	197681

PI Metric # 9 including CE: Total Number of Individuals Determined Eligible

9: Original PI Eligibility Metric without CE

#9: PI Eligibility Metric with CE in red

^ Total Number of Individuals Determined Eligible	
Indicators	
9a. Total Medicaid Eligibility Determinations	180716
9b. Medicaid MAGI Eligibility Determinations	61324
9c. Medicaid non-MAGI Eligibility Determinations	119392
9d. Medicaid Eligibility Determined at Application	9805
9e. Determined Medicaid Eligible at Application Under MAGI Rules	8164
9f. Determined Medicaid Eligible at Application Under non-MAGI Rules	1641
9g. Medicaid Eligibility Determined at Annual Renewal	162935
9i. Medicaid Eligible via Other Method	7976
9j. Total CHIP Eligibility Determinations	18763
9k. Determined CHIP Eligible at Application	2419
9l. Determined CHIP Eligible at Annual Renewal	15616
9m. All Others Determined CHIP Eligible	728

^ Total Number of Individuals Determined Eligible	
Indicators	
9a. Total Medicaid Eligibility Determinations	180716
9b. Medicaid MAGI Eligibility Determinations	61324
9c. Medicaid non-MAGI Eligibility Determinations	119392
9d. Medicaid Eligibility Determined at Application	9805
9e. Determined Medicaid Eligible at Application Under MAGI Rules	8164
9f. Determined Medicaid Eligible at Application Under non-MAGI Rules	1641
9g. Medicaid Eligibility Determined at Annual Renewal	162935
9i. Medicaid Eligible via Other Method	7976
9j. Total CHIP Eligibility Determinations	18763
9k. Determined CHIP Eligible at Application	2419
9l. Determined CHIP Eligible at Annual Renewal	15616
9m. All Others Determined CHIP Eligible	728
9n: Number of individuals determined eligible who are determined to be a specified excluded individual	
9o: Number of individuals determined eligible who are applicable individuals and either demonstrated community engagement or were deemed to have demonstrated community engagement by meeting a mandatory exception	
9p: Number of individuals determined eligible who are applicable individuals and were deemed to have	

PI Metric # 10 including CE: Total Number of Individuals Determined Ineligible

#10: Original Ineligibility PI Metric without CE

^ Total Number of Individuals Determined Ineligible

Indicators

10a. Total Medicaid Ineligibility Determinations	9415
10b. Medicaid Determination - Ineligibility Established	8524
10c. Medicaid Determination - Eligibility Cannot be Established	891
10d. Medicaid Determination - Ineligible at Application	4620
10e. Medicaid Determination - Ineligible at Annual Renewal	4795
10f. Medicaid Determination - Ineligible via Other Application Type	{Empty}
10g. Total CHIP Ineligibility Determinations	1279
10h. CHIP Determination - Ineligibility Established	1279
10i. CHIP Determination - Eligibility Cannot be Established	{Empty}
10j. CHIP Determination - Ineligible at Application	575
10k. CHIP Determination - Ineligible at Annual Renewal	704
10l. CHIP Determination - Ineligible via Other Application Type	{Empty}

#10: Ineligibility PI Metric with CE in red

^ Total Number of Individuals Determined Ineligible

Indicators

10a. Total Medicaid Ineligibility Determinations	9415
10b. Medicaid Determination - Ineligibility Established	8524
10c. Medicaid Determination - Eligibility Cannot be Established	891
10d. Medicaid Determination - Ineligible at Application	4620
10e. Medicaid Determination - Ineligible at Annual Renewal	4795
10f. Medicaid Determination - Ineligible via Other Application Type	{Empty}
10g. Total CHIP Ineligibility Determinations	1279
10h. CHIP Determination - Ineligibility Established	1279
10i. CHIP Determination - Eligibility Cannot be Established	{Empty}
10j. CHIP Determination - Ineligible at Application	575
10k. CHIP Determination - Ineligible at Annual Renewal	704
10l. CHIP Determination - Ineligible via Other Application Type	{Empty}

10m: Number of individuals determined ineligible due to not meeting the community engagement requirement

10n: Number of individuals determined ineligible for procedural reasons

10o: Number of individuals determined ineligible for all other reasons

PI Metric # 11: Total Number of Pending Applications/Redeterminations

^ **Total Number of Pending Applications / Redeterminations**

Indicators

11a. Number Pending at Medicaid	8493
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11b. Type of Number Pending at Medicaid
Mix of Individuals and Households

PI Metric # 12: Processing Time for Determinations

^ Processing Time for Determinations

Indicators

12a. Median Processing Time (Days) at Medicaid	1
12b. Processing Time for MAGI Determination	1
12c. Processing Time for Non-MAGI Determination	15
12d. Processing Time for Direct Application to Medicaid Agency	1
12e. Processing Time for Transfer Application from FFM	{Empty}
12f. MAGI Determinations Processed Within 24 Hours	18361
12g. MAGI Determinations Processed in 1 - 7 Days	2369
12h. MAGI Determinations Processed in 8 - 30 Days	1652
12i. MAGI Determinations Processed in 31 - 45 Days	802
12j. MAGI Determinations Processed in Over 45 Days	227
12k. Non-MAGI Determinations Processed Within 30 Days	2320
12l. Non-MAGI Determinations Processed in 31 - 60 Days	772
12m. Non-MAGI Determinations Processed in 61 - 90 Days	239
12n. Non-MAGI Determinations Processed in Over 90 Days	772