

Name of the Instrument: PI DKAN Indicator Crosswalk (Outline Format)

Monthly Report

1. Total Call Center Volume

- Call Center #1 Volume
- Call Center #2 Volume
- Call Center #3 Volume
- Call Center #4 Volume
- Call Center #5 Volume
- Call Center #6 Volume
- Call Center #7 Volume
- Call Center #8 Volume
- Call Center #9 Volume
- Call Center #10 Volume

2. Average Call Center Wait Time

- Call Center #1 Wait Time
- Call Center #2 Wait Time
- Call Center #3 Wait Time
- Call Center #4 Wait Time
- Call Center #5 Wait Time
- Call Center #6 Wait Time
- Call Center #7 Wait Time
- Call Center #8 Wait Time
- Call Center #9 Wait Time
- Call Center #10 Wait Time

3. Average Call Center Abandonment Rate

- Call Center #1 Abandonment Rate
- Call Center #2 Abandonment Rate
- Call Center #3 Abandonment Rate
- Call Center #4 Abandonment Rate
- Call Center #5 Abandonment Rate
- Call Center #6 Abandonment Rate
- Call Center #7 Abandonment Rate
- Call Center #8 Abandonment Rate
- Call Center #9 Abandonment Rate
- Call Center #10 Abandonment Rate

5. Number of Applications Received

- a. Total Applications Received
- b. Applications Received by Medicaid Agency

Applications Received by Medicaid Agency, By Channel

- c. Online Applications Received by Medicaid Agency
- d. Mail Applications Received by Medicaid Agency
- e. In-Person Applications Received by Medicaid Agency
- f. Phone Applications Received by Medicaid Agency
- g. Other Applications Received by Medicaid Agency
- h. Applications Received by CHIP Agency

By Channel

- i. Online Applications Received by CHIP Agency
- j. Mail Applications Received by CHIP Agency
- k. In-Person Applications Received by CHIP Agency
- l. Phone Applications Received by CHIP Agency
- m. Other Applications Received by CHIP Agency
- n. Applications Received by SBM

6. Number of Electronic Accounts Transferred

- a. Total Transfer Accounts Received From the FFM
By Transfer Type
- e. Determined Account Transfers Received
- f. Assessed Account Transfers Received
- g. Request for Full Determination Transfers Received
- h. Transfers of Unknown Type Received
- j. Total Transfer Accounts Sent to the FFM
- k. Transfers to Non-Integrated SBM Systems

7. Number of Renewals

- a. Number of Renewals up for Annual Redeterminations
By Determination type
- b. Medicaid MAGI Renewals
- c. Medicaid Non-MAGI Renewals
- d. CHIP Renewals
- e. Renewals of Unknown Type

8. Total Enrollment

- a. Total Medicaid Enrollees
Medicaid MAGI enrollment
- b. Total MAGI Enrollees
- c. MAGI Child Enrollees
- d. MAGI Adult Enrollees
Medicaid Non-MAGI enrollment
- e. Total Non-MAGI Enrollees
- f. Non-MAGI Child Enrollees
- g. Non-MAGI Adult Enrollees
- h. Total CHIP Enrollees

9. Total Number of Individuals Determined Eligible

- a. Total Medicaid Eligible

By Determination Type

- b. Medicaid MAGI Eligibility Determinations
- c. Medicaid Non-MAGI Eligibility Determinations

By Reason for Determination

- d. Medicaid Eligibility Determined at Application
- e. Medicaid Eligibility at Application under MAGI Rules
- f. Medicaid Eligibility at Application under Non-MAGI Rules
- g. Medicaid Eligibility Determined at Annual Renewal
- h. Medicaid Eligible via Administrative Determination
- i. Medicaid Eligible via Other Method
- j. Total CHIP Eligible

By Reason for Determination

- k. Determined CHIP Eligible at Application
- l. Determined CHIP Eligible at Annual Renewal
- m. All Others Determined CHIP Eligible

Updated-

By Community Engagement at Application

- n. Number of individuals determined eligible who are determined to be a specified excluded individual
- o. 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.
- p. 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. Total Number of Individuals Determined Ineligible

- a. Total Medicaid Ineligible

By Determination Reason

- b. Medicaid Determination – Ineligibility Established
- c. Medicaid Determination – Eligibility Cannot be Established

By Type of Determination

- d. Medicaid Determination – Ineligible at Application
- e. Medicaid Determination – Ineligible at Annual Renewal
- f. Medicaid Determination – Ineligible via Other Application Type
- g. Total CHIP Ineligible

By Determination Reason

- h. CHIP Determination – Ineligibility Established
- i. CHIP Determination – Eligibility Cannot be Established

By Type of Determination

- j. CHIP Determination – Ineligibility at Application
- k. CHIP Determination – Ineligibility at Annual Renewal
- l. CHIP Determination – Ineligible via Other Application Type

Updated-

By Community Engagement at Application

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

11. Number of Pending Applications or Redeterminations

- Pending at Medicaid Agency*
- a. Number Pending at Medicaid
- b. Pending at Medicaid Agency Type
- Pending at Separate CHIP Agency*
- c. Number Pending at Separate CHIP Agency
- d. Pending at Separate CHIP Agency Type

12. Processing Time for Determinations

- a. Median Processing Time – All Medicaid Determinations
- Type of Medicaid Determination*
- b. Median Processing Time – MAGI Determinations
- c. Median Processing Time – Non-MAGI Determinations
- Source of Medicaid Application*
- d. Median Processing Time – Direct Application
- e. Median Processing Time – Transfer Application from FFM
- Number of Medicaid MAGI Applications, by Processing Time*
- f. Less than 24 Hours
- g. 24 Hours – 7 Days
- h. 8 Days – 30 Days
- i. 31 Days – 45 Days
- j. More than 45 days
- Number of Medicaid Non-MAGI Applications, by Processing Time*
- k. Less than 30 Days
- l. 31 – 60 Days
- m. 61 – 90 Days
- n. More than 90 Days
- Source of CHIP Application*
- o. Median Processing Time – Separate CHIP Agency
- p. Median Processing Time – Direct Application
- q. Median Processing Time – Transfer Application from FFM
- Number of CHIP Applications, by Processing Time*
- r. Less than 24 Hours
- s. 24 Hours – 7 Days
- t. 8 Days – 30 Days
- u. 31 Days – 45 Days
- v. More Than 45 Days