

Measure	2023										2024			
	March	April	May	June	July	August	September	October	November	December	January	February	March	April
<b>Enrollment</b>														
Total (MAGI + non-MAGI)	1,538,624	1,547,213	1,555,250	1,548,637	1,537,958	1,517,416	1,511,384	1,511,687	1,508,243					
Total MAGI	1,347,309	1,355,324	1,363,635	1,357,486	1,347,280	1,328,322	1,323,017	1,323,385	1,320,493					
MAGI Children	535,231	537,993	539,938	538,206	535,513	531,428	530,660	532,436	530,380					
MAGI Adults	812,078	817,331	823,697	819,280	811,767	796,894	792,357	790,949	790,113					
Total Non-MAGI	191,315	191,889	191,615	191,151	190,678	189,094	188,367	188,302	187,750					
Non-MAGI Children	32,273	32,314	32,134	31,925	31,756	31,162	31,011	30,957	30,741					
Non-MAGI Adults	159,042	159,575	159,481	159,226	158,922	157,932	157,356	157,345	157,009					
CHIP Total	166,163	166,905	168,801	168,228	166,964	162,930	163,826	165,298	165,825					
Duals Total	81,951	82,270	83,343	82,264	80,889	79,146	79,300	74,484	74,680					
Grand Total	1,786,738	1,796,388	1,807,394	1,799,129	1,785,811	1,759,492	1,754,510	1,751,469	1,748,748					
<b>Renewals Due</b>														
Total number of beneficiaries due for annual renewal		86,743	119,803	134,593	148,184	113,836	113,169	117,751	158,602					
<b>Renewals Completed</b>														
Number renewed and retained (auto renewed and form)		54,856	76,104	98,630	94,441	93,405	90,155	102,688	96,526					
Number auto renewed (ex parte)		50,666	56,168	71,049	65,303	69,032	63,185	69,029	78,424					
Number renewed using a prepopulated form		4,190	19,936	27,581	29,138	24,373	26,970	33,659	18,102					
Number determined ineligible and transferred to the marketplace		387	10,032	11,256	14,647	11,891	12,870	8,195	5,241					
Number terminated for procedural reasons		-	24,643	17,075	24,326	-	-	-	34,342					
Number of renewals not completed (ex. still being processed)		320	9,024	7,632	14,770	8,540	10,144	6,868	22,493					
<b>Call Center</b>														
Total Call Center Volume	46,658	40,210	50,488	56,377	59,696	72,748	54,063	60,113	54,980					
Average Call Center Wait Time	0:01:12	0:00:46	0:01:26	0:01:35	0:03:01	0:03:01	0:15:11	0:10:25	0:03:50	0:01:15				
Average Call Center Abandonment Rate	6.19%	3.96%	6.68%	6.91%	11.93%	37.68%	25.56%	11.33%	4.08%					
<b>New Applications</b>														
Total Applications	81,513	75,307	90,856	97,571	106,928	121,498	120,624	144,166	129,495					
Total Applications Received by the Medicaid Agency	4,311	3,484	3,906	4,492	4,420	5,332	4,963	5,983	5,810					
Applications Received by the Medicaid Agency Online	3,020	2,451	2,726	3,229	3,143	1,443	1,318	1,454	1,360					
Applications Received by the Medicaid Agency Other	1,291	1,033	1,180	1,263	1,277	3,889	3,645	4,529	4,450					
Other applications electronic	77,202	71,823	86,950	93,079	102,508	116,166	115,661	138,183	123,685					
<b>Eligibles - Both New Applications and Renewal Data</b>														
Total Eligible for Medicaid	92,879	99,718	127,486	147,014	147,651	157,537	147,460	163,679	161,001					
MAGI Determinations	88,352	95,450	122,825	140,244	139,637	148,502	140,521	154,860	149,484					
Non-MAGI determinations	4,527	4,268	4,661	6,770	8,014	9,035	6,939	8,819	11,517					
Determined eligible at application (either direct or transfer application)	40,489	48,835	56,266	54,898	61,343	68,445	64,699	61,141	71,888					
determined eligible at application under MAGI rules	38,369	47,096	54,482	53,044	59,583	66,514	62,473	58,190	69,162					
Determined eligible at application under non-MAGI rules	2,120	1,739	1,784	1,854	1,760	1,931	2,226	2,951	2,726					
Determined eligible at annual renewal	52,390	50,883	71,220	92,116	86,308	89,092	82,761	102,538	89,113					
Total CHIP eligible	7,802	8,704	12,515	18,260	20,274	22,399	17,774	15,050	22,642					
Determined eligible at application (either direct or transfer application)	3,954	4,846	7,631	9,274	10,157	14,083	9,104	9,414	12,669					
Determined eligible at annual renewal	3,848	3,858	4,884	8,986	10,117	8,316	8,670	5,636	9,973					
<b>Ineligible - Both New Application and Renewal Data</b>														
Total Ineligible for Medicaid	46,175	46,217	70,421	67,947	73,987	76,268	69,965	60,654	115,519					
Ineligibility established	38,933	39,104	47,150	55,738	58,340	76,061	69,840	60,585	86,977					
eligibility cannot be established (inadequate documentation)	7,242	7,113	23,271	12,209	15,647	207	125	69	28,542					
determined ineligible at application (either direct or transfer to app)	19,969	21,786	39,532	46,401	44,919	63,971	56,935	51,125	80,582					
Determined ineligible at annual renewal	26,206	24,431	30,889	21,546	29,068	12,297	13,030	9,529	34,937					
Total CHIP Ineligible	3,508	3,048	4,649	8,260	8,551	3,604	3,123	1,319	8,175					
Ineligibility established	2,489	2,191	1,254	3,393	2,358	3,604	3,123	1,319	2,292					
eligibility cannot be established (inadequate documentation)	1,019	857	3,395	4,867	6,193	-	-	-	5,883					
Ineligible at application	49	56	863	1,112	553	2,192	1,456	990	1,401					
Ineligible at annual renewal	3,459	2,992	3,786	7,148	7,998	1,412	1,667	329	6,774					
<b>Pending</b>														
Total Pending Applications and Redeterminations (Mix of)	11,642	12,854	19,156	19,385	21,978	29,308	25,507	25,579	47,438					
<b>Processing Time</b>														
Median number of days for all determinations	0	0	0	0	0	0	0	0	0					
MAGI determinations	0	0	0	0	0	0	0	0	0					
non-MAGI determinations	22	20	12	6	10	9	10	11	7					
Direct application to Medicaid Agency	0	0	0	0	0	0	0	0	0					
MAGI less than or equal to 24 hours	59,156	71,224	131,031	100,100	104,778	130,937	114,588	104,757	148,137					
MAGI More than 24 hours through 7 days	24	28	46	6,946	7,097	8,404	8,030	6,847	7,474					
MAGI 8 through 30 days	*	*	*	97	218	739	334	243	308					
MAGI 31 days through 45 days	*	*	*	23	22	78	138	127	64					
MAGI More than 45 days	0	0	0	0	0	0	0	-	-					
Non-MAGI less than or equal to 30 days	3,129	2,696	3,216	3,291	3,494	4,941	4,999	5,863	5,974					
31 through 60 days	932	846	749	869	1,022	1,328	1,505	1,565	1,492					
61 days through 90 days	262	237	147	108	124	188	194	242	217					
Greater than 90 days	956	487	336	132	217	433	573	828	731					
<b>Terminations</b>														
Total number disenrolled at annual renewal			34,675	28,694	37,066	13,709	14,697	9,858	41,711					
Percent			31.3%	22.1%	27.8%	12.3%	13.8%	8.4%	29.6%					
Number disenrolled for procedural reasons			24,643	17,075	24,326	-	-	-	-					
Percent of disenrollments that were for procedural reasons			71.1%	59.5%	65.6%	-	-	-	-					
Number disenrolled for age related reasons			710	280	1,016	1,643	1,204	1,831	2,027					
Number disenrolled for financial reasons (ex. Income over scale)			2,636	6,553	9,527	7,936	7,823	4,154	4,477					

\* Please note that for renewals due in April 2023 is reflective of Maryland Health Connection participants only

\* Cells that are 10 or smaller suppressed for privacy

Please note that Maryland has prioritized those most likely to be ineligible for renewal in the first six months of unwinding, or through November 2023. This includes people who have income overscale, people who have other coverage such as Medicare, or have aged out of their coverage group.

Please note that measures regarding the number of individuals enrolled who received Medical Assistance and were subsequently disenrolled any time in the six months prior to re-enrolling will be included in future reports. Data will continue to be updated monthly, some historical numbers may change.

Please note that Non-MAGI data for participants disenrolled, applications pending review, and the grand total are at the household level and not the individual level for months prior to August 2023. The total coverage extensions measure is at the individual level. Therefore, the sum of the individual measures will not equal the grand total.

Please note that measure specifications for the following measures do not align:

- (1) Renewals Completed - number renewed and retained and (2) Eligibles - determined eligible at annual renewal. Measure 1 includes only those participants due for renewal in the current month, whereas Measure 2 includes all those determined eligible in the current month, including those who completed their redetermination early.
- (3) Renewals Completed - number terminated for procedural reasons and (4) Ineligibles - determined ineligible at annual renewal. Measure 3 includes only participants who were due for renewal in the current month and lost coverage due to a procedural reason (for example, failure to complete renewal application), whereas Measure 4 includes all participants who were found ineligible during the current month for any reason, including those who completed their redetermination early.

Please note that for August, September, and October 2023 data, Maryland has paused procedural terminations of Medicaid participants in accordance with recently released CMS guidance.