

| 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 | 1,520,083 | 1,492,813 | 1,482,648 | 1,462,484 |       |       |
| Total MAGI  | 1,347,209 | 1,355,324 | 1,363,635 | 1,357,486 | 1,347,280 | 1,328,322 | 1,323,017 | 1,323,385 | 1,335,850 | 1,289,880 | 1,300,122 | 1,290,558 |       |       |
| MAGI Children   | 535,231   | 537,993   | 539,938   | 538,206   | 535,513   | 531,428   | 530,660   | 532,436   | 537,737   | 530,696   | 546,710   | 537,982   |       |       |
| MAGI Adults   | 812,078   | 817,331   | 823,697   | 819,280   | 811,767   | 796,894   | 792,357   | 790,949   | 798,113   | 759,184   | 753,412   | 752,576   |       |       |
| Total Non-MAGI  | 191,315   | 191,889   | 191,615   | 191,151   | 190,678   | 189,094   | 188,367   | 188,302   | 184,233   | 202,933   | 182,526   | 171,926   |       |       |
| Non-MAGI Children   | 32,273    | 32,314    | 32,134    | 31,925    | 31,756    | 31,162    | 31,011    | 30,957    | 30,878    | 30,434    | 27,734    | 23,551    |       |       |
| Non-MAGI Adults   | 159,042   | 159,575   | 159,481   | 159,226   | 158,922   | 157,932   | 157,356   | 157,345   | 153,355   | 172,499   | 154,792   | 148,375   |       |       |
| CHIP Total  | 166,163   | 166,905   | 168,801   | 168,228   | 166,964   | 162,930   | 163,826   | 165,298   | 160,291   | 162,860   | 156,184   | 157,412   |       |       |
| Duals Total   | 81,951    | 82,270    | 83,343    | 82,264    | 80,889    | 79,146    | 79,300    | 74,484    | 74,996    | 75,132    | 69,590    | 69,335    |       |       |
| 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 | 1,755,370 | 1,730,806 | 1,708,423 | 1,689,232 |       |       |
| <b>Renewals Due</b>   |           |           |           |           |           |           |           |           |           |           |           |           |       |       |
| Total number of beneficiaries due for annual renewal                                |           | 86,743    | 117,098   | 137,459   | 145,496   | 115,313   | 115,491   | 118,505   | 158,602   | 160,846   | 126,913   | 121,762   |       |       |
| <b>Renewals Completed</b>   |           |           |           |           |           |           |           |           |           |           |           |           |       |       |
| Number renewed and retained (auto renewed and form)                                 |           | 54,856    | 80,317    | 105,117   | 102,137   | 98,163    | 95,968    | 105,855   | 96,526    | 96,663    | 87,522    | 85,422    |       |       |
| Number auto renewed (ex parte)  |           | 50,666    | 56,164    | 71,252    | 65,199    | 68,990    | 63,321    | 69,561    | 78,424    | 82,457    | 74,476    | 73,635    |       |       |
| Number renewed using a prepopulated form  |           | 4,190     | 24,153    | 33,865    | 36,938    | 29,173    | 32,647    | 36,294    | 18,102    | 14,206    | 13,046    | 11,787    |       |       |
| Number determined ineligible and transferred to the marketplace                     |           | 387       | 10,727    | 12,485    | 15,657    | 12,569    | 13,529    | 8,805     | 5,241     | 4,736     | 3,338     | 3,072     |       |       |
| Number terminated for procedural reasons  |           | -         | 24,643    | 17,075    | 23,621    | -         | -         | -         | 34,342    | 51,249    | 28,336    | 27,493    |       |       |
| Number of renewals not completed (ex. still being processed)                        |           | 320       | 1,411     | 2,782     | 4,081     | 4,581     | 5,994     | 3,845     | 22,493    | 8,198     | 7,717     | 5,775     |       |       |
| <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    | 67,101    | 85,079    | 59,701    |       |       |
| Average Call Center Wait Time   | 0:01:12   | 0:00:46   | 0:01:26   | 0:01:35   | 0:03:01   | 0:15:11   | 0:10:25   | 0:03:50   | 0:01:15   | 0:02:14   | 0:05:59   | 0:01:44   |       |       |
| Average Call Center Abandonment Rate  | 6.19%     | 3.96%     | 6.68%     | 6.91%     | 11.93%    | 37.68%    | 25.56%    | 11.33%    | 4.08%     | 7.23%     | 16.39%    | 6.11%     |       |       |
| <b>New Applications</b>   |           |           |           |           |           |           |           |           |           |           |           |           |       |       |
| Total Applications  | 81,513    | 75,307    | 90,856    | 97,571    | 106,928   | 121,498   | 120,624   | 144,166   | 129,495   | 155,521   | 127,257   | 109,122   |       |       |
| 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     | 5,290     | 6,971     | 7,575     |       |       |
| Applications Received by the Medicaid Agency Online                                 | 3,020     | 2,451     | 2,726     | 3,229     | 3,143     | 3,443     | 3,218     | 3,454     | 3,260     | 3,240     | 3,810     | 4,718     |       |       |
| 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     | 4,050     | 5,161     | 5,857     |       |       |
| Other applications electronic   | 77,202    | 71,823    | 86,950    | 93,079    | 102,508   | 116,166   | 115,661   | 138,183   | 123,685   | 150,231   | 120,286   | 101,547   |       |       |
| <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   | 197,389   | 171,506   | 153,523   |       |       |
| MAGI Determinations   | 88,352    | 95,450    | 122,825   | 140,244   | 139,637   | 148,502   | 140,521   | 154,860   | 149,484   | 186,737   | 159,723   | 142,188   |       |       |
| Non-MAGI determinations   | 4,527     | 4,268     | 4,661     | 6,770     | 8,014     | 9,035     | 6,939     | 8,819     | 11,517    | 10,652    | 11,783    | 11,335    |       |       |
| 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    | 103,543   | 83,878    | 68,900    |       |       |
| 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    | 100,631   | 80,346    | 64,592    |       |       |
| 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     | 2,912     | 3,532     | 4,308     |       |       |
| Determined eligible at annual renewal   | 52,390    | 50,883    | 71,220    | 92,116    | 86,308    | 89,092    | 82,761    | 102,538   | 89,113    | 93,846    | 87,628    | 84,623    |       |       |
| Total CHIP eligible   | 7,802     | 8,704     | 12,515    | 18,260    | 20,274    | 22,399    | 17,774    | 15,050    | 22,642    | 19,613    | 17,878    | 12,429    |       |       |
| 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    | 13,928    | 14,158    | 8,914     |       |       |
| Determined eligible at annual renewal   | 3,848     | 3,858     | 4,884     | 8,986     | 10,117    | 8,316     | 8,670     | 5,636     | 9,973     | 5,685     | 3,720     | 3,515     |       |       |
| <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   | 139,674   | 110,324   | 79,808    |       |       |
| Ineligibility established   | 38,933    | 39,104    | 47,150    | 55,738    | 58,340    | 76,061    | 69,840    | 60,585    | 86,977    | 91,115    | 83,048    | 53,521    |       |       |
| eligibility cannot be established (inadequate documentation)                        | 7,242     | 7,113     | 23,271    | 12,209    | 15,647    | 207       | 125       | 69        | 28,542    | 48,559    | 27,276    | 26,287    |       |       |
| 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    | 85,105    | 78,148    | 49,095    |       |       |
| determined ineligible at annual renewal   | 26,206    | 24,431    | 30,889    | 21,546    | 29,068    | 12,297    | 13,030    | 9,529     | 34,937    | 54,569    | 32,176    | 30,713    |       |       |
| Total CHIP ineligible   | 3,508     | 3,048     | 4,649     | 8,260     | 8,551     | 3,604     | 3,123     | 1,319     | 8,175     | 5,564     | 3,305     | 2,395     |       |       |
| Ineligibility established   | 2,489     | 2,191     | 1,254     | 3,393     | 2,358     | 3,604     | 3,123     | 1,319     | 2,292     | 2,489     | 1,909     | 893       |       |       |
| eligibility cannot be established (inadequate documentation)                        | 1,019     | 857       | 3,395     | 4,867     | 6,193     | -         | -         | -         | 5,883     | 3,075     | 1,396     | 1,502     |       |       |
| Ineligible at application   | 49        | 56        | 863       | 1,112     | 553       | 2,192     | 1,456     | 990       | 1,401     | 2,117     | 1,667     | 689       |       |       |
| Ineligible at annual renewal  | 3,459     | 2,992     | 3,786     | 7,148     | 7,998     | 1,412     | 1,667     | 329       | 6,774     | 3,447     | 1,638     | 1,706     |       |       |
| <b>Pending</b>  |           |           |           |           |           |           |           |           |           |           |           |           |       |       |
| Total Pending Applications and Redeterminations (Mix of Households and Individuals) | 11,642    | 12,854    | 19,156    | 19,385    | 21,978    | 29,308    | 25,507    | 25,579    | 47,438    | 30,610    | 30,428    | 26,025    |       |       |
| <b>Processing Time</b>  |           |           |           |           |           |           |           |           |           |           |           |           |       |       |
| Median number of days for all determinations  | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |       |       |
| MAGI determinations   | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         |       |       |
| non-MAGI determinations   | 22        | 20        | 12        | 6         | 10        | 9         | 10        | 11        | 7         | 11        | 7         | 5         |       |       |
| Direct application to Medicaid Agency   | 0         | 0         | 0         | 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   | 186,634   | 157,898   | 107,989   |       |       |
| MAGI More than 24 hours through 7 days  | 24        | 28        | 46        | 6,946     | 7,097     | 8,404     | 8,030     | 6,847     | 7,474     | 7,435     | 8,017     | 6,389     |       |       |
| MAGI 8 through 30 days  | +         | +         | +         | 97        | 218       | 739       | 334       | 243       | 308       | 317       | 692       | 547       |       |       |
| MAGI 31 days through 45 days  | +         | +         | +         | 23        | 22        | 78        | 138       | 127       | 64        | 89        | 170       | 132       |       |       |
| MAGI More than 45 days  | 0         | 0         | 0         | 0         | 0         | 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     | 5,983     | 6,857     | 8,443     |       |       |
| 31 through 60 days  | 932       | 846       | 749       | 869       | 1,022     | 1,328     | 1,505     | 1,565     | 1,492     | 1,827     | 1,763     | 1,715     |       |       |
| 61 days through 90 days   | 262       | 237       | 147       | 108       | 124       | 188       | 194       | 242       | 217       | 284       | 337       | 276       |       |       |
| Greater than 90 days  | 956       | 487       | 336       | 132       | 217       | 433       | 573       | 828       | 731       | 1,091     | 839       | 893       |       |       |
| <b>Terminations</b>   |           |           |           |           |           |           |           |           |           |           |           |           |       |       |
| Total number disenrolled at annual renewal  |           |           | 34,675    | 28,694    | 37,066    | 13,709    | 14,697    | 9,858     | 41,711    | 58,016    | 33,814    | 32,419    |       |       |
| Percent   |           |           | 31.3%     | 22.1%     | 27.8%     | 12.3%     | 13.8%     | 8.4%      | 29.6%     | 36.8%     | 27.0%     | 26.9%     |       |       |
| Number disenrolled for procedural reasons   |           |           | 24,643    | 17,075    | 23,621    | -         | -         | -         | -         | 51,249    | 28,336    | 27,493    |       |       |
| Percent of disenrollments that were for procedural reasons                          |           |           | 71.1%     | 59.5%     | 63.7%     | -         | -         | -         | -         | 88.3%     | 83.8%     | 84.8%     |       |       |
| Number disenrolled for age related reasons  |           |           | 710       | 280       | 1,016     | 1,643     | 1,204     | 1,831     | 2,027     | 1,511     | 1,008     | 1,154     |       |       |
| Number disenrolled for financial reasons (ex. Income over scale)                    |           |           | 2,636     | 6,553     | 9,527     | 7,936     | 7,823     | 4,154     | 4,477     | 5,230     | 3,174     | 2,435     |       |       |

\* 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-enrollment 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. Procedural terminations resumed in November 2023.

Please note that the data for renewals due and renewals completed are updated 90 days after initial release, per updated CMS requirements.