

Measure	2023										2024			
	March	April	May	June	July	August	September	October	November	December	January	February	March	April
Enrollment														
Total (MAGI + non-MAGI)	1,538,624	1,547,213	1,553,328	1,545,094	1,534,219	1,511,471	1,506,232							
Total MAGI	1,347,309	1,355,324	1,362,035	1,354,309	1,343,828	1,322,659	1,317,745							
MAGI Children	535,231	537,993	539,852	536,891	533,991	528,044	528,272							
MAGI Adults	812,078	817,331	822,183	817,418	809,837	794,615	789,473							
Total Non-MAGI	191,315	191,889	191,293	190,785	190,391	188,812	188,487							
Non-MAGI Children	32,273	32,314	32,038	31,786	31,553	31,057	30,861							
Non-MAGI Adults	159,042	159,575	159,255	158,999	158,838	157,755	157,626							
CHIP Total	166,163	166,905	166,992	165,696	163,028	158,769	161,066							
Duals Total	81,951	82,270	82,457	81,345	80,367	78,968	79,158							
Grand Total	1,786,738	1,796,388	1,802,777	1,792,135	1,777,614	1,749,208	1,746,456							
Renewals Due														
Total number of beneficiaries due for annual renewal		86,743	119,803	139,051	148,032	113,854	113,169							
Renewals Completed														
Number renewed and retained (auto renewed and form)		54,856	76,104	98,630	96,856	93,405	90,155							
Number auto renewed (ex parte)		50,666	56,168	71,049	67,557	69,032	63,185							
Number renewed using a prepopulated form		4,190	19,936	27,581	29,199	24,373	26,970							
Number determined ineligible and transferred to the marketplace		387	10,032	11,256	14,647	11,891	12,870							
Number terminated for procedural reasons		-	24,643	17,075	25,583	-	-							
Number of renewals not completed (ex. still being processed)		320	9,024	7,632	14,698	8,540	10,144							
Call Center														
Total Call Center Volume	46,658	40,210	50,488	56,377	59,696	72,748	54,063							
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							
Average Call Center Abandonment Rate	6.19%	3.96%	6.68%	6.91%	11.93%	37.68%	25.56%							
New Applications														
Total Applications	81,513	75,307	90,856	97,571	106,928	121,498	120,624							
Total Applications Received by the Medicaid Agency	4,311	3,484	3,906	4,492	4,420	5,332	4,963							
Applications Received by the Medicaid Agency Online	3,020	2,451	2,726	3,229	3,143	3,443	3,118							
Applications Received by the Medicaid Agency Other	1,291	1,033	1,180	1,263	1,277	1,889	3,645							
Other applications electronic	77,202	71,823	86,950	93,079	102,508	116,166	115,661							
Eligibles - Both New Applications and Renewal Data														
Total Eligible for Medicaid	92,879	99,718	127,486	147,014	147,651	157,537	147,460							
MAGI Determinations	88,352	95,450	122,825	140,244	139,637	148,502	140,521							
Non-MAGI determinations	4,527	4,268	4,661	6,770	8,014	9,035	6,939							
Determined eligible at application (either direct or transfer application)	40,489	48,835	56,266	54,898	61,343	68,445	64,699							
determined eligible at application under MAGI rules	38,369	47,096	54,482	53,044	59,583	66,514	62,473							
Determined eligible at application under non-MAGI rules	2,120	1,739	1,784	1,854	1,760	1,931	2,226							
Determined eligible at annual renewal	52,390	50,883	71,220	92,116	86,308	89,092	82,761							
Total CHIP eligible	7,802	8,704	12,515	18,260	20,274	22,399	17,774							
Determined eligible at application (either direct or transfer application)	3,954	4,846	7,631	9,274	10,157	14,083	9,104							
Determined eligible at annual renewal	3,848	3,858	4,884	8,986	10,117	8,316	8,670							
Ineligible - Both New Application and Renewal Data														
Total Ineligible for Medicaid	46,175	46,217	70,421	67,947	73,987	76,268	69,965							
Ineligibility established	38,933	39,104	47,150	55,738	58,340	76,061	69,840							
eligibility cannot be established (inadequate documentation)	7,242	7,113	23,271	12,209	15,647	207	125							
determined ineligible at application (either direct or transfer to app)	19,969	21,786	39,532	46,401	44,919	63,971	56,935							
determined ineligible at annual renewal	26,206	24,431	30,889	21,546	29,068	12,297	13,030							
Total CHIP Ineligible	3,508	3,048	4,649	8,260	8,551	3,604	3,123							
Ineligibility established	2,489	2,191	1,254	3,393	2,358	3,604	3,123							
eligibility cannot be established (inadequate documentation)	1,019	857	3,395	4,867	6,193	-	-							
Ineligible at application	49	56	863	1,112	553	2,192	1,456							
Ineligible at annual renewal	3,459	2,992	3,786	7,148	7,998	1,412	1,667							
Pending														
Total Pending Applications and Redeterminations (Mix of)	11,642	12,854	19,156	19,385	21,978	29,308	25,507							
Processing Time														
Median number of days for all determinations	0	0	0	0	0	0	0							
MAGI determinations	0	0	0	0	0	0	0							
non-MAGI determinations	22	20	12	6	10	9	10							
Direct application to Medicaid Agency	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							
MAGI More than 24 hours through 7 days	24	28	46	6,946	7,097	8,404	8,030							
MAGI 8 through 30 days	*	*	*	97	218	739	334							
MAGI 31 days through 45 days	*	*	*	23	22	78	138							
MAGI More than 45 days	0	0	0	0	0	0	0							
Non-MAGI less than or equal to 30 days	3,129	2,695	3,216	3,291	3,494	4,941	4,999							
31 through 60 days	932	846	749	869	1,022	1,328	1,505							
61 days through 90 days	262	237	147	108	124	188	194							
Greater than 90 days	956	487	336	132	217	433	573							
Terminations														
Total number disenrolled at annual renewal			34,675	28,694	37,066	13,709	14,697							
Percent			31.3%	22.1%	27.8%	12.3%	13.8%							
Number disenrolled for procedural reasons			24,643	17,075	25,583	-	-		0	0	0	0	0	0
Percent of disenrollments that were for procedural reasons			71.1%	59.5%	69.0%	-	-							
Number disenrolled for age related reasons			710	280	1,016	1,643	1,204							
Number disenrolled for financial reasons (ex. Income over scale)			2,636	6,553	9,527	7,936	7,823							

^ 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:

- 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.
- 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 and September 2023 data, Maryland has paused procedural terminations of Medicaid participants in accordance with recently released CMS guidance.