DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop S2-26-12
Baltimore, Maryland 21244-1850

DATE: September 16, 2013

TO: State Medicaid and CHIP Directors

FROM: Performance Indicators Team -
Center for Medicaid & CHIP Services

SUBJECT: Medicaid and CHIP Performance Indicators -
Reporting Instructions for September Baseline Data Submission; and,
Instructions for Account Creation for Web-Based Fillable Form for Initial Data Submission Beginning in October

In August, the Center for Medicaid and CHIP Services (CMCS) released to states a set of eligibility and enrollment performance indicators. With the release of these indicators, CMS provided a reporting template and cover memo with a reporting schedule for both baseline data and ongoing submission of the data beginning in October. These documents are posted on CALT at the performance indicators folder: https://calt.cms.gov/sf/docman/do/listDocuments/projects.medicaid_state_collaborative_com/docman.root.medicaid_chip_eligibility.medicaid_chip_performance_indica?_message=1377721173073

CMS and states have discussed our mutual need for a consistent, timely and reliable set of data and information on key aspects of program administration for program monitoring and reporting purposes now and in the future. Data collected on these performance indicators is intended to provide state and federal policymakers, as well as external stakeholders and the public with information about the impact and outcomes of Medicaid and CHIP eligibility and enrollment processes. These indicators are the product of our review of public comments, current state reporting and collaboration and consultation with states. While we and states have recognized the value of using common data elements and definitions, we recognize that given the timeframes, states may not be able to initially report the data exactly as specified, particularly with regard to precise definitions and some data break-outs. As a result, we have included a section in the reporting template that allows states to explain any limitations or differences in the data that they are reporting to us.

- We are holding calls with states in September through the SOTA process to review the template, discuss state's baseline data and any data limitations or modifications. If states have questions about the content of the performance indicators, they can email our mailbox at: performanceindicatorsTA@cms.hhs.gov

- These instructions below include more information about how states should submit the baseline data using an excel spreadsheet provided by CMS, as well as steps for how states create user accounts for staff that will populate the web-based form for data submission.

Baseline Data Submission Instructions

- Please complete as much of the template as possible with the baseline data for the indicators. See the table below for which indicators are applicable for baseline reporting.
- The reporting template is located on the CALT at: https://calt.cms.gov/sf/go/doc48633?nav=1
- Completed templates with baseline data should be emailed to: SDIS@cms.hhs.gov

Instructions for State User Account Creation for Data Submission Using Web-Based Fillable Form Beginning in October

CMS has developed a web-based, online tool for states to provide the data to CMS beginning in October. Listed below are the instructions for state staff to create an account so that they can access the web-based fillable form.

- Download the account creation template (CMS Perf. Measures State Account Creation Information 09 11 2013.xlsx) from CALT: https://calt.cms.gov/sf/go/doc51064?nav=1
- Enter the state user's email information, state association, and access requirements into the document
- Email the completed document to: SDIS@cms.hhs.gov
- CMS will integrate the state's user accounts into the performance indicator system. The users will be sent instructions for activating their accounts.

Reporting Schedule - The details of the reporting schedule are listed below. Please note that we are adjusting the baseline data request that we had conveyed previously and are only requesting baseline data on a *monthly* basis (no weekly reporting) due to timeline considerations.

Baseline Data – Reported for the months of July, August, and September.

Indicator	**Monthly Reporting (Calendar month)** July and August data due by state's late September SOTA call, or no later than September 26, 2013. September data due by October 8, 2013.
#1-3, Call Center	NA
#4-5 Applications	X
# 6 Transfers	NA
#7 Renewals	X
#8 Enrollment	X
#9 Eligible Individuals	X
#10 Ineligible Individuals	X
#11 Pending	X
#12 Process Time	X

Post-Implementation Data – Beginning October

Indicator	**Weekly (Sunday-Saturday)** Data collection starting the week of 9/29. Data submitted every Tuesday for the previous week. Weekly data is collected during open enrollment.	**Monthly (Calendar month)** Data collected for each calendar month starting in October. Data submitted on the 8th for the previous month.
#1 Call Center Volume	X	Monthly only starting in April 2014
#2 Call Center Wait Time	X	Monthly only starting in April 2014
#3 Call Center abandonment rate	X	Monthly only starting in April 2014
#4-5 Applications	X Weekly only during open enrollment	X
# 6 Transfers	X Weekly only during open enrollment	X
#7 Renewals	NA	X
#8 Enrollment	X Weekly only during open enrollment	X
#9 Eligible Individuals	X Weekly only during open enrollment	X
#10 Ineligible Individuals	X Weekly only during open enrollment	X
#11 Pending	NA	X
#12 Process Time	NA	X