

AHCCCS publishes this eligibility dashboard on the 10th of each month to provide details of the regular renewal process that began in Arizona in February 2023, with the first discontinuances occurring in April.

When the public health emergency (PHE) began in March 2020, AHCCCS continued its renewal process but suspended most disenrollments. Consequently, AHCCCS enrollment grew by approximately 35% during the PHE.

The dashboard reports overall renewal activity for all members, and detailed renewal information about the Covid Override group. During the PHE, if AHCCCS received information that a member was factually ineligible (no longer met eligibility criteria) or procedurally ineligible (failed to respond to requests for information), that member retained medical coverage and was identified as part of the Covid Override group.

Renewals for members in the Covid Override group will be completed in nine months (April - December 2023). A portion of the Covid Override group will be initiated each month, prioritizing factually ineligible, followed by procedurally ineligible, in date order from the oldest application date forward.

Between April 2023 and March 2024, eligibility for every AHCCCS member will be redetermined. Members who are factually or procedurally ineligible will be disenrolled. AHCCCS will refer factually ineligible individuals to the federal Healthcare Marketplace.

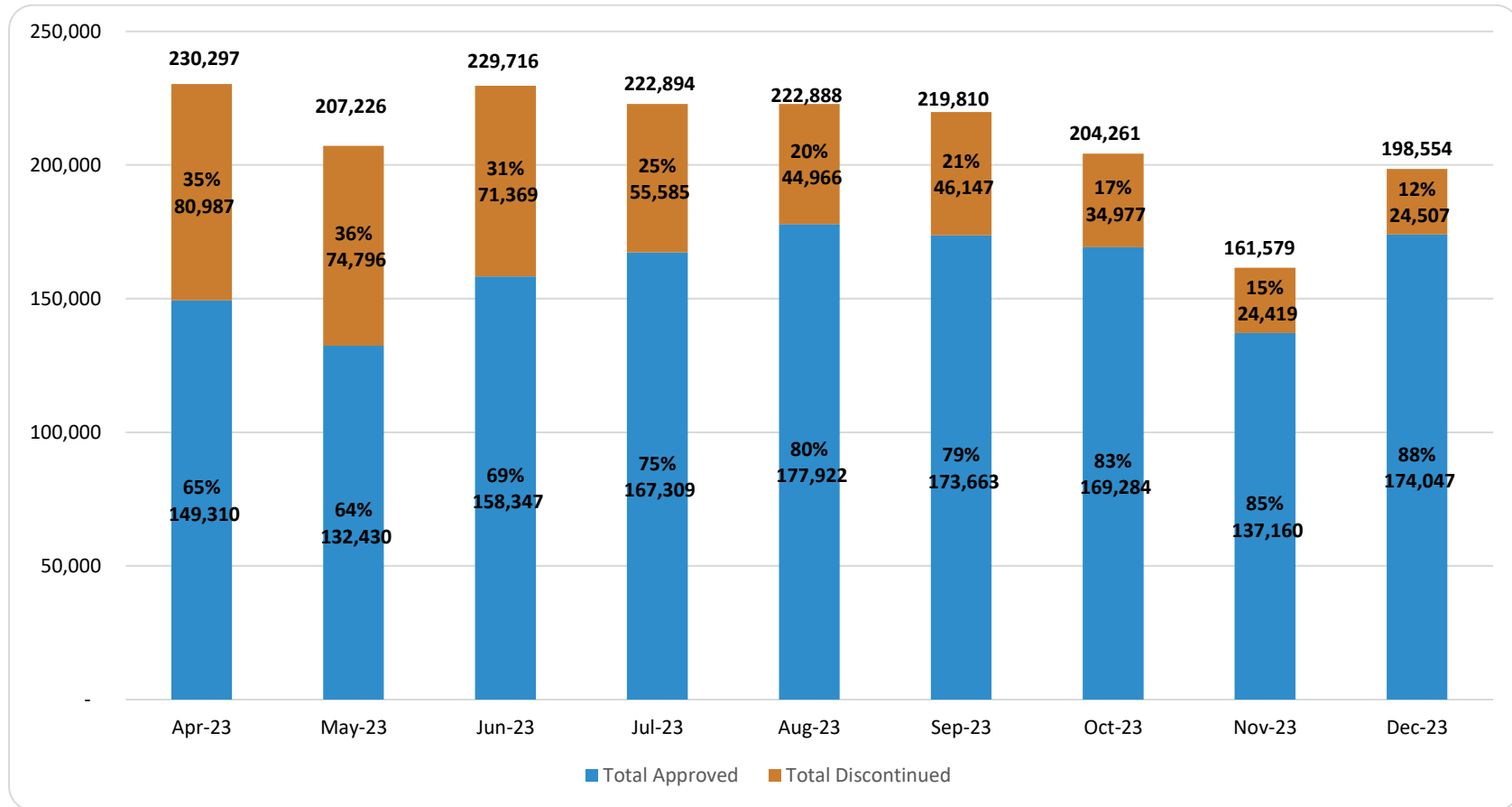
While this renewal work continues, AHCCCS is also processing new applications each month. The Initial Applications Report is posted on the [Population Reports web page](#).

AHCCCS is the single state agency for the administration of Arizona's Medicaid program. AHCCCS partners with the Arizona Department of Economic Security (ADES) for eligibility processes and resources in order to streamline applications for Medicaid, SNAP, and TANF.

Note, due to rounding some values may not add to 100%.

## Total Individual Renewals Approved and Discontinued of Monthly Renewals Initiated

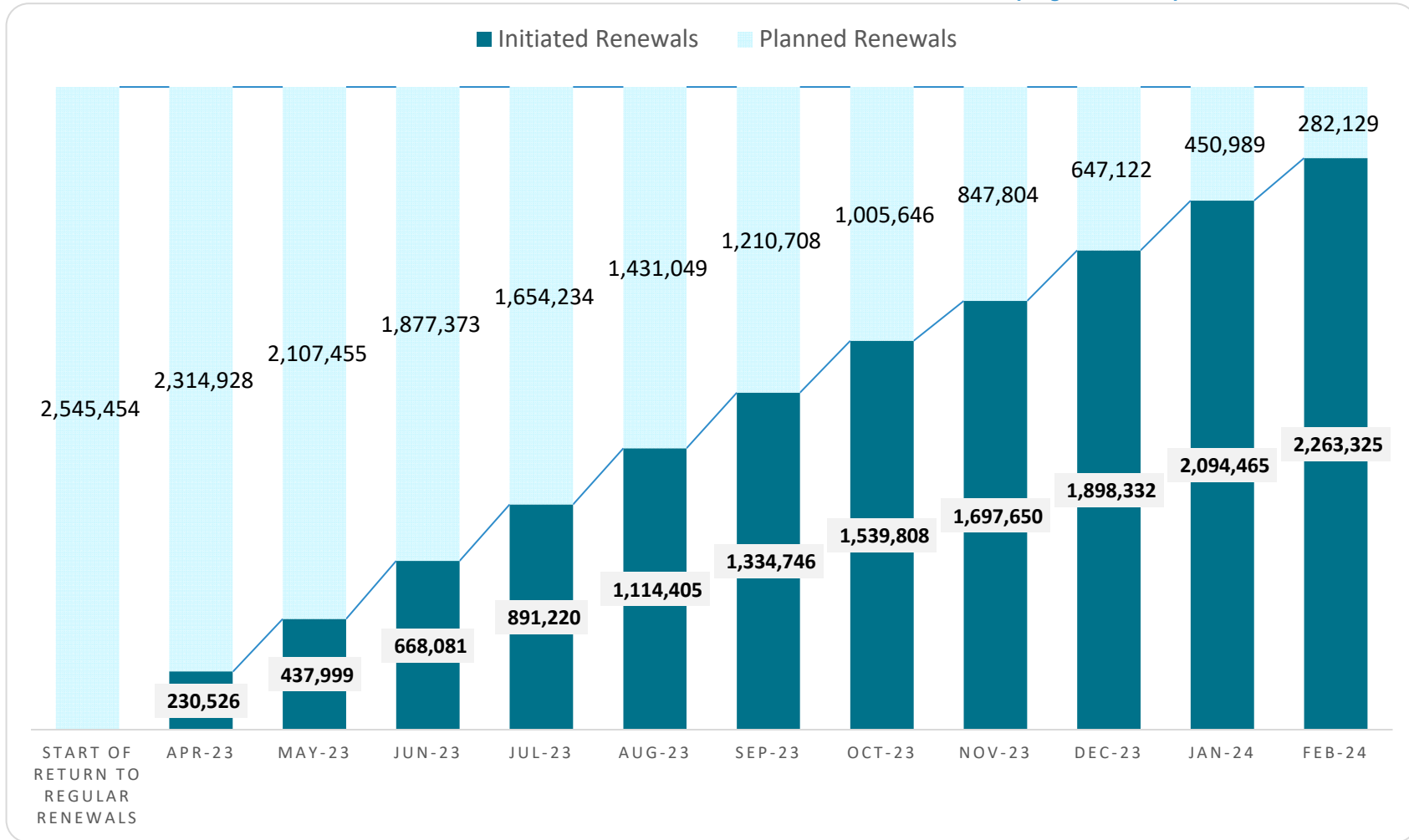
This data reflects renewal progress from April 2023 to current



All data published in this report is a snapshot in time and reflects what happened during the reporting period. Population numbers may not match other published report totals due to the timing of each individual report.

## Number of Renewals Initiated Each Month from the Total Number Planned

This data reflects renewal progress from April 2023 to current



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## Eligibility Dashboard

Updated 01/04/2024

### Renewals Left to Initiate by Location

City	County	Total Upcoming Renewals
Phoenix	Maricopa	47,900
Mesa	Maricopa	16,780
Glendale	Maricopa	16,412
Chandler	Maricopa	6,454
Peoria	Maricopa	5,611
Tempe	Maricopa	5,179
Gilbert	Maricopa	4,719
Scottsdale	Maricopa	3,943
Avondale	Maricopa	4,667
Buckeye	Maricopa	5,015
Surprise	Maricopa	4,510
Laveen	Maricopa	3,288
Goodyear	Maricopa	2,685
El Mirage	Maricopa	2,215
Sun City	Maricopa	836
Fountain Hills	Maricopa	333
Sun City West	Maricopa	220
Maricopa County Other	Maricopa	4,143
<b>Total</b>	<b>Maricopa</b>	<b>134,910</b>

City	County	Total Upcoming Renewals
Tucson	Pima	39,323
Marana	Pima	408
Sahuarita	Pima	330
Green Valley	Pima	102
Pima County Other	Pima	1,147
<b>Total</b>	<b>Pima</b>	<b>41,310</b>

City	County	Total Upcoming Renewals
Casa Grande	Pinal	4,506
San Tan Valley	Pinal	3,743
Maricopa	Pinal	3,404
Apache Junction	Pinal	2,445
Queen Creek	Pinal	2,006
Florence	Pinal	1,205
Pinal County Other	Pinal	5,503
<b>Total</b>	<b>Pinal</b>	<b>22,812</b>

\*Other Includes individuals with zip codes that are not incorporated and or locations with populations less than 20,000 based on publicly available Census data.

^Some city data is not shown due to reporting limitations.



## Eligibility Dashboard

Updated 01/04/2024

### Renewals Left to Initiate by Location

City	County	Total Upcomming Renewals
Yuma	Yuma	10,035
San Luis	Yuma	3,995
Yuma County Other	Yuma	2,221
<b>Total</b>	<b>Yuma</b>	<b>16,251</b>

City	County	Total Upcomming Renewals
Prescott Valley	Yavapai	2,040
Prescott	Yavapai	1,747
Yavapai County Other	Yavapai	5,183
<b>Total</b>	<b>Yavapai</b>	<b>8,970</b>

City	County	Total Upcomming Renewals
Kingman	Mohave	3,638
Bullhead City	Mohave	2,827
Lake Havasu City	Mohave	2,146
Mohave County Other	Mohave	3,103
<b>Total</b>	<b>Mohave</b>	<b>11,714</b>

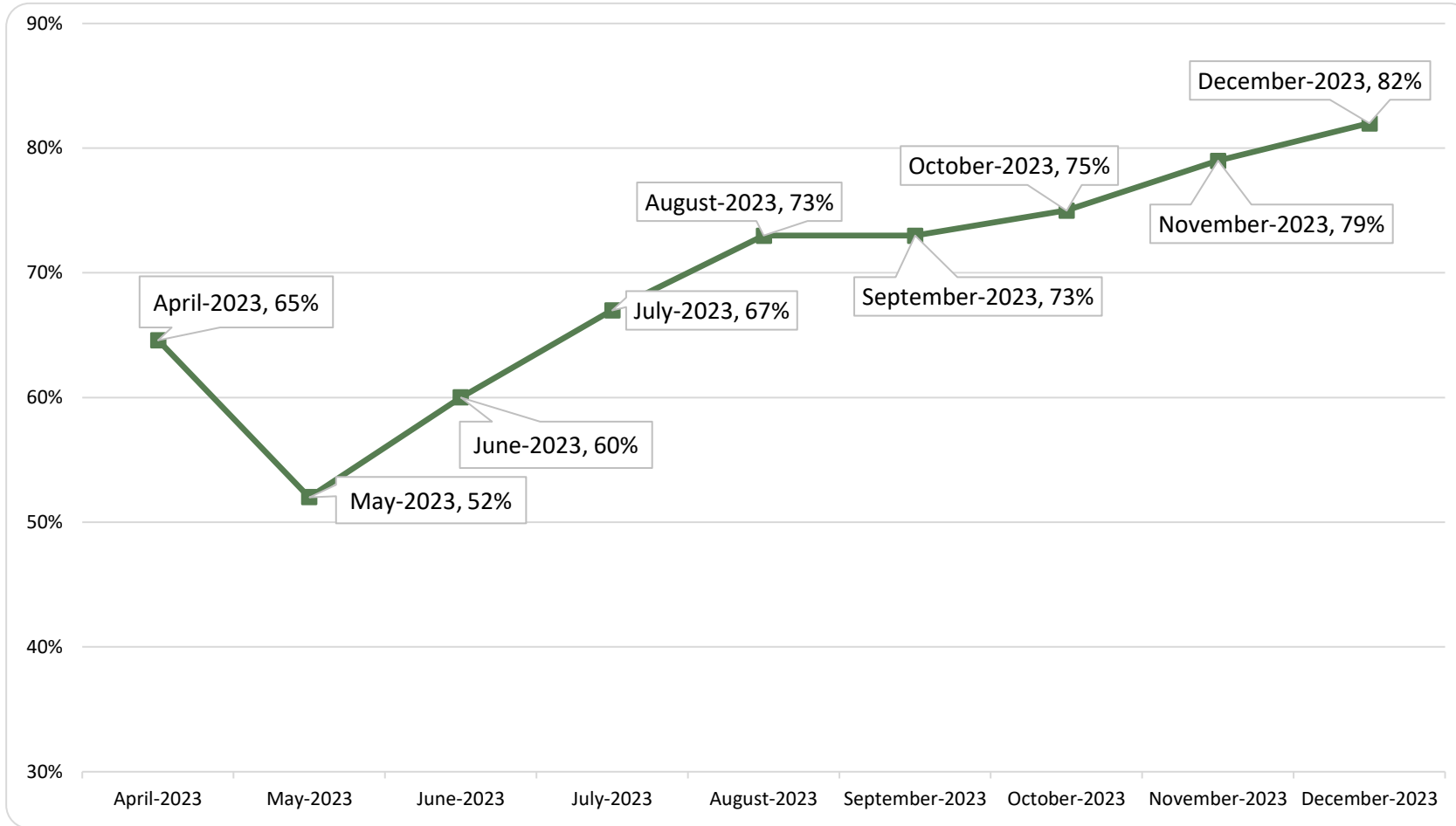
City	County	Total Upcomming Renewals
Flagstaff	Coconino	2,872
Coconino County Other	Coconino	3,757
<b>Total</b>	<b>Coconino</b>	<b>6,629</b>

City	County	Total Upcomming Renewals
Sierra Vista	Cochise	2,116
Cochise County Other	Cochise	4,252
<b>Total</b>	<b>Cochise</b>	<b>6,368</b>

City	County	Total Upcomming Renewals
<b>Total*^</b>	<b>Navajo</b>	<b>8,324</b>
<b>Total*^</b>	<b>Apache</b>	<b>5,500</b>
<b>Total*^</b>	<b>Santa Cruz</b>	<b>3,839</b>
<b>Total*^</b>	<b>Gila</b>	<b>2,671</b>
<b>Total*^</b>	<b>Graham</b>	<b>3,092</b>
<b>Total</b>	<b>Other*</b>	<b>6,248</b>

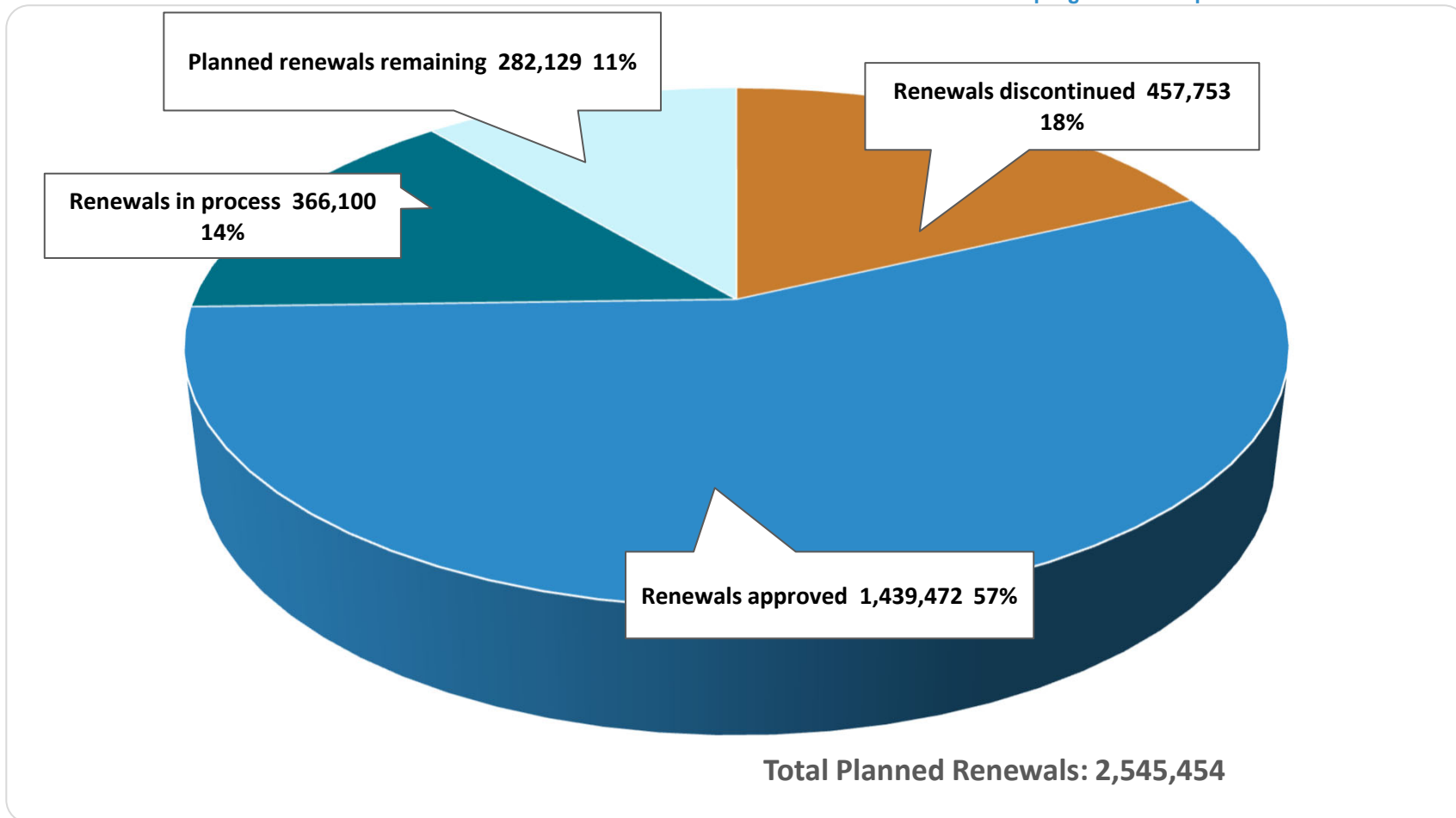
\*Other Includes individuals with zip codes that are not incorporated and or locations with populations less than 20,000 based on publicly available Census data.

^Some city data is not shown due to reporting limitations.



Exparte approvals occur when AHCCCS has enough information through electronic sources to renew Medicaid eligibility automatically without member or state staff intervention. Our electronic sources include real-time data from State and Federal databases including but not limited to: earned income verification from Equifax, residency verification from DMV, citizenship, Medicare and other income information from SSA, and more.

Data calculations were modified in August 2023 to match CMS reporting criteria.



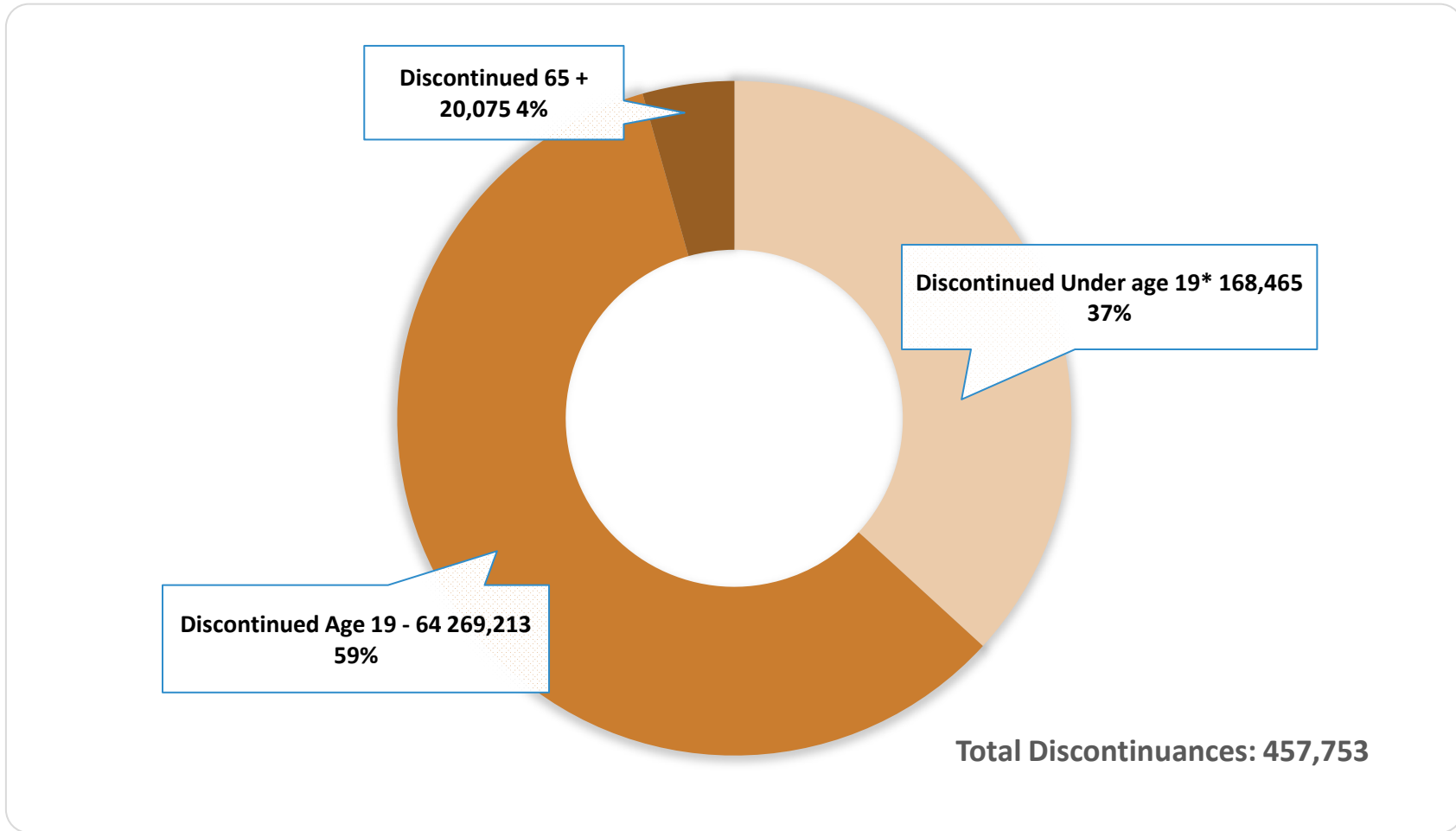
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## Eligibility Dashboard

Updated 01/04/2024

### Total Renewal Discontinuances by Age

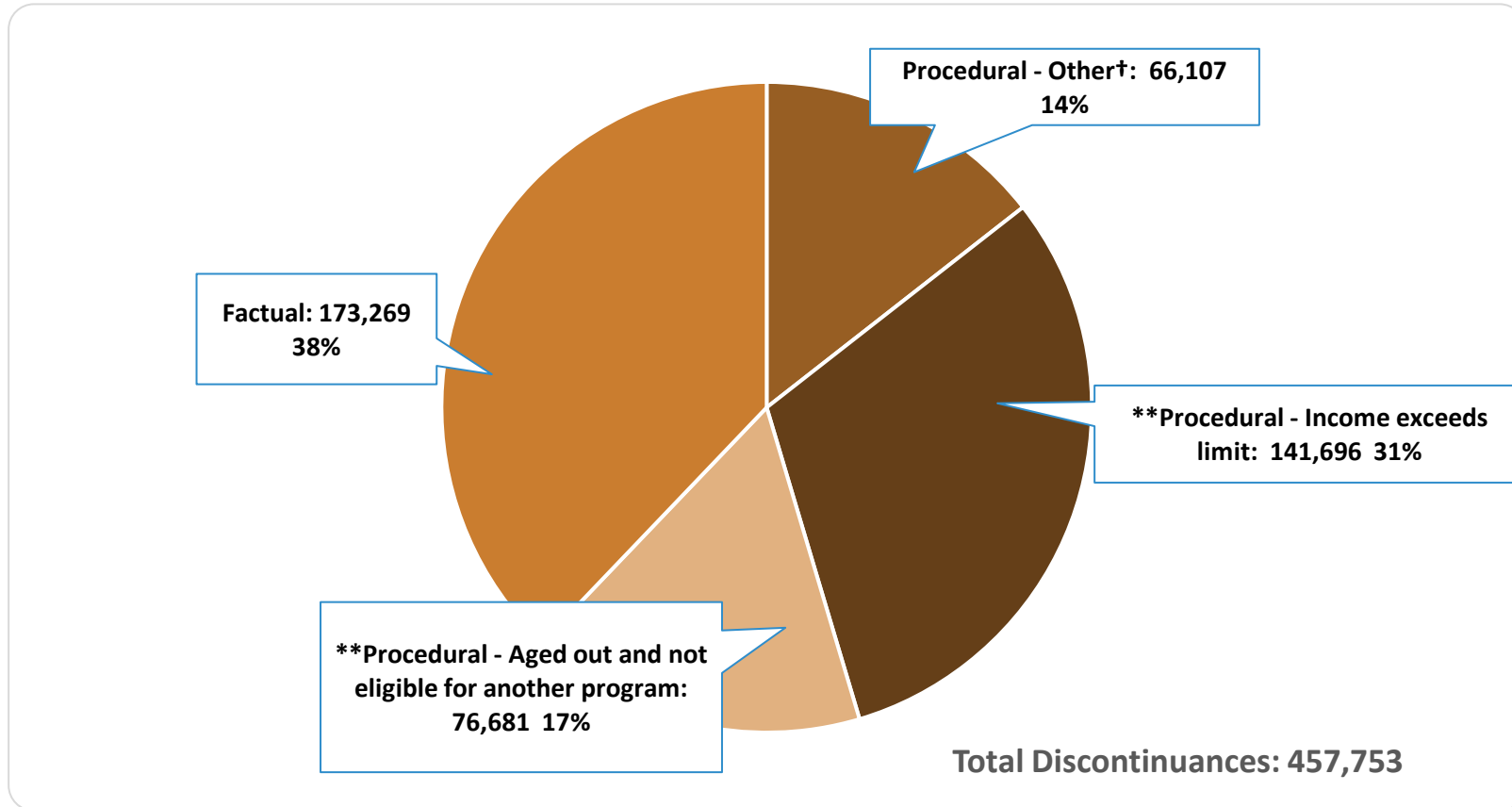
This data reflects renewal progress from April 2023 to current



\*Under age 19 includes KidsCare and other child Medicaid programs.



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Factual discontinuance means AHCCCS eligibility ended because the customer no longer meets one or more conditions of eligibility. Examples include: income higher than the program limits, no longer an Arizona resident.

Procedural discontinuance means AHCCCS eligibility ended because the customer did not provide information needed to determine ongoing eligibility or did not respond to a renewal form requesting information.

\*\*Although these individuals were discontinued for a procedural reason, AHCCCS had information that an individual was ineligible during their renewal period but they did not respond to our request for information.

†There are over 60 "other" procedural reasons. Examples include but are not limited to, failure to provide information about citizenship, other potential benefits, and missing signatures.

Total Discontinuances by County									
County	Factual - Over income	Factual - Death	Factual - Voluntary withdrawal	Factual - Residency	Factual - Other	Procedural - Over income	Procedural - Aged out and not eligible for another program	Procedural - Other	Total
Maricopa	80,291	2,853	6,300	3,771	176	85,893	44,612	38,103	261,999
Pima	21,581	850	1,640	743	38	19,849	10,446	9,691	64,838
Pinal	11,200	304	1,067	497	19	10,333	5,346	4,241	33,007
Yuma	6,917	235	359	327	8	4,893	2,967	2,354	18,060
Mohave	5,028	284	445	431	7	4,098	2,267	2,125	14,685
Yavapai	3,824	158	391	172	1	3,783	2,190	1,780	12,299
Navajo	3,062	152	176	179	8	2,609	1,770	1,614	9,570
Coconino	2,408	136	209	109	6	2,796	1,520	1,350	8,534
Cochise	2,448	131	212	148	3	2,033	1,291	1,118	7,384
Apache	1,715	126	116	185	5	1,568	1,246	1,107	6,068
Santa Cruz	1,610	53	55	51	4	1,239	903	811	4,726
Other county in state	2,320	162	215	113	2	2,334	1,718	1,346	8,210
Other county out of state	504	25	408	6,294	2	268	405	467	8,373
<b>Total</b>	<b>142,908</b>	<b>5,469</b>	<b>11,593</b>	<b>13,020</b>	<b>279</b>	<b>141,696</b>	<b>76,681</b>	<b>66,107</b>	<b>457,753</b>

\* Other includes Graham, Gila, La Paz, Greenlee and counties located outside of Arizona

\*\*Although these individuals were discontinued for a procedural reason, AHCCCS had information that an individual was ineligible during their renewal period but they did not respond to our request for information.



# Eligibility Dashboard

Updated 01/04/2024

## AHCCCS Referrals to the Federal Marketplace

AHCCCS Referrals to the Federal Marketplace (Initials, Changes and Renewals)*		
Referral Month**	Households Referred	Individual Applicants Referred
Apr-23	5,031	10,596
May-23	20,956	48,773
Jun-23	8,199	17,888
Jul-23	7,281	14,316
Aug-23	8,807	17,230
Sep-23	6,442	12,652
Oct-23	6,622	12,569
Nov-23	5,776	11,106
Dec-23	5,165	9,679

\* The data reflected on this slide represents applications that were referred to the Federal marketplace by month. This includes those found ineligible at initial, change and renewal application events due to excess income

\*\*The application sent to the marketplace may have been received in the current or a prior month.



## Eligibility Dashboard

Updated 01/04/2024

### Total Targeted Outreach Efforts

This data reflects total outreach from April 2023 to current

State Targeted Outreach Efforts	
Automated address updates via NCOA*	52,088
Response required renewal reminders mailed**	264,160
AHCCCS Connect proactive conversations‡	7,656,948
Post discontinuance text messages sent†	207,717
Post discontinuance emails sent†	108,901
Post discontinuance phone calls made†	122,504
Post discontinuance letters sent†	166,473
Returned mail QR codes processed+	20,021
<b>Total Outreach Completed to Date</b>	<b>8,598,812</b>

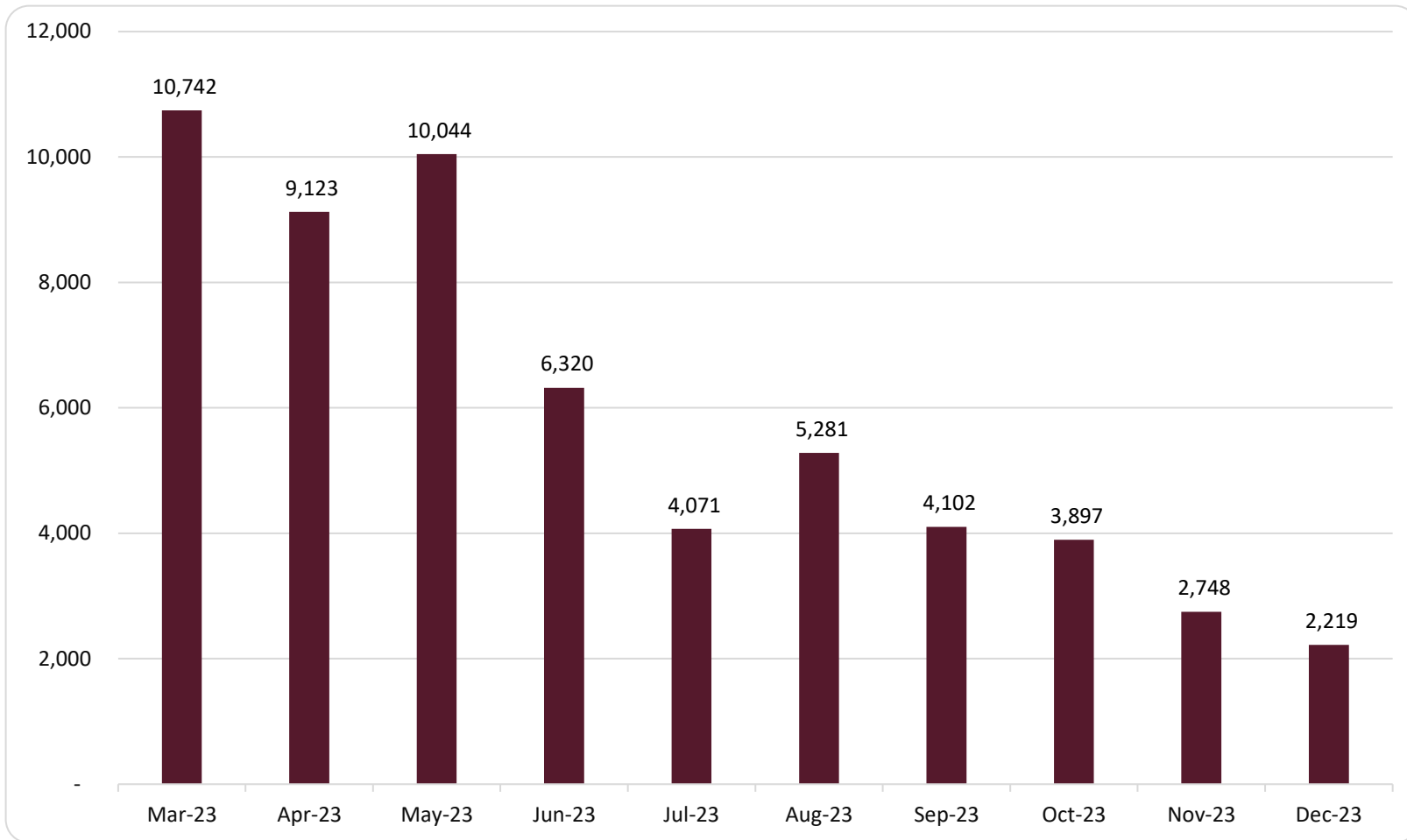
\*Prior to generating renewals, AHCCCS performs a check with the National Change of Address (NCOA) service.

\*\*Prior to generating response required renewals, AHCCCS sends out a proactive letter to Medicaid households. The letter is designed to give the member a heads up and what to expect. To learn more about AHCCCS Connect, please visit [www.azahcccs.gov/ahcccsconnect](http://www.azahcccs.gov/ahcccsconnect).

‡ AHCCCS Connect uses text, email and phone calls to communicate to AHCCCS members about their most critical touchpoints. These include submission reminders, due date reminders and eligibility outcomes for initials, changes and renewals.

†Post discontinuance outreach is done each week. AHCCCS informs Medicaid households of their appeal rights, timeframes for reapplying and how to contact us.

+ Return mail QR codes were implemented 06/29/2023.

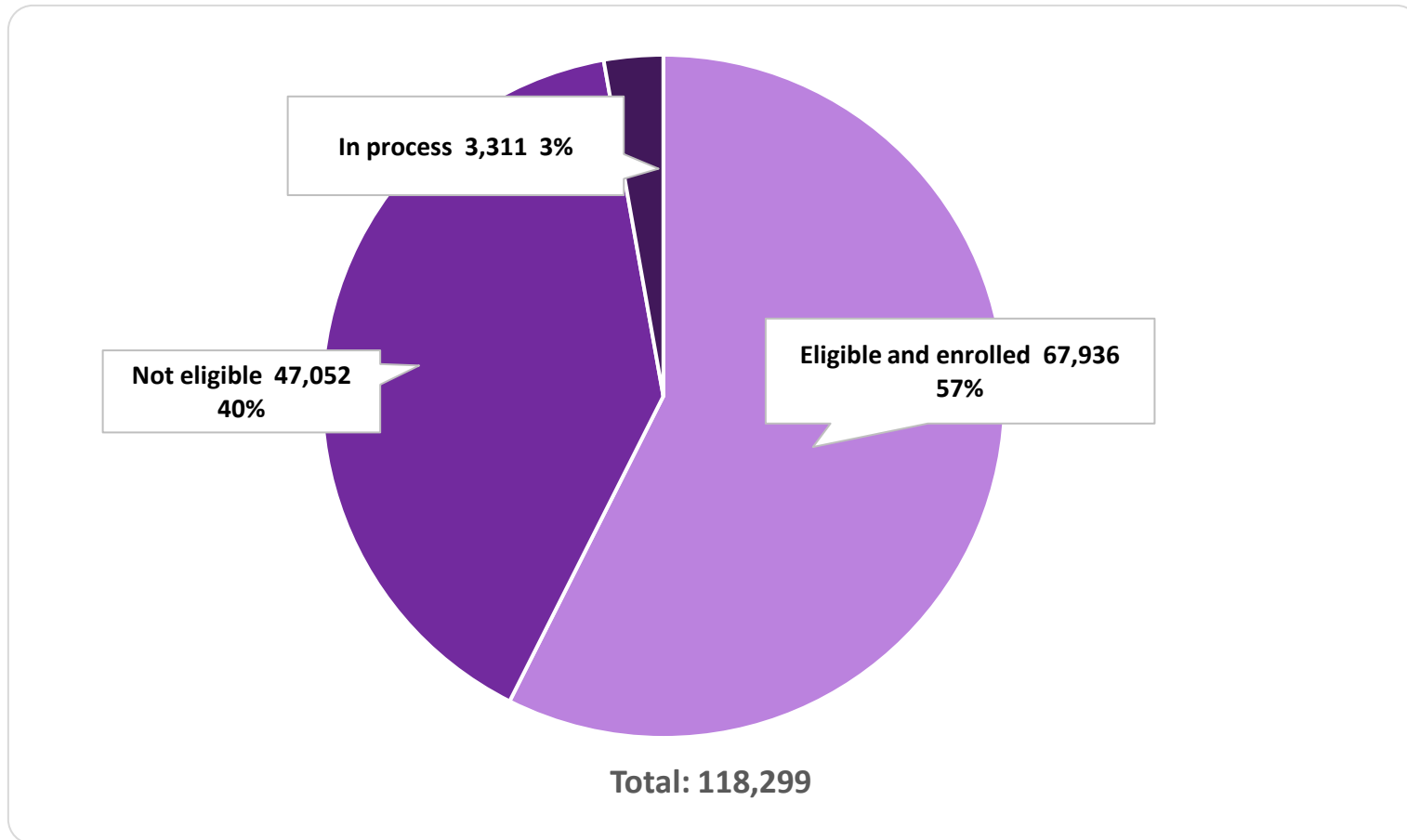


Prior to generating renewals, AHCCCS performs a check with the National Change of Address (NCOA) service. These efforts began in May 2023.

AHCCCS implemented a proactive communication campaign at the end of June which includes bot technology allowing users to update their contact information via text or live chat.

Count of Individuals Who Have Completed Their Renewal Within the 90-day Reconsideration Period After a Procedural Discontinuance.

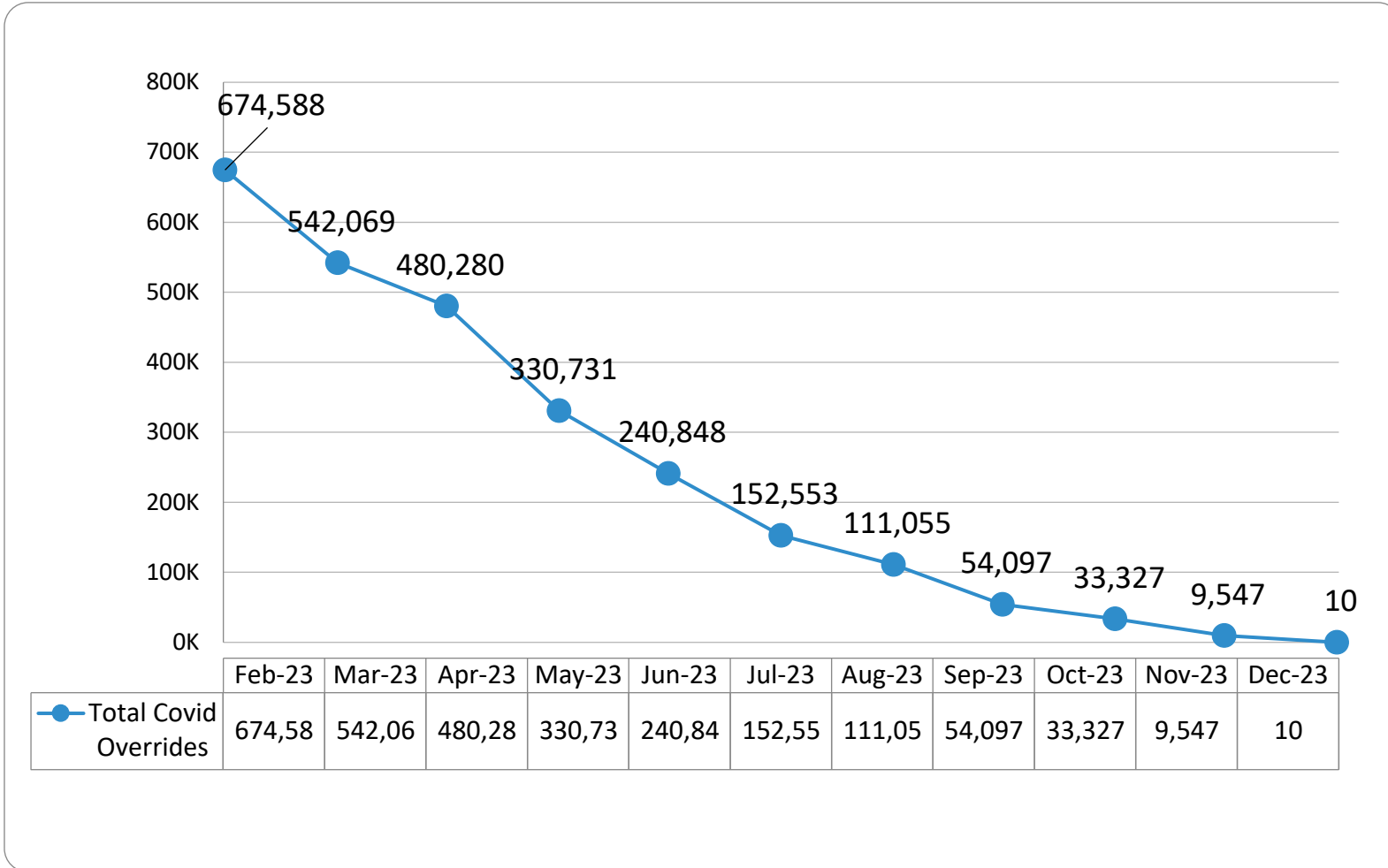
This data reflects totals from April 2023 to current



\* The data reflected on this slide represents individuals who completed their renewal within the 90-day reconsideration period.

# Covid Override Appendix

AHCCCS continued to perform renewals during the public health emergency (March 2020 - February 17, 2023). If AHCCCS received information that a member was factually ineligible (*or if they failed to respond to a request for information*), that member retained medical coverage and is counted as a "Covid Override."



This data reflects individuals who were once in an override status and have since completed a renewal or user generated change. Factual Covid override populations must be processed by Dec. 31, 2023 per legislation A.R.S. § 36-2905.05.



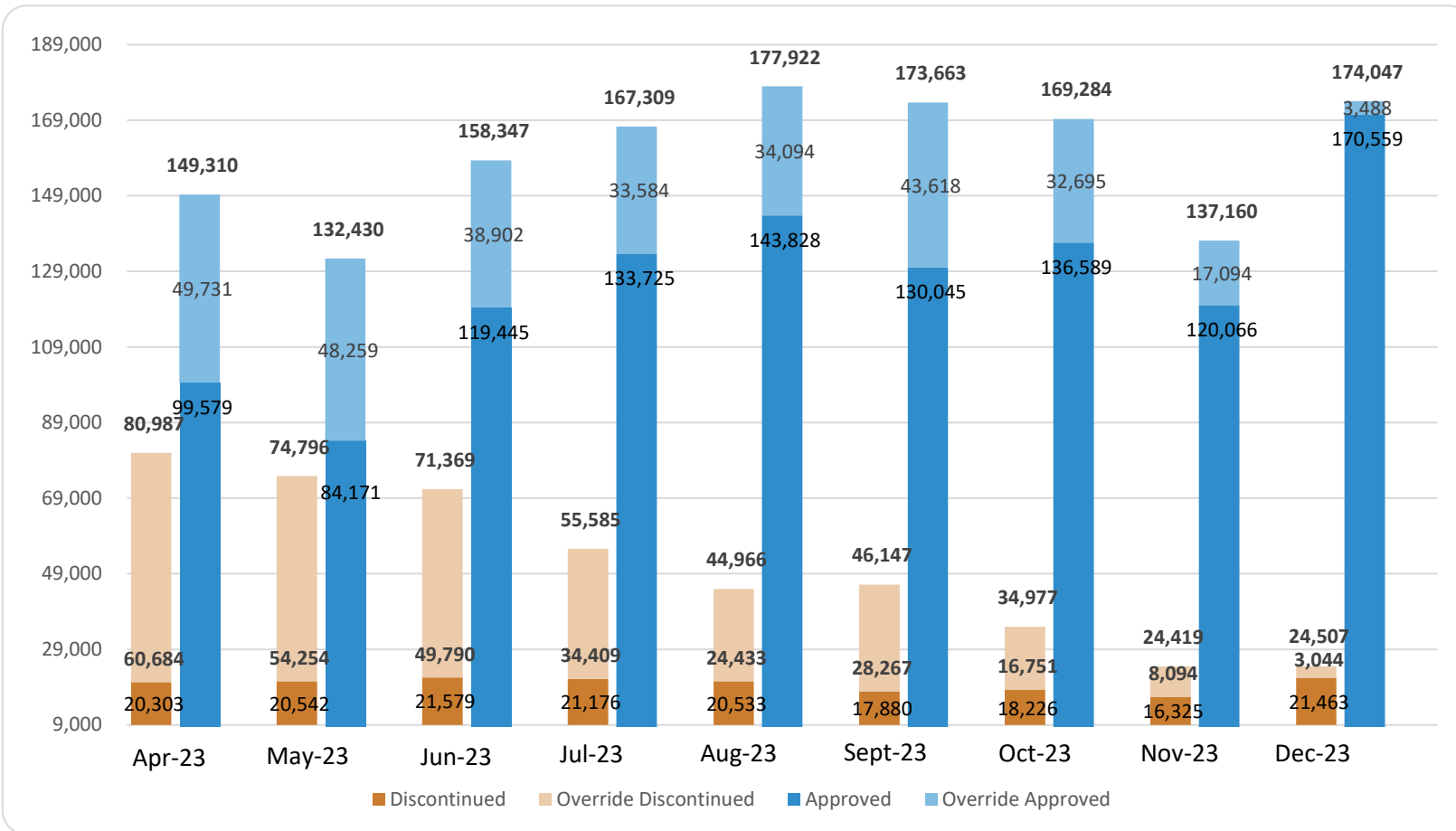


# Eligibility Dashboard

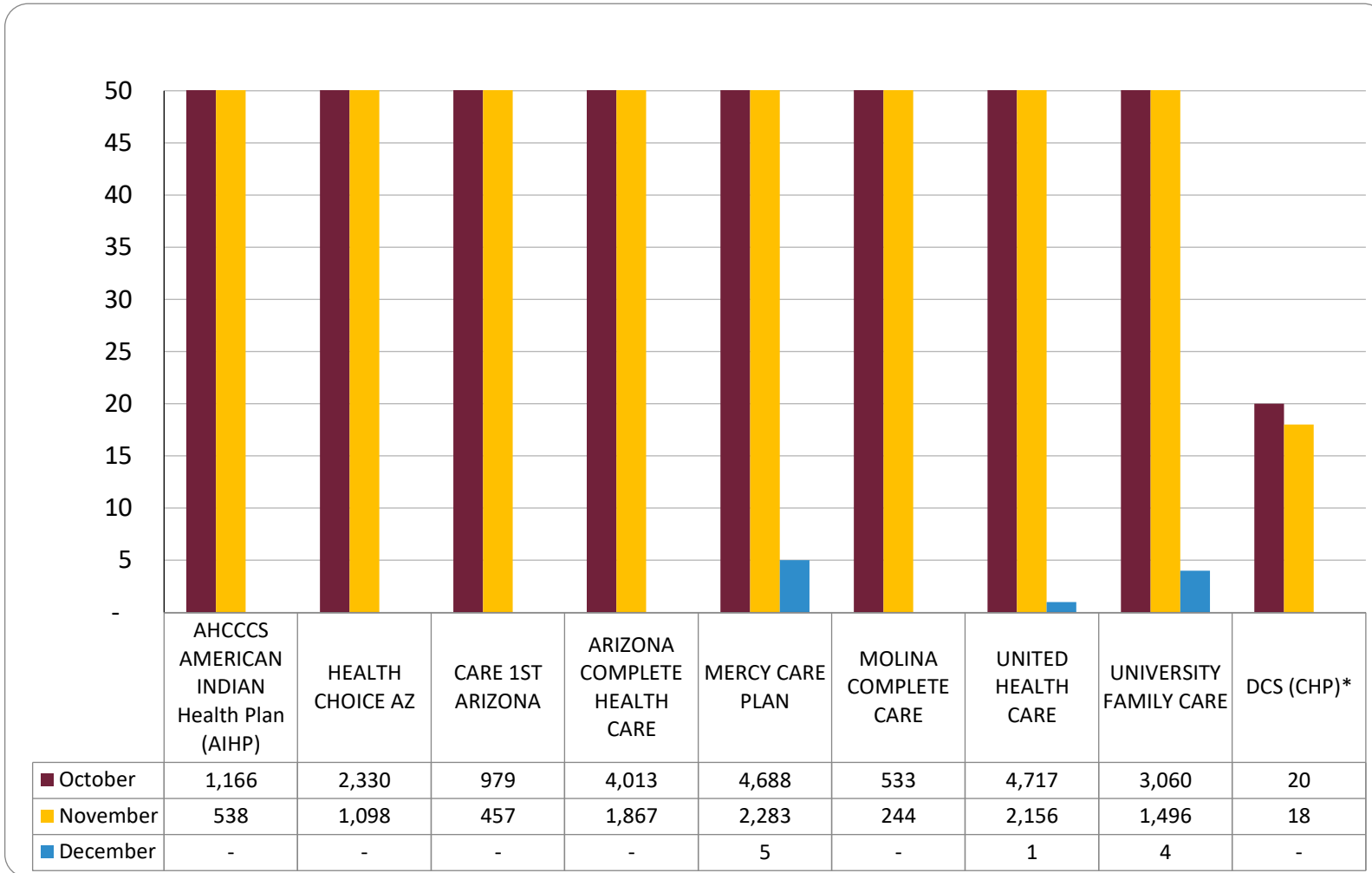
Updated 01/04/2024

Total Individual Renewals Approved and Discontinued by Month

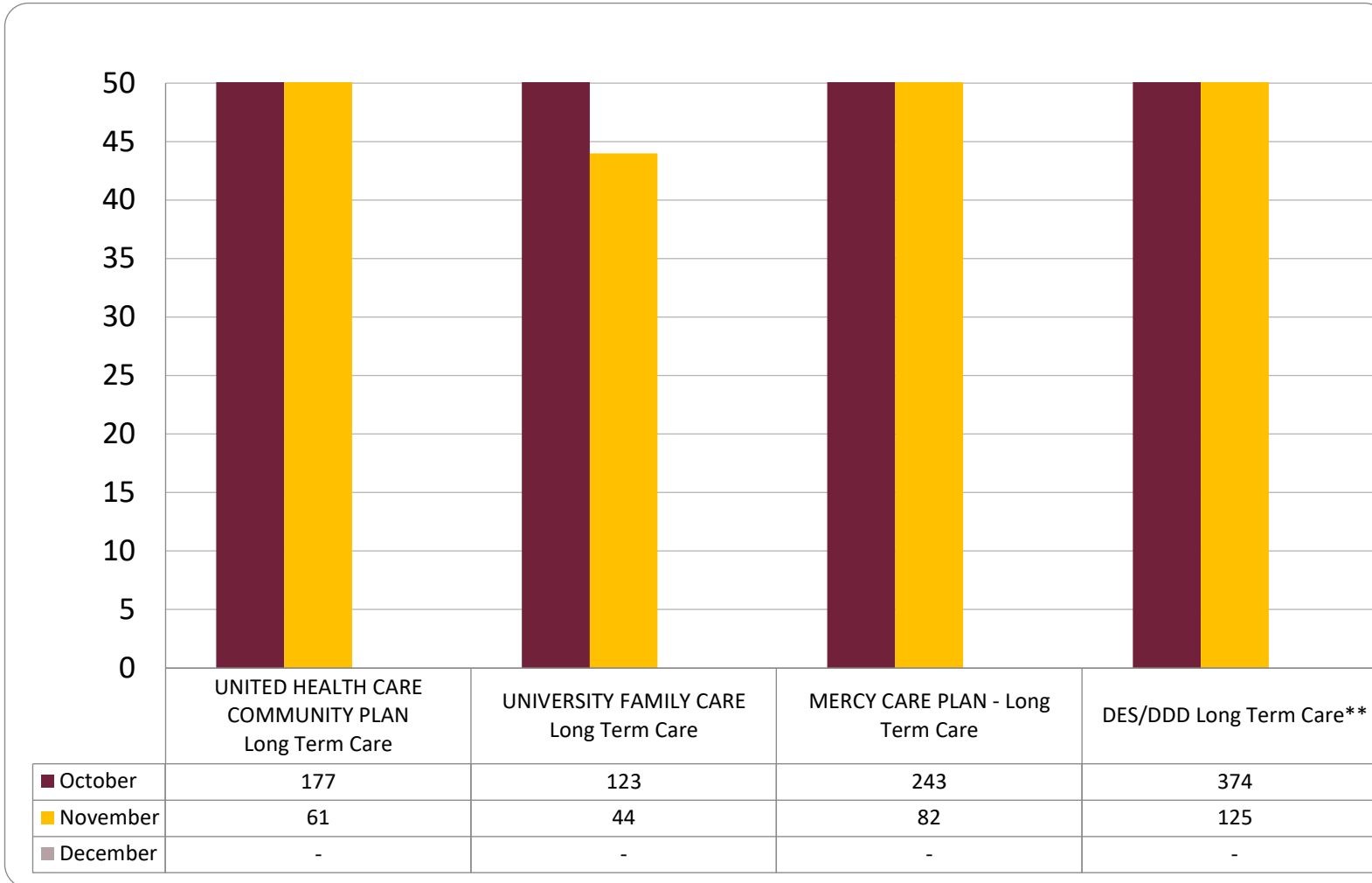
This data reflects renewal progress from April 2023 to current



AHCCCS continued to perform renewals during the public health emergency (March 2020 - February 17, 2023). If AHCCCS received information that a member was factually ineligible (or if they failed to respond to a request for information), that member retained medical coverage and is counted as a "Override."



\*Department of Child Safety Comprehensive Health Plan. This is a Medicaid integrated health plan for children involved in the State's foster care system.

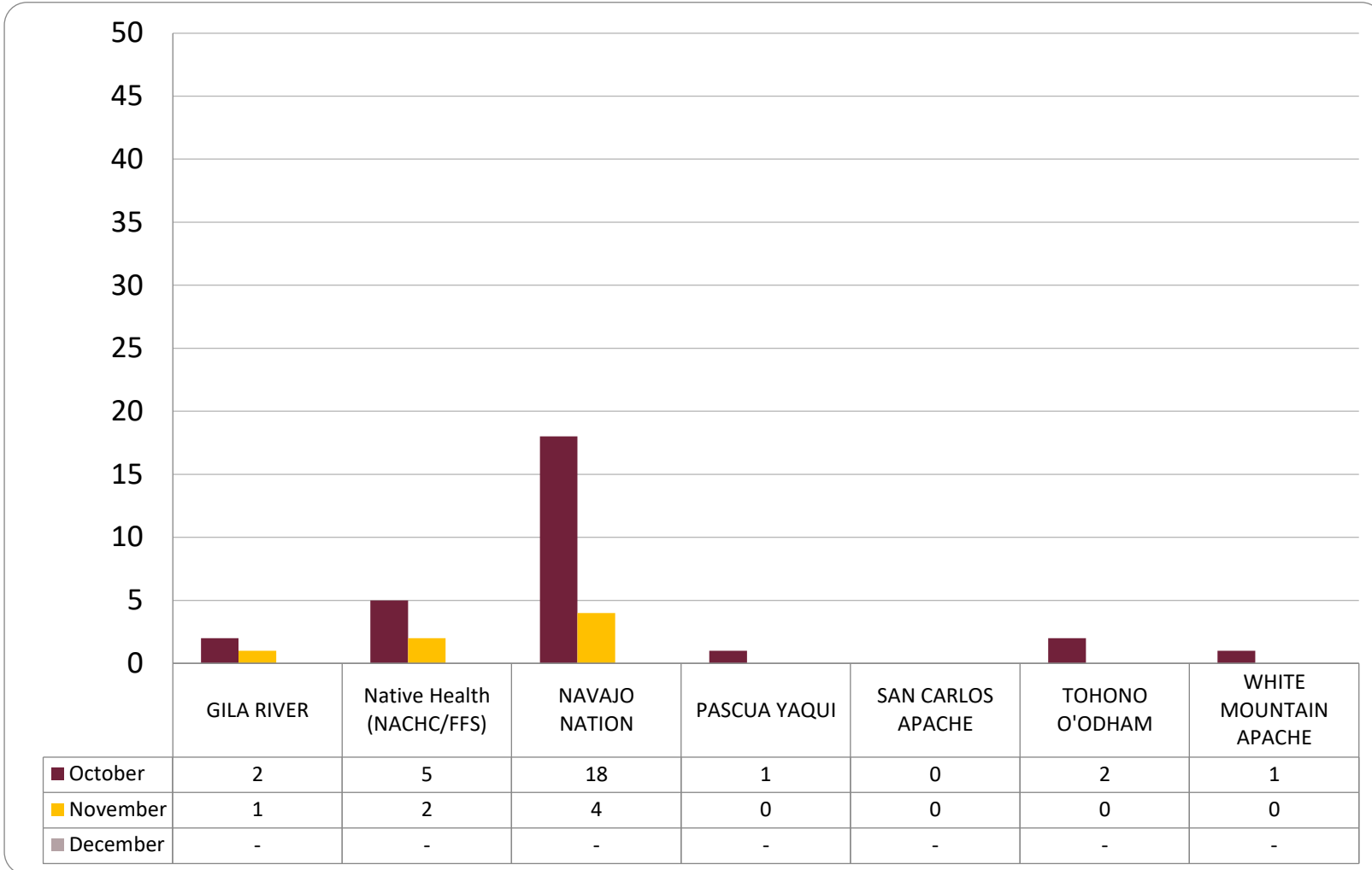


\*\* Department of Economic Security Division of Developmental Disabilities Long Term Care plan. This plan provides long term care services to ALTCS recipients with developmental disabilities.

# Eligibility Dashboard

Updated 01/04/2024

Count of Overrides by ALTCS Tribal Plan





# Eligibility Dashboard

Updated 01/04/2024

## Count of Overrides by Race

	Remaining from previous month	Count of Overrides resulting in approval	Count of Overrides resulting in discontinuance	Count of Remaining Overrides	
<b>Override Breakdown by RACE *</b>					<b>Percent to Total</b>
CAUCASIAN/WHITE	4,768	1,056	3,707	5	62.80%
BLACK	596	104	488	4	7.80%
NATIVE AMERICAN	618	119	499	-	8.00%
ASIAN INDIAN	138	39	99	-	1.70%
FILIPINO	20	3	17	-	0.30%
CHINESE	9	1	8	-	0.20%
NATIVE HAWAIIAN	7	1	6	-	0.10%
KOREAN	6	2	4	-	0.10%
JAPANESE	9	1	8	-	0.10%
VIETNAMESE	45	11	34	-	0.50%
GUAM/CHAMORRO	3	1	2	-	0.00%
SAMOAN	5	-	5	-	0.00%
NATHAW OR OTHER PACIFIC ISLANDER UNKNOWN	10	-	10	-	0.10%
<b>Data Unknown or not provided</b>					
UNSPECIFIED	1,076	122	954	-	13.60%
UNKNOWN	35	14	21	-	0.40%
Other	342	77	264	1	4.40%

\* Individuals can identify as more than one race, resulting in inflated numbers.

This information is provided voluntarily during the application process, is self-reported and in some cases may be incomplete data that can change over time



## Eligibility Dashboard

Updated 01/04/2024

### Count of Overrides by Ethnicity

	Remaining from previous month	Count of Overrides resulting in approval	Count of Overrides resulting in discontinuance	Count of Remaining Overrides	
<b>Override Breakdown by Ethnicity*</b>					<b>Percent to Total</b>
Mexican, Mexican American or Chicano	2,723	619	2,102	2	34.90%
Not of Hispanic or Latino/a or Spanish origin	2,230	496	1,730	4	28.40%
Hispanic or Latino/a Unknown	197	45	152	-	2.40%
Another Hispanic, Latino/a or Spanish origin	54	10	44	-	0.60%
Cuban	86	9	77	-	0.90%
Puerto Rican	28	1	23	4	0.40%
<b>Data Unknown or not provided</b>					
Ethnicity Unspecified	2,311	352	1,959	-	31.80%
Ethnicity Unknown	54	18	36	-	0.70%
Other	4	1	3	-	0.00%

\* Individuals can identify as more than one race, resulting in inflated numbers.

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