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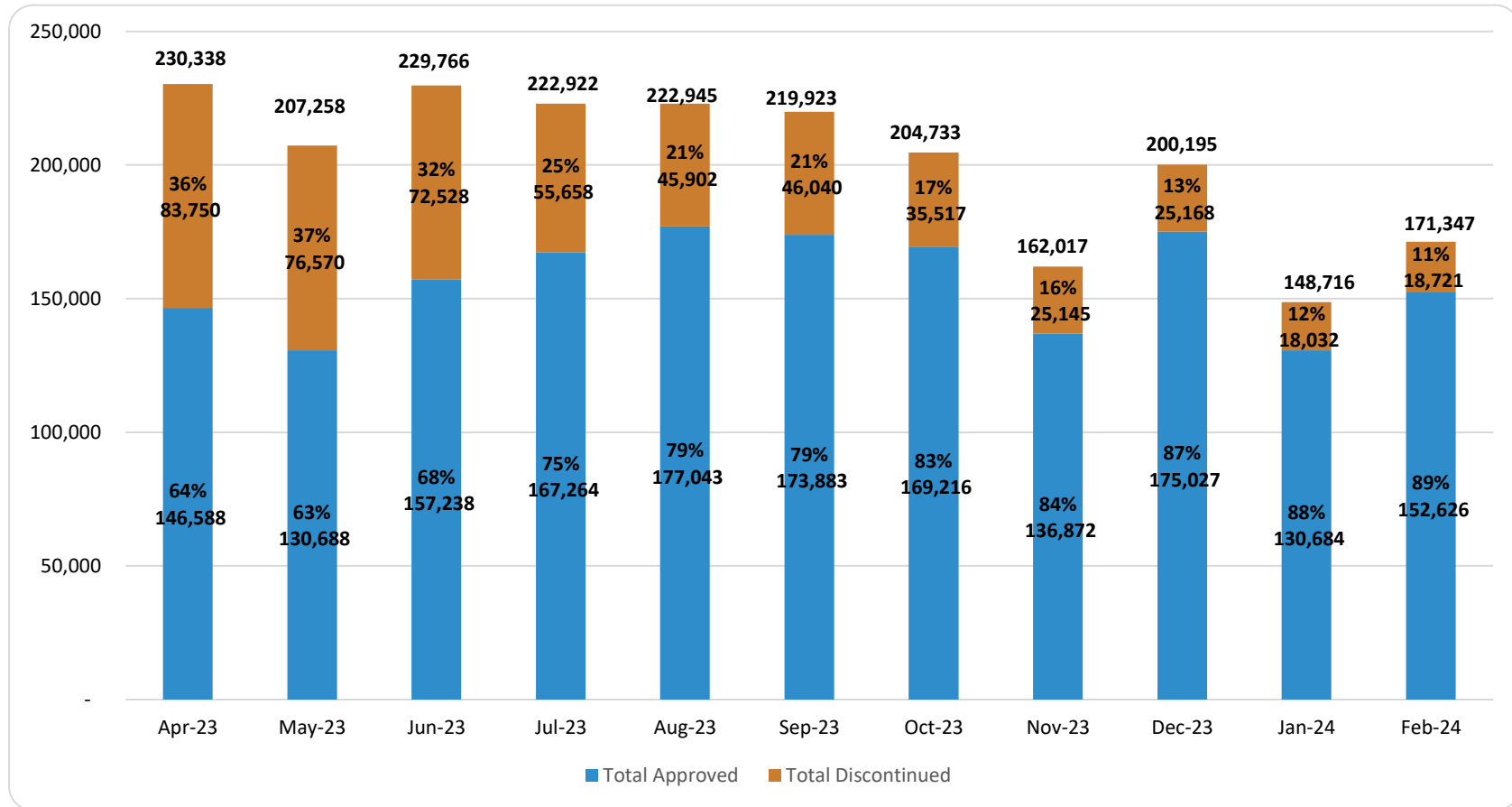
While this renewal work continues, AHCCCS is also processing new applications each month. The Initial Applications Report is posted on the Population Reports web page.

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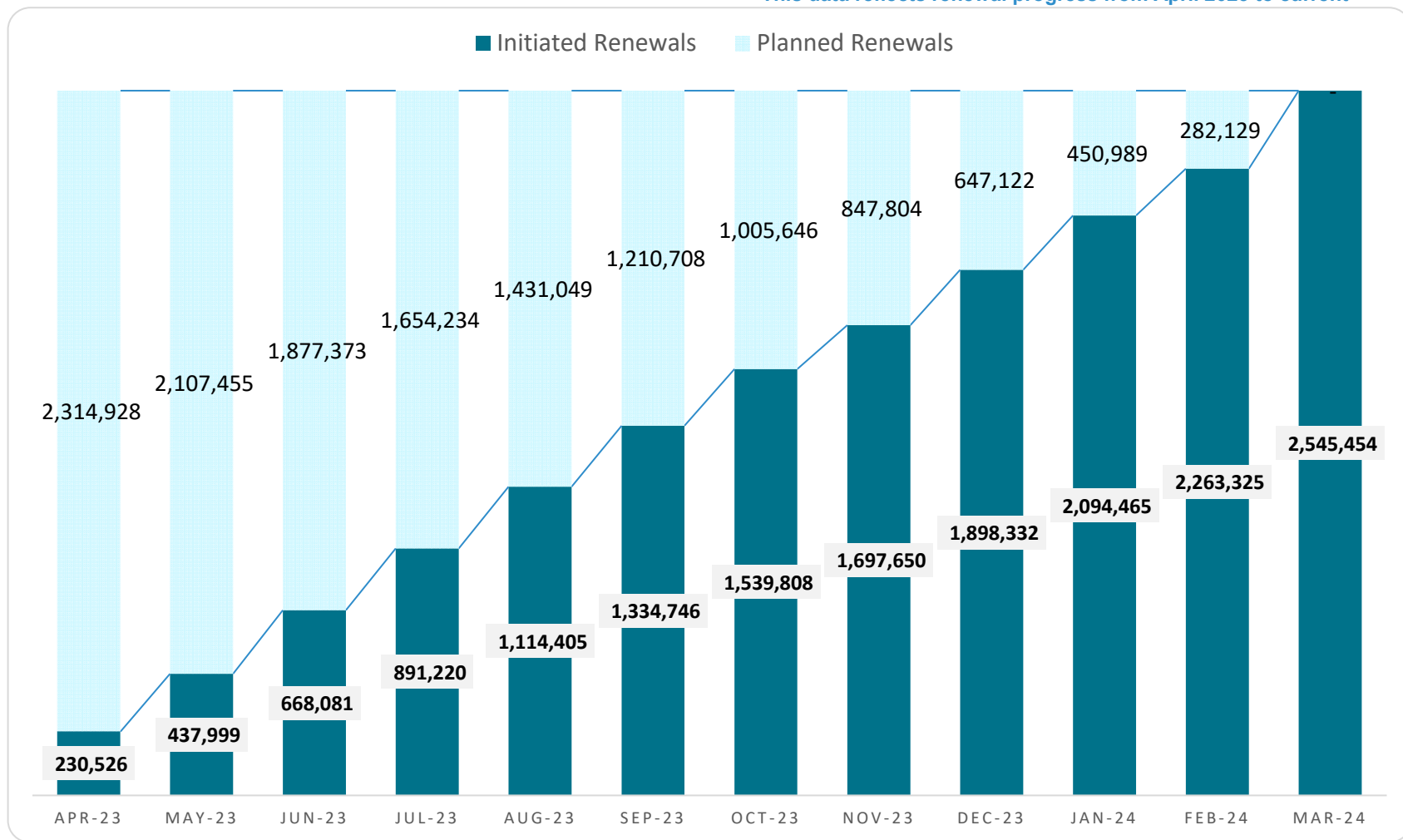
Note, due to rounding some values may not add to 100%.

Eligibility Dashboard
Updated 03/05/2024

AHCCCS
Arizona Health Care Cost Containment System

Total Individual Renewals Approved and Discontinued of Monthly Renewals Initiated
This data reflects renewal progress from April 2023 to current

Month	Total	Discontinued %	Discontinued	Approved %	Approved
Apr-23	230,338	36%	83,750	64%	146,588
May-23	207,258	37%	76,570	63%	130,688
Jun-23	229,766	32%	72,528	68%	157,238
Jul-23	222,922	25%	55,658	75%	167,264
Aug-23	222,945	21%	45,902	79%	177,043
Sep-23	219,923	21%	46,040	79%	173,883
Oct-23	204,733	17%	35,517	83%	169,216
Nov-23	162,017	16%	25,145	84%	136,872
Dec-23	200,195	13%	25,168	87%	175,027
Jan-24	148,716	12%	18,032	88%	130,684
Feb-24	171,347	11%	18,721	89%	152,626

■ Total Approved ■ Total Discontinued

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.

Eligibility Dashboard

Updated 03/05/2024

Number of Renewals Initiated Each Month from the Total Number Planned

This data reflects renewal progress from April 2023 to current

Legend: ■ Initiated Renewals ■ Planned Renewals

Month	Planned Renewals	Initiated Renewals
APR-23	2,314,928	230,526
MAY-23	2,107,455	437,999
JUN-23	1,877,373	668,081
JUL-23	1,654,234	891,220
AUG-23	1,431,049	1,114,405
SEP-23	1,210,708	1,334,746
OCT-23	1,005,646	1,539,808
NOV-23	847,804	1,697,650
DEC-23	647,122	1,898,332
JAN-24	450,989	2,094,465
FEB-24	282,129	2,263,325
MAR-24		2,545,454

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.

City	County	Total Upcomming Renewals
Phoenix	Maricopa	-
Mesa	Maricopa	-
Glendale	Maricopa	-
Chandler	Maricopa	-
Peoria	Maricopa	-
Tempe	Maricopa	-
Gilbert	Maricopa	-
Scottsdale	Maricopa	-
Avondale	Maricopa	-
Buckeye	Maricopa	-
Surprise	Maricopa	-
Laveen	Maricopa	-
Goodyear	Maricopa	-
El Mirage	Maricopa	-
Sun City	Maricopa	-
Fountain Hills	Maricopa	-
Sun City West	Maricopa	-
Maricopa County Other	Maricopa	-
Total	**Maricopa**	-

City	County	Total Upcomming Renewals
Tucson	Pima	-
Marana	Pima	-
Sahuarita	Pima	-
Green Valley	Pima	-
Pima County Other	Pima	-
Total	**Pima**	-

| City	County	Total Upcomming Renewals
Casa Grande	Pinal	-
San Tan Valley	Pinal	-
Maricopa	Pinal	-
Apache Junction	Pinal	-
Queen Creek	Pinal	-
Florence	Pinal	-
Pinal County Other	Pinal	-
Total	**Pinal**	-

*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.

Renewals Left to Initiate by Location

City	County	Total Upcomming Renewals
Yuma	Yuma	-
San Luis	Yuma	-
Yuma County Other	Yuma	-
Total	**Yuma**	-

City	County	Total Upcomming Renewals
Prescott Valley	Yavapai	-
Prescott	Yavapai	-
Yavapai County Other	Yavapai	-
Total	**Yavapai**	-

City	County	Total Upcomming Renewals
Kingman	Mohave	-
Bullhead City	Mohave	-
Lake Havasu City	Mohave	-
Mohave County Other	Mohave	-
Total	**Mohave**	-

City	County	Total Upcomming Renewals
Flagstaff	Coconino	-
Coconino County Other	Coconino	-
Total	**Coconino**	-

City	County	Total Upcomming Renewals
Sierra Vista	Cochise	-
Cochise County Other	Cochise	-
Total	**Cochise**	-

City	County	Total Upcomming Renewals
Total*^	**Navajo**	-
Total*^	**Apache**	-
Total*^	**Santa Cruz**	-
Total*^	**Gila**	-
Total*^	**Graham**	-
Total	**Other***	-

*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.
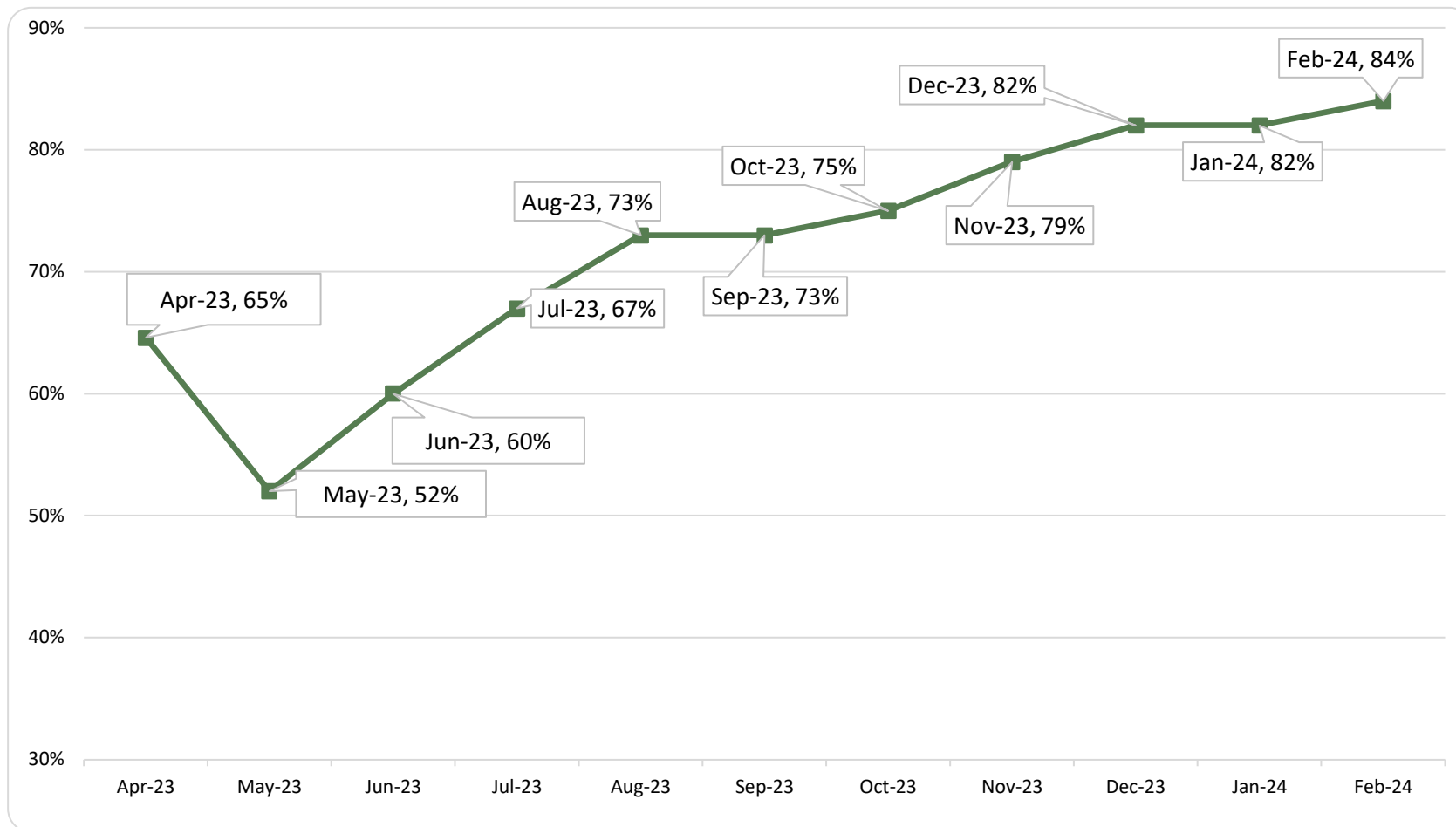
Exparte approvals occur when AHCCCS has enough information through electronic sources to renew Medicaid eligibility automatically without member or state staff intervention. Our electronic sources include real-time data from State and Federal databases including but not limited to: earned income verification from Equifax, residency verification from DMV, citizenship, Medicare and other income information from SSA, and more.
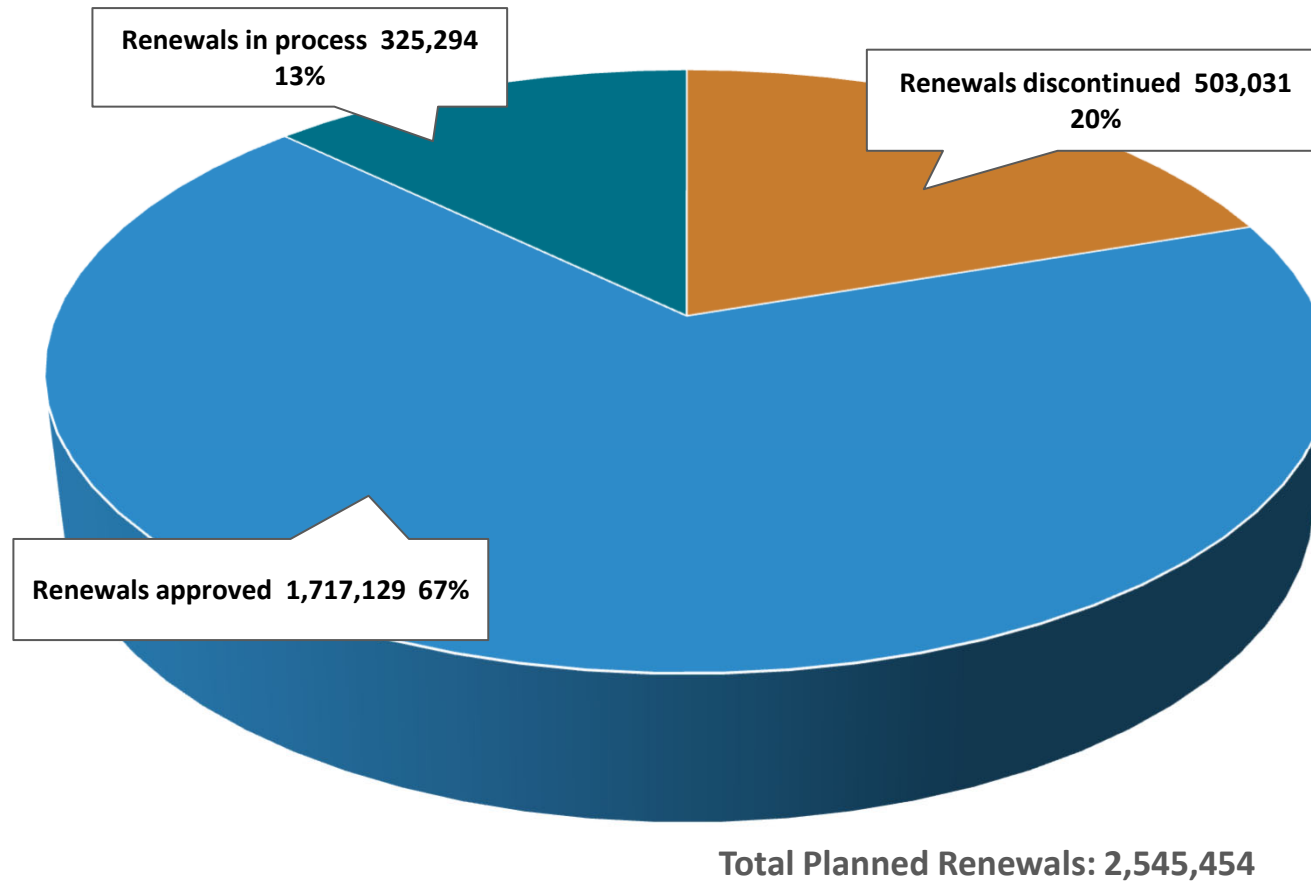
Data calculations were modified in August 2023 to match CMS reporting criteria.

![AHCCCS - Arizona Health Care Cost Containment System]

Renewals in process 325,294
13%

Renewals discontinued 503,031
20%

Renewals approved 1,717,129 67%

Total Planned Renewals: 2,545,454

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.

Discontinued 65 +
23,007 5%

Discontinued Under age 19* 178,469
35%

Discontinued Age 19 - 64 301,555
60%

Total Discontinuances: 503,031
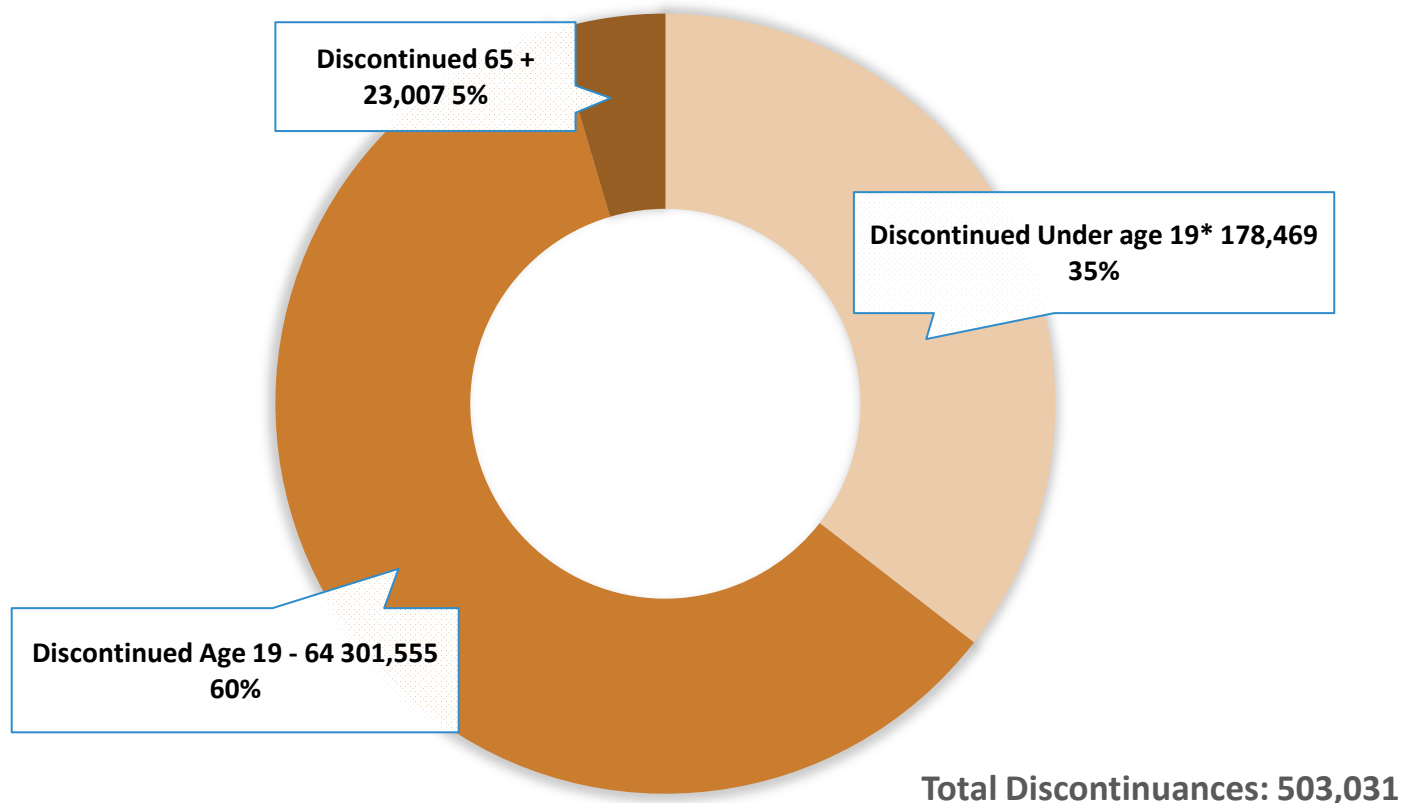
*Under age 19 includes KidsCare and other child Medicaid programs.

![AHCCCS - Arizona Health Care Cost Containment System]

Procedural - Other†: 70,586 14%

Factual: 204,431 41%

**Procedural - Income exceeds limit: 147,578 29%

**Procedural - Aged out and not eligible for another program: 80,436 16%

Total Discontinuances: 503,031
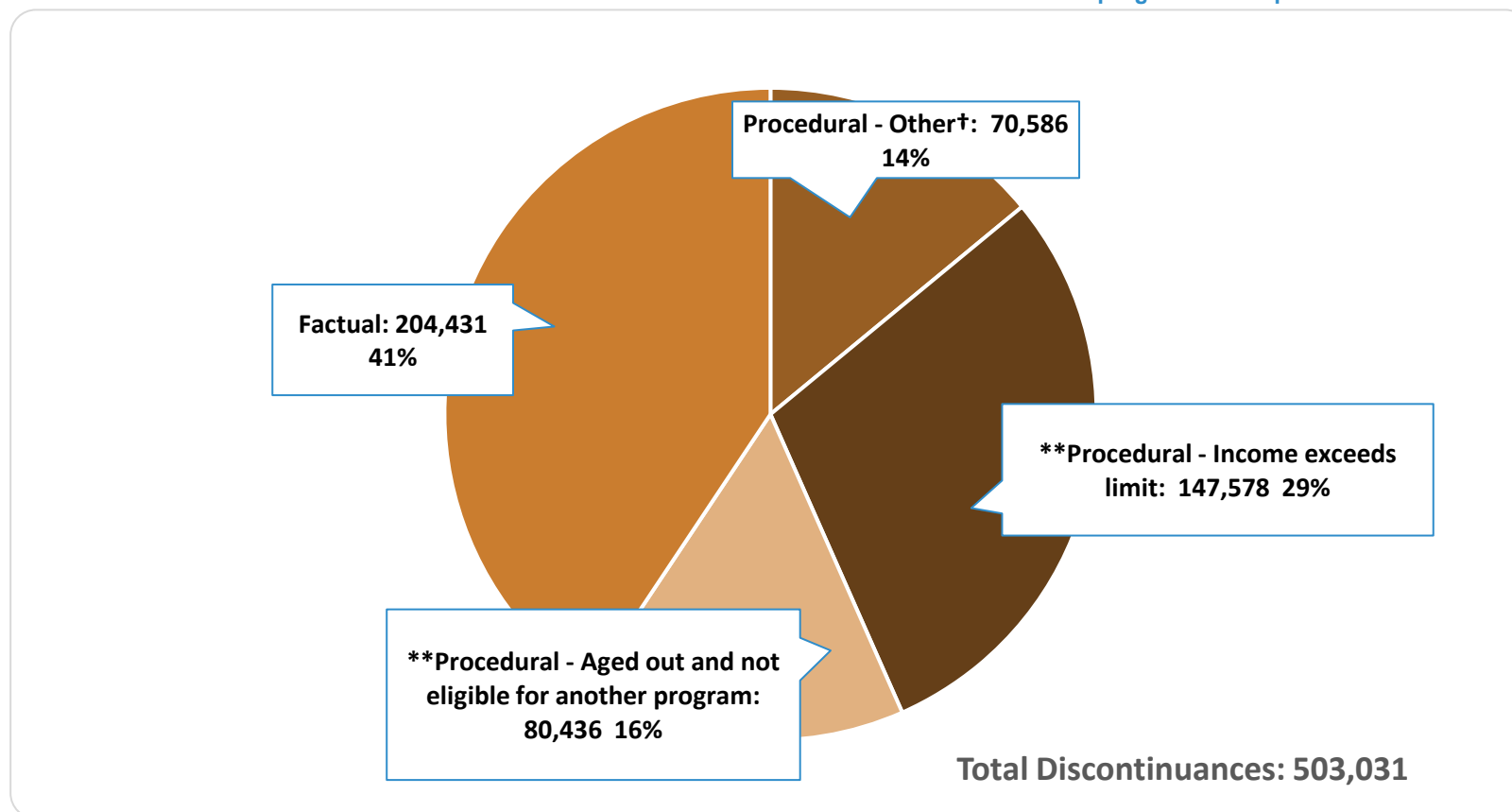
Factual discontinuance means AHCCCS eligibility ended because the customer no longer meets one or more conditions of eligibility. Examples include: income higher than the program limits, no longer an Arizona resident.

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.

Eligibility Dashboard

Updated 03/05/2024

Total Discontinuance 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	90,299	4,681	8,571	5,664	158	89,351	46,997	40,888	286,609
Pima	24,374	1,452	2,089	1,113	33	20,416	10,891	10,310	70,678
Pinal	12,541	494	1,341	741	21	11,011	5,494	4,568	36,211
Yuma	8,219	401	488	425	7	5,059	3,071	2,561	20,231
Mohave	5,680	492	554	661	5	4,309	2,480	2,195	16,376
Yavapai	4,293	290	535	262	-	3,929	2,228	1,858	13,395
Navajo	3,436	261	233	247	5	2,719	1,818	1,680	10,399
Coconino	2,730	248	297	184	5	2,916	1,572	1,416	9,368
Cochise	2,785	209	281	191	2	2,173	1,349	1,152	8,142
Apache	1,941	248	180	230	4	1,648	1,323	1,193	6,767
Santa Cruz	1,903	88	86	74	4	1,352	934	806	5,247
Other county in state	2,547	263	284	170	2	2,378	1,736	1,422	8,802
Other county out of state	697	39	472	8,199	2	317	543	537	10,806
Total	161,445	9,166	15,411	18,161	248	147,578	80,436	70,586	503,031

* 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.

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
Jan-24	4,651	8,490
Feb-24	3,325	5,971

* 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.

| State Targeted Outreach Efforts	
Automated address updates via NCOA*	57,772
Response required renewal reminders mailed**	310,474
AHCCCS Connect proactive conversations‡	9,620,973
Post discontinuance text messages sent†	233,213
Post discontinuance emails sent†	120,732
Post discontinuance phone calls made†	131,337
Post discontinuance letters sent†	188,997
Returned mail QR codes processed+	25,928
Total Outreach Completed to Date	**10,689,426**

*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.

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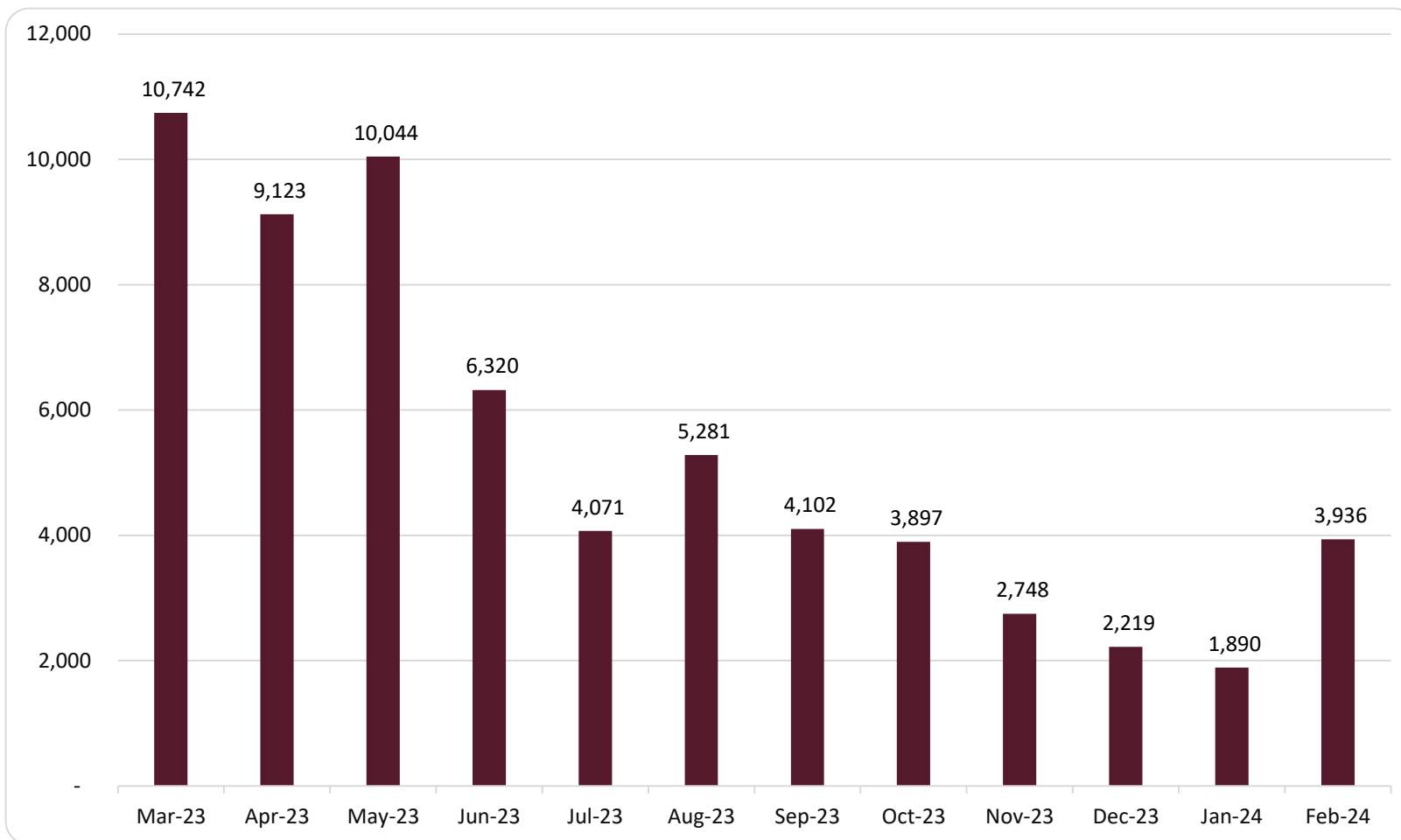
Prior to generating renewals, AHCCCS performs a check with the National Change of Address (NCOA) service. These efforts began in May 2023.

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.
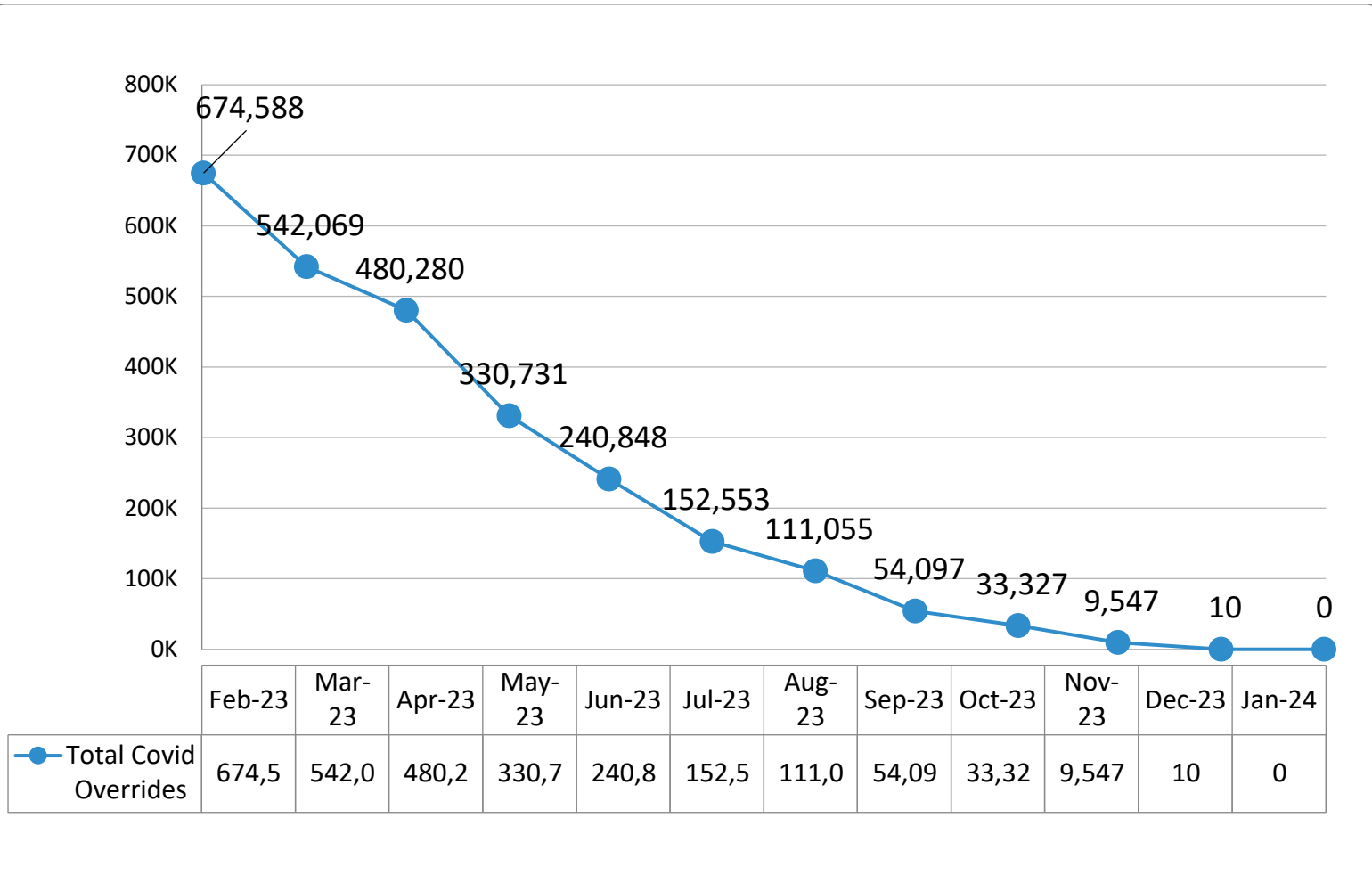
This data reflects totals from April 2023 to current

In process 1,987 1%

Not eligible 51,787
40%

Eligible and enrolled 76,714
59%

Total: 130,488
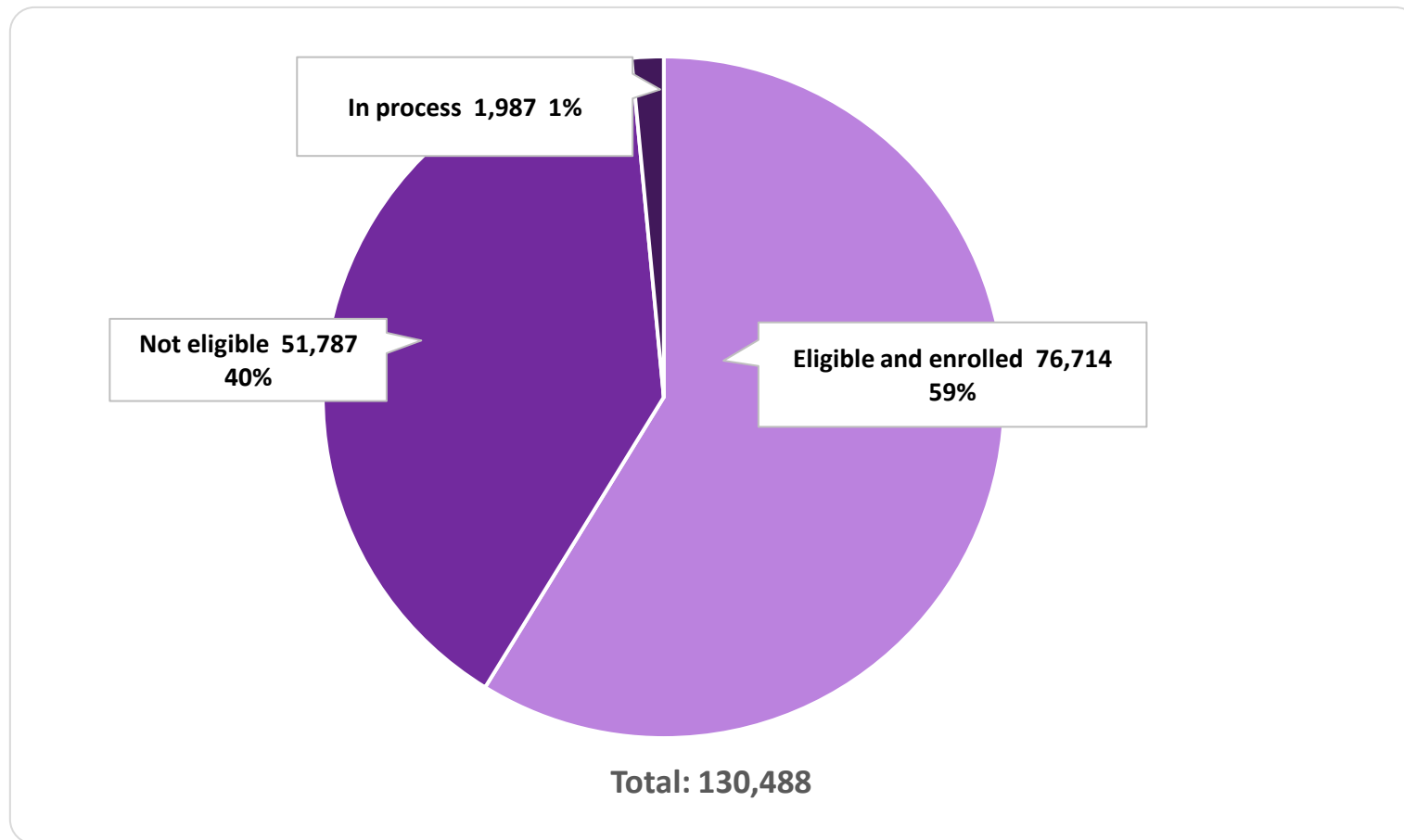
* The data reflected on this slide represents individuals who completed their renewal within the 90-day reconsideration period.

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."

![AHCCCS - Arizona Health Care Cost Containment System]

	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Total Covid Overrides	674,5	542,0	480,2	330,7	240,8	152,5	111,0	54,09	33,32	9,547	10	0

Chart values: 674,588 · 542,069 · 480,280 · 330,731 · 240,848 · 152,553 · 111,055 · 54,097 · 33,327 · 9,547 · 10 · 0

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.

Total overrides discontinued
280,155 47%

Total override approvals
315,924 53%

Total: 596,079
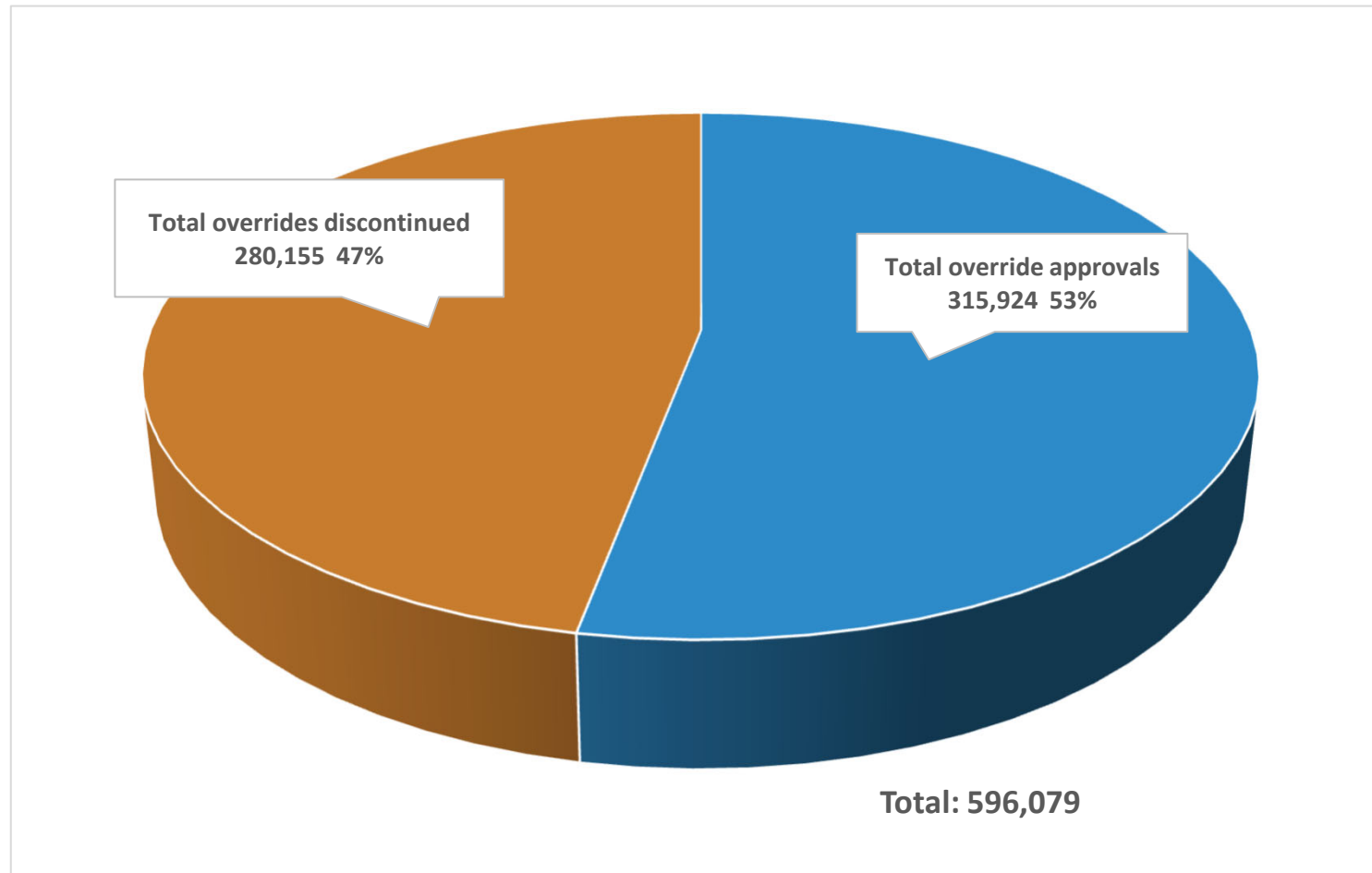
This data reflects individuals who were once in an override status and had determination during a renewal period.

Note- some individuals moved out of override status prior to their renewal period, including people who moved out of state, passed away, voluntarily withdrew form Medicaid, reported a change and had a determination outside of a renewal period.