

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.

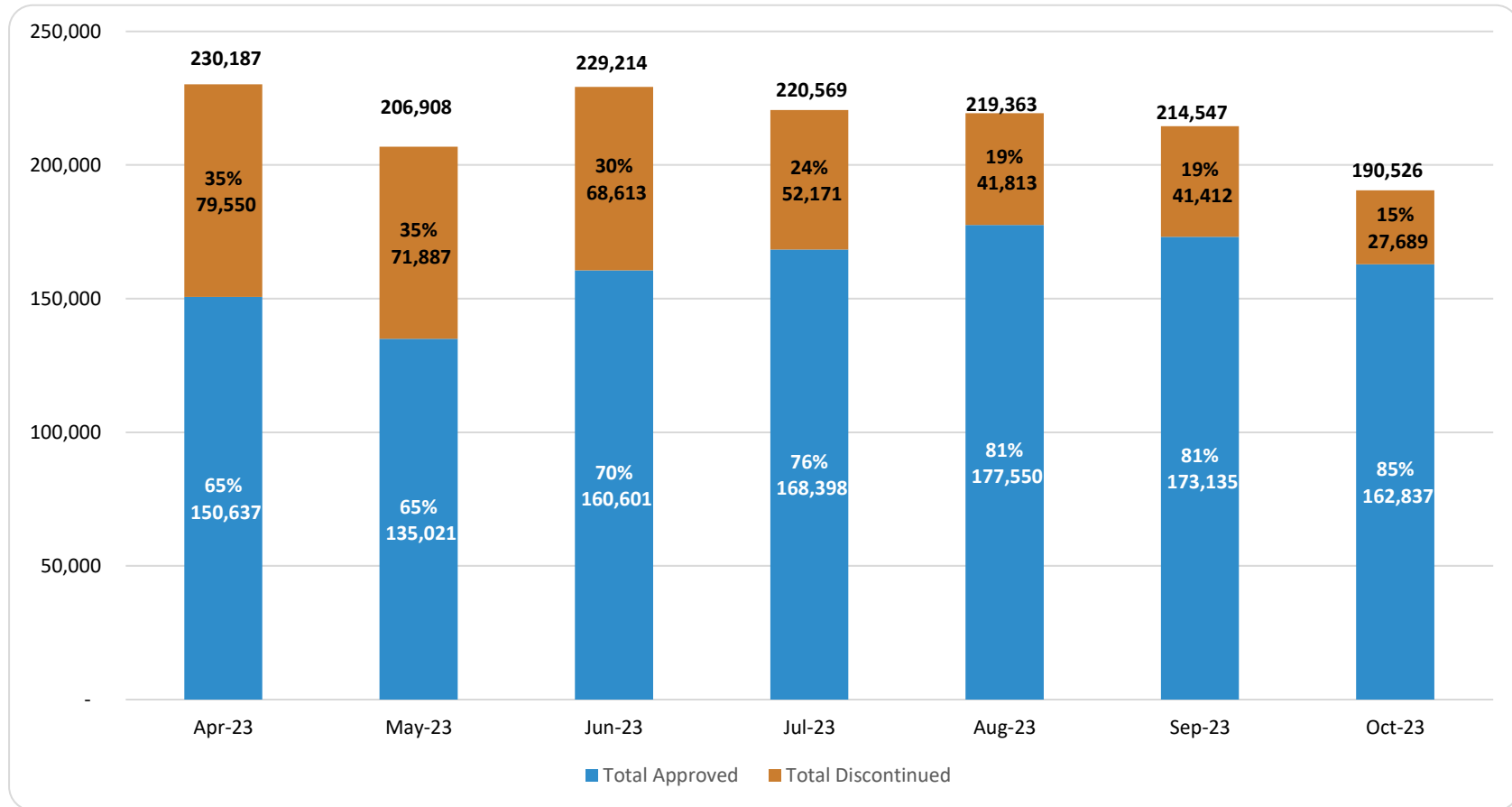
Between April 2023 and March 2024, eligibility for every AHCCCS member will be redetermined. Members who are factually or procedurally ineligible will be disenrolled. AHCCCS will refer factually ineligible individuals to the federal Healthcare Marketplace.

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](#).

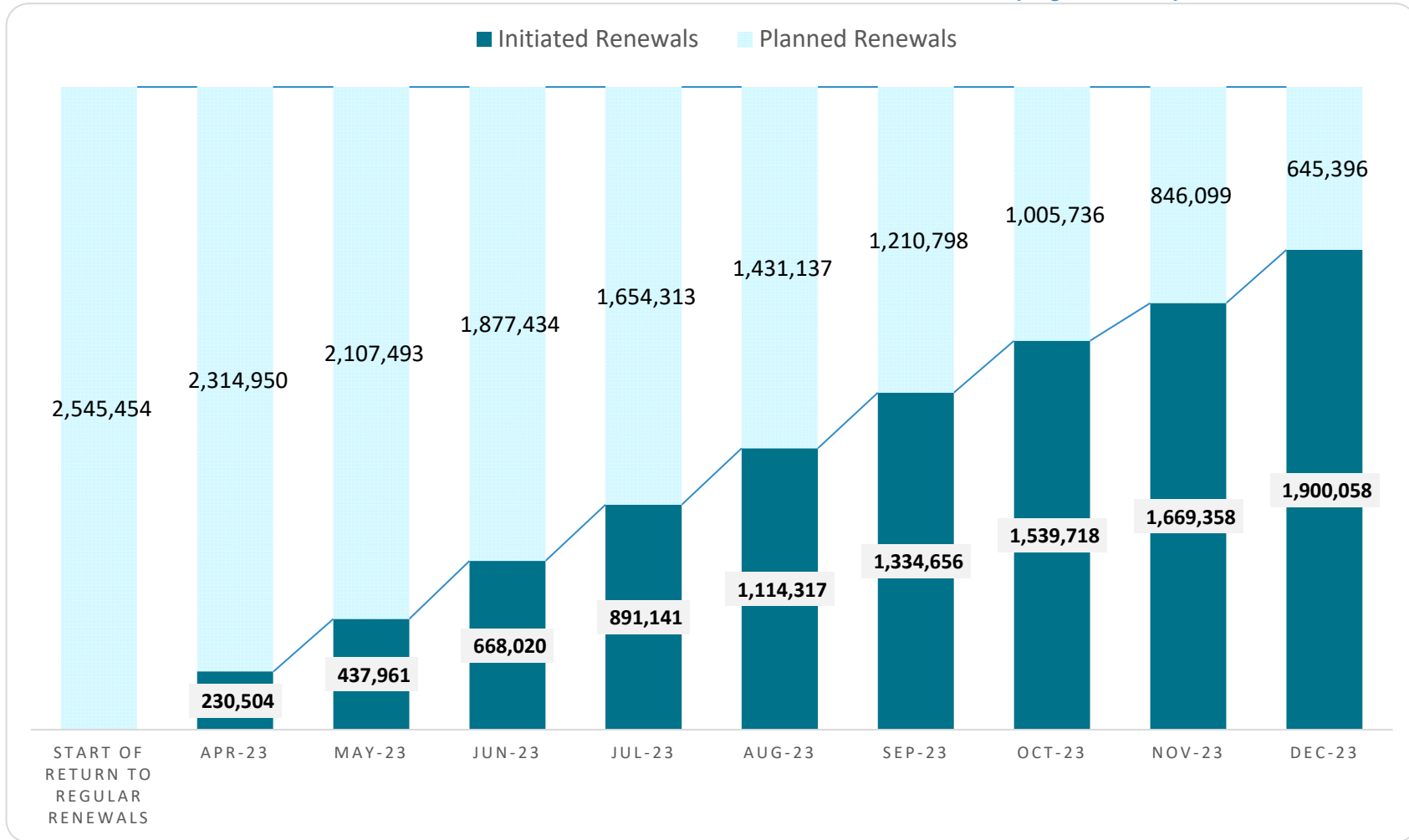
AHCCCS is the single state agency for the administration of Arizona's Medicaid program. AHCCCS partners with the Arizona Department of Economic Security (ADES) for eligibility processes and resources in order to streamline applications for Medicaid, SNAP, and TANF.

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.



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 11/09/2023

Renewals Left to Initiate by Location

City	County	Total Upcoming Renewals
Phoenix	Maricopa	155,369
Mesa	Maricopa	52,442
Glendale	Maricopa	38,110
Chandler	Maricopa	17,133
Peoria	Maricopa	14,564
Tempe	Maricopa	12,816
Gilbert	Maricopa	12,094
Scottsdale	Maricopa	11,095
Avondale	Maricopa	10,816
Buckeye	Maricopa	10,279
Surprise	Maricopa	10,097
Laveen	Maricopa	6,484
Goodyear	Maricopa	6,295
El Mirage	Maricopa	5,012
Sun City	Maricopa	1,964
Fountain Hills	Maricopa	700
Sun City West	Maricopa	492
Maricopa County Other	Maricopa	16,681
Total	Maricopa	382,443

City	County	Total Upcoming Renewals
Tucson	Pima	95,762
Marana	Pima	2,431
Sahuarita	Pima	1,985
Green Valley	Pima	1,021
Pima County Other	Pima	3,462
Total	Pima	104,661

City	County	Total Upcoming Renewals
Casa Grande	Pinal	8,989
San Tan Valley	Pinal	7,216
Maricopa	Pinal	6,729
Apache Junction	Pinal	5,032
Queen Creek	Pinal	4,191
Florence	Pinal	2,457
Pinal County Other	Pinal	10,684
Total	Pinal	45,298

*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 11/09/2023

Renewals Left to Initiate by Location

City	County	Total Upcomming Renewals
Yuma	Yuma	18,875
San Luis	Yuma	7,123
Yuma County Other	Yuma	4,138
Total	Yuma	30,136

City	County	Total Upcomming Renewals
Flagstaff	Coconino	6,058
Coconino County Other	Coconino	7,931
Total	Coconino	13,989

City	County	Total Upcomming Renewals
Prescott Valley	Yavapai	4,386
Prescott	Yavapai	3,894
Yavapai County Other	Yavapai	10,910
Total	Yavapai	19,190

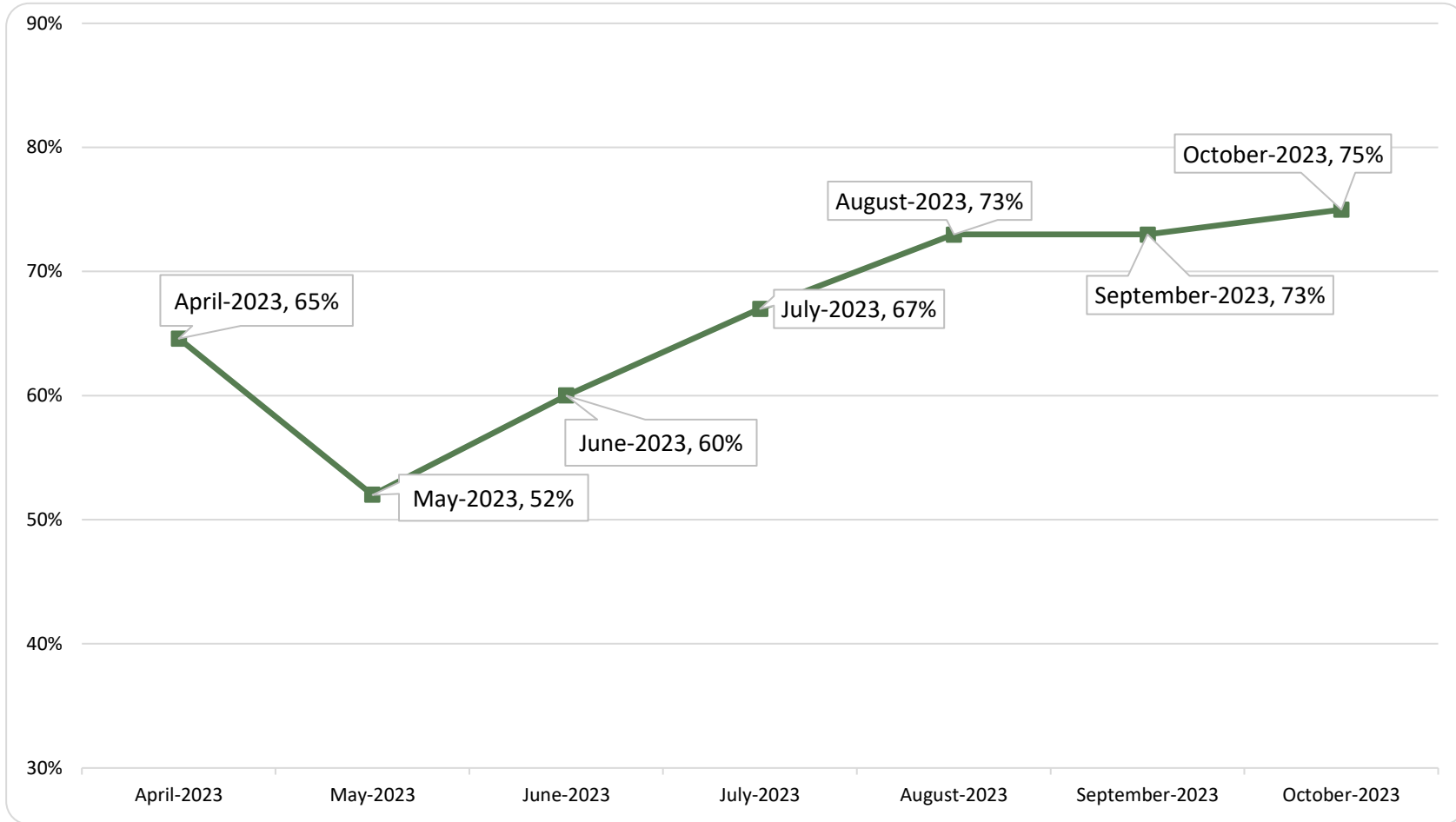
City	County	Total Upcomming Renewals
Sierra Vista	Cochise	4,313
Cochise County Other	Cochise	8,674
Total	Cochise	12,987

City	County	Total Upcomming Renewals
Kingman	Mohave	7,516
Bullhead City	Mohave	5,795
Lake Havasu City	Mohave	4,548
Mohave County Other	Mohave	6,200
Total	Mohave	24,059

City	County	Total Upcomming Renewals
Total*^	Navajo	16,441
Total*^	Apache	11,281
Total*^	Santa Cruz	7,499
Total*^	Gila	5,481
Total*^	Graham	6,066
Total	Other*	13,216

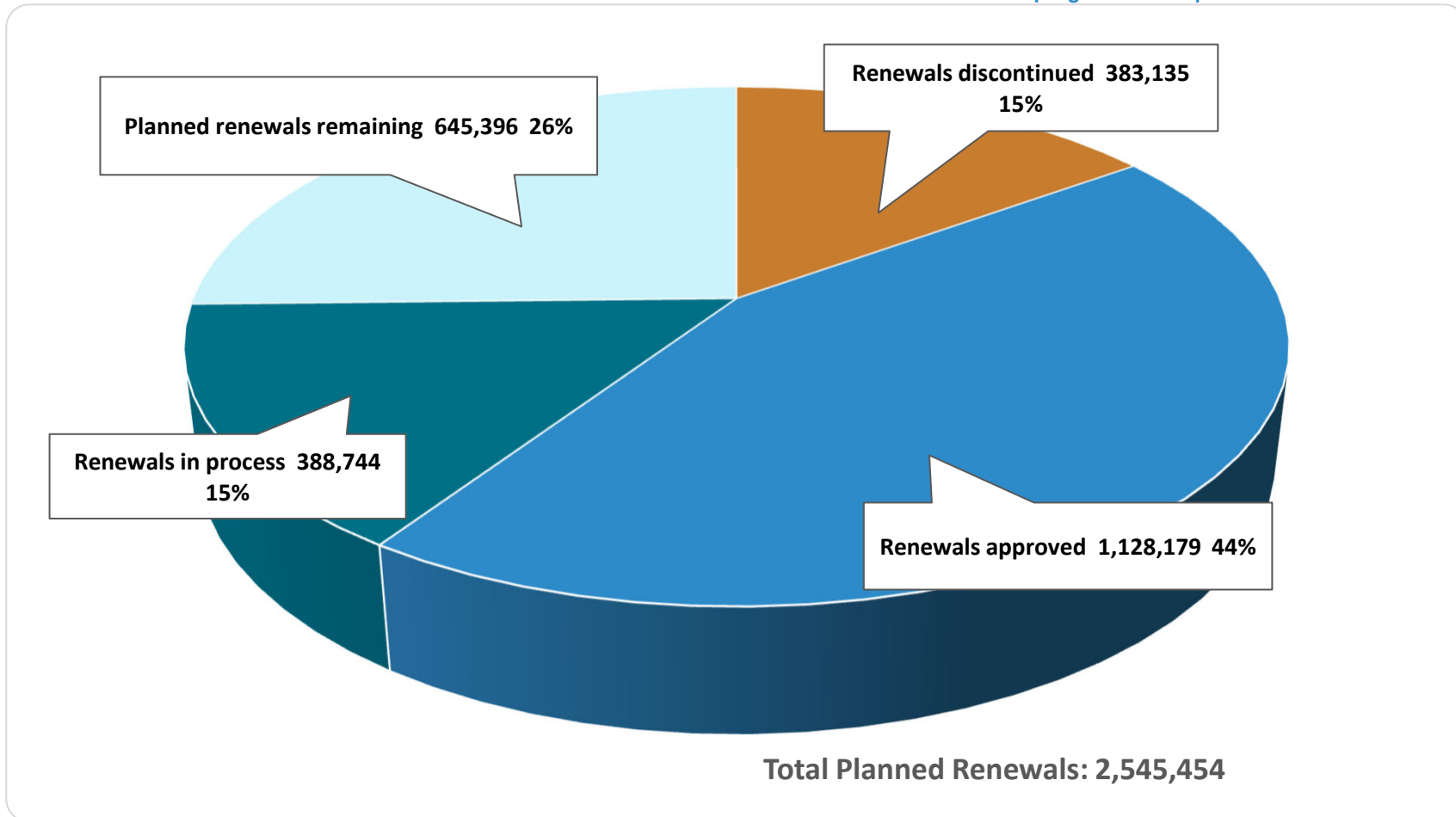
*Other Includes individuals with zip codes that are not incorporated and or locations with populations less than 20,000 based on publicly available Census data.

^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.



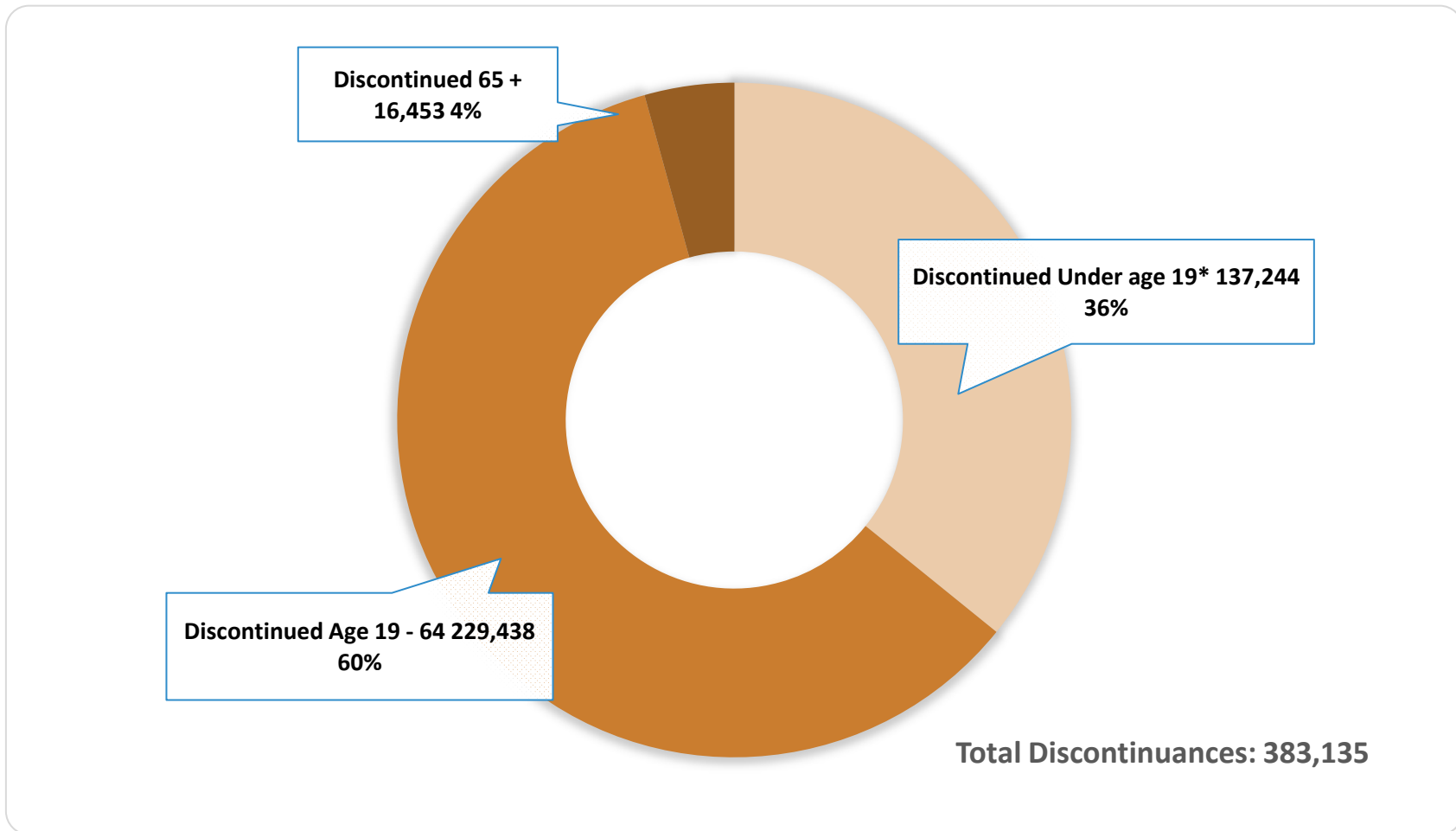
All data published in this report is a snapshot in time and reflects what happened during the reporting period. Population numbers may not match other published report totals due to the timing of each individual report.

Eligibility Dashboard

Updated 11/09/2023

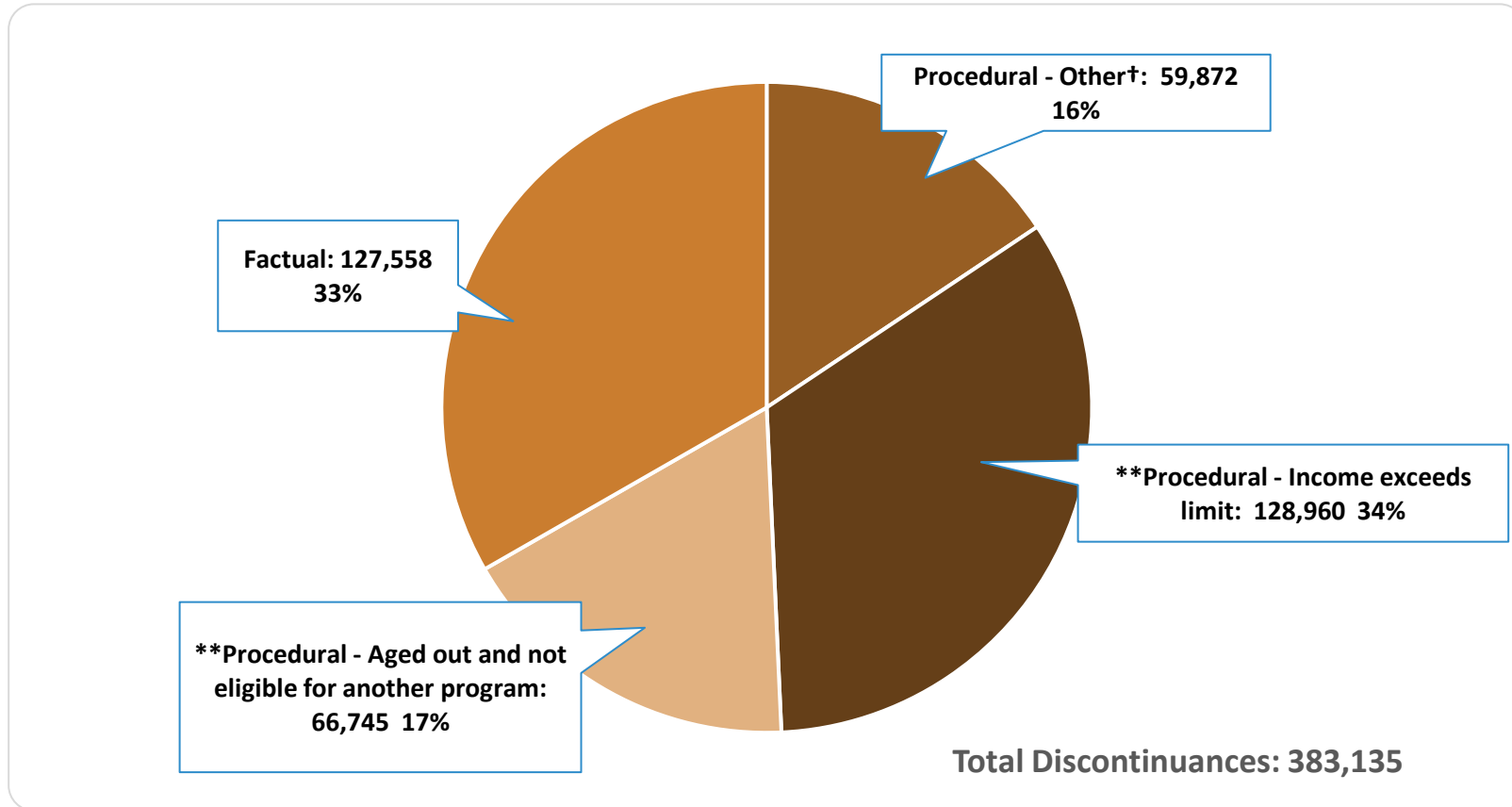
Total Renewal Discontinuances by Age

This data reflects renewal progress from April 2023 to current



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

ck o



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, and missing signatures.



Eligibility Dashboard

Updated 11/09/2023

Total Discontinuance by County

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	59,997	1,871	4,810	2,370	35	78,092	38,843	34,376	220,394
Pima	16,242	544	1,168	469	8	18,133	8,950	8,753	54,267
Pinal	8,169	219	819	327	1	9,470	4,605	3,990	27,600
Yuma	4,859	146	254	230	6	4,376	2,639	2,212	14,722
Mohave	3,645	194	322	257	-	3,757	1,997	1,859	12,031
Yavapai	2,932	96	299	112	-	3,418	1,931	1,590	10,378
Navajo	2,247	91	136	112	-	2,381	1,580	1,478	8,025
Coconino	1,903	84	128	69	-	2,492	1,315	1,217	7,208
Cochise	1,693	88	161	65	1	1,865	1,090	1,026	5,989
Apache	1,254	79	79	112	2	1,429	1,044	1,042	5,041
Santa Cruz	1,155	38	38	42	1	1,165	872	735	4,046
Other county in state	1,715	114	169	78	1	2,135	1,508	1,213	6,933
Other county out of state	272	14	315	4,901	-	247	371	381	6,501
Total	106,083	3,578	8,698	9,144	55	128,960	66,745	59,872	383,135

* 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 11/09/2023

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

* 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 11/09/2023

Total Targeted Outreach Efforts

This data reflects total outreach from April 2023 to current

State Targeted Outreach Efforts	
Automated address updates via NCOA*	45,181
Response required renewal reminders mailed**	238,145
AHCCCS Connect proactive conversations‡	5,317,997
Post discontinuance text messages sent†	184,662
Post discontinuance emails sent†	83,642
Post discontinuance phone calls made†	99,780
Post discontinuance letters sent†	141,214
Returned mail QR codes processed+	11,731
Total Outreach Completed to Date	6,122,352

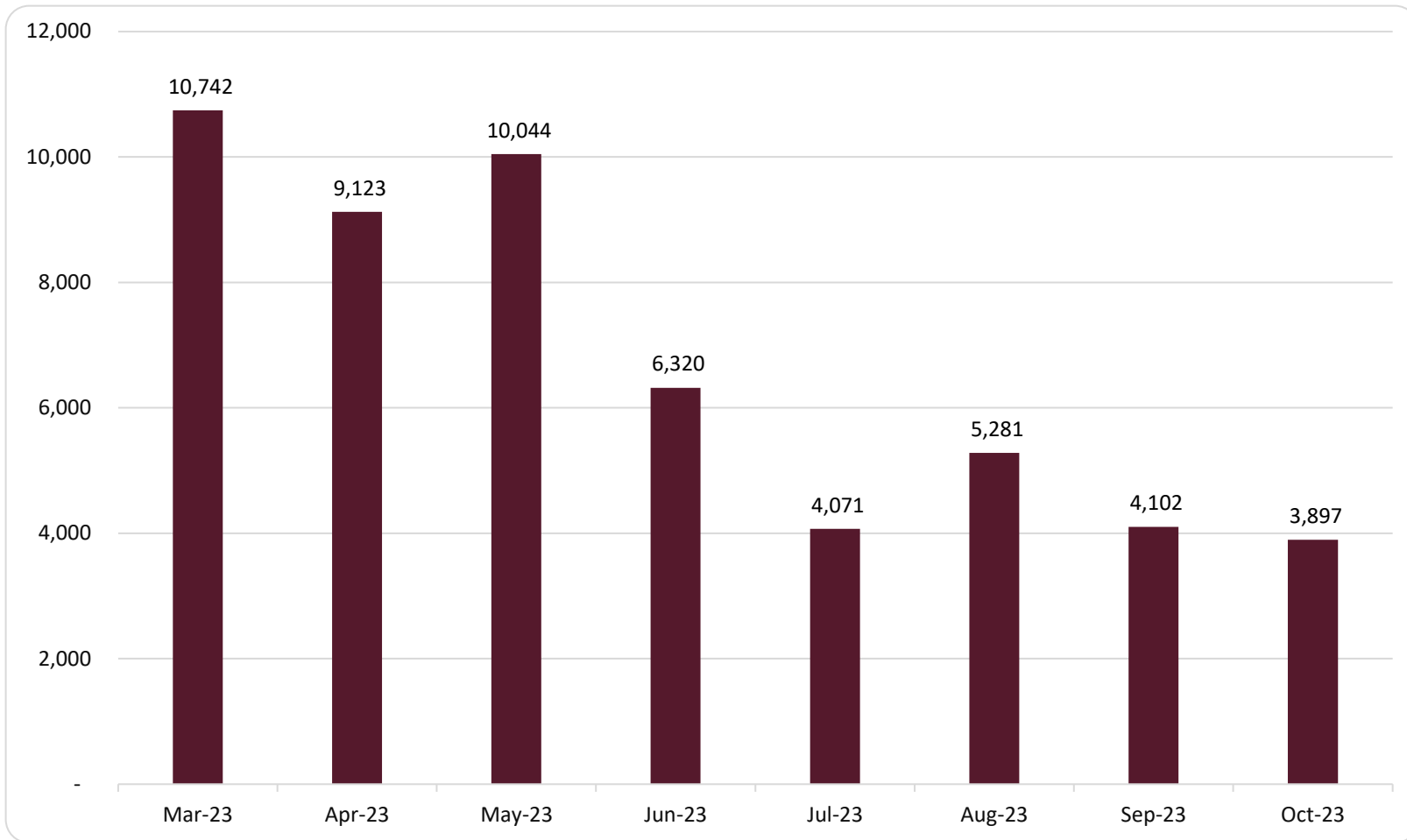
*Prior to generating renewals, AHCCCS performs a check with the National Change of Address (NCOA) service.

**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 renewal submission, due date reminders and eligibility outcomes.

†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.

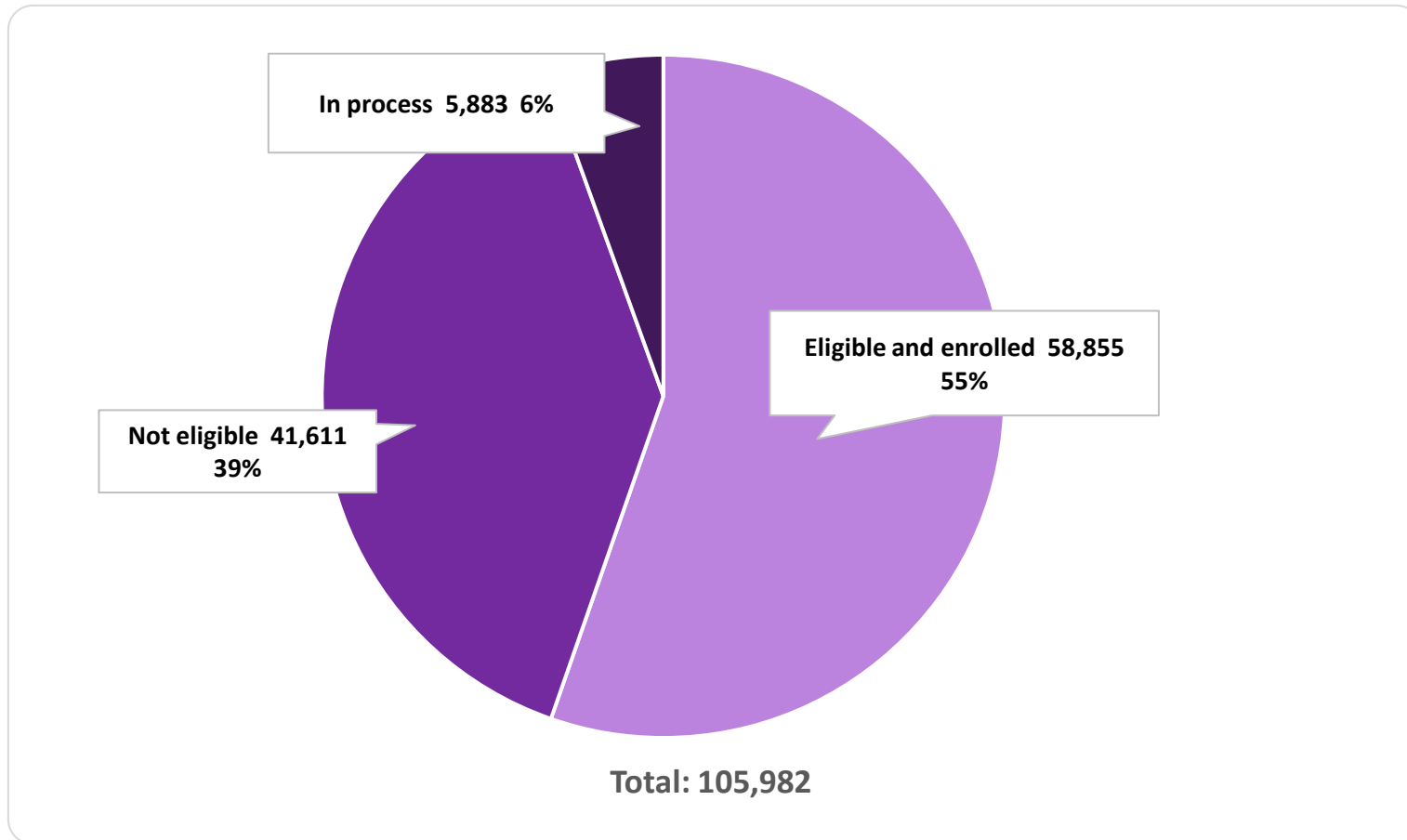


Prior to generating renewals, AHCCCS performs a check with the National Change of Address (NCOA) service. These efforts began in May 2023.

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.

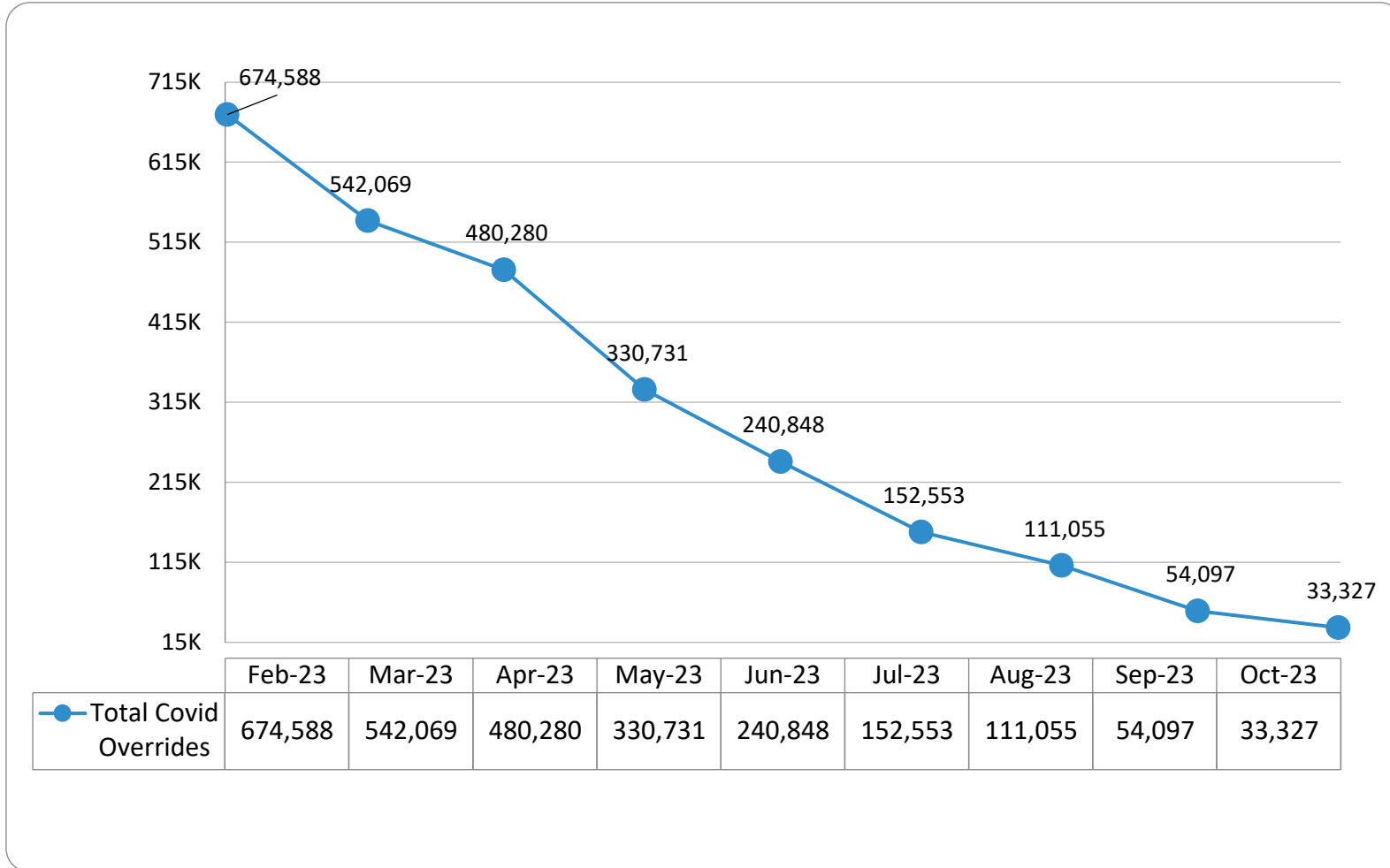
This data reflects totals from April 2023 to current



* 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."



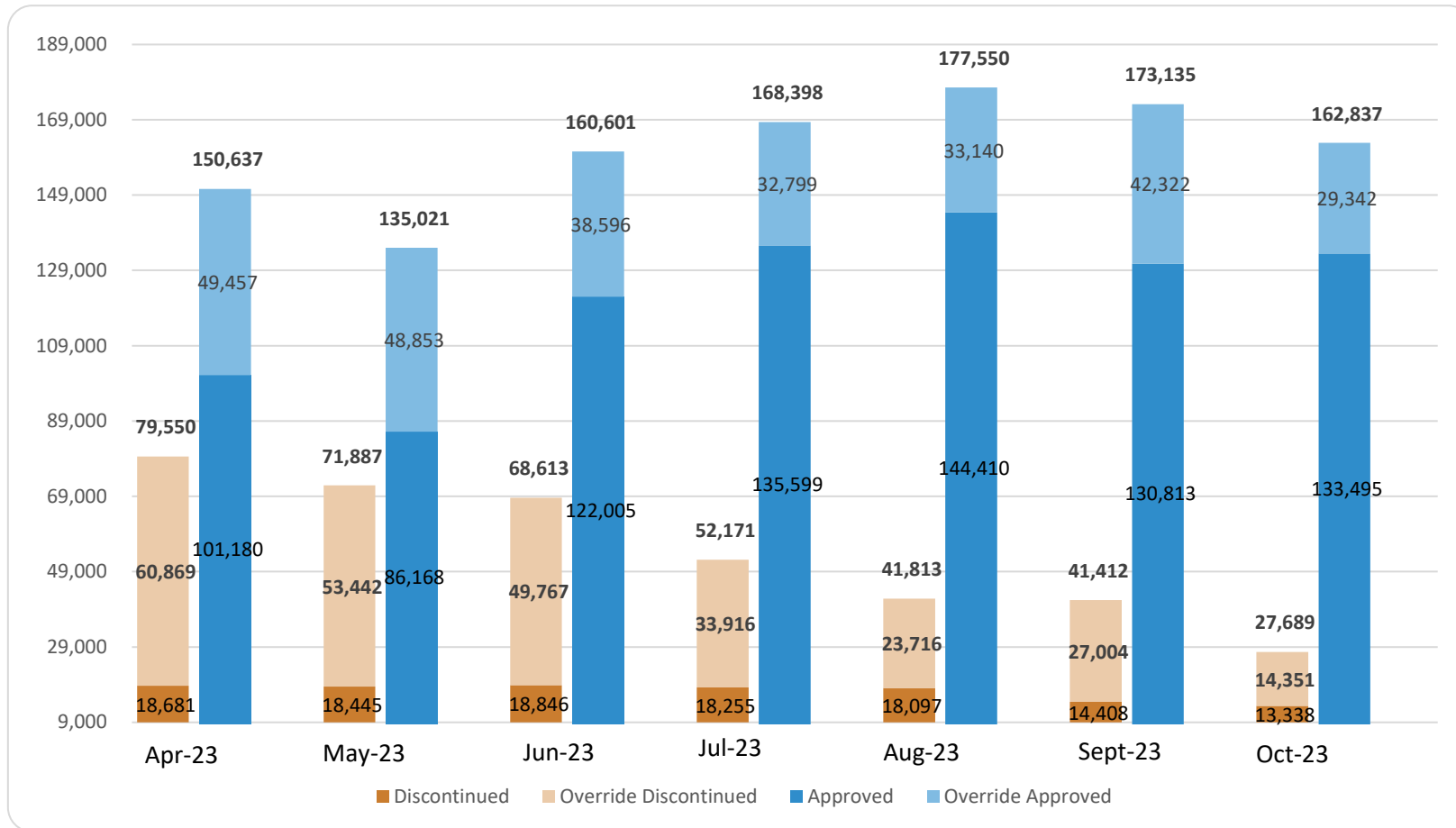
This data reflects individuals who were once in an override status and have since completed a renewal or user generated change. Factual Covid override populations must be processed by Dec. 31, 2023 per legislation A.R.S. § 36-2905.05.

Eligibility Dashboard

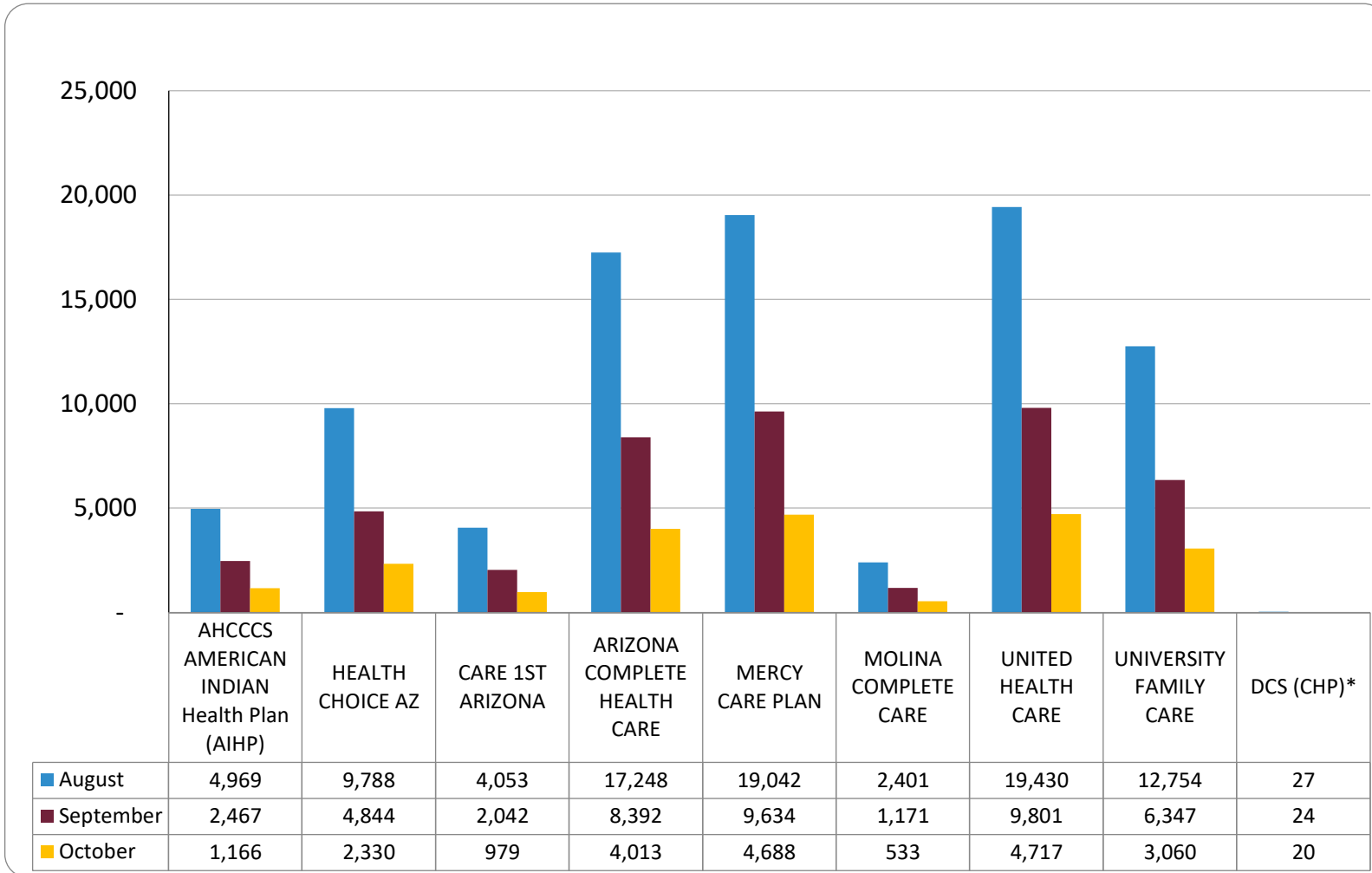
Updated 11/09/2023

Total Individual Renewals Approved and Discontinued by Month

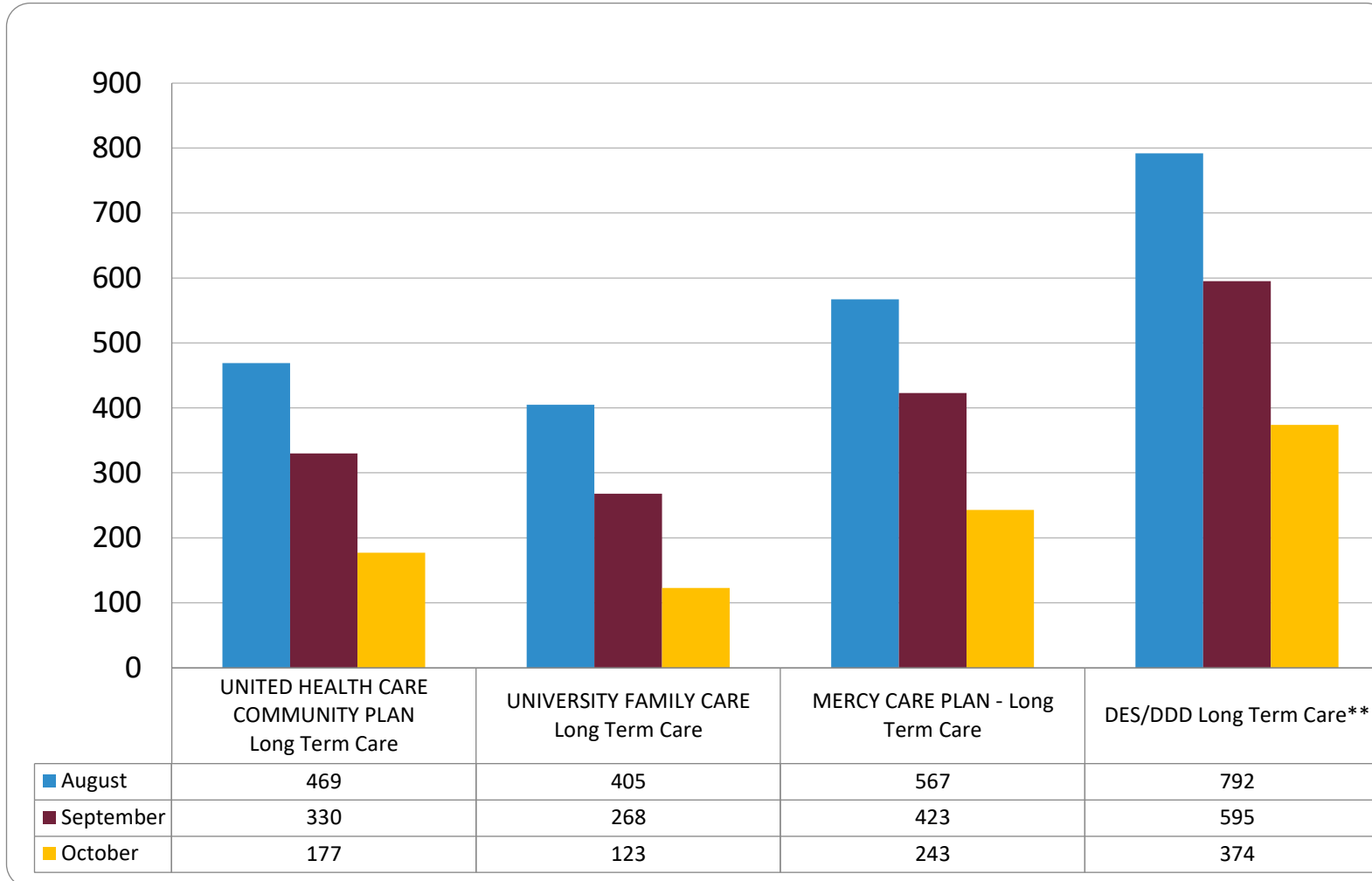
This data reflects renewal progress from April 2023 to current



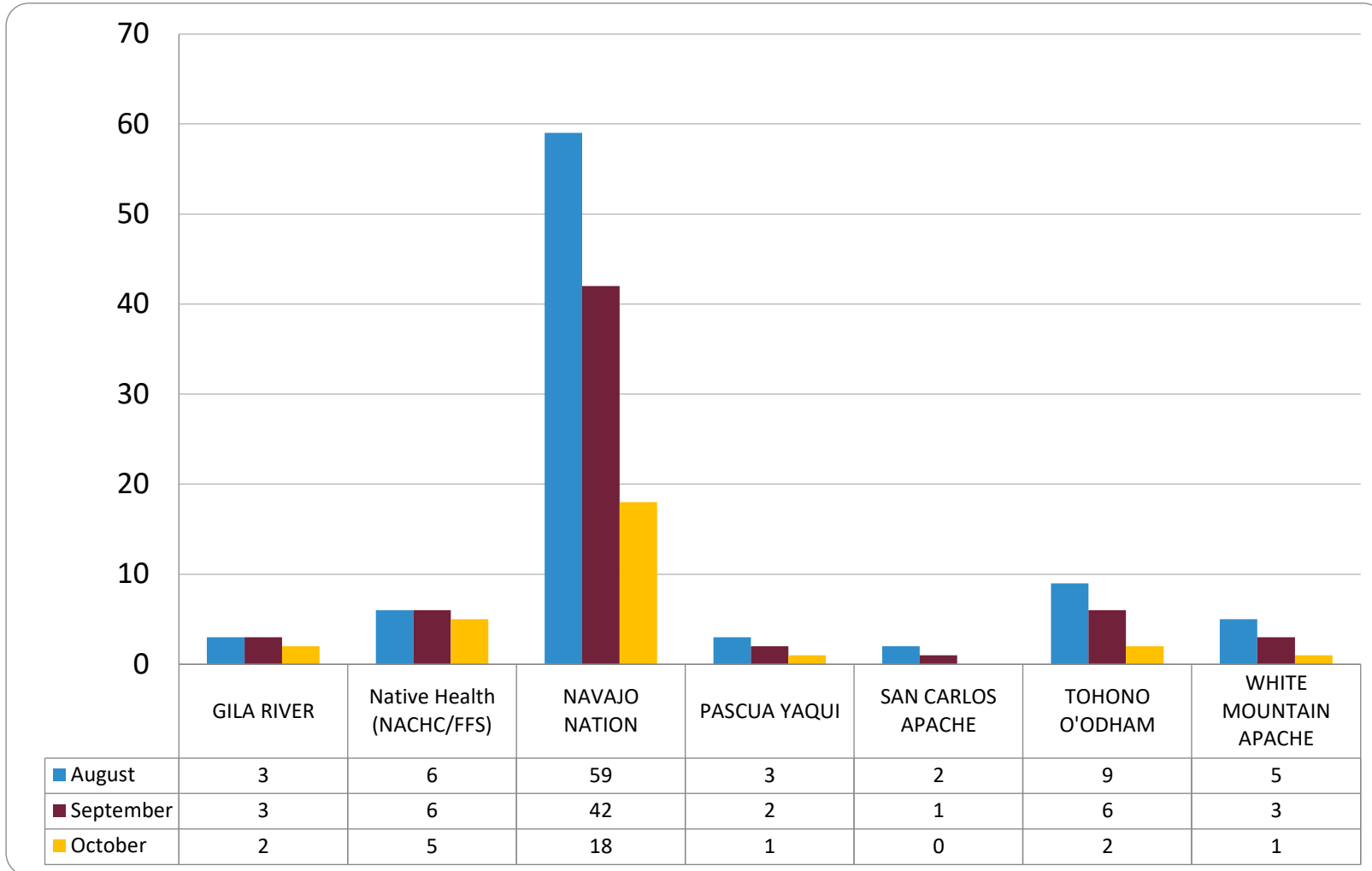
AHCCCS continued to perform renewals during the public health emergency (March 2020 - February 17, 2023). If AHCCCS received information that a member was factually ineligible (*or if they failed to respond to a request for information*), that member retained medical coverage and is counted as a "Override."



*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 11/09/2023

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	
Override Breakdown by RACE *					Percent to Total
CAUCASIAN/WHITE	38,555	9,150	10,398	19,007	65.70%
BLACK	5,275	1,304	1,336	2,635	10.30%
NATIVE AMERICAN	5,316	1,231	1,490	2,595	9.80%
ASIAN INDIAN	971	195	265	511	1.70%
FILIPINO	195	45	55	95	0.40%
CHINESE	93	20	34	39	0.20%
NATIVE HAWAIIAN	64	20	16	28	0.10%
KOREAN	62	13	18	31	0.10%
JAPANESE	45	13	7	25	0.10%
VIETNAMESE	204	34	40	130	0.20%
GUAM/CHAMORRO	30	8	2	20	0.10%
SAMOAN	36	3	17	16	0.10%
NATHAW OR OTHER PACIFIC ISLANDER UNKNOWN	96	30	30	36	0.10%
Data Unknown or not provided					
UNSPECIFIED	10,206	886	2,347	6,973	7.70%
UNKNOWN	190	60	51	79	0.30%
Other	2,293	675	511	1,107	3.20%

* 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 11/09/2023

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	
Override Breakdown by Ethnicity*					Percent to Total
Mexican, Mexican American or Chicano	22,785	4,975	6,630	11,180	43.30%
Not of Hispanic or Latino/a or Spanish origin	17,003	3,826	4,614	8,563	30.60%
Hispanic or Latino/a Unknown	1,468	306	435	727	2.60%
Another Hispanic, Latino/a or Spanish origin	399	74	129	196	0.70%
Cuban	235	22	61	152	0.20%
Puerto Rican	172	36	47	89	0.30%
Data Unknown or not provided					
Ethnicity Unspecified	21,104	4,324	4,595	12,185	21.70%
Ethnicity Unknown	454	122	102	230	0.70%
Other	11	2	4	5	0.00%

* 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