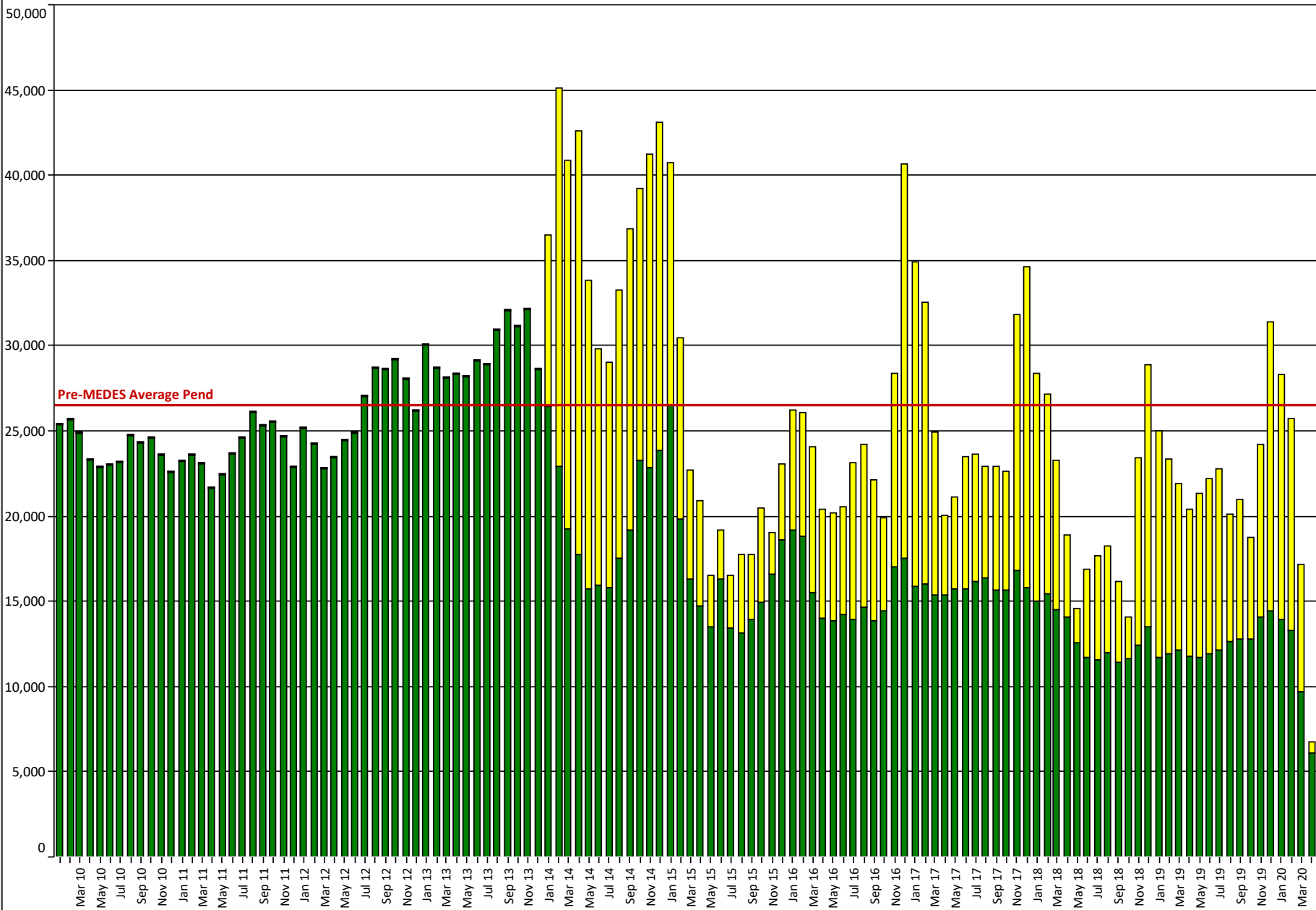


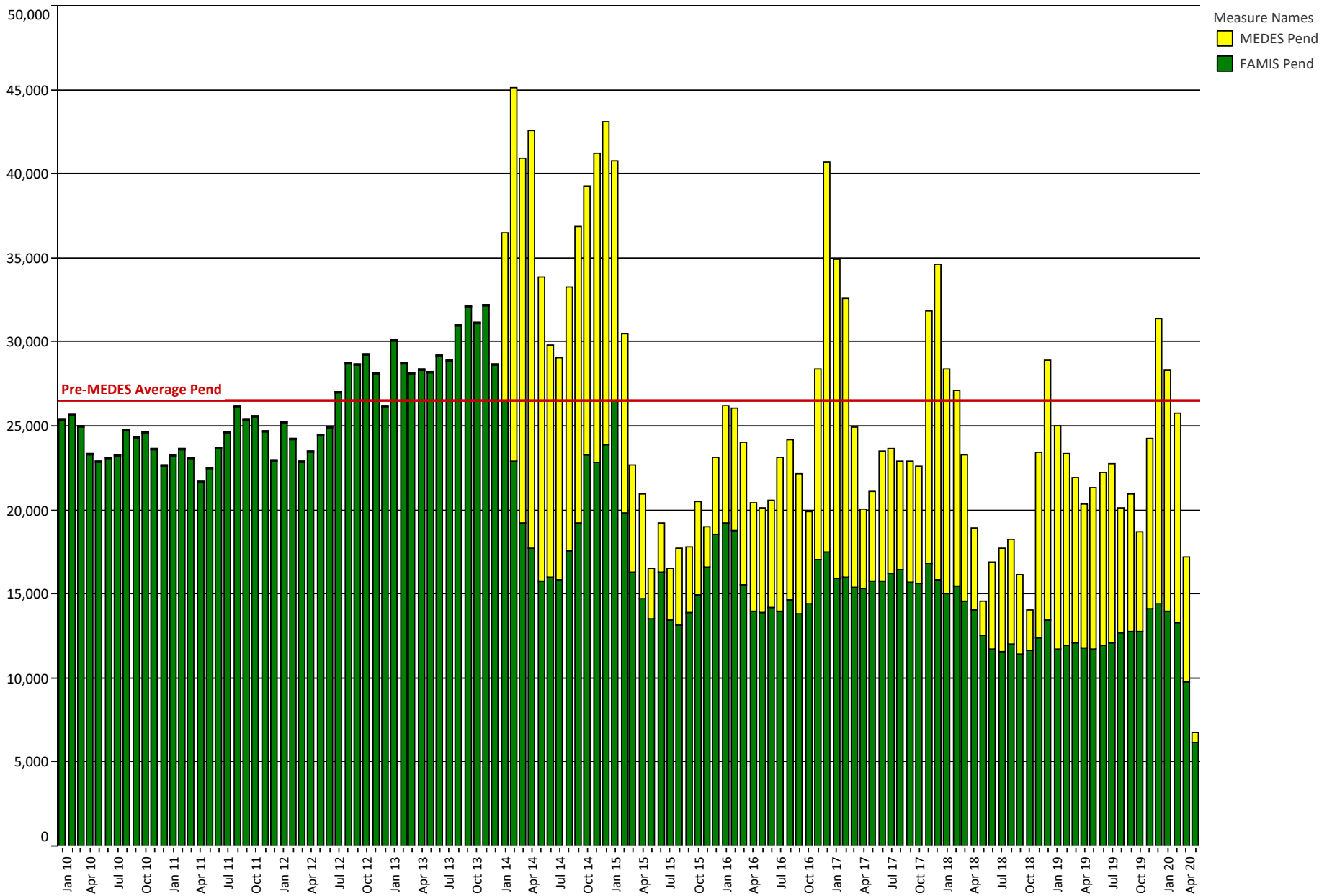
Pended Medicaid Applications



Created by the Workflow and Data Management Unit

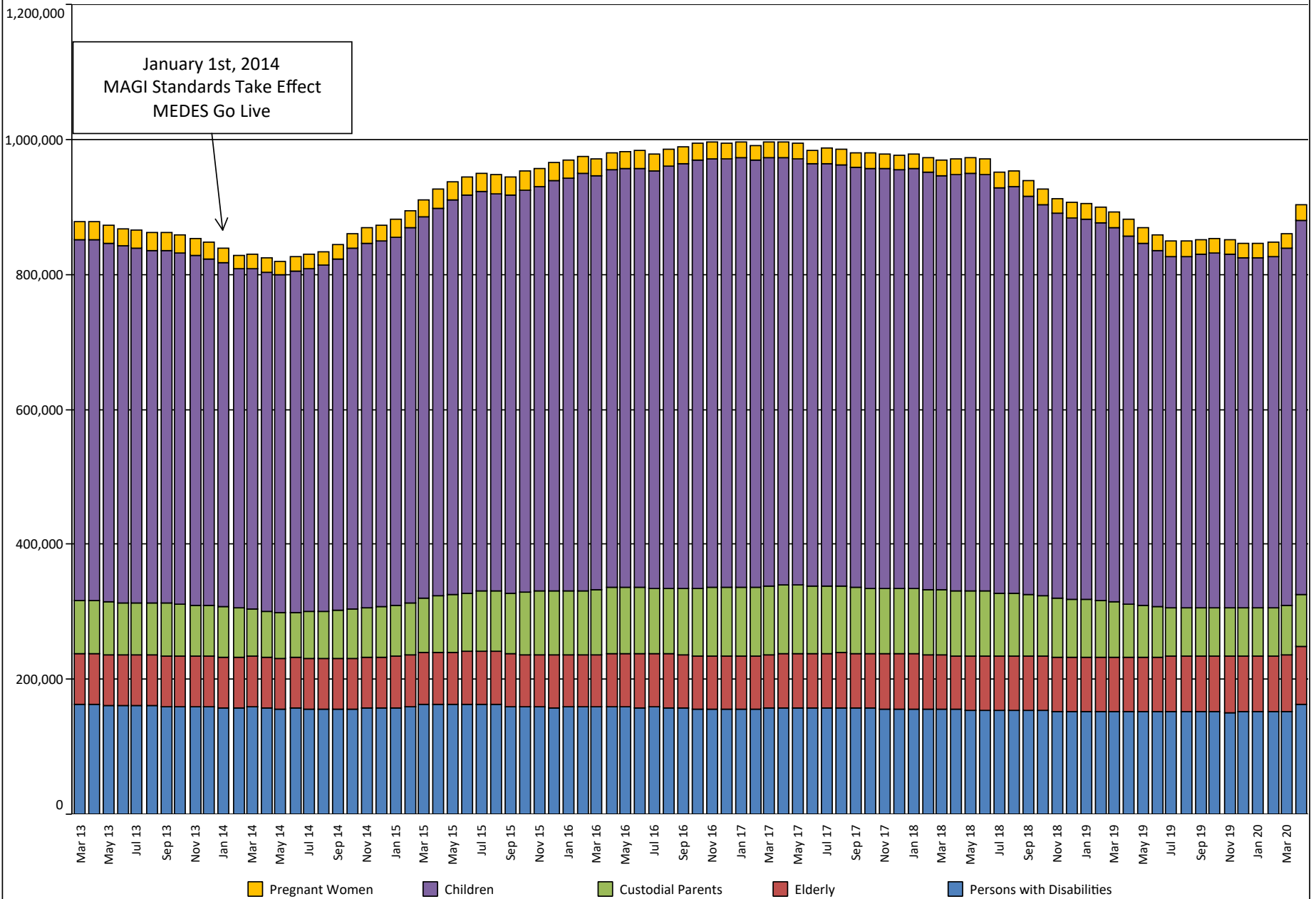
MEDES Pend FAMIS Pend

Pended Medicaid Applications



The plots of MEDES Pend and FAMIS Pend for Date Month. Color shows details about MEDES Pend and FAMIS Pend.

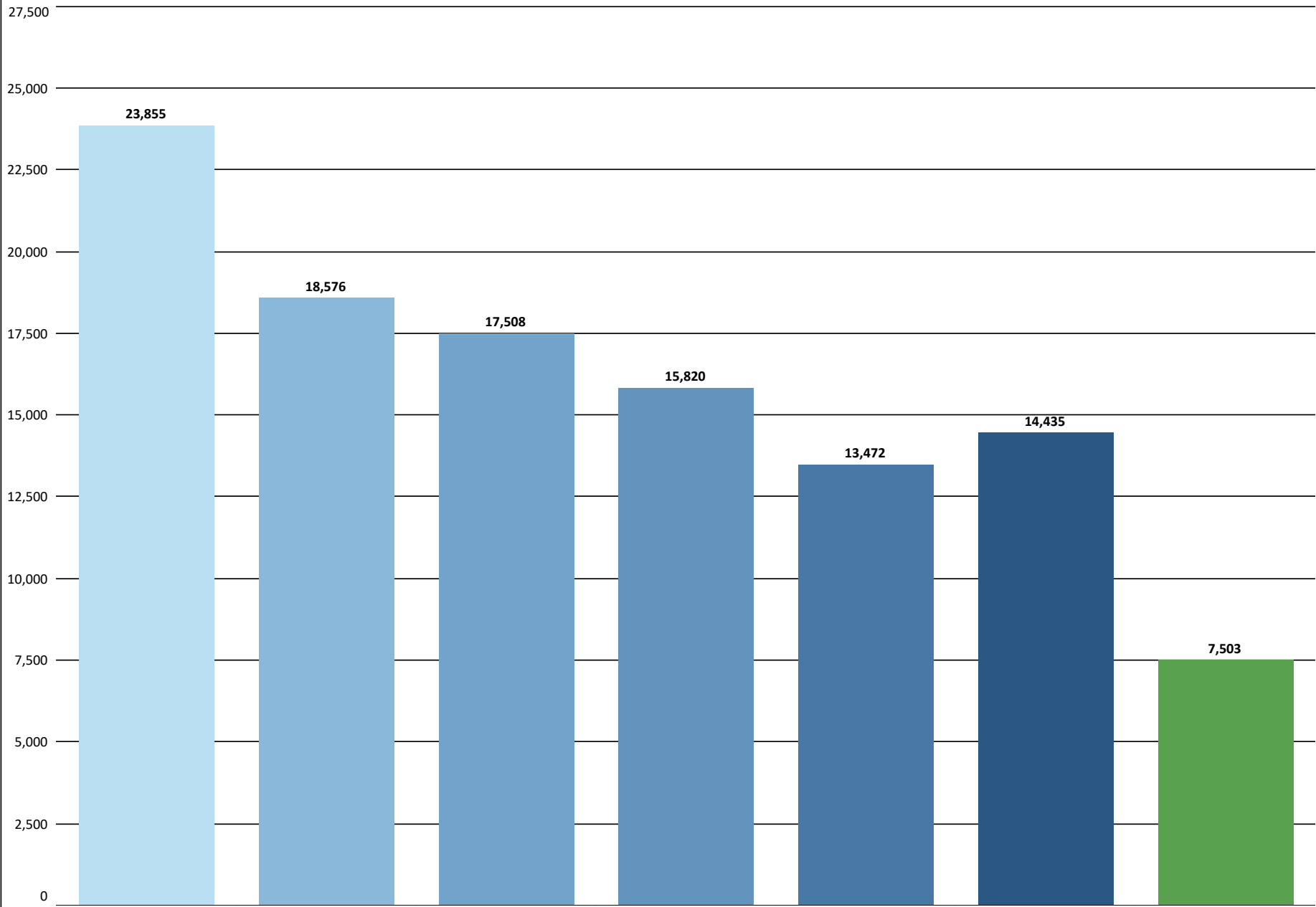
Medicaid Caseload



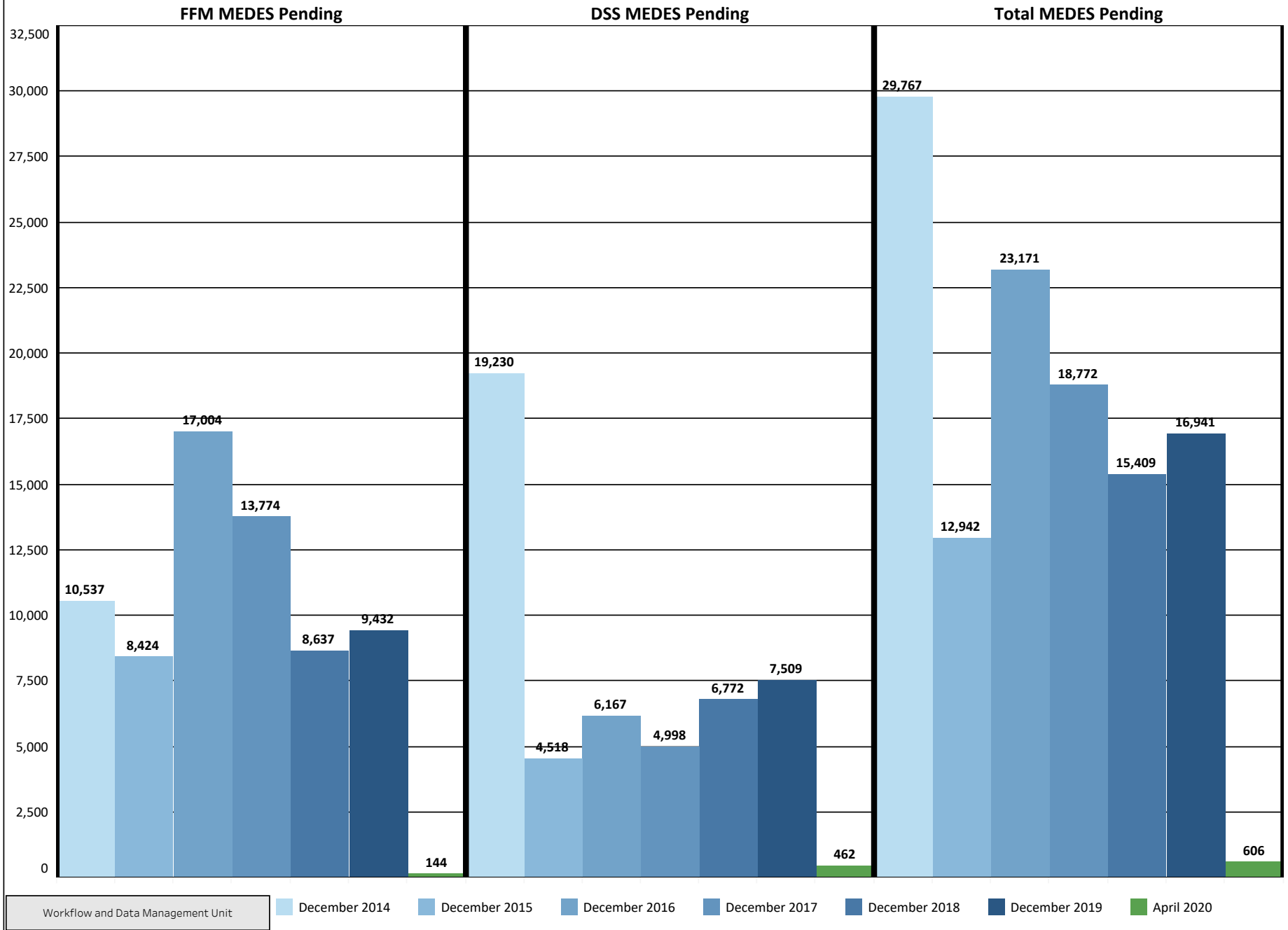
January 1st, 2014
MAGI Standards Take Effect
MEDES Go Live

Pregnant Women Children Custodial Parents Elderly Persons with Disabilities

Elderly & Disabled Pending



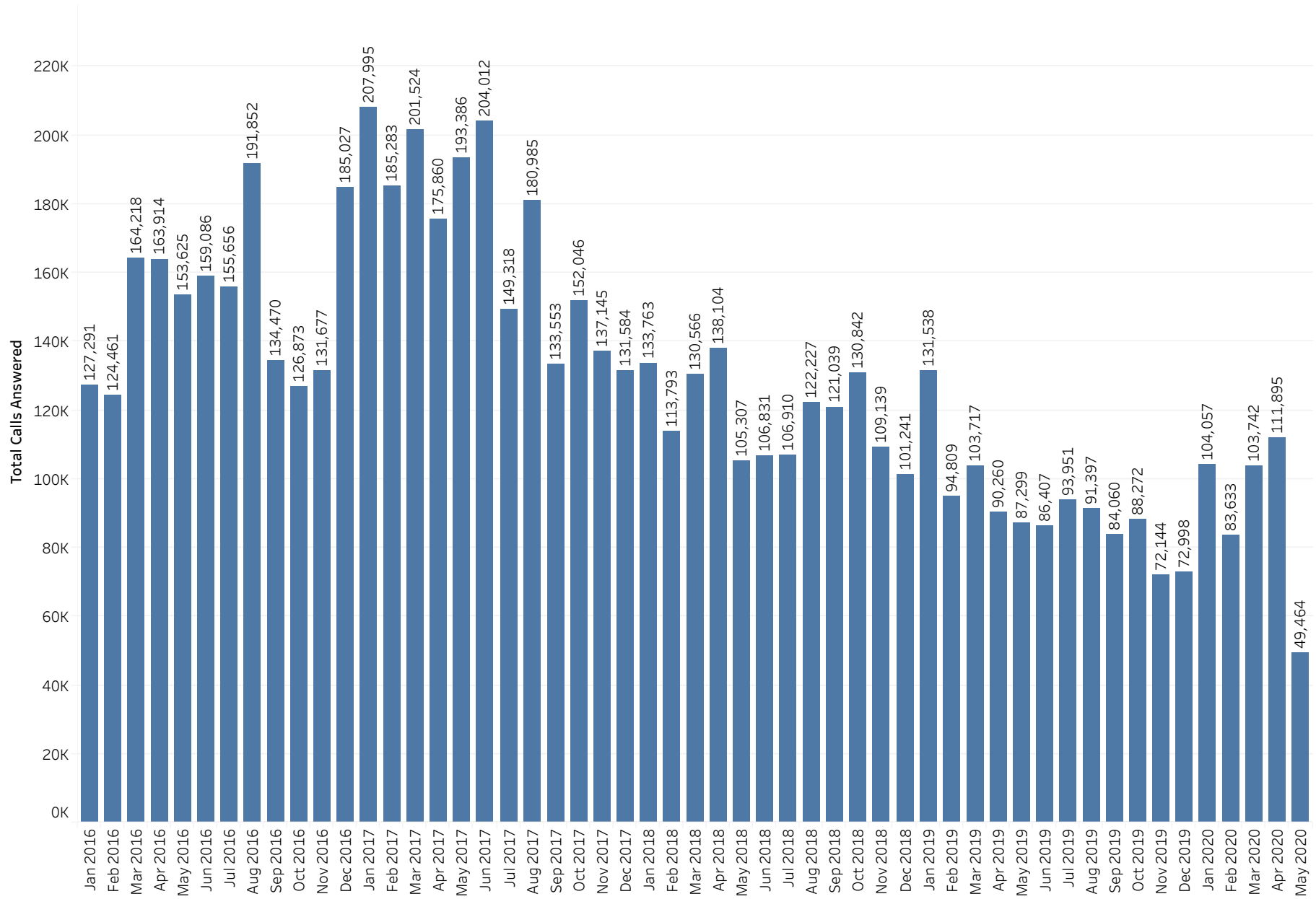
MEDES Pending



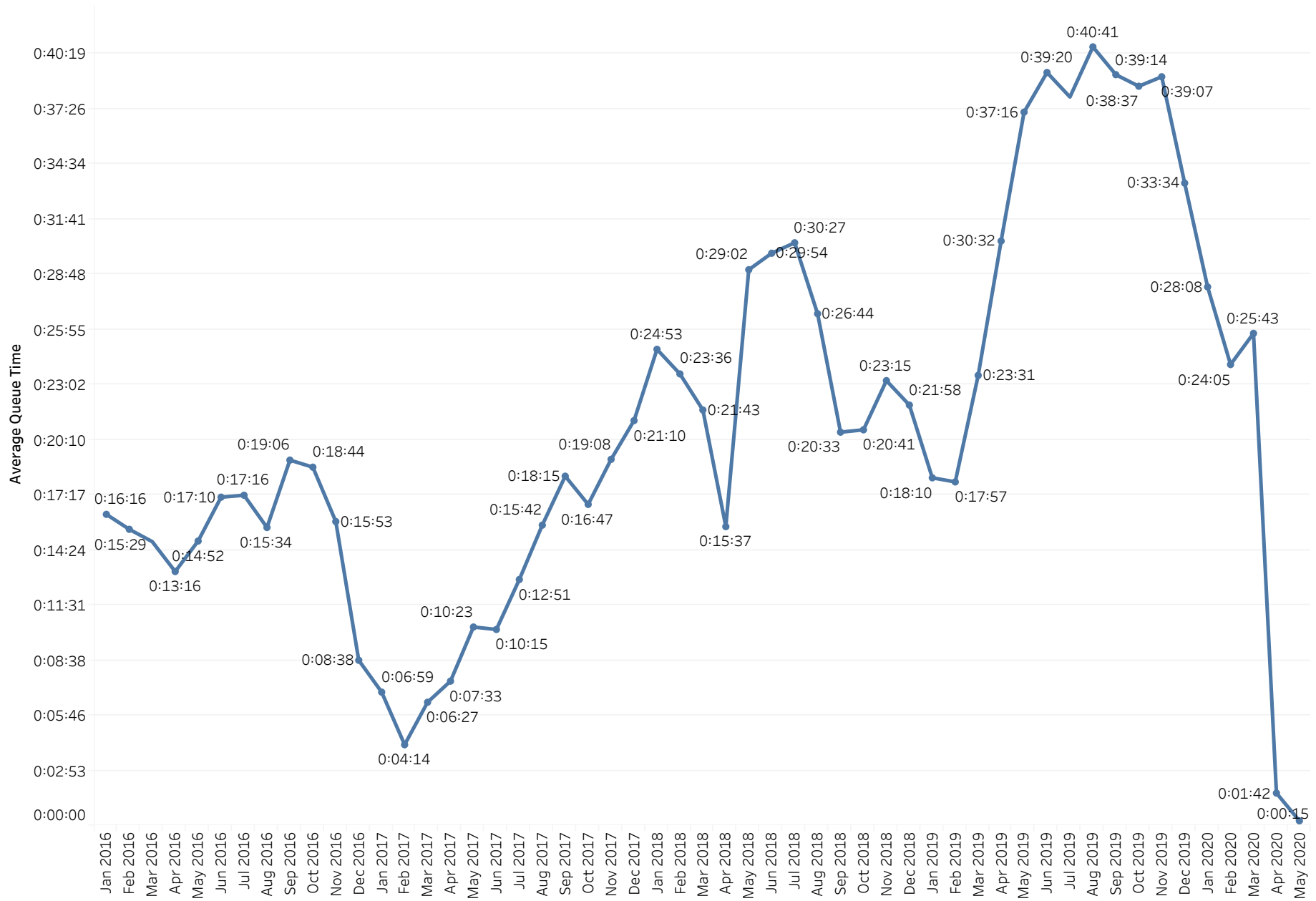
Workflow and Data Management Unit

December 2014 December 2015 December 2016 December 2017 December 2018 December 2019 April 2020

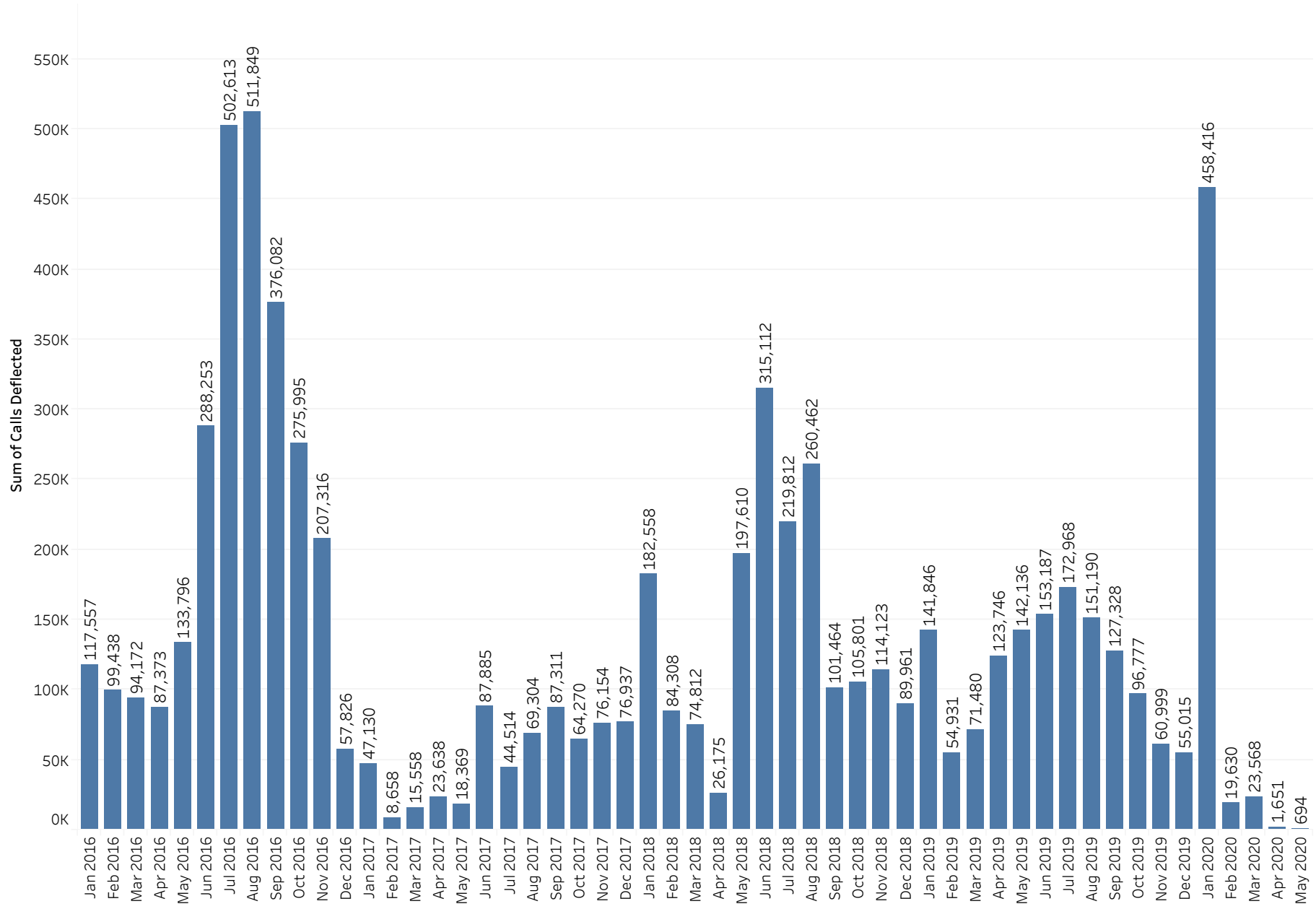
Customer Service Center: Calls Handled (All Tiers)



Customer Service Center: Average Wait Time (All Tiers)



Customer Service Center: Calls Deflected (All Tiers)



Customer Service Center: Percentage of Calls Deflected (All Tiers)

