Medicaid Eligibility Dashboard

Frequently Asked Questions (FAQ)

HEALTH CARE AUTHORITY

1. Why was the Medicaid Eligibility Dashboard updated?

The previous dashboard had **limited interactivity and data capabilities**, making it difficult to explore detailed Medicaid eligibility trends. The new dashboard offers:

- **Enhanced filtering options** for more customized insights.

- **Expanded historical data** going back to **January 2020**.

- **More accurate eligibility reporting** with **retroactive updates**.

The new Medicaid Eligibility Dashboard enhances **data access, consistency, and usability** by:

- **Migrating to a single data source** to ensure **consistent reporting** across all platforms.

- **Automating processes** to improve efficiency and accuracy.

- **Enhancing data insights** with more robust and timely information.

- **Improving visualizations** for a clearer understanding of Medicaid eligibility trends.

- **Providing frequent updates** to ensure stakeholders have the most current data.

This update ensures **greater transparency, accuracy, and usability** for all users.

2. What are the key improvements in the new dashboard?

The upgraded dashboard provides:

- **Monthly data updates** available by the **5th of each month**.

- **Retroactive eligibility adjustments**, ensuring a completer and more accurate picture.

- **Interactive filtering** by **county, demographic group, eligibility category, and more**.

- **New visual tools**, including **maps and comparisons to county population and county poverty levels**, to help identify areas of unmet need.

3. Did the methodology change?

Yes, key updates include:

- The previous report provided a **snapshot** of Medicaid eligibility at a **single point in time**.

- The **new dashboard refreshes eligibility data** for the **previous 18 months** to **account for retroactive changes**.

- If you want to track changes, you can **export reports and compare them** after each monthly refresh.

4. How often is the data updated?

- The **Medicaid Eligibility Dashboard is refreshed on the 5th of every month**, ensuring timely and accurate data.

5. What eligibility time periods are available?

- The dashboard provides **Medicaid eligibility data from March 2020** through the most recently complete month.

6. Do previous months of eligibility data change?

- **Yes. The previous 18 months of eligibility data are updated each month** to reflect **retroactive adjustments**, ensuring an accurate and comprehensive record.

7. Will I still be able to access historical Medicaid eligibility data?

- **Yes!** The new dashboard includes **data from January 2020 onward**, allowing users to analyze long-term trends.

- Since the methodology changed to include retroactivity, historical views may have differences depending on when you review the historical data. Please see items #3 through #6 above for more information.

8. How do I use the new dashboard's interactive features?

We've designed the new dashboard to be **user-friendly**, but if you need guidance:

- A **step-by-step user guide** is available [Link].

- A **video tutorial** walks you through key features [Link].

- For additional help, contact Tina Romero at Tina.Romero@hca.nm.gov.

9. What happened to the old dashboard? Can I still access it?

- The **old dashboard has been fully replaced** to ensure users have the most up-to-date tools and information.

10. Is all the same information available as before?

- **Yes, plus additional insights!** The new dashboard now includes:
    - **New Mexico population and poverty levels** for each county.
    - **Regional groupings** of NM counties for easier geographic analysis, with groupings detailed in the dashboard notes section.
    - **Territory classifications** (Urban, Rural, and Frontier), with groupings detailed in the dashboard notes section.

11. Can I export the data?

- The **embedded web version does not support data export**.

- However, an **internal secured link** offers expanded functionality, including the ability to **export data and visualizations** into various formats.

12. Who should I contact if I have questions or encounter issues?

For **technical support or data-related questions**, please reach out to Tina Romero at Tina.Romero@hca.nm.gov. **We welcome your feedback and are happy to assist you!**