

Table 6: Online and Telephone Medicaid Applications for Children, Pregnant Women, Parents, and Expansion Adults, January 2019

State	Applications Can be Submitted Online at the State Level ¹	Applications Can be Submitted by Telephone at the State Level ²	Share of Applications Submitted Online ³
Total or Median	51	47	50%
Alabama	Y	Y	24%
Alaska ^{4,5}	Y	Y	10%
Arizona	Y	Y	72%
Arkansas	Y	Y	Not reported
California	Y	Y	23%
Colorado	Y	Y	62%
Connecticut	Y	Y	27%
Delaware	Y	Y	64%
District of Columbia	Y	Y	56%
Florida	Y	Y	90%
Georgia	Y	Y	Not reported
Hawaii ⁶	Y	Y	59%
Idaho	Y	Y	30%
Illinois	Y	Y	57%
Indiana	Y	Y	89%
Iowa	Y	Y	44%
Kansas	Y	Y	60%
Kentucky	Y	Y	Not reported
Louisiana	Y	Y	31%
Maine ⁴	Y		26%
Maryland	Y	Y	Not reported
Massachusetts	Y	Y	16%
Michigan	Y	Y	63%
Minnesota	Y		61%
Mississippi ⁷	Y	Y	4%
Missouri	Y	Y	85%
Montana	Y	Y	40%
Nebraska ⁵	Y	Y	48%
Nevada	Y	Y	30-40%
New Hampshire	Y	Y	89%
New Jersey	Y	Y	51%
New Mexico	Y	Y	65%
New York	Y	Y	95%
North Carolina ⁴	Y		Not reported
North Dakota	Y	Y	25%
Ohio	Y	Y	Not reported
Oklahoma	Y	Y	89%
Oregon	Y	Y	Not reported
Pennsylvania	Y	Y	40%
Rhode Island	Y	Y	Not reported
South Carolina	Y	Y	44%
South Dakota	Y	Y	10%
Tennessee ⁸	Y	Y	Not reported
Texas	Y	Y	91%
Utah ⁴	Y		66%
Vermont	Y	Y	62%
Virginia	Y	Y	Not reported
Washington	Y	Y	Not reported
West Virginia	Y	Y	48%
Wisconsin	Y	Y	37%
Wyoming	Y	Y	20%

SOURCE: Based on a national survey conducted by KFF with the Georgetown University Center for Children and Families, 2019.

Table presents rules in effect as of January 1, 2019.

Table 6 Notes

1. This column indicates whether individuals can complete and submit an online application for Medicaid through a state-level portal. For State-based Marketplace (SBM) states, such a portal may be either exclusive to Medicaid or integrated with the Marketplace. For Federally-facilitated Marketplace (FFM), Partnership Marketplace states, and states with SBMs using the federal platform (SBM-FP), state Medicaid agency portals are indicated.
2. This column indicates whether individuals can complete Medicaid applications over the telephone at the state level, either through the Medicaid agency or the SBM without being required to send a follow-up paper form or electronic signature to complete the application.
3. This column indicates the share of total applications for non-disabled groups (children, pregnant women, parents, and expansion adults) that are submitted online.
4. In Alaska, Maine, North Carolina, and Utah, a follow-up signature form is required to complete a telephone application. Maine is currently in the process of designing a method to accept a telephonic signature.
5. In Alaska and Nebraska, the share of applications submitted online includes MAGI and non-MAGI based Medicaid applications.
6. In Hawaii, telephone applications are included in the online share.
7. Mississippi's online application is a downloadable PDF that can be submitted via email. Required documentation can be added as additional attachments to the email.
8. In 2018, Tennessee launched an online application with its new eligibility system. It is available in select counties on a pilot basis as of January 2019 and is expected to be expanded statewide in Spring 2019.