

Table 9: Mobile Access to Online Medicaid Applications and Accounts, January 2019

State	Online Application (Total = 51)			Online Account ¹ (Total = 42)		
	Can Submit using Mobile Device	Mobile-Friendly Design	Mobile App Available	Can Access using Mobile Device	Mobile-Friendly Design	Mobile App Available
Total	38	18	4	33	21	6
Alabama	Y					
Alaska	Y			N/A		N/A
Arizona						
Arkansas				N/A		N/A
California ²	Y	Y				
Colorado				Y	Y	Y
Connecticut	Y	Y		Y	Y	
Delaware	Y			Y		
District of Columbia						
Florida						
Georgia	Y			Y		
Hawaii	Y			Y		
Idaho	Y			Y		
Illinois	Y			Y		
Indiana ³	Y			Y		
Iowa	Y		Y	N/A		N/A
Kansas	Y			N/A		N/A
Kentucky	Y	Y		Y	Y	
Louisiana	Y	Y		Y	Y	
Maine	Y			Y		
Maryland	Y	Y	Y	Y	Y	Y
Massachusetts						
Michigan	Y	Y		Y	Y	
Minnesota	Y			Y		
Mississippi				N/A		N/A
Missouri	Y	Y		N/A		N/A
Montana				Y	Y	
Nebraska	Y	Y		Y	Y	
Nevada ⁴	Y	Y		Y	Y	
New Hampshire ⁴	Y	Y		Y	Y	
New Jersey ⁵	Y	Y		Y	Y	
New Mexico	Y	Y		Y	Y	
New York	Y			Y		
North Carolina	Y			N/A		N/A
North Dakota	Y	Y		Y	Y	
Ohio	Y			Y		
Oklahoma	Y	Y		Y	Y	
Oregon	Y			Y		
Pennsylvania				Y	Y	Y
Rhode Island						
South Carolina						
South Dakota				N/A		N/A
Tennessee ⁶	Y			Y	Y	
Texas	Y	Y		Y	Y	Y
Utah	Y			Y	Y	
Vermont						
Virginia	Y			Y		
Washington	Y	Y	Y	Y	Y	Y
West Virginia	Y	Y		Y	Y	
Wisconsin ⁷	Y		Y			Y
Wyoming	Y	Y		Y	Y	

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 9 Notes

1. N/A responses indicate that the state does not have an online account.
2. In California, individuals can apply for MAGI-Medicaid only through the CALHEERS online application and user account, which are mobile-friendly.
3. Indiana added functionality for individuals to apply through a mobile device in 2018.
4. Nevada and New Hampshire implemented a mobile-friendly design for their online applications in 2018. Nevada also implemented a mobile-friendly design for its online account in 2018.
5. New Jersey added functionality for individuals to access the online account through a mobile device and to provide a mobile-friendly design for the account in 2018.
6. In 2018, Tennessee launched an online application with its new eligibility system. Individuals can apply using a mobile device. It is available in select counties on a pilot basis as of January 2019 and is expected to be expanded statewide in Spring 2019.
7. Wisconsin launched an “app” for individuals to apply and to access their online account. Wisconsin’s Medicaid account “app” has more limited features than the web-based online account. It allows individuals to check benefits, get reminders of actions needed, and submit documents.