

Table 8: Mobile Access to Online Medicaid Applications and Accounts, January 2020						
State	Online Application (Total = 51)			Online Account ¹ (Total = 43)		
	Can Submit using Mobile Device	Mobile-Friendly Design	Mobile App Available	Can Access using Mobile Device	Mobile-Friendly Design	Mobile App Available
Total	44	20	2	40	24	8
Alabama	Y					
Alaska	Y			N/A	N/A	N/A
Arizona ²	Y			Y		
Arkansas				N/A	N/A	N/A
California ³	Y	Y		Y	Y	
Colorado				Y	Y	Y
Connecticut	Y	Y		Y	Y	
Delaware	Y			Y		
District of Columbia	Y			Y		
Florida	Y			Y		Y
Georgia	Y			Y		
Hawaii	Y			Y		
Idaho	Y			Y		
Illinois	Y			Y		
Indiana	Y			Y		
Iowa	Y			N/A	N/A	N/A
Kansas	Y			N/A	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	Y	Y		Y	Y	
Michigan	Y	Y		Y	Y	
Minnesota	Y			Y		
Mississippi ²	Y	Y		N/A	N/A	N/A
Missouri	Y	Y		N/A	N/A	N/A
Montana				Y	Y	
Nebraska	Y	Y		Y	Y	
Nevada	Y	Y		Y	Y	
New Hampshire	Y	Y		Y	Y	
New Jersey	Y	Y		Y	Y	
New Mexico	Y	Y		Y	Y	
New York	Y			Y		
North Carolina	Y			N/A	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	Not reported			Not reported		
South Dakota				N/A	N/A	N/A
Tennessee	Y			Y	Y	Y
Texas	Y	Y		Y	Y	Y
Utah	Y			Y	Y	
Vermont ²	Y			Y		
Virginia	Y			Y		
Washington	Y	Y	Y	Y	Y	Y
West Virginia	Y	Y		Y	Y	
Wisconsin ⁴	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, 2020.
Table presents rules in effect as of January 1, 2020.

Table 8 Notes

1. N/A responses indicate that the state does not have an online application and/or an online account.
2. Arizona, Mississippi, and Vermont added functionality to allow individuals to submit applications through a mobile device in 2019. Mississippi also provided a mobile-friendly design for their application.
3. In California, individuals can apply for MAGI-Medicaid only through the CALHEERS online application and user account, which are mobile-friendly. Certain information can be entered into the CALHEERS online account and passed the county where Medicaid cases are managed. Access to full Medicaid online accounts varies by county.
4. 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.