

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

| State | Applications Can be Submitted Online at the State Level ¹ | Share of Applications Submitted Online ² | Applications Can be Submitted by Telephone at the State Level ³ | Online Portal for Application Assistants ⁴ | Application Can be Used for: Seniors and Individuals Eligible Based on Disability | At Least One Non-Health Program ⁵ |
|-----------------------------|--|---|--|---|---|--|
| Total or Median | 51 | 55% | 45 | 30 | 34 | 26 |
| Alabama | Y | 40% | Y | | | |
| Alaska ^{6,7} | Y | 9% | | | Y | |
| Arizona | Y | 72% | Y | Y | Y | Y |
| Arkansas | Y | Not reported | Y | | | |
| California ⁸ | Y | 36% | Y | Y | Y | Y |
| Colorado | Y | 36% | Y | | Y | Y |
| Connecticut | Y | 27% | Y | | | |
| Delaware | Y | 64% | Y | Y | Y | Y |
| District of Columbia | Y | 45% | Y | Y | | |
| Florida | Y | 90% | Y | Y | Y | Y |
| Georgia | Y | Not reported | Y | Y | Y | Y |
| Hawaii ⁹ | Y | 60% | Y | Y | | |
| Idaho | Y | 30% | Y | Y | Y | |
| Illinois | Y | 57% | Y | Y | Y | Y |
| Indiana | Y | 89% | Y | | Y | |
| Iowa | Y | 42% | Y | | Y | |
| Kansas | Y | 60% | Y | | Y | |
| Kentucky | Y | 65% | Y | Y | Y | Y |
| Louisiana | Y | 57% | Y | Y | Y | |
| Maine ⁶ | Y | 26% | | | Y | Y |
| Maryland | Y | 100% | Y | | | |
| Massachusetts | Y | 16% | Y | Y | | |
| Michigan | Y | 63% | Y | | Y | Y |
| Minnesota | Y | 61% | | Y | | |
| Mississippi | Y | 18% | Y | | | Y |
| Missouri | Y | 69% | Y | | | |
| Montana | Y | 25% | Y | | Y | Y |
| Nebraska ⁷ | Y | 48% | Y | | Y | |
| Nevada | Y | 30-40% | Y | | Y | Y |
| New Hampshire | Y | 90% | Y | | Y | Y |
| New Jersey | Y | 51% | Y | Y | Y | |
| New Mexico | Y | 65% | Y | Y | Y | Y |
| New York | Y | 95% | Y | Y | | |
| North Carolina ⁶ | Y | 6% | | Y | Y | Y |
| North Dakota | Y | 25% | Y | Y | Y | Y |
| Ohio | Y | Not reported | Y | Y | Y | Y |
| Oklahoma | Y | 89% | Y | Y | | |
| Oregon | Y | Not reported | Y | Y | | |
| Pennsylvania | Y | 54% | Y | Y | Y | Y |
| Rhode Island | Y | Not reported | Y | Y | Y | Y |
| South Carolina | Y | Not reported | Not reported | Not reported | Not reported | |
| South Dakota | Y | 10% | Y | | | Y |
| Tennessee | Y | 55% | Y | Y | Y | |
| Texas | Y | 90% | Y | Y | Y | Y |
| Utah ⁶ | Y | 66% | | Y | Y | Y |
| Vermont | Y | 62% | Y | Y | | |
| Virginia | Y | Not reported | Y | | Y | Y |
| Washington | Y | Not reported | Y | Y | | |
| West Virginia | Y | 48% | Y | Y | Y | Y |
| Wisconsin | Y | 42% | Y | Y | Y | Y |
| Wyoming | Y | 20% | 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 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 the share of total applications for non-disabled, non-elderly groups (children, pregnant women, parents, and expansion adults) that is submitted online.
3. 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 written signature to complete the application.
4. This column indicates whether the Medicaid eligibility system provides either a separate online portal for application assisters or a secure log-in for assisters to submit facilitated applications. Some states are able to identify and collect information about assister-facilitated applications although they do not have a separate portal or secure log-in for assisters to submit facilitated applications.
5. In these states, a combined online multi-benefit application is available that allows applicants to apply for Medicaid and one or more non-health programs, such as the Supplemental Nutrition Assistance Program (SNAP; food stamps) or cash assistance.
6. 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.
7. In Alaska and Nebraska, the share of applications submitted online includes MAGI and non-MAGI based Medicaid applications.
8. In California, multi-benefit applications are submitted at the county level, but individuals who apply through CALHEERS can request an evaluation of other programs and their applications routed to the county for action.
9. In Hawaii, telephone applications are included in the online share.