

Table 8
Online and Telephone Medicaid Applications
January 2016

State	Applications Can be Submitted Online at the State Level ¹	Online Application for Medicaid Allows Individuals to:		Separate Online Portal for Application Assistants ²	Online Multi-Benefit Application for MAGI-Based Medicaid and Non-Health Programs ³	Telephone Applications at the State Level ⁴
		Start, Stop, and Return to an Application	Scan and Upload Documentation			
Total	50	49	33	24	24	49
Alabama	Y	Y				Y
Alaska	Y	Y				Y
Arizona	Y	Y	Y	Y	Y	Y
Arkansas ⁵	Y	Y				Y
California	Y	Y	Y	Y	Y	Y
Colorado	Y	Y	Y		Y	Y
Connecticut	Y	Y	Y			Y
Delaware ⁶	Y	Y		Y	Y	Y
District of Columbia	Y	Y	Y	Y		Y
Florida ⁵	Y	Y	Y	Y	Y	Y
Georgia ⁷	Y	Y	Y		Y	Y
Hawaii ⁷	Y	Y	Y	Y		Y
Idaho ⁷	Y	Y	Y	Y		Y
Illinois	Y	Y	Y	Y	Y	Y
Indiana	Y	Y				Y
Iowa	Y	Y				Y
Kansas ⁷	Y	Y	Y			Y
Kentucky	Y	Y	Y	Y		Y
Louisiana	Y	Y		Y		Y
Maine	Y	Y			Y	Y
Maryland	Y	Y	Y		Y	Y
Massachusetts	Y	Y				Y
Michigan	Y	Y	Y		Y	Y
Minnesota	Y	Y		Y		
Mississippi	Y		Y			Y
Missouri	Y	Y				Y
Montana	Y	Y	Y		Y	Y
Nebraska ⁸	Y	Y	Y			Y
Nevada	Y	Y	Y		Y	Y
New Hampshire	Y	Y	Y		Y	Y
New Jersey ⁹	Y	Y				Y
New Mexico	Y	Y	Y	Y	Y	Y
New York	Y	Y	Y	Y		Y
North Carolina	Y	Y			Y	Y
North Dakota	Y	Y	Y	Y	Y	Y
Ohio	Y	Y	Y	Y		Y
Oklahoma	Y	Y	Y	Y		Y
Oregon ^{7,9}	Y	Y	Y	Y		Y
Pennsylvania	Y	Y	Y	Y	Y	Y
Rhode Island	Y	Y	Y	Y	Y	Y
South Carolina	Y	Y				Y
South Dakota	Y	Y	Y		Y	Y
Tennessee						
Texas	Y	Y	Y	Y	Y	Y
Utah	Y	Y			Y	Y
Vermont	Y	Y		Y		Y
Virginia	Y	Y	Y		Y	Y
Washington	Y	Y	Y	Y		Y
West Virginia	Y	Y		Y	Y	Y
Wisconsin	Y	Y	Y	Y	Y	Y
Wyoming	Y	Y	Y			Y

SOURCE: Based on a national survey conducted by the Kaiser Commission on Medicaid and the Uninsured with the Georgetown University Center for Children and Families, 2016.

Table presents rules in effect as of January 1, 2016.

TABLE 8 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) and Partnership Marketplace states, state Medicaid agency portals are indicated.
2. This column indicates whether the MAGI-based 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.
3. In these states, a combined online multi-benefit application is available that allows applicants to apply for MAGI-based Medicaid and one or more non-health programs, such as SNAP (food stamps) or cash assistance.
4. This column indicates whether individuals can complete MAGI-based Medicaid applications over the telephone at the state level, either through the Medicaid agency or the State-based Marketplace.
5. Arkansas and Florida began accepting telephone applications in 2015.
6. In Delaware, families can call an eligibility worker to complete a Medicaid application; the application is then mailed to the applicant for signature.
7. Georgia, Hawaii, Idaho, Kansas, and Oregon added functionality to allow scan and upload of documentation through the online application during 2015.
8. In Nebraska, applicants can return to and restart an application for 30 days only.
9. New Jersey and Oregon added the ability to start, stop, and return to an application during 2015.