Unique HCA Customers, October 2024

Number of Customers

127   271,166

County	Count
San Juan	64,900
Rio Arriba	20,040
Taos	15,344
Colfax	5,402
Union	1,225
Los Alamos	1,404
Mora	1,496
Harding	127
McKinley	45,167
Sandoval	54,348
Santa Fe	48,461
San Miguel	14,909
Quay	4,798
Bernalillo	271,166
Cibola	14,204
Guadalupe	2,080
Curry	26,382
Valencia	39,432
Torrance	8,558
De Baca	629
Roosevelt	6,659
Catron	911
Socorro	8,814
Lincoln	8,486
Chaves	35,782
Sierra	7,313
Lea	38,558
Grant	13,584
Otero	24,603
Eddy	27,000
Doña Ana	129,955
Luna	19,030
Hidalgo	1,594

Other: 18,947

**Unique HCA Customers
October 2024: 981,308**

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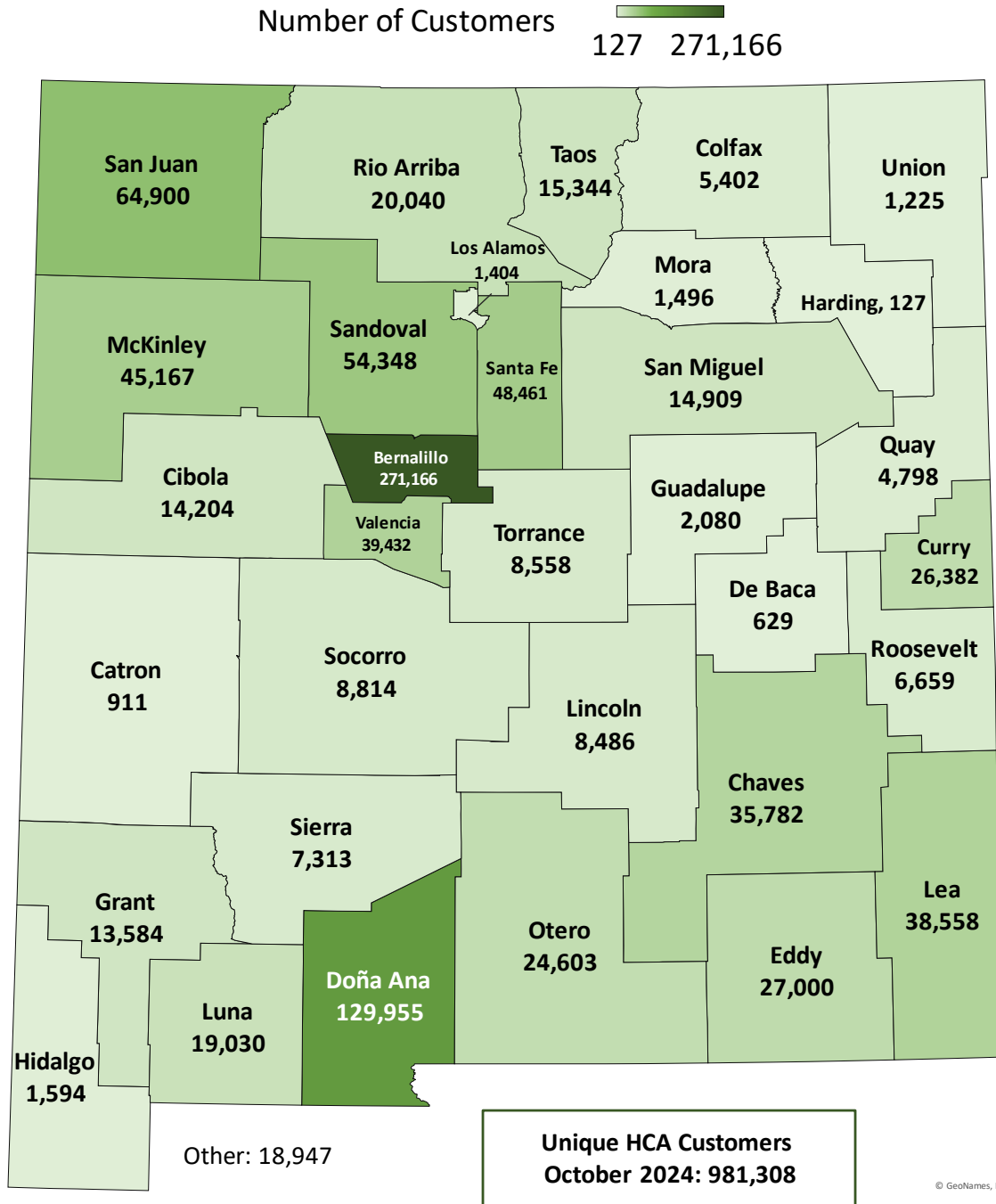
Source: New Mexico Health Care Authority, Income Support Division. Notes: (1) This report is a snapshot of the data as it existed when it was extracted, it is not updated. (2) Some data has 0 or NULL values for SSNs. These are counted by their internal IDs. It is possible that there is some overlap with the other programs that cannot be determined. There are also some nonsense SSNs that are unlikely to produce matches (e.g. all 9s, all 6s, preceded by '###'). (3) LIHEAP counts are based on program usage over a year. (4) A participant's county is determined from physical address. If that is not available, mailing address is used. If neither is available, the zip code of the case office is used. The office zip was used for 244,956 participants. (5) Participants include non-custodial parents paying child support through the CSED system. Custodial parents and dependent children are counted separately. (6) Any 5 digit zip code entered that does not map to New Mexico is classified as 'Out of State'. If a participant's zip code is misentered, it may be erroneously classified as out of state. (7) Participants are classified as Unknown when there is conflicting zip code information. (8) Unlike the other programs, p_EBT benefits are counted in the month they are distributed rather than the benefit month. This is due to differences in the way they are distributed. (9) p_EBT data does not come from the source system with SSNs. We use the p_EBT participants first name, last name and date of birth to match with the records from the our HCA systems where these participant are receiving other services. All p_EBT participants that are not matched with this method are considered to only be receiving p_EBT services from HSD. The current month's matching rate is 86.52%.(10) Age is the age at the end of the selected month. There are 867 (0.09%) customers with unknown ages.
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