



AUTOMATED **H**EAALTH **S**YSTEMS

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Ohio Consumer Hotline Monthly Report July 2014

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 5,940 calls from providers this month through the provider queue.

The number of providers who called the Hotline and elected not to enter the Provider queue in order to reach a CSR was 152. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or ACS for pharmacy issues).

Provider Directory:

OMH manages a database of Medicaid providers so that consumers may call and get information on available providers (including specialists) in their area. CSR staff are able to search for options for callers based on their zip code, county, city, type and specialty of the provider desired. ODM provides the data for this file daily. The most recent update was received on Monday, August 04, 2014.

Additionally, OMH staff are actively encouraging the use of the ODJFS website for direct access to the Medicaid FFS provider listings.

Insure Kids Now/Governor's Hotline: There were a total of 146 calls coming in through this queue for this month.

Activity Summary

- 280,915 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 220,870 Total Calls (inbound and outbound)
 - 52,013 Call Fire Campaign Calls
 - 1,946 MyCare Outreach Calls
 - 5,940 Provider Calls
 - 146 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 6:25 minutes average talk time
- 1:50 minute average speed to answer
- 62 average CSR inbound calls per day

Ohio Consumer Hotline
July 2014
Call Center Activity Report

Day of the week	Date	Bus Hrs Calls Received (#)	Bus Hrs Calls Answered (#)	Call-Backs Bus Hrs (#)	Call-Backs Non-Bus Hrs (#)	Total Calls & Call-Backs Answered (#)	Total Calls Abandoned (#)	Abandon Rate (%)	Total Outbound Calls (#)	Total Call Activity (Inbound-Outbound)	Maximum Queue Time	Avg. Time to Abandon (Minutes)	Avg. Calls Per FTE Inbound (#)	Avg. Speed to Answer (ASA) (Minutes)	Avg Talk Time (ATT) (Minutes)
Mon	06/30/14	9580	9211	4325	33	9613	369	4%	3399	13012	:25:18	:03:12	62	:01:56	:06:41
Tues	07/01/14	8162	7832	2818	30	8192	330	4%	3452	11644	:22:55	:03:08	64	:02:04	:06:43
Wed	07/02/14	8015	7679	3118	28	8043	336	4%	3599	11642	:23:52	:04:07	62	:01:58	:06:34
Thurs	07/03/14	6415	6232	1748	23	6438	183	3%	3774	10212	:22:22	:03:22	60	:01:52	:06:28
Fri	07/04/14	0	0	0	88	88	0	0%	0	88	:00:00	:00:00	0	:00:00	:00:00
Sat	07/05/14	857	841	69	9	866	16	2%	1369	2235	:15:42	:02:36	58	:01:11	:06:02
Sun	07/06/14	0	0	0	107	107	0	0%	0	107	:00:00	:00:00	0	:00:00	:00:00
	Week end	33029	31795	12078	318	33347	1234	4%	15593	48940	:25:18	:03:29	61	:01:46	:06:39
Mon	07/07/14	9766	9326	3696	30	9796	440	5%	2588	12384	:24:04	:03:11	63	:02:09	:06:23
Tues	07/08/14	8706	8263	2986	28	8734	443	5%	3577	12311	:22:13	:03:22	63	:01:54	:06:24
Wed	07/09/14	7272	6945	2233	20	7292	327	4%	3227	10519	:19:57	:03:32	62	:01:58	:06:34
Thurs	07/10/14	6395	6187	1690	20	6415	208	3%	2403	8818	:17:50	:03:35	62	:01:53	:06:40
Fri	07/11/14	5357	5205	1347	11	5368	152	3%	2292	7660	:19:21	:03:53	60	:01:57	:06:39
Sat	07/12/14	831	808	125	12	843	23	3%	609	1452	:22:12	:04:36	62	:01:47	:06:39
Sun	07/13/14	0	0	0	82	82	0	0%	0	82	:00:00	:00:00	0	:00:00	:00:00
	Week end	38327	36734	12077	203	38530	1593	4%	14696	53226	:24:04	:03:28	62	:01:53	:06:32
Mon	07/14/14	8341	7926	2795	22	8363	415	5%	1609	9972	:24:57	:04:00	63	:02:11	:06:19
Tues	07/15/14	7107	6791	2118	24	7131	316	4%	2706	9837	:25:05	:04:22	63	:01:59	:06:34
Wed	07/16/14	6149	5939	1473	26	6175	210	3%	2341	8516	:22:15	:03:48	62	:01:56	:06:14
Thurs	07/17/14	5534	5394	1136	24	5558	140	3%	1870	7428	:21:57	:03:31	62	:01:52	:06:16
Fri	07/18/14	4673	4594	783	18	4691	79	2%	2043	6734	:15:07	:03:16	61	:01:51	:06:14
Sat	07/19/14	759	741	65	5	764	18	2%	1006	1770	:13:47	:01:59	54	:00:44	:05:20
Sun	07/20/14	0	0	0	71	71	0	0%	0	71	:00:00	:00:00	0	:00:00	:00:00
	Week end	32563	31385	8370	190	32753	1178	4%	11575	44328	:25:05	:03:56	61	:01:46	:06:17
Mon	07/21/14	7231	6895	1926	25	7256	336	5%	1183	8439	:22:17	:03:48	63	:02:18	:06:17
Tues	07/22/14	6770	6505	990	15	6785	265	4%	2179	8964	:17:43	:03:08	61	:01:58	:06:03
Wed	07/23/14	5745	5558	1213	31	5776	187	3%	1702	7478	:21:43	:03:52	61	:01:55	:06:14
Thurs	07/24/14	5397	5263	1130	21	5418	134	2%	1663	7081	:15:44	:03:21	62	:01:38	:06:54
Fri	07/25/14	4862	4750	633	12	4874	112	2%	1757	6631	:13:20	:02:38	61	:01:41	:06:19
Sat	07/26/14	775	761	71	9	784	14	2%	638	1422	:12:55	:02:33	52	:01:36	:05:41
Sun	07/27/14	0	0	0	75	75	0	0%	0	75	:00:00	:00:00	0	:00:00	:00:00
	Week end	30780	29732	5963	188	30968	1048	3%	9122	40090	:22:17	:03:26	60	:01:51	:06:20
Mon	07/28/14	7390	7062	2099	10	7400	328	4%	1087	8487	:18:31	:03:29	63	:02:06	:06:24
Tue	07/29/14	6492	6245	1362	19	6511	247	4%	2625	9136	:19:57	:03:13	62	:01:52	:06:22
Wed	07/30/14	6447	6205	1550	17	6464	242	4%	1726	8190	:19:59	:03:17	62	:01:51	:06:39
Thu	07/31/14	6692	6418	1601	15	6707	274	4%	1766	8473	:21:54	:03:04	62	:01:52	:06:34
	Month End	161720	155576	45100	960	162680	6144	4%	58190	220870	:25:05	:03:32	62	:01:50	:06:25

Call Center Busy Hour Report

July 2014

Calls Received During Business Hours

Day of the Week	Date	Total Calls Received	7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM
Tues	07/01/14	8162	185	482	757	850	910	876	962	998	951	604	283	194	110
Wed	07/02/14	8015	182	454	642	865	935	856	892	958	907	627	333	232	132
Thurs	07/03/14	6415	150	393	565	789	925	885	762	661	560	352	203	102	68
Fri	07/04/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sat	07/05/14	857	0	55	61	88	96	114	126	91	107	119	0	0	0
Sun	07/06/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		23449	517	1384	2025	2592	2866	2731	2742	2708	2525	1702	819	528	310
Mon	07/07/14	9766	175	643	908	1155	1208	1140	1153	1113	983	638	318	197	135
Tues	07/08/14	8706	117	416	903	986	1095	1056	949	973	1007	651	285	166	102
Wed	07/09/14	7272	141	395	695	844	977	830	904	835	677	485	236	149	104
Thurs	07/10/14	6395	115	330	614	740	810	821	755	769	570	439	206	132	94
Fri	07/11/14	5357	92	291	544	641	663	608	654	734	521	309	163	88	49
Sat	07/12/14	831	0	55	58	91	107	106	121	99	95	99	0	0	0
Sun	07/13/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		38327	640	2130	3722	4457	4860	4561	4536	4523	3853	2621	1208	732	484
Mon	07/14/14	8341	103	348	704	904	1006	1110	981	985	957	656	267	221	99
Tues	07/15/14	7107	117	384	704	911	865	823	836	869	650	464	255	132	97
Wed	07/16/14	6149	99	339	491	667	774	672	776	802	654	459	209	117	90
Thurs	07/17/14	5534	97	288	459	537	676	650	643	739	602	411	222	134	76
Fri	07/18/14	4673	57	246	411	612	634	505	513	569	503	336	155	83	49
Sat	07/19/14	759	0	53	58	88	106	108	77	87	87	95	0	0	0
Sun	07/20/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		32563	473	1658	2827	3719	4061	3868	3826	4051	3453	2421	1108	687	411
Mon	07/21/14	7231	113	379	686	768	822	822	920	903	750	526	269	164	109
Tues	07/22/14	6770	91	338	560	740	710	967	968	868	644	416	227	157	84
Wed	07/23/14	5745	52	253	482	685	771	752	721	627	562	448	221	105	66
Thurs	07/24/14	5397	86	277	467	536	652	675	698	638	562	398	212	122	74
Fri	07/25/14	4862	64	238	423	545	553	588	640	589	524	364	151	110	73
Sat	07/26/14	775	0	59	64	96	111	106	78	92	74	95	0	0	0
Sun	07/27/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		30780	406	1544	2682	3370	3619	3910	4025	3717	3116	2247	1080	658	406
Mon	07/28/14	7390	121	371	667	903	922	870	772	830	809	572	287	180	86
Tue	07/29/14	6492	79	337	582	783	860	790	817	649	689	451	232	141	82
Wed	07/30/14	6447	63	285	553	685	785	731	831	755	705	537	246	164	107
Thu	07/31/14	6692	96	322	564	683	738	762	823	839	700	559	287	200	119
Month Total		152095	2379	7979	13593	17094	18636	18164	18386	18178	15866	11196	5281	3313	2030
	Cumulative Percent		2%	5%	9%	11%	12%	12%	12%	12%	10%	7%	3%	2%	1%
	Eastern Time		7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM

Ohio Consumer Hotline - Activity Summary Report

Calls made from 7/1/2014 to 7/31/2014

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1351
	Benefit Package / Covered Services	251
	Billing Number	134
	Card	267
	Certificate of Coverage	55
	Change	107
	Citizenship Verification Questions	1
	Estate Recovery	30
	Hearing	5
	Patient Liability	12
	Program Information	345
	Under 21 Inquiry	4
	Total	2562
<i>BCCP</i>	Application / Eligibility	5
	Benefit Package / Covered Services	2
	Card	1
	Change	1
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	4
	Total	13
<i>Consumer Guide</i>	Questions From Consumer Guide	10
	Total	10
<i>EOMB</i>	General Information	7
	Questions About Letter	1
	Total	8

FFS Billing	Billing Number	622
	Claims Request	35
	General Billing Questions	727
	Received Bill (Needs Letter)	35
	Total	1419
General Benefits	Dental	369
	Equipment	108
	Family Planning	12
	Healthchek Services	16
	Inquiry on Covered Services	2277
	Medicaid Expansion	1946
	Medicaid School Program	2
	Medlist Assist	12
	Pregnancy Related Services	15
	Prescriptions	930
	Transportation	442
	Vision	216
Total	6345	
Healthy Start	Application / Eligibility	1632
	Benefit Package / Covered Services	194
	Billing Number	170
	Card	473
	Certificate of Coverage	73
	Change	145
	Citizenship Verification Questions	1
	Estate Recovery	3
	Hearing	3
	Program Information	766
	Total	3460
HIPAA	Complaint	0
	Information	3
	Request for Accounting for Disclosure	1

HIPAA	Request for Amendment	0
	Request for Restriction	1
	Send PHI Brochure	1
	Total	6
Home Health Care	Application / Eligibility	19
	Benefit Package / Covered Services	8
	BHCS Complaint	1
	BHCS Questions	2
	Card	2
	Hearing	0
	HSFA Questions	0
	Passport	5
	Program Information	26
	Provider	12
	Status	0
	Total	75
Incident Report	Billing Inquiry	108
	Reimbursement Inquiry	30
	Total	138
Information	Cash Assistance	13
	CDJFS	498
	Customer Survey	7
	Food Stamps	98
	Hotline	194
	Medicare	205
	Social Security	11
Total	1026	
Inquiry	029 Error	43
	574 Error - Not Eligible	9
	Already Selected	2112
	Called to Check on Doctors	652
	Called to Check on Just Cause Status	133
	Case Addition	49
	Case Closed	130

<i>Inquiry</i>	Case Pending	557
	Category Closed	75
	Change in Name	99
	Change in Phone Number / Address	607
	CIC - Do Not Assign	15
	Consumer Needs To Be Auto Re-Enrolled	9
	Failed Eligibility	297
	General Questions	17339
	Open Enrollment Questions	1891
	Person Calling Not PIP / AG Head	336
	Referred Consumer to County Worker	2206
	Returned NME / Notice	2
	Transferred in Error	30
	Wanted Phone Number of MCP	740
	Total	27331
<i>Issue / Concern</i>	Issue / Concern about MCP	73
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	4
	Issue / Concern with ODM	3
	Total	80
<i>Limited Family Planning Services</i>	Application / Eligibility	67
	Benefit Package / Covered Services	93
	Billing Number	7
	Card	18
	Certificate of Coverage	4
	Change	12
	Hearing	0
	Program Information	120
	Total	321
<i>Long Term Care</i>	Application / Eligibility	10

Long Term Care	Benefit Package / Covered Services	6
	Card	1
	Community Spouse	1
	Estate Recovery	6
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	4
	Program Information	16
	Total	44
Mailings	"Getting Long Term Care" Pamphlet	4
	ABD Application Letter - 7200	414
	ABD EMP Enrollment Packet	42
	ABD Pamphlet - Spanish	0
	Approved Letter	215
	BCCP Brochure	0
	Billing Incident Letter	91
	Call Me Letter	0
	CFC EMP Enrollment Packet	166
	Citizenship Verification Brochure	0
	CPA Letter	0
	CPA Letter - Blank	396
	Enrollment Error Letter	0
	Healthy Start Brochure	3
	HIPAA Notice	3
	HS/HF Information	0
	ICDS Enrollment Letter	2465
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	365
	JC Approval Change MCP - Requestor	36
JC Approval FFS	4	

Mailings	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	1
	MBI-WD Application	7
	Medicaid Program Enrollment & Benefit Information	65
	MyCare EMP Enrollment Packet	36
	MyCare TPL Verification Letter	1
	N1 Reminder Letter	38502
	N3 ABD Reminder Letter	938
	No Contact	6
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	1
	OMH Mandatory MyCare Letter	123
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	571
	Reimbursement Letter	23
	Rejected - General	146
	Rejected - General ABD	34
	Rejected - SSI-BCMH-CIC	39
	Residential Treatment Letter	2
	Resolution	5
	Resolution Declined	1
	Spend Down Approval	6
	Spend Down Denial	2
	TPL Approval	0

Mailings	TPL Verification Needed	2
	Total	44715
Managed Care Info & Referral	Benefit Package	890
	Billing Number	224
	Card	2742
	Information	7085
	Just Cause Status	67
	Payment	18
	Phone Numbers	1985
	Provider Name	1112
	Transfer Request - Bureau of Managed Care	14
	Total	14137
MBI-WD	AG Collections Questions	7
	Application / Eligibility	38
	Benefit Package / Covered Services	18
	Billing Number	1
	Card	10
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	4
	Program Information	56
	Questions About Premiums	39
	Total	173
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	20
	Unable to Reach - Letter Sent - Resolved	45
	Total	65
Medicare Part D	Application / Eligibility	103
	Information	408
	Questions About Letter	8
	Total	519
Medicare Premium Assistance	Application / Eligibility	570
	Benefit Package / Covered Services	310
	Billing Number	8

Medicare Premium Assistance	Card	130
	Certificate of Coverage	21
	Change	46
	Estate Recovery	1
	Hearing	1
	Patient Liability	9
	Program Information	672
	Total	1768
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	1
	Total	2
MyCare Ohio	General Information	3936
	Total	3936
ODM Survey	Managed Care Survey	3
	Total	3
Ohio Benefits Self Service Portal	Access my Benefits	25
	Account Creation/Management	11
	Account Lock Out	44
	Application Assistance	200
	Apply for Benefits	373
	County Office Location/Hours	41
	Electronic Verification	7
	Forgot Password Link	8
	Forgot User Name Link	6
	Frequently Asked Questions	222
	General Navigation	63
	How to use this Site	32
	Internet Browser Issue	4
	Message Center	3
	Provided Link to Website	363
	Submit Error Issue	41

Ohio Benefits Self Service Portal	Transfer Call to Tier 2/3	70
	Total	1513
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	1167
	Case Inquiry/Case Status	3220
	Contact CDJS	687
	Did Not Give Audio Signature to Complete Telephone Application	15
	Electronic Verification Process	109
	Journal Creation & Management	1
	MAGI (Modified Adjusted Gross Income) Program Information	424
	Notice of Action Explanation	58
	Reprint FFS card from Hotline	1
	Reprint NOA from Hotline	1
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	279
	Total	5962
	Ohio's Best RX	Program Information
Referred Caller		8
Total		14
Other Medicaid Program	Application / Eligibility	1208
	Benefit Package / Covered Services	623
	Billing Number	160
	Card	501
	Certificate of Coverage	18
	Change	394
	Citizenship Verification Questions	3
	Estate Recovery	11
Hearing	7	

Other Medicaid Program	Program Information	760
	Total	3685
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	0
	Provider	0
	Transfer Request	0
	Total	0
Prior Authorization	How to Obtain	395
	Letter	18
	Program Information	345
	Status	287
	Transfer Request - Needs Follow-Up	1
	Total	1046
Provider	Fee-For-Service Provider Names	358
	Referred to MCP For Provider List	141
	Referred to ODM Website For Provider List	64
	Referred to State Board To File Complaint Against Provider	2
	Total	565
Reimbursement	Decision	20
	Information	446
	State Hearing	10
	Total	476
Spend Down	Amount	864
	Card	352
	Certificate of Coverage	56
	Hearing	15
	Problem	147
	Program Information	1232
	Total	2666

State Hearings	How to Request	61
	Program Information	61
	Status	12
	Total	134
Surveys	Call Center Survey	3382
	Total	3382
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	28
	General Information	241
	Need Medications Now	26
	Referral to Case Worker	227
	Referral to TPL Vendor	56
	Total	578
Tort	General Information	9
	Provided Number to Tort Unit	20
	Total	29
Waiver	Application / Eligibility	211
	Benefit Package / Covered Services	87
	Billing Number	7
	Card	34
	Certificate of Coverage	3
	Change	8
	Estate Recovery	7
	Hearing	1
	Independent Provider	1
	Patient Evaluation	5
	Patient Liability	20
	Program Information	171
	Waiting List	9
	Total	564
Grand Total All Categories		128770

**Ohio Consumer Hotline -
Total Number of Calls by Referral**

Calls made from 7/1/2014 to 7/31/2014

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	411
	ACS / First Health	185
	ADAMH	9
	Area Agency on Aging	75
	BCCP Regional Agency	3
	BCMh	15
	Bureau of Home and Community Services	2
	Case Management Agency	24
	Caseworker	1310
	Child Support Enforcement Agency	6
	Complaint Department	22
	County Department of Job & Family Services	2550
	First Link	13
	Food Stamp Hotline	21
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	1
	HomeHealthAgency	7
	Info & Refer	190
	In-House	3
	Legal Aid	7
	Managed Care Plan	2065
	Managed Care/Just Cause Section	32
	MR / DD Board	3
	ODM	13
	Ohio Department of Insurance	17
	Ohio Hospice	2
	Ohio's Best Rx	7
Ombudsman	12	

Referral	OSHIIP	88
	Other Medical Services Agency	55
	Other Social Services Agency	16
	Out-of-State Medicaid Hotline	19
	PACT	0
	Pharmacy	170
	Prescription Drug Plan (PDP)	103
	Provider	610
	Provider Services Call Center	484
	Public Children's Services	22
	Social Security Administration	64
	StateHearingDivision	83
	StateMedicalBoard	21
	Supervisor	49
	Tort Unit	14
	Website - ODM	141
Welfare Fraud Hotline	2	
WIC Office	2	
Total		8948

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 8/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	341	70.16%	283	90.42%	28	93.33%	652	78.65%
Call Campaign	101	20.78%	23	7.35%	2	6.67%	126	15.20%
Face-To-Face	1	0.21%	0	0.00%	0	0.00%	1	0.12%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	43	8.85%	7	2.24%	0	0.00%	50	6.03%
TOTAL	486	100%	313	100%	30	100%	829	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 8/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	341	52.30%	283	43.40%	28	4.29%	652	100%
Call Campaign	101	80.16%	23	18.25%	2	1.59%	126	100%
Face-To-Face	1	100.00%	0	0.00%	0	0.00%	1	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	43	86.00%	7	14.00%	0	0.00%	50	100%

**AGED, BLIND, DISABLED (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 8/1/2014**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	2		4		0	
	North East	33		15		6	
	West	23		13		1	
	Total	58	11.93%	32	10.22%	7	23.33%
Caresource	Central/South East	61		53		8	
	North East	126		77		9	
	West	82		62		2	
	Total	269	55.35%	192	61.34%	19	63.33%
Molina	Central/South East	32		20		1	
	North East	6		3		0	
	West	25		13		1	
	Total	63	12.96%	36	11.50%	2	6.67%
Paramount	Central/South East	2		9		1	
	North East	4		1		0	
	West	22		14		1	
	Total	28	5.76%	24	7.67%	2	6.67%
United	Central/South East	19		12		0	
	North East	33		9		0	
	West	16		8		0	
	Total	68	13.99%	29	9.27%	0	0.00%
Total Mandatory		486	100.00%	313	100.00%	30	100.00%

**AGED, BLIND, DISABLED (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE
BY REGION**

Region and MCP as a Percentage of Type
Effective Date: 8/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	2	1.72%	4	4.08%	0	0.00%
	Caresource	61	52.59%	53	54.08%	8	80.00%
	Molina	32	27.59%	20	20.41%	1	10.00%
	Paramount	2	1.72%	9	9.18%	1	10.00%
	United	19	16.38%	12	12.24%	0	0.00%
	Total	116	100.00%	98	100.00%	10	100.00%
North East	Buckeye	33	16.34%	15	14.29%	6	40.00%
	Caresource	126	62.38%	77	73.33%	9	60.00%
	Molina	6	2.97%	3	2.86%	0	0.00%
	Paramount	4	1.98%	1	0.95%	0	0.00%
	United	33	16.34%	9	8.57%	0	0.00%
	Total	202	100.00%	105	100.00%	15	100.00%
West	Buckeye	23	13.69%	13	11.82%	1	20.00%
	Caresource	82	48.81%	62	56.36%	2	40.00%
	Molina	25	14.88%	13	11.82%	1	20.00%
	Paramount	22	13.10%	14	12.73%	1	20.00%
	United	16	9.52%	8	7.27%	0	0.00%
	Total	168	100.00%	110	100.00%	5	100.00%
Total Mandatory		486		313		30	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 8/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	214	159	373
North East	307	267	574
West	278	178	456
Total For All Regions	799	604	1403

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 8/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	2	4	6	32	38	10.19%
	Caresource	61	53	114	59	173	46.38%
	Molina	32	20	52	31	83	22.25%
	Paramount	2	9	11	18	29	7.77%
	United	19	12	31	19	50	13.40%
	Total	116	98	214	159	373	100.00%
North East	Buckeye	33	15	48	53	101	17.60%
	Caresource	126	77	203	96	299	52.09%
	Molina	6	3	9	47	56	9.76%
	Paramount	4	1	5	38	43	7.49%
	United	33	9	42	33	75	13.07%
	Total	202	105	307	267	574	100.00%
West	Buckeye	23	13	36	37	73	16.01%
	Caresource	82	62	144	72	216	47.37%
	Molina	25	13	38	38	76	16.67%
	Paramount	22	14	36	16	52	11.40%
	United	16	8	24	15	39	8.55%
	Total	168	110	278	178	456	100.00%
Total Mandatory		486	313	799	604	1403	

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Method as a Percentage of Type
Effective Date: 8/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	21909	70.76%	4742	85.10%	68	94.44%	26719	72.99%
Call Campaign	5303	17.13%	425	7.63%	4	5.56%	5732	15.66%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	1	0.02%	0	0.00%	1	0.00%
Mail	4	0.01%	2	0.04%	0	0.00%	6	0.02%
Website	3748	12.10%	402	7.21%	0	0.00%	4150	11.34%
TOTAL	30964	100%	5572	100%	72	100%	36608	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 8/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	21909	82.00%	4742	17.75%	68	0.25%	26719	100%
Call Campaign	5303	92.52%	425	7.41%	4	0.07%	5732	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	1	100.00%	0	0.00%	1	100%
Mail	4	66.67%	2	33.33%	0	0.00%	6	100%
Website	3748	90.31%	402	9.69%	0	0.00%	4150	100%

**COVERED FAMILY AND CHILDREN (CFC)
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN**

Region and MCP as a Percentage of Type
Effective Date: 8/1/2014

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	489		24		1	
	North East	1996		288		5	
	West	1192		181		3	
	Total	3677	11.88%	493	8.85%	9	12.50%
Caresource	Central/South East	4506		844		3	
	North East	7246		1618		18	
	West	6575		1216		8	
	Total	18327	59.19%	3678	66.01%	29	40.28%
Molina	Central/South East	1826		274		2	
	North East	277		32		2	
	West	811		162		5	
	Total	2914	9.41%	468	8.40%	9	12.50%
Paramount	Central/South East	165		25		3	
	North East	319		27		3	
	West	1773		333		12	
	Total	2257	7.29%	385	6.91%	18	25.00%
United	Central/South East	1136		161		2	
	North East	1798		305		2	
	West	855		82		3	
	Total	3789	12.24%	548	9.83%	7	9.72%
Total Mandatory		30964	100.00%	5572	100.00%	72	100.00%

**COVERED FAMILY AND CHILDREN (CFC)
HEALTH CARE PLAN ENROLLMENT TYPE
BY REGION**

Region and MCP as a Percentage of Type
Effective Date: 8/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	489	6.02%	24	1.81%	1	9.09%
	Caresource	4506	55.48%	844	63.55%	3	27.27%
	Molina	1826	22.48%	274	20.63%	2	18.18%
	Paramount	165	2.03%	25	1.88%	3	27.27%
	United	1136	13.99%	161	12.12%	2	18.18%
	Total	8122	100.00%	1328	100.00%	11	100.00%
North East	Buckeye	1996	17.15%	288	12.69%	5	16.67%
	Caresource	7246	62.27%	1618	71.28%	18	60.00%
	Molina	277	2.38%	32	1.41%	2	6.67%
	Paramount	319	2.74%	27	1.19%	3	10.00%
	United	1798	15.45%	305	13.44%	2	6.67%
	Total	11636	100.00%	2270	100.00%	30	100.00%
West	Buckeye	1192	10.64%	181	9.17%	3	9.68%
	Caresource	6575	58.67%	1216	61.60%	8	25.81%
	Molina	811	7.24%	162	8.21%	5	16.13%
	Paramount	1773	15.82%	333	16.87%	12	38.71%
	United	855	7.63%	82	4.15%	3	9.68%
	Total	11206	100.00%	1974	100.00%	31	100.00%
Total Mandatory		30964		5572		72	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 8/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	9450	8645	18095
North East	13906	11384	25290
West	13180	9977	23157
Total For All Regions	36536	30006	66542

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 8/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	489	24	513	1852	2365	13.07%
	Caresource	4506	844	5350	1763	7113	39.31%
	Molina	1826	274	2100	1705	3805	21.03%
	Paramount	165	25	190	1715	1905	10.53%
	United	1136	161	1297	1610	2907	16.07%
	Total	8122	1328	9450	8645	18095	100.00%
North East	Buckeye	1996	288	2284	2377	4661	18.43%
	Caresource	7246	1618	8864	2269	11133	44.02%
	Molina	277	32	309	2271	2580	10.20%
	Paramount	319	27	346	2202	2548	10.08%
	United	1798	305	2103	2265	4368	17.27%
	Total	11636	2270	13906	11384	25290	100.00%
West	Buckeye	1192	181	1373	2120	3493	15.08%
	Caresource	6575	1216	7791	1912	9703	41.90%
	Molina	811	162	973	2060	3033	13.10%
	Paramount	1773	333	2106	1985	4091	17.67%
	United	855	82	937	1900	2837	12.25%
	Total	11206	1974	13180	9977	23157	100.00%
Total Mandatory		30964	5572	36536	30006	66542	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 8/1/2014

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	226	31.56%	564	25.33%	0	0.00%	790	26.54%
Call	Medicaid only	277	38.69%	1137	51.06%	33	97.06%	1447	48.61%
Call Campaign	Dual benefits	17	2.37%	38	1.71%	0	0.00%	55	1.85%
Call Campaign	Medicaid only	48	6.70%	121	5.43%	0	0.00%	169	5.68%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	3	0.42%	7	0.31%	0	0.00%	10	0.34%
Fax	Medicaid only	33	4.61%	129	5.79%	1	2.94%	163	5.48%
Mail	Dual benefits	0	0.00%	1	0.04%	0	0.00%	1	0.03%
Mail	Medicaid only	5	0.70%	1	0.04%	0	0.00%	6	0.20%
Website	Dual benefits	26	3.63%	43	1.93%	0	0.00%	69	2.32%
Website	Medicaid only	81	11.31%	186	8.35%	0	0.00%	267	8.97%
TOTAL		716	100%	2227	100%	34	100%	2977	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 8/1/2014

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	226	28.61%	564	71.39%	0	0.00%	790	100%
Call	Medicaid only	277	19.14%	1137	78.58%	33	2.28%	1447	100%
Call Campaign	Dual benefits	17	30.91%	38	69.09%	0	0.00%	55	100%
Call Campaign	Medicaid only	48	28.40%	121	71.60%	0	0.00%	169	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	3	30.00%	7	70.00%	0	0.00%	10	100%
Fax	Medicaid only	33	20.25%	129	79.14%	1	0.61%	163	100%
Mail	Dual benefits	0	0.00%	1	100.00%	0	0.00%	1	100%
Mail	Medicaid only	5	83.33%	1	16.67%	0	0.00%	6	100%
Website	Dual benefits	26	37.68%	43	62.32%	0	0.00%	69	100%
Website	Medicaid only	81	30.34%	186	69.66%	0	0.00%	267	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 8/1/2014

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	18		88		0		106
	Central	Medicaid only	29		251		2		282
	North West	Dual benefits	4		20		0		24
	North West	Medicaid only	15		50		1		66
	South West	Dual benefits	19		31		0		50
	South West	Medicaid only	39		114		3		156
	Total			124	17.32%	554	24.88%	6	17.65%
Buckeye	North East	Dual benefits	8		21		0		29
	North East	Medicaid only	7		29		3		39
	North West	Dual benefits	8		21		0		29
	North West	Medicaid only	9		40		4		53
	West Central	Dual benefits	37		121		0		158
	West Central	Medicaid only	64		317		2		383
	Total			133	18.58%	549	24.65%	9	26.47%
Caresource	East Central	Dual benefits	33		99		0		132
	East Central	Medicaid only	47		175		4		226
	North East	Dual benefits	46		82		0		128
	North East	Medicaid only	88		216		3		307
	North East Central	Dual benefits	22		21		0		43
	North East Central	Medicaid only	19		27		1		47
	Total			255	35.61%	620	27.84%	8	23.53%
Molina	Central	Dual benefits	16		19		0		35
	Central	Medicaid only	27		76		2		105
	South West	Dual benefits	16		23		0		39
	South West	Medicaid only	38		62		1		101
	West Central	Dual benefits	6		29		0		35

Molina	West Central	Medicaid only	11		74		1		86
	Total		114	15.92%	283	12.71%	4	11.76%	
United	East Central	Dual benefits	18		60		0		78
	East Central	Medicaid only	21		100		4		125
	North East	Dual benefits	12		13		0		25
	North East	Medicaid only	22		36		2		60
	North East Central	Dual benefits	9		5		0		14
	North East Central	Medicaid only	8		7		1		16
	Total		90	12.57%	221	9.92%	7	20.59%	
Total Mandatory			716	100.00%	2227	100.00%	34	100.00%	

**MyCare
HEALTH CARE PLAN ENROLLMENT TYPE
BY REGION**

Region and MCP as a Percentage of Type
Effective Date: 8/1/2014

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	18	20.00%	88	20.28%	0	0.00%	106
	Aetna	Medicaid only	29	32.22%	251	57.83%	2	50.00%	282
	Molina	Dual benefits	16	17.78%	19	4.38%	0	0.00%	35
	Molina	Medicaid only	27	30.00%	76	17.51%	2	50.00%	105
	Total		90	100.00%	434	100.00%	4	100.00%	
East Central	Caresource	Dual benefits	33	27.73%	99	22.81%	0	0.00%	132
	Caresource	Medicaid only	47	39.50%	175	40.32%	4	50.00%	226
	United	Dual benefits	18	15.13%	60	13.82%	0	0.00%	78
	United	Medicaid only	21	17.65%	100	23.04%	4	50.00%	125
	Total		119	100.00%	434	100.00%	8	100.00%	
North East	Buckeye	Dual benefits	8	4.37%	21	5.29%	0	0.00%	29
	Buckeye	Medicaid only	7	3.83%	29	7.30%	3	37.50%	39
	Caresource	Dual benefits	46	25.14%	82	20.65%	0	0.00%	128
	Caresource	Medicaid only	88	48.09%	216	54.41%	3	37.50%	307
	United	Dual benefits	12	6.56%	13	3.27%	0	0.00%	25
	United	Medicaid only	22	12.02%	36	9.07%	2	25.00%	60
	Total		183	100.00%	397	100.00%	8	100.00%	
North East Central	Caresource	Dual benefits	22	37.93%	21	35.00%	0	0.00%	43
	Caresource	Medicaid only	19	32.76%	27	45.00%	1	50.00%	47
	United	Dual benefits	9	15.52%	5	8.33%	0	0.00%	14
	United	Medicaid only	8	13.79%	7	11.67%	1	50.00%	16
	Total		58	100.00%	60	100.00%	2	100.00%	
North West	Aetna	Dual benefits	4	11.11%	20	15.27%	0	0.00%	24
	Aetna	Medicaid only	15	41.67%	50	38.17%	1	20.00%	66
	Buckeye	Dual benefits	8	22.22%	21	16.03%	0	0.00%	29
	Buckeye	Medicaid only	9	25.00%	40	30.53%	4	80.00%	53
	Total		36	100.00%	131	100.00%	5	100.00%	
South West	Aetna	Dual benefits	19	16.96%	31	13.48%	0	0.00%	50
	Aetna	Medicaid only	39	34.82%	114	49.57%	3	75.00%	156
	Molina	Dual benefits	16	14.29%	23	10.00%	0	0.00%	39

South West	Molina	Medicaid only	38	33.93%	62	26.96%	1	25.00%	101
	Total		112	100.00%	230	100.00%	4	100.00%	
West Central	Buckeye	Dual benefits	37	31.36%	121	22.37%	0	0.00%	158
	Buckeye	Medicaid only	64	54.24%	317	58.60%	2	66.67%	383
	Molina	Dual benefits	6	5.08%	29	5.36%	0	0.00%	35
	Molina	Medicaid only	11	9.32%	74	13.68%	1	33.33%	86
	Total		118	100.00%	541	100.00%	3	100.00%	
Total Mandatory			716		2227		34		

MyCare
ASSIGNMENT BY REGION
Effective Date: 8/1/2014

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	383	256	639
	Dual benefits	141	0	141
		524	256	780
East Central	Medicaid only	343	288	631
	Dual benefits	210	0	210
		553	288	841
North East	Medicaid only	398	541	939
	Dual benefits	182	0	182
		580	541	1121
North East Central	Medicaid only	61	141	202
	Dual benefits	57	0	57
		118	141	259
North West	Medicaid only	114	189	303
	Dual benefits	53	0	53
		167	189	356
South West	Medicaid only	253	400	653
	Dual benefits	89	0	89
		342	400	742
West Central	Medicaid only	466	230	696
	Dual benefits	193	0	193
		659	230	889
Total For All Regions		2943	2045	4988

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 8/1/2014

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	0	6	6	0	6
			Medicaid only	2	3	5	5	10
		Molina	Dual benefits	1	1	2	0	2
			Medicaid only	1	3	4	5	9
		Total			4	13	17	10
	Franklin	Aetna	Dual benefits	13	79	92	0	92
			Medicaid only	24	235	259	115	374
		Molina	Dual benefits	14	14	28	0	28
			Medicaid only	21	55	76	113	189
		Total			72	383	455	228
	Madison	Aetna	Dual benefits	1	1	2	0	2
			Medicaid only	0	2	2	1	3
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	0	6	6	3	9
		Total			1	10	11	4
	Pickaway	Aetna	Dual benefits	4	0	4	0	4
			Medicaid only	1	8	9	0	9
		Molina	Dual benefits	1	2	3	0	3
			Medicaid only	2	9	11	8	19
		Total			8	19	27	8

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Union	Aetna	Dual benefits	0	2	2	0	2
			Medicaid only	2	3	5	4	9
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	3	3	6	2	8
		Total		5	9	14	6	20

Central Region Totals

Aetna		47	339	386	125	511
Molina		43	95	138	131	269
Total		90	434	524	256	780

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	Caresource	Dual benefits	2	6	8	0	8
			Medicaid only	2	7	9	13	22
		United	Dual benefits	2	12	14	0	14
			Medicaid only	0	16	16	11	27
		Total		6	41	47	24	71
	Stark	Caresource	Dual benefits	12	52	64	0	64
			Medicaid only	20	90	110	49	159
		United	Dual benefits	8	13	21	0	21
			Medicaid only	7	22	29	49	78
		Total		47	177	224	98	322
	Summit	Caresource	Dual benefits	16	34	50	0	50
			Medicaid only	20	69	89	63	152
		United	Dual benefits	7	31	38	0	38
			Medicaid only	13	54	67	77	144
		Total		56	188	244	140	384

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	Caresource	Dual benefits	3	7	10	0	10
			Medicaid only	5	9	14	16	30
		United	Dual benefits	1	4	5	0	5
			Medicaid only	1	8	9	10	19
		Total			10	28	38	26

East Central Region Totals

Caresource		80	274	354	141	495
United		39	160	199	147	346
Total		119	434	553	288	841

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	5	16	21	0	21
			Medicaid only	6	26	32	85	117
		Caresource	Dual benefits	34	66	100	0	100
			Medicaid only	66	193	259	120	379
		United	Dual benefits	8	7	15	0	15
			Medicaid only	15	29	44	197	241
		Total			134	337	471	402
	Geauga	Buckeye	Dual benefits	2	0	2	0	2
			Medicaid only	0	0	0	3	3
		Caresource	Medicaid only	3	1	4	5	9
		United	Dual benefits	0	1	1	0	1
			Medicaid only	1	1	2	3	5
		Total			6	3	9	11
	Lake	Buckeye	Dual benefits	0	2	2	0	2
			Medicaid only	0	1	1	13	14

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Lake	Caresource	Dual benefits	2	2	4	0	4	
			Medicaid only	5	7	12	13	25	
		United	Dual benefits	1	0	1	0	1	
			Medicaid only	0	1	1	15	16	
		Total			8	13	21	41	62
	Lorain	Buckeye	Dual benefits	1	2	3	0	3	
			Medicaid only	1	1	2	16	18	
		Caresource	Dual benefits	9	11	20	0	20	
			Medicaid only	11	12	23	36	59	
		United	Dual benefits	2	2	4	0	4	
			Medicaid only	1	0	1	24	25	
		Total			25	28	53	76	129
		Medina	Buckeye	Dual benefits	0	1	1	0	1
	Medicaid only			0	1	1	2	3	
	Caresource		Dual benefits	1	3	4	0	4	
			Medicaid only	3	3	6	2	8	
	United		Dual benefits	1	3	4	0	4	
			Medicaid only	5	5	10	7	17	
	Total				10	16	26	11	37
	North East Region Totals								
	Buckeye				15	50	65	119	184
	Caresource				134	298	432	176	608
	United				34	49	83	246	329
	Total				183	397	580	541	1121

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	Caresource	Dual benefits	4	5	9	0	9
			Medicaid only	3	6	9	11	20
		United	Dual benefits	2	1	3	0	3
			Medicaid only	2	4	6	12	18
		Total			11	16	27	23
	Mahoning	Caresource	Dual benefits	12	12	24	0	24
			Medicaid only	10	17	27	24	51
		United	Dual benefits	4	4	8	0	8
			Medicaid only	2	3	5	39	44
		Total			28	36	64	63
	Trumbull	Caresource	Dual benefits	6	4	10	0	10
			Medicaid only	6	4	10	22	32
		United	Dual benefits	3	0	3	0	3
			Medicaid only	4	0	4	33	37
		Total			19	8	27	55
North East Central Region Totals								
Caresource				41	48	89	57	146
United				17	12	29	84	113
Total				58	60	118	141	259
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	0	1	1	0	1
			Medicaid only	0	2	2	4	6
		Buckeye	Medicaid only	2	1	3	7	10
	Total			2	4	6	11	17
	Lucas	Aetna	Dual benefits	2	18	20	0	20

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Lucas	Aetna	Medicaid only	12	39	51	84	135
		Buckeye	Dual benefits	8	20	28	0	28
			Medicaid only	5	34	39	68	107
		Total			27	111	138	152
	Ottawa	Aetna	Dual benefits	2	0	2	0	2
			Medicaid only	3	3	6	3	9
		Buckeye	Medicaid only	0	1	1	1	2
		Total			5	4	9	4
	Wood	Aetna	Dual benefits	0	1	1	0	1
			Medicaid only	0	6	6	12	18
		Buckeye	Dual benefits	0	1	1	0	1
			Medicaid only	2	4	6	10	16
		Total			2	12	14	22

North West Region Totals								
Aetna				19	70	89	103	192
Buckeye				17	61	78	86	164
Total				36	131	167	189	356

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	5	9	14	0	14
			Medicaid only	8	33	41	31	72
		Molina	Dual benefits	3	3	6	0	6
			Medicaid only	6	3	9	45	54
	Total			22	48	70	76	146
	Clermont	Aetna	Dual benefits	2	2	4	0	4
Medicaid only			5	10	15	27	42	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clermont	Molina	Dual benefits	2	6	8	0	8
			Medicaid only	2	7	9	24	33
		Total		11	25	36	51	87
	Clinton	Aetna	Dual benefits	2	2	4	0	4
			Medicaid only	9	2	11	3	14
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	0	5	5	13	18
		Total		11	10	21	16	37
		Hamilton	Aetna	Dual benefits	8	17	25	0
	Medicaid only			15	60	75	146	221
	Molina		Dual benefits	11	13	24	0	24
			Medicaid only	27	42	69	89	158
	Total			61	132	193	235	428
	Warren	Aetna	Dual benefits	2	1	3	0	3
			Medicaid only	2	9	11	16	27
		Molina	Medicaid only	3	5	8	6	14
		Total		7	15	22	22	44

South West Region Totals								
Aetna				58	145	203	223	426
Molina				54	85	139	177	316
Total				112	230	342	400	742

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	2	11	13	0	13
			Medicaid only	9	40	49	18	67
		Molina	Dual benefits	1	16	17	0	17

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Clark	Molina	Medicaid only	3	16	19	23	42	
		Total		15	83	98	41	139	
	Greene	Buckeye	Dual benefits	4	18	22	0	22	
			Medicaid only	6	17	23	13	36	
		Molina	Dual benefits	1	4	5	0	5	
			Medicaid only	0	6	6	13	19	
		Total		11	45	56	26	82	
		Montgomery	Buckeye	Dual benefits	31	92	123	0	123
	Medicaid only			49	260	309	74	383	
	Molina		Dual benefits	4	9	13	0	13	
			Medicaid only	8	52	60	89	149	
	Total			92	413	505	163	668	
	West Central Region Totals								
	Buckeye				101	438	539	105	644
	Molina				17	103	120	125	245
Total				118	541	659	230	889	
Total Mandatory				716	2227	2943	2045	4988	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 8/1/2014

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	18	88	106	0	106	13.59%
	Aetna	Medicaid only	29	251	280	125	405	51.92%
	Molina	Dual benefits	16	19	35	0	35	4.49%
	Molina	Medicaid only	27	76	103	131	234	30.00%
	Total			90	434	524	256	780
East Central	Caresource	Dual benefits	33	99	132	0	132	15.70%
	Caresource	Medicaid only	47	175	222	141	363	43.16%
	United	Dual benefits	18	60	78	0	78	9.27%
	United	Medicaid only	21	100	121	147	268	31.87%
	Total			119	434	553	288	841
North East	Buckeye	Dual benefits	8	21	29	0	29	2.59%
	Buckeye	Medicaid only	7	29	36	119	155	13.83%
	Caresource	Dual benefits	46	82	128	0	128	11.42%
	Caresource	Medicaid only	88	216	304	176	480	42.82%
	United	Dual benefits	12	13	25	0	25	2.23%
	United	Medicaid only	22	36	58	246	304	27.12%
	Total			183	397	580	541	1121
North East Central	Caresource	Dual benefits	22	21	43	0	43	16.60%
	Caresource	Medicaid only	19	27	46	57	103	39.77%
	United	Dual benefits	9	5	14	0	14	5.41%
	United	Medicaid only	8	7	15	84	99	38.22%
	Total			58	60	118	141	259

North West	Aetna	Dual benefits	4	20	24	0	24	6.74%
	Aetna	Medicaid only	15	50	65	103	168	47.19%
	Buckeye	Dual benefits	8	21	29	0	29	8.15%
	Buckeye	Medicaid only	9	40	49	86	135	37.92%
	Total		36	131	167	189	356	100.00%
South West	Aetna	Dual benefits	19	31	50	0	50	6.74%
	Aetna	Medicaid only	39	114	153	223	376	50.67%
	Molina	Dual benefits	16	23	39	0	39	5.26%
	Molina	Medicaid only	38	62	100	177	277	37.33%
	Total		112	230	342	400	742	100.00%
West Central	Buckeye	Dual benefits	37	121	158	0	158	17.77%
	Buckeye	Medicaid only	64	317	381	105	486	54.67%
	Molina	Dual benefits	6	29	35	0	35	3.94%
	Molina	Medicaid only	11	74	85	125	210	23.62%
	Total		118	541	659	230	889	100.00%
Total Mandatory			716	2227	2943	2045	4988	

**MyCare
MEDICARE STATUS CHANGES BY
MCP (Standalone Opt In/Opt Out)**

**MCP and Region as a Percentage of Type
Effective Date: 8/1/2014**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	24	6.43%	16	3.64%	40
	<i>North West</i>	17	4.56%	10	2.27%	27
	<i>South West</i>	11	2.95%	14	3.18%	25
	Total	52	13.94%	40	9.09%	92
Buckeye	<i>North East</i>	7	1.88%	6	1.36%	13
	<i>North West</i>	7	1.88%	12	2.73%	19
	<i>West Central</i>	44	11.80%	26	5.91%	70
	Total	58	15.55%	44	10.00%	102
Caresource	<i>East Central</i>	51	13.67%	77	17.50%	128
	<i>North East</i>	45	12.06%	101	22.95%	146
	<i>North East Central</i>	4	1.07%	21	4.77%	25
	Total	100	26.81%	199	45.23%	299

Molina	<i>Central</i>	22	5.90%	34	7.73%	56
	<i>South West</i>	29	7.77%	50	11.36%	79
	<i>West Central</i>	34	9.12%	20	4.55%	54
	Total	85	22.79%	104	23.64%	189
United	<i>East Central</i>	46	12.33%	28	6.36%	74
	<i>North East</i>	26	6.97%	15	3.41%	41
	<i>North East Central</i>	6	1.61%	10	2.27%	16
	Total	78	20.91%	53	12.05%	131
Total Changes		373	100.00%	440	100.00%	813

**MyCare
MEDICARE STATUS CHANGES BY
MCP (Standalone Opt In/Opt Out)**

**MCP and Region as a Percentage of Type
Effective Date: 8/1/2014**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	24	6.43%	16	3.64%	40
	<i>Molina</i>	22	5.90%	34	7.73%	56
	Total	46	12.33%	50	11.36%	96
North West	<i>Aetna</i>	17	4.56%	10	2.27%	27
	<i>Buckeye</i>	7	1.88%	12	2.73%	19
	Total	24	6.43%	22	5.00%	46
South West	<i>Aetna</i>	11	2.95%	14	3.18%	25
	<i>Molina</i>	29	7.77%	50	11.36%	79
	Total	40	10.72%	64	14.55%	104
North East	<i>Buckeye</i>	7	1.88%	6	1.36%	13
	<i>Caresource</i>	45	12.06%	101	22.95%	146
	<i>United</i>	26	6.97%	15	3.41%	41
	Total	78	20.91%	122	27.73%	200

West Central	<i>Buckeye</i>	44	11.80%	26	5.91%	70
	<i>Molina</i>	34	9.12%	20	4.55%	54
	Total	78	20.91%	46	10.45%	124
East Central	<i>Caresource</i>	51	13.67%	77	17.50%	128
	<i>United</i>	46	12.33%	28	6.36%	74
	Total	97	26.01%	105	23.86%	202
North East Central	<i>Caresource</i>	4	1.07%	21	4.77%	25
	<i>United</i>	6	1.61%	10	2.27%	16
	Total	10	2.68%	31	7.05%	41
Total Changes		373	100.00%	440	100.00%	813

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 7/1/2014 to 7/31/2014

Total Surveys Available for Completion: 71546

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	112	20.40%	396	72.13%	20	3.64%	17	3.10%	4	0.73%	549	100.00%
Our answers to your questions	150	27.32%	362	65.94%	21	3.83%	11	2.00%	5	0.91%	549	100.00%
Our courtesy to you and your family	200	36.43%	325	59.20%	9	1.64%	8	1.46%	7	1.28%	549	100.00%
Overall, how would you rate our staff and services	176	32.06%	340	61.93%	17	3.10%	9	1.64%	5	1.28%	549	100.00%
Total	638	29.05%	1423	64.80%	67	3.05%	45	2.05%	22	1.05%	2196	100.00%

Number of Surveys Attempted: 3393

Number of Completed Customer Satisfaction Surveys: 549