



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

505 SOUTH HIGH STREET SUITE 200, COLUMBUS, OH 43228-PHONE 614-280-0000 FAX 614-280-0977

Ohio Consumer Hotline Monthly Report September 2014

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 5,053 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 140. 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 Friday, October 03, 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 147 calls coming in through this queue for this month.

Activity Summary

- 222,180 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 158,665 Total Calls (inbound and outbound)
 - 58,315 Call Fire Campaign Calls
 - 5,053 Provider Calls
 - 147 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 6:21 minutes average talk time
- 1:47 minute average speed to answer
- 61 average CSR inbound calls per day

Ohio Consumer Hotline
September 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	09/01/14	0	0	0	94	94	0	0%	0	94	:00:00	:00:00	0	:00:00	:00:00
Tue	09/02/14	7185	6834	1710	15	7200	351	5%	562	7762	:24:54	:04:13	63	:02:01	:06:18
Wed	09/03/14	6508	6216	1659	15	6523	292	4%	1952	8475	:23:26	:04:20	62	:01:59	:06:18
Thurs	09/04/14	6718	6436	1463	12	6730	282	4%	1846	8576	:19:38	:03:10	63	:01:46	:06:20
Fri	09/05/14	5664	5461	972	7	5671	203	4%	1942	7613	:19:22	:03:48	62	:01:49	:06:03
Sat	09/06/14	885	862	58	7	892	23	3%	475	1367	:10:33	:02:03	56	:01:16	:05:58
Sun	09/07/14	0	0	0	73	73	0	0%	0	73	:00:00	:00:00	0	:00:00	:00:00
	Week end	26960	25809	5862	223	27183	1151	4%	6777	33960	:24:54	:03:51	61	:01:46	:06:14
Mon	09/08/14	7491	7137	2065	15	7506	354	5%	1407	8913	:26:34	:04:14	63	:02:07	:06:30
Tues	09/09/14	6703	6419	1569	13	6716	284	4%	2236	8952	:24:36	:04:15	64	:02:01	:06:15
Wed	09/10/14	5319	5091	1008	13	5332	228	4%	1745	7077	:18:22	:04:11	62	:01:52	:06:21
Thurs	09/11/14	5133	4924	829	16	5149	209	4%	1329	6478	:19:27	:03:40	62	:01:48	:06:33
Fri	09/12/14	4303	4146	440	16	4319	157	4%	1691	6010	:17:41	:03:00	62	:01:40	:06:29
Sat	09/13/14	797	776	61	7	804	21	3%	1285	2089	:13:23	:03:00	58	:01:04	:05:32
Sun	09/14/14	0	0	0	75	75	0	0%	0	75	:00:00	:00:00	0	:00:00	:00:00
	Week end	29746	28493	5972	155	29901	1253	4%	9693	39594	:26:34	:04:01	62	:01:45	:06:23
Mon	09/15/14	5544	5290	867	5	5549	254	5%	809	6358	:21:52	:03:41	64	:02:07	:06:23
Tues	09/16/14	5756	5516	873	13	5769	240	4%	1487	7256	:16:23	:03:28	65	:01:53	:06:00
Wed	09/17/14	5373	5183	795	7	5380	190	4%	1956	7336	:21:03	:03:44	62	:01:51	:06:08
Thurs	09/18/14	4982	4818	577	14	4996	164	3%	2076	7072	:14:55	:02:44	62	:01:42	:06:26
Fri	09/19/14	4455	4305	597	9	4464	150	3%	1674	6138	:18:18	:03:21	61	:01:53	:06:13
Sat	09/20/14	689	665	40	5	694	24	3%	363	1057	:10:25	:01:34	54	:00:36	:05:38
Sun	09/21/14	0	0	0	61	61	0	0%	0	61	:00:00	:00:00	0	:00:00	:00:00
	Week end	26799	25777	3749	114	26913	1022	4%	8365	35278	:21:52	:03:23	61	:01:40	:06:13
Mon	09/22/14	6489	6187	1485	20	6509	302	5%	878	7387	:24:57	:04:04	62	:02:03	:06:26
Tues	09/23/14	5622	5414	879	25	5647	208	4%	2096	7743	:18:16	:03:26	62	:01:50	:06:30
Wed	09/24/14	4821	4682	682	13	4834	139	3%	1306	6140	:16:02	:03:23	61	:01:47	:06:46
Thurs	09/25/14	4794	4670	434	6	4800	124	3%	1365	6165	:12:58	:02:34	62	:01:48	:06:29
Fri	09/26/14	4285	4181	324	10	4295	104	2%	1315	5610	:12:38	:02:40	61	:01:26	:06:19
Sat	09/27/14	716	697	63	5	721	19	3%	768	1489	:05:55	:01:45	51	:00:26	:06:03
Sun	09/28/14	0	0	0	58	58	0	0%	0	58	:00:00	:00:00	0	:00:00	:00:00
	Week end	26727	25831	3867	137	26864	896	3%	7728	34592	:24:57	:03:30	60	:01:33	:06:29
Mon	09/29/14	6364	6092	1210	22	6386	272	4%	612	6998	:20:26	:03:50	61	:02:05	:06:37
Tue	09/30/14	6298	6001	1255	16	6314	297	5%	1929	8243	:18:09	:03:40	62	:01:54	:06:31
	Month End	122894	118003	21915	667	123561	4891	4%	35104	158665	:26:34	:03:44	61	:01:47	:06:21

Call Center Busy Hour Report

September 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
Mon	09/01/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	09/02/14	7185	105	388	656	806	864	867	754	781	768	574	318	198	106
Wed	09/03/14	6508	105	324	653	739	805	786	838	726	593	465	238	164	72
Thurs	09/04/14	6718	106	330	585	762	799	772	754	812	713	515	279	179	112
Fri	09/05/14	5664	83	338	606	710	752	703	679	561	498	384	176	106	68
Sat	09/06/14	885	0	49	89	98	108	128	91	112	101	109	0	0	0
Sun	09/07/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		26960	399	1429	2589	3115	3328	3256	3116	2992	2673	2047	1011	647	358
Mon	09/08/14	7491	116	370	729	834	916	897	823	826	735	579	355	212	99
Tues	09/09/14	6703	107	336	644	754	895	851	813	807	609	456	227	132	72
Wed	09/10/14	5319	87	292	564	634	651	632	523	634	522	380	187	142	71
Thurs	09/11/14	5133	74	249	404	508	551	620	683	673	587	403	180	137	64
Fri	09/12/14	4303	76	226	449	529	512	473	455	535	446	303	145	100	54
Sat	09/13/14	797	0	46	65	88	122	106	95	106	85	84	0	0	0
Sun	09/14/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		29746	460	1519	2855	3347	3647	3579	3392	3581	2984	2205	1094	723	360
Mon	09/15/14	5544	94	337	541	636	720	601	583	627	569	434	189	124	89
Tues	09/16/14	5756	59	309	558	681	676	688	742	662	608	413	180	116	64
Wed	09/17/14	5373	63	289	485	585	702	619	661	629	530	389	218	139	64
Thurs	09/18/14	4982	63	270	403	493	577	585	593	641	526	399	212	137	83
Fri	09/19/14	4455	70	231	390	502	586	583	578	519	407	312	134	92	51
Sat	09/20/14	689	0	44	60	80	82	86	89	81	83	84	0	0	0
Sun	09/21/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		26799	349	1480	2437	2977	3343	3162	3246	3159	2723	2031	933	608	351
Mon	09/22/14	6489	82	270	584	761	791	734	771	741	726	549	248	125	107
Tue	09/23/14	5622	77	321	583	702	673	656	652	658	491	392	226	117	74
Wed	09/24/14	4821	59	215	459	535	604	579	592	527	529	367	175	125	55
Thu	09/25/14	4794	59	214	428	568	608	533	583	550	518	370	186	111	66
Fri	09/26/14	4285	57	198	398	484	595	586	452	468	438	306	167	89	47
Sat	09/27/14	716	0	46	49	77	95	94	107	67	86	95	0	0	0
Sun	09/28/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		26727	334	1264	2501	3127	3366	3182	3157	3011	2788	2079	1002	567	349
Mon	09/29/13	6364	91	337	593	714	713	683	675	735	681	551	298	206	87
Tue	09/30/13	6298	86	323	619	681	664	715	801	713	690	532	218	176	80
Month Total		122894	1719	6352	11594	13961	15061	14577	14387	14191	12539	9445	4556	2927	1585
Cumulative Percent			1%	5%	9%	11%	12%	12%	12%	12%	10%	8%	4%	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 9/1/2014 to 9/30/2014

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1447
	Benefit Package / Covered Services	237
	Billing Number	114
	Card	247
	Certificate of Coverage	29
	Change	123
	Citizenship Verification Questions	2
	Estate Recovery	26
	Hearing	4
	Patient Liability	11
	Program Information	417
	Under 21 Inquiry	6
	Total	2663
<i>BCCP</i>	Application / Eligibility	5
	Benefit Package / Covered Services	3
	Card	2
	Change	1
	Estate Recovery	1
	Hearing	0
	Participating Site Information	0
	Program Information	3
	Total	15
<i>Consumer Guide</i>	Questions From Consumer Guide	4
	Total	4
<i>DRC</i>	Application status	0
	Benefit Package / Covered Services	1
	Care coordination questions	0

DRC	Chose to remain with existing MCP	2
	Declined application / MCP enrollment	1
	General inquiry	1
	MCP change completed	1
	MCP enrollment completed	8
	MCP enrollment status	1
	Phone application completed	7
	Total	22
EOMB	General Information	24
	Questions About Letter	22
	Total	46
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	1
	ODM Inquiry	159
	Sent Email	93
	Sent Letter	0
	Web Contact	1
	Total	254
FFS Billing	Billing Number	803
	Claims Request	35
	General Billing Questions	807
	Received Bill (Needs Letter)	40
	Total	1685
General Benefits	Dental	415
	Equipment	107
	Family Planning	21
	Healthchek Services	25
	Inquiry on Covered Services	2440
	Medicaid Expansion	1512
	Medicaid School Program	4
	Medlist Assist	11

General Benefits	Pregnancy Related Services	24
	Prescriptions	926
	Transportation	457
	Vision	232
	Total	6174
Healthy Start	Application / Eligibility	1724
	Benefit Package / Covered Services	224
	Billing Number	191
	Card	375
	Certificate of Coverage	56
	Change	157
	Citizenship Verification Questions	1
	Estate Recovery	0
	Hearing	3
	Program Information	834
	Total	3565
HIPAA	Complaint	2
	Information	5
	Request for Accounting for Disclosure	0
	Request for Amendment	1
	Request for Restriction	1
	Send PHI Brochure	0
Total	9	
Home Health Care	Application / Eligibility	14
	Benefit Package / Covered Services	7
	BHCS Complaint	0
	BHCS Questions	0
	Card	0
	Hearing	1
	HSFA Questions	0
	Passport	2
	Program Information	23
	Provider	6

Home Health Care	Status	1
	Total	54
Incident Report	Billing Inquiry	112
	Reimbursement Inquiry	11
	Total	123
Information	Cash Assistance	26
	CDJFS	535
	Customer Survey	4
	Food Stamps	139
	Hotline	267
	Medicare	301
	Social Security	33
	Total	1305
Inquiry	029 Error	48
	574 Error - Not Eligible	11
	Already Selected	2280
	Called to Check on Doctors	648
	Called to Check on Just Cause Status	110
	Case Addition	52
	Case Closed	395
	Case Pending	665
	Category Closed	100
	Change in Name	119
	Change in Phone Number / Address	857
	CIC - Do Not Assign	15
	Consumer Needs To Be Auto Re-Enrolled	154
	Failed Eligibility	414
	General Questions	16268
	Open Enrollment Questions	1770
	Person Calling Not PIP / AG Head	319
	Referred Consumer to County Worker	2437

<i>Inquiry</i>	Returned NME / Notice	14
	Transferred in Error	58
	Wanted Phone Number of MCP	669
	Total	27403
<i>Issue / Concern</i>	Issue / Concern about MCP	92
	Issue / Concern about Provider	4
	Issue / Concern with Caseworker	7
	Issue / Concern with ODM	2
	Total	105
<i>Limited Family Planning Services</i>	Application / Eligibility	76
	Benefit Package / Covered Services	65
	Billing Number	7
	Card	5
	Certificate of Coverage	0
	Change	10
	Hearing	0
	Program Information	111
	Total	274
<i>Long Term Care</i>	Application / Eligibility	7
	Benefit Package / Covered Services	5
	Card	2
	Community Spouse	0
	Estate Recovery	6
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	10
	Program Information	16
	Total	46
<i>Mailings</i>	"Getting Long Term Care" Pamphlet	6
	ABD Application Letter - 7200	492

Mailings	ABD EMP Enrollment Packet	74
	ABD Pamphlet - Spanish	2
	Approved Letter	269
	BCCP Brochure	0
	Billing Incident Letter	93
	Call Me Letter	0
	CFC EMP Enrollment Packet	177
	Citizenship Verification Brochure	1
	CPA Letter	0
	CPA Letter - Blank	338
	Enrollment Error Letter	0
	Healthy Start Brochure	9
	HIPAA Notice	7
	HS/HF Information	1
	ICDS Enrollment Letter	0
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	1
	JC Approval Change MCP - Requestor	0
	JC Approval FFS	0
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	1
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	6
	MBI-WD Application	13
	Medicaid Program Enrollment & Benefit Information	0
	MyCare EMP Enrollment Packet	33

Mailings	MyCare TPL Approval Letter	1
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	2
	N1 Reminder Letter	30188
	N3 ABD Reminder Letter	882
	No Contact	0
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	2
	OMH Mandatory MyCare Letter	44
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	707
	Reimbursement Letter	13
	Rejected - General	54
	Rejected - General ABD	38
	Rejected - SSI-BCMh-CIC	43
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	3
	Spend Down Denial	1
	TPL Approval	1
	TPL Verification Needed	4
Total	33506	
Managed Care Info & Referral	Benefit Package	616
	Billing Number	249
	Card	2046
	Information	6642
	Just Cause Status	40
	Payment	24
	Phone Numbers	1666
	Provider Name	1067

Managed Care Info & Referral	Transfer Request - Bureau of Managed Care	8
	Total	12358
MBI-WD	AG Collections Questions	10
	Application / Eligibility	28
	Benefit Package / Covered Services	9
	Billing Number	1
	Card	2
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	7
	Program Information	46
	Questions About Premiums	35
	Total	139
Medicare Part D	Application / Eligibility	123
	Information	537
	Questions About Letter	23
	Total	683
Medicare Premium Assistance	Application / Eligibility	668
	Benefit Package / Covered Services	297
	Billing Number	15
	Card	132
	Certificate of Coverage	14
	Change	35
	Estate Recovery	1
	Hearing	3
	Patient Liability	14
	Program Information	847
Total	2026	
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	1

Mental Health Services	Request Benefits Balance - Needs Follow-Up	0
	Total	1
MyCare Ohio	General Information	1307
	Issue Accessing Services	128
	Loss of MyCare Eligibility	276
	Medicaid Only Benefit Information	313
	MyCare Ohio Card	328
	October 2014 MyCare Passive Enrollment Letter	3
	On-site facilitated enrollment	0
	Opt-In/Opt-Out Questions	172
	Prescription Questions	104
	Transition of Care	52
	Total	2683
ODM Survey	Managed Care Survey	5
	Total	5
Ohio Benefits Self Service Portal	Access my Benefits	9
	Account Creation/Management	12
	Account Lock Out	44
	Application Assistance	243
	Apply for Benefits	359
	County Office Location/Hours	33
	Electronic Verification	3
	Forgot Password Link	20
	Forgot User Name Link	7
	Frequently Asked Questions	171
	General Navigation	50
	How to use this Site	32
	Internet Browser Issue	5
Message Center	6	

Ohio Benefits Self Service Portal	Provided Link to Website	317
	Submit Error Issue	89
	Transfer Call to Tier 2/3	91
	Total	1491
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	984
	Case Inquiry/Case Status	2873
	Contact CDJS	736
	Did Not Give Audio Signature to Complete Telephone Application	9
	Electronic Verification Process	113
	Journal Creation & Management	1
	MAGI (Modified Adjusted Gross Income) Program Information	378
	Notice of Action Explanation	105
	Reprint FFS card from Hotline	2
	Reprint NOA from Hotline	1
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	265
	Total	5467
	Ohio's Best RX	Program Information
Referred Caller		2
Total		7
Other Medicaid Program	Application / Eligibility	1651
	Benefit Package / Covered Services	427
	Billing Number	221
	Card	382
	Certificate of Coverage	38
	Change	318
	Citizenship Verification Questions	0
	Estate Recovery	10

Other Medicaid Program	Hearing	5
	Program Information	1254
	Total	4306
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	0
	Transfer Request	0
	Total	1
Prior Authorization	How to Obtain	400
	Letter	16
	Program Information	351
	Status	250
	Transfer Request - Needs Follow-Up	1
	Total	1018
Provider	Fee-For-Service Provider Names	434
	Referred to MCP For Provider List	119
	Referred to ODM Website For Provider List	104
	Referred to State Board To File Complaint Against Provider	4
	Total	661
Reimbursement	Decision	36
	Information	436
	State Hearing	8
	Total	480
Spend Down	Amount	1095
	Card	368
	Certificate of Coverage	49
	Hearing	14
	Problem	172
	Program Information	1484
	Total	3182

State Hearings	How to Request	92
	Program Information	93
	Status	9
	Total	194
Surveys	Call Center Survey	2795
	Total	2795
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	22
	General Information	269
	Need Medications Now	36
	Referral to Case Worker	253
	Referral to TPL Vendor	38
	Total	618
Tort	General Information	8
	Provided Number to Tort Unit	24
	Total	32
Waiver	Application / Eligibility	156
	Benefit Package / Covered Services	55
	Billing Number	5
	Card	41
	Certificate of Coverage	3
	Change	15
	Estate Recovery	8
	Hearing	0
	Independent Provider	7
	Patient Evaluation	2
	Patient Liability	18
	Program Information	172
	Waiting List	7
	Total	489
Grand Total All Categories		115889

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

Calls made from 9/1/2014 to 9/30/2014

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	493
	ACS / First Health	141
	ADAMH	13
	Area Agency on Aging	71
	BCCP Regional Agency	4
	BCMh	17
	Bureau of Home and Community Services	3
	Case Management Agency	29
	Caseworker	1620
	Child Support Enforcement Agency	2
	Complaint Department	24
	County Department of Job & Family Services	3454
	First Link	10
	Food Stamp Hotline	14
	Golden Buckeye Hotline	4
	Help Me Grow Hotline	1
	HomeHealthAgency	6
	Info & Refer	145
	In-House	6
	Legal Aid	6
	Managed Care Plan	1368
	Managed Care/Just Cause Section	6
	MR / DD Board	6
	ODM	39
	Ohio Department of Insurance	19
	Ohio Hospice	1
	Ohio's Best Rx	14
Ombudsman	20	

Referral	OSHIIP	128
	Other Medical Services Agency	48
	Other Social Services Agency	13
	Out-of-State Medicaid Hotline	51
	PACT	0
	Pharmacy	161
	Prescription Drug Plan (PDP)	99
	Provider	525
	Provider Services Call Center	499
	Public Children's Services	21
	Social Security Administration	66
	StateHearingDivision	106
	StateMedicalBoard	17
	Supervisor	58
	Tort Unit	12
	Website - ODM	91
	Welfare Fraud Hotline	5
WIC Office	3	
Total		9439

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 10/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	392	67.24%	996	91.46%	80	90.91%	1468	83.41%
Call Campaign	159	27.27%	88	8.08%	8	9.09%	255	14.49%
Face-To-Face	0	0.00%	1	0.09%	0	0.00%	1	0.06%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	0	0.00%	1	0.09%	0	0.00%	1	0.06%
Website	32	5.49%	3	0.28%	0	0.00%	35	1.99%
TOTAL	583	100%	1089	100%	88	100%	1760	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 10/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	392	26.70%	996	67.85%	80	5.45%	1468	100%
Call Campaign	159	62.35%	88	34.51%	8	3.14%	255	100%
Face-To-Face	0	0.00%	1	100.00%	0	0.00%	1	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	0	0.00%	1	100.00%	0	0.00%	1	100%
Website	32	91.43%	3	8.57%	0	0.00%	35	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: 10/1/2014**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	11		21		0	
	North East	38		45		6	
	West	18		72		7	
	Total	67	11.49%	138	12.67%	13	14.77%
CareSource	Central/South East	91		138		21	
	North East	154		243		23	
	West	88		218		11	
	Total	333	57.12%	599	55.00%	55	62.50%
Molina	Central/South East	32		75		3	
	North East	10		7		1	
	West	29		32		2	
	Total	71	12.18%	114	10.47%	6	6.82%
Paramount	Central/South East	6		16		0	
	North East	4		5		2	
	West	23		94		5	
	Total	33	5.66%	115	10.56%	7	7.95%
United	Central/South East	23		35		1	
	North East	37		62		5	
	West	19		26		1	
	Total	79	13.55%	123	11.29%	7	7.95%
Total Mandatory		583	100.00%	1089	100.00%	88	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 10/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	11	6.75%	21	7.37%	0	0.00%
	CareSource	91	55.83%	138	48.42%	21	84.00%
	Molina	32	19.63%	75	26.32%	3	12.00%
	Paramount	6	3.68%	16	5.61%	0	0.00%
	United	23	14.11%	35	12.28%	1	4.00%
	Total	163	100.00%	285	100.00%	25	100.00%
North East	Buckeye	38	15.64%	45	12.43%	6	16.22%
	CareSource	154	63.37%	243	67.13%	23	62.16%
	Molina	10	4.12%	7	1.93%	1	2.70%
	Paramount	4	1.65%	5	1.38%	2	5.41%
	United	37	15.23%	62	17.13%	5	13.51%
	Total	243	100.00%	362	100.00%	37	100.00%
West	Buckeye	18	10.17%	72	16.29%	7	26.92%
	CareSource	88	49.72%	218	49.32%	11	42.31%
	Molina	29	16.38%	32	7.24%	2	7.69%
	Paramount	23	12.99%	94	21.27%	5	19.23%
	United	19	10.73%	26	5.88%	1	3.85%
	Total	177	100.00%	442	100.00%	26	100.00%
Total Mandatory		583		1089		88	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 10/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	448	190	638
North East	605	331	936
West	619	223	842
Total For All Regions	1672	744	2416

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 10/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	11	21	32	37	69	10.82%
	CareSource	91	138	229	63	292	45.77%
	Molina	32	75	107	41	148	23.20%
	Paramount	6	16	22	26	48	7.52%
	United	23	35	58	23	81	12.70%
	Total	163	285	448	190	638	100.00%
North East	Buckeye	38	45	83	71	154	16.45%
	CareSource	154	243	397	100	497	53.10%
	Molina	10	7	17	57	74	7.91%
	Paramount	4	5	9	45	54	5.77%
	United	37	62	99	58	157	16.77%
	Total	243	362	605	331	936	100.00%
West	Buckeye	18	72	90	40	130	15.44%
	CareSource	88	218	306	78	384	45.61%
	Molina	29	32	61	46	107	12.71%
	Paramount	23	94	117	27	144	17.10%
	United	19	26	45	32	77	9.14%
	Total	177	442	619	223	842	100.00%
Total Mandatory		583	1089	1672	744	2416	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 10/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	19410	70.52%	7405	88.46%	55	50.46%	26870	74.63%
Call Campaign	5312	19.30%	691	8.25%	6	5.50%	6009	16.69%
Face-To-Face	0	0.00%	2	0.02%	0	0.00%	2	0.01%
Fax	1	0.00%	0	0.00%	0	0.00%	1	0.00%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	2801	10.18%	273	3.26%	48	44.04%	3122	8.67%
TOTAL	27524	100%	8371	100%	109	100%	36004	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 10/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	19410	72.24%	7405	27.56%	55	0.20%	26870	100%
Call Campaign	5312	88.40%	691	11.50%	6	0.10%	6009	100%
Face-To-Face	0	0.00%	2	100.00%	0	0.00%	2	100%
Fax	1	100.00%	0	0.00%	0	0.00%	1	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	2801	89.72%	273	8.74%	48	1.54%	3122	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: 10/1/2014

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	277		71		0	
	North East	1504		391		16	
	West	1094		310		2	
	Total	2875	10.45%	772	9.22%	18	16.51%
CareSource	Central/South East	3981		1405		9	
	North East	6715		2313		15	
	West	5661		1900		14	
	Total	16357	59.43%	5618	67.11%	38	34.86%
Molina	Central/South East	1529		409		7	
	North East	282		57		3	
	West	712		232		8	
	Total	2523	9.17%	698	8.34%	18	16.51%
Paramount	Central/South East	115		42		2	
	North East	294		52		2	
	West	1852		456		13	
	Total	2261	8.21%	550	6.57%	17	15.60%
United	Central/South East	1015		187		3	
	North East	1614		389		13	
	West	879		157		2	
	Total	3508	12.75%	733	8.76%	18	16.51%
Total Mandatory		27524	100.00%	8371	100.00%	109	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 10/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	277	4.00%	71	3.36%	0	0.00%
	CareSource	3981	57.55%	1405	66.46%	9	42.86%
	Molina	1529	22.10%	409	19.35%	7	33.33%
	Paramount	115	1.66%	42	1.99%	2	9.52%
	United	1015	14.67%	187	8.85%	3	14.29%
	Total	6917	100.00%	2114	100.00%	21	100.00%
North East	Buckeye	1504	14.45%	391	12.21%	16	32.65%
	CareSource	6715	64.51%	2313	72.24%	15	30.61%
	Molina	282	2.71%	57	1.78%	3	6.12%
	Paramount	294	2.82%	52	1.62%	2	4.08%
	United	1614	15.51%	389	12.15%	13	26.53%
	Total	10409	100.00%	3202	100.00%	49	100.00%
West	Buckeye	1094	10.73%	310	10.15%	2	5.13%
	CareSource	5661	55.51%	1900	62.19%	14	35.90%
	Molina	712	6.98%	232	7.59%	8	20.51%
	Paramount	1852	18.16%	456	14.93%	13	33.33%
	United	879	8.62%	157	5.14%	2	5.13%
	Total	10198	100.00%	3055	100.00%	39	100.00%
Total Mandatory		27524		8371		109	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 10/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	9031	4321	13352
North East	13611	7369	20980
West	13253	6096	19349
Total For All Regions	35895	17786	53681

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 10/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	277	71	348	874	1222	9.15%
	CareSource	3981	1405	5386	929	6315	47.30%
	Molina	1529	409	1938	923	2861	21.43%
	Paramount	115	42	157	800	957	7.17%
	United	1015	187	1202	795	1997	14.96%
	Total	6917	2114	9031	4321	13352	100.00%
North East	Buckeye	1504	391	1895	1467	3362	16.02%
	CareSource	6715	2313	9028	1652	10680	50.91%
	Molina	282	57	339	1451	1790	8.53%
	Paramount	294	52	346	1338	1684	8.03%
	United	1614	389	2003	1461	3464	16.51%
	Total	10409	3202	13611	7369	20980	100.00%
West	Buckeye	1094	310	1404	1233	2637	13.63%
	CareSource	5661	1900	7561	1416	8977	46.40%
	Molina	712	232	944	1203	2147	11.10%
	Paramount	1852	456	2308	1160	3468	17.92%
	United	879	157	1036	1084	2120	10.96%
	Total	10198	3055	13253	6096	19349	100.00%
Total Mandatory		27524	8371	35895	17786	53681	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 10/1/2014

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	77	44.25%	249	29.05%	0	0.00%	326	31.59%
Call	Medicaid only	61	35.06%	430	50.18%	1	100.00%	492	47.67%
Call Campaign	Dual benefits	7	4.02%	24	2.80%	0	0.00%	31	3.00%
Call Campaign	Medicaid only	10	5.75%	40	4.67%	0	0.00%	50	4.84%
Face-To-Face	Medicaid only	0	0.00%	1	0.12%	0	0.00%	1	0.10%
Fax	Medicaid only	6	3.45%	21	2.45%	0	0.00%	27	2.62%
Mail	Dual benefits	0	0.00%	3	0.35%	0	0.00%	3	0.29%
Mail	Medicaid only	1	0.57%	8	0.93%	0	0.00%	9	0.87%
Website	Dual benefits	4	2.30%	11	1.28%	0	0.00%	15	1.45%
Website	Medicaid only	8	4.60%	70	8.17%	0	0.00%	78	7.56%
TOTAL		174	100%	857	100%	1	100%	1032	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 10/1/2014

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	77	23.62%	249	76.38%	0	0.00%	326	100%
Call	Medicaid only	61	12.40%	430	87.40%	1	0.20%	492	100%
Call Campaign	Dual benefits	7	22.58%	24	77.42%	0	0.00%	31	100%
Call Campaign	Medicaid only	10	20.00%	40	80.00%	0	0.00%	50	100%
Face-To-Face	Medicaid only	0	0.00%	1	100.00%	0	0.00%	1	100%
Fax	Medicaid only	6	22.22%	21	77.78%	0	0.00%	27	100%
Mail	Dual benefits	0	0.00%	3	100.00%	0	0.00%	3	100%
Mail	Medicaid only	1	11.11%	8	88.89%	0	0.00%	9	100%
Website	Dual benefits	4	26.67%	11	73.33%	0	0.00%	15	100%
Website	Medicaid only	8	10.26%	70	89.74%	0	0.00%	78	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 10/1/2014

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	7		38		0		45
	Central	Medicaid only	8		89		0		97
	North West	Dual benefits	3		14		0		17
	North West	Medicaid only	2		20		0		22
	South West	Dual benefits	4		17		0		21
	South West	Medicaid only	10		47		0		57
	Total			34	19.43%	225	26.25%	0	0.00%
Buckeye	North East	Dual benefits	6		8		0		14
	North East	Medicaid only	0		10		0		10
	North West	Dual benefits	2		6		0		8
	North West	Medicaid only	5		7		0		12
	West Central	Dual benefits	3		55		0		58
	West Central	Medicaid only	7		133		0		140
	Total			23	13.14%	219	25.55%	0	0.00%
CareSource	East Central	Dual benefits	12		33		0		45
	East Central	Medicaid only	8		56		0		64
	North East	Dual benefits	16		43		0		59
	North East	Medicaid only	16		67		0		83
	North East Central	Dual benefits	6		6		0		12
	North East Central	Medicaid only	4		12		0		16
	Total			62	35.43%	217	25.32%	0	0.00%
Molina	Central	Dual benefits	3		12		0		15
	Central	Medicaid only	2		24		0		26
	South West	Dual benefits	9		15		0		24
	South West	Medicaid only	9		36		0		45
	West Central	Dual benefits	4		12		0		16

Molina	West Central	Medicaid only	1		27		0		28
	Total		28	16.00%	126	14.70%	0	0.00%	
United	East Central	Dual benefits	8		14		0		22
	East Central	Medicaid only	7		21		0		28
	North East	Dual benefits	5		12		0		17
	North East	Medicaid only	4		15		1		20
	North East Central	Dual benefits	0		2		0		2
	North East Central	Medicaid only	4		6		0		10
	Total		28	16.00%	70	8.17%	1	100.00%	
Total Mandatory			175	100.00%	857	100.00%	1	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 10/1/2014

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	7	35.00%	38	23.31%	0	0.00%	45
	Aetna	Medicaid only	8	40.00%	89	54.60%	0	0.00%	97
	Molina	Dual benefits	3	15.00%	12	7.36%	0	0.00%	15
	Molina	Medicaid only	2	10.00%	24	14.72%	0	0.00%	26
	Total		20	100.00%	163	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	12	34.29%	33	26.61%	0	0.00%	45
	CareSource	Medicaid only	8	22.86%	56	45.16%	0	0.00%	64
	United	Dual benefits	8	22.86%	14	11.29%	0	0.00%	22
	United	Medicaid only	7	20.00%	21	16.94%	0	0.00%	28
	Total		35	100.00%	124	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	6	12.77%	8	5.16%	0	0.00%	14
	Buckeye	Medicaid only	0	0.00%	10	6.45%	0	0.00%	10
	CareSource	Dual benefits	16	34.04%	43	27.74%	0	0.00%	59
	CareSource	Medicaid only	16	34.04%	67	43.23%	0	0.00%	83
	United	Dual benefits	5	10.64%	12	7.74%	0	0.00%	17
	United	Medicaid only	4	8.51%	15	9.68%	1	100.00%	20
	Total		47	100.00%	155	100.00%	1	100.00%	
North East Central	CareSource	Dual benefits	6	42.86%	6	23.08%	0	0.00%	12
	CareSource	Medicaid only	4	28.57%	12	46.15%	0	0.00%	16
	United	Dual benefits	0	0.00%	2	7.69%	0	0.00%	2
	United	Medicaid only	4	28.57%	6	23.08%	0	0.00%	10
	Total		14	100.00%	26	100.00%	0	100.00%	
North West	Aetna	Dual benefits	3	25.00%	14	29.79%	0	0.00%	17
	Aetna	Medicaid only	2	16.67%	20	42.55%	0	0.00%	22
	Buckeye	Dual benefits	2	16.67%	6	12.77%	0	0.00%	8
	Buckeye	Medicaid only	5	41.67%	7	14.89%	0	0.00%	12
	Total		12	100.00%	47	100.00%	0	100.00%	
South West	Aetna	Dual benefits	4	12.50%	17	14.78%	0	0.00%	21
	Aetna	Medicaid only	10	31.25%	47	40.87%	0	0.00%	57
	Molina	Dual benefits	9	28.13%	15	13.04%	0	0.00%	24

South West	Molina	Medicaid only	9	28.13%	36	31.30%	0	0.00%	45
	Total		32	100.00%	115	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	3	20.00%	55	24.23%	0	0.00%	58
	Buckeye	Medicaid only	7	46.67%	133	58.59%	0	0.00%	140
	Molina	Dual benefits	4	26.67%	12	5.29%	0	0.00%	16
	Molina	Medicaid only	1	6.67%	27	11.89%	0	0.00%	28
	Total		15	100.00%	227	100.00%	0	100.00%	
Total Mandatory			175		857		1		

MyCare
ASSIGNMENT BY REGION
Effective Date: 10/1/2014

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	123	10	133
	Dual benefits	60	0	60
		183	10	193
East Central	Medicaid only	92	4	96
	Dual benefits	67	0	67
		159	4	163
North East	Medicaid only	112	5	117
	Dual benefits	90	0	90
		202	5	207
North East Central	Medicaid only	26	2	28
	Dual benefits	14	0	14
		40	2	42
North West	Medicaid only	34	0	34
	Dual benefits	25	0	25
		59	0	59
South West	Medicaid only	102	8	110
	Dual benefits	45	0	45
		147	8	155
West Central	Medicaid only	168	11	179
	Dual benefits	74	0	74
		242	11	253
Total For All Regions		1032	40	1072

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 10/1/2014

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	7	38	45	0	45	23.32%
	Aetna	Medicaid only	8	89	97	5	102	52.85%
	Molina	Dual benefits	3	12	15	0	15	7.77%
	Molina	Medicaid only	2	24	26	5	31	16.06%
	Total			20	163	183	10	193
East Central	CareSource	Dual benefits	12	33	45	0	45	27.61%
	CareSource	Medicaid only	8	56	64	2	66	40.49%
	United	Dual benefits	8	14	22	0	22	13.50%
	United	Medicaid only	7	21	28	2	30	18.40%
	Total			35	124	159	4	163
North East	Buckeye	Dual benefits	6	8	14	0	14	6.76%
	Buckeye	Medicaid only	0	10	10	2	12	5.80%
	CareSource	Dual benefits	16	43	59	0	59	28.50%
	CareSource	Medicaid only	16	67	83	2	85	41.06%
	United	Dual benefits	5	12	17	0	17	8.21%
	United	Medicaid only	4	15	19	1	20	9.66%
	Total			47	155	202	5	207
North East Central	CareSource	Dual benefits	6	6	12	0	12	28.57%
	CareSource	Medicaid only	4	12	16	2	18	42.86%
	United	Dual benefits	0	2	2	0	2	4.76%
	United	Medicaid only	4	6	10	0	10	23.81%
	Total			14	26	40	2	42

North West	Aetna	Dual benefits	3	14	17	0	17	28.81%
	Aetna	Medicaid only	2	20	22	0	22	37.29%
	Buckeye	Dual benefits	2	6	8	0	8	13.56%
	Buckeye	Medicaid only	5	7	12	0	12	20.34%
	Total		12	47	59	0	59	100.00%
South West	Aetna	Dual benefits	4	17	21	0	21	13.55%
	Aetna	Medicaid only	10	47	57	3	60	38.71%
	Molina	Dual benefits	9	15	24	0	24	15.48%
	Molina	Medicaid only	9	36	45	5	50	32.26%
	Total		32	115	147	8	155	100.00%
West Central	Buckeye	Dual benefits	3	55	58	0	58	22.92%
	Buckeye	Medicaid only	7	133	140	6	146	57.71%
	Molina	Dual benefits	4	12	16	0	16	6.32%
	Molina	Medicaid only	1	27	28	5	33	13.04%
	Total		15	227	242	11	253	100.00%
Total Mandatory			175	857	1032	40	1072	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 10/1/2014

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
Central	Delaware	Aetna	Dual benefits	0	2	2	0	2	
			Medicaid only	1	0	1	0	1	
		Molina	Dual benefits	0	2	2	0	2	
			Medicaid only	0	1	1	0	1	
		Total			1	5	6	0	6
		Franklin	Aetna	Dual benefits	7	33	40	0	40
	Medicaid only			7	84	91	5	96	
	Molina		Dual benefits	3	10	13	0	13	
			Medicaid only	2	21	23	4	27	
	Total				19	148	167	9	176
	Madison		Aetna	Medicaid only	0	2	2	0	2
		Molina	Medicaid only	0	0	0	1	1	
		Total			0	2	2	1	3
	Pickaway	Aetna	Dual benefits	0	3	3	0	3	
			Medicaid only	0	2	2	0	2	
		Molina	Medicaid only	0	2	2	0	2	
		Total			0	7	7	0	7
	Union	Aetna	Medicaid only	0	1	1	0	1	
		Molina		0	0	0	0	0	
		Total			0	1	1	0	1
	Central Region Totals								
	Aetna				15	127	142	5	147

Molina		5	36	41	5	46
Total		20	163	183	10	193

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	0	1	1	0	1
			Medicaid only	1	0	1	0	1
		United	Dual benefits	4	0	4	0	4
			Medicaid only	0	1	1	1	2
		Total			5	2	7	1
	Stark	CareSource	Dual benefits	8	16	24	0	24
			Medicaid only	3	28	31	0	31
		United	Dual benefits	2	5	7	0	7
			Medicaid only	3	10	13	0	13
		Total			16	59	75	0
	Summit	CareSource	Dual benefits	3	11	14	0	14
			Medicaid only	4	21	25	2	27
		United	Dual benefits	2	8	10	0	10
			Medicaid only	4	10	14	1	15
		Total			13	50	63	3
	Wayne	CareSource	Dual benefits	1	5	6	0	6
			Medicaid only	0	7	7	0	7
		United	Dual benefits	0	1	1	0	1
		Total			1	13	14	0

East Central Region Totals								
CareSource				20	89	109	2	111
United				15	35	50	2	52
Total				35	124	159	4	163

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Cuyahoga	Buckeye	Dual benefits	6	6	12	0	12	
			Medicaid only	0	10	10	2	12	
		CareSource	Dual benefits	14	36	50	0	50	
			Medicaid only	9	57	66	2	68	
		United	Dual benefits	3	9	12	0	12	
			Medicaid only	2	12	14	0	14	
		Total			34	130	164	4	168
		Geauga	Buckeye			0	0	0	0
	CareSource		Medicaid only		0	1	1	0	1
	United		Medicaid only		0	0	0	1	1
	Total				0	1	1	1	2
	Lake	Buckeye			0	0	0	0	0
		CareSource	Dual benefits		1	1	2	0	2
			Medicaid only		1	5	6	0	6
		United	Medicaid only		2	1	3	0	3
		Total			4	7	11	0	11
	Lorain	Buckeye	Dual benefits		0	2	2	0	2
		CareSource	Dual benefits		0	6	6	0	6
			Medicaid only		6	4	10	0	10
		United	Dual benefits		0	3	3	0	3
			Medicaid only		0	2	2	0	2
		Total			6	17	23	0	23
	Medina	Buckeye			0	0	0	0	0
		CareSource	Dual benefits		1	0	1	0	1
		United	Dual benefits		2	0	2	0	2
		Total			3	0	3	0	3

North East Region Totals						
Buckeye		6	18	24	2	26
CareSource		32	110	142	2	144
United		9	27	36	1	37
Total		47	155	202	5	207

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	1	0	1	0	1
			Medicaid only	0	4	4	0	4
		United	Medicaid only	1	0	1	0	1
		Total		2	4	6	0	6
	Mahoning	CareSource	Dual benefits	4	5	9	0	9
			Medicaid only	2	7	9	1	10
		United	Dual benefits	0	2	2	0	2
			Medicaid only	3	5	8	0	8
		Total		9	19	28	1	29
		Trumbull	CareSource	Dual benefits	1	1	2	0
	Medicaid only			2	1	3	1	4
	United		Medicaid only	0	1	1	0	1
Total			3	3	6	1	7	

North East Central Region Totals						
CareSource		10	18	28	2	30
United		4	8	12	0	12
Total		14	26	40	2	42

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Medicaid only	0	2	2	0	2
		Buckeye	Dual benefits	0	1	1	0	1
		Total		0	3	3	0	3
	Lucas	Aetna	Dual benefits	3	12	15	0	15

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Lucas	Aetna	Medicaid only	2	12	14	0	14
		Buckeye	Dual benefits	1	5	6	0	6
			Medicaid only	4	6	10	0	10
		Total			10	35	45	0
	Ottawa	Aetna	Medicaid only	0	4	4	0	4
		Buckeye	Dual benefits	1	0	1	0	1
		Total			1	4	5	0
	Wood	Aetna	Dual benefits	0	2	2	0	2
			Medicaid only	0	2	2	0	2
		Buckeye	Medicaid only	1	1	2	0	2
		Total			1	5	6	0

North West Region Totals

Aetna		5	34	39	0	39
Buckeye		7	13	20	0	20
Total		12	47	59	0	59

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	2	3	5	0	5
			Medicaid only	1	15	16	2	18
		Molina	Dual benefits	1	0	1	0	1
			Medicaid only	1	6	7	1	8
		Total			5	24	29	3
	Clermont	Aetna	Dual benefits	0	1	1	0	1
			Medicaid only	1	3	4	0	4
		Molina	Dual benefits	1	1	2	0	2
			Medicaid only	1	2	3	0	3
		Total			3	7	10	0

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clinton	Aetna	Dual benefits	0	1	1	0	1
			Medicaid only	0	3	3	0	3
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	0	1	1	0	1
		Total		0	6	6	0	6
	Hamilton	Aetna	Dual benefits	2	11	13	0	13
			Medicaid only	7	18	25	1	26
		Molina	Dual benefits	7	12	19	0	19
			Medicaid only	7	25	32	2	34
		Total		23	66	89	3	92
	Warren	Aetna	Dual benefits	0	1	1	0	1
			Medicaid only	1	8	9	0	9
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	0	2	2	2	4
		Total		1	12	13	2	15

South West Region Totals								
Aetna				14	64	78	3	81
Molina				18	51	69	5	74
Total				32	115	147	8	155

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	1	1	2	0	2
			Medicaid only	1	17	18	1	19
		Molina	Dual benefits	1	4	5	0	5
			Medicaid only	0	6	6	1	7
		Total		3	28	31	2	33

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Buckeye	Dual benefits	0	5	5	0	5	
			Medicaid only	0	14	14	1	15	
		Molina	Dual benefits	0	2	2	0	2	
			Medicaid only	0	1	1	1	2	
		Total		0	22	22	2	24	
	Montgomery	Buckeye	Dual benefits	2	49	51	0	51	
			Medicaid only	6	102	108	4	112	
		Molina	Dual benefits	3	6	9	0	9	
			Medicaid only	1	20	21	3	24	
		Total		12	177	189	7	196	
	West Central Region Totals								
	Buckeye				10	188	198	6	204
Molina				5	39	44	5	49	
Total				15	227	242	11	253	
Total Mandatory				175	857	1032	40	1072	

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

**MCP and Region as a Percentage of Type
Effective Date: 10/1/2014**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	7	5.30%	18	5.44%	25
	<i>North West</i>	8	6.06%	9	2.72%	17
	<i>South West</i>	6	4.55%	10	3.02%	16
	Total	21	15.91%	37	11.18%	58
Buckeye	<i>North East</i>	8	6.06%	2	0.60%	10
	<i>North West</i>	1	0.76%	8	2.42%	9
	<i>West Central</i>	9	6.82%	7	2.11%	16
	Total	18	13.64%	17	5.14%	35
CareSource	<i>East Central</i>	11	8.33%	56	16.92%	67
	<i>North East</i>	20	15.15%	103	31.12%	123
	<i>North East Central</i>	0	0.00%	23	6.95%	23
	Total	31	23.48%	182	54.98%	213

Molina	<i>Central</i>	11	8.33%	32	9.67%	43
	<i>South West</i>	19	14.39%	13	3.93%	32
	<i>West Central</i>	11	8.33%	17	5.14%	28
	Total	41	31.06%	62	18.73%	103
United	<i>East Central</i>	11	8.33%	18	5.44%	29
	<i>North East</i>	7	5.30%	8	2.42%	15
	<i>North East Central</i>	3	2.27%	7	2.11%	10
	Total	21	15.91%	33	9.97%	54
Total Changes		132	100.00%	331	100.00%	463

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

**MCP and Region as a Percentage of Type
Effective Date: 10/1/2014**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	7	5.30%	18	5.44%	25
	<i>Molina</i>	11	8.33%	32	9.67%	43
	Total	18	13.64%	50	15.11%	68
North West	<i>Aetna</i>	8	6.06%	9	2.72%	17
	<i>Buckeye</i>	1	0.76%	8	2.42%	9
	Total	9	6.82%	17	5.14%	26
South West	<i>Aetna</i>	6	4.55%	10	3.02%	16
	<i>Molina</i>	19	14.39%	13	3.93%	32
	Total	25	18.94%	23	6.95%	48
North East	<i>Buckeye</i>	8	6.06%	2	0.60%	10
	<i>CareSource</i>	20	15.15%	103	31.12%	123
	<i>United</i>	7	5.30%	8	2.42%	15
	Total	35	26.52%	113	34.14%	148

West Central	<i>Buckeye</i>	9	6.82%	7	2.11%	16
	<i>Molina</i>	11	8.33%	17	5.14%	28
	Total	20	15.15%	24	7.25%	44
East Central	<i>CareSource</i>	11	8.33%	56	16.92%	67
	<i>United</i>	11	8.33%	18	5.44%	29
	Total	22	16.67%	74	22.36%	96
North East Central	<i>CareSource</i>	0	0.00%	23	6.95%	23
	<i>United</i>	3	2.27%	7	2.11%	10
	Total	3	2.27%	30	9.06%	33
Total Changes		132	100.00%	331	100.00%	463

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 9/1/2014 to 9/30/2014

Total Surveys Available for Completion: 73892

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	154	30.50%	302	59.80%	33	6.53%	9	1.78%	7	1.39%	505	100.00%
Our answers to your questions	196	38.81%	277	54.85%	15	2.97%	11	2.18%	6	1.19%	505	100.00%
Our courtesy to you and your family	237	46.93%	244	48.32%	10	1.98%	6	1.19%	8	1.58%	505	100.00%
Overall, how would you rate our staff and services	209	41.39%	271	53.66%	12	2.38%	6	1.19%	6	1.39%	505	100.00%
Total	796	39.41%	1094	54.16%	70	3.47%	32	1.58%	29	1.39%	2020	100.00%

Number of Surveys Attempted: 2805

Number of Completed Customer Satisfaction Surveys: 505