



AUTOMATED **H**EALTH **S**YSTEMS

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Ohio Consumer Hotline Monthly Report October 2014

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 5,802 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 127. 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, November 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 171 calls coming in through this queue for this month.

Activity Summary

- 231,267 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 183,488 Total Calls (inbound and outbound)
 - 41,806 Call Fire Campaign Calls
 - 5,802 Provider Calls
 - 171 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 6:34 minutes average talk time
- 1:51 minute average speed to answer
- 62 average CSR inbound calls per day

Ohio Consumer Hotline
October 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	09/29/14	6364	6092	1210	22	6386	272	4%	612	6998	:20:26	:3:50	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
Wed	10/01/14	6087	5853	1251	17	6104	234	4%	1773	7877	:15:40	:03:05	61	:01:53	:06:31
Thurs	10/02/14	5317	5114	798	23	5340	203	4%	1604	6944	:15:36	:03:24	62	:01:58	:06:38
Fri	10/03/14	4796	4626	591	23	4819	170	4%	1471	6290	:17:05	:02:52	62	:01:57	:06:26
Sat	10/04/14	744	718	37	11	755	26	3%	834	1589	:04:27	:01:15	54	:00:27	:05:53
Sun	10/05/14	0	0	0	68	68	0	0%	0	68	:00:00	:00:00	0	:00:00	:00:00
	Week end	29606	28404	5142	180	29786	1202	4%	8223	38009	:20:26	:03:28	60	:01:42	:06:31
	Oct Only	16944	16311	2677	142	17086	633	4%	5682	22768	:17:05	:03:09	60	:01:34	:06:29
Mon	10/06/14	6869	6559	1730	18	6887	310	5%	550	7437	:25:55	:04:03	64	:02:10	:06:38
Tues	10/07/14	5906	5694	1094	17	5923	212	4%	2035	7958	:20:14	:03:50	63	:01:52	:06:39
Wed	10/08/14	6088	5872	1348	10	6098	216	4%	1501	7599	:17:12	:03:52	63	:01:57	:06:47
Thurs	10/09/14	6489	6235	1201	10	6499	254	4%	1587	8086	:20:02	:04:30	63	:02:05	:06:47
Fri	10/10/14	5933	5709	1035	11	5944	224	4%	1348	7292	:19:35	:04:21	64	:01:54	:06:31
Sat	10/11/14	1139	1107	74	4	1143	32	3%	1317	2460	:05:33	:01:25	62	:00:38	:05:48
Sun	10/12/14	0	0	0	71	71	0	0%	0	71	:00:00	:00:00	0	:00:00	:00:00
	Week end	32424	31176	6482	141	32565	1248	4%	8338	40903	:25:55	:04:07	63	:01:46	:06:34
Mon	10/13/14	0	0	0	889	889	0	0%	0	889	:00:00	:00:00	0	:00:00	:00:00
Tues	10/14/14	9867	9220	3292	20	9887	647	7%	1452	11339	:26:21	:04:07	63	:02:15	:06:41
Wed	10/15/14	9199	8625	2972	19	9218	574	6%	3028	12246	:25:25	:04:20	65	:01:51	:06:41
Thurs	10/16/14	7686	7282	2045	17	7703	404	5%	2805	10508	:22:15	:04:28	64	:01:51	:06:37
Fri	10/17/14	6219	5895	1308	13	6232	324	5%	3181	9413	:21:46	:04:29	61	:01:55	:06:46
Sat	10/18/14	854	832	49	8	862	22	3%	1065	1927	:04:02	:01:08	59	:00:28	:06:19
Sun	10/19/14	0	0	0	75	75	0	0%	0	75	:00:00	:00:00	0	:00:00	:00:00
	Week end	33825	31854	9666	1041	34866	1971	6%	11531	46397	:26:21	:04:19	62	:01:40	:06:40
Mon	10/20/14	6992	6599	1987	17	7009	393	6%	824	7833	:21:28	:04:23	64	:02:17	:06:40
Tues	10/21/14	6881	6527	1632	16	6897	354	5%	2072	8969	:17:53	:03:58	63	:01:59	:06:31
Wed	10/22/14	6530	6283	1496	11	6541	247	4%	1883	8424	:19:14	:04:16	63	:01:58	:06:41
Thurs	10/23/14	6108	5901	1371	16	6124	207	3%	1813	7937	:20:42	:04:26	63	:01:56	:06:44
Fri	10/24/14	5267	5090	921	12	5279	177	3%	2294	7573	:18:41	:03:58	61	:01:58	:06:21
Sat	10/25/14	733	711	34	3	736	22	3%	744	1480	:08:15	:02:15	54	:00:52	:05:44
Sun	10/26/14	0	0	0	58	58	0	0%	0	58	:00:00	:00:00	0	:00:00	:00:00
	Week end	32511	31111	7441	133	32644	1400	4%	9630	42274	:21:28	:04:14	61	:01:50	:06:34
Mon	10/27/14	7518	7203	2290	20	7538	315	4%	624	8162	:23:32	:04:11	63	:02:01	:06:24
Tue	10/28/14	6795	6541	1481	12	6807	254	4%	2361	9168	:20:02	:03:54	64	:01:56	:06:23
Wed	10/29/14	6448	6205	1518	13	6461	243	4%	2279	8740	:21:13	:04:05	63	:01:55	:06:32
Thu	10/30/14	5411	5182	1004	6	5417	229	4%	1901	7318	:18:46	:03:54	63	:01:56	:06:40
Fri	10/31/14	4940	4737	699	19	4959	203	4%	1539	6498	:20:31	:03:42	62	:01:59	:06:40
	Month End	146816	140320	33258	1527	148343	6496	4%	43885	183488	:26:21	:04:05	62	:01:51	:06:34

Call Center Busy Hour Report

October 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
Wed	10/01/14	6087	84	267	559	709	741	744	746	639	614	468	259	167	90
Thurs	10/02/14	5317	78	289	501	572	688	675	665	525	524	388	198	117	97
Fri	10/03/14	4796	58	237	465	522	607	605	563	624	478	335	167	87	48
Sat	10/04/14	744	0	55	64	89	104	77	98	93	79	85	0	0	0
Sun	10/05/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	16944	220	848	1589	1892	2140	2101	2072	1881	1695	1276	624	371	235
Mon	10/06/14	6869	87	346	725	896	839	758	711	717	717	537	283	168	85
Tues	10/07/14	5906	75	295	532	629	721	774	730	698	625	423	215	122	67
Wed	10/08/14	6088	68	271	569	651	719	685	768	738	668	451	261	182	57
Thurs	10/09/14	6489	63	276	520	767	780	660	662	759	719	591	342	223	127
Fri	10/10/14	5933	65	251	502	606	696	600	730	730	777	476	254	176	70
Sat	10/11/14	1139	0	82	110	131	143	145	149	129	131	119	0	0	0
Sun	10/12/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	32424	358	1521	2958	3680	3898	3622	3750	3771	3637	2597	1355	871	406
Mon	10/13/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	10/14/14	9867	170	615	1002	1131	1139	1126	1025	1099	970	740	454	276	120
Wed	10/15/14	9199	123	475	793	1100	1126	1018	1036	1052	1073	686	373	227	117
Thurs	10/16/14	7686	107	388	709	882	905	891	877	834	890	650	291	164	98
Fri	10/17/14	6219	79	337	558	769	800	768	765	753	630	383	169	140	68
Sat	10/18/14	854	0	56	90	100	117	116	112	88	85	90	0	0	0
Sun	10/19/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	33825	479	1871	3152	3982	4087	3919	3815	3826	3648	2549	1287	807	403
Mon	10/20/14	6992	102	305	697	826	930	808	796	801	737	508	244	150	88
Tues	10/21/14	6881	71	270	606	757	865	755	775	905	836	552	249	155	85
Wed	10/22/14	6530	76	252	566	810	809	762	835	789	637	502	254	152	86
Thurs	10/23/14	6108	59	292	548	808	786	659	743	728	604	466	210	143	62
Fri	10/24/14	5267	51	226	484	663	691	631	687	578	543	401	151	100	61
Sat	10/25/14	733	0	57	73	91	95	95	86	90	90	56	0	0	0
Sun	10/26/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	32511	359	1402	2974	3955	4176	3710	3922	3891	3447	2485	1108	700	382
Mon	10/27/14	7518	65	355	713	739	982	928	965	875	812	553	296	150	85
Tue	10/28/14	6795	85	308	674	899	960	729	698	744	764	508	211	144	71
Wed	10/29/14	6448	50	234	499	765	819	809	901	833	700	446	224	109	59
Thu	10/30/14	5411	52	252	427	625	662	711	653	676	581	433	187	97	55
Fri	10/31/14	4940	55	180	393	539	627	603	687	661	539	368	154	88	46
	Month Total	146816	1723	6971	13379	17076	18351	17132	17463	17158	15823	11215	5446	3337	1742
	Cumulative Percent		1%	5%	9%	12%	12%	12%	12%	12%	11%	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 10/1/2014 to 10/31/2014

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1333
	Benefit Package / Covered Services	293
	Billing Number	126
	Card	200
	Certificate of Coverage	24
	Change	126
	Citizenship Verification Questions	2
	Estate Recovery	20
	Hearing	1
	Patient Liability	16
	Program Information	452
	Under 21 Inquiry	4
	Total	2597
<i>BCCP</i>	Application / Eligibility	6
	Benefit Package / Covered Services	2
	Card	2
	Change	0
	Estate Recovery	2
	Hearing	0
	Participating Site Information	0
	Program Information	4
	Total	16
<i>Consumer Guide</i>	Questions From Consumer Guide	4
	Total	4
<i>DRC</i>	Application status	3
	Benefit Package / Covered Services	0
	Care coordination questions	0

DRC	Chose to remain with existing MCP	5
	Declined application / MCP enrollment	0
	General inquiry	0
	MCP change completed	9
	MCP enrollment completed	53
	MCP enrollment status	1
	Phone application completed	45
	Total	116
EOMB	General Information	416
	Questions About Letter	92
	Total	508
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	184
	Sent Email	93
	Sent Letter	0
	Web Contact	1
	Total	278
FFS Billing	Billing Number	759
	Claims Request	26
	General Billing Questions	638
	Received Bill (Needs Letter)	27
	Total	1450
General Benefits	Dental	364
	Equipment	63
	Family Planning	11
	Healthchek Services	11
	Inquiry on Covered Services	2119
	Medicaid Expansion	1037
	Medicaid School Program	14
	Medlist Assist	8

General Benefits	Pregnancy Related Services	10
	Prescriptions	777
	Transportation	317
	Vision	175
	Total	4906
Healthy Start	Application / Eligibility	1097
	Benefit Package / Covered Services	206
	Billing Number	109
	Card	310
	Certificate of Coverage	38
	Change	105
	Citizenship Verification Questions	0
	Estate Recovery	1
	Hearing	1
	Program Information	645
	Total	2512
HIPAA	Complaint	0
	Information	2
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	1
	Send PHI Brochure	0
Total	3	
Home Health Care	Application / Eligibility	22
	Benefit Package / Covered Services	6
	BHCS Complaint	0
	BHCS Questions	0
	Card	1
	Hearing	1
	HSFA Questions	0
	Passport	2
	Program Information	24
	Provider	5

Home Health Care	Status	1
	Total	62
Incident Report	Billing Inquiry	99
	Reimbursement Inquiry	8
	Total	107
Information	Cash Assistance	13
	CDJFS	544
	Customer Survey	6
	Food Stamps	102
	Hotline	313
	Medicare	307
	Social Security	26
	Total	1311
Inquiry	029 Error	37
	574 Error - Not Eligible	9
	Already Selected	1847
	Called to Check on Doctors	545
	Called to Check on Just Cause Status	49
	Case Addition	42
	Case Closed	171
	Case Pending	452
	Category Closed	78
	Change in Name	93
	Change in Phone Number / Address	779
	CIC - Do Not Assign	6
	Consumer Needs To Be Auto Re-Enrolled	46
	Failed Eligibility	389
	General Questions	15434
	Open Enrollment Questions	1852
	Person Calling Not PIP / AG Head	350
	Referred Consumer to County Worker	2177

<i>Inquiry</i>	Returned NME / Notice	10
	Transferred in Error	36
	Wanted Phone Number of MCP	556
	Total	24958
<i>Issue / Concern</i>	Issue / Concern about MCP	59
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	3
	Issue / Concern with ODM	2
	Total	65
<i>Limited Family Planning Services</i>	Application / Eligibility	63
	Benefit Package / Covered Services	60
	Billing Number	5
	Card	24
	Certificate of Coverage	2
	Change	9
	Hearing	0
	Program Information	103
	Total	266
<i>Long Term Care</i>	Application / Eligibility	16
	Benefit Package / Covered Services	6
	Card	2
	Community Spouse	0
	Estate Recovery	6
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	11
	Program Information	21
	Total	62
<i>Mailings</i>	"Getting Long Term Care" Pamphlet	13
	ABD Application Letter - 7200	543

Mailings	ABD EMP Enrollment Packet	72
	ABD Pamphlet - Spanish	6
	Approved Letter	140
	BCCP Brochure	1
	Billing Incident Letter	93
	Call Me Letter	2
	CFC EMP Enrollment Packet	126
	Citizenship Verification Brochure	2
	CPA Letter	0
	CPA Letter - Blank	277
	Enrollment Error Letter	0
	Healthy Start Brochure	12
	HIPAA Notice	6
	HS/HF Information	0
	ICDS Enrollment Letter	0
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	0
	JC Approval Change MCP - Requestor	0
	JC Approval FFS	2
	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	3
	MBI-WD Application	9
	Medicaid Program Enrollment & Benefit Information	237
	MyCare EMP Enrollment Packet	55

Mailings	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	5
	MyCare TPL Verification Letter	3
	N1 Reminder Letter	31028
	N3 ABD Reminder Letter	889
	No Contact	0
	OH Partnership for LTC	3
	Ohio Medicaid Pamphlet - Spanish	2
	OMH Mandatory MyCare Letter	49
	Patient Liability Lbl	0
	PHI Brochure	3
	QMB - Blank	820
	Reimbursement Letter	6
	Rejected - General	62
	Rejected - General ABD	24
	Rejected - SSI-BCMh-CIC	21
	Residential Treatment Letter	0
	Resolution	1
	Resolution Declined	0
	Spend Down Approval	3
	Spend Down Denial	1
	TPL Approval	2
TPL Verification Needed	0	
Total	34521	
Managed Care Info & Referral	Benefit Package	633
	Billing Number	265
	Card	1877
	Information	6117
	Just Cause Status	26
	Payment	22
	Phone Numbers	1490
	Provider Name	1008

Managed Care Info & Referral	Transfer Request - Bureau of Managed Care	5
	Total	11443
MBI-WD	AG Collections Questions	10
	Application / Eligibility	26
	Benefit Package / Covered Services	10
	Billing Number	1
	Card	12
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	7
	Program Information	45
	Questions About Premiums	44
	Total	156
Medicare Part D	Application / Eligibility	150
	Information	750
	Questions About Letter	87
	Total	987
Medicare Premium Assistance	Application / Eligibility	724
	Benefit Package / Covered Services	316
	Billing Number	19
	Card	169
	Certificate of Coverage	12
	Change	51
	Estate Recovery	1
	Hearing	3
	Patient Liability	25
	Program Information	900
Total	2220	
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	1
	Referred to MH Provider	1

Mental Health Services	Request Benefits Balance - Needs Follow-Up	0
	Total	2
MyCare Ohio	General Information	3743
	Issue Accessing Services	197
	Loss of MyCare Eligibility	75
	Medicaid Only Benefit Information	1524
	MyCare Ohio Card	394
	October 2014 MyCare Passive Enrollment Letter	2146
	On-site facilitated enrollment	25
	Opt-In/Opt-Out Questions	2817
	Prescription Questions	492
	Transition of Care	54
	Total	11467
ODM Survey	Managed Care Survey	0
	Total	0
Ohio Benefits Self Service Portal	Access my Benefits	7
	Account Creation/Management	17
	Account Lock Out	18
	Application Assistance	183
	Apply for Benefits	236
	County Office Location/Hours	14
	Electronic Verification	4
	Forgot Password Link	9
	Forgot User Name Link	3
	Frequently Asked Questions	82
	General Navigation	31
	How to use this Site	29
	Internet Browser Issue	4
	Message Center	1

Ohio Benefits Self Service Portal	Provided Link to Website	199
	Submit Error Issue	100
	Transfer Call to Tier 2/3	82
	Total	1019
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	817
	Case Inquiry/Case Status	2160
	Contact CDJS	551
	Did Not Give Audio Signature to Complete Telephone Application	17
	Electronic Verification Process	69
	Journal Creation & Management	3
	MAGI (Modified Adjusted Gross Income) Program Information	276
	Notice of Action Explanation	95
	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	202
	Total	4193
	Ohio's Best RX	Program Information
Referred Caller		8
Total		18
Other Medicaid Program	Application / Eligibility	1384
	Benefit Package / Covered Services	431
	Billing Number	204
	Card	389
	Certificate of Coverage	19
	Change	351
	Citizenship Verification Questions	1
	Estate Recovery	12

Other Medicaid Program	Hearing	2
	Program Information	1075
	Total	3868
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	343
	Letter	20
	Program Information	353
	Status	239
	Transfer Request - Needs Follow-Up	4
	Total	959
Provider	Fee-For-Service Provider Names	377
	Referred to MCP For Provider List	118
	Referred to ODM Website For Provider List	78
	Referred to State Board To File Complaint Against Provider	1
	Total	574
Reimbursement	Decision	20
	Information	451
	State Hearing	10
	Total	481
Spend Down	Amount	1075
	Card	361
	Certificate of Coverage	46
	Hearing	9
	Problem	161
	Program Information	1436
	Total	3088

State Hearings	How to Request	65
	Program Information	93
	Status	8
	Total	166
Surveys	Call Center Survey	1281
	Total	1281
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	23
	General Information	260
	Need Medications Now	36
	Referral to Case Worker	232
	Referral to TPL Vendor	48
	Total	599
Tort	General Information	14
	Provided Number to Tort Unit	17
	Total	31
Waiver	Application / Eligibility	152
	Benefit Package / Covered Services	64
	Billing Number	6
	Card	37
	Certificate of Coverage	4
	Change	20
	Estate Recovery	3
	Hearing	2
	Independent Provider	9
	Patient Evaluation	5
	Patient Liability	15
	Program Information	172
	Waiting List	6
	Total	495
Grand Total All Categories		116789

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

Calls made from 10/1/2014 to 10/31/2014

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	626
	ACS / First Health	140
	ADAMH	10
	Area Agency on Aging	70
	BCCP Regional Agency	1
	BCMh	16
	Bureau of Home and Community Services	9
	Case Management Agency	19
	Caseworker	1305
	Child Support Enforcement Agency	3
	Complaint Department	14
	County Department of Job & Family Services	2791
	First Link	14
	Food Stamp Hotline	9
	Golden Buckeye Hotline	2
	Help Me Grow Hotline	1
	HomeHealthAgency	5
	Info & Refer	111
	In-House	7
	Legal Aid	6
	Managed Care Plan	1254
	Managed Care/Just Cause Section	7
	MR / DD Board	3
	ODM	24
	Ohio Department of Insurance	13
	Ohio Hospice	3
	Ohio's Best Rx	18
	Ombudsman	6

Referral	OSHIIP	159
	Other Medical Services Agency	59
	Other Social Services Agency	19
	Out-of-State Medicaid Hotline	36
	PACT	1
	Pharmacy	161
	Prescription Drug Plan (PDP)	262
	Provider	522
	Provider Services Call Center	422
	Public Children's Services	18
	Social Security Administration	70
	StateHearingDivision	61
	StateMedicalBoard	18
	Supervisor	52
	Tort Unit	13
	Website - ODM	84
	Welfare Fraud Hotline	1
WIC Office	2	
Total		8447

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 11/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	269	63.74%	1009	92.06%	36	94.74%	1314	84.45%
Call Campaign	118	27.96%	81	7.39%	1	2.63%	200	12.85%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	1	0.24%	0	0.00%	0	0.00%	1	0.06%
Website	34	8.06%	6	0.55%	1	2.63%	41	2.63%
TOTAL	422	100%	1096	100%	38	100%	1556	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 11/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	269	20.47%	1009	76.79%	36	2.74%	1314	100%
Call Campaign	118	59.00%	81	40.50%	1	0.50%	200	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	1	100.00%	0	0.00%	0	0.00%	1	100%
Website	34	82.93%	6	14.63%	1	2.44%	41	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: 11/1/2014

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	3		40		0	
	North East	27		62		8	
	West	18		59		2	
	Total	48	11.37%	161	14.69%	10	26.32%
CareSource	Central/South East	54		146		6	
	North East	125		205		8	
	West	61		226		8	
	Total	240	56.87%	577	52.65%	22	57.89%
Molina	Central/South East	27		90		1	
	North East	7		7		0	
	West	18		40		2	
	Total	52	12.32%	137	12.50%	3	7.89%
Paramount	Central/South East	3		22		0	
	North East	3		7		0	
	West	15		82		2	
	Total	21	4.98%	111	10.13%	2	5.26%
United	Central/South East	19		23		1	
	North East	30		57		0	
	West	12		30		0	
	Total	61	14.45%	110	10.04%	1	2.63%
Total Mandatory		422	100.00%	1096	100.00%	38	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 11/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	3	2.83%	40	12.46%	0	0.00%
	CareSource	54	50.94%	146	45.48%	6	75.00%
	Molina	27	25.47%	90	28.04%	1	12.50%
	Paramount	3	2.83%	22	6.85%	0	0.00%
	United	19	17.92%	23	7.17%	1	12.50%
	Total	106	100.00%	321	100.00%	8	100.00%
North East	Buckeye	27	14.06%	62	18.34%	8	50.00%
	CareSource	125	65.10%	205	60.65%	8	50.00%
	Molina	7	3.65%	7	2.07%	0	0.00%
	Paramount	3	1.56%	7	2.07%	0	0.00%
	United	30	15.63%	57	16.86%	0	0.00%
	Total	192	100.00%	338	100.00%	16	100.00%
West	Buckeye	18	14.52%	59	13.50%	2	14.29%
	CareSource	61	49.19%	226	51.72%	8	57.14%
	Molina	18	14.52%	40	9.15%	2	14.29%
	Paramount	15	12.10%	82	18.76%	2	14.29%
	United	12	9.68%	30	6.86%	0	0.00%
	Total	124	100.00%	437	100.00%	14	100.00%
Total Mandatory		422		1096		38	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 11/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	427	137	564
North East	530	226	756
West	561	112	673
Total For All Regions	1518	475	1993

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 11/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	3	40	43	30	73	12.94%
	CareSource	54	146	200	56	256	45.39%
	Molina	27	90	117	23	140	24.82%
	Paramount	3	22	25	15	40	7.09%
	United	19	23	42	13	55	9.75%
	Total	106	321	427	137	564	100.00%
North East	Buckeye	27	62	89	55	144	19.05%
	CareSource	125	205	330	90	420	55.56%
	Molina	7	7	14	35	49	6.48%
	Paramount	3	7	10	25	35	4.63%
	United	30	57	87	21	108	14.29%
	Total	192	338	530	226	756	100.00%
West	Buckeye	18	59	77	27	104	15.45%
	CareSource	61	226	287	52	339	50.37%
	Molina	18	40	58	15	73	10.85%
	Paramount	15	82	97	11	108	16.05%
	United	12	30	42	7	49	7.28%
	Total	124	437	561	112	673	100.00%
Total Mandatory		422	1096	1518	475	1993	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 11/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	19903	70.03%	7415	90.12%	33	42.31%	27351	74.48%
Call Campaign	5219	18.36%	631	7.67%	9	11.54%	5859	15.95%
Face-To-Face	0	0.00%	7	0.09%	0	0.00%	7	0.02%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	4	0.01%	1	0.01%	0	0.00%	5	0.01%
Website	3293	11.59%	174	2.11%	36	46.15%	3503	9.54%
TOTAL	28419	100%	8228	100%	78	100%	36725	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 11/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	19903	72.77%	7415	27.11%	33	0.12%	27351	100%
Call Campaign	5219	89.08%	631	10.77%	9	0.15%	5859	100%
Face-To-Face	0	0.00%	7	100.00%	0	0.00%	7	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	4	80.00%	1	20.00%	0	0.00%	5	100%
Website	3293	94.01%	174	4.97%	36	1.03%	3503	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: 11/1/2014

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	410		143		1	
	North East	1285		404		1	
	West	912		259		4	
	Total	2607	9.17%	806	9.80%	6	7.69%
CareSource	Central/South East	4882		1552		8	
	North East	6761		2048		7	
	West	5456		1657		12	
	Total	17099	60.17%	5257	63.89%	27	34.62%
Molina	Central/South East	1935		509		10	
	North East	274		49		5	
	West	618		185		3	
	Total	2827	9.95%	743	9.03%	18	23.08%
Paramount	Central/South East	141		37		1	
	North East	264		60		3	
	West	1706		476		12	
	Total	2111	7.43%	573	6.96%	16	20.51%
United	Central/South East	1219		240		1	
	North East	1754		429		4	
	West	803		180		6	
	Total	3776	13.29%	849	10.32%	11	14.10%
Total Mandatory		28420	100.00%	8228	100.00%	78	100.00%

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

**Region and MCP as a Percentage of Type
Effective Date: 11/1/2014**

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	410	4.77%	143	5.76%	1	4.76%
	CareSource	4882	56.85%	1552	62.56%	8	38.10%
	Molina	1935	22.53%	509	20.52%	10	47.62%
	Paramount	141	1.64%	37	1.49%	1	4.76%
	United	1219	14.20%	240	9.67%	1	4.76%
	Total	8587	100.00%	2481	100.00%	21	100.00%
North East	Buckeye	1285	12.43%	404	13.51%	1	5.00%
	CareSource	6761	65.40%	2048	68.49%	7	35.00%
	Molina	274	2.65%	49	1.64%	5	25.00%
	Paramount	264	2.55%	60	2.01%	3	15.00%
	United	1754	16.97%	429	14.35%	4	20.00%
	Total	10338	100.00%	2990	100.00%	20	100.00%
West	Buckeye	912	9.61%	259	9.39%	4	10.81%
	CareSource	5456	57.46%	1657	60.10%	12	32.43%
	Molina	618	6.51%	185	6.71%	3	8.11%
	Paramount	1706	17.97%	476	17.27%	12	32.43%
	United	803	8.46%	180	6.53%	6	16.22%
	Total	9495	100.00%	2757	100.00%	37	100.00%
Total Mandatory		28420		8228		78	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 11/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	11068	7000	18068
North East	13328	8072	21400
West	12252	6233	18485
Total For All Regions	36648	21305	57953

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 11/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	410	143	553	1469	2022	11.19%
	CareSource	4882	1552	6434	1488	7922	43.85%
	Molina	1935	509	2444	1448	3892	21.54%
	Paramount	141	37	178	1296	1474	8.16%
	United	1219	240	1459	1299	2758	15.26%
	Total	8587	2481	11068	7000	18068	100.00%
North East	Buckeye	1285	404	1689	1641	3330	15.56%
	CareSource	6761	2048	8809	1713	10522	49.17%
	Molina	274	49	323	1577	1900	8.88%
	Paramount	264	60	324	1560	1884	8.80%
	United	1754	429	2183	1581	3764	17.59%
	Total	10338	2990	13328	8072	21400	100.00%
West	Buckeye	912	259	1171	1253	2424	13.11%
	CareSource	5456	1657	7113	1372	8485	45.90%
	Molina	618	185	803	1276	2079	11.25%
	Paramount	1706	476	2182	1213	3395	18.37%
	United	803	180	983	1119	2102	11.37%
	Total	9495	2757	12252	6233	18485	100.00%
Total Mandatory		28420	8228	36648	21305	57953	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 11/1/2014

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	307	39.21%	342	46.34%	0	0.00%	649	42.67%
Call	Medicaid only	319	40.74%	315	42.68%	0	0.00%	634	41.68%
Call Campaign	Dual benefits	29	3.70%	24	3.25%	0	0.00%	53	3.48%
Call Campaign	Medicaid only	39	4.98%	27	3.66%	0	0.00%	66	4.34%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	3	0.38%	3	0.41%	0	0.00%	6	0.39%
Fax	Medicaid only	15	1.92%	9	1.22%	0	0.00%	24	1.58%
Mail	Dual benefits	1	0.13%	2	0.27%	0	0.00%	3	0.20%
Mail	Medicaid only	0	0.00%	2	0.27%	0	0.00%	2	0.13%
Website	Dual benefits	18	2.30%	8	1.08%	0	0.00%	26	1.71%
Website	Medicaid only	52	6.64%	6	0.81%	0	0.00%	58	3.81%
TOTAL		783	100%	738	100%	0	0.00%	1521	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 11/1/2014

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	307	47.30%	342	52.70%	0	0.00%	649	100%
Call	Medicaid only	319	50.32%	315	49.68%	0	0.00%	634	100%
Call Campaign	Dual benefits	29	54.72%	24	45.28%	0	0.00%	53	100%
Call Campaign	Medicaid only	39	59.09%	27	40.91%	0	0.00%	66	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	3	50.00%	3	50.00%	0	0.00%	6	100%
Fax	Medicaid only	15	62.50%	9	37.50%	0	0.00%	24	100%
Mail	Dual benefits	1	33.33%	2	66.67%	0	0.00%	3	100%
Mail	Medicaid only	0	0.00%	2	100.00%	0	0.00%	2	100%
Website	Dual benefits	18	69.23%	8	30.77%	0	0.00%	26	100%
Website	Medicaid only	52	89.66%	6	10.34%	0	0.00%	58	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 11/1/2014

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	22		40		0		62
	Central	Medicaid only	28		41		0		69
	North West	Dual benefits	9		21		0		30
	North West	Medicaid only	14		13		0		27
	South West	Dual benefits	27		26		0		53
	South West	Medicaid only	40		54		0		94
	Total			140	17.88%	195	26.42%	0	0.00%
Buckeye	North East	Dual benefits	7		10		0		17
	North East	Medicaid only	16		13		0		29
	North West	Dual benefits	10		5		0		15
	North West	Medicaid only	12		2		0		14
	West Central	Dual benefits	23		43		0		66
	West Central	Medicaid only	40		66		0		106
	Total			108	13.79%	139	18.83%	0	0.00%
CareSource	East Central	Dual benefits	35		33		0		68
	East Central	Medicaid only	46		24		0		70
	North East	Dual benefits	86		77		0		163
	North East	Medicaid only	61		41		0		102
	North East Central	Dual benefits	34		18		0		52
	North East Central	Medicaid only	13		4		0		17
	Total			275	35.12%	197	26.69%	0	0.00%
Molina	Central	Dual benefits	18		14		0		32
	Central	Medicaid only	19		10		0		29
	South West	Dual benefits	32		16		0		48
	South West	Medicaid only	56		22		0		78
	West Central	Dual benefits	9		10		0		19

Molina	West Central	Medicaid only	15		14		0		29
	Total		149	19.03%	86	11.65%	0	0.00%	
United	East Central	Dual benefits	24		50		0		74
	East Central	Medicaid only	31		42		0		73
	North East	Dual benefits	13		14		0		27
	North East	Medicaid only	25		11		0		36
	North East Central	Dual benefits	9		2		0		11
	North East Central	Medicaid only	9		2		0		11
	Total		111	14.18%	121	16.40%	0	0.00%	
Total Mandatory			783	100.00%	738	100.00%	0	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 11/1/2014

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	22	25.29%	40	38.10%	0	0.00%	62
	Aetna	Medicaid only	28	32.18%	41	39.05%	0	0.00%	69
	Molina	Dual benefits	18	20.69%	14	13.33%	0	0.00%	32
	Molina	Medicaid only	19	21.84%	10	9.52%	0	0.00%	29
	Total		87	100.00%	105	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	35	25.74%	33	22.15%	0	0.00%	68
	CareSource	Medicaid only	46	33.82%	24	16.11%	0	0.00%	70
	United	Dual benefits	24	17.65%	50	33.56%	0	0.00%	74
	United	Medicaid only	31	22.79%	42	28.19%	0	0.00%	73
	Total		136	100.00%	149	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	7	3.37%	10	6.02%	0	0.00%	17
	Buckeye	Medicaid only	16	7.69%	13	7.83%	0	0.00%	29
	CareSource	Dual benefits	86	41.35%	77	46.39%	0	0.00%	163
	CareSource	Medicaid only	61	29.33%	41	24.70%	0	0.00%	102
	United	Dual benefits	13	6.25%	14	8.43%	0	0.00%	27
	United	Medicaid only	25	12.02%	11	6.63%	0	0.00%	36
	Total		208	100.00%	166	100.00%	0	100.00%	
North East Central	CareSource	Dual benefits	34	52.31%	18	69.23%	0	0.00%	52
	CareSource	Medicaid only	13	20.00%	4	15.38%	0	0.00%	17
	United	Dual benefits	9	13.85%	2	7.69%	0	0.00%	11
	United	Medicaid only	9	13.85%	2	7.69%	0	0.00%	11
	Total		65	100.00%	26	100.00%	0	100.00%	
North West	Aetna	Dual benefits	9	20.00%	21	51.22%	0	0.00%	30
	Aetna	Medicaid only	14	31.11%	13	31.71%	0	0.00%	27
	Buckeye	Dual benefits	10	22.22%	5	12.20%	0	0.00%	15
	Buckeye	Medicaid only	12	26.67%	2	4.88%	0	0.00%	14
	Total		45	100.00%	41	100.00%	0	100.00%	
South West	Aetna	Dual benefits	27	17.42%	26	22.03%	0	0.00%	53
	Aetna	Medicaid only	40	25.81%	54	45.76%	0	0.00%	94
	Molina	Dual benefits	32	20.65%	16	13.56%	0	0.00%	48

South West	Molina	Medicaid only	56	36.13%	22	18.64%	0	0.00%	78
	Total		155	100.00%	118	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	23	26.44%	43	32.33%	0	0.00%	66
	Buckeye	Medicaid only	40	45.98%	66	49.62%	0	0.00%	106
	Molina	Dual benefits	9	10.34%	10	7.52%	0	0.00%	19
	Molina	Medicaid only	15	17.24%	14	10.53%	0	0.00%	29
	Total		87	100.00%	133	100.00%	0	100.00%	
Total Mandatory			783		738		0		

MyCare
ASSIGNMENT BY REGION
Effective Date: 11/1/2014

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	98	0	98
	Dual benefits	94	0	94
		192	0	192
East Central	Medicaid only	143	0	143
	Dual benefits	142	0	142
		285	0	285
North East	Medicaid only	167	0	167
	Dual benefits	207	0	207
		374	0	374
North East Central	Medicaid only	28	0	28
	Dual benefits	63	0	63
		91	0	91
North West	Medicaid only	41	0	41
	Dual benefits	45	0	45
		86	0	86
South West	Medicaid only	172	0	172
	Dual benefits	101	0	101
		273	0	273
West Central	Medicaid only	135	0	135
	Dual benefits	85	0	85
		220	0	220
Total For All Regions		1521	0	1521

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 11/1/2014

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	22	40	62	0	62	32.29%
	Aetna	Medicaid only	28	41	69	0	69	35.94%
	Molina	Dual benefits	18	14	32	0	32	16.67%
	Molina	Medicaid only	19	10	29	0	29	15.10%
	Total			87	105	192	0	192
East Central	CareSource	Dual benefits	35	33	68	0	68	23.86%
	CareSource	Medicaid only	46	24	70	0	70	24.56%
	United	Dual benefits	24	50	74	0	74	25.96%
	United	Medicaid only	31	42	73	0	73	25.61%
	Total			136	149	285	0	285
North East	Buckeye	Dual benefits	7	10	17	0	17	4.55%
	Buckeye	Medicaid only	16	13	29	0	29	7.75%
	CareSource	Dual benefits	86	77	163	0	163	43.58%
	CareSource	Medicaid only	61	41	102	0	102	27.27%
	United	Dual benefits	13	14	27	0	27	7.22%
	United	Medicaid only	25	11	36	0	36	9.63%
	Total			208	166	374	0	374
North East Central	CareSource	Dual benefits	34	18	52	0	52	57.14%
	CareSource	Medicaid only	13	4	17	0	17	18.68%
	United	Dual benefits	9	2	11	0	11	12.09%
	United	Medicaid only	9	2	11	0	11	12.09%
	Total			65	26	91	0	91

North West	Aetna	Dual benefits	9	21	30	0	30	34.88%
	Aetna	Medicaid only	14	13	27	0	27	31.40%
	Buckeye	Dual benefits	10	5	15	0	15	17.44%
	Buckeye	Medicaid only	12	2	14	0	14	16.28%
	Total		45	41	86	0	86	100.00%
South West	Aetna	Dual benefits	27	26	53	0	53	19.41%
	Aetna	Medicaid only	40	54	94	0	94	34.43%
	Molina	Dual benefits	32	16	48	0	48	17.58%
	Molina	Medicaid only	56	22	78	0	78	28.57%
	Total		155	118	273	0	273	100.00%
West Central	Buckeye	Dual benefits	23	43	66	0	66	30.00%
	Buckeye	Medicaid only	40	66	106	0	106	48.18%
	Molina	Dual benefits	9	10	19	0	19	8.64%
	Molina	Medicaid only	15	14	29	0	29	13.18%
	Total		87	133	220	0	220	100.00%
Total Mandatory			783	738	1521	0	1521	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 11/1/2014

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	2	0	2	0	2
			Medicaid only	0	3	3	0	3
		Molina		0	0	0	0	0
		Total		2	3	5	0	5
	Franklin	Aetna	Dual benefits	18	35	53	0	53
			Medicaid only	28	38	66	0	66
		Molina	Dual benefits	14	11	25	0	25
			Medicaid only	15	9	24	0	24
		Total		75	93	168	0	168
		Madison	Aetna	Dual benefits	1	0	1	0
	Molina		Dual benefits	2	1	3	0	3
			Medicaid only	1	0	1	0	1
	Total			4	1	5	0	5
	Pickaway	Aetna	Dual benefits	1	5	6	0	6
		Molina	Dual benefits	2	1	3	0	3
			Medicaid only	2	1	3	0	3
		Total		5	7	12	0	12
	Union	Aetna		0	0	0	0	0
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	1	0	1	0	1
		Total		1	1	2	0	2

Central Region Totals						
Aetna		50	81	131	0	131
Molina		37	24	61	0	61
Total		87	105	192	0	192

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	2	3	5	0	5
			Medicaid only	7	3	10	0	10
		United	Dual benefits	2	1	3	0	3
			Medicaid only	4	3	7	0	7
		Total			15	10	25	0
	Stark	CareSource	Dual benefits	15	16	31	0	31
			Medicaid only	20	11	31	0	31
		United	Dual benefits	7	3	10	0	10
			Medicaid only	10	2	12	0	12
		Total			52	32	84	0
	Summit	CareSource	Dual benefits	15	13	28	0	28
			Medicaid only	16	8	24	0	24
		United	Dual benefits	14	43	57	0	57
			Medicaid only	15	34	49	0	49
		Total			60	98	158	0
	Wayne	CareSource	Dual benefits	3	1	4	0	4
			Medicaid only	3	2	5	0	5
		United	Dual benefits	1	3	4	0	4
			Medicaid only	2	3	5	0	5
		Total			9	9	18	0

East Central Region Totals						
CareSource		81	57	138	0	138

United		55	92	147	0	147
Total		136	149	285	0	285

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total		
North East	Cuyahoga	Buckeye	Dual benefits	5	6	11	0	11		
			Medicaid only	13	13	26	0	26		
		CareSource	Dual benefits	66	63	129	0	129		
			Medicaid only	49	34	83	0	83		
		United	Dual benefits	6	12	18	0	18		
			Medicaid only	19	8	27	0	27		
		Total		158	136	294	0	294		
		Geauga	Buckeye			0	0	0	0	0
			CareSource	Dual benefits		0	2	2	0	2
	Medicaid only				1	1	2	0	2	
	United		Dual benefits		2	0	2	0	2	
	Total			3	3	6	0	6		
	Lake		Buckeye	Dual benefits		1	3	4	0	4
		Medicaid only			1	0	1	0	1	
		CareSource	Dual benefits		7	3	10	0	10	
			Medicaid only		5	0	5	0	5	
		United	Dual benefits		2	0	2	0	2	
			Medicaid only		2	1	3	0	3	
		Total		18	7	25	0	25		
		Lorain	Buckeye	Dual benefits		1	1	2	0	2
				Medicaid only		2	0	2	0	2
	CareSource		Dual benefits		10	7	17	0	17	
			Medicaid only		5	6	11	0	11	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Lorain	United	Dual benefits	3	0	3	0	3	
			Medicaid only	2	0	2	0	2	
		Total		23	14	37	0	37	
	Medina	Buckeye			0	0	0	0	0
		CareSource	Dual benefits	3	2	5	0	5	
			Medicaid only	1	0	1	0	1	
		United	Dual benefits	0	2	2	0	2	
			Medicaid only	2	2	4	0	4	
		Total		6	6	12	0	12	

North East Region Totals

Buckeye		23	23	46	0	46
CareSource		147	118	265	0	265
United		38	25	63	0	63
Total		208	166	374	0	374

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	1	1	2	0	2
		United	Dual benefits	1	1	2	0	2
			Medicaid only	1	2	3	0	3
		Total		3	4	7	0	7
	Mahoning	CareSource	Dual benefits	18	13	31	0	31
			Medicaid only	7	3	10	0	10
		United	Dual benefits	4	1	5	0	5
			Medicaid only	4	0	4	0	4
		Total		33	17	50	0	50
	Trumbull	CareSource	Dual benefits	15	4	19	0	19
Medicaid only			6	1	7	0	7	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Dual benefits	4	0	4	0	4
			Medicaid only	4	0	4	0	4
		Total		29	5	34	0	34

<i>North East Central Region Totals</i>								
CareSource				47	22	69	0	69
United				18	4	22	0	22
Total				65	26	91	0	91

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<i>North West</i>	Fulton	Aetna	Dual benefits	0	1	1	0	1
			Medicaid only	1	0	1	0	1
		Buckeye	Medicaid only	1	0	1	0	1
		Total		2	1	3	0	3
	Lucas	Aetna	Dual benefits	8	16	24	0	24
			Medicaid only	13	11	24	0	24
		Buckeye	Dual benefits	9	5	14	0	14
			Medicaid only	10	1	11	0	11
		Total		40	33	73	0	73
		Ottawa	Aetna	Dual benefits	1	0	1	0
	Buckeye			0	0	0	0	0
	Total			1	0	1	0	1
	Wood	Aetna	Dual benefits	0	4	4	0	4
			Medicaid only	0	2	2	0	2
		Buckeye	Dual benefits	1	0	1	0	1
			Medicaid only	1	1	2	0	2
		Total		2	7	9	0	9

<i>North West Region Totals</i>								
Aetna				23	34	57	0	57

Buckeye		22	7	29	0	29
Total		45	41	86	0	86

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	5	11	16	0	16
			Medicaid only	5	14	19	0	19
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	7	2	9	0	9
		Total			17	28	45	0
	Clermont	Aetna	Dual benefits	2	3	5	0	5
			Medicaid only	3	3	6	0	6
		Molina	Dual benefits	2	1	3	0	3
			Medicaid only	6	1	7	0	7
		Total			13	8	21	0
	Clinton	Aetna	Dual benefits	1	1	2	0	2
			Medicaid only	2	1	3	0	3
		Molina	Medicaid only	1	2	3	0	3
		Total			4	4	8	0
	Hamilton	Aetna	Dual benefits	16	11	27	0	27
			Medicaid only	27	25	52	0	52
		Molina	Dual benefits	27	13	40	0	40
			Medicaid only	40	13	53	0	53
		Total			110	62	172	0
	Warren	Aetna	Dual benefits	3	0	3	0	3
			Medicaid only	3	11	14	0	14
		Molina	Dual benefits	3	1	4	0	4

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Warren	Molina	Medicaid only	2	4	6	0	6
		Total		11	16	27	0	27
South West Region Totals								
Aetna				67	80	147	0	147
Molina				88	38	126	0	126
Total				155	118	273	0	273

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	2	6	8	0	8
			Medicaid only	4	5	9	0	9
		Molina	Dual benefits	1	3	4	0	4
			Medicaid only	2	4	6	0	6
		Total		9	18	27	0	27
	Greene	Buckeye	Dual benefits	1	5	6	0	6
			Medicaid only	9	4	13	0	13
		Molina	Dual benefits	3	2	5	0	5
			Medicaid only	1	0	1	0	1
		Total		14	11	25	0	25
	Montgomery	Buckeye	Dual benefits	20	32	52	0	52
			Medicaid only	27	57	84	0	84
		Molina	Dual benefits	5	5	10	0	10
			Medicaid only	12	10	22	0	22
		Total		64	104	168	0	168

West Central Region Totals								
Buckeye				63	109	172	0	172
Molina				24	24	48	0	48
Total				87	133	220	0	220
Total Mandatory				783	738	1521	0	1521

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

**MCP and Region as a Percentage of Type
Effective Date: 11/1/2014**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	819	7.22%	76	9.29%	895
	<i>North West</i>	477	4.20%	36	4.40%	513
	<i>South West</i>	1069	9.42%	91	11.12%	1160
	Total	2365	20.85%	203	24.82%	2568
Buckeye	<i>North East</i>	348	3.07%	17	2.08%	365
	<i>North West</i>	361	3.18%	24	2.93%	385
	<i>West Central</i>	1393	12.28%	53	6.48%	1446
	Total	2102	18.53%	94	11.49%	2196
CareSource	<i>East Central</i>	802	7.07%	102	12.47%	904
	<i>North East</i>	1473	12.98%	147	17.97%	1620
	<i>North East Central</i>	362	3.19%	40	4.89%	402
	Total	2637	23.25%	289	35.33%	2926

Molina	<i>Central</i>	569	5.02%	32	3.91%	601
	<i>South West</i>	971	8.56%	37	4.52%	1008
	<i>West Central</i>	556	4.90%	27	3.30%	583
	Total	2096	18.48%	96	11.74%	2192
United	<i>East Central</i>	720	6.35%	50	6.11%	770
	<i>North East</i>	974	8.59%	52	6.36%	1026
	<i>North East Central</i>	450	3.97%	34	4.16%	484
	Total	2144	18.90%	136	16.63%	2280
Total Changes		11344	100.00%	818	100.00%	12162

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

**MCP and Region as a Percentage of Type
Effective Date: 11/1/2014**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	819	7.22%	76	9.29%	895
	<i>Molina</i>	569	5.02%	32	3.91%	601
	Total	1388	12.24%	108	13.20%	1496
North West	<i>Aetna</i>	477	4.20%	36	4.40%	513
	<i>Buckeye</i>	361	3.18%	24	2.93%	385
	Total	838	7.39%	60	7.33%	898
South West	<i>Aetna</i>	1069	9.42%	91	11.12%	1160
	<i>Molina</i>	971	8.56%	37	4.52%	1008
	Total	2040	17.98%	128	15.65%	2168
North East	<i>Buckeye</i>	348	3.07%	17	2.08%	365
	<i>CareSource</i>	1473	12.98%	147	17.97%	1620
	<i>United</i>	974	8.59%	52	6.36%	1026
	Total	2795	24.64%	216	26.41%	3011

West Central	<i>Buckeye</i>	1393	12.28%	53	6.48%	1446
	<i>Molina</i>	556	4.90%	27	3.30%	583
	Total	1949	17.18%	80	9.78%	2029
East Central	<i>CareSource</i>	802	7.07%	102	12.47%	904
	<i>United</i>	720	6.35%	50	6.11%	770
	Total	1522	13.42%	152	18.58%	1674
North East Central	<i>CareSource</i>	362	3.19%	40	4.89%	402
	<i>United</i>	450	3.97%	34	4.16%	484
	Total	812	7.16%	74	9.05%	886
Total Changes		11344	100.00%	818	100.00%	12162

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 10/1/2014 to 10/31/2014

Total Surveys Available for Completion: 78214

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	53	21.12%	184	73.31%	7	2.79%	6	2.39%	1	0.40%	251	100.00%
Our answers to your questions	66	26.29%	177	70.52%	6	2.39%	2	0.80%	0	0.00%	251	100.00%
Our courtesy to you and your family	78	31.08%	170	67.73%	1	0.40%	1	0.40%	1	0.40%	251	100.00%
Overall, how would you rate our staff and services	71	28.29%	174	69.32%	3	1.20%	2	0.80%	0	0.40%	251	100.00%
Total	268	26.69%	705	70.22%	17	1.69%	11	1.10%	4	0.30%	1004	100.00%

Number of Surveys Attempted: 1285

Number of Completed Customer Satisfaction Surveys: 251