



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

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

Ohio Consumer Hotline Monthly Report November 2014

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,658 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 185. 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 Wednesday, December 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 202 calls coming in through this queue for this month.

Activity Summary

- 215,693 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 200,034 Total Calls (inbound and outbound)
 - 10,799 Call Fire Campaign Calls
 - 4,658 Provider Calls
 - 202 Insure Kids Now/Governor's Hotline
- 5% abandonment rate
- 6:36 minutes average talk time
- 1:58 minute average speed to answer
- 61 average CSR inbound calls per day

Ohio Consumer Hotline
November 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	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
Thurs	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
Sat	11/01/14	1159	1110	119	5	1164	49	4%	281	1445	:19:43	:03:32	58	:02:08	:06:06
Sun	11/02/14	0	0	0	93	93	0	0%	0	93	:00:00	:00:00	0	:00:00	:00:00
	Week end	32271	30978	7111	168	32439	1293	4%	8361	40800	23:32	:03:59	62	:01:59	:06:30
	Nov Only	1159	1110	119	98	1257	49	4%	281	1538	:19:43	:03:32	58	:02:08	:06:06
Mon	11/03/14	9636	9008	3564	29	9665	628	7%	980	10645	:24:08	:04:09	62	:02:12	:06:51
Tues	11/04/14	8316	7795	2636	18	8334	521	6%	3068	11402	:21:05	:04:00	64	:02:04	:06:44
Wed	11/05/14	8825	8368	2948	12	8837	457	5%	3316	12153	:21:48	:03:54	62	:01:54	:06:43
Thurs	11/06/14	8495	8133	2671	28	8523	362	4%	2871	11394	:21:20	:03:53	63	:02:03	:06:40
Fri	11/07/14	6814	6511	1662	25	6839	303	4%	2849	9688	:22:14	:04:12	62	:01:58	:06:30
Sat	11/08/14	966	932	63	2	968	34	4%	486	1454	:12:16	:02:39	59	:01:41	:06:02
Sun	11/09/14	0	0	0	82	82	0	0%	0	82	:00:00	:00:00	0	:00:00	:00:00
	Week end	43052	40747	13544	196	43248	2305	5%	13570	56818	:24:08	:04:01	62	:01:58	:06:39
Mon	11/10/14	8672	8123	3052	24	8696	549	6%	2111	10807	:24:16	:03:57	63	:02:11	:07:01
Tues	11/11/14	0	0	0	918	918	0	0%	0	918	:00:00	:00:00	0	:00:00	:00:00
Wed	11/12/14	9136	8574	3320	25	9161	562	6%	3802	12963	:22:46	:04:11	61	:02:06	:06:56
Thurs	11/13/14	7713	7357	2232	16	7729	356	5%	3069	10798	:23:06	:04:31	63	:01:52	:06:43
Fri	11/14/14	6577	6298	1631	20	6597	279	4%	2885	9482	:22:43	:04:37	62	:01:51	:06:29
Sat	11/15/14	1078	1042	148	14	1092	36	3%	462	1554	:19:09	:03:10	57	:01:48	:06:30
Sun	11/16/14	0	0	0	76	76	0	0%	0	76	:00:00	:00:00	0	:00:00	:00:00
	Week end	33176	31394	10383	1093	34269	1782	5%	12329	46598	:24:16	:04:15	61	:01:58	:06:46
Mon	11/17/14	8628	8225	2557	26	8654	403	5%	2019	10673	:23:27	:04:51	62	:02:03	:06:39
Tues	11/18/14	8523	8158	2046	13	8536	365	4%	2655	11191	:21:33	:04:17	65	:01:58	:06:35
Wed	11/19/14	7772	7494	1799	20	7792	278	4%	2325	10117	:19:46	:04:35	62	:01:54	:06:47
Thurs	11/20/14	7958	7679	2003	18	7976	279	4%	2361	10337	:21:17	:04:46	61	:01:57	:06:47
Fri	11/21/14	7049	6800	1435	17	7066	249	4%	2552	9618	:21:18	:05:21	62	:01:51	:06:32
Sat	11/22/14	1043	1004	75	10	1053	39	4%	626	1679	:13:09	:02:01	55	:01:23	:05:41
Sun	11/23/14	0	0	0	75	75	0	0%	0	75	:00:00	:00:00	0	:00:00	:00:00
	Week end	40973	39360	9915	179	41152	1613	4%	12538	53690	:23:27	:04:43	61	:01:51	:06:37
Mon	11/24/14	8192	7774	2357	24	8216	418	5%	2572	10788	:26:55	:04:19	64	:02:10	:06:34
Tue	11/25/14	8148	7843	1762	22	8170	305	4%	2702	10872	:24:08	:04:29	64	:01:58	:06:37
Wed	11/26/14	7449	7241	1128	16	7465	208	3%	2644	10109	:19:12	:04:37	64	:01:53	:06:29
Thu	11/27/14	0	0	0	41	41	0	0%	0	41	:00:00	:00:00	0	:00:00	:00:00
Fri	11/28/14	4913	4837	62	22	4935	76	2%	2557	7492	:10:26	:02:07	59	:01:24	:05:31
Sat	11/29/14	1208	1184	95	15	1223	24	2%	721	1944	:12:11	:02:47	57	:01:58	:06:19
Sun	11/30/14	0	0	0	144	144	0	0%	0	144	:00:00	:00:00	0	:00:00	:00:00
	Week end	29910	28879	5404	284	30194	1031	3%	11196	41390	:26:55	:04:24	62	:01:53	:06:20
	Month End	148270	141490	39365	1850	150120	6780	5%	49914	200034	:26:55	:04:19	61	:01:58	:06:36

Call Center Busy Hour Report

November 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
Sat	11/01/14	1159	0	84	114	132	152	146	148	129	110	144	0	0	0
Sun	11/02/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	1159	0	84	114	132	152	146	148	129	110	144	0	0	0
Mon	11/03/14	9636	223	827	1073	1145	1166	1059	1001	1005	878	677	322	169	91
Tues	11/04/14	8316	224	618	908	1036	1008	916	967	903	820	489	216	144	67
Wed	11/05/14	8825	171	484	887	1080	1113	1086	982	1003	947	580	249	157	86
Thurs	11/06/14	8495	147	472	841	1052	980	1028	1078	1008	883	534	224	161	87
Fri	11/07/14	6814	128	406	626	814	907	765	808	816	730	464	177	97	76
Sat	11/08/14	966	0	96	93	125	126	121	114	111	84	96	0	0	0
Sun	11/09/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	43052	893	2903	4428	5252	5300	4975	4950	4846	4342	2840	1188	728	407
Mon	11/10/14	8672	181	576	850	952	1100	1009	1050	951	910	596	237	171	89
Tues	11/11/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wed	11/12/14	9136	199	655	992	1177	1189	1027	1065	907	857	623	256	146	43
Thurs	11/13/14	7713	125	433	772	978	949	922	887	934	792	516	226	114	65
Fri	11/14/14	6577	132	407	626	775	748	806	818	882	621	418	161	125	58
Sat	11/15/14	1078	0	85	111	131	147	116	141	134	120	93	0	0	0
Sun	11/16/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	33176	637	2156	3351	4013	4133	3880	3961	3808	3300	2246	880	556	255
Mon	11/17/14	8628	150	484	816	1069	1023	957	968	1059	937	690	243	154	78
Tues	11/18/14	8523	130	509	836	1069	1108	959	1009	989	920	584	226	124	60
Wed	11/19/14	7772	101	414	748	991	934	1014	949	891	782	515	202	153	78
Thurs	11/20/14	7958	97	436	770	1066	1008	907	939	930	774	593	213	140	85
Fri	11/21/14	7049	86	464	661	994	826	818	845	794	763	523	145	81	49
Sat	11/22/14	1043	0	65	110	130	119	136	154	119	111	99	0	0	0
Sun	11/23/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	40973	564	2372	3941	5319	5018	4791	4864	4782	4287	3004	1029	652	350
Mon	11/24/14	8192	142	419	776	1022	967	934	933	938	856	648	294	161	102
Tue	11/25/14	8148	109	403	755	991	1052	1051	986	1023	829	539	186	138	86
Wed	11/26/14	7449	76	366	796	891	906	943	910	908	858	406	255	70	64
Thu	11/27/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fri	11/28/14	4913	58	246	548	539	506	553	588	549	514	457	221	74	60
Sat	11/29/14	1208	0	88	102	154	151	149	150	143	133	138	0	0	0
Sun	11/30/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	29910	385	1522	2977	3597	3582	3630	3567	3561	3190	2188	956	443	312
	Month Total	148270	2479	9037	14811	18313	18185	17422	17490	17126	15229	10422	4053	2379	1324
	Cumulative Percent		2%	6%	10%	12%	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 11/1/2014 to 11/30/2014

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	949
	Benefit Package / Covered Services	206
	Billing Number	61
	Card	130
	Certificate of Coverage	14
	Change	109
	Citizenship Verification Questions	0
	Estate Recovery	7
	Hearing	1
	Patient Liability	13
	Program Information	302
	Under 21 Inquiry	5
Total	1797	
<i>BCCP</i>	Application / Eligibility	1
	Benefit Package / Covered Services	2
	Card	0
	Change	0
	Estate Recovery	1
	Hearing	0
	Participating Site Information	0
	Program Information	3
	Total	7
<i>Consumer Guide</i>	Questions From Consumer Guide	3
	Total	3
<i>DRC</i>	Application status	0
	Benefit Package / Covered Services	2
	Care coordination questions	0

DRC	Chose to remain with existing MCP	13
	Declined application / MCP enrollment	2
	General inquiry	0
	MCP change completed	2
	MCP enrollment completed	52
	MCP enrollment status	1
	Phone application completed	50
	Total	122
EOMB	General Information	416
	Questions About Letter	2
	Total	418
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	199
	Sent Email	134
	Sent Letter	0
	Web Contact	1
	Total	334
FFS Billing	Billing Number	464
	Claims Request	28
	General Billing Questions	438
	Received Bill (Needs Letter)	27
	Total	957
General Benefits	Dental	211
	Equipment	47
	Family Planning	14
	Healthchek Services	9
	Inquiry on Covered Services	1364
	Medicaid Expansion	826
	Medicaid School Program	5
	Medlist Assist	2

General Benefits	Pregnancy Related Services	9
	Prescriptions	411
	Transportation	248
	Vision	115
	Total	3261
Healthy Start	Application / Eligibility	878
	Benefit Package / Covered Services	134
	Billing Number	100
	Card	230
	Certificate of Coverage	20
	Change	77
	Citizenship Verification Questions	0
	Estate Recovery	2
	Hearing	2
	Program Information	570
	Total	2013
HIPAA	Complaint	0
	Information	9
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
Total	9	
Home Health Care	Application / Eligibility	6
	Benefit Package / Covered Services	5
	BHCS Complaint	0
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	1
	Program Information	15
	Provider	3

Home Health Care	Status	1
	Total	31
Incident Report	Billing Inquiry	55
	Reimbursement Inquiry	6
	Total	61
Information	Cash Assistance	10
	CDJFS	392
	Customer Survey	4
	Food Stamps	59
	Hotline	119
	Medicare	175
	Social Security	16
	Total	775
Inquiry	029 Error	27
	574 Error - Not Eligible	10
	Already Selected	1297
	Called to Check on Doctors	416
	Called to Check on Just Cause Status	37
	Case Addition	27
	Case Closed	382
	Case Pending	246
	Category Closed	46
	Change in Name	88
	Change in Phone Number / Address	664
	CIC - Do Not Assign	9
	Consumer Needs To Be Auto Re-Enrolled	35
	Failed Eligibility	253
	General Questions	10515
	Open Enrollment Questions	1323
	Person Calling Not PIP / AG Head	312
	Referred Consumer to County Worker	1459

<i>Inquiry</i>	Returned NME / Notice	2
	Transferred in Error	16
	Wanted Phone Number of MCP	418
	Total	17582
<i>Issue / Concern</i>	Issue / Concern about MCP	60
	Issue / Concern about Provider	2
	Issue / Concern with Caseworker	11
	Issue / Concern with ODM	8
	Total	81
<i>Limited Family Planning Services</i>	Application / Eligibility	44
	Benefit Package / Covered Services	56
	Billing Number	5
	Card	22
	Certificate of Coverage	2
	Change	5
	Hearing	0
	Program Information	69
	Total	203
<i>Long Term Care</i>	Application / Eligibility	6
	Benefit Package / Covered Services	5
	Card	1
	Community Spouse	0
	Estate Recovery	1
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	3
	Program Information	10
Total	26	
<i>Mailings</i>	"Getting Long Term Care" Pamphlet	5
	ABD Application Letter - 7200	419

Mailings	ABD EMP Enrollment Packet	67
	ABD Pamphlet - Spanish	3
	Approved Letter	102
	BCCP Brochure	1
	Billing Incident Letter	51
	Call Me Letter	1
	CFC EMP Enrollment Packet	52
	Citizenship Verification Brochure	0
	CPA Letter	0
	CPA Letter - Blank	144
	Enrollment Error Letter	0
	Healthy Start Brochure	10
	HIPAA Notice	4
	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	0
	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	4
	MBI-WD Application	9
	Medicaid Program Enrollment & Benefit Information	108
	MyCare EMP Enrollment Packet	48

Mailings	MyCare TPL Approval Letter	1
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	4
	N1 Reminder Letter	22442
	N3 ABD Reminder Letter	769
	No Contact	0
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	0
	OMH Mandatory MyCare Letter	18
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	424
	Reimbursement Letter	6
	Rejected - General	39
	Rejected - General ABD	13
	Rejected - SSI-BCMHCIC	27
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	1
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	0
Total	24772	
Managed Care Info & Referral	Benefit Package	617
	Billing Number	164
	Card	1575
	Information	4851
	Just Cause Status	37
	Payment	15
	Phone Numbers	1166
	Provider Name	899

Managed Care Info & Referral	Transfer Request - Bureau of Managed Care	2
	Total	9326
MBI-WD	AG Collections Questions	10
	Application / Eligibility	9
	Benefit Package / Covered Services	7
	Billing Number	2
	Card	3
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	4
	Program Information	38
	Questions About Premiums	25
	Total	99
Medicare Part D	Application / Eligibility	123
	Information	564
	Questions About Letter	46
	Total	733
Medicare Premium Assistance	Application / Eligibility	464
	Benefit Package / Covered Services	312
	Billing Number	7
	Card	111
	Certificate of Coverage	16
	Change	30
	Estate Recovery	1
	Hearing	1
	Patient Liability	13
	Total	1640
Mental Health Services	Questions About Letter	1
	Referred to MCP for MH Access	0
	Referred to MH Provider	1

<i>Mental Health Services</i>	Request Benefits Balance - Needs Follow-Up	0
	Total	2
<i>MyCare Ohio</i>	General Information	2328
	Issue Accessing Services	163
	Loss of MyCare Eligibility	356
	Medicaid Only Benefit Information	689
	MyCare Ohio Card	287
	October 2014 MyCare Passive Enrollment Letter	669
	On-site facilitated enrollment	28
	Opt-In/Opt-Out Questions	1446
	Prescription Questions	321
	Transition of Care	62
	Total	6349
<i>ODM Survey</i>	Managed Care Survey	90
	Total	90
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	10
	Account Creation/Management	3
	Account Lock Out	18
	Application Assistance	129
	Apply for Benefits	176
	County Office Location/Hours	25
	Electronic Verification	13
	Forgot Password Link	3
	Forgot User Name Link	5
	Frequently Asked Questions	99
	General Navigation	25
	How to use this Site	26
	Internet Browser Issue	5
	Message Center	1

Ohio Benefits Self Service Portal	Provided Link to Website	243
	Submit Error Issue	59
	Transfer Call to Tier 2/3	43
	Total	883
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	822
	Case Inquiry/Case Status	1416
	Contact CDJS	359
	Did Not Give Audio Signature to Complete Telephone Application	6
	Electronic Verification Process	70
	Journal Creation & Management	3
	MAGI (Modified Adjusted Gross Income) Program Information	224
	Notice of Action Explanation	31
	Reprint FFS card from Hotline	2
	Reprint NOA from Hotline	2
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	263
	Total	3198
	Ohio's Best RX	Program Information
Referred Caller		2
Total		5
Other Medicaid Program	Application / Eligibility	1054
	Benefit Package / Covered Services	328
	Billing Number	140
	Card	265
	Certificate of Coverage	12
	Change	468
	Citizenship Verification Questions	2
	Estate Recovery	1

Other Medicaid Program	Hearing	4
	Program Information	736
	Total	3010
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	230
	Letter	11
	Program Information	240
	Status	158
	Transfer Request - Needs Follow-Up	2
	Total	641
Provider	Fee-For-Service Provider Names	217
	Referred to MCP For Provider List	64
	Referred to ODM Website For Provider List	26
	Referred to State Board To File Complaint Against Provider	1
	Total	308
Reimbursement	Decision	14
	Information	264
	State Hearing	7
	Total	285
Spend Down	Amount	783
	Card	228
	Certificate of Coverage	22
	Hearing	9
	Problem	99
	Program Information	1096
	Total	2237

State Hearings	How to Request	36
	Program Information	50
	Status	3
	Total	89
Surveys	Call Center Survey	339
	Total	339
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	15
	General Information	212
	Need Medications Now	30
	Referral to Case Worker	172
	Referral to TPL Vendor	32
	Total	461
Tort	General Information	8
	Provided Number to Tort Unit	13
	Total	21
Waiver	Application / Eligibility	98
	Benefit Package / Covered Services	38
	Billing Number	3
	Card	15
	Certificate of Coverage	3
	Change	22
	Estate Recovery	4
	Hearing	2
	Independent Provider	6
	Patient Evaluation	1
	Patient Liability	9
	Program Information	116
	Waiting List	3
	Total	320
Grand Total All Categories		82488

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

Calls made from 11/1/2014 to 11/30/2014

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	545
	ACS / First Health	79
	ADAMH	4
	Area Agency on Aging	38
	BCCP Regional Agency	2
	BCMh	13
	Bureau of Home and Community Services	3
	Case Management Agency	16
	Caseworker	961
	Child Support Enforcement Agency	1
	Complaint Department	20
	County Department of Job & Family Services	1916
	First Link	7
	Food Stamp Hotline	10
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	1
	HomeHealthAgency	4
	Info & Refer	75
	In-House	3
	Legal Aid	2
	Managed Care Plan	992
	Managed Care/Just Cause Section	6
	MR / DD Board	4
	ODM	21
	Ohio Department of Insurance	13
	Ohio Hospice	0
	Ohio's Best Rx	8
Ombudsman	11	

Referral	OSHIIP	155
	Other Medical Services Agency	57
	Other Social Services Agency	10
	Out-of-State Medicaid Hotline	28
	PACT	0
	Pharmacy	95
	Prescription Drug Plan (PDP)	198
	Provider	341
	Provider Services Call Center	271
	Public Children's Services	17
	Social Security Administration	44
	StateHearingDivision	48
	StateMedicalBoard	13
	Supervisor	50
	Tort Unit	16
	Website - ODM	68
	Welfare Fraud Hotline	1
WIC Office	1	
Total		6168

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 12/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	269	68.97%	2143	90.42%	18	90.00%	2430	87.41%
Call Campaign	92	23.59%	213	8.99%	2	10.00%	307	11.04%
Face-To-Face	0	0.00%	1	0.04%	0	0.00%	1	0.04%
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	29	7.44%	13	0.55%	0	0.00%	42	1.51%
TOTAL	390	100%	2370	100%	20	100%	2780	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 12/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	269	11.07%	2143	88.19%	18	0.74%	2430	100%
Call Campaign	92	29.97%	213	69.38%	2	0.65%	307	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%	0	0.00%	0	0.00%	0	100%
Website	29	69.05%	13	30.95%	0	0.00%	42	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: 12/1/2014**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	12		63		0	
	North East	22		260		0	
	West	19		138		0	
	Total	53	13.59%	461	19.45%	0	0.00%
CareSource	Central/South East	57		312		4	
	North East	96		403		4	
	West	62		517		0	
	Total	215	55.13%	1232	51.98%	8	40.00%
Molina	Central/South East	21		133		5	
	North East	7		36		0	
	West	10		45		1	
	Total	38	9.74%	214	9.03%	6	30.00%
Paramount	Central/South East	7		22		1	
	North East	1		21		1	
	West	18		187		3	
	Total	26	6.67%	230	9.70%	5	25.00%
United	Central/South East	16		45		1	
	North East	29		145		0	
	West	13		43		0	
	Total	58	14.87%	233	9.83%	1	5.00%
Total Mandatory		390	100.00%	2370	100.00%	20	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 12/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	12	10.62%	63	10.96%	0	0.00%
	CareSource	57	50.44%	312	54.26%	4	36.36%
	Molina	21	18.58%	133	23.13%	5	45.45%
	Paramount	7	6.19%	22	3.83%	1	9.09%
	United	16	14.16%	45	7.83%	1	9.09%
	Total	113	100.00%	575	100.00%	11	100.00%
North East	Buckeye	22	14.19%	260	30.06%	0	0.00%
	CareSource	96	61.94%	403	46.59%	4	80.00%
	Molina	7	4.52%	36	4.16%	0	0.00%
	Paramount	1	0.65%	21	2.43%	1	20.00%
	United	29	18.71%	145	16.76%	0	0.00%
	Total	155	100.00%	865	100.00%	5	100.00%
West	Buckeye	19	15.57%	138	14.84%	0	0.00%
	CareSource	62	50.82%	517	55.59%	0	0.00%
	Molina	10	8.20%	45	4.84%	1	25.00%
	Paramount	18	14.75%	187	20.11%	3	75.00%
	United	13	10.66%	43	4.62%	0	0.00%
	Total	122	100.00%	930	100.00%	4	100.00%
Total Mandatory		390		2370		20	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 12/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	688	128	816
North East	1020	177	1197
West	1052	97	1149
Total For All Regions	2760	402	3162

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 12/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	12	63	75	21	96	11.76%
	CareSource	57	312	369	67	436	53.43%
	Molina	21	133	154	13	167	20.47%
	Paramount	7	22	29	13	42	5.15%
	United	16	45	61	14	75	9.19%
	Total	113	575	688	128	816	100.00%
North East	Buckeye	22	260	282	39	321	26.82%
	CareSource	96	403	499	64	563	47.03%
	Molina	7	36	43	27	70	5.85%
	Paramount	1	21	22	27	49	4.09%
	United	29	145	174	20	194	16.21%
	Total	155	865	1020	177	1197	100.00%
West	Buckeye	19	138	157	18	175	15.23%
	CareSource	62	517	579	43	622	54.13%
	Molina	10	45	55	20	75	6.53%
	Paramount	18	187	205	8	213	18.54%
	United	13	43	56	8	64	5.57%
	Total	122	930	1052	97	1149	100.00%
Total Mandatory		390	2370	2760	402	3162	

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Method as a Percentage of Type
Effective Date: 12/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	13785	69.66%	15795	89.77%	26	44.07%	29606	79.07%
Call Campaign	3009	15.21%	1513	8.60%	8	13.56%	4530	12.10%
Face-To-Face	1	0.01%	2	0.01%	0	0.00%	3	0.01%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	2	0.01%	3	0.02%	0	0.00%	5	0.01%
Website	2992	15.12%	282	1.60%	25	42.37%	3299	8.81%
TOTAL	19789	100%	17595	100%	59	100%	37443	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method
Effective Date: 12/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	13785	46.56%	15795	53.35%	26	0.09%	29606	100%
Call Campaign	3009	66.42%	1513	33.40%	8	0.18%	4530	100%
Face-To-Face	1	33.33%	2	66.67%	0	0.00%	3	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	2	40.00%	3	60.00%	0	0.00%	5	100%
Website	2992	90.69%	282	8.55%	25	0.76%	3299	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: 12/1/2014**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	295		314		0	
	North East	1022		2000		11	
	West	707		596		5	
	Total	2024	10.22%	2910	16.54%	16	27.12%
CareSource	Central/South East	3272		2838		4	
	North East	4698		3841		7	
	West	3884		3776		12	
	Total	11854	59.88%	10455	59.42%	23	38.98%
Molina	Central/South East	1283		671		3	
	North East	167		115		1	
	West	382		271		4	
	Total	1832	9.25%	1057	6.01%	8	13.56%
Paramount	Central/South East	78		74		1	
	North East	197		127		1	
	West	1233		955		8	
	Total	1508	7.62%	1156	6.57%	10	16.95%
United	Central/South East	783		407		1	
	North East	1276		1327		0	
	West	519		284		1	
	Total	2578	13.02%	2018	11.47%	2	3.39%
Total Mandatory		19796	100.00%	17596	100.00%	59	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 12/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	295	5.17%	314	7.30%	0	0.00%
	CareSource	3272	57.29%	2838	65.94%	4	44.44%
	Molina	1283	22.47%	671	15.59%	3	33.33%
	Paramount	78	1.37%	74	1.72%	1	11.11%
	United	783	13.71%	407	9.46%	1	11.11%
	Total	5711	100.00%	4304	100.00%	9	100.00%
North East	Buckeye	1022	13.89%	2000	26.99%	11	55.00%
	CareSource	4698	63.83%	3841	51.84%	7	35.00%
	Molina	167	2.27%	115	1.55%	1	5.00%
	Paramount	197	2.68%	127	1.71%	1	5.00%
	United	1276	17.34%	1327	17.91%	0	0.00%
	Total	7360	100.00%	7410	100.00%	20	100.00%
West	Buckeye	707	10.51%	596	10.13%	5	16.67%
	CareSource	3884	57.75%	3776	64.20%	12	40.00%
	Molina	382	5.68%	271	4.61%	4	13.33%
	Paramount	1233	18.33%	955	16.24%	8	26.67%
	United	519	7.72%	284	4.83%	1	3.33%
	Total	6725	100.00%	5882	100.00%	30	100.00%
Total Mandatory		19796		17596		59	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 12/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	10015	5472	15487
North East	14770	6417	21187
West	12607	5322	17929
Total For All Regions	37392	17211	54603

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 12/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	295	314	609	1136	1745	11.27%
	CareSource	3272	2838	6110	1175	7285	47.04%
	Molina	1283	671	1954	1115	3069	19.82%
	Paramount	78	74	152	1047	1199	7.74%
	United	783	407	1190	999	2189	14.13%
	Total	5711	4304	10015	5472	15487	100.00%
North East	Buckeye	1022	2000	3022	1276	4298	20.29%
	CareSource	4698	3841	8539	1410	9949	46.96%
	Molina	167	115	282	1236	1518	7.16%
	Paramount	197	127	324	1238	1562	7.37%
	United	1276	1327	2603	1257	3860	18.22%
	Total	7360	7410	14770	6417	21187	100.00%
West	Buckeye	707	596	1303	1039	2342	13.06%
	CareSource	3884	3776	7660	1142	8802	49.09%
	Molina	382	271	653	1075	1728	9.64%
	Paramount	1233	955	2188	1071	3259	18.18%
	United	519	284	803	995	1798	10.03%
	Total	6725	5882	12607	5322	17929	100.00%
Total Mandatory		19796	17596	37392	17211	54603	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 12/1/2014

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	153	32.55%	327	24.85%	0	0.00%	480	26.88%
Call	Medicaid only	204	43.40%	664	50.46%	0	0.00%	868	48.60%
Call Campaign	Dual benefits	16	3.40%	33	2.51%	0	0.00%	49	2.74%
Call Campaign	Medicaid only	16	3.40%	62	4.71%	0	0.00%	78	4.37%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	1	0.21%	9	0.68%	0	0.00%	10	0.56%
Fax	Medicaid only	21	4.47%	56	4.26%	0	0.00%	77	4.31%
Mail	Dual benefits	1	0.21%	0	0.00%	0	0.00%	1	0.06%
Mail	Medicaid only	5	1.06%	3	0.23%	0	0.00%	8	0.45%
Website	Dual benefits	11	2.34%	25	1.90%	0	0.00%	36	2.02%
Website	Medicaid only	42	8.94%	137	10.41%	0	0.00%	179	10.02%
TOTAL		470	100%	1316	100%	0	0.00%	1786	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 12/1/2014

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	153	31.87%	327	68.13%	0	0.00%	480	100%
Call	Medicaid only	204	23.50%	664	76.50%	0	0.00%	868	100%
Call Campaign	Dual benefits	16	32.65%	33	67.35%	0	0.00%	49	100%
Call Campaign	Medicaid only	16	20.51%	62	79.49%	0	0.00%	78	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	1	10.00%	9	90.00%	0	0.00%	10	100%
Fax	Medicaid only	21	27.27%	56	72.73%	0	0.00%	77	100%
Mail	Dual benefits	1	100.00%	0	0.00%	0	0.00%	1	100%
Mail	Medicaid only	5	62.50%	3	37.50%	0	0.00%	8	100%
Website	Dual benefits	11	30.56%	25	69.44%	0	0.00%	36	100%
Website	Medicaid only	42	23.46%	137	76.54%	0	0.00%	179	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 12/1/2014

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	12		27		0		39
	Central	Medicaid only	21		68		0		89
	North West	Dual benefits	9		11		0		20
	North West	Medicaid only	12		12		0		24
	South West	Dual benefits	11		23		0		34
	South West	Medicaid only	35		78		0		113
	Total			100	21.28%	219	16.64%	0	0.00%
Buckeye	North East	Dual benefits	5		13		0		18
	North East	Medicaid only	7		20		0		27
	North West	Dual benefits	6		5		0		11
	North West	Medicaid only	7		11		0		18
	West Central	Dual benefits	12		22		0		34
	West Central	Medicaid only	42		150		0		192
	Total			79	16.81%	221	16.79%	0	0.00%
CareSource	East Central	Dual benefits	25		27		0		52
	East Central	Medicaid only	19		49		0		68
	North East	Dual benefits	35		61		0		96
	North East	Medicaid only	38		105		0		143
	North East Central	Dual benefits	9		12		0		21
	North East Central	Medicaid only	12		39		0		51
	Total			138	29.36%	293	22.26%	0	0.00%
Molina	Central	Dual benefits	8		9		0		17
	Central	Medicaid only	12		15		0		27
	South West	Dual benefits	14		14		0		28
	South West	Medicaid only	25		36		0		61
	West Central	Dual benefits	7		5		0		12

Molina	West Central	Medicaid only	11		20		0		31
	Total		77	16.38%	99	7.52%	0	0.00%	
United	East Central	Dual benefits	18		143		0		161
	East Central	Medicaid only	27		276		0		303
	North East	Dual benefits	5		17		0		22
	North East	Medicaid only	15		39		0		54
	North East Central	Dual benefits	6		5		0		11
	North East Central	Medicaid only	5		4		0		9
	Total		76	16.17%	484	36.78%	0	0.00%	
Total Mandatory			470	100.00%	1316	100.00%	0	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 12/1/2014

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	12	22.64%	27	22.69%	0	0.00%	39
	Aetna	Medicaid only	21	39.62%	68	57.14%	0	0.00%	89
	Molina	Dual benefits	8	15.09%	9	7.56%	0	0.00%	17
	Molina	Medicaid only	12	22.64%	15	12.61%	0	0.00%	27
	Total		53	100.00%	119	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	25	28.09%	27	5.45%	0	0.00%	52
	CareSource	Medicaid only	19	21.35%	49	9.90%	0	0.00%	68
	United	Dual benefits	18	20.22%	143	28.89%	0	0.00%	161
	United	Medicaid only	27	30.34%	276	55.76%	0	0.00%	303
	Total		89	100.00%	495	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	5	4.76%	13	5.10%	0	0.00%	18
	Buckeye	Medicaid only	7	6.67%	20	7.84%	0	0.00%	27
	CareSource	Dual benefits	35	33.33%	61	23.92%	0	0.00%	96
	CareSource	Medicaid only	38	36.19%	105	41.18%	0	0.00%	143
	United	Dual benefits	5	4.76%	17	6.67%	0	0.00%	22
	United	Medicaid only	15	14.29%	39	15.29%	0	0.00%	54
	Total		105	100.00%	255	100.00%	0	100.00%	
North East Central	CareSource	Dual benefits	9	28.13%	12	20.00%	0	0.00%	21
	CareSource	Medicaid only	12	37.50%	39	65.00%	0	0.00%	51
	United	Dual benefits	6	18.75%	5	8.33%	0	0.00%	11
	United	Medicaid only	5	15.63%	4	6.67%	0	0.00%	9
	Total		32	100.00%	60	100.00%	0	100.00%	
North West	Aetna	Dual benefits	9	26.47%	11	28.21%	0	0.00%	20
	Aetna	Medicaid only	12	35.29%	12	30.77%	0	0.00%	24
	Buckeye	Dual benefits	6	17.65%	5	12.82%	0	0.00%	11
	Buckeye	Medicaid only	7	20.59%	11	28.21%	0	0.00%	18
	Total		34	100.00%	39	100.00%	0	100.00%	
South West	Aetna	Dual benefits	11	12.94%	23	15.23%	0	0.00%	34
	Aetna	Medicaid only	35	41.18%	78	51.66%	0	0.00%	113
	Molina	Dual benefits	14	16.47%	14	9.27%	0	0.00%	28

South West	Molina	Medicaid only	25	29.41%	36	23.84%	0	0.00%	61
	Total		85	100.00%	151	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	12	16.67%	22	11.17%	0	0.00%	34
	Buckeye	Medicaid only	42	58.33%	150	76.14%	0	0.00%	192
	Molina	Dual benefits	7	9.72%	5	2.54%	0	0.00%	12
	Molina	Medicaid only	11	15.28%	20	10.15%	0	0.00%	31
	Total		72	100.00%	197	100.00%	0	100.00%	
Total Mandatory			470		1316		0		

MyCare
ASSIGNMENT BY REGION
Effective Date: 12/1/2014

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	116	0	116
	Dual benefits	56	0	56
		172	0	172
East Central	Medicaid only	371	0	371
	Dual benefits	213	0	213
		584	0	584
North East	Medicaid only	224	1	225
	Dual benefits	136	0	136
		360	1	361
North East Central	Medicaid only	60	0	60
	Dual benefits	32	0	32
		92	0	92
North West	Medicaid only	42	0	42
	Dual benefits	31	0	31
		73	0	73
South West	Medicaid only	174	1	175
	Dual benefits	62	0	62
		236	1	237
West Central	Medicaid only	223	0	223
	Dual benefits	46	0	46
		269	0	269
Total For All Regions		1786	2	1788

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 12/1/2014

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	12	27	39	0	39	22.67%
	Aetna	Medicaid only	21	68	89	0	89	51.74%
	Molina	Dual benefits	8	9	17	0	17	9.88%
	Molina	Medicaid only	12	15	27	0	27	15.70%
	Total			53	119	172	0	172
East Central	CareSource	Dual benefits	25	27	52	0	52	8.90%
	CareSource	Medicaid only	19	49	68	0	68	11.64%
	United	Dual benefits	18	143	161	0	161	27.57%
	United	Medicaid only	27	276	303	0	303	51.88%
	Total			89	495	584	0	584
North East	Buckeye	Dual benefits	5	13	18	0	18	4.99%
	Buckeye	Medicaid only	7	20	27	0	27	7.48%
	CareSource	Dual benefits	35	61	96	0	96	26.59%
	CareSource	Medicaid only	38	105	143	0	143	39.61%
	United	Dual benefits	5	17	22	0	22	6.09%
	United	Medicaid only	15	39	54	1	55	15.24%
	Total			105	255	360	1	361
North East Central	CareSource	Dual benefits	9	12	21	0	21	22.83%
	CareSource	Medicaid only	12	39	51	0	51	55.43%
	United	Dual benefits	6	5	11	0	11	11.96%
	United	Medicaid only	5	4	9	0	9	9.78%
	Total			32	60	92	0	92

North West	Aetna	Dual benefits	9	11	20	0	20	27.40%
	Aetna	Medicaid only	12	12	24	0	24	32.88%
	Buckeye	Dual benefits	6	5	11	0	11	15.07%
	Buckeye	Medicaid only	7	11	18	0	18	24.66%
	Total		34	39	73	0	73	100.00%
South West	Aetna	Dual benefits	11	23	34	0	34	14.35%
	Aetna	Medicaid only	35	78	113	1	114	48.10%
	Molina	Dual benefits	14	14	28	0	28	11.81%
	Molina	Medicaid only	25	36	61	0	61	25.74%
	Total		85	151	236	1	237	100.00%
West Central	Buckeye	Dual benefits	12	22	34	0	34	12.64%
	Buckeye	Medicaid only	42	150	192	0	192	71.38%
	Molina	Dual benefits	7	5	12	0	12	4.46%
	Molina	Medicaid only	11	20	31	0	31	11.52%
	Total		72	197	269	0	269	100.00%
Total Mandatory			470	1316	1786	2	1788	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 12/1/2014

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	1	1	2	0	2
			Medicaid only	1	1	2	0	2
		Molina	Medicaid only	2	1	3	0	3
		Total		4	3	7	0	7
	Franklin	Aetna	Dual benefits	11	25	36	0	36
			Medicaid only	20	65	85	0	85
		Molina	Dual benefits	7	6	13	0	13
			Medicaid only	8	12	20	0	20
		Total		46	108	154	0	154
		Madison	Aetna	Medicaid only	0	1	1	0
	Molina		Dual benefits	0	1	1	0	1
			Medicaid only	1	1	2	0	2
	Total			1	3	4	0	4
	Pickaway	Aetna		0	0	0	0	0
		Molina	Dual benefits	1	2	3	0	3
			Medicaid only	1	0	1	0	1
		Total		2	2	4	0	4
	Union	Aetna	Dual benefits	0	1	1	0	1
			Medicaid only	0	1	1	0	1
		Molina	Medicaid only	0	1	1	0	1
		Total		0	3	3	0	3

Central Region Totals						
Aetna		33	95	128	0	128
Molina		20	24	44	0	44
Total		53	119	172	0	172

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	1	1	2	0	2
			Medicaid only	0	3	3	0	3
		United	Dual benefits	0	6	6	0	6
			Medicaid only	1	9	10	0	10
		Total		2	19	21	0	21
	Stark	CareSource	Dual benefits	18	13	31	0	31
			Medicaid only	10	34	44	0	44
		United	Dual benefits	8	4	12	0	12
			Medicaid only	9	18	27	0	27
		Total		45	69	114	0	114
	Summit	CareSource	Dual benefits	5	10	15	0	15
			Medicaid only	5	9	14	0	14
		United	Dual benefits	10	129	139	0	139
			Medicaid only	13	218	231	0	231
		Total		33	366	399	0	399
	Wayne	CareSource	Dual benefits	1	3	4	0	4
			Medicaid only	4	3	7	0	7
		United	Dual benefits	0	4	4	0	4
			Medicaid only	4	31	35	0	35
		Total		9	41	50	0	50

East Central Region Totals						
CareSource		44	76	120	0	120

United		45	419	464	0	464
Total		89	495	584	0	584

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Cuyahoga	Buckeye	Dual benefits	4	9	13	0	13	
			Medicaid only	4	13	17	0	17	
		CareSource	Dual benefits	25	53	78	0	78	
			Medicaid only	26	79	105	0	105	
		United	Dual benefits	1	12	13	0	13	
			Medicaid only	11	25	36	1	37	
		Total		71	191	262	1	263	
		Geauga	Buckeye			0	0	0	0
	CareSource		Dual benefits	1	0	1	0	1	
			Medicaid only	1	1	2	0	2	
	United		Dual benefits	1	0	1	0	1	
			Medicaid only	0	1	1	0	1	
	Total			3	2	5	0	5	
	Lake		Buckeye	Dual benefits	1	2	3	0	3
		Medicaid only		1	2	3	0	3	
		CareSource	Dual benefits	2	3	5	0	5	
			Medicaid only	4	7	11	0	11	
		United	Dual benefits	1	0	1	0	1	
			Medicaid only	2	1	3	0	3	
		Total		11	15	26	0	26	
		Lorain	Buckeye	Medicaid only	1	2	3	0	3
	CareSource		Dual benefits	5	4	9	0	9	
			Medicaid only	7	13	20	0	20	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Lorain	United	Dual benefits	1	0	1	0	1
			Medicaid only	2	1	3	0	3
		Total		16	20	36	0	36
	Medina	Buckeye	Dual benefits	0	2	2	0	2
			Medicaid only	1	3	4	0	4
		CareSource	Dual benefits	2	1	3	0	3
			Medicaid only	0	5	5	0	5
		United	Dual benefits	1	5	6	0	6
			Medicaid only	0	11	11	0	11
		Total		4	27	31	0	31

North East Region Totals

Buckeye		12	33	45	0	45
CareSource		73	166	239	0	239
United		20	56	76	1	77
Total		105	255	360	1	361

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	2	4	6	0	6
			Medicaid only	2	2	4	0	4
		United	Dual benefits	1	1	2	0	2
			Medicaid only	1	0	1	0	1
		Total		6	7	13	0	13
	Mahoning	CareSource	Dual benefits	4	5	9	0	9
			Medicaid only	8	28	36	0	36
		United	Dual benefits	2	4	6	0	6
			Medicaid only	3	3	6	0	6
		Total		17	40	57	0	57

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Trumbull	CareSource	Dual benefits	3	3	6	0	6
			Medicaid only	2	9	11	0	11
		United	Dual benefits	3	0	3	0	3
			Medicaid only	1	1	2	0	2
		Total			9	13	22	0

North East Central Region Totals								
CareSource				21	51	72	0	72
United				11	9	20	0	20
Total				32	60	92	0	92

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	1	0	1	0	1
		Buckeye		0	0	0	0	0
		Total		1	0	1	0	1
	Lucas	Aetna	Dual benefits	3	11	14	0	14
			Medicaid only	12	7	19	0	19
		Buckeye	Dual benefits	4	5	9	0	9
			Medicaid only	6	11	17	0	17
		Total		25	34	59	0	59
	Ottawa	Aetna	Dual benefits	2	0	2	0	2
			Medicaid only	0	3	3	0	3
		Buckeye	Dual benefits	2	0	2	0	2
		Total		4	3	7	0	7
	Wood	Aetna	Dual benefits	3	0	3	0	3
			Medicaid only	0	2	2	0	2
		Buckeye	Medicaid only	1	0	1	0	1
		Total		4	2	6	0	6

North West Region Totals						
Aetna		21	23	44	0	44
Buckeye		13	16	29	0	29
Total		34	39	73	0	73

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	5	3	8	0	8
			Medicaid only	4	17	21	1	22
		Molina	Dual benefits	1	2	3	0	3
			Medicaid only	1	2	3	0	3
		Total		11	24	35	1	36
	Clermont	Aetna	Dual benefits	0	3	3	0	3
			Medicaid only	5	5	10	0	10
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	4	2	6	0	6
		Total		9	11	20	0	20
	Clinton	Aetna	Medicaid only	1	2	3	0	3
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	1	1	2	0	2
		Total		2	4	6	0	6
	Hamilton	Aetna	Dual benefits	6	14	20	0	20
			Medicaid only	17	31	48	0	48
		Molina	Dual benefits	13	10	23	0	23
			Medicaid only	19	28	47	0	47
		Total		55	83	138	0	138
	Warren	Aetna	Dual benefits	0	3	3	0	3
			Medicaid only	8	23	31	0	31

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Warren	Molina	Medicaid only	0	3	3	0	3
		Total		8	29	37	0	37

South West Region Totals								
Aetna				46	101	147	1	148
Molina				39	50	89	0	89
Total				85	151	236	1	237

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	1	0	1	0	1
			Medicaid only	6	42	48	0	48
		Molina	Dual benefits	1	2	3	0	3
			Medicaid only	4	1	5	0	5
		Total		12	45	57	0	57
	Greene	Buckeye	Dual benefits	0	4	4	0	4
			Medicaid only	5	9	14	0	14
		Molina	Medicaid only	0	3	3	0	3
		Total		5	16	21	0	21
	Montgomery	Buckeye	Dual benefits	11	18	29	0	29
			Medicaid only	31	99	130	0	130
		Molina	Dual benefits	6	3	9	0	9
			Medicaid only	7	16	23	0	23
		Total		55	136	191	0	191

West Central Region Totals								
Buckeye				54	172	226	0	226
Molina				18	25	43	0	43
Total				72	197	269	0	269
Total Mandatory				470	1316	1786	2	1788

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

**MCP and Region as a Percentage of Type
Effective Date: 12/1/2014**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	391	6.16%	18	5.00%	409
	<i>North West</i>	151	2.38%	12	3.33%	163
	<i>South West</i>	751	11.83%	48	13.33%	799
	Total	1293	20.37%	78	21.67%	1371
Buckeye	<i>North East</i>	159	2.50%	7	1.94%	166
	<i>North West</i>	115	1.81%	5	1.39%	120
	<i>West Central</i>	705	11.10%	19	5.28%	724
	Total	979	15.42%	31	8.61%	1010
CareSource	<i>East Central</i>	490	7.72%	40	11.11%	530
	<i>North East</i>	1134	17.86%	56	15.56%	1190
	<i>North East Central</i>	213	3.35%	20	5.56%	233
	Total	1837	28.93%	116	32.22%	1953

Molina	<i>Central</i>	274	4.32%	25	6.94%	299
	<i>South West</i>	638	10.05%	28	7.78%	666
	<i>West Central</i>	245	3.86%	17	4.72%	262
	Total	1157	18.22%	70	19.44%	1227
United	<i>East Central</i>	354	5.58%	26	7.22%	380
	<i>North East</i>	509	8.02%	34	9.44%	543
	<i>North East Central</i>	220	3.47%	5	1.39%	225
	Total	1083	17.06%	65	18.06%	1148
Total Changes		6349	100.00%	360	100.00%	6709

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

**MCP and Region as a Percentage of Type
Effective Date: 12/1/2014**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	391	6.16%	18	5.00%	409
	<i>Molina</i>	274	4.32%	25	6.94%	299
	Total	665	10.47%	43	11.94%	708
North West	<i>Aetna</i>	151	2.38%	12	3.33%	163
	<i>Buckeye</i>	115	1.81%	5	1.39%	120
	Total	266	4.19%	17	4.72%	283
South West	<i>Aetna</i>	751	11.83%	48	13.33%	799
	<i>Molina</i>	638	10.05%	28	7.78%	666
	Total	1389	21.88%	76	21.11%	1465
North East	<i>Buckeye</i>	159	2.50%	7	1.94%	166
	<i>CareSource</i>	1134	17.86%	56	15.56%	1190
	<i>United</i>	509	8.02%	34	9.44%	543
	Total	1802	28.38%	97	26.94%	1899

West Central	<i>Buckeye</i>	705	11.10%	19	5.28%	724
	<i>Molina</i>	245	3.86%	17	4.72%	262
	Total	950	14.96%	36	10.00%	986
East Central	<i>CareSource</i>	490	7.72%	40	11.11%	530
	<i>United</i>	354	5.58%	26	7.22%	380
	Total	844	13.29%	66	18.33%	910
North East Central	<i>CareSource</i>	213	3.35%	20	5.56%	233
	<i>United</i>	220	3.47%	5	1.39%	225
	Total	433	6.82%	25	6.94%	458
Total Changes		6349	100.00%	360	100.00%	6709

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 11/1/2014 to 11/30/2014

Total Surveys Available for Completion: 60257

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	23	39.66%	31	53.45%	2	3.45%	2	3.45%	0	0.00%	58	100.00%
Our answers to your questions	28	48.28%	26	44.83%	2	3.45%	2	3.45%	0	0.00%	58	100.00%
Our courtesy to you and your family	29	50.00%	28	48.28%	1	1.72%	0	0.00%	0	0.00%	58	100.00%
Overall, how would you rate our staff and services	34	58.62%	21	36.21%	2	3.45%	0	0.00%	0	1.72%	58	100.00%
Total	114	49.14%	106	45.69%	7	3.02%	4	1.72%	1	0.43%	232	100.00%

Number of Surveys Attempted: 342

Number of Completed Customer Satisfaction Surveys: 58