



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

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Ohio Consumer Hotline Monthly Report December 2014

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,670 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 97. 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, January 02, 2015.

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 286 calls coming in through this queue for this month.

Activity Summary

- 219,881 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 185,405 Total Calls (inbound and outbound)
 - 25,909 Call Fire Campaign Calls
 - 3,611 MyCare Outreach Calls
 - 4,670 Provider Calls
 - 286 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 6:39 minutes average talk time
- 1:51 minute average speed to answer
- 61 average CSR inbound calls per day

Ohio Consumer Hotline
December 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	12/01/14	8268	7796	2478	28	8296	472	6%	1016	9312	:20:03	:03:38	66	:02:04	:06:53
Tue	12/02/14	7025	6645	1968	27	7052	380	5%	2294	9346	:26:06	:03:25	62	:01:53	:07:04
Wed	12/03/14	7185	6790	2294	32	7217	395	5%	2707	9924	:24:19	:04:16	63	:01:55	:06:58
Thurs	12/04/14	7153	6805	2293	23	7176	348	5%	2508	9684	:23:06	:04:44	61	:01:58	:07:21
Fri	12/05/14	6321	5991	1753	18	6339	330	5%	2609	8948	:21:06	:04:25	62	:01:55	:06:56
Sat	12/06/14	1079	1051	125	14	1093	28	3%	1295	2388	:16:36	:02:40	56	:01:51	:06:27
Sun	12/07/14	0	0	0	124	124	0	0%	0	124	:00:00	:00:00	0	:00:00	:00:00
	Week end	37031	35078	10911	266	37297	1953	5%	12429	49726	:26:06	:04:03	62	:01:56	:07:01
Mon	12/08/14	7664	7243	2515	24	7688	421	5%	2259	9947	:25:16	:04:21	64	:02:04	:06:23
Tues	12/09/14	6910	6602	1939	18	6928	308	4%	2590	9518	:22:22	:03:54	64	:01:54	:06:49
Wed	12/10/14	6678	6435	1498	24	6702	243	4%	2465	9167	:18:28	:03:45	62	:01:53	:06:32
Thurs	12/11/14	5946	5727	1322	16	5962	219	4%	2202	8164	:18:36	:03:35	64	:01:51	:06:33
Fri	12/12/14	5235	5015	1158	19	5254	220	4%	2058	7312	:18:51	:04:09	62	:01:50	:06:18
Sat	12/13/14	821	789	83	11	832	32	4%	1083	1915	:15:57	:02:23	56	:01:23	:05:32
Sun	12/14/14	0	0	0	102	102	0	0%	0	102	:00:00	:00:00	0	:00:00	:00:00
	Week end	33254	31811	8515	214	33468	1443	4%	12657	46125	:25:16	:03:57	62	:01:49	:06:29
Mon	12/15/14	7788	7306	2733	56	7844	482	6%	1632	9476	:22:58	:04:35	62	:02:13	:06:46
Tues	12/16/14	6577	6271	1874	27	6604	306	5%	2879	9483	:21:48	:04:02	63	:01:53	:06:41
Wed	12/17/14	5892	5649	1426	12	5904	243	4%	2546	8450	:22:19	:03:58	64	:01:51	:06:31
Thurs	12/18/14	5212	5026	1093	22	5234	186	4%	2021	7255	:18:47	:03:50	63	:01:48	:06:37
Fri	12/19/14	4193	4057	498	16	4209	136	3%	1161	5370	:18:23	:03:39	62	:01:36	:06:33
Sat	12/20/14	708	691	42	14	722	17	2%	660	1382	:08:45	:02:48	52	:00:42	:05:46
Sun	12/21/14	0	0	0	68	68	0	0%	0	68	:00:00	:00:00	0	:00:00	:00:00
	Week end	30370	29000	7666	215	30585	1370	5%	10899	41484	:22:58	:04:09	61	:01:41	:06:36
Mon	12/22/14	5521	5264	1232	22	5543	257	5%	1699	7242	:22:49	:03:50	63	:01:56	:06:40
Tues	12/23/14	4313	4172	565	12	4325	141	3%	2290	6615	:21:34	:03:20	63	:01:53	:06:26
Wed	12/24/14	1609	1603	56	9	1618	6	0%	1998	3616	:02:21	:01:03	36	:00:08	:05:43
Thurs	12/25/14	0	0	0	20	20	0	0%	0	20	:00:00	:00:00	0	:00:00	:00:00
Fri	12/26/14	2922	2876	86	11	2933	46	2%	944	3877	:06:43	:01:46	53	:00:31	:05:57
Sat	12/27/14	650	634	40	11	661	16	2%	276	937	:07:40	:02:12	52	:00:47	:06:50
Sun	12/28/14	0	0	0	73	73	0	0%	0	73	:00:00	:00:00	0	:00:00	:00:00
	Week end	15015	14549	1979	158	15173	466	3%	7207	22380	:22:49	:03:38	53	:01:03	:06:18
Mon	12/29/14	7576	7255	2176	27	7603	321	4%	1090	8693	:25:17	:04:39	62	:02:21	:06:52
Tue	12/30/14	6958	6671	2171	25	6983	287	4%	2701	9684	:23:50	:04:26	63	:02:10	:07:01
Wed	12/31/14	4632	4478	802	16	4648	154	3%	2665	7313	:21:41	:04:13	62	:01:59	:06:40
	Month End	134836	128842	34220	921	135757	5994	4%	49648	185405	:26:06	:04:05	61	:01:51	:06:39

Call Center Busy Hour Report

December 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	12/01/14	8268	136	462	773	916	1006	870	952	979	935	654	292	196	97
Tues	12/02/14	7025	100	411	771	821	842	806	838	809	808	274	299	160	86
Wed	12/03/14	7185	119	377	619	830	882	741	893	838	884	498	258	164	82
Thurs	12/04/14	7153	98	339	637	807	869	892	873	804	838	515	236	144	101
Fri	12/05/14	6321	81	300	503	717	756	732	772	764	798	522	182	116	78
Sat	12/06/14	1079	0	101	88	122	138	135	146	125	101	123	0	0	0
Sun	12/07/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		37031	534	1990	3391	4213	4493	4176	4474	4319	4364	2586	1267	780	444
Mon	12/08/14	7664	113	413	714	922	876	900	910	925	824	560	267	151	89
Tues	12/09/14	6910	102	347	593	770	831	776	836	833	861	491	242	127	101
Wed	12/10/14	6678	94	299	567	693	838	916	941	806	690	454	180	127	73
Thurs	12/11/14	5946	88	306	490	697	764	685	768	714	621	414	188	139	72
Fri	12/12/14	5235	74	241	430	651	618	596	692	662	573	376	154	100	68
Sat	12/13/14	821	0	53	85	107	114	96	118	98	91	59	0	0	0
Sun	12/14/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		33254	471	1659	2879	3840	4041	3969	4265	4038	3660	2354	1031	644	403
Mon	12/15/14	7788	143	495	798	866	880	913	825	847	683	695	317	201	125
Tues	12/16/14	6577	80	338	675	802	802	846	728	800	635	469	204	131	67
Wed	12/17/14	5892	72	254	460	670	736	716	679	732	690	463	207	136	77
Thurs	12/18/14	5212	80	239	421	555	685	656	596	602	590	417	198	116	57
Fri	12/19/14	4193	64	200	395	455	509	538	585	529	434	252	111	79	42
Sat	12/20/14	708	0	60	63	71	94	105	86	92	78	59	0	0	0
Sun	12/21/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		30370	439	1586	2812	3419	3706	3774	3499	3602	3110	2355	1037	663	368
Mon	12/22/14	5521	75	274	530	683	663	648	696	641	534	392	197	109	79
Tue	12/23/14	4313	50	190	360	538	648	568	612	436	366	300	138	62	45
Wed	12/24/14	1609	26	83	168	334	246	183	177	188	108	96	0	0	0
Thu	12/25/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fri	12/26/14	2922	36	113	249	335	344	346	348	379	360	238	85	64	25
Sat	12/27/14	650	0	36	51	94	91	93	78	72	78	57	0	0	0
Sun	12/28/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		15015	187	696	1358	1984	1992	1838	1911	1716	1446	1083	420	235	149
Mon	12/29/14	7576	87	375	733	826	897	778	708	787	905	793	355	230	102
Tue	12/30/14	6958	111	374	672	800	810	800	861	787	712	552	258	139	82
Wed	12/31/14	4632	66	245	383	545	654	618	602	598	458	274	100	52	37
Month Total		134836	1895	6925	12228	15627	16593	15953	16320	15847	14655	9997	4468	2743	1585
Cumulative Percent			1%	5%	9%	12%	12%	12%	12%	12%	11%	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 12/1/2014 to 12/31/2014

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1441
	Benefit Package / Covered Services	271
	Billing Number	104
	Card	158
	Certificate of Coverage	21
	Change	100
	Citizenship Verification Questions	0
	Estate Recovery	10
	Hearing	3
	Patient Liability	16
	Program Information	392
	Under 21 Inquiry	13
	Total	2529
<i>BCCP</i>	Application / Eligibility	5
	Benefit Package / Covered Services	5
	Card	0
	Change	0
	Estate Recovery	1
	Hearing	0
	Participating Site Information	0
	Program Information	2
	Total	13
<i>Consumer Guide</i>	Questions From Consumer Guide	2
	Total	2
<i>DRC</i>	Application status	15
	Benefit Package / Covered Services	3
	Care coordination questions	0

DRC	Chose to remain with existing MCP	13
	Declined application / MCP enrollment	1
	General inquiry	5
	MCP change completed	5
	MCP enrollment completed	88
	MCP enrollment status	11
	Phone application completed	79
	Total	220
EOMB	General Information	182
	Questions About Letter	2
	Total	184
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	146
	Sent Email	109
	Sent Letter	0
	Web Contact	22
	Total	277
FFS Billing	Billing Number	601
	Claims Request	11
	General Billing Questions	500
	Received Bill (Needs Letter)	27
	Total	1139
General Benefits	Dental	253
	Equipment	64
	Family Planning	6
	Healthchek Services	14
	Inquiry on Covered Services	1983
	Medicaid Expansion	2220
	Medicaid School Program	3
	Medlist Assist	7

General Benefits	Pregnancy Related Services	5
	Prescriptions	602
	Transportation	318
	Vision	159
	Total	5634
Healthy Start	Application / Eligibility	1275
	Benefit Package / Covered Services	201
	Billing Number	178
	Card	316
	Certificate of Coverage	16
	Change	123
	Citizenship Verification Questions	0
	Estate Recovery	0
	Hearing	1
	Program Information	803
	Total	2913
HIPAA	Complaint	0
	Information	7
	Request for Accounting for Disclosure	1
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
Total	8	
Home Health Care	Application / Eligibility	12
	Benefit Package / Covered Services	7
	BHCS Complaint	2
	BHCS Questions	0
	Card	1
	Hearing	0
	HSFA Questions	0
	Passport	6
	Program Information	23
	Provider	6

Home Health Care	Status	0
	Total	57
Incident Report	Billing Inquiry	81
	Reimbursement Inquiry	6
	Total	87
Information	Cash Assistance	9
	CDJFS	690
	Customer Survey	4
	Food Stamps	87
	Hotline	113
	Medicare	284
	Social Security	27
	Total	1214
Inquiry	029 Error	30
	574 Error - Not Eligible	28
	Already Selected	1779
	Called to Check on Doctors	457
	Called to Check on Just Cause Status	99
	Case Addition	52
	Case Closed	412
	Case Pending	536
	Category Closed	62
	Change in Name	115
	Change in Phone Number / Address	613
	CIC - Do Not Assign	6
	Consumer Needs To Be Auto Re-Enrolled	48
	Failed Eligibility	449
	General Questions	13804
	Open Enrollment Questions	1655
	Person Calling Not PIP / AG Head	360
	Referred Consumer to County Worker	2221

<i>Inquiry</i>	Returned NME / Notice	4
	Transferred in Error	31
	Wanted Phone Number of MCP	588
	Total	23349
<i>Issue / Concern</i>	Issue / Concern about MCP	139
	Issue / Concern about Provider	6
	Issue / Concern with Caseworker	8
	Issue / Concern with ODM	13
	Total	166
<i>Limited Family Planning Services</i>	Application / Eligibility	25
	Benefit Package / Covered Services	45
	Billing Number	5
	Card	15
	Certificate of Coverage	2
	Change	5
	Hearing	0
	Program Information	69
	Total	166
<i>Long Term Care</i>	Application / Eligibility	7
	Benefit Package / Covered Services	2
	Card	0
	Community Spouse	0
	Estate Recovery	3
	Hearing	1
	Ohio Access Success Project	0
	Patient Liability	6
	Program Information	10
	Total	29
<i>Mailings</i>	"Getting Long Term Care" Pamphlet	6
	ABD Application Letter - 7200	626

Mailings	ABD EMP Enrollment Packet	76
	ABD Pamphlet - Spanish	1
	Approved Letter	119
	BCCP Brochure	1
	Billing Incident Letter	69
	Call Me Letter	0
	CFC EMP Enrollment Packet	64
	Citizenship Verification Brochure	1
	CPA Letter	1
	CPA Letter - Blank	389
	Enrollment Error Letter	0
	Healthy Start Brochure	10
	HIPAA Notice	8
	HS/HF Information	1
	ICDS Enrollment Letter	6079
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	2037
	JC Approval Change MCP - Requestor	74
	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	11
	Medicaid Program Enrollment & Benefit Information	302
	MyCare EMP Enrollment Packet	61

Mailings	MyCare TPL Approval Letter	6
	MyCare TPL Denial Letter	1
	MyCare TPL Verification Letter	8
	N1 Reminder Letter	22129
	N3 ABD Reminder Letter	790
	No Contact	2
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	4
	OMH Mandatory MyCare Letter	40
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	868
	Reimbursement Letter	9
	Rejected - General	225
	Rejected - General ABD	54
	Rejected - SSI-BCMh-CIC	25
	Residential Treatment Letter	1
	Resolution	1
	Resolution Declined	0
	Spend Down Approval	2
	Spend Down Denial	1
	TPL Approval	1
	TPL Verification Needed	1
Total	34108	
Managed Care Info & Referral	Benefit Package	687
	Billing Number	249
	Card	1727
	Information	5848
	Just Cause Status	131
	Payment	22
	Phone Numbers	1314
	Provider Name	1126

Managed Care Info & Referral	Transfer Request - Bureau of Managed Care	9
	Total	11113
MBI-WD	AG Collections Questions	7
	Application / Eligibility	28
	Benefit Package / Covered Services	10
	Billing Number	1
	Card	10
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	6
	Program Information	48
	Questions About Premiums	51
	Total	162
Medicare Part D	Application / Eligibility	150
	Information	691
	Questions About Letter	69
	Total	910
Medicare Premium Assistance	Application / Eligibility	632
	Benefit Package / Covered Services	360
	Billing Number	8
	Card	95
	Certificate of Coverage	15
	Change	35
	Estate Recovery	2
	Hearing	4
	Patient Liability	15
	Program Information	864
Total	2030	
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	0

Mental Health Services	Request Benefits Balance - Needs Follow-Up	0
	Total	0
MyCare Ohio	General Information	2920
	Issue Accessing Services	142
	Loss of MyCare Eligibility	391
	Medicaid Only Benefit Information	903
	MyCare Ohio Card	338
	October 2014 MyCare Passive Enrollment Letter	432
	On-site facilitated enrollment	48
	Opt-In/Opt-Out Questions	1919
	Prescription Questions	392
	Transition of Care	37
	Total	7522
ODM Survey	Managed Care Survey	0
	Total	0
Ohio Benefits Self Service Portal	Access my Benefits	15
	Account Creation/Management	6
	Account Lock Out	36
	Application Assistance	219
	Apply for Benefits	413
	County Office Location/Hours	28
	Electronic Verification	10
	Forgot Password Link	5
	Forgot User Name Link	6
	Frequently Asked Questions	148
	General Navigation	50
	How to use this Site	20
	Internet Browser Issue	12
	Message Center	2

Ohio Benefits Self Service Portal	Provided Link to Website	380
	Submit Error Issue	76
	Transfer Call to Tier 2/3	83
	Total	1509
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	1527
	Case Inquiry/Case Status	2770
	Contact CDJS	566
	Did Not Give Audio Signature to Complete Telephone Application	17
	Electronic Verification Process	100
	Journal Creation & Management	4
	MAGI (Modified Adjusted Gross Income) Program Information	464
	Notice of Action Explanation	48
	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	430
	Total	5930
	Ohio's Best RX	Program Information
Referred Caller		7
Total		14
Other Medicaid Program	Application / Eligibility	1330
	Benefit Package / Covered Services	565
	Billing Number	193
	Card	331
	Certificate of Coverage	25
	Change	386
	Citizenship Verification Questions	1
	Estate Recovery	8

Other Medicaid Program	Hearing	5
	Program Information	837
	Total	3681
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	286
	Letter	20
	Program Information	247
	Status	181
	Transfer Request - Needs Follow-Up	1
	Total	735
Provider	Fee-For-Service Provider Names	222
	Referred to MCP For Provider List	82
	Referred to ODM Website For Provider List	47
	Referred to State Board To File Complaint Against Provider	0
	Total	351
Reimbursement	Decision	31
	Information	297
	State Hearing	2
	Total	330
Spend Down	Amount	1119
	Card	265
	Certificate of Coverage	53
	Hearing	11
	Problem	170
	Program Information	1530
	Total	3148

State Hearings	How to Request	43
	Program Information	64
	Status	0
	Total	107
Surveys	Call Center Survey	2699
	Total	2699
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	13
	General Information	236
	Need Medications Now	26
	Referral to Case Worker	179
	Referral to TPL Vendor	50
	Total	504
Tort	General Information	15
	Provided Number to Tort Unit	22
	Total	37
Waiver	Application / Eligibility	124
	Benefit Package / Covered Services	60
	Billing Number	2
	Card	33
	Certificate of Coverage	3
	Change	14
	Estate Recovery	3
	Hearing	3
	Independent Provider	4
	Patient Evaluation	3
	Patient Liability	32
	Program Information	182
	Waiting List	3
	Total	466
Grand Total All Categories		113343

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

Calls made from 12/1/2014 to 12/31/2014

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	794
	ACS / First Health	128
	ADAMH	10
	Area Agency on Aging	47
	BCCP Regional Agency	1
	BCMh	19
	Bureau of Home and Community Services	13
	Case Management Agency	14
	Caseworker	1326
	Child Support Enforcement Agency	3
	Complaint Department	27
	County Department of Job & Family Services	2971
	First Link	7
	Food Stamp Hotline	17
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	1
	HomeHealthAgency	7
	Info & Refer	103
	In-House	1
	Legal Aid	7
	Managed Care Plan	1449
	Managed Care/Just Cause Section	18
	MR / DD Board	3
	ODM	19
	Ohio Department of Insurance	27
	Ohio Hospice	1
	Ohio's Best Rx	12
Ombudsman	12	

Referral	OSHIIP	183
	Other Medical Services Agency	77
	Other Social Services Agency	18
	Out-of-State Medicaid Hotline	50
	PACT	0
	Pharmacy	151
	Prescription Drug Plan (PDP)	309
	Provider	452
	Provider Services Call Center	465
	Public Children's Services	18
	Social Security Administration	55
	StateHearingDivision	78
	StateMedicalBoard	19
	Supervisor	62
	Tort Unit	17
	Website - ODM	98
	Welfare Fraud Hotline	1
WIC Office	1	
Total		9092

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 1/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	237	65.47%	1086	90.12%	31	88.57%	1354	84.52%
Call Campaign	104	28.73%	110	9.13%	4	11.43%	218	13.61%
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	0	0.00%	1	0.08%	0	0.00%	1	0.06%
Website	21	5.80%	8	0.66%	0	0.00%	29	1.81%
TOTAL	362	100%	1205	100%	35	100%	1602	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 1/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	237	17.50%	1086	80.21%	31	2.29%	1354	100%
Call Campaign	104	47.71%	110	50.46%	4	1.83%	218	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	0	0.00%	1	100.00%	0	0.00%	1	100%
Website	21	72.41%	8	27.59%	0	0.00%	29	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: 1/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	11		28		1	
	North East	19		150		0	
	West	14		52		1	
	Total	44	12.15%	230	19.09%	2	5.71%
CareSource	Central/South East	41		161		5	
	North East	99		217		2	
	West	58		205		4	
	Total	198	54.70%	583	48.38%	11	31.43%
Molina	Central/South East	21		70		5	
	North East	5		13		1	
	West	16		29		4	
	Total	42	11.60%	112	9.29%	10	28.57%
Paramount	Central/South East	4		16		1	
	North East	3		17		5	
	West	17		78		1	
	Total	24	6.63%	111	9.21%	7	20.00%
United	Central/South East	14		24		1	
	North East	29		123		3	
	West	11		22		1	
	Total	54	14.92%	169	14.02%	5	14.29%
Total Mandatory		362	100.00%	1205	100.00%	35	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 1/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	11	12.09%	28	9.36%	1	7.69%
	CareSource	41	45.05%	161	53.85%	5	38.46%
	Molina	21	23.08%	70	23.41%	5	38.46%
	Paramount	4	4.40%	16	5.35%	1	7.69%
	United	14	15.38%	24	8.03%	1	7.69%
	Total	91	100.00%	299	100.00%	13	100.00%
North East	Buckeye	19	12.26%	150	28.85%	0	0.00%
	CareSource	99	63.87%	217	41.73%	2	18.18%
	Molina	5	3.23%	13	2.50%	1	9.09%
	Paramount	3	1.94%	17	3.27%	5	45.45%
	United	29	18.71%	123	23.65%	3	27.27%
	Total	155	100.00%	520	100.00%	11	100.00%
West	Buckeye	14	12.07%	52	13.47%	1	9.09%
	CareSource	58	50.00%	205	53.11%	4	36.36%
	Molina	16	13.79%	29	7.51%	4	36.36%
	Paramount	17	14.66%	78	20.21%	1	9.09%
	United	11	9.48%	22	5.70%	1	9.09%
	Total	116	100.00%	386	100.00%	11	100.00%
Total Mandatory		362		1205		35	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 1/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	390	116	506
North East	675	196	871
West	502	115	617
Total For All Regions	1567	427	1994

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 1/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	11	28	39	25	64	12.65%
	CareSource	41	161	202	42	244	48.22%
	Molina	21	70	91	24	115	22.73%
	Paramount	4	16	20	14	34	6.72%
	United	14	24	38	11	49	9.68%
	Total	91	299	390	116	506	100.00%
North East	Buckeye	19	150	169	36	205	23.54%
	CareSource	99	217	316	70	386	44.32%
	Molina	5	13	18	30	48	5.51%
	Paramount	3	17	20	32	52	5.97%
	United	29	123	152	28	180	20.67%
	Total	155	520	675	196	871	100.00%
West	Buckeye	14	52	66	27	93	15.07%
	CareSource	58	205	263	44	307	49.76%
	Molina	16	29	45	16	61	9.89%
	Paramount	17	78	95	16	111	17.99%
	United	11	22	33	12	45	7.29%
	Total	116	386	502	115	617	100.00%
Total Mandatory		362	1205	1567	427	1994	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 1/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12906	67.59%	9549	87.98%	41	52.56%	22496	74.92%
Call Campaign	3544	18.56%	1081	9.96%	1	1.28%	4626	15.41%
Face-To-Face	6	0.03%	0	0.00%	0	0.00%	6	0.02%
Fax	0	0.00%	0	0.00%	1	1.28%	1	0.00%
Mail	1	0.01%	4	0.04%	0	0.00%	5	0.02%
Website	2637	13.81%	220	2.03%	35	44.87%	2892	9.63%
TOTAL	19094	100%	10854	100%	78	100%	30026	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method
Effective Date: 1/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12906	57.37%	9549	42.45%	41	0.18%	22496	100%
Call Campaign	3544	76.61%	1081	23.37%	1	0.02%	4626	100%
Face-To-Face	6	100.00%	0	0.00%	0	0.00%	6	100%
Fax	0	0.00%	0	0.00%	1	100.00%	1	100%
Mail	1	20.00%	4	80.00%	0	0.00%	5	100%
Website	2637	91.18%	220	7.61%	35	1.21%	2892	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: 1/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	341		166		3	
	North East	1261		1536		4	
	West	733		316		6	
	Total	2335	12.20%	2018	18.59%	13	16.67%
CareSource	Central/South East	2791		1589		2	
	North East	4404		2030		9	
	West	3806		2168		19	
	Total	11001	57.49%	5787	53.31%	30	38.46%
Molina	Central/South East	1013		454		3	
	North East	216		143		3	
	West	418		214		9	
	Total	1647	8.61%	811	7.47%	15	19.23%
Paramount	Central/South East	75		43		0	
	North East	211		88		3	
	West	1159		522		12	
	Total	1445	7.55%	653	6.02%	15	19.23%
United	Central/South East	784		225		0	
	North East	1414		1162		5	
	West	511		200		0	
	Total	2709	14.16%	1587	14.62%	5	6.41%
Total Mandatory		19137	100.00%	10856	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: 1/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	341	6.81%	166	6.70%	3	37.50%
	CareSource	2791	55.78%	1589	64.15%	2	25.00%
	Molina	1013	20.24%	454	18.33%	3	37.50%
	Paramount	75	1.50%	43	1.74%	0	0.00%
	United	784	15.67%	225	9.08%	0	0.00%
	Total	5004	100.00%	2477	100.00%	8	100.00%
North East	Buckeye	1261	16.80%	1536	30.97%	4	16.67%
	CareSource	4404	58.67%	2030	40.94%	9	37.50%
	Molina	216	2.88%	143	2.88%	3	12.50%
	Paramount	211	2.81%	88	1.77%	3	12.50%
	United	1414	18.84%	1162	23.43%	5	20.83%
	Total	7506	100.00%	4959	100.00%	24	100.00%
West	Buckeye	733	11.06%	316	9.24%	6	12.77%
	CareSource	3806	57.43%	2168	63.39%	20	42.55%
	Molina	418	6.31%	214	6.26%	9	19.15%
	Paramount	1159	17.49%	522	15.26%	12	25.53%
	United	511	7.71%	200	5.85%	0	0.00%
	Total	6627	100.00%	3420	100.00%	47	100.00%
Total Mandatory		19137		10856		79	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 1/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	7481	3584	11065
North East	12465	5927	18392
West	10047	4239	14286
Total For All Regions	29993	13750	43743

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 1/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	341	166	507	780	1287	11.63%
	CareSource	2791	1589	4380	819	5199	46.99%
	Molina	1013	454	1467	653	2120	19.16%
	Paramount	75	43	118	693	811	7.33%
	United	784	225	1009	639	1648	14.89%
	Total	5004	2477	7481	3584	11065	100.00%
North East	Buckeye	1261	1536	2797	1280	4077	22.17%
	CareSource	4404	2030	6434	1276	7710	41.92%
	Molina	216	143	359	1132	1491	8.11%
	Paramount	211	88	299	1176	1475	8.02%
	United	1414	1162	2576	1063	3639	19.79%
	Total	7506	4959	12465	5927	18392	100.00%
West	Buckeye	733	316	1049	856	1905	13.33%
	CareSource	3806	2168	5974	985	6959	48.71%
	Molina	418	214	632	825	1457	10.20%
	Paramount	1159	522	1681	803	2484	17.39%
	United	511	200	711	770	1481	10.37%
	Total	6627	3420	10047	4239	14286	100.00%
Total Mandatory		19137	10856	29993	13750	43743	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 1/1/2015

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	227	30.72%	283	25.16%	0	0.00%	510	27.26%
Call	Medicaid only	301	40.73%	571	50.76%	6	85.71%	878	46.93%
Call Campaign	Dual benefits	14	1.89%	23	2.04%	0	0.00%	37	1.98%
Call Campaign	Medicaid only	26	3.52%	43	3.82%	1	14.29%	70	3.74%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	5	0.68%	19	1.69%	0	0.00%	24	1.28%
Fax	Medicaid only	33	4.47%	73	6.49%	0	0.00%	106	5.67%
Mail	Dual benefits	1	0.14%	3	0.27%	0	0.00%	4	0.21%
Mail	Medicaid only	5	0.68%	4	0.36%	0	0.00%	9	0.48%
Website	Dual benefits	17	2.30%	27	2.40%	0	0.00%	44	2.35%
Website	Medicaid only	110	14.88%	79	7.02%	0	0.00%	189	10.10%
TOTAL		739	100%	1125	100%	7	100%	1871	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 1/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	227	44.51%	283	55.49%	0	0.00%	510	100%
Call	Medicaid only	301	34.28%	571	65.03%	6	0.68%	878	100%
Call Campaign	Dual benefits	14	37.84%	23	62.16%	0	0.00%	37	100%
Call Campaign	Medicaid only	26	37.14%	43	61.43%	1	1.43%	70	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	5	20.83%	19	79.17%	0	0.00%	24	100%
Fax	Medicaid only	33	31.13%	73	68.87%	0	0.00%	106	100%
Mail	Dual benefits	1	25.00%	3	75.00%	0	0.00%	4	100%
Mail	Medicaid only	5	55.56%	4	44.44%	0	0.00%	9	100%
Website	Dual benefits	17	38.64%	27	61.36%	0	0.00%	44	100%
Website	Medicaid only	110	58.20%	79	41.80%	0	0.00%	189	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 1/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	19		27		0		46
	Central	Medicaid only	43		65		0		108
	North West	Dual benefits	13		11		0		24
	North West	Medicaid only	18		13		0		31
	South West	Dual benefits	22		33		0		55
	South West	Medicaid only	52		74		2		128
	Total			167	22.57%	223	19.82%	2	28.57%
Buckeye	North East	Dual benefits	4		12		0		16
	North East	Medicaid only	13		19		1		33
	North West	Dual benefits	11		7		0		18
	North West	Medicaid only	7		7		0		14
	West Central	Dual benefits	15		30		0		45
	West Central	Medicaid only	42		94		0		136
	Total			92	12.43%	169	15.02%	1	14.29%
CareSource	East Central	Dual benefits	17		15		0		32
	East Central	Medicaid only	41		32		0		73
	North East	Dual benefits	68		42		0		110
	North East	Medicaid only	69		78		0		147
	North East Central	Dual benefits	21		6		0		27
	North East Central	Medicaid only	14		21		0		35
	Total			230	31.08%	194	17.24%	0	0.00%
Molina	Central	Dual benefits	13		9		0		22
	Central	Medicaid only	39		22		0		61
	South West	Dual benefits	20		10		0		30
	South West	Medicaid only	47		27		1		75
	West Central	Dual benefits	5		17		0		22

Molina	West Central	Medicaid only	9		23		3		35
	Total		133	17.97%	108	9.60%	4	57.14%	
United	East Central	Dual benefits	22		117		0		139
	East Central	Medicaid only	43		251		0		294
	North East	Dual benefits	8		18		0		26
	North East	Medicaid only	26		33		0		59
	North East Central	Dual benefits	6		1		0		7
	North East Central	Medicaid only	13		11		0		24
	Total		118	15.95%	431	38.31%	0	0.00%	
Total Mandatory			740	100.00%	1125	100.00%	7	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 1/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	19	16.67%	27	21.95%	0	0.00%	46
	Aetna	Medicaid only	43	37.72%	65	52.85%	0	0.00%	108
	Molina	Dual benefits	13	11.40%	9	7.32%	0	0.00%	22
	Molina	Medicaid only	39	34.21%	22	17.89%	0	0.00%	61
	Total		114	100.00%	123	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	17	13.82%	15	3.61%	0	0.00%	32
	CareSource	Medicaid only	41	33.33%	32	7.71%	0	0.00%	73
	United	Dual benefits	22	17.89%	117	28.19%	0	0.00%	139
	United	Medicaid only	43	34.96%	251	60.48%	0	0.00%	294
	Total		123	100.00%	415	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	4	2.13%	12	5.94%	0	0.00%	16
	Buckeye	Medicaid only	13	6.91%	19	9.41%	1	100.00%	33
	CareSource	Dual benefits	68	36.17%	42	20.79%	0	0.00%	110
	CareSource	Medicaid only	69	36.70%	78	38.61%	0	0.00%	147
	United	Dual benefits	8	4.26%	18	8.91%	0	0.00%	26
	United	Medicaid only	26	13.83%	33	16.34%	0	0.00%	59
	Total		188	100.00%	202	100.00%	1	100.00%	
North East Central	CareSource	Dual benefits	21	38.89%	6	15.38%	0	0.00%	27
	CareSource	Medicaid only	14	25.93%	21	53.85%	0	0.00%	35
	United	Dual benefits	6	11.11%	1	2.56%	0	0.00%	7
	United	Medicaid only	13	24.07%	11	28.21%	0	0.00%	24
	Total		54	100.00%	39	100.00%	0	100.00%	
North West	Aetna	Dual benefits	13	26.53%	11	28.95%	0	0.00%	24
	Aetna	Medicaid only	18	36.73%	13	34.21%	0	0.00%	31
	Buckeye	Dual benefits	11	22.45%	7	18.42%	0	0.00%	18
	Buckeye	Medicaid only	7	14.29%	7	18.42%	0	0.00%	14
	Total		49	100.00%	38	100.00%	0	100.00%	
South West	Aetna	Dual benefits	22	15.60%	33	22.92%	0	0.00%	55
	Aetna	Medicaid only	52	36.88%	74	51.39%	2	66.67%	128
	Molina	Dual benefits	20	14.18%	10	6.94%	0	0.00%	30

South West	Molina	Medicaid only	47	33.33%	27	18.75%	1	33.33%	75
	Total		141	100.00%	144	100.00%	3	100.00%	
West Central	Buckeye	Dual benefits	15	21.13%	30	18.29%	0	0.00%	45
	Buckeye	Medicaid only	42	59.15%	94	57.32%	0	0.00%	136
	Molina	Dual benefits	5	7.04%	17	10.37%	0	0.00%	22
	Molina	Medicaid only	9	12.68%	23	14.02%	3	100.00%	35
	Total		71	100.00%	164	100.00%	3	100.00%	
Total Mandatory			740		1125		7		

MyCare
ASSIGNMENT BY REGION
 Effective Date: 1/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	169	6	175
	Dual benefits	68	404	472
		237	410	647
East Central	Medicaid only	367	8	375
	Dual benefits	171	414	585
		538	422	960
North East	Medicaid only	238	19	257
	Dual benefits	152	715	867
		390	734	1124
North East Central	Medicaid only	59	5	64
	Dual benefits	34	212	246
		93	217	310
North West	Medicaid only	45	2	47
	Dual benefits	42	251	293
		87	253	340
South West	Medicaid only	200	21	221
	Dual benefits	85	695	780
		285	716	1001
West Central	Medicaid only	168	6	174
	Dual benefits	67	320	387
		235	326	561
Total For All Regions		1865	3078	4943

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 1/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	19	27	46	216	262	40.49%
	Aetna	Medicaid only	43	65	108	2	110	17.00%
	Molina	Dual benefits	13	9	22	188	210	32.46%
	Molina	Medicaid only	39	22	61	4	65	10.05%
	Total			114	123	237	410	647
East Central	CareSource	Dual benefits	17	15	32	198	230	23.96%
	CareSource	Medicaid only	41	32	73	5	78	8.13%
	United	Dual benefits	22	117	139	216	355	36.98%
	United	Medicaid only	43	251	294	3	297	30.94%
	Total			123	415	538	422	960
North East	Buckeye	Dual benefits	4	12	16	191	207	18.42%
	Buckeye	Medicaid only	13	19	32	6	38	3.38%
	CareSource	Dual benefits	68	42	110	214	324	28.83%
	CareSource	Medicaid only	69	78	147	7	154	13.70%
	United	Dual benefits	8	18	26	310	336	29.89%
	United	Medicaid only	26	33	59	6	65	5.78%
	Total			188	202	390	734	1124
North East Central	CareSource	Dual benefits	21	6	27	100	127	40.97%
	CareSource	Medicaid only	14	21	35	2	37	11.94%
	United	Dual benefits	6	1	7	112	119	38.39%
	United	Medicaid only	13	11	24	3	27	8.71%
	Total			54	39	93	217	310

North West	Aetna	Dual benefits	13	11	24	116	140	41.18%
	Aetna	Medicaid only	18	13	31	0	31	9.12%
	Buckeye	Dual benefits	11	7	18	135	153	45.00%
	Buckeye	Medicaid only	7	7	14	2	16	4.71%
	Total		49	38	87	253	340	100.00%
South West	Aetna	Dual benefits	22	33	55	357	412	41.16%
	Aetna	Medicaid only	52	74	126	10	136	13.59%
	Molina	Dual benefits	20	10	30	338	368	36.76%
	Molina	Medicaid only	47	27	74	11	85	8.49%
	Total		141	144	285	716	1001	100.00%
West Central	Buckeye	Dual benefits	15	30	45	164	209	37.25%
	Buckeye	Medicaid only	42	94	136	2	138	24.60%
	Molina	Dual benefits	5	17	22	156	178	31.73%
	Molina	Medicaid only	9	23	32	4	36	6.42%
	Total		71	164	235	326	561	100.00%
Total Mandatory			740	1125	1865	3078	4943	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 1/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
Central	Delaware	Aetna	Dual benefits	2	0	2	11	13	
			Medicaid only	4	4	8	0	8	
		Molina	Dual benefits	0	0	0	11	11	
			Medicaid only	5	1	6	0	6	
		Total			11	5	16	22	38
		Franklin	Aetna	Dual benefits	14	26	40	181	221
	Medicaid only			35	57	92	2	94	
	Molina		Dual benefits	13	9	22	158	180	
			Medicaid only	33	18	51	4	55	
	Total				95	110	205	345	550
	Madison		Aetna	Dual benefits	0	1	1	5	6
		Medicaid only		1	1	2	0	2	
		Molina	Dual benefits	0	0	0	3	3	
		Total			1	2	3	8	11
	Pickaway	Aetna	Dual benefits	2	0	2	13	15	
			Medicaid only	1	3	4	0	4	
		Molina	Dual benefits	0	0	0	11	11	
			Medicaid only	1	2	3	0	3	
		Total			4	5	9	24	33
		Union	Aetna	Dual benefits	1	0	1	6	7

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid only	2	0	2	0	2
		Molina	Dual benefits	0	0	0	5	5
			Medicaid only	0	1	1	0	1
		Total		3	1	4	11	15

Central Region Totals								
Aetna				62	92	154	218	372
Molina				52	31	83	192	275
Total				114	123	237	410	647

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	2	2	4	26	30
			Medicaid only	7	1	8	1	9
		United	Dual benefits	3	2	5	22	27
			Medicaid only	2	7	9	0	9
		Total		14	12	26	49	75
	Stark	CareSource	Dual benefits	10	6	16	66	82
			Medicaid only	19	20	39	1	40
		United	Dual benefits	4	11	15	69	84
			Medicaid only	5	12	17	1	18
		Total		38	49	87	137	224
	Summit	CareSource	Dual benefits	5	6	11	89	100
			Medicaid only	13	10	23	2	25
		United	Dual benefits	13	98	111	108	219
			Medicaid only	36	211	247	2	249
		Total		67	325	392	201	593
	Wayne	CareSource	Dual benefits	0	1	1	17	18

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	CareSource	Medicaid only	2	1	3	1	4
		United	Dual benefits	2	6	8	17	25
			Medicaid only	0	21	21	0	21
		Total		4	29	33	35	68

East Central Region Totals								
CareSource				58	47	105	203	308
United				65	368	433	219	652
Total				123	415	538	422	960

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	2	6	8	125	133
			Medicaid only	8	17	25	4	29
		CareSource	Dual benefits	48	30	78	155	233
			Medicaid only	56	57	113	7	120
		United	Dual benefits	6	13	19	252	271
			Medicaid only	20	16	36	3	39
		Total		140	139	279	546	825
	Geauga	Buckeye	Dual benefits	0	0	0	4	4
			Medicaid only	2	0	2	1	3
		CareSource	Dual benefits	1	0	1	5	6
			Medicaid only	0	3	3	0	3
		United	Dual benefits	0	2	2	1	3
			Medicaid only	1	4	5	1	6
		Total		4	9	13	12	25
	Lake	Buckeye	Dual benefits	1	0	1	17	18
			Medicaid only	1	0	1	1	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Lake	CareSource	Dual benefits	2	2	4	16	20	
			Medicaid only	2	6	8	0	8	
		United	Dual benefits	0	0	0	16	16	
			Medicaid only	2	0	2	0	2	
		Total		8	8	16	50	66	
	Lorain	Buckeye	Dual benefits	0	4	4	38	42	
			Medicaid only	1	0	1	0	1	
		CareSource	Dual benefits	15	9	24	32	56	
			Medicaid only	5	11	16	0	16	
		United	Dual benefits	2	0	2	22	24	
			Medicaid only	2	0	2	1	3	
		Total		25	24	49	93	142	
		Medina	Buckeye	Dual benefits	1	2	3	7	10
	Medicaid only			1	2	3	0	3	
	CareSource		Dual benefits	2	1	3	6	9	
			Medicaid only	6	1	7	0	7	
	United		Dual benefits	0	3	3	19	22	
			Medicaid only	1	13	14	1	15	
	Total			11	22	33	33	66	
	North East Region Totals								
	Buckeye				17	31	48	197	245
	CareSource				137	120	257	221	478
	United				34	51	85	316	401
	Total				188	202	390	734	1124

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	7	1	8	22	30
			Medicaid only	2	0	2	0	2
		United	Dual benefits	1	0	1	20	21
			Medicaid only	2	1	3	1	4
		Total			12	2	14	43
	Mahoning	CareSource	Dual benefits	10	2	12	43	55
			Medicaid only	6	13	19	1	20
		United	Dual benefits	4	0	4	51	55
			Medicaid only	3	3	6	0	6
		Total			23	18	41	95
	Trumbull	CareSource	Dual benefits	4	3	7	35	42
			Medicaid only	6	8	14	1	15
		United	Dual benefits	1	1	2	41	43
			Medicaid only	8	7	15	2	17
		Total			19	19	38	79

North East Central Region Totals								
CareSource				35	27	62	102	164
United				19	12	31	115	146
Total				54	39	93	217	310

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	2	3
			Medicaid only	0	1	1	0	1
		Buckeye	Dual benefits	0	0	0	3	3
			Medicaid only	0	1	1	0	1
	Total			1	2	3	5	8

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Lucas	Aetna	Dual benefits	7	9	16	93	109
			Medicaid only	13	9	22	0	22
		Buckeye	Dual benefits	10	7	17	115	132
			Medicaid only	6	5	11	1	12
		Total			36	30	66	209
	Ottawa	Aetna	Dual benefits	0	1	1	9	10
			Medicaid only	0	1	1	0	1
		Buckeye	Dual benefits	0	0	0	8	8
			Medicaid only	1	1	2	0	2
		Total			1	3	4	17
	Wood	Aetna	Dual benefits	5	1	6	12	18
			Medicaid only	5	2	7	0	7
		Buckeye	Dual benefits	1	0	1	9	10
			Medicaid only	0	0	0	1	1
		Total			11	3	14	22

North West Region Totals								
Aetna				31	24	55	116	171
Buckeye				18	14	32	137	169
Total				49	38	87	253	340

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	5	14	19	40	59
			Medicaid only	13	41	54	3	57
		Molina	Dual benefits	3	2	5	72	77
			Medicaid only	4	4	8	1	9
	Total			25	61	86	116	202

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clermont	Aetna	Dual benefits	4	0	4	36	40
			Medicaid only	8	7	15	2	17
		Molina	Dual benefits	2	0	2	30	32
			Medicaid only	8	1	9	0	9
		Total		22	8	30	68	98
	Clinton	Aetna	Dual benefits	2	0	2	16	18
			Medicaid only	1	3	4	1	5
		Molina	Dual benefits	0	4	4	7	11
			Medicaid only	1	2	3	0	3
		Total		4	9	13	24	37
	Hamilton	Aetna	Dual benefits	11	17	28	246	274
			Medicaid only	27	19	46	4	50
		Molina	Dual benefits	15	4	19	215	234
			Medicaid only	33	20	53	9	62
		Total		86	60	146	474	620
	Warren	Aetna	Dual benefits	0	2	2	19	21
			Medicaid only	3	4	7	0	7
		Molina	Dual benefits	0	0	0	14	14
			Medicaid only	1	0	1	1	2
		Total		4	6	10	34	44
South West Region Totals								
Aetna				74	107	181	367	548
Molina				67	37	104	349	453
Total				141	144	285	716	1001

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Dual benefits	1	2	3	23	26	
			Medicaid only	8	8	16	1	17	
		Molina	Dual benefits	1	6	7	36	43	
			Medicaid only	3	3	6	0	6	
		Total		13	19	32	60	92	
		Greene	Buckeye	Dual benefits	5	2	7	25	32
	Medicaid only			3	9	12	0	12	
	Molina		Dual benefits	0	0	0	13	13	
			Medicaid only	3	1	4	0	4	
	Total			11	12	23	38	61	
	Montgomery		Buckeye	Dual benefits	9	26	35	116	151
		Medicaid only		31	77	108	1	109	
		Molina	Dual benefits	4	11	15	107	122	
			Medicaid only	3	19	22	4	26	
		Total		47	133	180	228	408	
		West Central Region Totals							
	Buckeye				57	124	181	166	347
	Molina				14	40	54	160	214
Total				71	164	235	326	561	
Total Mandatory				740	1125	1865	3078	4943	

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

**MCP and Region as a Percentage of Type
Effective Date: 1/1/2015**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	553	8.58%	7	4.32%	560
	<i>Molina</i>	495	7.68%	5	3.09%	500
	Total	1048	16.26%	12	7.41%	1060
North West	<i>Aetna</i>	243	3.77%	1	0.62%	244
	<i>Buckeye</i>	211	3.27%	2	1.23%	213
	Total	454	7.05%	3	1.85%	457
South West	<i>Aetna</i>	681	10.57%	15	9.26%	696
	<i>Molina</i>	528	8.19%	15	9.26%	543
	Total	1209	18.76%	30	18.52%	1239
North East	<i>Buckeye</i>	248	3.85%	4	2.47%	252
	<i>CareSource</i>	913	14.17%	26	16.05%	939
	<i>United</i>	596	9.25%	5	3.09%	601
	Total	1757	27.27%	35	21.60%	1792

West Central	<i>Buckeye</i>	432	6.70%	23	14.20%	455
	<i>Molina</i>	278	4.31%	9	5.56%	287
	Total	710	11.02%	32	19.75%	742
East Central	<i>CareSource</i>	582	9.03%	18	11.11%	600
	<i>United</i>	360	5.59%	16	9.88%	376
	Total	942	14.62%	34	20.99%	976
North East Central	<i>CareSource</i>	180	2.79%	6	3.70%	186
	<i>United</i>	144	2.23%	10	6.17%	154
	Total	324	5.03%	16	9.88%	340
Total Changes		6444	100.00%	162	100.00%	6606

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

**MCP and Region as a Percentage of Type
Effective Date: 1/1/2015**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	553	8.58%	7	4.32%	560
	<i>North West</i>	243	3.77%	1	0.62%	244
	<i>South West</i>	681	10.57%	15	9.26%	696
	Total	1477	22.92%	23	14.20%	1500
Buckeye	<i>North East</i>	248	3.85%	4	2.47%	252
	<i>North West</i>	211	3.27%	2	1.23%	213
	<i>West Central</i>	432	6.70%	23	14.20%	455
	Total	891	13.83%	29	17.90%	920
CareSource	<i>East Central</i>	582	9.03%	18	11.11%	600
	<i>North East</i>	913	14.17%	26	16.05%	939
	<i>North East Central</i>	180	2.79%	6	3.70%	186
	Total	1675	25.99%	50	30.86%	1725

Molina	<i>Central</i>	495	7.68%	5	3.09%	500
	<i>South West</i>	528	8.19%	15	9.26%	543
	<i>West Central</i>	278	4.31%	9	5.56%	287
	Total	1301	20.19%	29	17.90%	1330
United	<i>East Central</i>	360	5.59%	16	9.88%	376
	<i>North East</i>	596	9.25%	5	3.09%	601
	<i>North East Central</i>	144	2.23%	10	6.17%	154
	Total	1100	17.07%	31	19.14%	1131
Total Changes		6444	100.00%	162	100.00%	6606

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 12/1/2014 to 12/31/2014

Total Surveys Available for Completion: 65210

Questions	Customer Response										Total	Total
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	170	33.80%	291	57.85%	33	6.56%	7	1.39%	2	0.40%	503	100.00%
Our answers to your questions	200	39.76%	271	53.88%	23	4.57%	6	1.19%	3	0.60%	503	100.00%
Our courtesy to you and your family	233	46.32%	255	50.70%	8	1.59%	5	0.99%	2	0.40%	503	100.00%
Overall, how would you rate our staff and services	215	42.74%	272	54.08%	11	2.19%	4	0.80%	3	0.20%	503	100.00%
Total	818	40.66%	1089	54.13%	75	3.73%	22	1.09%	7	0.40%	2012	100.00%

Number of Surveys Attempted: 2705

Number of Completed Customer Satisfaction Surveys: 503