



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

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Ohio Consumer Hotline Monthly Report March 2015

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 5,386 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 50. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or Xerox 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.

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 187 calls coming in through this queue for this month.

Activity Summary

- 236,998 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 196,732 Total Calls (inbound and outbound)
 - 33,628 Call Fire Campaign Calls
 - 1,065 MyCare Outreach Calls
 - 5,386 Provider Calls
 - 187 Insure Kids Now/Governor's Hotline
- 2% abandonment rate
- 5:52 minutes average talk time
- 1:39 minute average speed to answer
- 72 average CSR inbound calls per day

Ohio Consumer Hotline
March 2015
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	02/23/15	9631	9487	3661	29	9660	144	1%	2287	11947	:24:04	:04:07	71	:02:04	:06:19
Tue	02/24/15	9041	8935	3310	24	9065	106	1%	3615	12680	:21:20	:04:02	73	:01:57	:06:02
Wed	02/25/15	8177	8064	2808	28	8205	113	1%	3154	11359	:24:42	:04:19	73	:01:49	:06:05
Thurs	02/26/15	7626	7508	2159	23	7649	118	2%	2783	10432	:19:10	:03:31	71	:01:45	:05:58
Fri	02/27/15	7142	7030	1989	19	7161	112	2%	2360	9521	:19:26	:03:52	71	:01:46	:06:03
Sat	02/28/15	1238	1214	204	19	1257	24	2%	50	1307	:17:15	:03:22	61	:02:08	:05:29
Sun	03/01/15	0	0	0	125	125	0	0%	0	125	:00:00	:00:00	0	:00:00	:00:00
	Week end	42855	42238	14131	267	43122	617	1%	11962	55084	:24:42	:03:58	70	:01:55	:06:04
	March Only	0	0	0	125	125	0	0%	0	125	:00:00	:00:00	0	:00:00	:00:00
Mon	03/02/15	11238	11068	4256	38	11276	170	2%	2466	13742	:18:54	:03:40	74	:02:00	:06:10
Tues	03/03/15	9488	9353	3117	46	9534	135	1%	4494	14028	:19:59	:03:38	76	:01:58	:06:04
Wed	03/04/15	7663	7539	2134	24	7687	124	2%	3239	10926	:18:51	:03:40	72	:02:00	:06:09
Thurs	03/05/15	6980	6894	1893	20	7000	86	1%	2241	9241	:17:58	:03:43	69	:01:48	:06:04
Fri	03/06/15	5937	5842	1204	8	5945	95	2%	2085	8030	:16:08	:03:19	70	:01:45	:06:04
Sat	03/07/15	850	838	85	7	857	12	1%	391	1248	:11:35	:02:00	60	:01:39	:05:42
Sun	03/08/15	0	0	0	78	78	0	0%	0	78	:00:00	:00:00	0	:00:00	:00:00
	Week end	42156	41534	12689	221	42377	622	1%	14916	57293	:19:59	:03:37	70	:01:52	:06:05
Mon	03/09/15	7900	7765	2414	21	7921	135	2%	1595	9516	:18:19	:04:30	75	:01:55	:06:15
Tues	03/10/15	7027	6933	1669	21	7048	94	1%	2511	9559	:16:42	:03:59	74	:01:34	:05:51
Wed	03/11/15	6379	6287	1128	21	6400	92	1%	1982	8382	:16:26	:03:37	75	:01:25	:05:48
Thurs	03/12/15	6022	5938	1009	22	6044	84	1%	1816	7860	:16:36	:03:13	75	:01:23	:05:59
Fri	03/13/15	4704	4618	461	25	4729	86	2%	1135	5864	:09:11	:02:24	74	:01:13	:05:40
Sat	03/14/15	741	714	56	5	746	27	4%	313	1059	:07:52	:02:11	57	:00:54	:05:11
Sun	03/15/15	0	0	0	61	61	0	0%	0	61	:00:00	:00:00	0	:00:00	:00:00
	Week end	32773	32255	6737	176	32949	518	2%	9352	42301	:18:19	:03:48	72	:01:24	:05:53
Mon	03/16/15	7875	7715	2383	23	7898	160	2%	1272	9170	:16:40	:04:22	76	:01:57	:05:47
Tues	03/17/15	6432	6358	1243	20	6452	74	1%	2268	8720	:16:46	:03:57	72	:01:49	:05:36
Wed	03/18/15	6011	5904	1385	17	6028	107	2%	1584	7612	:15:42	:04:05	71	:01:45	:05:39
Thurs	03/19/15	5719	5636	1034	28	5747	83	1%	2110	7857	:16:06	:03:42	73	:01:45	:05:46
Fri	03/20/15	4894	4820	435	13	4907	74	2%	1213	6120	:07:35	:02:11	72	:01:10	:05:38
Sat	03/21/15	789	769	69	8	797	20	3%	481	1278	:06:51	:01:38	58	:01:01	:05:11
Sun	03/22/15	0	0	0	77	77	0	0%	0	77	:00:00	:00:00	0	:00:00	:00:00
	Week end	31720	31202	6549	186	31906	518	2%	8928	40834	:16:46	:03:55	70	:01:35	:05:41
Mon	03/23/15	7395	7290	1960	17	7412	105	1%	1138	8550	:15:30	:04:08	76	:01:54	:05:57
Tues	03/24/15	6335	6213	1249	11	6346	122	2%	2353	8699	:14:50	:03:45	74	:01:32	:05:57
Wed	03/25/15	5537	5436	872	15	5552	101	2%	1577	7129	:14:37	:03:23	74	:01:28	:05:43
Thurs	03/26/15	5113	5037	731	15	5128	76	1%	1668	6796	:14:45	:03:15	73	:01:20	:05:51
Fri	03/27/15	4183	4110	338	10	4193	73	2%	1518	5711	:06:53	:02:01	70	:01:09	:05:40
Sat	03/28/15	637	621	39	7	644	16	3%	445	1089	:04:23	:01:18	50	:00:27	:05:36
Sun	03/29/15	0	0	0	79	79	0	0%	0	79	:00:00	:00:00	0	:00:00	:00:00
	Week end	29200	28707	5189	154	29354	493	2%	8699	38053	:15:30	:03:37	69	:01:18	:05:50
Mon	03/30/15	7705	7580	1917	19	7724	125	2%	1312	9036	:17:07	:03:59	77	:01:55	:06:02
Tue	03/31/15	6813	6712	1387	35	6848	101	1%	2242	9090	:15:18	:04:02	77	:01:49	:05:52
	Month End	150367	147990	34468	916	151283	2377	2%	45449	196732	:19:59	:03:45	72	:01:39	:05:52

Call Center Busy Hour Report

March 2015

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
Sun	03/01/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mon	03/02/15	11238	226	743	1103	1311	1347	1288	1185	1216	1098	869	428	265	159
Tues	03/03/15	9488	206	562	884	903	1102	1128	1169	1224	1030	614	338	213	115
Wed	03/04/15	7663	141	400	779	884	963	967	920	853	747	540	252	143	74
Thurs	03/05/15	6980	128	361	638	783	795	759	852	895	691	544	277	181	76
Fri	03/06/15	5937	116	343	613	672	714	726	695	688	578	429	188	126	49
Sat	03/07/15	850	0	65	75	91	121	110	108	99	95	86	0	0	0
Sun	03/08/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	42156	817	2474	4092	4644	5042	4978	4929	4975	4239	3082	1483	928	473
Mon	03/09/15	7900	86	368	686	875	980	946	1010	953	796	599	311	175	115
Tues	03/10/15	7027	60	280	621	809	920	877	784	833	803	534	266	152	88
Wed	03/11/15	6379	88	294	574	776	859	762	789	756	607	432	221	136	85
Thurs	03/12/15	6022	67	255	512	656	678	707	734	800	649	467	271	166	60
Fri	03/13/15	4704	67	250	369	535	642	537	552	565	514	338	165	108	62
Sat	03/14/15	741	0	32	72	80	96	96	123	72	72	98	0	0	0
Sun	03/15/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	32773	368	1479	2834	3731	4175	3925	3992	3979	3441	2468	1234	737	410
Mon	03/16/15	7875	106	365	653	827	994	865	993	961	984	573	254	173	127
Tues	03/17/15	6432	79	319	599	742	804	719	769	749	705	453	226	176	92
Wed	03/18/15	6011	65	291	568	633	734	676	704	853	625	443	214	127	78
Thurs	03/19/15	5719	74	275	478	685	656	662	641	721	643	450	213	141	80
Fri	03/20/15	4894	61	265	407	518	574	610	609	597	533	400	161	103	56
Sat	03/21/15	789	0	41	61	86	103	113	115	100	81	89	0	0	0
Sun	03/22/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	31720	385	1556	2766	3491	3865	3645	3831	3981	3571	2408	1068	720	433
Mon	03/23/15	7395	100	404	663	861	825	835	910	840	846	554	261	182	114
Tue	03/24/15	6335	99	337	603	758	819	804	755	753	592	421	174	148	72
Wed	03/25/15	5537	51	253	472	608	689	644	718	697	589	390	204	149	73
Thu	03/26/15	5113	53	244	462	645	627	619	619	600	550	345	167	108	74
Fri	03/27/15	4183	65	216	387	473	507	469	458	504	449	326	178	92	59
Sat	03/28/15	637	0	47	60	66	83	96	71	70	70	74	0	0	0
Sun	03/29/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	29200	368	1501	2647	3411	3550	3467	3531	3464	3096	2110	984	679	392
Mon	03/30/15	7705	102	373	611	817	843	834	865	1015	859	694	328	233	131
Tue	03/31/15	6813	104	362	643	801	906	776	832	785	613	457	246	179	109
	Month Total	150367	2144	7745	13593	16895	18381	17625	17980	18199	15819	11219	5343	3476	1948
	Cumulative Percent		1%	5%	9%	11%	12%	12%	12%	12%	11%	7%	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 3/1/2015 to 3/31/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1483
	Benefit Package / Covered Services	213
	Billing Number	49
	Card	193
	Certificate of Coverage	37
	Change	137
	Citizenship Verification Questions	0
	Estate Recovery	22
	Hearing	7
	Patient Liability	14
	Program Information	392
	Under 21 Inquiry	6
	Total	2553
<i>BCCP</i>	Application / Eligibility	5
	Benefit Package / Covered Services	2
	Card	0
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	1
	Program Information	4
	Total	12
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>DRC</i>	Application status	133
	Benefit Package / Covered Services	2
	Care coordination questions	1

DRC	Chose to remain with existing MCP	3
	Declined application / MCP enrollment	1
	General inquiry	7
	MCP change completed	4
	MCP enrollment completed	45
	MCP enrollment status	29
	Phone application completed	55
	Total	280
EOMB	General Information	110
	Questions About Letter	14
	Total	124
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	399
	Sent Email	170
	Sent Letter	1
	Web Contact	16
	Total	586
FFS Billing	Billing Number	738
	Claims Request	16
	General Billing Questions	663
	Received Bill (Needs Letter)	47
	Total	1464
General Benefits	Dental	443
	Equipment	106
	Family Planning	7
	Healthchek Services	14
	Inquiry on Covered Services	3523
	Medicaid Expansion	1808
	Medicaid School Program	10
	Medlist Assist	6

General Benefits	Pregnancy Related Services	15
	Prescriptions	1075
	Transportation	408
	Vision	234
	Total	7649
Healthy Start	Application / Eligibility	2569
	Benefit Package / Covered Services	301
	Billing Number	208
	Card	348
	Certificate of Coverage	72
	Change	144
	Citizenship Verification Questions	0
	Estate Recovery	5
	Hearing	8
	Program Information	1131
	Total	4786
HIPAA	Complaint	0
	Information	4
	Request for Accounting for Disclosure	1
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
Total	5	
Home Health Care	Application / Eligibility	8
	Benefit Package / Covered Services	5
	BHCS Complaint	0
	BHCS Questions	1
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	2
	Program Information	12
Provider	3	

<i>Home Health Care</i>	Status	2
	Total	33
<i>Incident Report</i>	Billing Inquiry	92
	Reimbursement Inquiry	13
	Total	105
<i>Information</i>	Cash Assistance	16
	CDJFS	1011
	Customer Survey	4
	Food Stamps	101
	Hotline	668
	Medicare	268
	Social Security	25
	Total	2093
<i>Inquiry</i>	029 Error	76
	574 Error - Not Eligible	10
	Already Selected	2194
	Called to Check on Doctors	433
	Called to Check on Just Cause Status	89
	Case Addition	77
	Case Closed	311
	Case Pending	793
	Category Closed	169
	Change in Name	113
	Change in Phone Number / Address	672
	CIC - Do Not Assign	8
	Consumer Needs To Be Auto Re-Enrolled	12
	Failed Eligibility	752
	General Questions	16289
	Open Enrollment Questions	1289
	Person Calling Not PIP / AG Head	367
	Referred Consumer to County Worker	3557

<i>Inquiry</i>	Returned NME / Notice	11
	Transferred in Error	21
	Wanted Phone Number of MCP	584
	Total	27827
<i>Issue / Concern</i>	Issue / Concern about MCP	73
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	11
	Issue / Concern with ODM	16
	Total	100
<i>Limited Family Planning Services</i>	Application / Eligibility	30
	Benefit Package / Covered Services	18
	Billing Number	2
	Card	10
	Certificate of Coverage	1
	Change	2
	Hearing	0
	Program Information	46
	Total	109
<i>Long Term Care</i>	Application / Eligibility	6
	Benefit Package / Covered Services	6
	Card	0
	Community Spouse	0
	Estate Recovery	4
	Hearing	1
	Ohio Access Success Project	0
	Patient Liability	7
	Program Information	17
Total	41	
<i>Mailings</i>	"Getting Long Term Care" Pamphlet	11
	ABD Application Letter - 7200	564

Mailings	ABD EMP Enrollment Packet	40
	ABD Pamphlet - Spanish	0
	Approved Letter	73
	BCCP Brochure	2
	Billing Incident Letter	144
	Call Me Letter	3
	CFC EMP Enrollment Packet	117
	Citizenship Verification Brochure	2
	CPA Letter	0
	CPA Letter - Blank	385
	Enrollment Error Letter	0
	Healthy Start Brochure	21
	HIPAA Notice	8
	HS/HF Information	2
	ICDS Enrollment Letter	1921
	Immigrants Medicaid - Somali	1
	JC Approval Change MCP	1715
	JC Approval Change MCP - Requestor	75
	JC Approval FFS	2
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	1
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	1
	MBI Program Brochure	1
	MBI-WD Application	8
	Medicaid Program Enrollment & Benefit Information	173
	MyCare EMP Enrollment Packet	87

Mailings	MyCare TPL Approval Letter	11
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	4
	N1 Reminder Letter	20886
	N3 ABD Reminder Letter	637
	No Contact	0
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	2
	OMH Mandatory MyCare Letter	53
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	770
	Reimbursement Letter	14
	Rejected - General	61
	Rejected - General ABD	37
	Rejected - SSI-BCMh-CIC	19
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	1
	Spend Down Denial	0
	TPL Approval	1
	TPL Verification Needed	0
Total	27853	
Managed Care Info & Referral	Benefit Package	604
	Billing Number	215
	Card	1589
	Information	6029
	Just Cause Status	96
	Payment	13
	Phone Numbers	997
	Provider Name	930

Managed Care Info & Referral	Transfer Request - Bureau of Managed Care	5
	Total	10478
MBI-WD	AG Collections Questions	17
	Application / Eligibility	28
	Benefit Package / Covered Services	14
	Billing Number	4
	Card	6
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	9
	Program Information	81
	Questions About Premiums	73
	Total	232
Medicare Part D	Application / Eligibility	191
	Information	519
	Questions About Letter	10
	Total	720
Medicare Premium Assistance	Application / Eligibility	848
	Benefit Package / Covered Services	378
	Billing Number	17
	Card	136
	Certificate of Coverage	12
	Change	50
	Estate Recovery	0
	Hearing	5
	Patient Liability	9
	Program Information	933
Total	2388	
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	2134
	Issue Accessing Services	168
	Loss of MyCare Eligibility	270
	Medicaid Only Benefit Information	305
	MyCare Ohio Card	237
	October 2014 MyCare Passive Enrollment Letter	36
	On-site facilitated enrollment	20
	Opt-In/Opt-Out Questions	541
	Prescription Questions	219
	Transition of Care	43
	Total	3973
<i>ODM Survey</i>	Managed Care Survey	2
	Total	2
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	161
	Account Creation/Management	35
	Account Lock Out	218
	Application Assistance	481
	Apply for Benefits	261
	County Office Location/Hours	108
	Electronic Verification	14
	Forgot Password Link	131
	Forgot User Name Link	69
	Frequently Asked Questions	386
	General Navigation	122
	How to use this Site	166
	Internet Browser Issue	13
Message Center	30	

Ohio Benefits Self Service Portal	Provided Link to Website	347
	Renewal Packet Questions	8895
	Submit Error Issue	86
	Transfer Call to Tier 2/3	131
	Total	11654
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	1192
	Case Inquiry/Case Status	5353
	Contact CDJS	1314
	Did Not Give Audio Signature to Complete Telephone Application	29
	Electronic Verification Process	31
	Journal Creation & Management	20
	MAGI (Modified Adjusted Gross Income) Program Information	689
	Notice of Action Explanation	320
	Reprint FFS card from Hotline	3
	Reprint NOA from Hotline	2
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	255
	Total	9208
	Ohio's Best RX	Program Information
Referred Caller		15
Total		27
Other Medicaid Program	Application / Eligibility	1969
	Benefit Package / Covered Services	619
	Billing Number	162
	Card	333
	Certificate of Coverage	28
	Change	692

Other Medicaid Program	Citizenship Verification Questions	5
	Estate Recovery	8
	Hearing	17
	Program Information	1249
	Total	5082
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	0
	Transfer Request	0
	Total	1
Prior Authorization	How to Obtain	438
	Letter	16
	Program Information	396
	Status	176
	Transfer Request - Needs Follow-Up	2
	Total	1028
Provider	Fee-For-Service Provider Names	293
	Referred to MCP For Provider List	106
	Referred to ODM Website For Provider List	81
	Referred to State Board To File Complaint Against Provider	4
	Total	484
Reimbursement	Decision	17
	Information	315
	State Hearing	7
	Total	339
Spend Down	Amount	1044
	Card	270
	Certificate of Coverage	60
	Hearing	12
	Problem	136

Spend Down	Program Information	1440
	Total	2962
State Hearings	How to Request	107
	Program Information	113
	Status	12
	Total	232
Surveys	Call Center Survey	2308
	Total	2308
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	29
	General Information	271
	Need Medications Now	22
	Referral to Case Worker	190
	Referral to TPL Vendor	45
	Total	557
Tort	General Information	13
	Provided Number to Tort Unit	16
	Total	29
Waiver	Application / Eligibility	211
	Benefit Package / Covered Services	93
	Billing Number	6
	Card	42
	Certificate of Coverage	4
	Change	31
	Estate Recovery	8
	Hearing	2
	Independent Provider	4
	Patient Evaluation	1
	Patient Liability	14
	Program Information	248
	Waiting List	8
	Total	672
Grand Total All Categories		127998

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

Calls made from 3/1/2015 to 3/31/2015

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	663
	ACS / First Health	312
	ADAMH	17
	Area Agency on Aging	46
	BCCP Regional Agency	5
	BCMh	9
	Bureau of Home and Community Services	2
	Case Management Agency	27
	Caseworker	3102
	Child Support Enforcement Agency	2
	Complaint Department	37
	County Department of Job & Family Services	5242
	First Link	13
	Food Stamp Hotline	15
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	2
	HomeHealthAgency	12
	Info & Refer	973
	In-House	7
	Legal Aid	10
	Managed Care Plan	1931
	Managed Care/Just Cause Section	81
	MR / DD Board	2
	ODM	27
	Ohio Department of Insurance	25
	Ohio Hospice	2
	Ohio's Best Rx	7
Ombudsman	14	

Referral	OSHIIP	133
	Other Medical Services Agency	59
	Other Social Services Agency	26
	Out-of-State Medicaid Hotline	46
	PACT	0
	Pharmacy	303
	Prescription Drug Plan (PDP)	226
	Provider	626
	Provider Services Call Center	625
	Public Children's Services	15
	Social Security Administration	76
	StateHearingDivision	175
	StateMedicalBoard	25
	Supervisor	59
	Tort Unit	15
	Website - ODM	58
	Welfare Fraud Hotline	3
WIC Office	2	
Total		15057

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 4/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	246	66.85%	304	90.48%	21	87.50%	571	78.43%
Call Campaign	108	29.35%	27	8.04%	2	8.33%	137	18.82%
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%	0	0.00%	0	0.00%	0	0.00%
Website	14	3.80%	5	1.49%	1	4.17%	20	2.75%
TOTAL	368	100%	336	100%	24	100%	728	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 4/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	246	43.08%	304	53.24%	21	3.68%	571	100%
Call Campaign	108	78.83%	27	19.71%	2	1.46%	137	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%	0	0.00%	0	0.00%	0	100%
Website	14	70.00%	5	25.00%	1	5.00%	20	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: 4/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	3		5		0	
	North East	24		41		0	
	West	21		12		2	
	Total	48	13.04%	58	17.26%	2	8.33%
CareSource	Central/South East	59		57		5	
	North East	93		92		2	
	West	39		39		3	
	Total	191	51.90%	188	55.95%	10	41.67%
Molina	Central/South East	27		29		5	
	North East	4		8		1	
	West	16		8		1	
	Total	47	12.77%	45	13.39%	7	29.17%
Paramount	Central/South East	3		3		0	
	North East	6		4		1	
	West	15		11		2	
	Total	24	6.52%	18	5.36%	3	12.50%
United	Central/South East	13		6		0	
	North East	37		18		0	
	West	8		3		2	
	Total	58	15.76%	27	8.04%	2	8.33%
Total Mandatory		368	100.00%	336	100.00%	24	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 4/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	3	2.86%	5	5.00%	0	0.00%
	CareSource	59	56.19%	57	57.00%	5	50.00%
	Molina	27	25.71%	29	29.00%	5	50.00%
	Paramount	3	2.86%	3	3.00%	0	0.00%
	United	13	12.38%	6	6.00%	0	0.00%
	Total	105	100.00%	100	100.00%	10	100.00%
North East	Buckeye	24	14.63%	41	25.15%	0	0.00%
	CareSource	93	56.71%	92	56.44%	2	50.00%
	Molina	4	2.44%	8	4.91%	1	25.00%
	Paramount	6	3.66%	4	2.45%	1	25.00%
	United	37	22.56%	18	11.04%	0	0.00%
	Total	164	100.00%	163	100.00%	4	100.00%
West	Buckeye	21	21.21%	12	16.44%	2	20.00%
	CareSource	39	39.39%	39	53.42%	3	30.00%
	Molina	16	16.16%	8	10.96%	1	10.00%
	Paramount	15	15.15%	11	15.07%	2	20.00%
	United	8	8.08%	3	4.11%	2	20.00%
	Total	99	100.00%	73	100.00%	10	100.00%
Total Mandatory		368		336		24	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 4/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	205	111	316
North East	327	132	459
West	172	99	271
Total For All Regions	704	342	1046

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 4/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	3	5	8	18	26	8.23%
	CareSource	59	57	116	46	162	51.27%
	Molina	27	29	56	23	79	25.00%
	Paramount	3	3	6	11	17	5.38%
	United	13	6	19	13	32	10.13%
	Total	105	100	205	111	316	100.00%
North East	Buckeye	24	41	65	33	98	21.35%
	CareSource	93	92	185	49	234	50.98%
	Molina	4	8	12	22	34	7.41%
	Paramount	6	4	10	16	26	5.66%
	United	37	18	55	12	67	14.60%
	Total	164	163	327	132	459	100.00%
West	Buckeye	21	12	33	25	58	21.40%
	CareSource	39	39	78	43	121	44.65%
	Molina	16	8	24	13	37	13.65%
	Paramount	15	11	26	10	36	13.28%
	United	8	3	11	8	19	7.01%
	Total	99	73	172	99	271	100.00%
Total Mandatory		368	336	704	342	1046	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 4/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	13871	68.09%	3364	89.47%	43	65.15%	17278	71.41%
Call Campaign	3956	19.42%	268	7.13%	0	0.00%	4224	17.46%
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	2	0.01%	1	0.03%	0	0.00%	3	0.01%
Website	2542	12.48%	127	3.38%	23	34.85%	2692	11.13%
TOTAL	20371	100%	3760	100%	66	100%	24197	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method
Effective Date: 4/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	13871	80.28%	3364	19.47%	43	0.25%	17278	100%
Call Campaign	3956	93.66%	268	6.34%	0	0.00%	4224	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	2	66.67%	1	33.33%	0	0.00%	3	100%
Website	2542	94.43%	127	4.72%	23	0.85%	2692	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: 4/1/2015

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	241		35		0	
	North East	1399		467		4	
	West	939		115		0	
	Total	2579	12.62%	617	16.38%	4	6.06%
CareSource	Central/South East	2964		595		5	
	North East	4290		863		11	
	West	4092		637		17	
	Total	11346	55.53%	2095	55.61%	33	50.00%
Molina	Central/South East	1049		233		8	
	North East	215		38		1	
	West	463		122		5	
	Total	1727	8.45%	393	10.43%	14	21.21%
Paramount	Central/South East	154		21		0	
	North East	192		31		1	
	West	1426		205		5	
	Total	1772	8.67%	257	6.82%	6	9.09%
United	Central/South East	864		52		0	
	North East	1437		307		6	
	West	708		46		3	
	Total	3009	14.73%	405	10.75%	9	13.64%
Total Mandatory		20433	100.00%	3767	100.00%	66	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 4/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	241	4.57%	35	3.74%	0	0.00%
	CareSource	2964	56.22%	595	63.57%	5	38.46%
	Molina	1049	19.90%	233	24.89%	8	61.54%
	Paramount	154	2.92%	21	2.24%	0	0.00%
	United	864	16.39%	52	5.56%	0	0.00%
	Total	5272	100.00%	936	100.00%	13	100.00%
North East	Buckeye	1399	18.57%	467	27.37%	4	17.39%
	CareSource	4290	56.95%	863	50.59%	11	47.83%
	Molina	215	2.85%	38	2.23%	1	4.35%
	Paramount	192	2.55%	31	1.82%	1	4.35%
	United	1437	19.08%	307	18.00%	6	26.09%
	Total	7533	100.00%	1706	100.00%	23	100.00%
West	Buckeye	939	12.31%	115	10.22%	0	0.00%
	CareSource	4092	53.64%	637	56.62%	17	56.67%
	Molina	463	6.07%	122	10.84%	5	16.67%
	Paramount	1426	18.69%	205	18.22%	5	16.67%
	United	708	9.28%	46	4.09%	3	10.00%
	Total	7628	100.00%	1125	100.00%	30	100.00%
Total Mandatory		20433		3767		66	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 4/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	6208	3201	9409
North East	9239	4054	13293
West	8753	3792	12545
Total For All Regions	24200	11047	35247

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 4/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	241	35	276	660	936	9.95%
	CareSource	2964	595	3559	785	4344	46.17%
	Molina	1049	233	1282	659	1941	20.63%
	Paramount	154	21	175	543	718	7.63%
	United	864	52	916	554	1470	15.62%
	Total	5272	936	6208	3201	9409	100.00%
North East	Buckeye	1399	467	1866	909	2775	20.88%
	CareSource	4290	863	5153	679	5832	43.87%
	Molina	215	38	253	836	1089	8.19%
	Paramount	192	31	223	786	1009	7.59%
	United	1437	307	1744	844	2588	19.47%
	Total	7533	1706	9239	4054	13293	100.00%
West	Buckeye	939	115	1054	804	1858	14.81%
	CareSource	4092	637	4729	867	5596	44.61%
	Molina	463	122	585	739	1324	10.55%
	Paramount	1426	205	1631	732	2363	18.84%
	United	708	46	754	650	1404	11.19%
	Total	7628	1125	8753	3792	12545	100.00%
Total Mandatory		20433	3767	24200	11047	35247	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Method as a Percentage of Type
Effective Date: 4/1/2015

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	270	41.60%	245	53.61%	0	0.00%	515	46.48%
Call	Medicaid only	215	33.13%	141	30.85%	2	100.00%	358	32.31%
Call Campaign	Dual benefits	32	4.93%	16	3.50%	0	0.00%	48	4.33%
Call Campaign	Medicaid only	24	3.70%	5	1.09%	0	0.00%	29	2.62%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	3	0.46%	23	5.03%	0	0.00%	26	2.35%
Fax	Medicaid only	25	3.85%	8	1.75%	0	0.00%	33	2.98%
Mail	Dual benefits	1	0.15%	0	0.00%	0	0.00%	1	0.09%
Website	Dual benefits	24	3.70%	9	1.97%	0	0.00%	33	2.98%
Website	Medicaid only	55	8.47%	10	2.19%	0	0.00%	65	5.87%
TOTAL		649	100%	457	100%	2	100%	1108	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 4/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	270	52.43%	245	47.57%	0	0.00%	515	100%
Call	Medicaid only	215	60.06%	141	39.39%	2	0.56%	358	100%
Call Campaign	Dual benefits	32	66.67%	16	33.33%	0	0.00%	48	100%
Call Campaign	Medicaid only	24	82.76%	5	17.24%	0	0.00%	29	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	3	11.54%	23	88.46%	0	0.00%	26	100%
Fax	Medicaid only	25	75.76%	8	24.24%	0	0.00%	33	100%
Mail	Dual benefits	1	100.00%	0	0.00%	0	0.00%	1	100%
Website	Dual benefits	24	72.73%	9	27.27%	0	0.00%	33	100%
Website	Medicaid only	55	84.62%	10	15.38%	0	0.00%	65	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 4/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	32		28		0		60
	Central	Medicaid only	19		22		0		41
	North West	Dual benefits	16		8		0		24
	North West	Medicaid only	17		7		0		24
	South West	Dual benefits	18		32		0		50
	South West	Medicaid only	27		20		1		48
	Total			129	19.88%	117	25.60%	1	50.00%
Buckeye	North East	Dual benefits	4		6		0		10
	North East	Medicaid only	11		2		1		14
	North West	Dual benefits	8		5		0		13
	North West	Medicaid only	8		2		0		10
	West Central	Dual benefits	20		29		0		49
	West Central	Medicaid only	26		25		0		51
	Total			77	11.86%	69	15.10%	1	50.00%
CareSource	East Central	Dual benefits	29		19		0		48
	East Central	Medicaid only	33		17		0		50
	North East	Dual benefits	90		47		0		137
	North East	Medicaid only	67		20		0		87
	North East Central	Dual benefits	28		35		0		63
	North East Central	Medicaid only	18		12		0		30
	Total			265	40.83%	150	32.82%	0	0.00%
Molina	Central	Dual benefits	18		11		0		29
	Central	Medicaid only	16		3		0		19
	South West	Dual benefits	24		19		0		43
	South West	Medicaid only	24		12		0		36
	West Central	Dual benefits	9		11		0		20

Molina	West Central	Medicaid only	8		4		0		12
	Total		99	15.25%	60	13.13%	0	0.00%	
United	East Central	Dual benefits	11		29		0		40
	East Central	Medicaid only	24		16		0		40
	North East	Dual benefits	12		12		0		24
	North East	Medicaid only	13		2		0		15
	North East Central	Dual benefits	11		2		0		13
	North East Central	Medicaid only	8		0		0		8
	Total		79	12.17%	61	13.35%	0	0.00%	
Total Mandatory			649	100.00%	457	100.00%	2	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 4/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	32	37.65%	28	43.75%	0	0.00%	60
	Aetna	Medicaid only	19	22.35%	22	34.38%	0	0.00%	41
	Molina	Dual benefits	18	21.18%	11	17.19%	0	0.00%	29
	Molina	Medicaid only	16	18.82%	3	4.69%	0	0.00%	19
	Total		85	100.00%	64	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	29	29.90%	19	23.46%	0	0.00%	48
	CareSource	Medicaid only	33	34.02%	17	20.99%	0	0.00%	50
	United	Dual benefits	11	11.34%	29	35.80%	0	0.00%	40
	United	Medicaid only	24	24.74%	16	19.75%	0	0.00%	40
	Total		97	100.00%	81	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	4	2.03%	6	6.74%	0	0.00%	10
	Buckeye	Medicaid only	11	5.58%	2	2.25%	1	100.00%	14
	CareSource	Dual benefits	90	45.69%	47	52.81%	0	0.00%	137
	CareSource	Medicaid only	67	34.01%	20	22.47%	0	0.00%	87
	United	Dual benefits	12	6.09%	12	13.48%	0	0.00%	24
	United	Medicaid only	13	6.60%	2	2.25%	0	0.00%	15
	Total		197	100.00%	89	100.00%	1	100.00%	
North East Central	CareSource	Dual benefits	28	43.08%	35	71.43%	0	0.00%	63
	CareSource	Medicaid only	18	27.69%	12	24.49%	0	0.00%	30
	United	Dual benefits	11	16.92%	2	4.08%	0	0.00%	13
	United	Medicaid only	8	12.31%	0	0.00%	0	0.00%	8
	Total		65	100.00%	49	100.00%	0	100.00%	
North West	Aetna	Dual benefits	16	32.65%	8	36.36%	0	0.00%	24
	Aetna	Medicaid only	17	34.69%	7	31.82%	0	0.00%	24
	Buckeye	Dual benefits	8	16.33%	5	22.73%	0	0.00%	13
	Buckeye	Medicaid only	8	16.33%	2	9.09%	0	0.00%	10
	Total		49	100.00%	22	100.00%	0	100.00%	
South West	Aetna	Dual benefits	18	19.35%	32	38.55%	0	0.00%	50
	Aetna	Medicaid only	27	29.03%	20	24.10%	1	100.00%	48
	Molina	Dual benefits	24	25.81%	19	22.89%	0	0.00%	43

South West	Molina	Medicaid only	24	25.81%	12	14.46%	0	0.00%	36
	Total		93	100.00%	83	100.00%	1	100.00%	
West Central	Buckeye	Dual benefits	20	31.75%	29	42.03%	0	0.00%	49
	Buckeye	Medicaid only	26	41.27%	25	36.23%	0	0.00%	51
	Molina	Dual benefits	9	14.29%	11	15.94%	0	0.00%	20
	Molina	Medicaid only	8	12.70%	4	5.80%	0	0.00%	12
	Total		63	100.00%	69	100.00%	0	100.00%	
Total Mandatory			649		457		2		

MyCare
ASSIGNMENT BY REGION
Effective Date: 4/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	60	28	88
	Dual benefits	89	222	311
		149	250	399
East Central	Medicaid only	90	23	113
	Dual benefits	88	145	233
		178	168	346
North East	Medicaid only	115	14	129
	Dual benefits	171	297	468
		286	311	597
North East Central	Medicaid only	38	7	45
	Dual benefits	76	100	176
		114	107	221
North West	Medicaid only	34	10	44
	Dual benefits	37	133	170
		71	143	214
South West	Medicaid only	83	16	99
	Dual benefits	93	229	322
		176	245	421
West Central	Medicaid only	63	15	78
	Dual benefits	69	112	181
		132	127	259
Total For All Regions		1106	1351	2457

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 4/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	32	28	60	107	167	41.85%
	Aetna	Medicaid only	19	22	41	12	53	13.28%
	Molina	Dual benefits	18	11	29	115	144	36.09%
	Molina	Medicaid only	16	3	19	16	35	8.77%
	Total			85	64	149	250	399
East Central	CareSource	Dual benefits	29	19	48	0	48	13.87%
	CareSource	Medicaid only	33	17	50	12	62	17.92%
	United	Dual benefits	11	29	40	145	185	53.47%
	United	Medicaid only	24	16	40	11	51	14.74%
	Total			97	81	178	168	346
North East	Buckeye	Dual benefits	4	6	10	149	159	26.63%
	Buckeye	Medicaid only	11	2	13	3	16	2.68%
	CareSource	Dual benefits	90	47	137	0	137	22.95%
	CareSource	Medicaid only	67	20	87	11	98	16.42%
	United	Dual benefits	12	12	24	148	172	28.81%
	United	Medicaid only	13	2	15	0	15	2.51%
	Total			197	89	286	311	597
North East Central	CareSource	Dual benefits	28	35	63	0	63	28.51%
	CareSource	Medicaid only	18	12	30	3	33	14.93%
	United	Dual benefits	11	2	13	100	113	51.13%
	United	Medicaid only	8	0	8	4	12	5.43%
	Total			65	49	114	107	221

North West	Aetna	Dual benefits	16	8	24	60	84	39.25%
	Aetna	Medicaid only	17	7	24	8	32	14.95%
	Buckeye	Dual benefits	8	5	13	73	86	40.19%
	Buckeye	Medicaid only	8	2	10	2	12	5.61%
	Total		49	22	71	143	214	100.00%
South West	Aetna	Dual benefits	18	32	50	115	165	39.19%
	Aetna	Medicaid only	27	20	47	8	55	13.06%
	Molina	Dual benefits	24	19	43	114	157	37.29%
	Molina	Medicaid only	24	12	36	8	44	10.45%
	Total		93	83	176	245	421	100.00%
West Central	Buckeye	Dual benefits	20	29	49	56	105	40.54%
	Buckeye	Medicaid only	26	25	51	10	61	23.55%
	Molina	Dual benefits	9	11	20	56	76	29.34%
	Molina	Medicaid only	8	4	12	5	17	6.56%
	Total		63	69	132	127	259	100.00%
Total Mandatory			649	457	1106	1351	2457	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 4/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
Central	Delaware	Aetna	Dual benefits	1	2	3	2	5	
			Medicaid only	2	1	3	0	3	
		Molina	Dual benefits	4	1	5	5	10	
			Medicaid only	2	0	2	0	2	
		Total			9	4	13	7	20
		Franklin	Aetna	Dual benefits	30	25	55	92	147
	Medicaid only			17	18	35	11	46	
	Molina		Dual benefits	14	10	24	104	128	
			Medicaid only	14	3	17	13	30	
	Total				75	56	131	220	351
	Madison		Aetna	Dual benefits	0	0	0	4	4
		Molina		0	0	0	0	0	
		Total			0	0	0	4	4
	Pickaway	Aetna	Dual benefits	1	0	1	5	6	
			Medicaid only	0	3	3	1	4	
		Molina	Dual benefits	0	0	0	3	3	
			Medicaid only	0	0	0	2	2	
		Total			1	3	4	11	15
		Union	Aetna	Dual benefits	0	1	1	4	5
	Molina		Dual benefits	0	0	0	3	3	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Union	Molina	Medicaid only	0	0	0	1	1
		Total		0	1	1	8	9
Central Region Totals								
Aetna				51	50	101	119	220
Molina				34	14	48	131	179
Total				85	64	149	250	399

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	2	0	2	1	3
		United	Dual benefits	0	0	0	7	7
			Medicaid only	1	0	1	0	1
		Total			5	3	8	8
	Stark	CareSource	Dual benefits	16	5	21	0	21
			Medicaid only	21	7	28	5	33
		United	Dual benefits	1	5	6	47	53
			Medicaid only	6	2	8	1	9
		Total			44	19	63	53
	Summit	CareSource	Dual benefits	6	7	13	0	13
			Medicaid only	8	10	18	6	24
		United	Dual benefits	9	24	33	82	115
			Medicaid only	15	12	27	10	37
		Total			38	53	91	98
	Wayne	CareSource	Dual benefits	5	4	9	0	9
			Medicaid only	2	0	2	0	2
		United	Dual benefits	1	0	1	9	10

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	United	Medicaid only	2	2	4	0	4
		Total		10	6	16	9	25

East Central Region Totals								
CareSource				62	36	98	12	110
United				35	45	80	156	236
Total				97	81	178	168	346

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	4	4	8	118	126
			Medicaid only	8	1	9	0	9
		CareSource	Dual benefits	64	38	102	0	102
			Medicaid only	42	16	58	10	68
		United	Dual benefits	8	11	19	114	133
			Medicaid only	10	2	12	0	12
		Total		136	72	208	242	450
		Geauga	Buckeye	Dual benefits	0	0	0	1
	CareSource		Dual benefits	1	0	1	0	1
			Medicaid only	1	0	1	0	1
	United		Dual benefits	2	0	2	1	3
			Medicaid only	1	0	1	0	1
	Total			5	0	5	2	7
	Lake		Buckeye	Dual benefits	0	1	1	13
		Medicaid only		2	1	3	1	4
		CareSource	Dual benefits	7	2	9	0	9
			Medicaid only	13	1	14	0	14

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Lake	United	Dual benefits	1	0	1	12	13
			Medicaid only	1	0	1	0	1
		Total		24	5	29	26	55
	Lorain	Buckeye	Dual benefits	0	0	0	13	13
			Medicaid only	1	0	1	2	3
		CareSource	Dual benefits	16	7	23	0	23
			Medicaid only	11	3	14	1	15
		United	Dual benefits	1	1	2	16	18
		Total		29	11	40	32	72
	Medina	Buckeye	Dual benefits	0	1	1	4	5
		CareSource	Dual benefits	2	0	2	0	2
		United	Dual benefits	0	0	0	5	5
			Medicaid only	1	0	1	0	1
		Total		3	1	4	9	13

North East Region Totals

Buckeye		15	8	23	152	175
CareSource		157	67	224	11	235
United		25	14	39	148	187
Total		197	89	286	311	597

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	3	2	5	0	5
			Medicaid only	4	0	4	1	5
	United	Dual benefits	1	0	1	22	23	
		Medicaid only	1	0	1	1	2	
	Total		9	2	11	24	35	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Mahoning	CareSource	Dual benefits	18	26	44	0	44
			Medicaid only	6	8	14	0	14
		United	Dual benefits	3	1	4	47	51
			Medicaid only	2	0	2	1	3
		Total			29	35	64	48
	Trumbull	CareSource	Dual benefits	7	7	14	0	14
			Medicaid only	8	4	12	2	14
		United	Dual benefits	7	1	8	31	39
			Medicaid only	5	0	5	2	7
		Total			27	12	39	35

North East Central Region Totals								
CareSource				46	47	93	3	96
United				19	2	21	104	125
Total				65	49	114	107	221

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	0	0	0	4	4
			Medicaid only	0	0	0	2	2
		Buckeye	Dual benefits	0	0	0	3	3
			Medicaid only	0	1	1	0	1
		Total			0	1	1	9
	Lucas	Aetna	Dual benefits	12	5	17	47	64
			Medicaid only	12	6	18	3	21
		Buckeye	Dual benefits	4	5	9	55	64
			Medicaid only	8	1	9	2	11
		Total			36	17	53	107

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Ottawa	Aetna	Dual benefits	1	1	2	3	5
			Medicaid only	1	0	1	1	2
		Buckeye	Dual benefits	1	0	1	6	7
		Total		3	1	4	10	14
	Wood	Aetna	Dual benefits	3	2	5	6	11
			Medicaid only	4	1	5	2	7
		Buckeye	Dual benefits	3	0	3	9	12
		Total		10	3	13	17	30

North West Region Totals

Aetna		33	15	48	68	116
Buckeye		16	7	23	75	98
Total		49	22	71	143	214

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	5	9	14	24	38
			Medicaid only	7	4	11	0	11
		Molina	Dual benefits	5	1	6	24	30
			Medicaid only	7	2	9	3	12
		Total		24	16	40	51	91
		Clermont	Aetna	Dual benefits	3	2	5	13
	Medicaid only			2	4	6	3	9
	Molina		Dual benefits	6	2	8	20	28
			Medicaid only	0	2	2	1	3
	Total			11	10	21	37	58
	Clinton		Aetna	Dual benefits	1	0	1	3
		Medicaid only		3	0	3	0	3

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clinton	Molina	Dual benefits	0	1	1	1	2
			Medicaid only	2	0	2	1	3
		Total		6	1	7	5	12
	Hamilton	Aetna	Dual benefits	9	19	28	65	93
			Medicaid only	12	6	18	3	21
		Molina	Dual benefits	12	14	26	66	92
			Medicaid only	13	7	20	3	23
		Total		46	46	92	137	229
	Warren	Aetna	Dual benefits	0	2	2	10	12
			Medicaid only	3	6	9	2	11
		Molina	Dual benefits	1	1	2	3	5
			Medicaid only	2	1	3	0	3
		Total		6	10	16	15	31

South West Region Totals								
Aetna				45	52	97	123	220
Molina				48	31	79	122	201
Total				93	83	176	245	421

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	2	7	9	11	20
			Medicaid only	4	4	8	2	10
		Molina	Dual benefits	5	3	8	9	17
			Medicaid only	1	0	1	1	2
	Total		12	14	26	23	49	
	Greene	Buckeye	Dual benefits	3	2	5	9	14
Medicaid only			4	3	7	1	8	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Molina	Dual benefits	1	3	4	4	8	
			Medicaid only	5	1	6	0	6	
		Total		13	9	22	14	36	
	Montgomery	Buckeye	Dual benefits	15	20	35	36	71	
			Medicaid only	18	18	36	7	43	
		Molina	Dual benefits	3	5	8	43	51	
			Medicaid only	2	3	5	4	9	
		Total		38	46	84	90	174	
	West Central Region Totals								
	Buckeye				46	54	100	66	166
Molina				17	15	32	61	93	
Total				63	69	132	127	259	
Total Mandatory				649	457	1106	1351	2457	

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

**MCP and Region as a Percentage of Type
Effective Date: 4/1/2015**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	15	5.68%	8	11.76%	23
	<i>North West</i>	3	1.14%	5	7.35%	8
	<i>South West</i>	33	12.50%	5	7.35%	38
	Total	51	19.32%	18	26.47%	69
Buckeye	<i>North East</i>	11	4.17%	1	1.47%	12
	<i>North West</i>	13	4.92%	1	1.47%	14
	<i>West Central</i>	49	18.56%	8	11.76%	57
	Total	73	27.65%	10	14.71%	83
CareSource	<i>East Central</i>	16	6.06%	10	14.71%	26
	<i>North East</i>	23	8.71%	13	19.12%	36
	<i>North East Central</i>	4	1.52%	1	1.47%	5
	Total	43	16.29%	24	35.29%	67

Molina	<i>Central</i>	11	4.17%	1	1.47%	12
	<i>South West</i>	21	7.95%	3	4.41%	24
	<i>West Central</i>	16	6.06%	2	2.94%	18
	Total	48	18.18%	6	8.82%	54
United	<i>East Central</i>	21	7.95%	6	8.82%	27
	<i>North East</i>	17	6.44%	4	5.88%	21
	<i>North East Central</i>	11	4.17%	0	0.00%	11
	Total	49	18.56%	10	14.71%	59
Total Changes		264	100.00%	68	100.00%	332

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

**MCP and Region as a Percentage of Type
Effective Date: 4/1/2015**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	15	5.68%	8	11.76%	23
	<i>Molina</i>	11	4.17%	1	1.47%	12
	Total	26	9.85%	9	13.24%	35
North West	<i>Aetna</i>	3	1.14%	5	7.35%	8
	<i>Buckeye</i>	13	4.92%	1	1.47%	14
	Total	16	6.06%	6	8.82%	22
South West	<i>Aetna</i>	33	12.50%	5	7.35%	38
	<i>Molina</i>	21	7.95%	3	4.41%	24
	Total	54	20.45%	8	11.76%	62
North East	<i>Buckeye</i>	11	4.17%	1	1.47%	12
	<i>CareSource</i>	23	8.71%	13	19.12%	36
	<i>United</i>	17	6.44%	4	5.88%	21
	Total	51	19.32%	18	26.47%	69

West Central	<i>Buckeye</i>	49	18.56%	8	11.76%	57
	<i>Molina</i>	16	6.06%	2	2.94%	18
	Total	65	24.62%	10	14.71%	75
East Central	<i>CareSource</i>	16	6.06%	10	14.71%	26
	<i>United</i>	21	7.95%	6	8.82%	27
	Total	37	14.02%	16	23.53%	53
North East Central	<i>CareSource</i>	4	1.52%	1	1.47%	5
	<i>United</i>	11	4.17%	0	0.00%	11
	Total	15	5.68%	1	1.47%	16
Total Changes		264	100.00%	68	100.00%	332

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 3/1/2015 to 3/31/2015

Total Surveys Available for Completion: 77340

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	198	39.13%	287	56.72%	14	2.77%	6	1.19%	1	0.20%	506	100.00%
Our answers to your questions	236	46.64%	258	50.99%	7	1.38%	4	0.79%	1	0.20%	506	100.00%
Our courtesy to you and your family	264	52.17%	234	46.25%	4	0.79%	2	0.40%	2	0.40%	506	100.00%
Overall, how would you rate our staff and services	244	48.22%	252	49.80%	8	1.58%	1	0.20%	1	0.20%	506	100.00%
Total	942	46.54%	1031	50.94%	33	1.63%	13	0.64%	5	0.25%	2024	100.00%

Number of Surveys Attempted: 2310

Number of Completed Customer Satisfaction Surveys: 506