



**A**UTOMATED **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 April 2015**

**"The Enlightened Choice in Health Service Management"**

## ***Call Center Analysis***

*Provider Calls:* There were 5,267 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 76. 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 146 calls coming in through this queue for this month.

## ***Activity Summary***

- 214,511 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 178,639 Total Calls (inbound and outbound)
  - 28,892 Call Fire Campaign Calls
  - 1,567 MyCare Outreach Calls
  - 5,267 Provider Calls
  - 146 Insure Kids Now/Governor's Hotline
- 2% abandonment rate
- 5:37 minutes average talk time
- 1:32 minute average speed to answer
- 75 average CSR inbound calls per day

**Ohio Consumer Hotline**  
**April 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	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
Wed	04/01/15	6354	6242	1190	28	6382	112	2%	1835	8217	:17:11	:03:42	75	:02:07	:05:13
Thurs	04/02/15	6395	6290	1156	28	6423	105	2%	1458	7881	:12:29	:03:34	79	:01:40	:05:40
Fri	04/03/15	4687	4597	534	15	4702	90	2%	919	5621	:09:23	:02:45	72	:01:50	:05:41
Sat	04/04/15	690	681	58	6	696	9	1%	971	1667	:03:39	:01:21	53	:00:20	:04:43
Sun	04/05/15	0	0	0	50	50	0	0%	0	50	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>32644</b>	<b>32102</b>	<b>6242</b>	<b>181</b>	<b>32825</b>	<b>542</b>	<b>2%</b>	<b>8737</b>	<b>41562</b>	<b>:17:11</b>	<b>:03:44</b>	<b>72</b>	<b>:01:37</b>	<b>:05:41</b>
	<b>April Only</b>	<b>18126</b>	<b>17810</b>	<b>2938</b>	<b>127</b>	<b>18253</b>	<b>316</b>	<b>2%</b>	<b>5183</b>	<b>23436</b>	<b>:17:11</b>	<b>:03:26</b>	<b>70</b>	<b>:01:29</b>	<b>:05:30</b>
Mon	04/06/15	7564	7423	1888	19	7583	141	2%	975	8558	:15:01	:03:56	77	:01:58	:05:55
Tues	04/07/15	6660	6561	1499	26	6686	99	1%	2071	8757	:14:55	:03:50	75	:01:59	:05:48
Wed	04/08/15	6406	6303	1107	21	6427	103	2%	2168	8595	:15:02	:03:00	77	:01:38	:05:33
Thurs	04/09/15	5157	5061	518	16	5173	96	2%	1395	6568	:09:23	:02:12	76	:01:22	:05:22
Fri	04/10/15	4691	4614	331	16	4707	77	2%	943	5650	:07:08	:01:46	73	:01:09	:05:32
Sat	04/11/15	790	769	58	5	795	21	3%	718	1513	:06:35	:01:32	58	:00:37	:04:57
Sun	04/12/15	0	0	0	66	66	0	0%	0	66	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>31268</b>	<b>30731</b>	<b>5401</b>	<b>169</b>	<b>31437</b>	<b>537</b>	<b>2%</b>	<b>8270</b>	<b>39707</b>	<b>:15:02</b>	<b>:03:16</b>	<b>73</b>	<b>:01:27</b>	<b>:05:38</b>
Mon	04/13/14	7513	7391	1800	21	7534	122	2%	933	8467	:16:17	:03:27	78	:01:57	:05:54
Tues	04/14/14	6287	6208	1016	23	6310	79	1%	1450	7760	:16:51	:02:56	77	:01:49	:05:52
Wed	04/15/14	6494	6372	1201	22	6516	122	2%	1986	8502	:14:49	:03:13	75	:01:39	:05:48
Thurs	04/16/14	6681	6579	1359	20	6701	102	2%	1800	8501	:15:04	:03:21	75	:01:32	:05:48
Fri	04/17/14	4977	4900	545	27	5004	77	2%	1271	6275	:09:52	:02:19	70	:01:19	:05:44
Sat	04/18/14	602	592	57	10	612	10	2%	1183	1795	:09:02	:02:02	57	:00:59	:05:22
Sun	04/19/14	0	0	0	85	85	0	0%	0	85	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>32554</b>	<b>32042</b>	<b>5978</b>	<b>208</b>	<b>32762</b>	<b>512</b>	<b>2%</b>	<b>8623</b>	<b>41385</b>	<b>:16:51</b>	<b>:03:10</b>	<b>72</b>	<b>:01:33</b>	<b>:05:48</b>
Mon	04/20/15	8354	8189	2111	18	8372	165	2%	1147	9519	:14:47	:03:40	78	:01:42	:05:44
Tues	04/21/15	7616	7494	1629	23	7639	122	2%	2557	10196	:14:59	:03:33	80	:01:37	:05:30
Wed	04/22/15	5844	5738	830	13	5857	106	2%	1614	7471	:13:35	:02:52	78	:01:06	:05:27
Thurs	04/23/15	5436	5351	894	19	5455	85	2%	1188	6643	:15:36	:03:32	75	:01:29	:05:51
Fri	04/24/15	3907	3836	193	15	3922	71	2%	781	4703	:06:57	:01:43	70	:01:12	:05:35
Sat	04/25/15	625	611	39	11	636	14	2%	788	1424	:06:10	:01:38	56	:00:28	:05:27
Sun	04/26/15	0	0	0	56	56	0	0%	0	56	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>31782</b>	<b>31219</b>	<b>5696</b>	<b>155</b>	<b>31937</b>	<b>563</b>	<b>2%</b>	<b>8075</b>	<b>40012</b>	<b>:15:36</b>	<b>:03:26</b>	<b>73</b>	<b>:01:16</b>	<b>:05:37</b>
Mon	04/27/15	7070	6954	1693	15	7085	116	2%	1431	8516	:18:22	:04:21	78	:02:02	:05:51
Tue	04/28/15	5794	5695	674	15	5809	99	2%	1746	7555	:13:52	:03:14	80	:01:46	:05:23
Wed	04/29/15	4922	4847	423	28	4950	75	2%	1016	5966	:09:16	:02:04	78	:01:01	:05:21
Thu	04/30/15	10936	10807	498	26	10962	129	1%	1100	12062	:12:02	:02:40	79	:01:39	:05:34
	<b>Month End</b>	<b>142452</b>	<b>140105</b>	<b>23301</b>	<b>743</b>	<b>143195</b>	<b>2347</b>	<b>2%</b>	<b>35444</b>	<b>178639</b>	<b>:18:22</b>	<b>:03:20</b>	<b>75</b>	<b>:01:32</b>	<b>:05:37</b>

# Call Center Busy Hour Report

## April 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
Wed	04/01/15	6354	84	340	561	753	751	650	809	744	557	545	275	168	117
Thurs	04/02/15	6395	95	345	608	676	764	751	760	821	601	461	264	156	93
Fri	04/03/15	4687	70	288	431	581	556	582	550	538	447	315	161	109	59
Sat	04/04/15	690	0	42	75	71	88	101	74	73	80	86	0	0	0
Sun	04/05/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>18126</b>	<b>249</b>	<b>1015</b>	<b>1675</b>	<b>2081</b>	<b>2159</b>	<b>2084</b>	<b>2193</b>	<b>2176</b>	<b>1685</b>	<b>1407</b>	<b>700</b>	<b>433</b>	<b>269</b>
Mon	04/06/15	7564	105	387	612	785	912	829	892	873	870	655	326	200	118
Tues	04/07/15	6660	90	357	632	737	869	655	796	829	696	523	246	144	86
Wed	04/08/15	6406	105	359	583	808	690	699	755	758	706	506	214	153	70
Thurs	04/09/15	5157	72	300	533	581	619	613	605	569	515	371	193	116	70
Fri	04/10/15	4691	51	238	381	512	479	617	577	541	551	399	169	110	66
Sat	04/11/15	790	0	48	67	84	96	104	94	109	76	112	0	0	0
Sun	04/12/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>31268</b>	<b>423</b>	<b>1689</b>	<b>2808</b>	<b>3507</b>	<b>3665</b>	<b>3517</b>	<b>3719</b>	<b>3679</b>	<b>3414</b>	<b>2566</b>	<b>1148</b>	<b>723</b>	<b>410</b>
Mon	04/13/15	7513	142	518	743	876	928	841	848	851	669	566	263	172	96
Tues	04/14/15	6287	111	355	615	784	828	772	621	612	591	493	255	161	89
Wed	04/15/15	6494	90	359	613	782	814	744	785	792	596	474	214	136	95
Thurs	04/16/15	6681	98	320	541	726	793	759	767	845	762	554	241	168	107
Fri	04/17/15	4977	109	360	554	625	641	583	587	537	446	268	136	84	47
Sat	04/18/15	602	0	46	60	63	82	90	63	61	74	63	0	0	0
Sun	04/19/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>32554</b>	<b>550</b>	<b>1958</b>	<b>3126</b>	<b>3856</b>	<b>4086</b>	<b>3789</b>	<b>3671</b>	<b>3698</b>	<b>3138</b>	<b>2418</b>	<b>1109</b>	<b>721</b>	<b>434</b>
Mon	04/20/15	8354	121	428	829	920	1003	985	1118	899	806	637	302	178	128
Tues	04/21/15	7616	106	423	723	903	987	860	940	1018	686	466	238	153	113
Wed	04/22/15	5844	98	360	593	680	722	677	692	653	525	418	199	134	93
Thurs	04/23/15	5436	74	288	505	584	677	590	652	597	568	450	223	142	86
Fri	04/24/15	3907	71	291	415	439	489	434	424	423	423	273	127	61	37
Sat	04/25/15	625	0	34	59	70	75	93	77	74	67	76	0	0	0
Sun	04/26/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>31782</b>	<b>470</b>	<b>1824</b>	<b>3124</b>	<b>3596</b>	<b>3953</b>	<b>3639</b>	<b>3903</b>	<b>3664</b>	<b>3075</b>	<b>2320</b>	<b>1089</b>	<b>668</b>	<b>457</b>
Mon	04/27/15	7070	105	360	676	788	833	804	834	849	762	513	270	174	102
Tue	04/28/15	5794	103	355	623	715	788	674	677	562	511	398	172	122	94
Wed	04/29/15	4922	79	281	522	610	625	563	481	550	509	335	180	102	85
Thu	04/30/15	10936	183	611	951	1038	1252	1234	1318	1298	1307	920	392	267	165
<b>Month Total</b>		<b>142452</b>	<b>2162</b>	<b>8093</b>	<b>13505</b>	<b>16191</b>	<b>17361</b>	<b>16304</b>	<b>16796</b>	<b>16476</b>	<b>14401</b>	<b>10877</b>	<b>5060</b>	<b>3210</b>	<b>2016</b>
Cumulative Percent			2%	6%	9%	11%	12%	11%	12%	12%	10%	8%	4%	2%	1%
Eastern Time			7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM

## Ohio Consumer Hotline - Activity Summary Report

Calls made from 4/1/2015 to 4/30/2015

Type	Sub Type	Total
<i><b>ABD Medicaid</b></i>	Application / Eligibility	1186
	Benefit Package / Covered Services	211
	Billing Number	60
	Card	188
	Certificate of Coverage	40
	Change	129
	Citizenship Verification Questions	0
	Estate Recovery	33
	Hearing	2
	Patient Liability	11
	Program Information	345
	Under 21 Inquiry	7
	<b>Total</b>	<b>2212</b>
<i><b>BCCP</b></i>	Application / Eligibility	7
	Benefit Package / Covered Services	5
	Card	1
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	5
	<b>Total</b>	<b>18</b>
<i><b>Consumer Guide</b></i>	Questions From Consumer Guide	3
	<b>Total</b>	<b>3</b>
<i><b>DRC</b></i>	Application status	147
	Benefit Package / Covered Services	3
	Care coordination questions	3

<b>DRC</b>	Chose to remain with existing MCP	20
	Declined application / MCP enrollment	0
	General inquiry	8
	MCP change completed	7
	MCP enrollment completed	189
	MCP enrollment status	65
	Phone application completed	22
	<b>Total</b>	<b>464</b>
<b>EOMB</b>	General Information	156
	Questions About Letter	3
	<b>Total</b>	<b>159</b>
<b>Escalated/Specialized Inquiries</b>	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	189
	Sent Email	132
	Sent Letter	0
	Web Contact	10
	<b>Total</b>	<b>331</b>
<b>FFS Billing</b>	Billing Number	1079
	Claims Request	25
	General Billing Questions	669
	Received Bill (Needs Letter)	37
	<b>Total</b>	<b>1810</b>
<b>General Benefits</b>	Dental	552
	Equipment	118
	Family Planning	13
	Healthchek Services	15
	Inquiry on Covered Services	4094
	Medicaid Expansion	1663
	Medicaid School Program	9
	Medlist Assist	31

<b>General Benefits</b>	Pregnancy Related Services	20
	Prescriptions	1347
	Transportation	550
	Vision	312
	<b>Total</b>	<b>8724</b>
<b>Healthy Start</b>	Application / Eligibility	2289
	Benefit Package / Covered Services	387
	Billing Number	282
	Card	429
	Certificate of Coverage	74
	Change	139
	Citizenship Verification Questions	1
	Estate Recovery	2
	Hearing	4
	Program Information	1092
	<b>Total</b>	<b>4699</b>
<b>HIPAA</b>	Complaint	0
	Information	15
	Request for Accounting for Disclosure	7
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
<b>Total</b>	<b>22</b>	
<b>Home Health Care</b>	Application / Eligibility	17
	Benefit Package / Covered Services	4
	BHCS Complaint	0
	BHCS Questions	0
	Card	1
	Hearing	0
	HSFA Questions	0
	Passport	1
	Program Information	11
	Provider	3

<b>Home Health Care</b>	Status	0
	<b>Total</b>	<b>37</b>
<b>Incident Report</b>	Billing Inquiry	100
	Reimbursement Inquiry	18
	<b>Total</b>	<b>118</b>
<b>Information</b>	Cash Assistance	10
	CDJFS	989
	Customer Survey	7
	Food Stamps	136
	Hotline	948
	Medicare	270
	Social Security	21
	<b>Total</b>	<b>2381</b>
<b>Inquiry</b>	029 Error	32
	574 Error - Not Eligible	7
	Already Selected	2308
	Called to Check on Doctors	436
	Called to Check on Just Cause Status	107
	Case Addition	72
	Case Closed	531
	Case Pending	772
	Category Closed	203
	Change in Name	138
	Change in Phone Number / Address	639
	CIC - Do Not Assign	2
	Consumer Needs To Be Auto Re-Enrolled	25
	Failed Eligibility	1018
	General Questions	16582
	Open Enrollment Questions	1379
	Person Calling Not PIP / AG Head	354
	Referred Consumer to County Worker	3866

<b><i>Inquiry</i></b>	Returned NME / Notice	26
	Transferred in Error	16
	Wanted Phone Number of MCP	593
	<b>Total</b>	<b>29106</b>
<b><i>Issue / Concern</i></b>	Issue / Concern about MCP	58
	Issue / Concern about Provider	3
	Issue / Concern with Caseworker	5
	Issue / Concern with ODM	7
	<b>Total</b>	<b>73</b>
<b><i>Limited Family Planning Services</i></b>	Application / Eligibility	38
	Benefit Package / Covered Services	28
	Billing Number	2
	Card	7
	Certificate of Coverage	1
	Change	6
	Hearing	1
	Program Information	57
	<b>Total</b>	<b>140</b>
<b><i>Long Term Care</i></b>	Application / Eligibility	7
	Benefit Package / Covered Services	1
	Card	1
	Community Spouse	1
	Estate Recovery	5
	Hearing	0
	Ohio Access Success Project	1
	Patient Liability	4
	Program Information	15
	<b>Total</b>	<b>35</b>
<b><i>Mailings</i></b>	"Getting Long Term Care" Pamphlet	11
	ABD Application Letter - 7200	576

<b>Mailings</b>	<b>ABD EMP Enrollment Packet</b>	43
	<b>ABD Pamphlet - Spanish</b>	3
	<b>Approved Letter</b>	91
	<b>BCCP Brochure</b>	2
	<b>Billing Incident Letter</b>	80
	<b>Call Me Letter</b>	3
	<b>CFC EMP Enrollment Packet</b>	66
	<b>Citizenship Verification Brochure</b>	1
	<b>CPA Letter</b>	1
	<b>CPA Letter - Blank</b>	342
	<b>Enrollment Error Letter</b>	0
	<b>Healthy Start Brochure</b>	15
	<b>HIPAA Notice</b>	8
	<b>HS/HF Information</b>	1
	<b>ICDS Enrollment Letter</b>	0
	<b>Immigrants Medicaid - Somali</b>	0
	<b>JC Approval Change MCP</b>	1264
	<b>JC Approval Change MCP - Requestor</b>	85
	<b>JC Approval FFS</b>	0
	<b>JC Approval FFS - Requestor</b>	0
	<b>Lead Poisoning Pamphlet</b>	1
	<b>Mandatory ABD Enrolled</b>	0
	<b>Mandatory ABD Not Yet Enrolled</b>	0
	<b>Mandatory CFC Enrolled Child</b>	0
	<b>Mandatory Enrolling CFC Adult</b>	0
	<b>MBI Program Brochure</b>	2
	<b>MBI-WD Application</b>	8
	<b>Medicaid Program Enrollment &amp; Benefit Information</b>	175
	<b>MyCare EMP Enrollment Packet</b>	45

<b>Mailings</b>	MyCare TPL Approval Letter	4
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	3
	N1 Reminder Letter	25631
	N3 ABD Reminder Letter	702
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	1
	OMH Mandatory MyCare Letter	64
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	813
	Reimbursement Letter	14
	Rejected - General	98
	Rejected - General ABD	44
	Rejected - SSI-BCMHCIC	21
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	0
<b>Total</b>	<b>30220</b>	
<b>Managed Care Info &amp; Referral</b>	Benefit Package	566
	Billing Number	213
	Card	1591
	Information	6356
	Just Cause Status	97
	Payment	8
	Phone Numbers	960
	Provider Name	942

<b>Managed Care Info &amp; Referral</b>	Transfer Request - Bureau of Managed Care	7
	<b>Total</b>	<b>10740</b>
<b>MBI-WD</b>	AG Collections Questions	10
	Application / Eligibility	34
	Benefit Package / Covered Services	13
	Billing Number	3
	Card	7
	Certificate of Coverage	3
	Premium Collection Issue - Needs Follow-Up	6
	Program Information	63
	Questions About Premiums	58
	<b>Total</b>	<b>197</b>
<b>Medicare Part D</b>	Application / Eligibility	178
	Information	521
	Questions About Letter	22
	<b>Total</b>	<b>721</b>
<b>Medicare Premium Assistance</b>	Application / Eligibility	822
	Benefit Package / Covered Services	329
	Billing Number	9
	Card	151
	Certificate of Coverage	24
	Change	56
	Estate Recovery	0
	Hearing	3
	Patient Liability	3
	Program Information	918
<b>Total</b>	<b>2315</b>	
<b>Mental Health Services</b>	Questions About Letter	1
	Referred to MCP for MH Access	1
	Referred to MH Provider	0

<b>Mental Health Services</b>	Request Benefits Balance - Needs Follow-Up	0
	<b>Total</b>	<b>2</b>
<b>MyCare Ohio</b>	General Information	1793
	Issue Accessing Services	146
	Loss of MyCare Eligibility	320
	Medicaid Only Benefit Information	256
	MyCare Ohio Card	230
	October 2014 MyCare Passive Enrollment Letter	16
	On-site facilitated enrollment	21
	Opt-In/Opt-Out Questions	496
	Prescription Questions	160
	Transition of Care	32
	<b>Total</b>	<b>3470</b>
<b>ODM Survey</b>	Managed Care Survey	2
	<b>Total</b>	<b>2</b>
<b>Ohio Benefits Self Service Portal</b>	Access my Benefits	105
	Account Creation/Management	29
	Account Lock Out	153
	Application Assistance	262
	Apply for Benefits	256
	County Office Location/Hours	121
	Electronic Verification	19
	Forgot Password Link	94
	Forgot User Name Link	65
	Frequently Asked Questions	413
	General Navigation	70
	How to use this Site	74
	Internet Browser Issue	12
Message Center	17	

<b>Ohio Benefits Self Service Portal</b>	<b>Provided Link to Website</b>	374
	<b>Renewal Packet Questions</b>	8177
	<b>Submit Error Issue</b>	148
	<b>Transfer Call to Tier 2/3</b>	148
	<b>Total</b>	<b>10537</b>
<b>Ohio Integrated Eligibility System (OIES)</b>	<b>Case Inquiry/Case Status</b>	6171
	<b>Contact CDJS</b>	1313
	<b>Electronic Verification Process</b>	57
	<b>Journal Creation &amp; Management</b>	9
	<b>MAGI (Modified Adjusted Gross Income) Program Information</b>	629
	<b>Notice of Action Explanation</b>	263
	<b>Reprint FFS card from Hotline</b>	9
	<b>Reprint NOA from Hotline</b>	2
	<b>Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back</b>	198
	<b>Requested Telephone Application, transfer to Collobor8</b>	37
	<b>Total</b>	<b>8688</b>
<b>Ohio's Best RX</b>	<b>Program Information</b>	15
	<b>Referred Caller</b>	8
	<b>Total</b>	<b>23</b>
<b>Other Medicaid Program</b>	<b>Application / Eligibility</b>	1656
	<b>Benefit Package / Covered Services</b>	609
	<b>Billing Number</b>	170
	<b>Card</b>	269
	<b>Certificate of Coverage</b>	40
	<b>Change</b>	702
	<b>Citizenship Verification Questions</b>	3
	<b>Estate Recovery</b>	13

<b>Other Medicaid Program</b>	Hearing	15
	Program Information	1116
	<b>Total</b>	<b>4593</b>
<b>PACT</b>	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	0
	Provider	0
	Transfer Request	0
	<b>Total</b>	<b>0</b>
<b>Prior Authorization</b>	How to Obtain	591
	Letter	15
	Program Information	453
	Status	230
	Transfer Request - Needs Follow-Up	0
	<b>Total</b>	<b>1289</b>
<b>Provider</b>	Fee-For-Service Provider Names	333
	Referred to MCP For Provider List	108
	Referred to ODM Website For Provider List	91
	Referred to State Board To File Complaint Against Provider	2
	<b>Total</b>	<b>534</b>
<b>Reimbursement</b>	Decision	13
	Information	358
	State Hearing	7
	<b>Total</b>	<b>378</b>
<b>Spend Down</b>	Amount	1072
	Card	231
	Certificate of Coverage	54
	Hearing	10
	Problem	105
	Program Information	1497
	<b>Total</b>	<b>2969</b>

<b>State Hearings</b>	How to Request	82
	Program Information	105
	Status	11
	<b>Total</b>	<b>198</b>
<b>Surveys</b>	Call Center Survey	3701
	<b>Total</b>	<b>3701</b>
<b>Third Party Liability</b>	Cannot Resolve with CDJFS - Needs Follow-Up	32
	General Information	276
	Need Medications Now	43
	Referral to Case Worker	231
	Referral to TPL Vendor	70
	<b>Total</b>	<b>652</b>
<b>Tort</b>	General Information	23
	Provided Number to Tort Unit	30
	<b>Total</b>	<b>53</b>
<b>Waiver</b>	Application / Eligibility	228
	Benefit Package / Covered Services	85
	Billing Number	12
	Card	53
	Certificate of Coverage	8
	Change	32
	Estate Recovery	6
	Hearing	4
	Independent Provider	6
	Patient Evaluation	3
	Patient Liability	16
	Program Information	258
	Waiting List	10
	<b>Total</b>	<b>721</b>
<b>Grand Total All Categories</b>		<b>132335</b>

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

**Calls made from 4/1/2015 to 4/30/2015**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	677
	ACS / First Health	409
	ADAMH	14
	Area Agency on Aging	62
	BCCP Regional Agency	2
	BCMh	11
	Bureau of Home and Community Services	5
	Case Management Agency	25
	Caseworker	3185
	Child Support Enforcement Agency	1
	Complaint Department	51
	County Department of Job & Family Services	5567
	First Link	11
	Food Stamp Hotline	20
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	2
	HomeHealthAgency	12
	Info & Refer	769
	In-House	6
	Legal Aid	6
	Managed Care Plan	1904
	Managed Care/Just Cause Section	82
	MR / DD Board	2
	ODM	60
	Ohio Department of Insurance	29
	Ohio Hospice	4
	Ohio's Best Rx	21
	Ombudsman	11

<b>Referral</b>	<b>OSHIIP</b>	133
	<b>Other Medical Services Agency</b>	70
	<b>Other Social Services Agency</b>	26
	<b>Out-of-State Medicaid Hotline</b>	57
	<b>PACT</b>	2
	<b>Pharmacy</b>	337
	<b>Prescription Drug Plan (PDP)</b>	217
	<b>Provider</b>	675
	<b>Provider Services Call Center</b>	672
	<b>Public Children's Services</b>	20
	<b>Social Security Administration</b>	77
	<b>StateHearingDivision</b>	181
	<b>StateMedicalBoard</b>	35
	<b>Supervisor</b>	85
	<b>Tort Unit</b>	24
	<b>Website - ODM</b>	45
	<b>Welfare Fraud Hotline</b>	1
<b>WIC Office</b>	1	
<b>Total</b>		<b>15606</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 5/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	246	65.78%	219	91.25%	13	81.25%	478	75.87%
Call Campaign	88	23.53%	18	7.50%	1	6.25%	107	16.98%
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	40	10.70%	3	1.25%	2	12.50%	45	7.14%
<b>TOTAL</b>	<b>374</b>	<b>100%</b>	<b>240</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>630</b>	<b>100%</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 5/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	246	51.46%	219	45.82%	13	2.72%	478	100%
Call Campaign	88	82.24%	18	16.82%	1	0.93%	107	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	40	88.89%	3	6.67%	2	4.44%	45	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: 5/1/2015**

<b>MCP</b>	<b>Region</b>	<b>FFS To MCP</b>		<b>MCP To MCP</b>		<b>MCP To FFS</b>	
<b>Buckeye</b>	Central/South East	6		4		0	
	North East	18		28		1	
	West	15		13		2	
	<b>Total</b>	<b>39</b>	<b>10.40%</b>	<b>45</b>	<b>18.67%</b>	<b>3</b>	<b>18.75%</b>
<b>CareSource</b>	Central/South East	54		50		0	
	North East	107		38		6	
	West	48		31		0	
	<b>Total</b>	<b>209</b>	<b>55.73%</b>	<b>119</b>	<b>49.38%</b>	<b>6</b>	<b>37.50%</b>
<b>Molina</b>	Central/South East	24		21		1	
	North East	6		3		2	
	West	15		12		0	
	<b>Total</b>	<b>45</b>	<b>12.00%</b>	<b>36</b>	<b>14.94%</b>	<b>3</b>	<b>18.75%</b>
<b>Paramount</b>	Central/South East	1		4		0	
	North East	4		4		0	
	West	19		13		0	
	<b>Total</b>	<b>24</b>	<b>6.40%</b>	<b>21</b>	<b>8.71%</b>	<b>0</b>	<b>0.00%</b>
<b>United</b>	Central/South East	12		5		0	
	North East	27		10		2	
	West	19		5		2	
	<b>Total</b>	<b>58</b>	<b>15.47%</b>	<b>20</b>	<b>8.30%</b>	<b>4</b>	<b>25.00%</b>
<b>Total Mandatory</b>		<b>375</b>	<b>100.00%</b>	<b>241</b>	<b>100.00%</b>	<b>16</b>	<b>100.00%</b>

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

Region and MCP as a Percentage of Type  
Effective Date: 5/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	6	6.19%	4	4.76%	0	0.00%
	CareSource	54	55.67%	50	59.52%	0	0.00%
	Molina	24	24.74%	21	25.00%	1	100.00%
	Paramount	1	1.03%	4	4.76%	0	0.00%
	United	12	12.37%	5	5.95%	0	0.00%
	<b>Total</b>	<b>97</b>	<b>100.00%</b>	<b>84</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	18	11.11%	28	33.73%	1	9.09%
	CareSource	107	66.05%	38	45.78%	6	54.55%
	Molina	6	3.70%	3	3.61%	2	18.18%
	Paramount	4	2.47%	4	4.82%	0	0.00%
	United	27	16.67%	10	12.05%	2	18.18%
	<b>Total</b>	<b>162</b>	<b>100.00%</b>	<b>83</b>	<b>100.00%</b>	<b>11</b>	<b>100.00%</b>
<b>West</b>	Buckeye	15	12.93%	13	17.57%	2	50.00%
	CareSource	48	41.38%	31	41.89%	0	0.00%
	Molina	15	12.93%	12	16.22%	0	0.00%
	Paramount	19	16.38%	13	17.57%	0	0.00%
	United	19	16.38%	5	6.76%	2	50.00%
	<b>Total</b>	<b>116</b>	<b>100.00%</b>	<b>74</b>	<b>100.00%</b>	<b>4</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>375</b>		<b>241</b>		<b>16</b>	

**AGED, BLIND, DISABLED (ABD)  
ASSIGNMENT BY REGION**  
Effective Date: 5/1/2015

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	181	119	<b>300</b>
North East	245	174	<b>419</b>
West	190	124	<b>314</b>
<b>Total For All Regions</b>	<b>616</b>	<b>417</b>	<b>1033</b>

**AGED, BLIND, DISABLED (ABD)**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 5/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	6	4	10	31	41	13.67%
	CareSource	54	50	104	47	151	50.33%
	Molina	24	21	45	19	64	21.33%
	Paramount	1	4	5	11	16	5.33%
	United	12	5	17	11	28	9.33%
	<b>Total</b>	<b>97</b>	<b>84</b>	<b>181</b>	<b>119</b>	<b>300</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	18	28	46	41	87	20.76%
	CareSource	107	38	145	33	178	42.48%
	Molina	6	3	9	37	46	10.98%
	Paramount	4	4	8	34	42	10.02%
	United	27	10	37	29	66	15.75%
	<b>Total</b>	<b>162</b>	<b>83</b>	<b>245</b>	<b>174</b>	<b>419</b>	<b>100.00%</b>
<b>West</b>	Buckeye	15	13	28	24	52	16.56%
	CareSource	48	31	79	58	137	43.63%
	Molina	15	12	27	18	45	14.33%
	Paramount	19	13	32	13	45	14.33%
	United	19	5	24	11	35	11.15%
	<b>Total</b>	<b>116</b>	<b>74</b>	<b>190</b>	<b>124</b>	<b>314</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>375</b>	<b>241</b>	<b>616</b>	<b>417</b>	<b>1033</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Method as a Percentage of Type  
Effective Date: 5/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	14651	70.47%	2896	88.94%	33	48.53%	17580	72.90%
Call Campaign	2900	13.95%	168	5.16%	1	1.47%	3069	12.73%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	1	1.47%	1	0.00%
Mail	0	0.00%	1	0.03%	0	0.00%	1	0.00%
Website	3240	15.58%	191	5.87%	33	48.53%	3464	14.36%
<b>TOTAL</b>	<b>20791</b>	<b>100%</b>	<b>3256</b>	<b>100%</b>	<b>68</b>	<b>100%</b>	<b>24115</b>	<b>100%</b>

**COVERED FAMILY AND CHILDREN (CFC)  
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 5/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	14651	83.34%	2896	16.47%	33	0.19%	17580	100%
Call Campaign	2900	94.49%	168	5.47%	1	0.03%	3069	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	1	100.00%	1	100%
Mail	0	0.00%	1	100.00%	0	0.00%	1	100%
Website	3240	93.53%	191	5.51%	33	0.95%	3464	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: 5/1/2015

<b>MCP</b>	<b>Region</b>	<b>FFS To MCP</b>		<b>MCP To MCP</b>		<b>MCP To FFS</b>	
<b>Buckeye</b>	Central/South East	269		24		2	
	North East	1368		358		8	
	West	837		103		6	
	<b>Total</b>	<b>2474</b>	<b>11.86%</b>	<b>485</b>	<b>14.88%</b>	<b>16</b>	<b>23.53%</b>
<b>CareSource</b>	Central/South East	3158		560		8	
	North East	4608		727		7	
	West	4075		602		9	
	<b>Total</b>	<b>11841</b>	<b>56.75%</b>	<b>1889</b>	<b>57.96%</b>	<b>24</b>	<b>35.29%</b>
<b>Molina</b>	Central/South East	1226		169		3	
	North East	254		45		0	
	West	486		97		5	
	<b>Total</b>	<b>1966</b>	<b>9.42%</b>	<b>311</b>	<b>9.54%</b>	<b>8</b>	<b>11.76%</b>
<b>Paramount</b>	Central/South East	100		12		1	
	North East	274		39		0	
	West	1374		200		9	
	<b>Total</b>	<b>1748</b>	<b>8.38%</b>	<b>251</b>	<b>7.70%</b>	<b>10</b>	<b>14.71%</b>
<b>United</b>	Central/South East	851		65		1	
	North East	1365		220		5	
	West	620		38		4	
	<b>Total</b>	<b>2836</b>	<b>13.59%</b>	<b>323</b>	<b>9.91%</b>	<b>10</b>	<b>14.71%</b>
<b>Total Mandatory</b>		<b>20865</b>	<b>100.00%</b>	<b>3259</b>	<b>100.00%</b>	<b>68</b>	<b>100.00%</b>

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

**Region and MCP as a Percentage of Type  
Effective Date: 5/1/2015**

<b>Region</b>	<b>MCP</b>	<b>FFS To MCP</b>		<b>MCP To MCP</b>		<b>MCP To FFS</b>	
<b>Central/South East</b>	Buckeye	269	4.80%	24	2.89%	2	13.33%
	CareSource	3158	56.35%	560	67.47%	8	53.33%
	Molina	1226	21.88%	169	20.36%	3	20.00%
	Paramount	100	1.78%	12	1.45%	1	6.67%
	United	851	15.19%	65	7.83%	1	6.67%
	<b>Total</b>	<b>5604</b>	<b>100.00%</b>	<b>830</b>	<b>100.00%</b>	<b>15</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	1368	17.38%	358	25.77%	8	40.00%
	CareSource	4608	58.56%	727	52.34%	7	35.00%
	Molina	254	3.23%	45	3.24%	0	0.00%
	Paramount	274	3.48%	39	2.81%	0	0.00%
	United	1365	17.35%	220	15.84%	5	25.00%
	<b>Total</b>	<b>7869</b>	<b>100.00%</b>	<b>1389</b>	<b>100.00%</b>	<b>20</b>	<b>100.00%</b>
<b>West</b>	Buckeye	837	11.32%	103	9.90%	6	18.18%
	CareSource	4075	55.13%	602	57.88%	9	27.27%
	Molina	486	6.57%	97	9.33%	5	15.15%
	Paramount	1374	18.59%	200	19.23%	9	27.27%
	United	620	8.39%	38	3.65%	4	12.12%
	<b>Total</b>	<b>7392</b>	<b>100.00%</b>	<b>1040</b>	<b>100.00%</b>	<b>33</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>20865</b>		<b>3259</b>		<b>68</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
ASSIGNMENT BY REGION**  
Effective Date: 5/1/2015

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	6434	4360	<b>10794</b>
North East	9258	5566	<b>14824</b>
West	8432	5256	<b>13688</b>
<b>Total For All Regions</b>	<b>24124</b>	<b>15182</b>	<b>39306</b>

**COVERED FAMILY AND CHILDREN (CFC)  
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
Effective Date: 5/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	269	24	293	951	1244	11.52%
	CareSource	3158	560	3718	1099	4817	44.63%
	Molina	1226	169	1395	787	2182	20.21%
	Paramount	100	12	112	802	914	8.47%
	United	851	65	916	721	1637	15.17%
	<b>Total</b>	<b>5604</b>	<b>830</b>	<b>6434</b>	<b>4360</b>	<b>10794</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	1368	358	1726	1180	2906	19.60%
	CareSource	4608	727	5335	735	6070	40.95%
	Molina	254	45	299	1175	1474	9.94%
	Paramount	274	39	313	1270	1583	10.68%
	United	1365	220	1585	1206	2791	18.83%
	<b>Total</b>	<b>7869</b>	<b>1389</b>	<b>9258</b>	<b>5566</b>	<b>14824</b>	<b>100.00%</b>
<b>West</b>	Buckeye	837	103	940	1077	2017	14.74%
	CareSource	4075	602	4677	1289	5966	43.59%
	Molina	486	97	583	985	1568	11.46%
	Paramount	1374	200	1574	1018	2592	18.94%
	United	620	38	658	887	1545	11.29%
	<b>Total</b>	<b>7392</b>	<b>1040</b>	<b>8432</b>	<b>5256</b>	<b>13688</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>20865</b>	<b>3259</b>	<b>24124</b>	<b>15182</b>	<b>39306</b>	

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 5/1/2015

**ENROLLMENT TYPE**

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	275	38.79%	156	56.52%	0	0.00%	431	43.45%
Call	Medicaid only	290	40.90%	87	31.52%	7	100.00%	384	38.71%
Call Campaign	Dual benefits	18	2.54%	4	1.45%	0	0.00%	22	2.22%
Call Campaign	Medicaid only	17	2.40%	6	2.17%	0	0.00%	23	2.32%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	0	0.00%	1	0.36%	0	0.00%	1	0.10%
Fax	Medicaid only	22	3.10%	3	1.09%	0	0.00%	25	2.52%
Mail	Dual benefits	9	1.27%	0	0.00%	0	0.00%	9	0.91%
Mail	Medicaid only	3	0.42%	0	0.00%	0	0.00%	3	0.30%
Website	Dual benefits	26	3.67%	14	5.07%	0	0.00%	40	4.03%
Website	Medicaid only	49	6.91%	5	1.81%	0	0.00%	54	5.44%
<b>TOTAL</b>		<b>709</b>	<b>100%</b>	<b>276</b>	<b>100%</b>	<b>7</b>	<b>100%</b>	<b>992</b>	<b>100%</b>

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 5/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	275	63.81%	156	36.19%	0	0.00%	431	100%
Call	Medicaid only	290	75.52%	87	22.66%	7	1.82%	384	100%
Call Campaign	Dual benefits	18	81.82%	4	18.18%	0	0.00%	22	100%
Call Campaign	Medicaid only	17	73.91%	6	26.09%	0	0.00%	23	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	0	0.00%	1	100.00%	0	0.00%	1	100%
Fax	Medicaid only	22	88.00%	3	12.00%	0	0.00%	25	100%
Mail	Dual benefits	9	100.00%	0	0.00%	0	0.00%	9	100%
Mail	Medicaid only	3	100.00%	0	0.00%	0	0.00%	3	100%
Website	Dual benefits	26	65.00%	14	35.00%	0	0.00%	40	100%
Website	Medicaid only	49	90.74%	5	9.26%	0	0.00%	54	100%

**MyCare**  
**HEALTH CARE PLAN ENROLLMENT TYPE BY**  
**BY MANAGED CARE PLAN**  
Region and MCP as a Percentage of Type  
Effective Date: 5/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Aetna</b>	Central	Dual benefits	18		11		0		29
	Central	Medicaid only	30		10		0		40
	North West	Dual benefits	15		6		0		21
	North West	Medicaid only	13		2		0		15
	South West	Dual benefits	33		20		0		53
	South West	Medicaid only	45		9		1		55
	<b>Total</b>			<b>154</b>	<b>21.60%</b>	<b>58</b>	<b>21.01%</b>	<b>1</b>	<b>14.29%</b>
<b>Buckeye</b>	North East	Dual benefits	13		4		0		17
	North East	Medicaid only	8		4		0		12
	North West	Dual benefits	11		4		0		15
	North West	Medicaid only	8		0		1		9
	West Central	Dual benefits	20		20		0		40
	West Central	Medicaid only	56		13		0		69
	<b>Total</b>			<b>116</b>	<b>16.27%</b>	<b>45</b>	<b>16.30%</b>	<b>1</b>	<b>14.29%</b>
<b>CareSource</b>	East Central	Dual benefits	40		16		0		56
	East Central	Medicaid only	26		9		0		35
	North East	Dual benefits	79		31		0		110
	North East	Medicaid only	67		10		0		77
	North East Central	Dual benefits	24		6		0		30
	North East Central	Medicaid only	13		4		0		17
	<b>Total</b>			<b>249</b>	<b>34.92%</b>	<b>76</b>	<b>27.54%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central	Dual benefits	17		5		0		22
	Central	Medicaid only	17		4		0		21
	South West	Dual benefits	21		5		0		26
	South West	Medicaid only	26		9		1		36
	West Central	Dual benefits	9		8		0		17

<b>Molina</b>	West Central	Medicaid only	15		8		0		23
	<b>Total</b>		<b>105</b>	<b>14.73%</b>	<b>39</b>	<b>14.13%</b>	<b>1</b>	<b>14.29%</b>	
<b>United</b>	East Central	Dual benefits	16		29		0		45
	East Central	Medicaid only	31		16		0		47
	North East	Dual benefits	7		7		0		14
	North East	Medicaid only	21		2		3		26
	North East Central	Dual benefits	5		3		0		8
	North East Central	Medicaid only	9		1		1		11
	<b>Total</b>		<b>89</b>	<b>12.48%</b>	<b>58</b>	<b>21.01%</b>	<b>4</b>	<b>57.14%</b>	
<b>Total Mandatory</b>			<b>713</b>	<b>100.00%</b>	<b>276</b>	<b>100.00%</b>	<b>7</b>	<b>100.00%</b>	

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

Region and MCP as a Percentage of Type  
Effective Date: 5/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Central</b>	Aetna	Dual benefits	18	21.95%	11	36.67%	0	0.00%	29
	Aetna	Medicaid only	30	36.59%	10	33.33%	0	0.00%	40
	Molina	Dual benefits	17	20.73%	5	16.67%	0	0.00%	22
	Molina	Medicaid only	17	20.73%	4	13.33%	0	0.00%	21
	<b>Total</b>		<b>82</b>	<b>100.00%</b>	<b>30</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>East Central</b>	CareSource	Dual benefits	40	35.40%	16	22.86%	0	0.00%	56
	CareSource	Medicaid only	26	23.01%	9	12.86%	0	0.00%	35
	United	Dual benefits	16	14.16%	29	41.43%	0	0.00%	45
	United	Medicaid only	31	27.43%	16	22.86%	0	0.00%	47
	<b>Total</b>		<b>113</b>	<b>100.00%</b>	<b>70</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North East</b>	Buckeye	Dual benefits	13	6.67%	4	6.90%	0	0.00%	17
	Buckeye	Medicaid only	8	4.10%	4	6.90%	0	0.00%	12
	CareSource	Dual benefits	79	40.51%	31	53.45%	0	0.00%	110
	CareSource	Medicaid only	67	34.36%	10	17.24%	0	0.00%	77
	United	Dual benefits	7	3.59%	7	12.07%	0	0.00%	14
	United	Medicaid only	21	10.77%	2	3.45%	3	100.00%	26
	<b>Total</b>		<b>195</b>	<b>100.00%</b>	<b>58</b>	<b>100.00%</b>	<b>3</b>	<b>100.00%</b>	
<b>North East Central</b>	CareSource	Dual benefits	24	47.06%	6	42.86%	0	0.00%	30
	CareSource	Medicaid only	13	25.49%	4	28.57%	0	0.00%	17
	United	Dual benefits	5	9.80%	3	21.43%	0	0.00%	8
	United	Medicaid only	9	17.65%	1	7.14%	1	100.00%	11
	<b>Total</b>		<b>51</b>	<b>100.00%</b>	<b>14</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	
<b>North West</b>	Aetna	Dual benefits	15	31.91%	6	50.00%	0	0.00%	21
	Aetna	Medicaid only	13	27.66%	2	16.67%	0	0.00%	15
	Buckeye	Dual benefits	11	23.40%	4	33.33%	0	0.00%	15
	Buckeye	Medicaid only	8	17.02%	0	0.00%	1	100.00%	9
	<b>Total</b>		<b>47</b>	<b>100.00%</b>	<b>12</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	
<b>South West</b>	Aetna	Dual benefits	33	26.40%	20	46.51%	0	0.00%	53
	Aetna	Medicaid only	45	36.00%	9	20.93%	1	50.00%	55
	Molina	Dual benefits	21	16.80%	5	11.63%	0	0.00%	26

<b>South West</b>	Molina	Medicaid only	26	20.80%	9	20.93%	1	50.00%	36
	<b>Total</b>		<b>125</b>	<b>100.00%</b>	<b>43</b>	<b>100.00%</b>	<b>2</b>	<b>100.00%</b>	
<b>West Central</b>	Buckeye	Dual benefits	20	20.00%	20	40.82%	0	0.00%	40
	Buckeye	Medicaid only	56	56.00%	13	26.53%	0	0.00%	69
	Molina	Dual benefits	9	9.00%	8	16.33%	0	0.00%	17
	Molina	Medicaid only	15	15.00%	8	16.33%	0	0.00%	23
	<b>Total</b>		<b>100</b>	<b>100.00%</b>	<b>49</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>Total Mandatory</b>			<b>713</b>		<b>276</b>		<b>7</b>		

**MyCare**  
**ASSIGNMENT BY REGION**  
Effective Date: 5/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	61	8	<b>69</b>
	Dual benefits	51	277	<b>328</b>
		112	285	<b>397</b>
East Central	Medicaid only	82	14	<b>96</b>
	Dual benefits	101	261	<b>362</b>
		183	275	<b>458</b>
North East	Medicaid only	112	20	<b>132</b>
	Dual benefits	141	483	<b>624</b>
		253	503	<b>756</b>
North East Central	Medicaid only	27	8	<b>35</b>
	Dual benefits	38	141	<b>179</b>
		65	149	<b>214</b>
North West	Medicaid only	23	5	<b>28</b>
	Dual benefits	36	172	<b>208</b>
		59	177	<b>236</b>
South West	Medicaid only	89	18	<b>107</b>
	Dual benefits	79	324	<b>403</b>
		168	342	<b>510</b>
West Central	Medicaid only	92	6	<b>98</b>
	Dual benefits	57	214	<b>271</b>
		149	220	<b>369</b>
<b>Total For All Regions</b>		<b>989</b>	<b>1951</b>	<b>2940</b>

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**  
 Effective Date: 5/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>Central</b>	<b>Delaware</b>	Aetna	Dual benefits	0	1	1	5	6
			Medicaid only	2	1	3	0	3
		Molina	Dual benefits	1	0	1	6	7
			Medicaid only	2	1	3	0	3
		<b>Total</b>			<b>5</b>	<b>3</b>	<b>8</b>	<b>11</b>
	<b>Franklin</b>	Aetna	Dual benefits	16	10	26	111	137
			Medicaid only	26	8	34	3	37
		Molina	Dual benefits	14	5	19	129	148
			Medicaid only	14	1	15	5	20
		<b>Total</b>			<b>70</b>	<b>24</b>	<b>94</b>	<b>248</b>
	<b>Madison</b>	Aetna	Dual benefits	0	0	0	1	1
			Medicaid only	1	1	2	0	2
		Molina	Dual benefits	0	0	0	4	4
			Medicaid only	0	2	2	0	2
		<b>Total</b>			<b>1</b>	<b>3</b>	<b>4</b>	<b>5</b>
	<b>Pickaway</b>	Aetna	Dual benefits	1	0	1	5	6
		Molina	Dual benefits	1	0	1	10	11
		<b>Total</b>			<b>2</b>	<b>0</b>	<b>2</b>	<b>15</b>
	<b>Union</b>	Aetna	Dual benefits	1	0	1	5	6
			Medicaid only	1	0	1	0	1

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>Central</b>	<b>Union</b>	Molina	Dual benefits	1	0	1	1	2
			Medicaid only	1	0	1	0	1
		<b>Total</b>		<b>4</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>10</b>

<b>Central Region Totals</b>								
<b>Aetna</b>				<b>48</b>	<b>21</b>	<b>69</b>	<b>130</b>	<b>199</b>
<b>Molina</b>				<b>34</b>	<b>9</b>	<b>43</b>	<b>155</b>	<b>198</b>
<b>Total</b>				<b>82</b>	<b>30</b>	<b>112</b>	<b>285</b>	<b>397</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>East Central</b>	<b>Portage</b>	CareSource	Dual benefits	5	1	6	0	6
			Medicaid only	3	0	3	0	3
		United	Dual benefits	0	5	5	21	26
			Medicaid only	2	0	2	2	4
		<b>Total</b>		<b>10</b>	<b>6</b>	<b>16</b>	<b>23</b>	<b>39</b>
	<b>Stark</b>	CareSource	Dual benefits	23	10	33	0	33
			Medicaid only	14	3	17	1	18
		United	Dual benefits	2	6	8	85	93
			Medicaid only	12	1	13	0	13
		<b>Total</b>		<b>51</b>	<b>20</b>	<b>71</b>	<b>86</b>	<b>157</b>
	<b>Summit</b>	CareSource	Dual benefits	8	4	12	0	12
			Medicaid only	6	6	12	4	16
		United	Dual benefits	12	18	30	131	161
			Medicaid only	15	14	29	6	35
		<b>Total</b>		<b>41</b>	<b>42</b>	<b>83</b>	<b>141</b>	<b>224</b>
	<b>Wayne</b>	CareSource	Dual benefits	4	1	5	0	5
			Medicaid only	3	0	3	0	3

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>East Central</b>	<b>Wayne</b>	United	Dual benefits	2	0	2	24	26
			Medicaid only	2	1	3	1	4
		<b>Total</b>		<b>11</b>	<b>2</b>	<b>13</b>	<b>25</b>	<b>38</b>

<b>East Central Region Totals</b>								
<b>CareSource</b>				<b>66</b>	<b>25</b>	<b>91</b>	<b>5</b>	<b>96</b>
<b>United</b>				<b>47</b>	<b>45</b>	<b>92</b>	<b>270</b>	<b>362</b>
<b>Total</b>				<b>113</b>	<b>70</b>	<b>183</b>	<b>275</b>	<b>458</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East</b>	<b>Cuyahoga</b>	Buckeye	Dual benefits	10	1	11	172	183
			Medicaid only	7	4	11	5	16
		CareSource	Dual benefits	52	25	77	0	77
			Medicaid only	54	9	63	5	68
		United	Dual benefits	5	5	10	194	204
			Medicaid only	10	2	12	6	18
		<b>Total</b>		<b>138</b>	<b>46</b>	<b>184</b>	<b>382</b>	<b>566</b>
	<b>Geauga</b>	Buckeye	Dual benefits	0	0	0	3	3
		CareSource	Dual benefits	2	0	2	0	2
			Medicaid only	1	0	1	0	1
		United	Dual benefits	1	0	1	4	5
			Medicaid only	2	0	2	0	2
		<b>Total</b>		<b>6</b>	<b>0</b>	<b>6</b>	<b>7</b>	<b>13</b>
	<b>Lake</b>	Buckeye	Dual benefits	0	0	0	15	15
			Medicaid only	1	0	1	1	2
		CareSource	Dual benefits	5	4	9	0	9
			Medicaid only	2	0	2	1	3

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East</b>	<b>Lake</b>	United	Dual benefits	0	0	0	14	14
			Medicaid only	3	0	3	0	3
		<b>Total</b>		<b>11</b>	<b>4</b>	<b>15</b>	<b>31</b>	<b>46</b>
	<b>Lorain</b>	Buckeye	Dual benefits	1	1	2	24	26
			Medicaid only	0	0	0	1	1
		CareSource	Dual benefits	16	2	18	0	18
			Medicaid only	10	1	11	1	12
		United	Dual benefits	1	0	1	30	31
			Medicaid only	4	0	4	0	4
		<b>Total</b>		<b>32</b>	<b>4</b>	<b>36</b>	<b>56</b>	<b>92</b>
	<b>Medina</b>	Buckeye	Dual benefits	2	2	4	7	11
		CareSource	Dual benefits	4	0	4	0	4
		United	Dual benefits	0	2	2	20	22
			Medicaid only	2	0	2	0	2
		<b>Total</b>		<b>8</b>	<b>4</b>	<b>12</b>	<b>27</b>	<b>39</b>

<b>North East Region Totals</b>								
<b>Buckeye</b>				<b>21</b>	<b>8</b>	<b>29</b>	<b>228</b>	<b>257</b>
<b>CareSource</b>				<b>146</b>	<b>41</b>	<b>187</b>	<b>7</b>	<b>194</b>
<b>United</b>				<b>28</b>	<b>9</b>	<b>37</b>	<b>268</b>	<b>305</b>
<b>Total</b>				<b>195</b>	<b>58</b>	<b>253</b>	<b>503</b>	<b>756</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East Central</b>	<b>Columbiana</b>	CareSource	Dual benefits	1	0	1	0	1
			Medicaid only	1	1	2	0	2
		United	Dual benefits	2	1	3	21	24
			Medicaid only	2	0	2	3	5
	<b>Total</b>		<b>6</b>	<b>2</b>	<b>8</b>	<b>24</b>	<b>32</b>	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East Central</b>	<b>Mahoning</b>	CareSource	Dual benefits	11	4	15	0	15
			Medicaid only	7	2	9	1	10
		United	Dual benefits	1	2	3	61	64
			Medicaid only	6	1	7	0	7
		<b>Total</b>			<b>25</b>	<b>9</b>	<b>34</b>	<b>62</b>
	<b>Trumbull</b>	CareSource	Dual benefits	12	2	14	0	14
			Medicaid only	5	1	6	2	8
		United	Dual benefits	2	0	2	59	61
			Medicaid only	1	0	1	2	3
		<b>Total</b>			<b>20</b>	<b>3</b>	<b>23</b>	<b>63</b>

<b>North East Central Region Totals</b>								
<b>CareSource</b>				<b>37</b>	<b>10</b>	<b>47</b>	<b>3</b>	<b>50</b>
<b>United</b>				<b>14</b>	<b>4</b>	<b>18</b>	<b>146</b>	<b>164</b>
<b>Total</b>				<b>51</b>	<b>14</b>	<b>65</b>	<b>149</b>	<b>214</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North West</b>	<b>Fulton</b>	Aetna	Dual benefits	0	0	0	3	3
		Buckeye	Dual benefits	1	0	1	5	6
		<b>Total</b>			<b>1</b>	<b>0</b>	<b>1</b>	<b>8</b>
	<b>Lucas</b>	Aetna	Dual benefits	9	6	15	68	83
			Medicaid only	12	2	14	2	16
		Buckeye	Dual benefits	8	3	11	64	75
			Medicaid only	7	0	7	2	9
		<b>Total</b>			<b>36</b>	<b>11</b>	<b>47</b>	<b>136</b>
	<b>Ottawa</b>	Aetna	Dual benefits	0	0	0	5	5
			Medicaid only	1	0	1	0	1

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North West</b>	<b>Ottawa</b>	Buckeye	Dual benefits	1	0	1	3	4
		<b>Total</b>		<b>2</b>	<b>0</b>	<b>2</b>	<b>8</b>	<b>10</b>
	<b>Wood</b>	Aetna	Dual benefits	6	0	6	10	16
			Medicaid only	0	0	0	1	1
		Buckeye	Dual benefits	1	1	2	14	16
			Medicaid only	1	0	1	0	1
		<b>Total</b>		<b>8</b>	<b>1</b>	<b>9</b>	<b>25</b>	<b>34</b>

**North West Region Totals**

<b>Aetna</b>		<b>28</b>	<b>8</b>	<b>36</b>	<b>89</b>	<b>125</b>
<b>Buckeye</b>		<b>19</b>	<b>4</b>	<b>23</b>	<b>88</b>	<b>111</b>
<b>Total</b>		<b>47</b>	<b>12</b>	<b>59</b>	<b>177</b>	<b>236</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Butler</b>	Aetna	Dual benefits	7	6	13	29	42
			Medicaid only	10	2	12	1	13
		Molina	Dual benefits	4	2	6	26	32
			Medicaid only	4	1	5	0	5
		<b>Total</b>		<b>25</b>	<b>11</b>	<b>36</b>	<b>56</b>	<b>92</b>
	<b>Clermont</b>	Aetna	Dual benefits	6	4	10	21	31
			Medicaid only	5	2	7	3	10
		Molina	Dual benefits	3	0	3	27	30
			Medicaid only	3	1	4	1	5
		<b>Total</b>		<b>17</b>	<b>7</b>	<b>24</b>	<b>52</b>	<b>76</b>
	<b>Clinton</b>	Aetna	Dual benefits	0	1	1	6	7
			Medicaid only	3	0	3	0	3
		Molina	Dual benefits	1	1	2	1	3

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Clinton</b>	Molina	Medicaid only	2	0	2	0	2
		<b>Total</b>		<b>6</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>15</b>
	<b>Hamilton</b>	Aetna	Dual benefits	14	6	20	107	127
			Medicaid only	19	4	23	5	28
		Molina	Dual benefits	12	2	14	84	98
			Medicaid only	17	6	23	6	29
		<b>Total</b>		<b>62</b>	<b>18</b>	<b>80</b>	<b>202</b>	<b>282</b>
	<b>Warren</b>	Aetna	Dual benefits	6	3	9	16	25
			Medicaid only	8	1	9	2	11
		Molina	Dual benefits	1	0	1	7	8
			Medicaid only	0	1	1	0	1
		<b>Total</b>		<b>15</b>	<b>5</b>	<b>20</b>	<b>25</b>	<b>45</b>

<b>South West Region Totals</b>								
<b>Aetna</b>				<b>78</b>	<b>29</b>	<b>107</b>	<b>190</b>	<b>297</b>
<b>Molina</b>				<b>47</b>	<b>14</b>	<b>61</b>	<b>152</b>	<b>213</b>
<b>Total</b>				<b>125</b>	<b>43</b>	<b>168</b>	<b>342</b>	<b>510</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>West Central</b>	<b>Clark</b>	Buckeye	Dual benefits	1	3	4	24	28
			Medicaid only	7	2	9	0	9
		Molina	Dual benefits	1	0	1	15	16
			Medicaid only	3	1	4	0	4
		<b>Total</b>		<b>12</b>	<b>6</b>	<b>18</b>	<b>39</b>	<b>57</b>
	<b>Greene</b>	Buckeye	Dual benefits	2	3	5	9	14
			Medicaid only	3	1	4	0	4
		Molina	Dual benefits	1	2	3	6	9

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>West Central</b>	<b>Greene</b>	Molina	Medicaid only	1	0	1	1	2	
		<b>Total</b>		<b>7</b>	<b>6</b>	<b>13</b>	<b>16</b>	<b>29</b>	
	<b>Montgomery</b>	Buckeye	Dual benefits	17	14	31	82	113	
			Medicaid only	46	10	56	0	56	
		Molina	Dual benefits	7	6	13	78	91	
			Medicaid only	11	7	18	5	23	
		<b>Total</b>		<b>81</b>	<b>37</b>	<b>118</b>	<b>165</b>	<b>283</b>	
		<b>West Central Region Totals</b>							
	<b>Buckeye</b>				<b>76</b>	<b>33</b>	<b>109</b>	<b>115</b>	<b>224</b>
	<b>Molina</b>				<b>24</b>	<b>16</b>	<b>40</b>	<b>105</b>	<b>145</b>
<b>Total</b>				<b>100</b>	<b>49</b>	<b>149</b>	<b>220</b>	<b>369</b>	
<b>Total Mandatory</b>				<b>713</b>	<b>276</b>	<b>989</b>	<b>1951</b>	<b>2940</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 5/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central</b>	Aetna	Dual benefits	18	11	29	127	156	39.29%
	Aetna	Medicaid only	30	10	40	3	43	10.83%
	Molina	Dual benefits	17	5	22	150	172	43.32%
	Molina	Medicaid only	17	4	21	5	26	6.55%
	<b>Total</b>			<b>82</b>	<b>30</b>	<b>112</b>	<b>285</b>	<b>397</b>
<b>East Central</b>	CareSource	Dual benefits	40	16	56	0	56	12.23%
	CareSource	Medicaid only	26	9	35	5	40	8.73%
	United	Dual benefits	16	29	45	261	306	66.81%
	United	Medicaid only	31	16	47	9	56	12.23%
	<b>Total</b>			<b>113</b>	<b>70</b>	<b>183</b>	<b>275</b>	<b>458</b>
<b>North East</b>	Buckeye	Dual benefits	13	4	17	221	238	31.48%
	Buckeye	Medicaid only	8	4	12	7	19	2.51%
	CareSource	Dual benefits	79	31	110	0	110	14.55%
	CareSource	Medicaid only	67	10	77	7	84	11.11%
	United	Dual benefits	7	7	14	262	276	36.51%
	United	Medicaid only	21	2	23	6	29	3.84%
	<b>Total</b>			<b>195</b>	<b>58</b>	<b>253</b>	<b>503</b>	<b>756</b>
<b>North East Central</b>	CareSource	Dual benefits	24	6	30	0	30	14.02%
	CareSource	Medicaid only	13	4	17	3	20	9.35%
	United	Dual benefits	5	3	8	141	149	69.63%
	United	Medicaid only	9	1	10	5	15	7.01%
	<b>Total</b>			<b>51</b>	<b>14</b>	<b>65</b>	<b>149</b>	<b>214</b>

<b>North West</b>	Aetna	Dual benefits	15	6	21	86	107	45.34%
	Aetna	Medicaid only	13	2	15	3	18	7.63%
	Buckeye	Dual benefits	11	4	15	86	101	42.80%
	Buckeye	Medicaid only	8	0	8	2	10	4.24%
	<b>Total</b>		<b>47</b>	<b>12</b>	<b>59</b>	<b>177</b>	<b>236</b>	<b>100.00%</b>
<b>South West</b>	Aetna	Dual benefits	33	20	53	179	232	45.49%
	Aetna	Medicaid only	45	9	54	11	65	12.75%
	Molina	Dual benefits	21	5	26	145	171	33.53%
	Molina	Medicaid only	26	9	35	7	42	8.24%
	<b>Total</b>		<b>125</b>	<b>43</b>	<b>168</b>	<b>342</b>	<b>510</b>	<b>100.00%</b>
<b>West Central</b>	Buckeye	Dual benefits	20	20	40	115	155	42.01%
	Buckeye	Medicaid only	56	13	69	0	69	18.70%
	Molina	Dual benefits	9	8	17	99	116	31.44%
	Molina	Medicaid only	15	8	23	6	29	7.86%
	<b>Total</b>		<b>100</b>	<b>49</b>	<b>149</b>	<b>220</b>	<b>369</b>	<b>100.00%</b>
<b>Total Mandatory</b>			<b>713</b>	<b>276</b>	<b>989</b>	<b>1951</b>	<b>2940</b>	

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

**MCP and Region as a Percentage of Type  
Effective Date: 5/1/2015**

<b>Region</b>	<b>MCP</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>Central</b>	<i>Aetna</i>	20	8.30%	2	12.50%	22
	<i>Molina</i>	16	6.64%	1	6.25%	17
	<b>Total</b>	<b>36</b>	<b>14.94%</b>	<b>3</b>	<b>18.75%</b>	<b>39</b>
<b>North West</b>	<i>Aetna</i>	18	7.47%	0	0.00%	18
	<i>Buckeye</i>	7	2.90%	1	6.25%	8
	<b>Total</b>	<b>25</b>	<b>10.37%</b>	<b>1</b>	<b>6.25%</b>	<b>26</b>
<b>South West</b>	<i>Aetna</i>	20	8.30%	1	6.25%	21
	<i>Molina</i>	14	5.81%	0	0.00%	14
	<b>Total</b>	<b>34</b>	<b>14.11%</b>	<b>1</b>	<b>6.25%</b>	<b>35</b>
<b>North East</b>	<i>Buckeye</i>	11	4.56%	1	6.25%	12
	<i>CareSource</i>	10	4.15%	4	25.00%	14
	<i>United</i>	24	9.96%	1	6.25%	25
	<b>Total</b>	<b>45</b>	<b>18.67%</b>	<b>6</b>	<b>37.50%</b>	<b>51</b>

<b>West Central</b>	<i>Buckeye</i>	44	18.26%	2	12.50%	46
	<i>Molina</i>	17	7.05%	0	0.00%	17
	<b>Total</b>	<b>61</b>	<b>25.31%</b>	<b>2</b>	<b>12.50%</b>	<b>63</b>
<b>East Central</b>	<i>CareSource</i>	4	1.66%	1	6.25%	5
	<i>United</i>	23	9.54%	1	6.25%	24
	<b>Total</b>	<b>27</b>	<b>11.20%</b>	<b>2</b>	<b>12.50%</b>	<b>29</b>
<b>North East Central</b>	<i>CareSource</i>	4	1.66%	0	0.00%	4
	<i>United</i>	9	3.73%	1	6.25%	10
	<b>Total</b>	<b>13</b>	<b>5.39%</b>	<b>1</b>	<b>6.25%</b>	<b>14</b>
<b>Total Changes</b>		<b>241</b>	<b>100.00%</b>	<b>16</b>	<b>100.00%</b>	<b>257</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 5/1/2015**

<b>MCP</b>	<b>Region</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>Aetna</b>	<i>Central</i>	20	8.30%	2	12.50%	22
	<i>North West</i>	18	7.47%	0	0.00%	18
	<i>South West</i>	20	8.30%	1	6.25%	21
	<b>Total</b>	<b>58</b>	<b>24.07%</b>	<b>3</b>	<b>18.75%</b>	<b>61</b>
<b>Buckeye</b>	<i>North East</i>	11	4.56%	1	6.25%	12
	<i>North West</i>	7	2.90%	1	6.25%	8
	<i>West Central</i>	44	18.26%	2	12.50%	46
	<b>Total</b>	<b>62</b>	<b>25.73%</b>	<b>4</b>	<b>25.00%</b>	<b>66</b>
<b>CareSource</b>	<i>East Central</i>	4	1.66%	1	6.25%	5
	<i>North East</i>	10	4.15%	4	25.00%	14
	<i>North East Central</i>	4	1.66%	0	0.00%	4
	<b>Total</b>	<b>18</b>	<b>7.47%</b>	<b>5</b>	<b>31.25%</b>	<b>23</b>

<b>Molina</b>	<i>Central</i>	16	6.64%	1	6.25%	17
	<i>South West</i>	14	5.81%	0	0.00%	14
	<i>West Central</i>	17	7.05%	0	0.00%	17
	<b>Total</b>	<b>47</b>	<b>19.50%</b>	<b>1</b>	<b>6.25%</b>	<b>48</b>
<b>United</b>	<i>East Central</i>	23	9.54%	1	6.25%	24
	<i>North East</i>	24	9.96%	1	6.25%	25
	<i>North East Central</i>	9	3.73%	1	6.25%	10
	<b>Total</b>	<b>56</b>	<b>23.24%</b>	<b>3</b>	<b>18.75%</b>	<b>59</b>
<b>Total Changes</b>		<b>241</b>	<b>100.00%</b>	<b>16</b>	<b>100.00%</b>	<b>257</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 4/1/2015 to 4/30/2015

Total Surveys Available for Completion: 78894

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	135	24.68%	365	66.73%	23	4.20%	16	2.93%	8	1.46%	547	100.00%
Our answers to your questions	163	29.80%	351	64.17%	19	3.47%	6	1.10%	8	1.46%	547	100.00%
Our courtesy to you and your family	242	44.24%	285	52.10%	11	2.01%	4	0.73%	5	0.91%	547	100.00%
Overall, how would you rate our staff and services	189	34.55%	334	61.06%	12	2.19%	6	1.10%	8	1.10%	547	100.00%
<b>Total</b>	<b>729</b>	<b>33.32%</b>	<b>1335</b>	<b>61.01%</b>	<b>65</b>	<b>2.97%</b>	<b>32</b>	<b>1.46%</b>	<b>27</b>	<b>1.23%</b>	<b>2188</b>	<b>100.00%</b>

Number of Surveys Attempted: 3709

Number of Completed Customer Satisfaction Surveys: 547