



**A**UTOMATED **H**EALTH **S**YSTEMS

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

# **Ohio Consumer Hotline Monthly Report May 2015**

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

## ***Call Center Analysis***

*Provider Calls:* There were 3,798 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 124. 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 131 calls coming in through this queue for this month.

## ***Activity Summary***

- 171,693 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 139,576 Total Calls (inbound and outbound)
  - 26,861 Call Fire Campaign Calls
  - 1,327 MyCare Outreach Calls
  - 3,798 Provider Calls
  - 131 Insure Kids Now/Governor's Hotline
- 2% abandonment rate
- 5:21 minutes average talk time
- 1:03 minute average speed to answer
- 71 average CSR inbound calls per day

**Ohio Consumer Hotline**  
**May 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	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
Thurs	04/30/15	10936	10807	498	26	10962	129	1%	1100	12062	:12:02	:02:40	79	:01:39	:05:34
Fri	05/01/15	4696	4616	158	16	4712	80	2%	928	5640	:04:17	:01:06	71	:00:39	:05:21
Sat	05/02/15	656	643	40	13	669	13	2%	116	785	:04:48	:00:37	57	:00:19	:05:29
Sun	05/03/15	0	0	0	131	131	0	0%	0	131	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>34074</b>	<b>33562</b>	<b>3486</b>	<b>244</b>	<b>34318</b>	<b>512</b>	<b>2%</b>	<b>6337</b>	<b>40655</b>	<b>:03:24</b>	<b>:03:24</b>	<b>74</b>	<b>:01:14</b>	<b>:05:29</b>
	<b>May Only</b>	<b>5352</b>	<b>5259</b>	<b>198</b>	<b>160</b>	<b>5512</b>	<b>93</b>	<b>2%</b>	<b>1044</b>	<b>6556</b>	<b>:04:48</b>	<b>:01:02</b>	<b>64</b>	<b>:00:29</b>	<b>:05:21</b>
Mon	05/04/15	8916	8722	1297	15	8931	194	2%	1300	10231	:18:30	:04:02	80	:02:11	:05:35
Tues	05/05/15	7220	7061	866	26	7246	159	2%	1579	8825	:12:43	:03:20	75	:01:27	:05:28
Wed	05/06/15	5780	5660	488	16	5796	120	2%	987	6783	:09:39	:02:28	77	:01:24	:05:20
Thurs	05/07/15	5527	5412	364	21	5548	115	2%	915	6463	:08:06	:01:51	78	:01:22	:05:19
Fri	05/08/15	4049	3950	114	12	4061	99	2%	1173	5234	:05:28	:01:37	68	:00:47	:05:23
Sat	05/09/15	498	491	26	9	507	7	1%	938	1445	:06:02	:00:23	44	:00:21	:05:13
Sun	05/10/15	0	0	0	97	97	0	0%	0	97	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>31990</b>	<b>31296</b>	<b>3155</b>	<b>196</b>	<b>32186</b>	<b>694</b>	<b>2%</b>	<b>6892</b>	<b>39078</b>	<b>:18:30</b>	<b>:03:14</b>	<b>70</b>	<b>:01:15</b>	<b>:05:25</b>
Mon	05/11/15	8114	7944	1332	16	8130	170	2%	1079	9209	:15:35	:04:03	79	:01:55	:05:37
Tues	05/12/15	6103	5958	520	16	6119	145	2%	1122	7241	:09:44	:02:37	79	:01:39	:05:18
Wed	05/13/15	6142	6004	630	24	6166	138	2%	986	7152	:09:22	:02:45	77	:01:31	:05:20
Thurs	05/14/15	5444	5300	378	18	5462	144	3%	944	6406	:12:11	:02:09	76	:01:08	:05:15
Fri	05/15/15	4489	4372	178	14	4503	117	3%	873	5376	:05:12	:01:28	72	:01:09	:05:13
Sat	05/16/15	531	524	43	9	540	7	1%	735	1275	:02:13	:00:59	51	:00:15	:04:35
Sun	05/17/15	0	0	0	117	117	0	0%	0	117	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>30823</b>	<b>30102</b>	<b>3081</b>	<b>214</b>	<b>31037</b>	<b>721</b>	<b>2%</b>	<b>5739</b>	<b>36776</b>	<b>:15:35</b>	<b>:03:06</b>	<b>72</b>	<b>:01:16</b>	<b>:05:19</b>
Mon	05/18/15	7166	6997	820	18	7184	169	2%	1001	8185	:13:36	:03:31	80	:01:58	:05:30
Tues	05/19/15	5238	5128	264	16	5254	110	2%	1067	6321	:07:35	:02:00	76	:01:14	:05:20
Wed	05/20/15	4960	4837	264	13	4973	123	2%	867	5840	:06:23	:01:47	79	:01:28	:05:18
Thurs	05/21/15	4705	4576	154	12	4717	129	3%	874	5591	:04:57	:01:28	78	:00:44	:05:08
Fri	05/22/15	3964	3855	132	16	3980	109	3%	869	4849	:04:46	:01:28	69	:00:32	:05:16
Sat	05/23/15	516	497	35	5	521	19	4%	656	1177	:03:21	:01:07	57	:00:18	:05:05
Sun	05/24/15	0	0	0	94	94	0	0%	0	94	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>26549</b>	<b>25890</b>	<b>1669</b>	<b>174</b>	<b>26723</b>	<b>659</b>	<b>2%</b>	<b>5334</b>	<b>32057</b>	<b>:13:36</b>	<b>:02:49</b>	<b>73</b>	<b>:01:02</b>	<b>:05:18</b>
Mon	05/25/15	0	0	0	125	125	0	0%	0	125	:00:00	:00:00	0	:00:00	:00:00
Tue	05/26/15	6980	6799	656	22	7002	181	3%	920	7922	:09:52	:02:44	81	:02:13	:05:23
Wed	05/27/15	5354	5229	341	12	5366	125	2%	658	6024	:08:24	:02:21	79	:01:10	:05:17
Thu	05/28/15	4722	4601	202	15	4737	121	3%	691	5428	:07:46	:01:37	77	:01:03	:05:16
Fri	05/29/15	4198	4100	180	19	4217	98	2%	531	4748	:05:48	:01:48	71	:01:26	:05:36
Sat	05/30/15	638	631	40	12	650	7	1%	89	739	:02:52	:00:23	62	:00:13	:05:37
Sun	05/31/15	0	0	0	123	123	0	0%	0	123	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>21892</b>	<b>21360</b>	<b>1419</b>	<b>328</b>	<b>22220</b>	<b>532</b>	<b>2%</b>	<b>2889</b>	<b>25109</b>	<b>:09:52</b>	<b>:02:27</b>	<b>74</b>	<b>:01:15</b>	<b>:05:23</b>
	<b>Month End</b>	<b>116606</b>	<b>113907</b>	<b>9522</b>	<b>898</b>	<b>117504</b>	<b>2699</b>	<b>2%</b>	<b>21898</b>	<b>139576</b>	<b>:18:30</b>	<b>:02:59</b>	<b>71</b>	<b>:01:03</b>	<b>:05:21</b>

# Call Center Busy Hour Report

## May 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
Fri	05/01/15	4696	122	277	413	523	576	554	566	625	410	308	153	100	69
Sat	05/02/15	656	0	47	50	80	79	91	90	76	69	74	0	0	0
Sun	05/03/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>5352</b>	<b>122</b>	<b>324</b>	<b>463</b>	<b>603</b>	<b>655</b>	<b>645</b>	<b>656</b>	<b>701</b>	<b>479</b>	<b>382</b>	<b>153</b>	<b>100</b>	<b>69</b>
Mon	05/04/15	8916	152	440	658	1209	1101	1219	1231	1177	715	499	255	162	98
Tues	05/05/15	7220	112	312	572	963	1097	1002	982	881	545	367	183	126	78
Wed	05/06/15	5780	89	256	427	704	741	772	761	756	500	397	178	130	69
Thurs	05/07/15	5527	80	273	468	703	723	693	718	712	471	329	161	125	71
Fri	05/08/15	4049	85	239	385	516	509	472	485	482	374	241	136	82	43
Sat	05/09/15	498	0	48	64	56	58	61	63	38	48	62	0	0	0
Sun	05/10/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>31990</b>	<b>518</b>	<b>1568</b>	<b>2574</b>	<b>4151</b>	<b>4229</b>	<b>4219</b>	<b>4240</b>	<b>4046</b>	<b>2653</b>	<b>1895</b>	<b>913</b>	<b>625</b>	<b>359</b>
Mon	05/11/15	8114	109	347	867	917	1035	1077	1076	981	805	466	209	143	82
Tues	05/12/15	6103	82	315	644	738	779	748	711	658	598	475	177	116	62
Wed	05/13/15	6142	87	280	614	721	705	740	687	722	736	427	205	131	87
Thurs	05/14/15	5444	82	300	546	664	599	617	642	607	609	392	172	132	82
Fri	05/15/15	4489	61	236	437	507	539	549	550	547	501	291	129	84	58
Sat	05/16/15	531	0	36	42	65	82	76	58	58	52	62	0	0	0
Sun	05/17/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>30823</b>	<b>421</b>	<b>1514</b>	<b>3150</b>	<b>3612</b>	<b>3739</b>	<b>3807</b>	<b>3724</b>	<b>3573</b>	<b>3301</b>	<b>2113</b>	<b>892</b>	<b>606</b>	<b>371</b>
Mon	05/18/15	7166	127	457	677	840	784	782	776	841	752	580	334	135	81
Tues	05/19/15	5238	91	371	568	624	639	605	543	522	511	399	215	89	61
Wed	05/20/15	4960	65	284	466	538	546	568	544	537	565	410	228	137	72
Thurs	05/21/15	4705	67	258	450	544	545	529	580	566	474	328	225	82	57
Fri	05/22/15	3964	64	241	414	468	517	408	464	469	417	259	129	75	39
Sat	05/23/15	516	0	27	66	46	79	57	62	66	48	65	0	0	0
Sun	05/24/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>26549</b>	<b>414</b>	<b>1638</b>	<b>2641</b>	<b>3060</b>	<b>3110</b>	<b>2949</b>	<b>2969</b>	<b>3001</b>	<b>2767</b>	<b>2041</b>	<b>1131</b>	<b>518</b>	<b>310</b>
Mon	05/25/15	6980	114	422	685	803	826	761	774	798	709	531	321	151	85
Tue	05/26/15	5354	89	380	544	686	662	583	609	560	479	390	210	97	65
Wed	05/27/15	4722	69	284	456	552	551	528	524	545	492	341	220	102	58
Thu	05/28/15	4198	64	289	398	438	511	459	456	494	442	337	174	71	65
Fri	05/29/15	638	0	45	59	73	76	95	59	72	73	86	0	0	0
Sat	05/30/15	0													
Sun	05/31/15	0													
	<b>Week Ending</b>	<b>21892</b>	<b>336</b>	<b>1420</b>	<b>2142</b>	<b>2552</b>	<b>2626</b>	<b>2426</b>	<b>2422</b>	<b>2469</b>	<b>2195</b>	<b>1685</b>	<b>925</b>	<b>421</b>	<b>273</b>
	<b>Month Total</b>	<b>116606</b>	<b>1811</b>	<b>6464</b>	<b>10970</b>	<b>13978</b>	<b>14359</b>	<b>14046</b>	<b>14011</b>	<b>13790</b>	<b>11395</b>	<b>8116</b>	<b>4014</b>	<b>2270</b>	<b>1382</b>
	Cumulative Percent		2%	6%	9%	12%	12%	12%	12%	12%	10%	7%	3%	2%	1%
	Eastern Time		7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM

## Ohio Consumer Hotline - Activity Summary Report

Calls made from 5/1/2015 to 5/31/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1196
	Benefit Package / Covered Services	289
	Billing Number	98
	Card	197
	Certificate of Coverage	52
	Change	99
	Citizenship Verification Questions	0
	Estate Recovery	24
	Hearing	6
	Patient Liability	18
	Program Information	432
	Under 21 Inquiry	8
	<b>Total</b>	<b>2419</b>
<i>BCCP</i>	Application / Eligibility	0
	Benefit Package / Covered Services	3
	Card	0
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	3
	<b>Total</b>	<b>6</b>
<i>Consumer Guide</i>	Questions From Consumer Guide	1
	<b>Total</b>	<b>1</b>
<i>DRC</i>	Application status	118
	Benefit Package / Covered Services	0
	Care coordination questions	0

<b>DRC</b>	Chose to remain with existing MCP	15
	Declined application / MCP enrollment	0
	General inquiry	1
	MCP change completed	11
	MCP enrollment completed	125
	MCP enrollment status	108
	Phone application completed	62
	<b>Total</b>	<b>440</b>
<b>EOMB</b>	General Information	136
	Questions About Letter	2
	<b>Total</b>	<b>138</b>
<b>Escalated/Specialized Inquiries</b>	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	162
	Sent Email	138
	Sent Letter	1
	Web Contact	0
	<b>Total</b>	<b>301</b>
<b>FFS Billing</b>	Billing Number	1245
	Claims Request	31
	General Billing Questions	728
	Received Bill (Needs Letter)	56
	<b>Total</b>	<b>2060</b>
<b>General Benefits</b>	Dental	538
	Equipment	121
	Family Planning	10
	Healthchek Services	13
	Inquiry on Covered Services	3124
	Medicaid Expansion	1282
	Medicaid School Program	5
	Medlist Assist	11

<b>General Benefits</b>	<b>Pregnancy Related Services</b>	17
	<b>Prescriptions</b>	1050
	<b>Transportation</b>	513
	<b>Vision</b>	298
	<b>Total</b>	<b>6982</b>
<b>Healthy Start</b>	<b>Application / Eligibility</b>	2182
	<b>Benefit Package / Covered Services</b>	477
	<b>Billing Number</b>	407
	<b>Card</b>	483
	<b>Certificate of Coverage</b>	128
	<b>Change</b>	144
	<b>Citizenship Verification Questions</b>	2
	<b>Estate Recovery</b>	2
	<b>Hearing</b>	10
	<b>Program Information</b>	870
	<b>Total</b>	<b>4705</b>
<b>HIPAA</b>	<b>Complaint</b>	0
	<b>Information</b>	15
	<b>Request for Accounting for Disclosure</b>	2
	<b>Request for Amendment</b>	0
	<b>Request for Restriction</b>	0
	<b>Send PHI Brochure</b>	0
<b>Total</b>	<b>17</b>	
<b>Home Health Care</b>	<b>Application / Eligibility</b>	13
	<b>Benefit Package / Covered Services</b>	7
	<b>BHCS Complaint</b>	0
	<b>BHCS Questions</b>	0
	<b>Card</b>	0
	<b>Hearing</b>	0
	<b>HSFA Questions</b>	0
	<b>Passport</b>	3
	<b>Program Information</b>	20
	<b>Provider</b>	7

<b>Home Health Care</b>	Status	0
	<b>Total</b>	<b>50</b>
<b>Incident Report</b>	Billing Inquiry	101
	Reimbursement Inquiry	17
	<b>Total</b>	<b>118</b>
<b>Information</b>	Cash Assistance	23
	CDJFS	854
	Customer Survey	5
	Food Stamps	164
	Hotline	601
	Medicare	290
	Social Security	18
	<b>Total</b>	<b>1955</b>
<b>Inquiry</b>	029 Error	66
	574 Error - Not Eligible	4
	Already Selected	2142
	Called to Check on Doctors	492
	Called to Check on Just Cause Status	113
	Case Addition	68
	Case Closed	321
	Case Pending	726
	Category Closed	188
	Change in Name	150
	Change in Phone Number / Address	684
	CIC - Do Not Assign	4
	Consumer Needs To Be Auto Re-Enrolled	22
	Failed Eligibility	1001
	General Questions	15022
	Open Enrollment Questions	1344
	Person Calling Not PIP / AG Head	349
	Referred Consumer to County Worker	3641

<i>Inquiry</i>	Returned NME / Notice	26
	Transferred in Error	35
	Wanted Phone Number of MCP	688
	<b>Total</b>	<b>27086</b>
<i>Issue / Concern</i>	Issue / Concern about MCP	80
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	6
	Issue / Concern with ODM	4
	<b>Total</b>	<b>91</b>
<i>Limited Family Planning Services</i>	Application / Eligibility	23
	Benefit Package / Covered Services	18
	Billing Number	2
	Card	7
	Certificate of Coverage	0
	Change	4
	Hearing	0
	Program Information	32
	<b>Total</b>	<b>86</b>
<i>Long Term Care</i>	Application / Eligibility	9
	Benefit Package / Covered Services	2
	Card	1
	Community Spouse	1
	Estate Recovery	4
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	4
	Program Information	15
	<b>Total</b>	<b>36</b>
<i>MAGI</i>	Application Status	0
	Case Change	0
	Case Inquiry	1
	Certificate Of Coverage	0

<b>MAGI</b>	Citizenship/Other Verifications	0
	Estate Recovery	0
	FFS Card	0
	General Program Information	1
	Income Guidelines/Questions	0
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	0
	Questions About Letter/NOA	2
	Re-Application on a Denied Case	0
	Renewal	3
	Reprint NOA or FFS Card	0
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	0
	Requested Telephone Application – Transfer to Collabor8	0
	State Hearing	0
	<b>Total</b>	<b>7</b>
<b>Mailings</b>	"Getting Long Term Care" Pamphlet	9
	ABD Application Letter - 7200	435
	ABD EMP Enrollment Packet	42
	ABD Pamphlet - Spanish	5
	Approved Letter	128
	BCCP Brochure	1
	Billing Incident Letter	103
	Call Me Letter	2
	CFC EMP Enrollment Packet	59
	Citizenship Verification Brochure	2
	CPA Letter	0
	CPA Letter - Blank	183

<b>Mailings</b>	Enrollment Error Letter	0
	Healthy Start Brochure	6
	HIPAA Notice	2
	HS/HF Information	3
	ICDS Enrollment Letter	2967
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	980
	JC Approval Change MCP - Requestor	92
	JC Approval FFS	1
	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	0
	MBI Program Brochure	8
	MBI-WD Application	10
	Medicaid Program Enrollment & Benefit Information	135
	MyCare EMP Enrollment Packet	36
	MyCare TPL Approval Letter	16
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	5
	N1 Reminder Letter	18792
	N3 ABD Reminder Letter	612
	No Contact	0
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	1
	OMH Mandatory MyCare Letter	51

<b>Mailings</b>	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	760
	Reimbursement Letter	14
	Rejected - General	143
	Rejected - General ABD	43
	Rejected - SSI-BCMh-CIC	24
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
	TPL Approval	1
	TPL Verification Needed	1
	<b>Total</b>	<b>25674</b>
<b>Managed Care Info &amp; Referral</b>	Benefit Package	734
	Billing Number	340
	Card	2233
	Information	6611
	Just Cause Status	98
	Payment	13
	Phone Numbers	1420
	Provider Name	1011
	Transfer Request - Bureau of Managed Care	2
	<b>Total</b>	<b>12462</b>
<b>MBI-WD</b>	AG Collections Questions	10
	Application / Eligibility	35
	Benefit Package / Covered Services	17
	Billing Number	2
	Card	8
	Certificate of Coverage	2
	Premium Collection Issue - Needs Follow-Up	9
	Program Information	75

<b>MBI-WD</b>	Questions About Premiums	71
	<b>Total</b>	<b>229</b>
<b>Medicare Part D</b>	Application / Eligibility	164
	Information	515
	Questions About Letter	14
	<b>Total</b>	<b>693</b>
<b>Medicare Premium Assistance</b>	Application / Eligibility	856
	Benefit Package / Covered Services	386
	Billing Number	14
	Card	146
	Certificate of Coverage	33
	Change	41
	Estate Recovery	1
	Hearing	7
	Patient Liability	8
	Program Information	904
	<b>Total</b>	<b>2396</b>
<b>Mental Health Services</b>	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	0
	Request Benefits Balance - Needs Follow-Up	0
	<b>Total</b>	<b>0</b>
<b>MyCare Ohio</b>	General Information	1708
	Issue Accessing Services	131
	Loss of MyCare Eligibility	121
	Medicaid Only Benefit Information	224
	MyCare Ohio Card	217
	October 2014 MyCare Passive Enrollment Letter	11
	On-site facilitated enrollment	17

<i>MyCare Ohio</i>	Opt-In/Opt-Out Questions	428
	Prescription Questions	167
	Transition of Care	40
	<b>Total</b>	<b>3064</b>
<i>ODM Survey</i>	Managed Care Survey	0
	<b>Total</b>	<b>0</b>
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	61
	Account Creation/Management	18
	Account Lock Out	146
	Application Assistance	153
	Apply for Benefits	201
	County Office Location/Hours	101
	Electronic Verification	19
	Forgot Password Link	49
	Forgot User Name Link	25
	Frequently Asked Questions	301
	General Navigation	52
	How to use this Site	48
	Internet Browser Issue	14
	Message Center	24
	Provided Link to Website	278
	Renewal Packet Questions	5337
	Submit Error Issue	53
	Transfer Call to Tier 2/3	68
	<b>Total</b>	<b>6948</b>
	<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status
Contact CDJS		1397
Electronic Verification Process		59
Journal Creation & Management		8
MAGI (Modified Adjusted Gross Income) Program Information		392
Notice of Action Explanation		205

<b>Ohio Integrated Eligibility System (OIES)</b>	Reapply on a Denied Case	25
	Reprint FFS card from Hotline	9
	Reprint NOA from Hotline	8
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	182
	Requested Telephone Application, transfer to Collobor8	964
	<b>Total</b>	<b>8585</b>
<b>Ohio's Best RX</b>	Program Information	17
	Referred Caller	13
	<b>Total</b>	<b>30</b>
<b>Other Medicaid Program</b>	Application / Eligibility	1412
	Benefit Package / Covered Services	915
	Billing Number	266
	Card	327
	Certificate of Coverage	37
	Change	538
	Citizenship Verification Questions	2
	Estate Recovery	20
	Hearing	7
	Program Information	847
	<b>Total</b>	<b>4371</b>
<b>PACT</b>	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	0
	Transfer Request	0
	<b>Total</b>	<b>1</b>
<b>Prior Authorization</b>	How to Obtain	487
	Letter	26

<b>Prior Authorization</b>	<b>Program Information</b>	384
	<b>Status</b>	233
	<b>Transfer Request - Needs Follow-Up</b>	1
	<b>Total</b>	<b>1131</b>
<b>Provider</b>	<b>Fee-For-Service Provider Names</b>	379
	<b>Referred to MCP For Provider List</b>	119
	<b>Referred to ODM Website For Provider List</b>	122
	<b>Referred to State Board To File Complaint Against Provider</b>	4
	<b>Total</b>	<b>624</b>
<b>Reimbursement</b>	<b>Decision</b>	18
	<b>Information</b>	405
	<b>State Hearing</b>	4
	<b>Total</b>	<b>427</b>
<b>Spend Down</b>	<b>Amount</b>	1108
	<b>Card</b>	254
	<b>Certificate of Coverage</b>	54
	<b>Hearing</b>	13
	<b>Problem</b>	141
	<b>Program Information</b>	1490
	<b>Total</b>	<b>3060</b>
<b>State Hearings</b>	<b>How to Request</b>	100
	<b>Program Information</b>	122
	<b>Status</b>	11
	<b>Total</b>	<b>233</b>
<b>Surveys</b>	<b>Call Center Survey</b>	5138
	<b>Total</b>	<b>5138</b>
<b>Third Party Liability</b>	<b>Cannot Resolve with CDJFS - Needs Follow-Up</b>	31
	<b>General Information</b>	289
	<b>Need Medications Now</b>	39
	<b>Referral to Case Worker</b>	274

<b>Third Party Liability</b>	Referral to TPL Vendor	80
	<b>Total</b>	<b>713</b>
<b>Tort</b>	General Information	16
	Provided Number to Tort Unit	20
	<b>Total</b>	<b>36</b>
<b>Waiver</b>	Application / Eligibility	261
	Benefit Package / Covered Services	103
	Billing Number	8
	Card	58
	Certificate of Coverage	9
	Change	18
	Estate Recovery	4
	Hearing	0
	Independent Provider	5
	Patient Evaluation	5
	Patient Liability	22
	Program Information	271
	Waiting List	12
	<b>Total</b>	<b>776</b>
<b>Grand Total All Categories</b>		<b>123089</b>

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

**Calls made from 5/1/2015 to 5/31/2015**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	627
	ACS / First Health	320
	ADAMH	17
	Area Agency on Aging	74
	BCCP Regional Agency	1
	BCMh	15
	Bureau of Home and Community Services	3
	Case Management Agency	25
	Caseworker	2391
	Child Support Enforcement Agency	7
	Complaint Department	44
	County Department of Job & Family Services	5200
	First Link	11
	Food Stamp Hotline	29
	Golden Buckeye Hotline	3
	Help Me Grow Hotline	0
	HomeHealthAgency	9
	Info & Refer	780
	In-House	15
	Legal Aid	7
	Managed Care Plan	1949
	Managed Care/Just Cause Section	57
	MR / DD Board	5
	ODM	52
	Ohio Department of Insurance	21
	Ohio Hospice	1
	Ohio's Best Rx	14
Ombudsman	19	

<b>Referral</b>	<b>OSHIIP</b>	106
	<b>Other Medical Services Agency</b>	73
	<b>Other Social Services Agency</b>	23
	<b>Out-of-State Medicaid Hotline</b>	59
	<b>PACT</b>	1
	<b>Pharmacy</b>	259
	<b>Prescription Drug Plan (PDP)</b>	169
	<b>Provider</b>	563
	<b>Provider Services Call Center</b>	654
	<b>Public Children's Services</b>	15
	<b>Social Security Administration</b>	87
	<b>StateHearingDivision</b>	183
	<b>StateMedicalBoard</b>	16
	<b>Supervisor</b>	69
	<b>Tort Unit</b>	21
	<b>Website - ODM</b>	52
	<b>Welfare Fraud Hotline</b>	3
<b>WIC Office</b>	2	
<b>Total</b>		<b>14051</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 6/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	241	55.66%	172	39.72%	20	4.62%	433	100%
Call Campaign	94	84.68%	14	12.61%	3	2.70%	111	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	21	87.50%	3	12.50%	0	0.00%	24	100%

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 6/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	241	67.70%	172	91.01%	20	86.96%	433	76.23%
Call Campaign	94	26.40%	14	7.41%	3	13.04%	111	19.54%
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	21	5.90%	3	1.59%	0	0.00%	24	4.23%
<b>TOTAL</b>	<b>356</b>	<b>100%</b>	<b>189</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>568</b>	<b>100%</b>

**AGED, BLIND, DISABLED (ABD)  
HEALTH CARE PLAN ENROLLMENT TYPE BY  
BY MANAGED CARE PLAN  
Region and MCP as a Percentage of Type  
Effective Date: 6/1/2015**

<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	3		8		0	
	North East	37		20		3	
	West	14		8		0	
	<b>Total</b>	<b>54</b>	<b>15.13%</b>	<b>36</b>	<b>19.05%</b>	<b>3</b>	<b>13.04%</b>
<b>CareSource</b>	Central/South East	58		25		3	
	North East	90		43		6	
	West	48		29		3	
	<b>Total</b>	<b>196</b>	<b>54.90%</b>	<b>97</b>	<b>51.32%</b>	<b>12</b>	<b>52.17%</b>
<b>Molina</b>	Central/South East	19		12		4	
	North East	3		3		0	
	West	9		4		1	
	<b>Total</b>	<b>31</b>	<b>8.68%</b>	<b>19</b>	<b>10.05%</b>	<b>5</b>	<b>21.74%</b>
<b>Paramount</b>	Central/South East	4		1		1	
	North East	4		1		0	
	West	20		11		0	
	<b>Total</b>	<b>28</b>	<b>7.84%</b>	<b>13</b>	<b>6.88%</b>	<b>1</b>	<b>4.35%</b>
<b>United</b>	Central/South East	20		5		1	
	North East	22		10		1	
	West	6		9		0	
	<b>Total</b>	<b>48</b>	<b>13.45%</b>	<b>24</b>	<b>12.70%</b>	<b>2</b>	<b>8.70%</b>
<b>Total Mandatory</b>		<b>357</b>	<b>100.00%</b>	<b>189</b>	<b>100.00%</b>	<b>23</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: 6/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	3	2.88%	8	15.69%	0	0.00%
	CareSource	58	55.77%	25	49.02%	3	33.33%
	Molina	19	18.27%	12	23.53%	4	44.44%
	Paramount	4	3.85%	1	1.96%	1	11.11%
	United	20	19.23%	5	9.80%	1	11.11%
	<b>Total</b>	<b>104</b>	<b>100.00%</b>	<b>51</b>	<b>100.00%</b>	<b>9</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	37	23.72%	20	25.97%	3	30.00%
	CareSource	90	57.69%	43	55.84%	6	60.00%
	Molina	3	1.92%	3	3.90%	0	0.00%
	Paramount	4	2.56%	1	1.30%	0	0.00%
	United	22	14.10%	10	12.99%	1	10.00%
	<b>Total</b>	<b>156</b>	<b>100.00%</b>	<b>77</b>	<b>100.00%</b>	<b>10</b>	<b>100.00%</b>
<b>West</b>	Buckeye	14	14.43%	8	13.11%	0	0.00%
	CareSource	48	49.48%	29	47.54%	3	75.00%
	Molina	9	9.28%	4	6.56%	1	25.00%
	Paramount	20	20.62%	11	18.03%	0	0.00%
	United	6	6.19%	9	14.75%	0	0.00%
	<b>Total</b>	<b>97</b>	<b>100.00%</b>	<b>61</b>	<b>100.00%</b>	<b>4</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>357</b>		<b>189</b>		<b>23</b>	

**AGED, BLIND, DISABLED (ABD)  
ASSIGNMENT BY REGION**  
Effective Date: 6/1/2015

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	155	71	<b>226</b>
North East	233	147	<b>380</b>
West	158	90	<b>248</b>
<b>Total For All Regions</b>	<b>546</b>	<b>308</b>	<b>854</b>

**AGED, BLIND, DISABLED (ABD)**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 6/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	3	8	11	9	20	8.85%
	CareSource	58	25	83	36	119	52.65%
	Molina	19	12	31	12	43	19.03%
	Paramount	4	1	5	12	17	7.52%
	United	20	5	25	2	27	11.95%
	<b>Total</b>	<b>104</b>	<b>51</b>	<b>155</b>	<b>71</b>	<b>226</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	37	20	57	30	87	22.89%
	CareSource	90	43	133	40	173	45.53%
	Molina	3	3	6	35	41	10.79%
	Paramount	4	1	5	22	27	7.11%
	United	22	10	32	20	52	13.68%
	<b>Total</b>	<b>156</b>	<b>77</b>	<b>233</b>	<b>147</b>	<b>380</b>	<b>100.00%</b>
<b>West</b>	Buckeye	14	8	22	12	34	13.71%
	CareSource	48	29	77	47	124	50.00%
	Molina	9	4	13	13	26	10.48%
	Paramount	20	11	31	11	42	16.94%
	United	6	9	15	7	22	8.87%
	<b>Total</b>	<b>97</b>	<b>61</b>	<b>158</b>	<b>90</b>	<b>248</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>357</b>	<b>189</b>	<b>546</b>	<b>308</b>	<b>854</b>	

**COVERED FAMILY AND CHILDREN (CFC)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 6/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	14378	83.37%	2839	16.46%	29	0.17%	17246	100%
Call Campaign	2794	95.46%	133	4.54%	0	0.00%	2927	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	1	50.00%	1	50.00%	0	0.00%	2	100%
Website	2734	93.34%	176	6.01%	19	0.65%	2929	100%

**COVERED FAMILY AND CHILDREN (CFC)  
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Method as a Percentage of Type  
Effective Date: 6/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	14378	72.23%	2839	90.16%	29	59.18%	17246	74.64%
Call Campaign	2794	14.04%	133	4.22%	0	0.00%	2927	12.67%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	1	2.04%	1	0.00%
Mail	1	0.01%	1	0.03%	0	0.00%	2	0.01%
Website	2734	13.73%	176	5.59%	19	38.78%	2929	12.68%
<b>TOTAL</b>	<b>19907</b>	<b>100%</b>	<b>3149</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>23105</b>	<b>100%</b>

**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: 6/1/2015

<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	290		26		0	
	North East	1228		286		3	
	West	721		102		3	
	<b>Total</b>	<b>2239</b>	<b>11.23%</b>	<b>414</b>	<b>13.01%</b>	<b>6</b>	<b>12.24%</b>
<b>CareSource</b>	Central/South East	3075		553		4	
	North East	4634		685		9	
	West	4105		636		14	
	<b>Total</b>	<b>11814</b>	<b>59.27%</b>	<b>1874</b>	<b>58.91%</b>	<b>27</b>	<b>55.10%</b>
<b>Molina</b>	Central/South East	1056		153		2	
	North East	226		21		5	
	West	390		97		3	
	<b>Total</b>	<b>1672</b>	<b>8.39%</b>	<b>271</b>	<b>8.52%</b>	<b>10</b>	<b>20.41%</b>
<b>Paramount</b>	Central/South East	105		19		3	
	North East	208		35		0	
	West	1194		210		2	
	<b>Total</b>	<b>1507</b>	<b>7.56%</b>	<b>264</b>	<b>8.30%</b>	<b>5</b>	<b>10.20%</b>
<b>United</b>	Central/South East	826		73		1	
	North East	1286		228		0	
	West	589		57		0	
	<b>Total</b>	<b>2701</b>	<b>13.55%</b>	<b>358</b>	<b>11.25%</b>	<b>1</b>	<b>2.04%</b>
<b>Total Mandatory</b>		<b>19933</b>	<b>100.00%</b>	<b>3181</b>	<b>100.00%</b>	<b>49</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: 6/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	290	5.42%	26	3.16%	0	0.00%
	CareSource	3075	57.46%	553	67.11%	4	40.00%
	Molina	1056	19.73%	153	18.57%	2	20.00%
	Paramount	105	1.96%	19	2.31%	3	30.00%
	United	826	15.43%	73	8.86%	1	10.00%
	<b>Total</b>	<b>5352</b>	<b>100.00%</b>	<b>824</b>	<b>100.00%</b>	<b>10</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	1228	16.20%	286	22.79%	3	17.65%
	CareSource	4634	61.12%	685	54.58%	9	52.94%
	Molina	226	2.98%	21	1.67%	5	29.41%
	Paramount	208	2.74%	35	2.79%	0	0.00%
	United	1286	16.96%	228	18.17%	0	0.00%
	<b>Total</b>	<b>7582</b>	<b>100.00%</b>	<b>1255</b>	<b>100.00%</b>	<b>17</b>	<b>100.00%</b>
<b>West</b>	Buckeye	721	10.30%	102	9.26%	3	13.64%
	CareSource	4105	58.65%	636	57.71%	14	63.64%
	Molina	390	5.57%	97	8.80%	3	13.64%
	Paramount	1194	17.06%	210	19.06%	2	9.09%
	United	589	8.42%	57	5.17%	0	0.00%
	<b>Total</b>	<b>6999</b>	<b>100.00%</b>	<b>1102</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>19933</b>		<b>3181</b>		<b>49</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
ASSIGNMENT BY REGION**  
Effective Date: 6/1/2015

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	6176	3779	<b>9955</b>
North East	8837	4866	<b>13703</b>
West	8100	4514	<b>12614</b>
<b>Total For All Regions</b>	<b>23113</b>	<b>13159</b>	<b>36272</b>

**COVERED FAMILY AND CHILDREN (CFC)  
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
Effective Date: 6/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	290	26	316	815	1131	11.36%
	CareSource	3075	553	3628	966	4594	46.15%
	Molina	1056	153	1209	711	1920	19.29%
	Paramount	105	19	124	673	797	8.01%
	United	826	73	899	614	1513	15.20%
	<b>Total</b>	<b>5352</b>	<b>824</b>	<b>6176</b>	<b>3779</b>	<b>9955</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	1228	286	1514	1047	2561	18.69%
	CareSource	4634	685	5319	898	6217	45.37%
	Molina	226	21	247	987	1234	9.01%
	Paramount	208	35	243	989	1232	8.99%
	United	1286	228	1514	945	2459	17.94%
	<b>Total</b>	<b>7582</b>	<b>1255</b>	<b>8837</b>	<b>4866</b>	<b>13703</b>	<b>100.00%</b>
<b>West</b>	Buckeye	721	102	823	918	1741	13.80%
	CareSource	4105	636	4741	1104	5845	46.33%
	Molina	390	97	487	863	1350	10.70%
	Paramount	1194	210	1404	829	2233	17.70%
	United	589	57	646	800	1446	11.46%
	<b>Total</b>	<b>6999</b>	<b>1102</b>	<b>8101</b>	<b>4514</b>	<b>12615</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>19933</b>	<b>3181</b>	<b>23114</b>	<b>13159</b>	<b>36273</b>	

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 6/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	231	54.35%	194	45.65%	0	0.00%	425	100%
Call	Medicaid only	167	68.16%	70	28.57%	8	3.27%	245	100%
Call Campaign	Dual benefits	14	50.00%	14	50.00%	0	0.00%	28	100%
Call Campaign	Medicaid only	10	83.33%	2	16.67%	0	0.00%	12	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	2	100.00%	0	0.00%	0	0.00%	2	100%
Fax	Medicaid only	14	93.33%	1	6.67%	0	0.00%	15	100%
Mail	Medicaid only	4	100.00%	0	0.00%	0	0.00%	4	100%
Website	Dual benefits	23	88.46%	3	11.54%	0	0.00%	26	100%
Website	Medicaid only	35	89.74%	4	10.26%	0	0.00%	39	100%

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 6/1/2015

**ENROLLMENT TYPE**

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Call	Dual benefits	231	46.20%	194	67.36%	0	0.00%	425	53.39%
Call	Medicaid only	167	33.40%	70	24.31%	8	100.00%	245	30.78%
Call Campaign	Dual benefits	14	2.80%	14	4.86%	0	0.00%	28	3.52%
Call Campaign	Medicaid only	10	2.00%	2	0.69%	0	0.00%	12	1.51%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	2	0.40%	0	0.00%	0	0.00%	2	0.25%
Fax	Medicaid only	14	2.80%	1	0.35%	0	0.00%	15	1.88%
Mail	Medicaid only	4	0.80%	0	0.00%	0	0.00%	4	0.50%
Website	Dual benefits	23	4.60%	3	1.04%	0	0.00%	26	3.27%
Website	Medicaid only	35	7.00%	4	1.39%	0	0.00%	39	4.90%
<b>TOTAL</b>		<b>500</b>	<b>100%</b>	<b>288</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>796</b>	<b>100%</b>

**MyCare**  
**HEALTH CARE PLAN ENROLLMENT TYPE BY**  
**BY MANAGED CARE PLAN**  
Region and MCP as a Percentage of Type  
Effective Date: 6/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Aetna</b>	Central	Dual benefits	19		19		0		38
	Central	Medicaid only	15		6		1		22
	North West	Dual benefits	13		5		0		18
	North West	Medicaid only	9		4		0		13
	South West	Dual benefits	13		5		0		18
	South West	Medicaid only	26		11		1		38
	<b>Total</b>			<b>95</b>	<b>19.00%</b>	<b>50</b>	<b>17.36%</b>	<b>2</b>	<b>25.00%</b>
<b>Buckeye</b>	North East	Dual benefits	8		2		0		10
	North East	Medicaid only	4		1		0		5
	North West	Dual benefits	9		2		0		11
	North West	Medicaid only	6		0		0		6
	West Central	Dual benefits	15		22		0		37
	West Central	Medicaid only	34		7		0		41
	<b>Total</b>			<b>76</b>	<b>15.20%</b>	<b>34</b>	<b>11.81%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	East Central	Dual benefits	31		27		0		58
	East Central	Medicaid only	21		4		0		25
	North East	Dual benefits	80		36		0		116
	North East	Medicaid only	37		13		1		51
	North East Central	Dual benefits	23		25		0		48
	North East Central	Medicaid only	7		5		0		12
	<b>Total</b>			<b>199</b>	<b>39.80%</b>	<b>110</b>	<b>38.19%</b>	<b>1</b>	<b>12.50%</b>
<b>Molina</b>	Central	Dual benefits	7		7		0		14
	Central	Medicaid only	8		5		1		14
	South West	Dual benefits	14		11		0		25
	South West	Medicaid only	20		6		0		26
	West Central	Dual benefits	9		17		0		26

<b>Molina</b>	West Central	Medicaid only	11		7		2		20
	<b>Total</b>		<b>69</b>	<b>13.80%</b>	<b>53</b>	<b>18.40%</b>	<b>3</b>	<b>37.50%</b>	
<b>United</b>	East Central	Dual benefits	15		26		0		41
	East Central	Medicaid only	14		5		1		20
	North East	Dual benefits	11		6		0		17
	North East	Medicaid only	11		2		0		13
	North East Central	Dual benefits	3		1		0		4
	North East Central	Medicaid only	7		1		1		9
	<b>Total</b>		<b>61</b>	<b>12.20%</b>	<b>41</b>	<b>14.24%</b>	<b>2</b>	<b>25.00%</b>	
<b>Total Mandatory</b>			<b>500</b>	<b>100.00%</b>	<b>288</b>	<b>100.00%</b>	<b>8</b>	<b>100.00%</b>	

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

Region and MCP as a Percentage of Type  
Effective Date: 6/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Central</b>	Aetna	Dual benefits	19	38.78%	19	51.35%	0	0.00%	38
	Aetna	Medicaid only	15	30.61%	6	16.22%	1	50.00%	22
	Molina	Dual benefits	7	14.29%	7	18.92%	0	0.00%	14
	Molina	Medicaid only	8	16.33%	5	13.51%	1	50.00%	14
	<b>Total</b>		<b>49</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>2</b>	<b>100.00%</b>	
<b>East Central</b>	CareSource	Dual benefits	31	38.27%	27	43.55%	0	0.00%	58
	CareSource	Medicaid only	21	25.93%	4	6.45%	0	0.00%	25
	United	Dual benefits	15	18.52%	26	41.94%	0	0.00%	41
	United	Medicaid only	14	17.28%	5	8.06%	1	100.00%	20
	<b>Total</b>		<b>81</b>	<b>100.00%</b>	<b>62</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	
<b>North East</b>	Buckeye	Dual benefits	8	5.30%	2	3.33%	0	0.00%	10
	Buckeye	Medicaid only	4	2.65%	1	1.67%	0	0.00%	5
	CareSource	Dual benefits	80	52.98%	36	60.00%	0	0.00%	116
	CareSource	Medicaid only	37	24.50%	13	21.67%	1	100.00%	51
	United	Dual benefits	11	7.28%	6	10.00%	0	0.00%	17
	United	Medicaid only	11	7.28%	2	3.33%	0	0.00%	13
	<b>Total</b>		<b>151</b>	<b>100.00%</b>	<b>60</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	
<b>North East Central</b>	CareSource	Dual benefits	23	57.50%	25	78.13%	0	0.00%	48
	CareSource	Medicaid only	7	17.50%	5	15.63%	0	0.00%	12
	United	Dual benefits	3	7.50%	1	3.13%	0	0.00%	4
	United	Medicaid only	7	17.50%	1	3.13%	1	100.00%	9
	<b>Total</b>		<b>40</b>	<b>100.00%</b>	<b>32</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	
<b>North West</b>	Aetna	Dual benefits	13	35.14%	5	45.45%	0	0.00%	18
	Aetna	Medicaid only	9	24.32%	4	36.36%	0	0.00%	13
	Buckeye	Dual benefits	9	24.32%	2	18.18%	0	0.00%	11
	Buckeye	Medicaid only	6	16.22%	0	0.00%	0	0.00%	6
	<b>Total</b>		<b>37</b>	<b>100.00%</b>	<b>11</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>South West</b>	Aetna	Dual benefits	13	17.81%	5	15.15%	0	0.00%	18
	Aetna	Medicaid only	26	35.62%	11	33.33%	1	100.00%	38
	Molina	Dual benefits	14	19.18%	11	33.33%	0	0.00%	25

<b>South West</b>	Molina	Medicaid only	20	27.40%	6	18.18%	0	0.00%	26
	<b>Total</b>		<b>73</b>	<b>100.00%</b>	<b>33</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	
<b>West Central</b>	Buckeye	Dual benefits	15	21.74%	22	41.51%	0	0.00%	37
	Buckeye	Medicaid only	34	49.28%	7	13.21%	0	0.00%	41
	Molina	Dual benefits	9	13.04%	17	32.08%	0	0.00%	26
	Molina	Medicaid only	11	15.94%	7	13.21%	2	100.00%	20
	<b>Total</b>		<b>69</b>	<b>100.00%</b>	<b>53</b>	<b>100.00%</b>	<b>2</b>	<b>100.00%</b>	
<b>Total Mandatory</b>			<b>500</b>		<b>288</b>		<b>8</b>		

**MyCare**  
**ASSIGNMENT BY REGION**  
Effective Date: 6/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	34	15	<b>49</b>
	Dual benefits	52	265	<b>317</b>
		86	280	<b>366</b>
East Central	Medicaid only	44	23	<b>67</b>
	Dual benefits	99	232	<b>331</b>
		143	255	<b>398</b>
North East	Medicaid only	68	25	<b>93</b>
	Dual benefits	143	330	<b>473</b>
		211	355	<b>566</b>
North East Central	Medicaid only	20	1	<b>21</b>
	Dual benefits	52	137	<b>189</b>
		72	138	<b>210</b>
North West	Medicaid only	19	3	<b>22</b>
	Dual benefits	29	131	<b>160</b>
		48	134	<b>182</b>
South West	Medicaid only	63	17	<b>80</b>
	Dual benefits	43	316	<b>359</b>
		106	333	<b>439</b>
West Central	Medicaid only	59	11	<b>70</b>
	Dual benefits	63	177	<b>240</b>
		122	188	<b>310</b>
<b>Total For All Regions</b>		<b>788</b>	<b>1683</b>	<b>2471</b>

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 6/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central</b>	Aetna	Dual benefits	19	19	38	137	175	47.81%
	Aetna	Medicaid only	15	6	21	7	28	7.65%
	Molina	Dual benefits	7	7	14	128	142	38.80%
	Molina	Medicaid only	8	5	13	8	21	5.74%
	<b>Total</b>			<b>49</b>	<b>37</b>	<b>86</b>	<b>280</b>	<b>366</b>
<b>East Central</b>	CareSource	Dual benefits	31	27	58	0	58	14.54%
	CareSource	Medicaid only	21	4	25	11	36	9.02%
	United	Dual benefits	15	26	41	232	273	68.42%
	United	Medicaid only	14	5	19	13	32	8.02%
	<b>Total</b>			<b>81</b>	<b>62</b>	<b>143</b>	<b>256</b>	<b>399</b>
<b>North East</b>	Buckeye	Dual benefits	8	2	10	152	162	28.62%
	Buckeye	Medicaid only	4	1	5	6	11	1.94%
	CareSource	Dual benefits	80	36	116	0	116	20.49%
	CareSource	Medicaid only	37	13	50	11	61	10.78%
	United	Dual benefits	11	6	17	178	195	34.45%
	United	Medicaid only	11	2	13	8	21	3.71%
	<b>Total</b>			<b>151</b>	<b>60</b>	<b>211</b>	<b>355</b>	<b>566</b>
<b>North East Central</b>	CareSource	Dual benefits	23	25	48	1	49	23.33%
	CareSource	Medicaid only	7	5	12	0	12	5.71%
	United	Dual benefits	3	1	4	136	140	66.67%
	United	Medicaid only	7	1	8	1	9	4.29%
	<b>Total</b>			<b>40</b>	<b>32</b>	<b>72</b>	<b>138</b>	<b>210</b>

<b>North West</b>	Aetna	Dual benefits	13	5	18	55	73	40.11%
	Aetna	Medicaid only	9	4	13	1	14	7.69%
	Buckeye	Dual benefits	9	2	11	76	87	47.80%
	Buckeye	Medicaid only	6	0	6	2	8	4.40%
	<b>Total</b>		<b>37</b>	<b>11</b>	<b>48</b>	<b>134</b>	<b>182</b>	<b>100.00%</b>
<b>South West</b>	Aetna	Dual benefits	13	5	18	179	197	44.87%
	Aetna	Medicaid only	26	11	37	8	45	10.25%
	Molina	Dual benefits	14	11	25	137	162	36.90%
	Molina	Medicaid only	20	6	26	9	35	7.97%
	<b>Total</b>		<b>73</b>	<b>33</b>	<b>106</b>	<b>333</b>	<b>439</b>	<b>100.00%</b>
<b>West Central</b>	Buckeye	Dual benefits	15	22	37	98	135	43.55%
	Buckeye	Medicaid only	34	7	41	9	50	16.13%
	Molina	Dual benefits	9	17	26	79	105	33.87%
	Molina	Medicaid only	11	7	18	2	20	6.45%
	<b>Total</b>		<b>69</b>	<b>53</b>	<b>122</b>	<b>188</b>	<b>310</b>	<b>100.00%</b>
<b>Total Mandatory</b>			<b>500</b>	<b>288</b>	<b>788</b>	<b>1684</b>	<b>2472</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**  
 Effective Date: 6/1/2015

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	1	1	2	3	5
			Medicaid only	1	0	1	0	1
		Molina	Dual benefits	0	0	0	8	8
			Medicaid only	1	0	1	0	1
		<b>Total</b>			<b>3</b>	<b>1</b>	<b>4</b>	<b>11</b>
	<b>Franklin</b>	Aetna	Dual benefits	16	18	34	120	154
			Medicaid only	13	6	19	6	25
		Molina	Dual benefits	5	7	12	109	121
			Medicaid only	6	5	11	7	18
		<b>Total</b>			<b>40</b>	<b>36</b>	<b>76</b>	<b>242</b>
	<b>Madison</b>	Aetna	Dual benefits	0	0	0	3	3
			Medicaid only	0	0	0	1	1
		Molina	Dual benefits	0	0	0	1	1
			Medicaid only	0	0	0	1	1
		<b>Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>
	<b>Pickaway</b>	Aetna	Dual benefits	1	0	1	6	7
			Medicaid only	1	0	1	0	1
		Molina	Dual benefits	1	0	1	3	4
			Medicaid only	1	0	1	0	1
		<b>Total</b>			<b>4</b>	<b>0</b>	<b>4</b>	<b>9</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>Central</b>	<b>Union</b>	Aetna	Dual benefits	1	0	1	5	6
		Molina	Dual benefits	1	0	1	7	8
		<b>Total</b>		<b>2</b>	<b>0</b>	<b>2</b>	<b>12</b>	<b>14</b>

<b>Central Region Totals</b>								
<b>Aetna</b>				<b>34</b>	<b>25</b>	<b>59</b>	<b>144</b>	<b>203</b>
<b>Molina</b>				<b>15</b>	<b>12</b>	<b>27</b>	<b>136</b>	<b>163</b>
<b>Total</b>				<b>49</b>	<b>37</b>	<b>86</b>	<b>280</b>	<b>366</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	1	0	1	0	1
			Medicaid only	1	0	1	2	3
		United	Dual benefits	1	2	3	21	24
		<b>Total</b>		<b>3</b>	<b>2</b>	<b>5</b>	<b>23</b>	<b>28</b>
	<b>Stark</b>	CareSource	Dual benefits	17	22	39	0	39
			Medicaid only	17	3	20	4	24
		United	Dual benefits	3	6	9	70	79
			Medicaid only	5	0	5	4	9
		<b>Total</b>		<b>42</b>	<b>31</b>	<b>73</b>	<b>78</b>	<b>151</b>
		<b>Summit</b>	CareSource	Dual benefits	8	4	12	0
	Medicaid only			2	1	3	5	8
	United		Dual benefits	10	18	28	132	160
			Medicaid only	8	5	13	7	20
	<b>Total</b>			<b>28</b>	<b>28</b>	<b>56</b>	<b>144</b>	<b>200</b>
	<b>Wayne</b>		CareSource	Dual benefits	5	1	6	0
		Medicaid only		1	0	1	0	1
		United	Dual benefits	1	0	1	9	10

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>East Central</b>	<b>Wayne</b>	United	Medicaid only	1	0	1	2	3
		<b>Total</b>		<b>8</b>	<b>1</b>	<b>9</b>	<b>11</b>	<b>20</b>

<b>East Central Region Totals</b>								
<b>CareSource</b>				<b>52</b>	<b>31</b>	<b>83</b>	<b>11</b>	<b>94</b>
<b>United</b>				<b>29</b>	<b>31</b>	<b>60</b>	<b>245</b>	<b>305</b>
<b>Total</b>				<b>81</b>	<b>62</b>	<b>143</b>	<b>256</b>	<b>399</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	4	1	5	112	117
			Medicaid only	2	1	3	6	9
		CareSource	Dual benefits	58	30	88	0	88
			Medicaid only	32	13	45	9	54
		United	Dual benefits	8	3	11	135	146
			Medicaid only	5	2	7	5	12
		<b>Total</b>		<b>109</b>	<b>50</b>	<b>159</b>	<b>267</b>	<b>426</b>
		<b>Geauga</b>	Buckeye	Dual benefits	1	0	1	1
	CareSource		Dual benefits	1	0	1	0	1
			Medicaid only	0	0	0	1	1
	United		Dual benefits	0	0	0	3	3
	<b>Total</b>			<b>2</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>7</b>
	<b>Lake</b>	Buckeye	Dual benefits	1	1	2	7	9
			Medicaid only	1	0	1	0	1
		CareSource	Dual benefits	5	0	5	0	5
			Medicaid only	3	0	3	0	3
		United	Dual benefits	1	0	1	16	17

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East</b>	<b>Lake</b>	United	Medicaid only	1	0	1	1	2
		<b>Total</b>		<b>12</b>	<b>1</b>	<b>13</b>	<b>24</b>	<b>37</b>
	<b>Lorain</b>	Buckeye	Dual benefits	2	0	2	25	27
			Medicaid only	1	0	1	0	1
		CareSource	Dual benefits	12	5	17	0	17
			Medicaid only	2	0	2	1	3
		United	Dual benefits	1	1	2	16	18
			Medicaid only	3	0	3	2	5
		<b>Total</b>		<b>21</b>	<b>6</b>	<b>27</b>	<b>44</b>	<b>71</b>
	<b>Medina</b>	Buckeye	Dual benefits	0	0	0	7	7
		CareSource	Dual benefits	4	1	5	0	5
		United	Dual benefits	1	2	3	8	11
			Medicaid only	2	0	2	0	2
		<b>Total</b>		<b>7</b>	<b>3</b>	<b>10</b>	<b>15</b>	<b>25</b>

**North East Region Totals**

<b>Buckeye</b>		<b>12</b>	<b>3</b>	<b>15</b>	<b>158</b>	<b>173</b>
<b>CareSource</b>		<b>117</b>	<b>49</b>	<b>166</b>	<b>11</b>	<b>177</b>
<b>United</b>		<b>22</b>	<b>8</b>	<b>30</b>	<b>186</b>	<b>216</b>
<b>Total</b>		<b>151</b>	<b>60</b>	<b>211</b>	<b>355</b>	<b>566</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	4	3	7	0	7
			Medicaid only	0	3	3	0	3
	United	Dual benefits	1	0	1	36	37	
		Medicaid only	1	0	1	0	1	
	<b>Total</b>		<b>6</b>	<b>6</b>	<b>12</b>	<b>36</b>	<b>48</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	8	15	23	1	24
			Medicaid only	2	2	4	0	4
		United	Dual benefits	1	1	2	54	56
			Medicaid only	4	0	4	1	5
		<b>Total</b>			<b>15</b>	<b>18</b>	<b>33</b>	<b>56</b>
	<b>Trumbull</b>	CareSource	Dual benefits	11	7	18	0	18
			Medicaid only	5	0	5	0	5
		United	Dual benefits	1	0	1	46	47
			Medicaid only	2	1	3	0	3
		<b>Total</b>			<b>19</b>	<b>8</b>	<b>27</b>	<b>46</b>

<b>North East Central Region Totals</b>								
<b>CareSource</b>				<b>30</b>	<b>30</b>	<b>60</b>	<b>1</b>	<b>61</b>
<b>United</b>				<b>10</b>	<b>2</b>	<b>12</b>	<b>137</b>	<b>149</b>
<b>Total</b>				<b>40</b>	<b>32</b>	<b>72</b>	<b>138</b>	<b>210</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	1	1	0	1
		Buckeye	Dual benefits	0	0	0	2	2
		<b>Total</b>			<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>
	<b>Lucas</b>	Aetna	Dual benefits	9	3	12	47	59
			Medicaid only	8	4	12	1	13
		Buckeye	Dual benefits	6	2	8	60	68
			Medicaid only	6	0	6	2	8
		<b>Total</b>			<b>29</b>	<b>9</b>	<b>38</b>	<b>110</b>
	<b>Ottawa</b>	Aetna	Dual benefits	2	0	2	1	3
		Buckeye	Dual benefits	0	0	0	4	4
		<b>Total</b>			<b>2</b>	<b>0</b>	<b>2</b>	<b>5</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North West</b>	<b>Wood</b>	Aetna	Dual benefits	2	1	3	7	10
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	3	0	3	10	13
		<b>Total</b>		<b>6</b>	<b>1</b>	<b>7</b>	<b>17</b>	<b>24</b>

**North West Region Totals**

<b>Aetna</b>		<b>22</b>	<b>9</b>	<b>31</b>	<b>56</b>	<b>87</b>
<b>Buckeye</b>		<b>15</b>	<b>2</b>	<b>17</b>	<b>78</b>	<b>95</b>
<b>Total</b>		<b>37</b>	<b>11</b>	<b>48</b>	<b>134</b>	<b>182</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	3	1	4	32	36
			Medicaid only	9	4	13	2	15
		Molina	Dual benefits	2	4	6	25	31
			Medicaid only	4	0	4	0	4
		<b>Total</b>		<b>18</b>	<b>9</b>	<b>27</b>	<b>59</b>	<b>86</b>
	<b>Clermont</b>	Aetna	Dual benefits	0	2	2	22	24
			Medicaid only	4	1	5	1	6
		Molina	Dual benefits	2	1	3	20	23
			Medicaid only	3	1	4	1	5
		<b>Total</b>		<b>9</b>	<b>5</b>	<b>14</b>	<b>44</b>	<b>58</b>
	<b>Clinton</b>	Aetna	Dual benefits	0	0	0	3	3
			Medicaid only	1	0	1	0	1
		Molina	Dual benefits	1	0	1	3	4
		<b>Total</b>		<b>2</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>8</b>
	<b>Hamilton</b>	Aetna	Dual benefits	9	2	11	111	122
			Medicaid only	9	6	15	5	20

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Hamilton</b>	Molina	Dual benefits	8	5	13	83	96
			Medicaid only	12	4	16	8	24
		<b>Total</b>		<b>38</b>	<b>17</b>	<b>55</b>	<b>207</b>	<b>262</b>
	<b>Warren</b>	Aetna	Dual benefits	1	0	1	11	12
			Medicaid only	3	0	3	0	3
		Molina	Dual benefits	1	1	2	6	8
			Medicaid only	1	1	2	0	2
		<b>Total</b>		<b>6</b>	<b>2</b>	<b>8</b>	<b>17</b>	<b>25</b>

<b>South West Region Totals</b>								
<b>Aetna</b>				<b>39</b>	<b>16</b>	<b>55</b>	<b>187</b>	<b>242</b>
<b>Molina</b>				<b>34</b>	<b>17</b>	<b>51</b>	<b>146</b>	<b>197</b>
<b>Total</b>				<b>73</b>	<b>33</b>	<b>106</b>	<b>333</b>	<b>439</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	19	23
			Medicaid only	2	2	4	1	5
		Molina	Dual benefits	1	3	4	11	15
			Medicaid only	3	2	5	0	5
		<b>Total</b>		<b>7</b>	<b>10</b>	<b>17</b>	<b>31</b>	<b>48</b>
	<b>Greene</b>	Buckeye	Dual benefits	3	2	5	8	13
			Medicaid only	3	0	3	0	3
		Molina	Dual benefits	2	1	3	12	15
			Medicaid only	1	1	2	0	2
		<b>Total</b>		<b>9</b>	<b>4</b>	<b>13</b>	<b>20</b>	<b>33</b>
	<b>Montgomery</b>	Buckeye	Dual benefits	11	17	28	71	99
			Medicaid only	29	5	34	8	42

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>West Central</b>	<b>Montgomery</b>	Molina	Dual benefits	6	13	19	56	75
			Medicaid only	7	4	11	2	13
		<b>Total</b>		<b>53</b>	<b>39</b>	<b>92</b>	<b>137</b>	<b>229</b>
<b>West Central Region Totals</b>								
<b>Buckeye</b>				<b>49</b>	<b>29</b>	<b>78</b>	<b>107</b>	<b>185</b>
<b>Molina</b>				<b>20</b>	<b>24</b>	<b>44</b>	<b>81</b>	<b>125</b>
<b>Total</b>				<b>69</b>	<b>53</b>	<b>122</b>	<b>188</b>	<b>310</b>
<b>Total Mandatory</b>				<b>500</b>	<b>288</b>	<b>788</b>	<b>1684</b>	<b>2472</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 6/1/2015**

<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>	9	4.21%	2	16.67%	11
	<i>North West</i>	4	1.87%	1	8.33%	5
	<i>South West</i>	29	13.55%	1	8.33%	30
	<b>Total</b>	<b>42</b>	<b>19.63%</b>	<b>4</b>	<b>33.33%</b>	<b>46</b>
<b>Buckeye</b>	<i>North East</i>	13	6.07%	1	8.33%	14
	<i>North West</i>	6	2.80%	0	0.00%	6
	<i>West Central</i>	37	17.29%	0	0.00%	37
	<b>Total</b>	<b>56</b>	<b>26.17%</b>	<b>1</b>	<b>8.33%</b>	<b>57</b>
<b>CareSource</b>	<i>East Central</i>	6	2.80%	1	8.33%	7
	<i>North East</i>	15	7.01%	2	16.67%	17
	<i>North East Central</i>	1	0.47%	0	0.00%	1
	<b>Total</b>	<b>22</b>	<b>10.28%</b>	<b>3</b>	<b>25.00%</b>	<b>25</b>

<b>Molina</b>	<i>Central</i>	11	5.14%	1	8.33%	12
	<i>South West</i>	20	9.35%	0	0.00%	20
	<i>West Central</i>	26	12.15%	2	16.67%	28
	<b>Total</b>	<b>57</b>	<b>26.64%</b>	<b>3</b>	<b>25.00%</b>	<b>60</b>
<b>United</b>	<i>East Central</i>	23	10.75%	1	8.33%	24
	<i>North East</i>	6	2.80%	0	0.00%	6
	<i>North East Central</i>	8	3.74%	0	0.00%	8
	<b>Total</b>	<b>37</b>	<b>17.29%</b>	<b>1</b>	<b>8.33%</b>	<b>38</b>
<b>Total Changes</b>		<b>214</b>	<b>100.00%</b>	<b>12</b>	<b>100.00%</b>	<b>226</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 6/1/2015**

<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>	9	4.21%	2	16.67%	11
	<i>Molina</i>	11	5.14%	1	8.33%	12
	<b>Total</b>	<b>20</b>	<b>9.35%</b>	<b>3</b>	<b>25.00%</b>	<b>23</b>
<b>North West</b>	<i>Aetna</i>	4	1.87%	1	8.33%	5
	<i>Buckeye</i>	6	2.80%	0	0.00%	6
	<b>Total</b>	<b>10</b>	<b>4.67%</b>	<b>1</b>	<b>8.33%</b>	<b>11</b>
<b>South West</b>	<i>Aetna</i>	29	13.55%	1	8.33%	30
	<i>Molina</i>	20	9.35%	0	0.00%	20
	<b>Total</b>	<b>49</b>	<b>22.90%</b>	<b>1</b>	<b>8.33%</b>	<b>50</b>
<b>North East</b>	<i>Buckeye</i>	13	6.07%	1	8.33%	14
	<i>CareSource</i>	15	7.01%	2	16.67%	17
	<i>United</i>	6	2.80%	0	0.00%	6
	<b>Total</b>	<b>34</b>	<b>15.89%</b>	<b>3</b>	<b>25.00%</b>	<b>37</b>

<b>West Central</b>	<i>Buckeye</i>	37	17.29%	0	0.00%	37
	<i>Molina</i>	26	12.15%	2	16.67%	28
	<b>Total</b>	<b>63</b>	<b>29.44%</b>	<b>2</b>	<b>16.67%</b>	<b>65</b>
<b>East Central</b>	<i>CareSource</i>	6	2.80%	1	8.33%	7
	<i>United</i>	23	10.75%	1	8.33%	24
	<b>Total</b>	<b>29</b>	<b>13.55%</b>	<b>2</b>	<b>16.67%</b>	<b>31</b>
<b>North East Central</b>	<i>CareSource</i>	1	0.47%	0	0.00%	1
	<i>United</i>	8	3.74%	0	0.00%	8
	<b>Total</b>	<b>9</b>	<b>4.21%</b>	<b>0</b>	<b>0.00%</b>	<b>9</b>
<b>Total Changes</b>		<b>214</b>	<b>100.00%</b>	<b>12</b>	<b>100.00%</b>	<b>226</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 5/1/2015 to 5/31/2015

Total Surveys Available for Completion: 72563

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	204	29.96%	438	64.32%	15	2.20%	12	1.76%	12	1.76%	681	100.00%
Our answers to your questions	220	32.31%	417	61.23%	18	2.64%	15	2.20%	11	1.62%	681	100.00%
Our courtesy to you and your family	257	37.74%	400	58.74%	10	1.47%	4	0.59%	10	1.47%	681	100.00%
Overall, how would you rate our staff and services	243	35.68%	407	59.77%	14	2.06%	8	1.17%	11	1.32%	681	100.00%
<b>Total</b>	<b>924</b>	<b>33.92%</b>	<b>1662</b>	<b>61.01%</b>	<b>57</b>	<b>2.09%</b>	<b>39</b>	<b>1.43%</b>	<b>43</b>	<b>1.54%</b>	<b>2724</b>	<b>100.00%</b>

Number of Surveys Attempted: 5141

Number of Completed Customer Satisfaction Surveys: 681