



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

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Ohio Consumer Hotline Monthly Report June 2015

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 4,300 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 125 calls coming in through this queue for this month.

Activity Summary

- 282,654 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 155,057 Total Calls (inbound and outbound)
 - 122,021 Call Fire Campaign Calls
 - 1,151 MyCare Outreach Calls
 - 4,300 Provider Calls
 - 125 Insure Kids Now/Governor's Hotline
- 2% abandonment rate
- 5:28 minutes average talk time
- 1:35 minute average speed to answer
- 75 average CSR inbound calls per day

Ohio Consumer Hotline
June 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	06/01/15	8517	8324	1381	17	8534	193	2%	935	9469	:16:20	:04:03	78	:02:01	:05:36
Tue	06/02/15	7087	6932	807	15	7102	155	2%	1327	8429	:14:02	:03:23	80	:01:39	:05:43
Wed	06/03/15	6720	6575	682	25	6745	145	2%	1784	8529	:12:08	:02:54	76	:01:15	:05:25
Thurs	06/04/15	5305	5184	299	14	5319	121	2%	1013	6332	:06:56	:01:51	77	:01:37	:05:23
Fri	06/05/15	4338	4211	164	21	4359	127	3%	791	5150	:06:23	:01:37	71	:00:56	:05:29
Sat	06/06/15	659	652	35	12	671	7	1%	615	1286	:02:57	:00:20	54	:00:18	:05:03
Sun	06/07/15	0	0	0	133	133	0	0%	0	133	:00:00	:00:00	0	:00:00	:00:00
	Week end	32626	31878	3368	237	32863	748	2%	6465	39328	:16:20	:03:18	73	:01:38	:05:31
Mon	06/08/15	8255	8070	1200	22	8277	185	2%	702	8979	:14:43	:03:54	80	:02:12	:05:29
Tues	06/09/15	7350	7190	927	23	7373	160	2%	1355	8728	:12:01	:03:26	79	:01:53	:05:35
Wed	06/10/15	6990	6859	761	21	7011	131	2%	1724	8735	:09:54	:02:34	80	:01:42	:05:22
Thurs	06/11/15	5366	5242	306	17	5383	124	2%	1173	6556	:07:52	:01:47	78	:01:36	:05:21
Fri	06/12/15	4084	3989	145	10	4094	95	2%	782	4876	:05:42	:01:17	70	:00:33	:05:13
Sat	06/13/15	701	684	50	9	710	17	2%	684	1394	:09:43	:02:36	55	:00:30	:05:09
Sun	06/14/15	0	0	0	136	136	0	0%	0	136	:00:00	:00:00	0	:00:00	:00:00
	Week end	32746	32034	3389	238	32984	712	2%	6420	39404	:14:43	:03:06	72	:01:24	:05:24
Mon	06/15/15	8829	8643	1553	17	8846	186	2%	968	9814	:16:41	:04:34	79	:02:15	:05:38
Tues	06/16/15	7033	6883	792	13	7046	150	2%	1749	8795	:14:25	:03:12	82	:01:22	:05:28
Wed	06/17/15	6516	6376	817	23	6539	140	2%	1407	7946	:13:16	:03:24	78	:01:36	:05:33
Thurs	06/18/15	5937	5795	494	17	5954	142	2%	1353	7307	:09:15	:02:34	79	:01:24	:05:22
Fri	06/19/15	4630	4506	211	11	4641	124	3%	791	5432	:05:46	:01:34	72	:01:17	:05:18
Sat	06/20/15	694	675	52	6	700	19	3%	649	1349	:07:29	:01:51	69	:01:02	:05:14
Sun	06/21/15	0	0	0	126	126	0	0%	0	126	:00:00	:00:00	0	:00:00	:00:00
	Week end	33639	32878	3919	213	33852	761	2%	6917	40769	:16:41	:03:38	77	:01:29	:05:27
Mon	06/22/15	8612	8435	1420	24	8636	177	2%	975	9611	:14:49	:04:17	79	:01:59	:05:21
Tues	06/23/15	6624	6461	673	19	6643	163	2%	1862	8505	:11:25	:02:54	81	:01:58	:05:23
Wed	06/24/15	4838	4726	216	20	4858	112	2%	835	5693	:05:03	:01:41	76	:01:08	:05:23
Thurs	06/25/15	4677	4549	181	13	4690	128	3%	749	5439	:08:03	:01:44	74	:01:00	:05:17
Fri	06/26/15	4104	4010	145	13	4117	94	2%	775	4892	:06:13	:01:37	65	:01:22	:05:49
Sat	06/27/15	653	629	35	12	665	24	4%	666	1331	:04:24	:01:53	54	:00:58	:04:47
Sun	06/28/15	0	0	0	85	85	0	0%	0	85	:00:00	:00:00	0	:00:00	:00:00
	Week end	29508	28810	2670	186	29694	698	2%	5862	35556	:14:49	:03:25	72	:01:24	:05:25
Mon	06/29/15	7375	7210	787	23	7398	165	2%	405	7803	:13:57	:02:52	77	:02:05	:05:43
Tue	06/30/15	5549	5441	346	12	5561	108	2%	443	6004	:09:22	:02:08	78	:01:32	:05:33
	Month End	141443	138251	14479	909	142352	3192	2%	26512	155057	:16:41	:03:17	75	:01:35	:05:28

Call Center Busy Hour Report

June 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
Mon	06/01/15	8517	97	518	720	897	964	964	995	991	901	615	576	184	95
Tues	06/02/15	7087	102	503	714	830	879	753	821	731	666	517	331	135	105
Wed	06/03/15	6720	107	410	607	708	769	773	832	806	654	513	315	140	86
Thurs	06/04/15	5305	104	357	534	562	640	567	568	517	578	451	246	115	66
Fri	06/05/15	4338	65	270	394	445	519	494	460	481	485	377	186	106	56
Sat	06/06/15	659	0	46	61	74	112	89	75	63	76	63	0	0	0
Sun	06/07/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		32626	475	2104	3030	3516	3883	3640	3751	3589	3360	2536	1654	680	408
Mon	06/08/15	8255	90	530	758	918	891	931	943	981	885	656	421	167	84
Tues	06/09/15	7350	91	447	653	797	831	911	930	803	761	562	367	129	68
Wed	06/10/15	6990	79	394	619	742	832	827	877	793	680	552	364	148	83
Thurs	06/11/15	5366	88	324	530	648	663	581	574	577	523	432	228	118	80
Fri	06/12/15	4084	82	260	432	456	485	446	452	459	414	291	165	79	63
Sat	06/13/15	701	0	57	61	71	89	79	96	80	86	82	0	0	0
Sun	06/14/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		32746	430	2012	3053	3632	3791	3775	3872	3693	3349	2575	1545	641	378
Mon	06/15/18	8829	85	580	822	933	1051	947	1064	1034	928	680	481	160	64
Tues	06/16/18	7033	87	463	668	790	831	883	853	773	654	512	294	129	96
Wed	06/17/18	6516	78	359	545	676	747	713	846	819	666	528	328	130	81
Thurs	06/18/18	5937	80	377	500	652	701	712	695	672	623	458	281	115	71
Fri	06/19/18	4630	61	253	381	465	533	517	543	542	521	423	220	105	66
Sat	06/20/18	694	0	43	52	82	89	92	87	76	85	88	0	0	0
Sun	06/21/18	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		33639	391	2075	2968	3598	3952	3864	4088	3916	3477	2689	1604	639	378
Mon	06/22/15	8612	106	564	738	883	1025	976	1040	943	997	683	434	134	89
Tue	06/23/15	6624	79	379	605	760	792	822	817	770	669	486	273	129	43
Wed	06/24/15	4838	83	312	481	539	578	578	523	502	483	393	226	91	49
Thu	06/25/15	4677	64	248	433	457	526	528	500	529	514	428	261	135	54
Fri	06/26/15	4104	54	259	404	442	481	473	455	484	432	319	184	91	26
Sat	06/27/15	653	0	43	56	49	83	79	94	89	85	75	0	0	0
Sun	06/28/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		29508	386	1805	2717	3130	3485	3456	3429	3317	3180	2384	1378	580	261
Mon	06/29/15	7375	80	405	648	713	761	765	897	858	818	676	448	194	112
Tue	06/30/15	5549	96	332	506	615	672	642	580	597	569	428	285	140	87
Month Total		141443	1858	8733	12922	15204	16544	16142	16617	15970	14753	11288	6914	2874	1624
Cumulative Percent			1%	6%	9%	11%	12%	11%	12%	11%	10%	8%	5%	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 6/1/2015 to 6/30/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1347
	Benefit Package / Covered Services	273
	Billing Number	90
	Card	191
	Certificate of Coverage	50
	Change	127
	Citizenship Verification Questions	1
	Estate Recovery	31
	Hearing	11
	Patient Liability	13
	Program Information	485
	Under 21 Inquiry	12
	Total	2631
<i>BCCP</i>	Application / Eligibility	6
	Benefit Package / Covered Services	2
	Card	4
	Change	1
	Estate Recovery	2
	Hearing	0
	Participating Site Information	2
	Program Information	2
	Total	19
<i>Consumer Guide</i>	Questions From Consumer Guide	1
	Total	1
<i>DRC</i>	Application status	96
	Benefit Package / Covered Services	2
	Care coordination questions	0

DRC	Chose to remain with existing MCP	24
	Declined application / MCP enrollment	0
	General inquiry	8
	MCP change completed	15
	MCP enrollment completed	195
	MCP enrollment status	44
	Phone application completed	24
	Total	408
EOMB	General Information	86
	Questions About Letter	5
	Total	91
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	1
	ODM Inquiry	151
	Sent Email	126
	Sent Letter	1
	Web Contact	1
	Total	280
FFS Billing	Billing Number	1172
	Claims Request	26
	General Billing Questions	918
	Received Bill (Needs Letter)	30
	Total	2146
General Benefits	Dental	555
	Equipment	125
	Family Planning	9
	Healthchek Services	11
	Inquiry on Covered Services	2572
	Medicaid Expansion	1154
	Medicaid School Program	2
	Medlist Assist	17

General Benefits	Pregnancy Related Services	13
	Prescriptions	1300
	Transportation	608
	Vision	319
	Total	6685
Healthy Start	Application / Eligibility	1970
	Benefit Package / Covered Services	264
	Billing Number	397
	Card	381
	Certificate of Coverage	59
	Change	165
	Citizenship Verification Questions	0
	Estate Recovery	4
	Hearing	7
	Program Information	998
	Total	4245
HIPAA	Complaint	2
	Information	22
	Request for Accounting for Disclosure	1
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
Total	25	
Home Health Care	Application / Eligibility	19
	Benefit Package / Covered Services	9
	BHCS Complaint	0
	BHCS Questions	1
	Card	1
	Hearing	1
	HSFA Questions	0
	Passport	5
	Program Information	25
Provider	5	

Home Health Care	Status	1
	Total	67
Incident Report	Billing Inquiry	105
	Reimbursement Inquiry	35
	Total	140
Information	Cash Assistance	29
	CDJFS	964
	Customer Survey	3
	Food Stamps	193
	Hotline	707
	Medicare	347
	Social Security	22
	Total	2265
Inquiry	029 Error	85
	574 Error - Not Eligible	26
	Already Selected	2355
	Called to Check on Doctors	449
	Called to Check on Just Cause Status	127
	Case Addition	97
	Case Closed	398
	Case Pending	589
	Category Closed	131
	Change in Name	205
	Change in Phone Number / Address	931
	CIC - Do Not Assign	1
	Consumer Needs To Be Auto Re-Enrolled	36
	Failed Eligibility	777
	General Questions	15952
	Open Enrollment Questions	1430
	Person Calling Not PIP / AG Head	477
	Referred Consumer to County Worker	3459

<i>Inquiry</i>	Returned NME / Notice	7
	Transferred in Error	37
	Wanted Phone Number of MCP	586
	Total	28155
<i>Issue / Concern</i>	Issue / Concern about MCP	80
	Issue / Concern about Provider	2
	Issue / Concern with Caseworker	8
	Issue / Concern with ODM	4
	Total	94
<i>Limited Family Planning Services</i>	Application / Eligibility	22
	Benefit Package / Covered Services	17
	Billing Number	4
	Card	8
	Certificate of Coverage	0
	Change	7
	Hearing	0
	Program Information	24
	Total	82
<i>Long Term Care</i>	Application / Eligibility	8
	Benefit Package / Covered Services	3
	Card	0
	Community Spouse	0
	Estate Recovery	4
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	7
	Program Information	11
	Total	33
<i>MAGI</i>	Application Status	756
	Case Change	181
	Case Inquiry	1528
	Certificate Of Coverage	42

MAGI	Citizenship/Other Verifications	94
	Estate Recovery	3
	FFS Card	216
	General Program Information	485
	Income Guidelines/Questions	276
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	548
	Questions About Letter/NOA	242
	Re-Application on a Denied Case	54
	Renewal	1520
	Reprint NOA or FFS Card	3
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	47
	Requested Telephone Application – Transfer to Collabor8	272
	State Hearing	28
	Total	6295
Mailings	"Getting Long Term Care" Pamphlet	4
	ABD Application Letter - 7200	502
	ABD EMP Enrollment Packet	36
	ABD Pamphlet - Spanish	4
	Approved Letter	112
	BCCP Brochure	1
	Billing Incident Letter	93
	Call Me Letter	0
	CFC EMP Enrollment Packet	89
	Citizenship Verification Brochure	0
	CPA Letter	0
	CPA Letter - Blank	231

Mailings	Enrollment Error Letter	0
	Healthy Start Brochure	2
	HIPAA Notice	8
	HS/HF Information	1
	ICDS Enrollment Letter	604
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	950
	JC Approval Change MCP - Requestor	83
	JC Approval FFS	0
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	4
	MBI-WD Application	14
	Medicaid Program Enrollment & Benefit Information	78
	MyCare EMP Enrollment Packet	34
	MyCare TPL Approval Letter	10
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	3
	N1 Reminder Letter	79759
	N3 ABD Reminder Letter	702
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	1
	OMH Mandatory MyCare Letter	45

Mailings	Patient Liability Lbl	0
	PHI Brochure	2
	QMB - Blank	972
	Reimbursement Letter	26
	Rejected - General	284
	Rejected - General ABD	61
	Rejected - SSI-BCMh-CIC	35
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	1
	Total	84752
Managed Care Info & Referral	Benefit Package	630
	Billing Number	343
	Card	2069
	Information	6515
	Just Cause Status	144
	Payment	16
	Phone Numbers	1371
	Provider Name	1550
	Transfer Request - Bureau of Managed Care	4
	Total	12642
MBI-WD	AG Collections Questions	13
	Application / Eligibility	41
	Benefit Package / Covered Services	15
	Billing Number	4
	Card	7
	Certificate of Coverage	2
	Premium Collection Issue - Needs Follow-Up	7
	Program Information	78

MBI-WD	Questions About Premiums	87
	Total	254
Medicare Part D	Application / Eligibility	136
	Information	679
	Questions About Letter	11
	Total	826
Medicare Premium Assistance	Application / Eligibility	1033
	Benefit Package / Covered Services	430
	Billing Number	13
	Card	152
	Certificate of Coverage	48
	Change	60
	Estate Recovery	3
	Hearing	4
	Patient Liability	6
	Program Information	1051
	Total	2800
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	0
	Request Benefits Balance - Needs Follow-Up	0
	Total	0
MyCare Ohio	General Information	2024
	Issue Accessing Services	154
	Loss of MyCare Eligibility	149
	Medicaid Only Benefit Information	230
	MyCare Ohio Card	274
	October 2014 MyCare Passive Enrollment Letter	13
	On-site facilitated enrollment	20

MyCare Ohio	Opt-In/Opt-Out Questions	455
	Prescription Questions	173
	Transition of Care	35
	Total	3527
ODM Survey	Managed Care Survey	1
	Total	1
Ohio Benefits Self Service Portal	Access my Benefits	67
	Account Creation/Management	31
	Account Lock Out	157
	Application Assistance	119
	Apply for Benefits	171
	County Office Location/Hours	72
	Electronic Verification	6
	Forgot Password Link	56
	Forgot User Name Link	42
	Frequently Asked Questions	301
	General Navigation	74
	How to use this Site	60
	Internet Browser Issue	9
	Message Center	7
	Provided Link to Website	222
	Renewal Packet Questions	3821
	Submit Error Issue	52
	Transfer Call to Tier 2/3	63
	Total	5330
Ohio Integrated Eligibility System (OIES)	Case Inquiry/Case Status	4003
	Contact CDJS	871
	Electronic Verification Process	18
	Journal Creation & Management	0
	MAGI (Modified Adjusted Gross Income) Program Information	255
	Notice of Action Explanation	110

Ohio Integrated Eligibility System (OIES)	Reapply on a Denied Case	46
	Reprint FFS card from Hotline	1
	Reprint NOA from Hotline	0
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	153
	Requested Telephone Application, transfer to Collobor8	933
	Total	6390
Ohio's Best RX	Program Information	31
	Referred Caller	11
	Total	42
Other Medicaid Program	Application / Eligibility	1343
	Benefit Package / Covered Services	904
	Billing Number	236
	Card	334
	Certificate of Coverage	22
	Change	806
	Citizenship Verification Questions	5
	Estate Recovery	10
	Hearing	11
	Program Information	593
	Total	4264
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	0
	Provider	0
	Transfer Request	0
	Total	0
Prior Authorization	How to Obtain	545
	Letter	16

Prior Authorization	Program Information	427
	Status	256
	Transfer Request - Needs Follow-Up	2
	Total	1246
Provider	Fee-For-Service Provider Names	428
	Referred to MCP For Provider List	96
	Referred to ODM Website For Provider List	109
	Referred to State Board To File Complaint Against Provider	3
	Total	636
Reimbursement	Decision	18
	Information	428
	State Hearing	1
	Total	447
Spend Down	Amount	1174
	Card	334
	Certificate of Coverage	68
	Hearing	28
	Problem	163
	Program Information	1655
	Total	3422
State Hearings	How to Request	82
	Program Information	104
	Status	12
	Total	198
Surveys	Call Center Survey	3804
	Total	3804
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	39
	General Information	352
	Need Medications Now	74
	Referral to Case Worker	310

Third Party Liability	Referral to TPL Vendor	96
	Total	871
Tort	General Information	25
	Provided Number to Tort Unit	34
	Total	59
Waiver	Application / Eligibility	294
	Benefit Package / Covered Services	129
	Billing Number	8
	Card	61
	Certificate of Coverage	4
	Change	30
	Estate Recovery	7
	Hearing	4
	Independent Provider	10
	Patient Evaluation	3
	Patient Liability	22
	Program Information	344
	Waiting List	5
	Total	921
Grand Total All Categories		186094

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

Calls made from 6/1/2015 to 6/30/2015

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	710
	ACS / First Health	388
	ADAMH	15
	Area Agency on Aging	101
	BCCP Regional Agency	2
	BCMh	18
	Bureau of Home and Community Services	3
	Case Management Agency	40
	Caseworker	2605
	Child Support Enforcement Agency	9
	Complaint Department	49
	County Department of Job & Family Services	5572
	First Link	16
	Food Stamp Hotline	35
	Golden Buckeye Hotline	2
	Help Me Grow Hotline	1
	HomeHealthAgency	4
	Info & Refer	953
	In-House	12
	Legal Aid	4
	Managed Care Plan	2055
	Managed Care/Just Cause Section	68
	MR / DD Board	7
	ODM	44
	Ohio Department of Insurance	23
	Ohio Hospice	0
	Ohio's Best Rx	24
Ombudsman	21	

Referral	OSHIIP	137
	Other Medical Services Agency	74
	Other Social Services Agency	30
	Out-of-State Medicaid Hotline	59
	PACT	2
	Pharmacy	328
	Prescription Drug Plan (PDP)	249
	Provider	708
	Provider Services Call Center	869
	Public Children's Services	26
	Social Security Administration	90
	StateHearingDivision	216
	StateMedicalBoard	30
	Supervisor	107
	Tort Unit	29
	Website - ODM	48
	Welfare Fraud Hotline	2
WIC Office	2	
Total		15787

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 7/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL
	FFS TO MCP		MCP TO MCP		MCP TO FFS			
Call	222	66.87%	208	92.86%	27	90.00%	457	77.99%
Call Campaign	94	28.31%	14	6.25%	0	0.00%	108	18.43%
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	16	4.82%	2	0.89%	3	10.00%	21	3.58%
TOTAL	332	100%	224	100%	30	100%	586	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 7/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	222	48.58%	208	45.51%	27	5.91%	457	100%
Call Campaign	94	87.04%	14	12.96%	0	0.00%	108	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	16	76.19%	2	9.52%	3	14.29%	21	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: 7/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	11		3		1	
	North East	28		22		4	
	West	12		12		1	
	Total	51	15.36%	37	16.52%	6	20.00%
CareSource	Central/South East	35		24		9	
	North East	81		59		3	
	West	48		35		6	
	Total	164	49.40%	118	52.68%	18	60.00%
Molina	Central/South East	23		20		1	
	North East	1		2		0	
	West	17		8		3	
	Total	41	12.35%	30	13.39%	4	13.33%
Paramount	Central/South East	5		4		1	
	North East	5		2		0	
	West	11		11		1	
	Total	21	6.33%	17	7.59%	2	6.67%
United	Central/South East	16		3		0	
	North East	24		18		0	
	West	15		1		0	
	Total	55	16.57%	22	9.82%	0	0.00%
Total Mandatory		332	100.00%	224	100.00%	30	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 7/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	11	12.22%	3	5.56%	1	8.33%
	CareSource	35	38.89%	24	44.44%	9	75.00%
	Molina	23	25.56%	20	37.04%	1	8.33%
	Paramount	5	5.56%	4	7.41%	1	8.33%
	United	16	17.78%	3	5.56%	0	0.00%
	Total	90	100.00%	54	100.00%	12	100.00%
North East	Buckeye	28	20.14%	22	21.36%	4	57.14%
	CareSource	81	58.27%	59	57.28%	3	42.86%
	Molina	1	0.72%	2	1.94%	0	0.00%
	Paramount	5	3.60%	2	1.94%	0	0.00%
	United	24	17.27%	18	17.48%	0	0.00%
	Total	139	100.00%	103	100.00%	7	100.00%
West	Buckeye	12	11.65%	12	17.91%	1	9.09%
	CareSource	48	46.60%	35	52.24%	6	54.55%
	Molina	17	16.50%	8	11.94%	3	27.27%
	Paramount	11	10.68%	11	16.42%	1	9.09%
	United	15	14.56%	1	1.49%	0	0.00%
	Total	103	100.00%	67	100.00%	11	100.00%
Total Mandatory		332		224		30	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 7/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	144	88	232
North East	242	132	374
West	170	97	267
Total For All Regions	556	317	873

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 7/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	11	3	14	17	31	13.36%
	CareSource	35	24	59	38	97	41.81%
	Molina	23	20	43	13	56	24.14%
	Paramount	5	4	9	8	17	7.33%
	United	16	3	19	12	31	13.36%
	Total	90	54	144	88	232	100.00%
North East	Buckeye	28	22	50	22	72	19.25%
	CareSource	81	59	140	66	206	55.08%
	Molina	1	2	3	17	20	5.35%
	Paramount	5	2	7	14	21	5.61%
	United	24	18	42	13	55	14.71%
	Total	139	103	242	132	374	100.00%
West	Buckeye	12	12	24	18	42	15.73%
	CareSource	48	35	83	46	129	48.31%
	Molina	17	8	25	13	38	14.23%
	Paramount	11	11	22	10	32	11.99%
	United	15	1	16	10	26	9.74%
	Total	103	67	170	97	267	100.00%
Total Mandatory		332	224	556	317	873	

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Method as a Percentage of Type
Effective Date: 7/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	18590	70.21%	2840	88.39%	40	56.34%	21470	72.14%
Call Campaign	4652	17.57%	184	5.73%	2	2.82%	4838	16.26%
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	5	0.02%	1	0.03%	0	0.00%	6	0.02%
Website	3229	12.20%	188	5.85%	29	40.85%	3446	11.58%
TOTAL	26476	100%	3213	100%	71	100%	29760	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method
Effective Date: 7/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	18590	86.59%	2840	13.23%	40	0.19%	21470	100%
Call Campaign	4652	96.16%	184	3.80%	2	0.04%	4838	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	5	83.33%	1	16.67%	0	0.00%	6	100%
Website	3229	93.70%	188	5.46%	29	0.84%	3446	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: 7/1/2015

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	324		25		2	
	North East	1484		289		3	
	West	1113		111		4	
	Total	2921	11.01%	425	13.19%	9	12.68%
CareSource	Central/South East	4204		487		9	
	North East	5597		924		8	
	West	5814		608		17	
	Total	15615	58.88%	2019	62.64%	34	47.89%
Molina	Central/South East	1628		170		6	
	North East	296		38		1	
	West	624		83		3	
	Total	2548	9.61%	291	9.03%	10	14.08%
Paramount	Central/South East	171		17		2	
	North East	291		33		3	
	West	1928		164		2	
	Total	2390	9.01%	214	6.64%	7	9.86%
United	Central/South East	951		57		4	
	North East	1398		167		6	
	West	696		50		1	
	Total	3045	11.48%	274	8.50%	11	15.49%
Total Mandatory		26519	100.00%	3223	100.00%	71	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 7/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	324	4.45%	25	3.31%	2	8.70%
	CareSource	4204	57.76%	487	64.42%	9	39.13%
	Molina	1628	22.37%	170	22.49%	6	26.09%
	Paramount	171	2.35%	17	2.25%	2	8.70%
	United	951	13.07%	57	7.54%	4	17.39%
	Total	7278	100.00%	756	100.00%	23	100.00%
North East	Buckeye	1484	16.37%	289	19.92%	3	14.29%
	CareSource	5597	61.74%	924	63.68%	8	38.10%
	Molina	296	3.26%	38	2.62%	1	4.76%
	Paramount	291	3.21%	33	2.27%	3	14.29%
	United	1398	15.42%	167	11.51%	6	28.57%
	Total	9066	100.00%	1451	100.00%	21	100.00%
West	Buckeye	1113	10.94%	111	10.93%	4	14.81%
	CareSource	5814	57.14%	608	59.84%	17	62.96%
	Molina	624	6.13%	83	8.17%	3	11.11%
	Paramount	1928	18.95%	164	16.14%	2	7.41%
	United	696	6.84%	50	4.92%	1	3.70%
	Total	10175	100.00%	1016	100.00%	27	100.00%
Total Mandatory		26519		3223		71	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 7/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	8034	6315	14349
North East	10517	6986	17503
West	11191	9313	20504
Total For All Regions	29742	22614	52356

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 7/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	324	25	349	1389	1738	12.11%
	CareSource	4204	487	4691	1505	6196	43.18%
	Molina	1628	170	1798	1053	2851	19.87%
	Paramount	171	17	188	1218	1406	9.80%
	United	951	57	1008	1150	2158	15.04%
	Total	7278	756	8034	6315	14349	100.00%
North East	Buckeye	1484	289	1773	1294	3067	17.52%
	CareSource	5597	924	6521	2055	8576	49.00%
	Molina	296	38	334	1235	1569	8.96%
	Paramount	291	33	324	1289	1613	9.22%
	United	1398	167	1565	1113	2678	15.30%
	Total	9066	1451	10517	6986	17503	100.00%
West	Buckeye	1113	111	1224	1968	3192	15.57%
	CareSource	5814	608	6422	1899	8321	40.58%
	Molina	624	83	707	1772	2479	12.09%
	Paramount	1928	164	2092	1844	3936	19.20%
	United	696	50	746	1830	2576	12.56%
	Total	10175	1016	11191	9313	20504	100.00%
Total Mandatory		26519	3223	29742	22614	52356	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Method as a Percentage of Type
Effective Date: 7/1/2015

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	372	47.15%	193	63.49%	0	0.00%	565	51.27%
Call	Medicaid only	234	29.66%	79	25.99%	9	100.00%	322	29.22%
Call Campaign	Dual benefits	38	4.82%	14	4.61%	0	0.00%	52	4.72%
Call Campaign	Medicaid only	21	2.66%	5	1.64%	0	0.00%	26	2.36%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	1	0.13%	2	0.66%	0	0.00%	3	0.27%
Fax	Medicaid only	27	3.42%	2	0.66%	0	0.00%	29	2.63%
Mail	Dual benefits	2	0.25%	0	0.00%	0	0.00%	2	0.18%
Mail	Medicaid only	4	0.51%	0	0.00%	0	0.00%	4	0.36%
Website	Dual benefits	29	3.68%	4	1.32%	0	0.00%	33	2.99%
Website	Medicaid only	61	7.73%	5	1.64%	0	0.00%	66	5.99%
TOTAL		789	100%	304	100%	9	100%	1102	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 7/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	372	65.84%	193	34.16%	0	0.00%	565	100%
Call	Medicaid only	234	72.67%	79	24.53%	9	2.80%	322	100%
Call Campaign	Dual benefits	38	73.08%	14	26.92%	0	0.00%	52	100%
Call Campaign	Medicaid only	21	80.77%	5	19.23%	0	0.00%	26	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	1	33.33%	2	66.67%	0	0.00%	3	100%
Fax	Medicaid only	27	93.10%	2	6.90%	0	0.00%	29	100%
Mail	Dual benefits	2	100.00%	0	0.00%	0	0.00%	2	100%
Mail	Medicaid only	4	100.00%	0	0.00%	0	0.00%	4	100%
Website	Dual benefits	29	87.88%	4	12.12%	0	0.00%	33	100%
Website	Medicaid only	61	92.42%	5	7.58%	0	0.00%	66	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 7/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	32		22		0		54
	Central	Medicaid only	25		7		0		32
	North West	Dual benefits	19		5		0		24
	North West	Medicaid only	13		4		1		18
	South West	Dual benefits	41		12		0		53
	South West	Medicaid only	44		5		1		50
	Total			174	22.05%	55	18.09%	2	22.22%
Buckeye	North East	Dual benefits	8		8		0		16
	North East	Medicaid only	7		2		0		9
	North West	Dual benefits	17		3		0		20
	North West	Medicaid only	7		1		0		8
	West Central	Dual benefits	31		19		0		50
	West Central	Medicaid only	41		17		1		59
	Total			111	14.07%	50	16.45%	1	11.11%
CareSource	East Central	Dual benefits	38		29		0		67
	East Central	Medicaid only	20		9		0		29
	North East	Dual benefits	106		29		0		135
	North East	Medicaid only	69		12		0		81
	North East Central	Dual benefits	31		29		0		60
	North East Central	Medicaid only	14		4		0		18
	Total			278	35.23%	112	36.84%	0	0.00%
Molina	Central	Dual benefits	24		8		0		32
	Central	Medicaid only	13		3		2		18
	South West	Dual benefits	31		5		0		36
	South West	Medicaid only	29		5		2		36
	West Central	Dual benefits	9		23		0		32

Molina	West Central	Medicaid only	6		11		1		18
	Total		112	14.20%	55	18.09%	5	55.56%	
United	East Central	Dual benefits	22		10		0		32
	East Central	Medicaid only	27		9		0		36
	North East	Dual benefits	21		7		0		28
	North East	Medicaid only	21		1		1		23
	North East Central	Dual benefits	12		4		0		16
	North East Central	Medicaid only	11		1		0		12
	Total		114	14.45%	32	10.53%	1	11.11%	
Total Mandatory			789	100.00%	304	100.00%	9	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 7/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	32	34.04%	22	55.00%	0	0.00%	54
	Aetna	Medicaid only	25	26.60%	7	17.50%	0	0.00%	32
	Molina	Dual benefits	24	25.53%	8	20.00%	0	0.00%	32
	Molina	Medicaid only	13	13.83%	3	7.50%	2	100.00%	18
	Total		94	100.00%	40	100.00%	2	100.00%	
East Central	CareSource	Dual benefits	38	35.51%	29	50.88%	0	0.00%	67
	CareSource	Medicaid only	20	18.69%	9	15.79%	0	0.00%	29
	United	Dual benefits	22	20.56%	10	17.54%	0	0.00%	32
	United	Medicaid only	27	25.23%	9	15.79%	0	0.00%	36
	Total		107	100.00%	57	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	8	3.45%	8	13.56%	0	0.00%	16
	Buckeye	Medicaid only	7	3.02%	2	3.39%	0	0.00%	9
	CareSource	Dual benefits	106	45.69%	29	49.15%	0	0.00%	135
	CareSource	Medicaid only	69	29.74%	12	20.34%	0	0.00%	81
	United	Dual benefits	21	9.05%	7	11.86%	0	0.00%	28
	United	Medicaid only	21	9.05%	1	1.69%	1	100.00%	23
	Total		232	100.00%	59	100.00%	1	100.00%	
North East Central	CareSource	Dual benefits	31	45.59%	29	76.32%	0	0.00%	60
	CareSource	Medicaid only	14	20.59%	4	10.53%	0	0.00%	18
	United	Dual benefits	12	17.65%	4	10.53%	0	0.00%	16
	United	Medicaid only	11	16.18%	1	2.63%	0	0.00%	12
	Total		68	100.00%	38	100.00%	0	100.00%	
North West	Aetna	Dual benefits	19	33.93%	5	38.46%	0	0.00%	24
	Aetna	Medicaid only	13	23.21%	4	30.77%	1	100.00%	18
	Buckeye	Dual benefits	17	30.36%	3	23.08%	0	0.00%	20
	Buckeye	Medicaid only	7	12.50%	1	7.69%	0	0.00%	8
	Total		56	100.00%	13	100.00%	1	100.00%	
South West	Aetna	Dual benefits	41	28.28%	12	44.44%	0	0.00%	53
	Aetna	Medicaid only	44	30.34%	5	18.52%	1	33.33%	50
	Molina	Dual benefits	31	21.38%	5	18.52%	0	0.00%	36

South West	Molina	Medicaid only	29	20.00%	5	18.52%	2	66.67%	36
	Total		145	100.00%	27	100.00%	3	100.00%	
West Central	Buckeye	Dual benefits	31	35.63%	19	27.14%	0	0.00%	50
	Buckeye	Medicaid only	41	47.13%	17	24.29%	1	50.00%	59
	Molina	Dual benefits	9	10.34%	23	32.86%	0	0.00%	32
	Molina	Medicaid only	6	6.90%	11	15.71%	1	50.00%	18
	Total		87	100.00%	70	100.00%	2	100.00%	
Total Mandatory			789		304		9		

MyCare
ASSIGNMENT BY REGION
Effective Date: 7/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	48	17	65
	Dual benefits	86	198	284
		134	215	349
East Central	Medicaid only	64	24	88
	Dual benefits	99	197	296
		163	221	384
North East	Medicaid only	112	18	130
	Dual benefits	179	320	499
		291	338	629
North East Central	Medicaid only	30	8	38
	Dual benefits	76	114	190
		106	122	228
North West	Medicaid only	25	4	29
	Dual benefits	44	138	182
		69	142	211
South West	Medicaid only	83	16	99
	Dual benefits	89	257	346
		172	273	445
West Central	Medicaid only	75	14	89
	Dual benefits	82	154	236
		157	168	325
Total For All Regions		1092	1479	2571

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 7/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	32	22	54	89	143	40.97%
	Aetna	Medicaid only	25	7	32	10	42	12.03%
	Molina	Dual benefits	24	8	32	109	141	40.40%
	Molina	Medicaid only	13	3	16	7	23	6.59%
	Total			94	40	134	215	349
East Central	CareSource	Dual benefits	38	29	67	106	173	44.94%
	CareSource	Medicaid only	20	9	29	9	38	9.87%
	United	Dual benefits	22	10	32	91	123	31.95%
	United	Medicaid only	27	9	36	15	51	13.25%
	Total			107	57	164	221	385
North East	Buckeye	Dual benefits	8	8	16	93	109	17.33%
	Buckeye	Medicaid only	7	2	9	6	15	2.38%
	CareSource	Dual benefits	106	29	135	127	262	41.65%
	CareSource	Medicaid only	69	12	81	9	90	14.31%
	United	Dual benefits	21	7	28	100	128	20.35%
	United	Medicaid only	21	1	22	3	25	3.97%
	Total			232	59	291	338	629
North East Central	CareSource	Dual benefits	31	29	60	57	117	51.32%
	CareSource	Medicaid only	14	4	18	2	20	8.77%
	United	Dual benefits	12	4	16	57	73	32.02%
	United	Medicaid only	11	1	12	6	18	7.89%
	Total			68	38	106	122	228

North West	Aetna	Dual benefits	19	5	24	64	88	41.71%
	Aetna	Medicaid only	13	4	17	1	18	8.53%
	Buckeye	Dual benefits	17	3	20	74	94	44.55%
	Buckeye	Medicaid only	7	1	8	3	11	5.21%
	Total		56	13	69	142	211	100.00%
South West	Aetna	Dual benefits	41	12	53	154	207	46.52%
	Aetna	Medicaid only	44	5	49	8	57	12.81%
	Molina	Dual benefits	31	5	36	103	139	31.24%
	Molina	Medicaid only	29	5	34	8	42	9.44%
	Total		145	27	172	273	445	100.00%
West Central	Buckeye	Dual benefits	31	19	50	75	125	38.46%
	Buckeye	Medicaid only	41	17	58	10	68	20.92%
	Molina	Dual benefits	9	23	32	79	111	34.15%
	Molina	Medicaid only	6	11	17	4	21	6.46%
	Total		87	70	157	168	325	100.00%
Total Mandatory			789	304	1093	1479	2572	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 7/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	2	3	5	8	13
			Medicaid only	2	0	2	0	2
		Molina	Dual benefits	1	0	1	4	5
			Medicaid only	2	0	2	0	2
		Total			7	3	10	12
	Franklin	Aetna	Dual benefits	26	19	45	77	122
			Medicaid only	21	7	28	9	37
		Molina	Dual benefits	19	7	26	97	123
			Medicaid only	8	3	11	6	17
		Total			74	36	110	189
	Madison	Aetna	Dual benefits	0	0	0	1	1
			Medicaid only	1	0	1	1	2
		Molina	Dual benefits	1	0	1	2	3
		Total			2	0	2	4
	Pickaway	Aetna	Dual benefits	1	0	1	2	3
			Medicaid only	1	0	1	0	1
		Molina	Dual benefits	2	0	2	5	7
			Medicaid only	3	0	3	0	3
		Total			7	0	7	7
	Union	Aetna	Dual benefits	3	0	3	1	4

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Union	Molina	Dual benefits	1	1	2	1	3
			Medicaid only	0	0	0	1	1
		Total		4	1	5	3	8

Central Region Totals								
Aetna				57	29	86	99	185
Molina				37	11	48	116	164
Total				94	40	134	215	349

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	3	0	3	15	18
			Medicaid only	2	0	2	3	5
		United	Dual benefits	1	2	3	9	12
			Medicaid only	2	0	2	1	3
		Total		8	2	10	28	38
	Stark	CareSource	Dual benefits	19	19	38	31	69
			Medicaid only	13	8	21	2	23
		United	Dual benefits	1	0	1	33	34
			Medicaid only	4	5	9	4	13
		Total		37	32	69	70	139
	Summit	CareSource	Dual benefits	14	4	18	51	69
			Medicaid only	3	0	3	4	7
		United	Dual benefits	20	8	28	42	70
			Medicaid only	20	4	24	9	33
		Total		57	16	73	106	179
	Wayne	CareSource	Dual benefits	2	6	8	9	17
			Medicaid only	2	1	3	0	3

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	United	Dual benefits	0	0	0	7	7
			Medicaid only	1	0	1	1	2
		Total		5	7	12	17	29

East Central Region Totals								
CareSource				58	38	96	115	211
United				49	19	68	106	174
Total				107	57	164	221	385

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	3	6	9	63	72
			Medicaid only	4	2	6	1	7
		CareSource	Dual benefits	80	24	104	89	193
			Medicaid only	51	10	61	6	67
		United	Dual benefits	15	7	22	77	99
			Medicaid only	16	0	16	2	18
		Total		169	49	218	238	456
	Geauga	Buckeye	Dual benefits	0	0	0	7	7
		CareSource	Dual benefits	1	0	1	2	3
			Medicaid only	1	1	2	1	3
		United	Dual benefits	0	0	0	1	1
		Total		2	1	3	11	14
	Lake	Buckeye	Dual benefits	3	0	3	9	12
			Medicaid only	3	0	3	3	6
		CareSource	Dual benefits	7	0	7	4	11
Medicaid only			7	0	7	0	7	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Lake	United	Dual benefits	1	0	1	8	9
			Medicaid only	1	0	1	0	1
		Total		22	0	22	24	46
	Lorain	Buckeye	Dual benefits	1	2	3	11	14
			Medicaid only	0	0	0	2	2
		CareSource	Dual benefits	14	4	18	28	46
			Medicaid only	7	1	8	1	9
		United	Dual benefits	2	0	2	8	10
			Medicaid only	2	1	3	1	4
		Total		26	8	34	51	85
		Medina	Buckeye	Dual benefits	1	0	1	3
	CareSource		Dual benefits	4	1	5	4	9
			Medicaid only	3	0	3	1	4
	United		Dual benefits	3	0	3	6	9
			Medicaid only	2	0	2	0	2
	Total			13	1	14	14	28

North East Region Totals								
Buckeye				15	10	25	99	124
CareSource				175	41	216	136	352
United				42	8	50	103	153
Total				232	59	291	338	629

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	4	6	10	7	17
			Medicaid only	3	0	3	0	3
	United	Dual benefits	5	1	6	14	20	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	United	Medicaid only	2	0	2	2	4
		Total		14	7	21	23	44
	Mahoning	CareSource	Dual benefits	13	13	26	20	46
			Medicaid only	5	2	7	1	8
		United	Dual benefits	3	3	6	30	36
			Medicaid only	4	1	5	2	7
		Total		25	19	44	53	97
	Trumbull	CareSource	Dual benefits	14	10	24	30	54
			Medicaid only	6	2	8	1	9
		United	Dual benefits	4	0	4	13	17
			Medicaid only	5	0	5	2	7
		Total		29	12	41	46	87

North East Central Region Totals								
CareSource				45	33	78	59	137
United				23	5	28	63	91
Total				68	38	106	122	228

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	0	1	1	3	4
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	1	0	1	6	7
			Medicaid only	1	1	2	0	2
		Total		3	2	5	9	14
	Lucas	Aetna	Dual benefits	17	4	21	46	67
			Medicaid only	8	3	11	1	12
		Buckeye	Dual benefits	14	3	17	58	75

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Lucas	Buckeye	Medicaid only	6	0	6	3	9
		Total		45	10	55	108	163
	Ottawa	Aetna	Dual benefits	1	0	1	4	5
			Medicaid only	0	1	1	0	1
		Buckeye	Dual benefits	0	0	0	2	2
		Total		1	1	2	6	8
	Wood	Aetna	Dual benefits	1	0	1	11	12
			Medicaid only	4	0	4	0	4
		Buckeye	Dual benefits	2	0	2	8	10
		Total		7	0	7	19	26

North West Region Totals

Aetna		32	9	41	65	106
Buckeye		24	4	28	77	105
Total		56	13	69	142	211

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	9	3	12	17	29
			Medicaid only	15	2	17	3	20
		Molina	Dual benefits	2	0	2	21	23
			Medicaid only	5	0	5	1	6
		Total		31	5	36	42	78
	Clermont	Aetna	Dual benefits	6	1	7	14	21
			Medicaid only	4	0	4	0	4
		Molina	Dual benefits	7	0	7	10	17
			Medicaid only	2	1	3	5	8
		Total		19	2	21	29	50

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
South West	Clinton	Aetna	Dual benefits	3	0	3	10	13	
			Medicaid only	1	0	1	1	2	
		Molina	Dual benefits	2	0	2	3	5	
		Total		6	0	6	14	20	
	Hamilton	Aetna	Dual benefits	21	8	29	96	125	
			Medicaid only	17	2	19	2	21	
		Molina	Dual benefits	19	4	23	57	80	
			Medicaid only	19	3	22	2	24	
		Total		76	17	93	157	250	
		Warren	Aetna	Dual benefits	2	0	2	17	19
	Medicaid only			7	1	8	2	10	
	Molina		Dual benefits	1	1	2	12	14	
			Medicaid only	3	1	4	0	4	
	Total			13	3	16	31	47	
	South West Region Totals								
	Aetna				85	17	102	162	264
	Molina				60	10	70	111	181
Total				145	27	172	273	445	
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Dual benefits	1	1	2	16	18	
			Medicaid only	5	2	7	3	10	
		Molina	Dual benefits	1	7	8	18	26	
			Medicaid only	2	3	5	2	7	
	Total		9	13	22	39	61		
	Greene	Buckeye	Dual benefits	8	4	12	13	25	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Buckeye	Medicaid only	13	3	16	1	17	
		Molina	Dual benefits	0	3	3	9	12	
		Total		21	10	31	23	54	
	Montgomery	Buckeye	Dual benefits	22	14	36	46	82	
			Medicaid only	23	12	35	6	41	
		Molina	Dual benefits	8	13	21	52	73	
			Medicaid only	4	8	12	2	14	
		Total		57	47	104	106	210	
		West Central Region Totals							
	Buckeye				72	36	108	85	193
Molina				15	34	49	83	132	
Total				87	70	157	168	325	
Total Mandatory				789	304	1093	1479	2572	

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

**MCP and Region as a Percentage of Type
Effective Date: 7/1/2015**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	5	3.70%	3	33.33%	8
	<i>North West</i>	5	3.70%	0	0.00%	5
	<i>South West</i>	17	12.59%	0	0.00%	17
	Total	27	20.00%	3	33.33%	30
Buckeye	<i>North East</i>	5	3.70%	1	11.11%	6
	<i>North West</i>	1	0.74%	0	0.00%	1
	<i>West Central</i>	21	15.56%	0	0.00%	21
	Total	27	20.00%	1	11.11%	28
CareSource	<i>East Central</i>	7	5.19%	1	11.11%	8
	<i>North East</i>	14	10.37%	0	0.00%	14
	<i>North East Central</i>	8	5.93%	0	0.00%	8
	Total	29	21.48%	1	11.11%	30

Molina	<i>Central</i>	8	5.93%	1	11.11%	9
	<i>South West</i>	10	7.41%	0	0.00%	10
	<i>West Central</i>	11	8.15%	1	11.11%	12
	Total	29	21.48%	2	22.22%	31
United	<i>East Central</i>	9	6.67%	2	22.22%	11
	<i>North East</i>	11	8.15%	0	0.00%	11
	<i>North East Central</i>	3	2.22%	0	0.00%	3
	Total	23	17.04%	2	22.22%	25
Total Changes		135	100.00%	9	100.00%	144

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

**MCP and Region as a Percentage of Type
Effective Date: 7/1/2015**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	5	3.70%	3	33.33%	8
	<i>Molina</i>	8	5.93%	1	11.11%	9
	Total	13	9.63%	4	44.44%	17
North West	<i>Aetna</i>	5	3.70%	0	0.00%	5
	<i>Buckeye</i>	1	0.74%	0	0.00%	1
	Total	6	4.44%	0	0.00%	6
South West	<i>Aetna</i>	17	12.59%	0	0.00%	17
	<i>Molina</i>	10	7.41%	0	0.00%	10
	Total	27	20.00%	0	0.00%	27
North East	<i>Buckeye</i>	5	3.70%	1	11.11%	6
	<i>CareSource</i>	14	10.37%	0	0.00%	14
	<i>United</i>	11	8.15%	0	0.00%	11
	Total	30	22.22%	1	11.11%	31

West Central	<i>Buckeye</i>	21	15.56%	0	0.00%	21
	<i>Molina</i>	11	8.15%	1	11.11%	12
	Total	32	23.70%	1	11.11%	33
East Central	<i>CareSource</i>	7	5.19%	1	11.11%	8
	<i>United</i>	9	6.67%	2	22.22%	11
	Total	16	11.85%	3	33.33%	19
North East Central	<i>CareSource</i>	8	5.93%	0	0.00%	8
	<i>United</i>	3	2.22%	0	0.00%	3
	Total	11	8.15%	0	0.00%	11
Total Changes		135	100.00%	9	100.00%	144

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 6/1/2015 to 6/30/2015

Total Surveys Available for Completion: 80897

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	174	30.47%	333	58.32%	32	5.60%	17	2.98%	15	2.63%	571	100.00%
Our answers to your questions	198	34.68%	315	55.17%	25	4.38%	19	3.33%	14	2.45%	571	100.00%
Our courtesy to you and your family	222	38.88%	310	54.29%	16	2.80%	10	1.75%	13	2.28%	571	100.00%
Overall, how would you rate our staff and services	214	37.48%	312	54.64%	21	3.68%	12	2.10%	14	2.10%	571	100.00%
Total	808	35.38%	1270	55.60%	94	4.12%	58	2.54%	55	2.36%	2284	100.00%

Number of Surveys Attempted: 3805

Number of Completed Customer Satisfaction Surveys: 571