



AUTOMATED **H**EAALTH **S**YSTEMS

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

Ohio Consumer Hotline Monthly Report July 2015

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 761 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 152. 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 155 calls coming in through this queue for this month.

Activity Summary

- 191,790 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 153,358 Total Calls (inbound and outbound)
 - 35,782 Call Fire Campaign Calls
 - 1,734 MyCare Outreach Calls
 - 761 Provider Calls
 - 155 Insure Kids Now/Governor's Hotline
- 2% abandonment rate
- 5:24 minutes average talk time
- 1:28 minute average speed to answer
- 71 average CSR inbound calls per day

Ohio Consumer Hotline
July 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	06/29/15	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
Wed	07/01/15	5927	5793	429	29	5956	134	2%	638	6594	:10:18	:02:15	75	:02:08	:05:28
Thurs	07/02/15	5379	5255	365	21	5400	124	2%	582	5982	:09:01	:02:08	75	:01:55	:05:24
Fri	07/03/15	0	0	0	720	720	0	0%	0	720	:00:00	:00:00	0	:00:00	:00:00
Sat	07/04/15	0	0	0	84	84	0	0%	0	84	:00:00	:00:00	0	:00:00	:00:00
Sun	07/05/15	0	0	0	114	114	0	0%	0	114	:00:00	:00:00	0	:00:00	:00:00
	Week end	24230	23699	1927	1003	25233	531	2%	1663	26896	:13:57	:02:31	76	:01:55	:05:32
	July Only	11306	11048	794	968	12274	258	2%	1220	13494	:10:18	:02:13	75	:02:01	:05:26
Mon	07/06/15	10094	9929	2033	16	10110	165	2%	2629	12739	:17:29	:04:33	73	:02:18	:05:35
Tues	07/07/15	7756	7607	1064	18	7774	149	2%	2686	10460	:14:36	:04:01	78	:01:50	:05:41
Wed	07/08/15	5864	5747	606	16	5880	117	2%	1384	7264	:10:58	:03:24	72	:01:44	:05:35
Thurs	07/09/15	5063	4905	286	11	5074	158	3%	988	6062	:08:01	:02:03	74	:01:53	:05:19
Fri	07/10/15	4482	4373	167	11	4493	109	2%	1076	5569	:05:19	:01:20	72	:00:44	:05:15
Sat	07/11/15	538	531	34	8	546	7	1%	1010	1556	:04:47	:00:50	59	:00:19	:04:46
Sun	07/12/15	0	0	0	143	143	0	0%	0	143	:00:00	:00:00	0	:00:00	:00:00
	Week end	33797	33092	4190	223	34020	705	2%	9773	43793	:17:29	:03:57	71	:01:28	:05:29
Mon	07/13/15	7548	7367	1011	9	7557	181	2%	998	8555	:13:13	:03:40	77	:01:58	:05:31
Tues	07/14/15	5490	5356	274	12	5502	134	2%	1145	6647	:09:44	:02:04	75	:01:38	:05:22
Wed	07/15/15	5406	5260	390	18	5424	146	3%	932	6356	:08:54	:02:23	72	:01:12	:05:11
Thurs	07/16/15	4394	4283	136	19	4413	111	3%	1223	5636	:03:55	:01:00	70	:00:30	:05:02
Fri	07/17/15	3838	3732	118	7	3845	106	3%	1237	5082	:05:24	:01:26	68	:00:27	:05:05
Sat	07/18/15	556	535	39	8	564	21	4%	1032	1596	:06:52	:01:45	55	:00:39	:05:01
Sun	07/19/15	0	0	0	135	135	0	0%	0	135	:00:00	:00:00	0	:00:00	:00:00
	Week end	27232	26533	1968	208	27440	699	3%	6567	34007	:13:13	:03:02	70	:01:04	:05:15
Mon	07/20/15	6864	6702	702	24	6888	162	2%	916	7804	:11:40	:03:05	76	:02:02	:05:29
Tues	07/21/15	5761	5631	532	12	5773	130	2%	1218	6991	:10:10	:02:40	73	:01:52	:05:25
Wed	07/22/15	4547	4426	305	9	4556	121	3%	837	5393	:08:42	:02:06	70	:01:51	:05:19
Thurs	07/23/15	4456	4351	184	21	4477	105	2%	883	5360	:06:14	:01:57	68	:01:09	:05:25
Fri	07/24/15	3597	3513	124	15	3612	84	2%	996	4608	:06:14	:01:53	60	:00:38	:05:12
Sat	07/25/15	543	532	30	18	561	11	2%	260	821	:02:26	:00:20	59	:00:12	:04:51
Sun	07/26/15	0	0	0	94	94	0	0%	0	94	:00:00	:00:00	0	:00:00	:00:00
	Week end	25768	25155	1877	193	25961	613	2%	5110	31071	:11:40	:02:42	68	:01:17	:05:22
Mon	07/27/15	6764	6645	709	20	6784	119	2%	1008	7792	:11:59	:03:08	75	:02:02	:05:26
Tues	07/28/15	5280	5140	306	14	5294	140	3%	1122	6416	:09:45	:02:11	71	:01:42	:05:21
Wed	07/29/15	4536	4421	203	7	4543	115	3%	795	5338	:06:49	:01:37	68	:00:57	:05:26
Thurs	07/30/15	4772	4674	245	17	4789	98	2%	894	5683	:10:43	:02:18	68	:01:30	:05:39
Fri	07/31/15	4459	4357	158	22	4481	102	2%	996	5477	:10:28	:01:46	68	:01:07	:05:37
	Week end	25811	25237	1621	367	26178	574	2%	4815	30993	:11:59	:02:18	70	:01:28	:05:30
	Month End	123914	121065	10450	1959	125873	2849	2%	27485	153358	:17:29	:03:10	71	:01:28	:05:24

Call Center Busy Hour Report
July 2015
Calls Received During Business Hours

Day of the Week	Date	Total Calls Received	7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM
Wed	07/01/15	5927	98	314	475	573	623	658	690	722	654	558	309	161	92
Thu	07/02/15	5379	77	340	480	600	622	576	595	616	552	440	276	145	60
Fri	07/03/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sat	07/04/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sun	07/05/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	11306	175	654	955	1173	1245	1234	1285	1338	1206	998	585	306	152
Mon	07/06/15	10094	145	625	963	1216	1236	1013	1150	1084	1029	802	551	190	90
Tues	07/07/15	7756	101	459	710	979	968	953	959	820	714	568	338	112	75
Wed	07/08/15	5864	85	277	466	629	778	756	733	657	615	445	267	105	51
Thurs	07/09/15	5063	53	282	479	507	589	556	590	578	591	407	236	131	64
Fri	07/10/15	4482	63	232	431	516	472	493	555	526	483	358	217	99	37
Sat	07/11/15	538	0	33	37	57	67	87	85	55	67	50	0	0	0
Sun	07/12/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	33797	447	1908	3086	3904	4110	3858	4072	3720	3499	2630	1609	637	317
Mon	07/13/15	7548	86	428	654	809	840	922	792	869	851	639	402	166	90
Tues	07/14/15	5490	83	340	534	664	618	636	630	632	521	368	269	124	71
Wed	07/15/15	5406	46	289	410	574	590	591	657	683	575	499	286	117	89
Thurs	07/16/15	4394	65	294	438	497	491	486	430	509	473	368	193	106	44
Fri	07/17/15	3838	50	225	344	437	450	452	428	452	416	304	165	87	28
Sat	07/18/15	556	0	34	46	72	70	82	59	70	56	67	0	0	0
Sun	07/19/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	27232	330	1610	2426	3053	3059	3169	2996	3215	2892	2245	1315	600	322
Mon	07/20/15	6864	105	436	656	766	773	803	734	791	685	564	317	152	82
Tues	07/21/15	5761	70	344	563	684	693	707	648	624	518	457	248	139	66
Wed	07/22/15	4547	47	304	443	498	557	505	513	478	491	337	201	110	63
Thurs	07/23/15	4456	65	268	417	511	551	514	490	472	456	330	206	114	62
Fri	07/24/15	3597	68	186	340	436	436	407	453	421	347	269	123	66	45
Sat	07/25/15	543	0	39	53	65	78	75	59	71	55	48	0	0	0
Sun	07/26/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	25768	355	1577	2472	2960	3088	3011	2897	2857	2552	2005	1095	581	318
Mon	07/27/15	6764	94	446	667	775	703	763	738	803	668	549	336	144	78
Tue	07/28/15	5280	64	321	546	629	647	611	604	563	511	384	231	115	54
Wed	07/29/15	4536	73	263	382	532	566	503	500	501	487	374	202	100	53
Thu	07/30/15	4772	70	252	417	523	526	523	554	560	476	401	251	140	79
Fri	07/31/15	4459	64	257	351	488	516	518	480	555	465	354	224	117	70
	Week Ending	25811	365	1539	2363	2947	2958	2918	2876	2982	2607	2062	1244	616	334
	Month Total	123914	1672	7288	11302	14037	14460	14190	14126	14112	12756	9940	5848	2740	1443
	Cumulative Percent		1%	6%	9%	11%	12%	11%	11%	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 7/1/2015 to 7/31/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1464
	Benefit Package / Covered Services	309
	Billing Number	90
	Card	210
	Certificate of Coverage	44
	Change	164
	Citizenship Verification Questions	1
	Estate Recovery	24
	Hearing	10
	Patient Liability	25
	Program Information	599
	Under 21 Inquiry	10
Total	2950	
<i>BCCP</i>	Application / Eligibility	4
	Benefit Package / Covered Services	2
	Card	3
	Change	1
	Estate Recovery	2
	Hearing	0
	Participating Site Information	0
	Program Information	6
	Total	18
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>DRC</i>	Application status	44
	Benefit Package / Covered Services	2
	Care coordination questions	1

DRC	Chose to remain with existing MCP	22
	Declined application / MCP enrollment	0
	General inquiry	7
	MCP change completed	12
	MCP enrollment completed	233
	MCP enrollment status	28
	Phone application completed	23
	Total	372
EOMB	General Information	41
	Questions About Letter	18
	Total	59
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	92
	Sent Email	91
	Sent Letter	0
	Web Contact	2
	Total	185
FFS Billing	Billing Number	1371
	Claims Request	29
	General Billing Questions	992
	Received Bill (Needs Letter)	15
	Total	2407
General Benefits	Dental	646
	Equipment	126
	Family Planning	6
	Healthchek Services	6
	Inquiry on Covered Services	2742
	Medicaid Expansion	1199
	Medicaid School Program	6
	Medlist Assist	19

General Benefits	Pregnancy Related Services	12
	Prescriptions	1293
	Transportation	573
	Vision	349
	Total	6977
Healthy Start	Application / Eligibility	1816
	Benefit Package / Covered Services	210
	Billing Number	458
	Card	407
	Certificate of Coverage	68
	Change	159
	Citizenship Verification Questions	1
	Estate Recovery	6
	Hearing	2
	Program Information	866
	Total	3993
HIPAA	Complaint	0
	Information	7
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
Total	7	
Home Health Care	Application / Eligibility	18
	Benefit Package / Covered Services	10
	BHCS Complaint	1
	BHCS Questions	2
	Card	0
	Hearing	0
	HSFA Questions	1
	Passport	3
	Program Information	25
Provider	6	

Home Health Care	Status	0
	Total	66
Incident Report	Billing Inquiry	143
	Reimbursement Inquiry	32
	Total	175
Information	Cash Assistance	30
	CDJFS	993
	Customer Survey	1
	Food Stamps	172
	Hotline	716
	Medicare	293
	Social Security	38
	Total	2243
Inquiry	029 Error	81
	574 Error - Not Eligible	10
	Already Selected	2040
	Called to Check on Doctors	482
	Called to Check on Just Cause Status	86
	Case Addition	97
	Case Closed	406
	Case Pending	593
	Category Closed	178
	Change in Name	168
	Change in Phone Number / Address	1099
	CIC - Do Not Assign	7
	Consumer Needs To Be Auto Re-Enrolled	17
	Failed Eligibility	751
	General Questions	15821
	Open Enrollment Questions	1208
	Person Calling Not PIP / AG Head	429
	Referred Consumer to County Worker	3516

<i>Inquiry</i>	Returned NME / Notice	5
	Transferred in Error	40
	Wanted Phone Number of MCP	645
	Total	27679
<i>Issue / Concern</i>	Issue / Concern about MCP	50
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	7
	Issue / Concern with ODM	3
	Total	61
<i>Limited Family Planning Services</i>	Application / Eligibility	42
	Benefit Package / Covered Services	25
	Billing Number	1
	Card	6
	Certificate of Coverage	2
	Change	5
	Hearing	0
	Program Information	46
	Total	127
<i>Long Term Care</i>	Application / Eligibility	8
	Benefit Package / Covered Services	5
	Card	2
	Community Spouse	1
	Estate Recovery	2
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	8
	Program Information	13
	Total	39
<i>MAGI</i>	Application Status	852
	Case Change	227
	Case Inquiry	1913
	Certificate Of Coverage	41

MAGI	Citizenship/Other Verifications	155
	Estate Recovery	4
	FFS Card	413
	General Program Information	647
	Income Guidelines/Questions	432
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	49
	Questions About Letter/NOA	191
	Re-Application on a Denied Case	58
	Renewal Application Reported	732
	Renewal Questions	2769
	Reprint NOA or FFS Card	7
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	43
	Requested Telephone Application – Transfer to Collabor8	410
	State Hearing	36
	Total	8979
Mailings	"Getting Long Term Care" Pamphlet	8
	ABD Application Letter - 7200	494
	ABD EMP Enrollment Packet	42
	ABD Pamphlet - Spanish	4
	Approved Letter	135
	BCCP Brochure	1
	Billing Incident Letter	112
	Call Me Letter	0
	CFC EMP Enrollment Packet	74
	Citizenship Verification Brochure	4
	CPA Letter	0

Mailings	CPA Letter - Blank	216
	Enrollment Error Letter	0
	Healthy Start Brochure	6
	HIPAA Notice	11
	HS/HF Information	0
	ICDS Enrollment Letter	2
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	633
	JC Approval Change MCP - Requestor	39
	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	3
	MBI-WD Application	6
	Medicaid Program Enrollment & Benefit Information	117
	MyCare EMP Enrollment Packet	46
	MyCare TPL Approval Letter	1
	MyCare TPL Denial Letter	1
	MyCare TPL Verification Letter	2
	N1 Reminder Letter	22422
	N3 ABD Reminder Letter	735
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	1

Mailings	OMH Mandatory MyCare Letter	47
	Patient Liability Lbl	0
	PHI Brochure	3
	QMB - Blank	932
	Reimbursement Letter	30
	Rejected - General	90
	Rejected - General ABD	20
	Rejected - SSI-BCMh-CIC	33
	Residential Treatment Letter	0
	Resolution	1
	Resolution Declined	0
	Spend Down Approval	1
	Spend Down Denial	0
	TPL Approval	1
	TPL Verification Needed	0
Total	26274	
Managed Care Info & Referral	Benefit Package	772
	Billing Number	334
	Card	1993
	Information	7085
	Just Cause Status	84
	Payment	15
	Phone Numbers	1312
	Provider Name	1300
	Transfer Request - Bureau of Managed Care	5
	Total	12900
MBI-WD	AG Collections Questions	15
	Application / Eligibility	36
	Benefit Package / Covered Services	11
	Billing Number	2
	Card	8
	Certificate of Coverage	2
	Premium Collection Issue - Needs Follow-Up	3

MBI-WD	Program Information	65
	Questions About Premiums	86
	Total	228
Medicare Part D	Application / Eligibility	165
	Information	576
	Questions About Letter	7
	Total	748
Medicare Premium Assistance	Application / Eligibility	1153
	Benefit Package / Covered Services	409
	Billing Number	19
	Card	237
	Certificate of Coverage	40
	Change	71
	Estate Recovery	1
	Hearing	8
	Patient Liability	5
	Program Information	1162
	Total	3105
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	2131
	Issue Accessing Services	154
	Loss of MyCare Eligibility	144
	Medicaid Only Benefit Information	282
	MyCare Ohio Card	253
	October 2014 MyCare Passive Enrollment Letter	22
	On-site facilitated enrollment	16

<i>MyCare Ohio</i>	Opt-In/Opt-Out Questions	484
	Prescription Questions	179
	Transition of Care	20
	Total	3685
<i>ODM Survey</i>	Managed Care Survey	3
	Total	3
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	85
	Account Creation/Management	42
	Account Lock Out	203
	Application Assistance	166
	Apply for Benefits	180
	County Office Location/Hours	89
	Electronic Verification	18
	Forgot Password Link	86
	Forgot User Name Link	47
	Frequently Asked Questions	233
	General Navigation	64
	How to use this Site	72
	Internet Browser Issue	13
	Message Center	17
	Provided Link to Website	281
	Renewal Packet Questions	3396
	Submit Error Issue	62
	Transfer Call to Tier 2/3	59
	Total	5113
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	3443
	Contact CDJS	957
	Electronic Verification Process	18
	Journal Creation & Management	3
	MAGI (Modified Adjusted Gross Income) Program Information	257
	Notice of Action Explanation	61

Ohio Integrated Eligibility System (OIES)	Reapply on a Denied Case	37
	Reprint FFS card from Hotline	0
	Reprint NOA from Hotline	1
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	167
	Requested Telephone Application, transfer to Collobor8	1040
	Total	5984
Ohio's Best RX	Program Information	11
	Referred Caller	6
	Total	17
Other Medicaid Program	Application / Eligibility	1312
	Benefit Package / Covered Services	841
	Billing Number	287
	Card	454
	Certificate of Coverage	23
	Change	726
	Citizenship Verification Questions	2
	Estate Recovery	13
	Hearing	8
	Program Information	830
	Total	4496
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	557
	Letter	18

Prior Authorization	Program Information	471
	Status	318
	Transfer Request - Needs Follow-Up	0
	Total	1364
Provider	Fee-For-Service Provider Names	485
	Referred to MCP For Provider List	109
	Referred to ODM Website For Provider List	110
	Referred to State Board To File Complaint Against Provider	4
	Total	708
Reimbursement	Decision	18
	Information	409
	State Hearing	6
	Total	433
Spend Down	Amount	1266
	Card	348
	Certificate of Coverage	85
	Hearing	16
	Problem	160
	Program Information	1815
	Total	3690
State Hearings	How to Request	99
	Program Information	113
	Status	8
	Total	220
Surveys	Call Center Survey	5696
	Total	5696
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	34
	General Information	355
	Need Medications Now	76
	Referral to Case Worker	306

Third Party Liability	Referral to TPL Vendor	107
	Total	878
Tort	General Information	32
	Provided Number to Tort Unit	44
	Total	76
Waiver	Application / Eligibility	380
	Benefit Package / Covered Services	105
	Billing Number	8
	Card	66
	Certificate of Coverage	2
	Change	45
	Estate Recovery	8
	Hearing	5
	Independent Provider	15
	Patient Evaluation	4
	Patient Liability	35
	Program Information	402
	Waiting List	7
	Total	1082
Grand Total All Categories		133037

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

Calls made from 7/1/2015 to 7/31/2015

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	652
	ACS / First Health	389
	ADAMH	13
	Area Agency on Aging	112
	BCCP Regional Agency	3
	BCMh	20
	Bureau of Home and Community Services	0
	Case Management Agency	33
	Caseworker	2275
	Child Support Enforcement Agency	2
	Complaint Department	37
	County Department of Job & Family Services	5608
	First Link	18
	Food Stamp Hotline	36
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	1
	HomeHealthAgency	8
	Info & Refer	898
	In-House	6
	Legal Aid	9
	Managed Care Plan	1941
	Managed Care/Just Cause Section	46
	MR / DD Board	2
	ODM	36
	Ohio Department of Insurance	12
	Ohio Hospice	2
	Ohio's Best Rx	27
Ombudsman	21	

Referral	OSHIIP	111
	Other Medical Services Agency	102
	Other Social Services Agency	24
	Out-of-State Medicaid Hotline	59
	PACT	2
	Pharmacy	363
	Prescription Drug Plan (PDP)	265
	Provider	767
	Provider Services Call Center	943
	Public Children's Services	24
	Social Security Administration	108
	StateHearingDivision	188
	StateMedicalBoard	23
	Supervisor	78
	Tort Unit	28
	Website - ODM	70
	Welfare Fraud Hotline	3
WIC Office	3	
Total		15368

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 8/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	267	64.03%	161	89.94%	17	73.91%	445	71.89%
Call Campaign	120	28.78%	16	8.94%	1	4.35%	137	22.13%
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	30	7.19%	2	1.12%	5	21.74%	37	5.98%
TOTAL	417	100%	179	100%	23	100%	619	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 8/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	267	60.00%	161	36.18%	17	3.82%	445	100%
Call Campaign	120	87.59%	16	11.68%	1	0.73%	137	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	30	81.08%	2	5.41%	5	13.51%	37	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: 8/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	9		5		1	
	North East	21		12		2	
	West	21		8		0	
	Total	51	12.23%	25	13.97%	3	13.04%
CareSource	Central/South East	67		17		2	
	North East	110		42		5	
	West	68		30		1	
	Total	245	58.75%	89	49.72%	8	34.78%
Molina	Central/South East	29		27		7	
	North East	5		2		0	
	West	13		4		0	
	Total	47	11.27%	33	18.44%	7	30.43%
Paramount	Central/South East	1		4		0	
	North East	4		1		2	
	West	18		9		0	
	Total	23	5.52%	14	7.82%	2	8.70%
United	Central/South East	13		4		2	
	North East	27		10		0	
	West	11		4		1	
	Total	51	12.23%	18	10.06%	3	13.04%
Total Mandatory		417	100.00%	179	100.00%	23	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 8/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	9	7.56%	5	8.77%	1	8.33%
	CareSource	67	56.30%	17	29.82%	2	16.67%
	Molina	29	24.37%	27	47.37%	7	58.33%
	Paramount	1	0.84%	4	7.02%	0	0.00%
	United	13	10.92%	4	7.02%	2	16.67%
	Total	119	100.00%	57	100.00%	12	100.00%
North East	Buckeye	21	12.57%	12	17.91%	2	22.22%
	CareSource	110	65.87%	42	62.69%	5	55.56%
	Molina	5	2.99%	2	2.99%	0	0.00%
	Paramount	4	2.40%	1	1.49%	2	22.22%
	United	27	16.17%	10	14.93%	0	0.00%
	Total	167	100.00%	67	100.00%	9	100.00%
West	Buckeye	21	16.03%	8	14.55%	0	0.00%
	CareSource	68	51.91%	30	54.55%	1	50.00%
	Molina	13	9.92%	4	7.27%	0	0.00%
	Paramount	18	13.74%	9	16.36%	0	0.00%
	United	11	8.40%	4	7.27%	1	50.00%
	Total	131	100.00%	55	100.00%	2	100.00%
Total Mandatory		417		179		23	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 8/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	176	129	305
North East	234	190	424
West	186	120	306
Total For All Regions	596	439	1035

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 8/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	9	5	14	21	35	11.48%
	CareSource	67	17	84	52	136	44.59%
	Molina	29	27	56	22	78	25.57%
	Paramount	1	4	5	15	20	6.56%
	United	13	4	17	19	36	11.80%
	Total	119	57	176	129	305	100.00%
North East	Buckeye	21	12	33	33	66	15.57%
	CareSource	110	42	152	77	229	54.01%
	Molina	5	2	7	37	44	10.38%
	Paramount	4	1	5	24	29	6.84%
	United	27	10	37	19	56	13.21%
	Total	167	67	234	190	424	100.00%
West	Buckeye	21	8	29	26	55	17.97%
	CareSource	68	30	98	48	146	47.71%
	Molina	13	4	17	24	41	13.40%
	Paramount	18	9	27	12	39	12.75%
	United	11	4	15	10	25	8.17%
	Total	131	55	186	120	306	100.00%
Total Mandatory		417	179	596	439	1035	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 8/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	19240	70.15%	3120	88.56%	40	42.55%	22400	72.16%
Call Campaign	4670	17.03%	225	6.39%	2	2.13%	4897	15.77%
Face-To-Face	0	0.00%	0	0.00%	1	1.06%	1	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	1	0.00%	2	0.06%	0	0.00%	3	0.01%
Website	3516	12.82%	176	5.00%	51	54.26%	3743	12.06%
TOTAL	27427	100%	3523	100%	94	100%	31044	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 8/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	19240	85.89%	3120	13.93%	40	0.18%	22400	100%
Call Campaign	4670	95.36%	225	4.59%	2	0.04%	4897	100%
Face-To-Face	0	0.00%	0	0.00%	1	100.00%	1	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	1	33.33%	2	66.67%	0	0.00%	3	100%
Website	3516	93.94%	176	4.70%	51	1.36%	3743	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: 8/1/2015

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	320		40		1	
	North East	1638		270		9	
	West	957		129		2	
	Total	2915	10.60%	439	12.37%	12	12.77%
CareSource	Central/South East	4129		609		22	
	North East	6946		785		11	
	West	5574		802		12	
	Total	16649	60.56%	2196	61.86%	45	47.87%
Molina	Central/South East	1514		190		10	
	North East	349		26		0	
	West	543		102		6	
	Total	2406	8.75%	318	8.96%	16	17.02%
Paramount	Central/South East	188		25		4	
	North East	346		36		1	
	West	1667		214		3	
	Total	2201	8.01%	275	7.75%	8	8.51%
United	Central/South East	877		84		5	
	North East	1738		180		6	
	West	704		58		2	
	Total	3319	12.07%	322	9.07%	13	13.83%
Total Mandatory		27490	100.00%	3550	100.00%	94	100.00%

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

**Region and MCP as a Percentage of Type
Effective Date: 8/1/2015**

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	320	4.55%	40	4.22%	1	2.38%
	CareSource	4129	58.75%	609	64.24%	22	52.38%
	Molina	1514	21.54%	190	20.04%	10	23.81%
	Paramount	188	2.68%	25	2.64%	4	9.52%
	United	877	12.48%	84	8.86%	5	11.90%
	Total	7028	100.00%	948	100.00%	42	100.00%
North East	Buckeye	1638	14.87%	270	20.82%	9	33.33%
	CareSource	6946	63.05%	785	60.52%	11	40.74%
	Molina	349	3.17%	26	2.00%	0	0.00%
	Paramount	346	3.14%	36	2.78%	1	3.70%
	United	1738	15.78%	180	13.88%	6	22.22%
	Total	11017	100.00%	1297	100.00%	27	100.00%
West	Buckeye	957	10.13%	129	9.89%	2	8.00%
	CareSource	5574	59.02%	802	61.46%	12	48.00%
	Molina	543	5.75%	102	7.82%	6	24.00%
	Paramount	1667	17.65%	214	16.40%	3	12.00%
	United	704	7.45%	58	4.44%	2	8.00%
	Total	9445	100.00%	1305	100.00%	25	100.00%
Total Mandatory		27490		3550		94	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 8/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	7976	16307	24283
North East	12314	24237	36551
West	10750	20020	30770
Total For All Regions	31040	60564	91604

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 8/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	320	40	360	3433	3793	15.62%
	CareSource	4129	609	4738	3490	8228	33.88%
	Molina	1514	190	1704	3051	4755	19.58%
	Paramount	188	25	213	3181	3394	13.98%
	United	877	84	961	3152	4113	16.94%
	Total	7028	948	7976	16307	24283	100.00%
North East	Buckeye	1638	270	1908	4919	6827	18.68%
	CareSource	6946	785	7731	4897	12628	34.55%
	Molina	349	26	375	4801	5176	14.16%
	Paramount	346	36	382	4860	5242	14.34%
	United	1738	180	1918	4760	6678	18.27%
	Total	11017	1297	12314	24237	36551	100.00%
West	Buckeye	957	129	1086	4074	5160	16.77%
	CareSource	5574	802	6376	4150	10526	34.21%
	Molina	543	102	645	3995	4640	15.08%
	Paramount	1667	214	1881	3961	5842	18.99%
	United	704	58	762	3840	4602	14.96%
	Total	9445	1305	10750	20020	30770	100.00%
Total Mandatory		27490	3550	31040	60564	91604	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 8/1/2015

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	287	37.61%	150	60.73%	0	0.00%	437	43.18%
Call	Medicaid only	305	39.97%	84	34.01%	2	100.00%	391	38.64%
Call Campaign	Dual benefits	31	4.06%	4	1.62%	0	0.00%	35	3.46%
Call Campaign	Medicaid only	24	3.15%	2	0.81%	0	0.00%	26	2.57%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	1	0.13%	1	0.40%	0	0.00%	2	0.20%
Fax	Medicaid only	33	4.33%	1	0.40%	0	0.00%	34	3.36%
Mail	Dual benefits	2	0.26%	0	0.00%	0	0.00%	2	0.20%
Website	Dual benefits	30	3.93%	3	1.21%	0	0.00%	33	3.26%
Website	Medicaid only	50	6.55%	2	0.81%	0	0.00%	52	5.14%
TOTAL		763	100%	247	100%	2	100%	1012	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 8/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	287	65.68%	150	34.32%	0	0.00%	437	100%
Call	Medicaid only	305	78.01%	84	21.48%	2	0.51%	391	100%
Call Campaign	Dual benefits	31	88.57%	4	11.43%	0	0.00%	35	100%
Call Campaign	Medicaid only	24	92.31%	2	7.69%	0	0.00%	26	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	1	50.00%	1	50.00%	0	0.00%	2	100%
Fax	Medicaid only	33	97.06%	1	2.94%	0	0.00%	34	100%
Mail	Dual benefits	2	100.00%	0	0.00%	0	0.00%	2	100%
Website	Dual benefits	30	90.91%	3	9.09%	0	0.00%	33	100%
Website	Medicaid only	50	96.15%	2	3.85%	0	0.00%	52	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 8/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	22		19		0		41
	Central	Medicaid only	42		12		0		54
	North West	Dual benefits	19		7		0		26
	North West	Medicaid only	14		4		1		19
	South West	Dual benefits	40		8		0		48
	South West	Medicaid only	42		7		0		49
	Total			179	23.46%	57	23.08%	1	50.00%
Buckeye	North East	Dual benefits	9		3		0		12
	North East	Medicaid only	16		4		0		20
	North West	Dual benefits	9		6		0		15
	North West	Medicaid only	12		1		0		13
	West Central	Dual benefits	19		14		0		33
	West Central	Medicaid only	47		15		0		62
	Total			112	14.68%	43	17.41%	0	0.00%
CareSource	East Central	Dual benefits	21		23		0		44
	East Central	Medicaid only	34		4		0		38
	North East	Dual benefits	94		30		0		124
	North East	Medicaid only	68		5		1		74
	North East Central	Dual benefits	28		12		0		40
	North East Central	Medicaid only	16		4		0		20
	Total			261	34.21%	78	31.58%	1	50.00%
Molina	Central	Dual benefits	15		7		0		22
	Central	Medicaid only	14		3		0		17
	South West	Dual benefits	21		4		0		25
	South West	Medicaid only	27		8		0		35
	West Central	Dual benefits	9		7		0		16

Molina	West Central	Medicaid only	14		6		0		20
	Total		100	13.11%	35	14.17%	0	0.00%	
United	East Central	Dual benefits	24		11		0		35
	East Central	Medicaid only	36		11		0		47
	North East	Dual benefits	11		4		0		15
	North East	Medicaid only	21		3		0		24
	North East Central	Dual benefits	10		3		0		13
	North East Central	Medicaid only	9		2		0		11
	Total		111	14.55%	34	13.77%	0	0.00%	
Total Mandatory			763	100.00%	247	100.00%	2	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 8/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	22	23.66%	19	46.34%	0	0.00%	41
	Aetna	Medicaid only	42	45.16%	12	29.27%	0	0.00%	54
	Molina	Dual benefits	15	16.13%	7	17.07%	0	0.00%	22
	Molina	Medicaid only	14	15.05%	3	7.32%	0	0.00%	17
	Total		93	100.00%	41	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	21	18.26%	23	46.94%	0	0.00%	44
	CareSource	Medicaid only	34	29.57%	4	8.16%	0	0.00%	38
	United	Dual benefits	24	20.87%	11	22.45%	0	0.00%	35
	United	Medicaid only	36	31.30%	11	22.45%	0	0.00%	47
	Total		115	100.00%	49	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	9	4.11%	3	6.12%	0	0.00%	12
	Buckeye	Medicaid only	16	7.31%	4	8.16%	0	0.00%	20
	CareSource	Dual benefits	94	42.92%	30	61.22%	0	0.00%	124
	CareSource	Medicaid only	68	31.05%	5	10.20%	1	100.00%	74
	United	Dual benefits	11	5.02%	4	8.16%	0	0.00%	15
	United	Medicaid only	21	9.59%	3	6.12%	0	0.00%	24
	Total		219	100.00%	49	100.00%	1	100.00%	
North East Central	CareSource	Dual benefits	28	44.44%	12	57.14%	0	0.00%	40
	CareSource	Medicaid only	16	25.40%	4	19.05%	0	0.00%	20
	United	Dual benefits	10	15.87%	3	14.29%	0	0.00%	13
	United	Medicaid only	9	14.29%	2	9.52%	0	0.00%	11
	Total		63	100.00%	21	100.00%	0	100.00%	
North West	Aetna	Dual benefits	19	35.19%	7	38.89%	0	0.00%	26
	Aetna	Medicaid only	14	25.93%	4	22.22%	1	100.00%	19
	Buckeye	Dual benefits	9	16.67%	6	33.33%	0	0.00%	15
	Buckeye	Medicaid only	12	22.22%	1	5.56%	0	0.00%	13
	Total		54	100.00%	18	100.00%	1	100.00%	
South West	Aetna	Dual benefits	40	30.77%	8	29.63%	0	0.00%	48
	Aetna	Medicaid only	42	32.31%	7	25.93%	0	0.00%	49
	Molina	Dual benefits	21	16.15%	4	14.81%	0	0.00%	25

South West	Molina	Medicaid only	27	20.77%	8	29.63%	0	0.00%	35
	Total		130	100.00%	27	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	19	21.35%	14	33.33%	0	0.00%	33
	Buckeye	Medicaid only	47	52.81%	15	35.71%	0	0.00%	62
	Molina	Dual benefits	9	10.11%	7	16.67%	0	0.00%	16
	Molina	Medicaid only	14	15.73%	6	14.29%	0	0.00%	20
	Total		89	100.00%	42	100.00%	0	100.00%	
Total Mandatory			763		247		2		

MyCare
ASSIGNMENT BY REGION
Effective Date: 8/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	71	24	95
	Dual benefits	63	311	374
		134	335	469
East Central	Medicaid only	85	17	102
	Dual benefits	79	297	376
		164	314	478
North East	Medicaid only	116	18	134
	Dual benefits	151	473	624
		267	491	758
North East Central	Medicaid only	31	7	38
	Dual benefits	53	179	232
		84	186	270
North West	Medicaid only	31	7	38
	Dual benefits	41	174	215
		72	181	253
South West	Medicaid only	84	23	107
	Dual benefits	73	354	427
		157	377	534
West Central	Medicaid only	82	17	99
	Dual benefits	49	246	295
		131	263	394
Total For All Regions		1009	2147	3156

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 8/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	22	19	41	144	185	39.45%
	Aetna	Medicaid only	42	12	54	13	67	14.29%
	Molina	Dual benefits	15	7	22	167	189	40.30%
	Molina	Medicaid only	14	3	17	11	28	5.97%
	Total			93	41	134	335	469
East Central	CareSource	Dual benefits	21	23	44	136	180	37.66%
	CareSource	Medicaid only	34	4	38	6	44	9.21%
	United	Dual benefits	24	11	35	161	196	41.00%
	United	Medicaid only	36	11	47	11	58	12.13%
	Total			115	49	164	314	478
North East	Buckeye	Dual benefits	9	3	12	140	152	20.03%
	Buckeye	Medicaid only	16	4	20	1	21	2.77%
	CareSource	Dual benefits	94	30	124	168	292	38.47%
	CareSource	Medicaid only	68	5	73	6	79	10.41%
	United	Dual benefits	11	4	15	165	180	23.72%
	United	Medicaid only	21	3	24	11	35	4.61%
	Total			219	49	268	491	759
North East Central	CareSource	Dual benefits	28	12	40	88	128	47.41%
	CareSource	Medicaid only	16	4	20	2	22	8.15%
	United	Dual benefits	10	3	13	91	104	38.52%
	United	Medicaid only	9	2	11	5	16	5.93%
	Total			63	21	84	186	270

North West	Aetna	Dual benefits	19	7	26	72	98	38.74%
	Aetna	Medicaid only	14	4	18	3	21	8.30%
	Buckeye	Dual benefits	9	6	15	102	117	46.25%
	Buckeye	Medicaid only	12	1	13	4	17	6.72%
	Total		54	18	72	181	253	100.00%
South West	Aetna	Dual benefits	40	8	48	174	222	41.57%
	Aetna	Medicaid only	42	7	49	11	60	11.24%
	Molina	Dual benefits	21	4	25	180	205	38.39%
	Molina	Medicaid only	27	8	35	12	47	8.80%
	Total		130	27	157	377	534	100.00%
West Central	Buckeye	Dual benefits	19	14	33	119	152	38.58%
	Buckeye	Medicaid only	47	15	62	5	67	17.01%
	Molina	Dual benefits	9	7	16	127	143	36.29%
	Molina	Medicaid only	14	6	20	12	32	8.12%
	Total		89	42	131	263	394	100.00%
Total Mandatory			763	247	1010	2147	3157	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 8/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	0	0	0	9	9
			Medicaid only	2	0	2	0	2
		Molina	Dual benefits	0	0	0	7	7
		Total		2	0	2	16	18
	Franklin	Aetna	Dual benefits	20	19	39	118	157
			Medicaid only	36	12	48	12	60
		Molina	Dual benefits	12	6	18	141	159
			Medicaid only	13	3	16	10	26
		Total		81	40	121	281	402
		Madison	Aetna	Dual benefits	0	0	0	4
	Molina		Dual benefits	2	1	3	5	8
			Medicaid only	0	0	0	1	1
	Total			2	1	3	10	13
	Pickaway	Aetna	Dual benefits	1	0	1	6	7
			Medicaid only	3	0	3	1	4
		Molina	Dual benefits	0	0	0	10	10
			Medicaid only	1	0	1	0	1
		Total		5	0	5	17	22
		Union	Aetna	Dual benefits	1	0	1	7
	Medicaid only			1	0	1	0	1

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Union	Molina	Dual benefits	1	0	1	4	5
		Total		3	0	3	11	14
Central Region Totals								
Aetna				64	31	95	157	252
Molina				29	10	39	178	217
Total				93	41	134	335	469

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	1	0	1	13	14
			Medicaid only	2	0	2	2	4
		United	Dual benefits	2	0	2	18	20
			Medicaid only	3	4	7	1	8
		Total			8	4	12	34
	Stark	CareSource	Dual benefits	13	17	30	49	79
			Medicaid only	17	2	19	1	20
		United	Dual benefits	5	4	9	50	59
			Medicaid only	11	1	12	1	13
		Total			46	24	70	101
	Summit	CareSource	Dual benefits	5	3	8	58	66
			Medicaid only	12	1	13	3	16
		United	Dual benefits	16	7	23	85	108
			Medicaid only	21	6	27	6	33
		Total			54	17	71	152
	Wayne	CareSource	Dual benefits	2	3	5	16	21
			Medicaid only	3	1	4	0	4
		United	Dual benefits	1	0	1	8	9

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	United	Medicaid only	1	0	1	3	4
		Total		7	4	11	27	38

East Central Region Totals								
CareSource				55	27	82	142	224
United				60	22	82	172	254
Total				115	49	164	314	478

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Cuyahoga	Buckeye	Dual benefits	8	3	11	110	121	
			Medicaid only	10	4	14	1	15	
		CareSource	Dual benefits	74	24	98	124	222	
			Medicaid only	46	3	49	5	54	
		United	Dual benefits	9	3	12	122	134	
			Medicaid only	13	2	15	10	25	
		Total			160	39	199	372	571
		Geauga	Buckeye			0	0	0	0
	CareSource		Dual benefits		3	0	3	4	7
			Medicaid only		2	0	2	0	2
	United		Dual benefits		0	0	0	1	1
			Medicaid only		5	0	5	0	5
	Total				10	0	10	5	15
	Lake		Buckeye	Dual benefits		0	0	0	9
		CareSource	Dual benefits		5	1	6	9	15
			Medicaid only		10	0	10	0	10
		United	Dual benefits		0	1	1	12	13
			Medicaid only		1	1	2	1	3
		Total			16	3	19	31	50

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Lorain	Buckeye	Dual benefits	1	0	1	14	15	
			Medicaid only	3	0	3	0	3	
		CareSource	Dual benefits	10	5	15	27	42	
			Medicaid only	9	1	10	0	10	
		United	Dual benefits	1	0	1	26	27	
		Total		24	6	30	67	97	
	Medina	Buckeye	Dual benefits	0	0	0	7	7	
			Medicaid only	3	0	3	0	3	
		CareSource	Dual benefits	2	0	2	4	6	
			Medicaid only	1	1	2	1	3	
		United	Dual benefits	1	0	1	4	5	
			Medicaid only	2	0	2	0	2	
		Total		9	1	10	16	26	
		North East Region Totals							
	Buckeye				25	7	32	141	173
	CareSource				162	35	197	174	371
	United				32	7	39	176	215
	Total				219	49	268	491	759
North East Central	Columbiana	CareSource	Dual benefits	7	3	10	22	32	
			Medicaid only	4	1	5	0	5	
		United	Dual benefits	4	0	4	16	20	
			Medicaid only	2	0	2	3	5	
		Total		17	4	21	41	62	
	Mahoning	CareSource	Dual benefits	15	4	19	29	48	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East Central	Mahoning	CareSource	Medicaid only	5	1	6	0	6	
		United	Dual benefits	4	2	6	35	41	
			Medicaid only	3	1	4	2	6	
		Total			27	8	35	66	101
	Trumbull	CareSource	Dual benefits	6	5	11	37	48	
			Medicaid only	7	2	9	2	11	
		United	Dual benefits	2	1	3	40	43	
			Medicaid only	4	1	5	0	5	
		Total			19	9	28	79	107

North East Central Region Totals								
CareSource				44	16	60	90	150
United				19	5	24	96	120
Total				63	21	84	186	270

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North West	Fulton	Aetna	Dual benefits	1	0	1	4	5	
		Buckeye	Dual benefits	0	0	0	6	6	
			Medicaid only	2	0	2	0	2	
		Total			3	0	3	10	13
	Lucas	Aetna	Dual benefits	15	5	20	56	76	
			Medicaid only	9	4	13	3	16	
		Buckeye	Dual benefits	8	6	14	74	88	
			Medicaid only	8	1	9	1	10	
		Total			40	16	56	134	190
		Ottawa	Aetna	Dual benefits	0	0	0	4	4
	Medicaid only			3	0	3	0	3	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Ottawa	Buckeye	Dual benefits	1	0	1	4	5
		Total		4	0	4	8	12
	Wood	Aetna	Dual benefits	3	2	5	8	13
			Medicaid only	2	0	2	0	2
		Buckeye	Dual benefits	0	0	0	18	18
			Medicaid only	2	0	2	3	5
		Total		7	2	9	29	38

North West Region Totals

Aetna		33	11	44	75	119
Buckeye		21	7	28	106	134
Total		54	18	72	181	253

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	10	1	11	32	43
			Medicaid only	11	1	12	3	15
		Molina	Dual benefits	2	0	2	39	41
			Medicaid only	1	1	2	2	4
		Total		24	3	27	76	103
	Clermont	Aetna	Dual benefits	3	2	5	18	23
			Medicaid only	4	1	5	2	7
		Molina	Dual benefits	3	0	3	28	31
			Medicaid only	5	0	5	3	8
		Total		15	3	18	51	69
	Clinton	Aetna	Dual benefits	1	0	1	4	5
			Medicaid only	2	0	2	0	2
		Molina	Dual benefits	0	1	1	4	5

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clinton	Molina	Medicaid only	2	0	2	0	2
		Total		5	1	6	8	14
	Hamilton	Aetna	Dual benefits	22	4	26	110	136
			Medicaid only	21	5	26	6	32
		Molina	Dual benefits	15	3	18	98	116
			Medicaid only	18	6	24	7	31
		Total		76	18	94	221	315
		Warren	Aetna	Dual benefits	4	1	5	10
	Medicaid only			4	0	4	0	4
	Molina		Dual benefits	1	0	1	11	12
			Medicaid only	1	1	2	0	2
	Total			10	2	12	21	33

South West Region Totals								
Aetna				82	15	97	185	282
Molina				48	12	60	192	252
Total				130	27	157	377	534

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	0	2	2	14	16
			Medicaid only	3	2	5	0	5
		Molina	Dual benefits	4	1	5	20	25
			Medicaid only	3	2	5	2	7
		Total		10	7	17	36	53
	Greene	Buckeye	Dual benefits	0	0	0	10	10
			Medicaid only	4	2	6	0	6
		Molina	Dual benefits	1	0	1	10	11

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Molina	Medicaid only	0	0	0	1	1	
		Total		5	2	7	21	28	
	Montgomery	Buckeye	Dual benefits	19	12	31	95	126	
			Medicaid only	40	11	51	5	56	
		Molina	Dual benefits	4	6	10	97	107	
			Medicaid only	11	4	15	9	24	
		Total		74	33	107	206	313	
		West Central Region Totals							
	Buckeye				66	29	95	124	219
	Molina				23	13	36	139	175
Total				89	42	131	263	394	
Total Mandatory				763	247	1010	2147	3157	

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

**MCP and Region as a Percentage of Type
Effective Date: 8/1/2015**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	15	9.55%	1	6.67%	16
	<i>North West</i>	9	5.73%	0	0.00%	9
	<i>South West</i>	12	7.64%	0	0.00%	12
	Total	36	22.93%	1	6.67%	37
Buckeye	<i>North East</i>	7	4.46%	0	0.00%	7
	<i>North West</i>	5	3.18%	0	0.00%	5
	<i>West Central</i>	19	12.10%	2	13.33%	21
	Total	31	19.75%	2	13.33%	33
CareSource	<i>East Central</i>	8	5.10%	1	6.67%	9
	<i>North East</i>	9	5.73%	7	46.67%	16
	<i>North East Central</i>	7	4.46%	0	0.00%	7
	Total	24	15.29%	8	53.33%	32

Molina	<i>Central</i>	6	3.82%	1	6.67%	7
	<i>South West</i>	20	12.74%	0	0.00%	20
	<i>West Central</i>	19	12.10%	1	6.67%	20
	Total	45	28.66%	2	13.33%	47
United	<i>East Central</i>	11	7.01%	1	6.67%	12
	<i>North East</i>	5	3.18%	0	0.00%	5
	<i>North East Central</i>	5	3.18%	1	6.67%	6
	Total	21	13.38%	2	13.33%	23
Total Changes		157	100.00%	15	100.00%	172

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

**MCP and Region as a Percentage of Type
Effective Date: 8/1/2015**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	15	9.55%	1	6.67%	16
	<i>Molina</i>	6	3.82%	1	6.67%	7
	Total	21	13.38%	2	13.33%	23
North West	<i>Aetna</i>	9	5.73%	0	0.00%	9
	<i>Buckeye</i>	5	3.18%	0	0.00%	5
	Total	14	8.92%	0	0.00%	14
South West	<i>Aetna</i>	12	7.64%	0	0.00%	12
	<i>Molina</i>	20	12.74%	0	0.00%	20
	Total	32	20.38%	0	0.00%	32
North East	<i>Buckeye</i>	7	4.46%	0	0.00%	7
	<i>CareSource</i>	9	5.73%	7	46.67%	16
	<i>United</i>	5	3.18%	0	0.00%	5
	Total	21	13.38%	7	46.67%	28

West Central	<i>Buckeye</i>	19	12.10%	2	13.33%	21
	<i>Molina</i>	19	12.10%	1	6.67%	20
	Total	38	24.20%	3	20.00%	41
East Central	<i>CareSource</i>	8	5.10%	1	6.67%	9
	<i>United</i>	11	7.01%	1	6.67%	12
	Total	19	12.10%	2	13.33%	21
North East Central	<i>CareSource</i>	7	4.46%	0	0.00%	7
	<i>United</i>	5	3.18%	1	6.67%	6
	Total	12	7.64%	1	6.67%	13
Total Changes		157	100.00%	15	100.00%	172

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 7/1/2015 to 7/31/2015

Total Surveys Available for Completion: 77056

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	244	34.32%	419	58.93%	23	3.23%	13	1.83%	12	1.69%	711	100.00%
Our answers to your questions	252	35.44%	419	58.93%	15	2.11%	12	1.69%	13	1.83%	711	100.00%
Our courtesy to you and your family	299	42.05%	387	54.43%	8	1.13%	8	1.13%	9	1.27%	711	100.00%
Overall, how would you rate our staff and services	274	38.54%	405	56.96%	12	1.69%	9	1.27%	13	1.55%	711	100.00%
Total	1069	37.59%	1630	57.31%	58	2.04%	42	1.48%	44	1.58%	2844	100.00%

Number of Surveys Attempted: 5697

Number of Completed Customer Satisfaction Surveys: 711