



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

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

**“The Enlightened Choice in Health Service Management”**

## ***Call Center Analysis***

Provider Calls: There were 4030 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 108. 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***

- 214,193 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 180,329 Total Calls (inbound and outbound)
  - 27,983 Call Fire Campaign Calls
  - 1,708 MyCare Outreach Calls
  - 4,030 Provider Calls
  - 143 Insure Kids Now/Governor's Hotline
- 2% abandonment rate
- 5:29 minutes average talk time
- 1:46 minute average speed to answer
- 70 average CSR inbound calls per day

**Ohio Consumer Hotline**  
**August 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	07/27/15	6764	6645	709	20	6784	119	2%	1008	7792	:11:59	:03:08	75	:02:02	:05:26
Tue	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
Sat	08/01/15	1017	994	82	9	1026	23	2%	143	1169	:06:43	:04:03	67	:01:34	:05:45
Sun	08/02/15	0	0	0	157	157	0	0%	0	157	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>26828</b>	<b>26231</b>	<b>1703</b>	<b>246</b>	<b>27074</b>	<b>597</b>	<b>2%</b>	<b>4958</b>	<b>32032</b>	<b>:11:59</b>	<b>:02:55</b>	<b>70</b>	<b>:01:29</b>	<b>:05:31</b>
	<b>August Only</b>	<b>1017</b>	<b>994</b>	<b>82</b>	<b>166</b>	<b>1183</b>	<b>23</b>	<b>2%</b>	<b>143</b>	<b>1326</b>	<b>:06:43</b>	<b>:04:03</b>	<b>67</b>	<b>:01:34</b>	<b>:05:45</b>
Mon	08/03/15	9151	8997	1551	10	9161	154	2%	1188	10349	:17:18	:05:02	76	:02:21	:5:53
Tues	08/04/15	7424	7275	910	20	7444	149	2%	1876	9320	:14:10	:03:43	76	:01:41	:05:41
Wed	08/05/15	6952	6814	974	25	6977	138	2%	1252	8229	:18:28	:04:40	70	:02:02	:05:54
Thurs	08/06/15	6190	6061	496	15	6205	129	2%	1220	7425	:14:38	:02:46	75	:01:34	:05:18
Fri	08/07/15	4531	4428	126	8	4539	103	2%	745	5284	:05:02	:01:27	66	:00:37	:05:09
Sat	08/08/15	739	713	66	5	744	26	4%	510	1254	:08:33	:02:35	64	:01:28	:05:16
Sun	08/09/15	0	0	0	145	145	0	0%	0	145	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>34987</b>	<b>34288</b>	<b>4123</b>	<b>228</b>	<b>35215</b>	<b>699</b>	<b>2%</b>	<b>6791</b>	<b>42006</b>	<b>:18:28</b>	<b>:04:18</b>	<b>71</b>	<b>:01:37</b>	<b>:05:34</b>
Mon	08/10/15	8689	8517	1351	22	8711	172	2%	1373	10084	:16:37	:04:20	76	:01:59	:05:36
Tues	08/11/15	6308	6167	614	17	6325	141	2%	1461	7786	:12:16	:03:09	72	:01:50	:05:22
Wed	08/12/15	5559	5449	573	16	5575	110	2%	880	6455	:10:06	:02:59	68	:01:54	:05:30
Thurs	08/13/15	5248	5139	303	10	5258	109	2%	1153	6411	:07:57	:01:55	71	:01:28	:05:25
Fri	08/14/15	4282	4200	147	22	4304	82	2%	807	5111	:05:45	:01:23	69	:00:33	:05:16
Sat	08/15/15	662	634	45	12	674	28	4%	310	984	:09:44	:00:59	63	:00:37	:05:11
Sun	08/16/15	0	0	0	131	131	0	0%	0	131	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>30748</b>	<b>30106</b>	<b>3033</b>	<b>230</b>	<b>30978</b>	<b>642</b>	<b>2%</b>	<b>5984</b>	<b>36962</b>	<b>:16:37</b>	<b>:03:30</b>	<b>70</b>	<b>:01:24</b>	<b>:05:26</b>
Mon	08/17/15	7786	7634	1170	16	7802	152	2%	1482	9284	:15:41	:04:20	75	:02:16	:05:23
Tues	08/18/15	6291	6168	647	12	6303	123	2%	1297	7600	:12:35	:03:03	72	:02:02	:05:31
Wed	08/19/15	7955	7823	1306	32	7987	132	2%	1024	9011	:36:40	:07:11	69	:02:40	:05:14
Thurs	08/20/15	7607	7481	1067	31	7638	126	2%	1737	9375	:30:01	:05:35	76	:02:36	:05:27
Fri	08/21/15	5150	5049	361	22	5172	101	2%	632	5804	:12:00	:02:25	70	:02:16	:05:25
Sat	08/22/15	782	758	58	12	794	24	3%	595	1389	:10:31	:01:38	60	:01:24	:05:36
Sun	08/23/15	0	0	0	158	158	0	0%	0	158	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>35571</b>	<b>34913</b>	<b>4609</b>	<b>283</b>	<b>35854</b>	<b>658</b>	<b>2%</b>	<b>6767</b>	<b>42621</b>	<b>:36:40</b>	<b>:05:04</b>	<b>70</b>	<b>:02:12</b>	<b>:05:25</b>
Mon	08/24/15	10158	9808	1964	20	10178	350	3%	2079	12257	:29:51	:05:41	77	:02:16	:05:28
Tue	08/25/15	7605	7485	1121	10	7615	120	2%	1896	9511	:26:48	:05:18	71	:02:05	:05:29
Wed	08/26/15	6260	6157	738	32	6292	103	2%	1197	7489	:15:42	:03:52	68	:01:31	:05:36
Thu	08/27/15	7178	7067	754	82	7260	111	2%	1205	8465	:14:10	:02:58	73	:01:54	:05:29
Fri	08/28/15	6468	6360	654	50	6518	108	2%	726	7244	:15:02	:03:50	70	:01:51	:05:25
Sat	08/29/15	826	799	61	13	839	27	3%	649	1488	:06:04	:01:21	58	:01:06	:05:33
Sun	08/30/15	0	0	0	136	136	0	0%	0	136	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>38495</b>	<b>37676</b>	<b>5292</b>	<b>343</b>	<b>38838</b>	<b>819</b>	<b>2%</b>	<b>7752</b>	<b>46590</b>	<b>:29:51</b>	<b>:04:27</b>	<b>70</b>	<b>:01:47</b>	<b>:05:29</b>
Mon	08/31/15	9320	9133	1674	25	9345	187	2%	1479	10824	:18:04	:04:35	74	:02:04	:05:49
	<b>Month End</b>	<b>150138</b>	<b>147110</b>	<b>18813</b>	<b>1275</b>	<b>151413</b>	<b>3028</b>	<b>2%</b>	<b>28916</b>	<b>180329</b>	<b>:36:40</b>	<b>:04:27</b>	<b>70</b>	<b>:01:46</b>	<b>:05:29</b>

# Call Center Busy Hour Report

## August 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
Sat	08/01/15	1017	0	71	80	103	119	133	115	136	122	138	0	0	0
Sun	08/02/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>1017</b>	<b>0</b>	<b>71</b>	<b>80</b>	<b>103</b>	<b>119</b>	<b>133</b>	<b>115</b>	<b>136</b>	<b>122</b>	<b>138</b>	<b>0</b>	<b>0</b>	<b>0</b>
Mon	08/03/15	9151	108	549	802	982	1018	1038	1049	1063	984	727	496	219	116
Tues	08/04/15	7424	120	471	737	883	896	808	862	816	697	537	343	152	102
Wed	08/05/15	6952	79	422	621	771	839	739	772	806	784	540	366	129	84
Thurs	08/06/15	6190	77	353	568	662	665	725	720	710	681	520	292	146	71
Fri	08/07/15	4531	66	246	395	511	511	494	506	539	494	388	203	110	68
Sat	08/08/15	739	0	47	78	100	106	82	94	76	68	88	0	0	0
Sun	08/09/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>34987</b>	<b>450</b>	<b>2088</b>	<b>3201</b>	<b>3909</b>	<b>4035</b>	<b>3886</b>	<b>4003</b>	<b>4010</b>	<b>3708</b>	<b>2800</b>	<b>1700</b>	<b>756</b>	<b>441</b>
Mon	08/10/15	8689	103	526	809	974	1020	934	1018	1030	926	693	413	144	99
Tues	08/11/15	6308	90	372	558	665	680	767	810	774	625	510	271	123	63
Wed	08/12/15	5559	81	291	499	647	680	628	644	627	566	449	276	97	74
Thurs	08/13/15	5248	69	281	436	580	633	574	575	616	517	464	270	148	85
Fri	08/14/15	4282	76	260	375	477	478	500	482	462	461	366	182	117	46
Sat	08/15/15	662	0	48	45	70	88	113	74	93	54	77	0	0	0
Sun	08/16/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>30748</b>	<b>419</b>	<b>1778</b>	<b>2722</b>	<b>3413</b>	<b>3579</b>	<b>3516</b>	<b>3603</b>	<b>3602</b>	<b>3149</b>	<b>2559</b>	<b>1412</b>	<b>629</b>	<b>367</b>
Mon	08/17/15	7786	90	485	743	872	917	931	893	816	830	641	369	132	67
Tues	08/18/15	6291	75	375	595	688	754	737	730	708	627	484	293	145	80
Wed	08/19/15	7955	67	422	617	777	815	840	938	1009	894	798	459	201	118
Thurs	08/20/15	7607	93	455	658	777	812	915	865	886	846	604	392	202	102
Fri	08/21/15	5150	99	341	531	568	581	593	554	566	531	364	232	120	70
Sat	08/22/15	782	0	61	51	85	131	93	103	80	80	98	0	0	0
Sun	08/23/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>35571</b>	<b>424</b>	<b>2139</b>	<b>3195</b>	<b>3767</b>	<b>4010</b>	<b>4109</b>	<b>4083</b>	<b>4065</b>	<b>3808</b>	<b>2989</b>	<b>1745</b>	<b>800</b>	<b>437</b>
Mon	08/24/15	10158	137	657	1001	1103	1108	1033	1235	1187	1065	775	532	201	124
Tue	08/25/15	7605	90	492	780	866	923	887	884	872	722	541	363	111	74
Wed	08/26/15	6260	100	427	591	689	693	638	718	738	631	494	305	129	107
Thu	08/27/15	7178	109	412	633	723	835	834	781	806	746	605	369	220	105
Fri	08/28/15	6468	138	406	572	617	670	663	715	768	714	599	343	168	95
Sat	08/29/15	826	0	53	82	102	91	119	100	114	77	88	0	0	0
Sun	08/30/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>38495</b>	<b>574</b>	<b>2447</b>	<b>3659</b>	<b>4100</b>	<b>4320</b>	<b>4174</b>	<b>4433</b>	<b>4485</b>	<b>3955</b>	<b>3102</b>	<b>1912</b>	<b>829</b>	<b>505</b>
Mon	08/31/15	9320	113	600	873	1029	1035	1018	1052	1149	903	751	512	180	105
	<b>Month Total</b>	<b>150138</b>	<b>1980</b>	<b>9123</b>	<b>13730</b>	<b>16321</b>	<b>17098</b>	<b>16836</b>	<b>17289</b>	<b>17447</b>	<b>15645</b>	<b>12339</b>	<b>7281</b>	<b>3194</b>	<b>1855</b>
	Cumulative Percent		1%	6%	9%	11%	11%	11%	12%	12%	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 8/1/2015 to 8/31/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1389
	Benefit Package / Covered Services	262
	Billing Number	78
	Card	176
	Certificate of Coverage	43
	Change	192
	Citizenship Verification Questions	0
	Estate Recovery	24
	Hearing	12
	Patient Liability	16
	Program Information	530
	Under 21 Inquiry	12
	<b>Total</b>	<b>2734</b>
<i>BCCP</i>	Application / Eligibility	7
	Benefit Package / Covered Services	3
	Card	2
	Change	1
	Estate Recovery	0
	Hearing	0
	Participating Site Information	1
	Program Information	2
	<b>Total</b>	<b>16</b>
<i>Consumer Guide</i>	Questions From Consumer Guide	1
	<b>Total</b>	<b>1</b>
<i>DRC</i>	Application status	22
	Benefit Package / Covered Services	1
	Care coordination questions	0

<b>DRC</b>	Chose to remain with existing MCP	52
	Declined application / MCP enrollment	3
	General inquiry	10
	MCP change completed	32
	MCP enrollment completed	305
	MCP enrollment status	24
	Phone application completed	26
	<b>Total</b>	<b>475</b>
<b>EOMB</b>	General Information	12
	Questions About Letter	3
	<b>Total</b>	<b>15</b>
<b>Escalated/Specialized Inquiries</b>	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	168
	Sent Email	147
	Sent Letter	2
	Web Contact	0
	<b>Total</b>	<b>317</b>
<b>FFS Billing</b>	Billing Number	1080
	Claims Request	37
	General Billing Questions	787
	Received Bill (Needs Letter)	17
	<b>Total</b>	<b>1921</b>
<b>General Benefits</b>	Dental	514
	Equipment	158
	Family Planning	4
	Healthchek Services	17
	Inquiry on Covered Services	2905
	Medicaid Expansion	936
	Medicaid School Program	4
	Medlist Assist	13

<b>General Benefits</b>	<b>Pregnancy Related Services</b>	9
	<b>Prescriptions</b>	1022
	<b>Transportation</b>	522
	<b>Vision</b>	333
	<b>Total</b>	<b>6437</b>
<b>Healthy Start</b>	<b>Application / Eligibility</b>	1347
	<b>Benefit Package / Covered Services</b>	149
	<b>Billing Number</b>	319
	<b>Card</b>	245
	<b>Certificate of Coverage</b>	34
	<b>Change</b>	103
	<b>Citizenship Verification Questions</b>	0
	<b>Estate Recovery</b>	2
	<b>Hearing</b>	9
	<b>Program Information</b>	523
	<b>Total</b>	<b>2731</b>
<b>HIPAA</b>	<b>Complaint</b>	1
	<b>Information</b>	7
	<b>Request for Accounting for Disclosure</b>	0
	<b>Request for Amendment</b>	0
	<b>Request for Restriction</b>	0
	<b>Send PHI Brochure</b>	0
<b>Total</b>	<b>8</b>	
<b>Home Health Care</b>	<b>Application / Eligibility</b>	21
	<b>Benefit Package / Covered Services</b>	6
	<b>BHCS Complaint</b>	1
	<b>BHCS Questions</b>	1
	<b>Card</b>	0
	<b>Hearing</b>	0
	<b>HSFA Questions</b>	0
	<b>Passport</b>	2
	<b>Program Information</b>	20
<b>Provider</b>	12	

<b>Home Health Care</b>	Status	0
	<b>Total</b>	<b>63</b>
<b>Incident Report</b>	Billing Inquiry	123
	Reimbursement Inquiry	21
	<b>Total</b>	<b>144</b>
<b>Information</b>	Cash Assistance	27
	CDJFS	813
	Customer Survey	7
	Food Stamps	229
	Hotline	903
	Medicare	319
	Social Security	31
	<b>Total</b>	<b>2329</b>
<b>Inquiry</b>	029 Error	130
	574 Error - Not Eligible	11
	Already Selected	2022
	Called to Check on Doctors	365
	Called to Check on Just Cause Status	52
	Case Addition	80
	Case Closed	319
	Case Pending	522
	Category Closed	158
	Change in Name	193
	Change in Phone Number / Address	1501
	CIC - Do Not Assign	2
	Consumer Needs To Be Auto Re-Enrolled	71
	Failed Eligibility	695
	General Questions	13537
	Open Enrollment Questions	1393
	Person Calling Not PIP / AG Head	389
	Referred Consumer to County Worker	3021

<i>Inquiry</i>	Returned NME / Notice	5
	Transferred in Error	28
	Wanted Phone Number of MCP	555
	<b>Total</b>	<b>25049</b>
<i>Issue / Concern</i>	Issue / Concern about MCP	75
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	4
	Issue / Concern with ODM	11
	<b>Total</b>	<b>90</b>
<i>Limited Family Planning Services</i>	Application / Eligibility	33
	Benefit Package / Covered Services	19
	Billing Number	1
	Card	3
	Certificate of Coverage	1
	Change	3
	Hearing	0
	Program Information	25
	<b>Total</b>	<b>85</b>
<i>Long Term Care</i>	Application / Eligibility	9
	Benefit Package / Covered Services	4
	Card	1
	Community Spouse	0
	Estate Recovery	7
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	10
	Program Information	15
	<b>Total</b>	<b>46</b>
<i>MAGI</i>	Application Status	1045
	Case Change	353
	Case Inquiry	2321
	Certificate Of Coverage	55

<b>MAGI</b>	Citizenship/Other Verifications	182
	Estate Recovery	6
	FFS Card	370
	General Program Information	729
	Income Guidelines/Questions	482
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	17
	Questions About Letter/NOA	412
	Re-Application on a Denied Case	136
	Renewal Application Reported	11784
	Renewal Questions	6871
	Reprint NOA or FFS Card	31
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	65
	Requested Telephone Application – Transfer to Collabor8	564
	State Hearing	53
	<b>Total</b>	<b>25476</b>
<b>Mailings</b>	"Getting Long Term Care" Pamphlet	7
	ABD Application Letter - 7200	425
	ABD EMP Enrollment Packet	44
	ABD Pamphlet - Spanish	0
	Approved Letter	142
	BCCP Brochure	0
	Billing Incident Letter	113
	Call Me Letter	3
	CFC EMP Enrollment Packet	72
	Citizenship Verification Brochure	1
	CPA Letter	0

<b>Mailings</b>	CPA Letter - Blank	154
	Enrollment Error Letter	0
	Healthy Start Brochure	6
	HIPAA Notice	9
	HS/HF Information	0
	ICDS Enrollment Letter	4618
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	0
	JC Approval Change MCP - Requestor	0
	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	2
	MBI-WD Application	12
	Medicaid Program Enrollment & Benefit Information	66
	MyCare EMP Enrollment Packet	51
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	18738
	N3 ABD Reminder Letter	634
	No Contact	0
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	1

<b>Mailings</b>	OMH Mandatory MyCare Letter	53
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	793
	Reimbursement Letter	12
	Rejected - General	32
	Rejected - General ABD	23
	Rejected - SSI-BCMh-CIC	28
	Residential Treatment Letter	0
	Resolution	2
	Resolution Declined	0
	Spend Down Approval	2
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	0
<b>Total</b>	<b>26044</b>	
<b>Managed Care Info &amp; Referral</b>	Benefit Package	715
	Billing Number	446
	Card	1892
	Information	6599
	Just Cause Status	39
	Payment	14
	Phone Numbers	1347
	Provider Name	1395
	Transfer Request - Bureau of Managed Care	6
	<b>Total</b>	<b>12453</b>
<b>MBI-WD</b>	AG Collections Questions	21
	Application / Eligibility	42
	Benefit Package / Covered Services	18
	Billing Number	10
	Card	8
	Certificate of Coverage	3
	Premium Collection Issue - Needs Follow-Up	12

<b>MBI-WD</b>	Program Information	76
	Questions About Premiums	95
	<b>Total</b>	<b>285</b>
<b>Medicare Part D</b>	Application / Eligibility	155
	Information	621
	Questions About Letter	9
	<b>Total</b>	<b>785</b>
<b>Medicare Premium Assistance</b>	Application / Eligibility	994
	Benefit Package / Covered Services	326
	Billing Number	17
	Card	181
	Certificate of Coverage	27
	Change	98
	Estate Recovery	0
	Hearing	6
	Patient Liability	6
	Program Information	975
	<b>Total</b>	<b>2630</b>
<b>Mental Health Services</b>	Questions About Letter	0
	Referred to MCP for MH Access	1
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	0
	<b>Total</b>	<b>2</b>
<b>MyCare Ohio</b>	General Information	1831
	Issue Accessing Services	171
	Loss of MyCare Eligibility	135
	Medicaid Only Benefit Information	242
	MyCare Ohio Card	305
	October 2014 MyCare Passive Enrollment Letter	10
	On-site facilitated enrollment	19

<b>MyCare Ohio</b>	Opt-In/Opt-Out Questions	408
	Prescription Questions	161
	Transition of Care	29
	<b>Total</b>	<b>3311</b>
<b>ODM Survey</b>	Managed Care Survey	1
	<b>Total</b>	<b>1</b>
<b>Ohio Benefits Self Service Portal</b>	Access my Benefits	27
	Account Creation/Management	14
	Account Lock Out	75
	Application Assistance	145
	Apply for Benefits	152
	County Office Location/Hours	43
	Electronic Verification	8
	Forgot Password Link	25
	Forgot User Name Link	15
	Frequently Asked Questions	136
	General Navigation	37
	How to use this Site	29
	Internet Browser Issue	6
	Message Center	11
	Provided Link to Website	179
	Renewal Packet Questions	1814
	Submit Error Issue	59
	Transfer Call to Tier 2/3	75
	<b>Total</b>	<b>2850</b>
<b>Ohio Integrated Eligibility System (OIES)</b>	Case Inquiry/Case Status	2652
	Contact CDJS	719
	Electronic Verification Process	10
	Journal Creation & Management	0
	MAGI (Modified Adjusted Gross Income) Program Information	197
	Notice of Action Explanation	52

<b>Ohio Integrated Eligibility System (OIES)</b>	Reapply on a Denied Case	15
	Reprint FFS card from Hotline	1
	Reprint NOA from Hotline	2
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	106
	Requested Telephone Application, transfer to Collobor8	907
	<b>Total</b>	<b>4661</b>
<b>Ohio's Best RX</b>	Program Information	8
	Referred Caller	5
	<b>Total</b>	<b>13</b>
<b>Other Medicaid Program</b>	Application / Eligibility	1329
	Benefit Package / Covered Services	777
	Billing Number	249
	Card	326
	Certificate of Coverage	20
	Change	662
	Citizenship Verification Questions	2
	Estate Recovery	7
	Hearing	15
	Program Information	823
	<b>Total</b>	<b>4210</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	446
	Letter	16

<b>Prior Authorization</b>	<b>Program Information</b>	390
	<b>Status</b>	223
	<b>Transfer Request - Needs Follow-Up</b>	2
	<b>Total</b>	<b>1077</b>
<b>Provider</b>	<b>Fee-For-Service Provider Names</b>	320
	<b>Referred to MCP For Provider List</b>	77
	<b>Referred to ODM Website For Provider List</b>	97
	<b>Referred to State Board To File Complaint Against Provider</b>	1
	<b>Total</b>	<b>495</b>
<b>Reimbursement</b>	<b>Decision</b>	18
	<b>Information</b>	355
	<b>State Hearing</b>	7
	<b>Total</b>	<b>380</b>
<b>Spend Down</b>	<b>Amount</b>	1162
	<b>Card</b>	370
	<b>Certificate of Coverage</b>	52
	<b>Hearing</b>	18
	<b>Problem</b>	119
	<b>Program Information</b>	1561
	<b>Total</b>	<b>3282</b>
<b>State Hearings</b>	<b>How to Request</b>	94
	<b>Program Information</b>	91
	<b>Status</b>	8
	<b>Total</b>	<b>193</b>
<b>Surveys</b>	<b>Call Center Survey</b>	1934
	<b>Total</b>	<b>1934</b>
<b>Third Party Liability</b>	<b>Cannot Resolve with CDJFS - Needs Follow-Up</b>	36
	<b>General Information</b>	261
	<b>Need Medications Now</b>	48
	<b>Referral to Case Worker</b>	230

<b>Third Party Liability</b>	Referral to TPL Vendor	80
	<b>Total</b>	<b>655</b>
<b>Tort</b>	General Information	31
	Provided Number to Tort Unit	40
	<b>Total</b>	<b>71</b>
<b>Waiver</b>	Application / Eligibility	292
	Benefit Package / Covered Services	86
	Billing Number	13
	Card	58
	Certificate of Coverage	1
	Change	33
	Estate Recovery	5
	Hearing	7
	Independent Provider	6
	Patient Evaluation	8
	Patient Liability	26
	Program Information	312
	Waiting List	10
	<b>Total</b>	<b>857</b>
<b>Grand Total All Categories</b>		<b>134127</b>

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

**Calls made from 8/1/2015 to 8/31/2015**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	616
	ACS / First Health	264
	ADAMH	12
	Area Agency on Aging	82
	BCCP Regional Agency	2
	BCMh	16
	Bureau of Home and Community Services	5
	Case Management Agency	39
	Caseworker	1971
	Child Support Enforcement Agency	6
	Complaint Department	38
	County Department of Job & Family Services	4280
	First Link	18
	Food Stamp Hotline	34
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	1
	HomeHealthAgency	6
	Info & Refer	748
	In-House	4
	Legal Aid	5
	Managed Care Plan	1743
	Managed Care/Just Cause Section	19
	MR / DD Board	2
	ODM	43
	Ohio Department of Insurance	17
	Ohio Hospice	0
	Ohio's Best Rx	17
	Ombudsman	13

<b>Referral</b>	<b>OSHIIP</b>	102
	<b>Other Medical Services Agency</b>	81
	<b>Other Social Services Agency</b>	19
	<b>Out-of-State Medicaid Hotline</b>	42
	<b>PACT</b>	0
	<b>Pharmacy</b>	275
	<b>Prescription Drug Plan (PDP)</b>	207
	<b>Provider</b>	606
	<b>Provider Services Call Center</b>	687
	<b>Public Children's Services</b>	29
	<b>Social Security Administration</b>	82
	<b>StateHearingDivision</b>	189
	<b>StateMedicalBoard</b>	17
	<b>Supervisor</b>	59
	<b>Tort Unit</b>	25
	<b>Website - ODM</b>	74
	<b>Welfare Fraud Hotline</b>	1
<b>WIC Office</b>	2	
<b>Total</b>		<b>12498</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 9/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	230	67.85%	505	93.52%	25	83.33%	760	83.61%
Call Campaign	83	24.48%	32	5.93%	3	10.00%	118	12.98%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	26	7.67%	3	0.56%	2	6.67%	31	3.41%
<b>TOTAL</b>	<b>339</b>	<b>100%</b>	<b>540</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>909</b>	<b>100%</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 9/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	230	30.26%	505	66.45%	25	3.29%	760	100%
Call Campaign	83	70.34%	32	27.12%	3	2.54%	118	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	26	83.87%	3	9.68%	2	6.45%	31	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: 9/1/2015**

<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	9		11		1	
	North East	25		38		3	
	West	25		24		2	
	<b>Total</b>	<b>59</b>	<b>17.40%</b>	<b>73</b>	<b>13.52%</b>	<b>6</b>	<b>20.00%</b>
<b>CareSource</b>	Central/South East	38		69		5	
	North East	86		134		2	
	West	49		80		2	
	<b>Total</b>	<b>173</b>	<b>51.03%</b>	<b>283</b>	<b>52.41%</b>	<b>9</b>	<b>30.00%</b>
<b>Molina</b>	Central/South East	26		45		6	
	North East	3		6		1	
	West	14		17		0	
	<b>Total</b>	<b>43</b>	<b>12.68%</b>	<b>68</b>	<b>12.59%</b>	<b>7</b>	<b>23.33%</b>
<b>Paramount</b>	Central/South East	4		19		1	
	North East	4		5		0	
	West	12		33		2	
	<b>Total</b>	<b>20</b>	<b>5.90%</b>	<b>57</b>	<b>10.56%</b>	<b>3</b>	<b>10.00%</b>
<b>United</b>	Central/South East	16		15		1	
	North East	23		34		0	
	West	5		10		4	
	<b>Total</b>	<b>44</b>	<b>12.98%</b>	<b>59</b>	<b>10.93%</b>	<b>5</b>	<b>16.67%</b>
<b>Total Mandatory</b>		<b>339</b>	<b>100.00%</b>	<b>540</b>	<b>100.00%</b>	<b>30</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: 9/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	9	9.68%	11	6.92%	1	7.14%
	CareSource	38	40.86%	69	43.40%	5	35.71%
	Molina	26	27.96%	45	28.30%	6	42.86%
	Paramount	4	4.30%	19	11.95%	1	7.14%
	United	16	17.20%	15	9.43%	1	7.14%
	<b>Total</b>	<b>93</b>	<b>100.00%</b>	<b>159</b>	<b>100.00%</b>	<b>14</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	25	17.73%	38	17.51%	3	50.00%
	CareSource	86	60.99%	134	61.75%	2	33.33%
	Molina	3	2.13%	6	2.76%	1	16.67%
	Paramount	4	2.84%	5	2.30%	0	0.00%
	United	23	16.31%	34	15.67%	0	0.00%
	<b>Total</b>	<b>141</b>	<b>100.00%</b>	<b>217</b>	<b>100.00%</b>	<b>6</b>	<b>100.00%</b>
<b>West</b>	Buckeye	25	23.81%	24	14.63%	2	20.00%
	CareSource	49	46.67%	80	48.78%	2	20.00%
	Molina	14	13.33%	17	10.37%	0	0.00%
	Paramount	12	11.43%	33	20.12%	2	20.00%
	United	5	4.76%	10	6.10%	4	40.00%
	<b>Total</b>	<b>105</b>	<b>100.00%</b>	<b>164</b>	<b>100.00%</b>	<b>10</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>339</b>		<b>540</b>		<b>30</b>	

**AGED, BLIND, DISABLED (ABD)  
ASSIGNMENT BY REGION**  
Effective Date: 9/1/2015

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	252	95	<b>347</b>
North East	358	148	<b>506</b>
West	269	97	<b>366</b>
<b>Total For All Regions</b>	<b>879</b>	<b>340</b>	<b>1219</b>

**AGED, BLIND, DISABLED (ABD)**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 9/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	9	11	20	15	35	10.09%
	CareSource	38	69	107	33	140	40.35%
	Molina	26	45	71	19	90	25.94%
	Paramount	4	19	23	17	40	11.53%
	United	16	15	31	11	42	12.10%
	<b>Total</b>	<b>93</b>	<b>159</b>	<b>252</b>	<b>95</b>	<b>347</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	25	38	63	32	95	18.77%
	CareSource	86	134	220	66	286	56.52%
	Molina	3	6	9	16	25	4.94%
	Paramount	4	5	9	17	26	5.14%
	United	23	34	57	17	74	14.62%
	<b>Total</b>	<b>141</b>	<b>217</b>	<b>358</b>	<b>148</b>	<b>506</b>	<b>100.00%</b>
<b>West</b>	Buckeye	25	24	49	18	67	18.31%
	CareSource	49	80	129	45	174	47.54%
	Molina	14	17	31	7	38	10.38%
	Paramount	12	33	45	16	61	16.67%
	United	5	10	15	11	26	7.10%
	<b>Total</b>	<b>105</b>	<b>164</b>	<b>269</b>	<b>97</b>	<b>366</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>339</b>	<b>540</b>	<b>879</b>	<b>340</b>	<b>1219</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Method as a Percentage of Type  
Effective Date: 9/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12811	71.56%	5462	90.97%	48	63.16%	18321	76.39%
Call Campaign	2560	14.30%	311	5.18%	3	3.95%	2874	11.98%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	7	0.04%	0	0.00%	1	1.32%	8	0.03%
Website	2524	14.10%	231	3.85%	24	31.58%	2779	11.59%
<b>TOTAL</b>	<b>17902</b>	<b>100%</b>	<b>6004</b>	<b>100%</b>	<b>76</b>	<b>100%</b>	<b>23982</b>	<b>100%</b>

**COVERED FAMILY AND CHILDREN (CFC)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 9/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12811	69.93%	5462	29.81%	48	0.26%	18321	100%
Call Campaign	2560	89.07%	311	10.82%	3	0.10%	2874	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	7	87.50%	0	0.00%	1	12.50%	8	100%
Website	2524	90.82%	231	8.31%	24	0.86%	2779	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: 9/1/2015

<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	234		71		3	
	North East	1160		375		4	
	West	759		225		5	
	<b>Total</b>	<b>2153</b>	<b>12.02%</b>	<b>671</b>	<b>10.99%</b>	<b>12</b>	<b>15.79%</b>
<b>CareSource</b>	Central/South East	2360		1112		7	
	North East	4316		1396		9	
	West	3676		1282		11	
	<b>Total</b>	<b>10352</b>	<b>57.81%</b>	<b>3790</b>	<b>62.10%</b>	<b>27</b>	<b>35.53%</b>
<b>Molina</b>	Central/South East	1012		280		10	
	North East	202		63		4	
	West	408		174		3	
	<b>Total</b>	<b>1622</b>	<b>9.06%</b>	<b>517</b>	<b>8.47%</b>	<b>17</b>	<b>22.37%</b>
<b>Paramount</b>	Central/South East	100		55		3	
	North East	158		62		1	
	West	1251		352		6	
	<b>Total</b>	<b>1509</b>	<b>8.43%</b>	<b>469</b>	<b>7.68%</b>	<b>10</b>	<b>13.16%</b>
<b>United</b>	Central/South East	636		157		4	
	North East	1125		353		6	
	West	511		146		0	
	<b>Total</b>	<b>2272</b>	<b>12.69%</b>	<b>656</b>	<b>10.75%</b>	<b>10</b>	<b>13.16%</b>
<b>Total Mandatory</b>		<b>17908</b>	<b>100.00%</b>	<b>6103</b>	<b>100.00%</b>	<b>76</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: 9/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	234	5.39%	71	4.24%	3	11.11%
	CareSource	2360	54.35%	1112	66.39%	7	25.93%
	Molina	1012	23.31%	280	16.72%	10	37.04%
	Paramount	100	2.30%	55	3.28%	3	11.11%
	United	636	14.65%	157	9.37%	4	14.81%
	<b>Total</b>	<b>4342</b>	<b>100.00%</b>	<b>1675</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	1160	16.66%	375	16.67%	4	16.67%
	CareSource	4316	62.00%	1396	62.07%	9	37.50%
	Molina	202	2.90%	63	2.80%	4	16.67%
	Paramount	158	2.27%	62	2.76%	1	4.17%
	United	1125	16.16%	353	15.70%	6	25.00%
	<b>Total</b>	<b>6961</b>	<b>100.00%</b>	<b>2249</b>	<b>100.00%</b>	<b>24</b>	<b>100.00%</b>
<b>West</b>	Buckeye	759	11.49%	225	10.33%	5	20.00%
	CareSource	3676	55.65%	1282	58.83%	11	44.00%
	Molina	408	6.18%	174	7.99%	3	12.00%
	Paramount	1251	18.94%	352	16.15%	6	24.00%
	United	511	7.74%	146	6.70%	0	0.00%
	<b>Total</b>	<b>6605</b>	<b>100.00%</b>	<b>2179</b>	<b>100.00%</b>	<b>25</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>17908</b>		<b>6103</b>		<b>76</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
ASSIGNMENT BY REGION**  
Effective Date: 9/1/2015

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	6017	3448	<b>9465</b>
North East	9210	4983	<b>14193</b>
West	8784	4216	<b>13000</b>
<b>Total For All Regions</b>	<b>24011</b>	<b>12647</b>	<b>36658</b>

**COVERED FAMILY AND CHILDREN (CFC)  
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
Effective Date: 9/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	234	71	305	796	1101	11.63%
	CareSource	2360	1112	3472	835	4307	45.50%
	Molina	1012	280	1292	620	1912	20.20%
	Paramount	100	55	155	606	761	8.04%
	United	636	157	793	591	1384	14.62%
	<b>Total</b>	<b>4342</b>	<b>1675</b>	<b>6017</b>	<b>3448</b>	<b>9465</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	1160	375	1535	1046	2581	18.19%
	CareSource	4316	1396	5712	1141	6853	48.28%
	Molina	202	63	265	926	1191	8.39%
	Paramount	158	62	220	981	1201	8.46%
	United	1125	353	1478	889	2367	16.68%
	<b>Total</b>	<b>6961</b>	<b>2249</b>	<b>9210</b>	<b>4983</b>	<b>14193</b>	<b>100.00%</b>
<b>West</b>	Buckeye	759	225	984	927	1911	14.70%
	CareSource	3676	1282	4958	952	5910	45.46%
	Molina	408	174	582	776	1358	10.45%
	Paramount	1251	352	1603	810	2413	18.56%
	United	511	146	657	751	1408	10.83%
	<b>Total</b>	<b>6605</b>	<b>2179</b>	<b>8784</b>	<b>4216</b>	<b>13000</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>17908</b>	<b>6103</b>	<b>24011</b>	<b>12647</b>	<b>36658</b>	

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 9/1/2015

**ENROLLMENT TYPE**

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	276	46.00%	153	51.00%	0	0.00%	429	47.25%
Call	Medicaid only	201	33.50%	104	34.67%	8	100.00%	313	34.47%
Call Campaign	Dual benefits	28	4.67%	14	4.67%	0	0.00%	42	4.63%
Call Campaign	Medicaid only	15	2.50%	8	2.67%	0	0.00%	23	2.53%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	1	0.17%	1	0.33%	0	0.00%	2	0.22%
Fax	Medicaid only	11	1.83%	3	1.00%	0	0.00%	14	1.54%
Mail	Dual benefits	4	0.67%	0	0.00%	0	0.00%	4	0.44%
Website	Dual benefits	32	5.33%	7	2.33%	0	0.00%	39	4.30%
Website	Medicaid only	32	5.33%	10	3.33%	0	0.00%	42	4.63%
<b>TOTAL</b>		<b>600</b>	<b>100%</b>	<b>300</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>908</b>	<b>100%</b>

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 9/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	276	64.34%	153	35.66%	0	0.00%	429	100%
Call	Medicaid only	201	64.22%	104	33.23%	8	2.56%	313	100%
Call Campaign	Dual benefits	28	66.67%	14	33.33%	0	0.00%	42	100%
Call Campaign	Medicaid only	15	65.22%	8	34.78%	0	0.00%	23	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	11	78.57%	3	21.43%	0	0.00%	14	100%
Mail	Dual benefits	4	100.00%	0	0.00%	0	0.00%	4	100%
Website	Dual benefits	32	82.05%	7	17.95%	0	0.00%	39	100%
Website	Medicaid only	32	76.19%	10	23.81%	0	0.00%	42	100%

**MyCare**  
**HEALTH CARE PLAN ENROLLMENT TYPE BY**  
**BY MANAGED CARE PLAN**  
Region and MCP as a Percentage of Type  
Effective Date: 9/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Aetna</b>	Central	Dual benefits	30		20		0		50
	Central	Medicaid only	20		13		0		33
	North West	Dual benefits	11		7		0		18
	North West	Medicaid only	8		4		0		12
	South West	Dual benefits	25		11		0		36
	South West	Medicaid only	32		6		2		40
	<b>Total</b>			<b>126</b>	<b>21.00%</b>	<b>61</b>	<b>20.33%</b>	<b>2</b>	<b>25.00%</b>
<b>Buckeye</b>	North East	Dual benefits	7		9		0		16
	North East	Medicaid only	8		7		0		15
	North West	Dual benefits	7		2		0		9
	North West	Medicaid only	7		0		0		7
	West Central	Dual benefits	21		20		0		41
	West Central	Medicaid only	23		21		0		44
	<b>Total</b>			<b>73</b>	<b>12.17%</b>	<b>59</b>	<b>19.67%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	East Central	Dual benefits	36		14		0		50
	East Central	Medicaid only	15		5		1		21
	North East	Dual benefits	76		38		0		114
	North East	Medicaid only	37		23		1		61
	North East Central	Dual benefits	30		8		0		38
	North East Central	Medicaid only	11		7		1		19
	<b>Total</b>			<b>205</b>	<b>34.17%</b>	<b>95</b>	<b>31.67%</b>	<b>3</b>	<b>37.50%</b>
<b>Molina</b>	Central	Dual benefits	11		10		0		21
	Central	Medicaid only	14		1		0		15
	South West	Dual benefits	25		12		0		37
	South West	Medicaid only	29		9		0		38
	West Central	Dual benefits	13		9		0		22

<b>Molina</b>	West Central	Medicaid only	12		11		0		23
	<b>Total</b>		<b>104</b>	<b>17.33%</b>	<b>52</b>	<b>17.33%</b>	<b>0</b>	<b>0.00%</b>	
<b>United</b>	East Central	Dual benefits	23		11		0		34
	East Central	Medicaid only	27		9		2		38
	North East	Dual benefits	19		3		0		22
	North East	Medicaid only	13		9		1		23
	North East Central	Dual benefits	7		1		0		8
	North East Central	Medicaid only	3		0		0		3
	<b>Total</b>		<b>92</b>	<b>15.33%</b>	<b>33</b>	<b>11.00%</b>	<b>3</b>	<b>37.50%</b>	
<b>Total Mandatory</b>			<b>600</b>	<b>100.00%</b>	<b>300</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: 9/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Central</b>	Aetna	Dual benefits	30	40.00%	20	45.45%	0	0.00%	50
	Aetna	Medicaid only	20	26.67%	13	29.55%	0	0.00%	33
	Molina	Dual benefits	11	14.67%	10	22.73%	0	0.00%	21
	Molina	Medicaid only	14	18.67%	1	2.27%	0	0.00%	15
	<b>Total</b>		<b>75</b>	<b>100.00%</b>	<b>44</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>East Central</b>	CareSource	Dual benefits	36	35.64%	14	35.90%	0	0.00%	50
	CareSource	Medicaid only	15	14.85%	5	12.82%	1	33.33%	21
	United	Dual benefits	23	22.77%	11	28.21%	0	0.00%	34
	United	Medicaid only	27	26.73%	9	23.08%	2	66.67%	38
	<b>Total</b>		<b>101</b>	<b>100.00%</b>	<b>39</b>	<b>100.00%</b>	<b>3</b>	<b>100.00%</b>	
<b>North East</b>	Buckeye	Dual benefits	7	4.38%	9	10.11%	0	0.00%	16
	Buckeye	Medicaid only	8	5.00%	7	7.87%	0	0.00%	15
	CareSource	Dual benefits	76	47.50%	38	42.70%	0	0.00%	114
	CareSource	Medicaid only	37	23.13%	23	25.84%	1	50.00%	61
	United	Dual benefits	19	11.88%	3	3.37%	0	0.00%	22
	United	Medicaid only	13	8.13%	9	10.11%	1	50.00%	23
	<b>Total</b>		<b>160</b>	<b>100.00%</b>	<b>89</b>	<b>100.00%</b>	<b>2</b>	<b>100.00%</b>	
<b>North East Central</b>	CareSource	Dual benefits	30	58.82%	8	50.00%	0	0.00%	38
	CareSource	Medicaid only	11	21.57%	7	43.75%	1	100.00%	19
	United	Dual benefits	7	13.73%	1	6.25%	0	0.00%	8
	United	Medicaid only	3	5.88%	0	0.00%	0	0.00%	3
	<b>Total</b>		<b>51</b>	<b>100.00%</b>	<b>16</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	
<b>North West</b>	Aetna	Dual benefits	11	33.33%	7	53.85%	0	0.00%	18
	Aetna	Medicaid only	8	24.24%	4	30.77%	0	0.00%	12
	Buckeye	Dual benefits	7	21.21%	2	15.38%	0	0.00%	9
	Buckeye	Medicaid only	7	21.21%	0	0.00%	0	0.00%	7
	<b>Total</b>		<b>33</b>	<b>100.00%</b>	<b>13</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>South West</b>	Aetna	Dual benefits	25	22.52%	11	28.95%	0	0.00%	36
	Aetna	Medicaid only	32	28.83%	6	15.79%	2	100.00%	40
	Molina	Dual benefits	25	22.52%	12	31.58%	0	0.00%	37

<b>South West</b>	Molina	Medicaid only	29	26.13%	9	23.68%	0	0.00%	38
	<b>Total</b>		<b>111</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>	<b>2</b>	<b>100.00%</b>	
<b>West Central</b>	Buckeye	Dual benefits	21	30.43%	20	32.79%	0	0.00%	41
	Buckeye	Medicaid only	23	33.33%	21	34.43%	0	0.00%	44
	Molina	Dual benefits	13	18.84%	9	14.75%	0	0.00%	22
	Molina	Medicaid only	12	17.39%	11	18.03%	0	0.00%	23
	<b>Total</b>		<b>69</b>	<b>100.00%</b>	<b>61</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>Total Mandatory</b>			<b>600</b>		<b>300</b>		<b>8</b>		

**MyCare**  
**ASSIGNMENT BY REGION**  
Effective Date: 9/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	48	52	<b>100</b>
	Dual benefits	71	281	<b>352</b>
		119	333	<b>452</b>
East Central	Medicaid only	56	69	<b>125</b>
	Dual benefits	84	271	<b>355</b>
		140	340	<b>480</b>
North East	Medicaid only	97	58	<b>155</b>
	Dual benefits	152	430	<b>582</b>
		249	488	<b>737</b>
North East Central	Medicaid only	21	19	<b>40</b>
	Dual benefits	46	170	<b>216</b>
		67	189	<b>256</b>
North West	Medicaid only	19	13	<b>32</b>
	Dual benefits	27	196	<b>223</b>
		46	209	<b>255</b>
South West	Medicaid only	76	51	<b>127</b>
	Dual benefits	73	388	<b>461</b>
		149	439	<b>588</b>
West Central	Medicaid only	67	37	<b>104</b>
	Dual benefits	63	186	<b>249</b>
		130	223	<b>353</b>
<b>Total For All Regions</b>		<b>900</b>	<b>2221</b>	<b>3121</b>

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 9/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central</b>	Aetna	Dual benefits	30	20	50	132	182	40.27%
	Aetna	Medicaid only	20	13	33	28	61	13.50%
	Molina	Dual benefits	11	10	21	149	170	37.61%
	Molina	Medicaid only	14	1	15	24	39	8.63%
	<b>Total</b>			<b>75</b>	<b>44</b>	<b>119</b>	<b>333</b>	<b>452</b>
<b>East Central</b>	CareSource	Dual benefits	36	14	50	114	164	34.17%
	CareSource	Medicaid only	15	5	20	27	47	9.79%
	United	Dual benefits	23	11	34	157	191	39.79%
	United	Medicaid only	27	9	36	42	78	16.25%
	<b>Total</b>			<b>101</b>	<b>39</b>	<b>140</b>	<b>340</b>	<b>480</b>
<b>North East</b>	Buckeye	Dual benefits	7	9	16	132	148	20.08%
	Buckeye	Medicaid only	8	7	15	14	29	3.93%
	CareSource	Dual benefits	76	38	114	156	270	36.64%
	CareSource	Medicaid only	37	23	60	23	83	11.26%
	United	Dual benefits	19	3	22	142	164	22.25%
	United	Medicaid only	13	9	22	21	43	5.83%
	<b>Total</b>			<b>160</b>	<b>89</b>	<b>249</b>	<b>488</b>	<b>737</b>
<b>North East Central</b>	CareSource	Dual benefits	30	8	38	88	126	49.22%
	CareSource	Medicaid only	11	7	18	11	29	11.33%
	United	Dual benefits	7	1	8	82	90	35.16%
	United	Medicaid only	3	0	3	8	11	4.30%
	<b>Total</b>			<b>51</b>	<b>16</b>	<b>67</b>	<b>189</b>	<b>256</b>

<b>North West</b>	Aetna	Dual benefits	11	7	18	84	102	40.00%
	Aetna	Medicaid only	8	4	12	7	19	7.45%
	Buckeye	Dual benefits	7	2	9	112	121	47.45%
	Buckeye	Medicaid only	7	0	7	6	13	5.10%
	<b>Total</b>		<b>33</b>	<b>13</b>	<b>46</b>	<b>209</b>	<b>255</b>	<b>100.00%</b>
<b>South West</b>	Aetna	Dual benefits	25	11	36	212	248	42.18%
	Aetna	Medicaid only	32	6	38	31	69	11.73%
	Molina	Dual benefits	25	12	37	176	213	36.22%
	Molina	Medicaid only	29	9	38	20	58	9.86%
	<b>Total</b>		<b>111</b>	<b>38</b>	<b>149</b>	<b>439</b>	<b>588</b>	<b>100.00%</b>
<b>West Central</b>	Buckeye	Dual benefits	21	20	41	98	139	39.38%
	Buckeye	Medicaid only	23	21	44	17	61	17.28%
	Molina	Dual benefits	13	9	22	88	110	31.16%
	Molina	Medicaid only	12	11	23	20	43	12.18%
	<b>Total</b>		<b>69</b>	<b>61</b>	<b>130</b>	<b>223</b>	<b>353</b>	<b>100.00%</b>
<b>Total Mandatory</b>			<b>600</b>	<b>300</b>	<b>900</b>	<b>2221</b>	<b>3121</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**  
 Effective Date: 9/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>Central</b>	<b>Delaware</b>	Aetna	Dual benefits	0	0	0	6	6
			Medicaid only	2	1	3	2	5
		Molina	Dual benefits	1	0	1	4	5
			Medicaid only	2	0	2	1	3
		<b>Total</b>			<b>5</b>	<b>1</b>	<b>6</b>	<b>13</b>
	<b>Franklin</b>	Aetna	Dual benefits	25	20	45	113	158
			Medicaid only	18	12	30	22	52
		Molina	Dual benefits	9	7	16	128	144
			Medicaid only	12	1	13	21	34
		<b>Total</b>			<b>64</b>	<b>40</b>	<b>104</b>	<b>284</b>
	<b>Madison</b>	Aetna	Dual benefits	2	0	2	7	9
			Medicaid only	0	0	0	1	1
		Molina	Dual benefits	0	0	0	2	2
		<b>Total</b>			<b>2</b>	<b>0</b>	<b>2</b>	<b>10</b>
	<b>Pickaway</b>	Aetna	Dual benefits	2	0	2	5	7
			Medicaid only	0	0	0	1	1
		Molina	Dual benefits	0	0	0	10	10
			Medicaid only	0	0	0	1	1
		<b>Total</b>			<b>2</b>	<b>0</b>	<b>2</b>	<b>17</b>
	<b>Union</b>	Aetna	Dual benefits	1	0	1	1	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>Central</b>	<b>Union</b>	Aetna	Medicaid only	0	0	0	2	2
		Molina	Dual benefits	1	3	4	5	9
			Medicaid only	0	0	0	1	1
		<b>Total</b>		<b>2</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>14</b>

<b>Central Region Totals</b>								
<b>Aetna</b>				<b>50</b>	<b>33</b>	<b>83</b>	<b>160</b>	<b>243</b>
<b>Molina</b>				<b>25</b>	<b>11</b>	<b>36</b>	<b>173</b>	<b>209</b>
<b>Total</b>				<b>75</b>	<b>44</b>	<b>119</b>	<b>333</b>	<b>452</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	2	0	2	11	13
			Medicaid only	2	0	2	2	4
		United	Dual benefits	2	1	3	13	16
			Medicaid only	1	0	1	3	4
		<b>Total</b>		<b>7</b>	<b>1</b>	<b>8</b>	<b>29</b>	<b>37</b>
	<b>Stark</b>	CareSource	Dual benefits	21	10	31	38	69
			Medicaid only	6	2	8	4	12
		United	Dual benefits	3	3	6	54	60
			Medicaid only	3	2	5	12	17
		<b>Total</b>		<b>33</b>	<b>17</b>	<b>50</b>	<b>108</b>	<b>158</b>
	<b>Summit</b>	CareSource	Dual benefits	11	3	14	53	67
			Medicaid only	6	1	7	20	27
		United	Dual benefits	17	6	23	80	103
			Medicaid only	22	6	28	27	55
		<b>Total</b>		<b>56</b>	<b>16</b>	<b>72</b>	<b>180</b>	<b>252</b>
	<b>Wayne</b>	CareSource	Dual benefits	2	1	3	12	15

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>East Central</b>	<b>Wayne</b>	CareSource	Medicaid only	1	2	3	1	4
		United	Dual benefits	1	1	2	10	12
			Medicaid only	1	1	2	0	2
		<b>Total</b>			<b>5</b>	<b>5</b>	<b>10</b>	<b>23</b>

<b>East Central Region Totals</b>								
<b>CareSource</b>				<b>51</b>	<b>19</b>	<b>70</b>	<b>141</b>	<b>211</b>
<b>United</b>				<b>50</b>	<b>20</b>	<b>70</b>	<b>199</b>	<b>269</b>
<b>Total</b>				<b>101</b>	<b>39</b>	<b>140</b>	<b>340</b>	<b>480</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	5	7	12	99	111	
			Medicaid only	3	7	10	8	18	
		CareSource	Dual benefits	55	30	85	118	203	
			Medicaid only	30	15	45	15	60	
		United	Dual benefits	15	3	18	117	135	
			Medicaid only	6	4	10	15	25	
		<b>Total</b>			<b>114</b>	<b>66</b>	<b>180</b>	<b>372</b>	<b>552</b>
	<b>Geauga</b>	Buckeye	Dual benefits	0	0	0	2	2	
		CareSource	Dual benefits	1	1	2	3	5	
			Medicaid only	4	0	4	0	4	
		United	Dual benefits	0	0	0	2	2	
			Medicaid only	1	0	1	1	2	
		<b>Total</b>			<b>6</b>	<b>1</b>	<b>7</b>	<b>8</b>	<b>15</b>
		<b>Lake</b>	Buckeye	Dual benefits	0	0	0	8	8
	Medicaid only			2	0	2	2	4	
	CareSource		Dual benefits	7	2	9	12	21	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>North East</b>	<b>Lake</b>	CareSource	Medicaid only	1	2	3	1	4	
		United	Dual benefits	0	0	0	5	5	
			Medicaid only	4	0	4	2	6	
		<b>Total</b>			<b>14</b>	<b>4</b>	<b>18</b>	<b>30</b>	<b>48</b>
	<b>Lorain</b>	Buckeye	Dual benefits	1	1	2	21	23	
			Medicaid only	2	0	2	3	5	
		CareSource	Dual benefits	12	5	17	20	37	
			Medicaid only	0	6	6	7	13	
		United	Dual benefits	4	0	4	11	15	
			Medicaid only	1	1	2	3	5	
		<b>Total</b>			<b>20</b>	<b>13</b>	<b>33</b>	<b>65</b>	<b>98</b>
		<b>Medina</b>	Buckeye	Dual benefits	1	1	2	2	4
	Medicaid only			1	0	1	1	2	
	CareSource		Dual benefits	1	0	1	3	4	
			Medicaid only	2	0	2	0	2	
	United		Dual benefits	0	0	0	7	7	
			Medicaid only	1	4	5	0	5	
	<b>Total</b>				<b>6</b>	<b>5</b>	<b>11</b>	<b>13</b>	<b>24</b>
	<b>North East Region Totals</b>								
	<b>Buckeye</b>				<b>15</b>	<b>16</b>	<b>31</b>	<b>146</b>	<b>177</b>
	<b>CareSource</b>				<b>113</b>	<b>61</b>	<b>174</b>	<b>179</b>	<b>353</b>
	<b>United</b>				<b>32</b>	<b>12</b>	<b>44</b>	<b>163</b>	<b>207</b>
	<b>Total</b>				<b>160</b>	<b>89</b>	<b>249</b>	<b>488</b>	<b>737</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	0	4	16	20	

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	Medicaid only	2	2	4	2	6	
		United	Dual benefits	2	0	2	9	11	
			Medicaid only	1	0	1	0	1	
		<b>Total</b>			<b>9</b>	<b>2</b>	<b>11</b>	<b>27</b>	<b>38</b>
	<b>Mahoning</b>	CareSource	Dual benefits	11	3	14	42	56	
			Medicaid only	4	3	7	4	11	
		United	Dual benefits	1	0	1	38	39	
			Medicaid only	1	0	1	4	5	
		<b>Total</b>			<b>17</b>	<b>6</b>	<b>23</b>	<b>88</b>	<b>111</b>
		<b>Trumbull</b>	CareSource	Dual benefits	15	5	20	30	50
	Medicaid only			5	2	7	5	12	
	United		Dual benefits	4	1	5	35	40	
			Medicaid only	1	0	1	4	5	
	<b>Total</b>				<b>25</b>	<b>8</b>	<b>33</b>	<b>74</b>	<b>107</b>
	<b>North East Central Region Totals</b>								
<b>CareSource</b>				<b>41</b>	<b>15</b>	<b>56</b>	<b>99</b>	<b>155</b>	
<b>United</b>				<b>10</b>	<b>1</b>	<b>11</b>	<b>90</b>	<b>101</b>	
<b>Total</b>				<b>51</b>	<b>16</b>	<b>67</b>	<b>189</b>	<b>256</b>	
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>North West</b>	<b>Fulton</b>	Aetna	Dual benefits	0	0	0	10	10	
			Medicaid only	0	0	0	1	1	
		Buckeye	Dual benefits	1	0	1	5	6	
			Medicaid only	1	0	1	0	1	
	<b>Total</b>			<b>2</b>	<b>0</b>	<b>2</b>	<b>16</b>	<b>18</b>	
	<b>Lucas</b>	Aetna	Dual benefits	9	7	16	61	77	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North West</b>	<b>Lucas</b>	Aetna	Medicaid only	5	2	7	4	11
		Buckeye	Dual benefits	5	2	7	93	100
			Medicaid only	5	0	5	5	10
		<b>Total</b>			<b>24</b>	<b>11</b>	<b>35</b>	<b>163</b>
	<b>Ottawa</b>	Aetna	Dual benefits	1	0	1	2	3
			Medicaid only	0	1	1	0	1
		Buckeye	Dual benefits	1	0	1	4	5
		<b>Total</b>			<b>2</b>	<b>1</b>	<b>3</b>	<b>6</b>
	<b>Wood</b>	Aetna	Dual benefits	1	0	1	11	12
			Medicaid only	3	1	4	2	6
		Buckeye	Dual benefits	0	0	0	10	10
			Medicaid only	1	0	1	1	2
		<b>Total</b>			<b>5</b>	<b>1</b>	<b>6</b>	<b>24</b>

<b>North West Region Totals</b>								
<b>Aetna</b>				<b>19</b>	<b>11</b>	<b>30</b>	<b>91</b>	<b>121</b>
<b>Buckeye</b>				<b>14</b>	<b>2</b>	<b>16</b>	<b>118</b>	<b>134</b>
<b>Total</b>				<b>33</b>	<b>13</b>	<b>46</b>	<b>209</b>	<b>255</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	5	4	9	35	44
			Medicaid only	6	1	7	3	10
		Molina	Dual benefits	2	1	3	39	42
			Medicaid only	2	0	2	1	3
		<b>Total</b>			<b>15</b>	<b>6</b>	<b>21</b>	<b>78</b>
	<b>Clermont</b>	Aetna	Dual benefits	6	1	7	25	32
			Medicaid only	4	1	5	3	8

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Clermont</b>	Molina	Dual benefits	3	1	4	20	24
			Medicaid only	2	0	2	3	5
		<b>Total</b>		<b>15</b>	<b>3</b>	<b>18</b>	<b>51</b>	<b>69</b>
	<b>Clinton</b>	Aetna	Dual benefits	1	0	1	4	5
		Molina	Dual benefits	1	1	2	5	7
			Medicaid only	4	0	4	1	5
		<b>Total</b>		<b>6</b>	<b>1</b>	<b>7</b>	<b>10</b>	<b>17</b>
	<b>Hamilton</b>	Aetna	Dual benefits	11	6	17	129	146
			Medicaid only	19	3	22	24	46
		Molina	Dual benefits	18	9	27	99	126
			Medicaid only	21	6	27	15	42
		<b>Total</b>		<b>69</b>	<b>24</b>	<b>93</b>	<b>267</b>	<b>360</b>
	<b>Warren</b>	Aetna	Dual benefits	2	0	2	19	21
			Medicaid only	3	1	4	1	5
		Molina	Dual benefits	1	0	1	13	14
			Medicaid only	0	3	3	0	3
		<b>Total</b>		<b>6</b>	<b>4</b>	<b>10</b>	<b>33</b>	<b>43</b>

<b>South West Region Totals</b>								
<b>Aetna</b>				<b>57</b>	<b>17</b>	<b>74</b>	<b>243</b>	<b>317</b>
<b>Molina</b>				<b>54</b>	<b>21</b>	<b>75</b>	<b>196</b>	<b>271</b>
<b>Total</b>				<b>111</b>	<b>38</b>	<b>149</b>	<b>439</b>	<b>588</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	3	3	6	19	25
			Medicaid only	2	0	2	1	3
		Molina	Dual benefits	6	1	7	18	25

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>West Central</b>	<b>Clark</b>	Molina	Medicaid only	3	4	7	1	8	
		<b>Total</b>		<b>14</b>	<b>8</b>	<b>22</b>	<b>39</b>	<b>61</b>	
	<b>Greene</b>	Buckeye	Dual benefits	2	0	2	15	17	
			Medicaid only	1	0	1	1	2	
		Molina	Dual benefits	1	0	1	13	14	
			Medicaid only	2	3	5	2	7	
		<b>Total</b>		<b>6</b>	<b>3</b>	<b>9</b>	<b>31</b>	<b>40</b>	
		<b>Montgomery</b>	Buckeye	Dual benefits	16	17	33	64	97
	Medicaid only			20	21	41	15	56	
	Molina		Dual benefits	6	8	14	57	71	
			Medicaid only	7	4	11	17	28	
	<b>Total</b>			<b>49</b>	<b>50</b>	<b>99</b>	<b>153</b>	<b>252</b>	
	<b>West Central Region Totals</b>								
	<b>Buckeye</b>				<b>44</b>	<b>41</b>	<b>85</b>	<b>115</b>	<b>200</b>
	<b>Molina</b>				<b>25</b>	<b>20</b>	<b>45</b>	<b>108</b>	<b>153</b>
<b>Total</b>				<b>69</b>	<b>61</b>	<b>130</b>	<b>223</b>	<b>353</b>	
<b>Total Mandatory</b>				<b>600</b>	<b>300</b>	<b>900</b>	<b>2221</b>	<b>3121</b>	

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

**MCP and Region as a Percentage of Type  
Effective Date: 9/1/2015**

<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>	17	9.77%	1	2.44%	18
	<i>Molina</i>	7	4.02%	4	9.76%	11
	<b>Total</b>	<b>24</b>	<b>13.79%</b>	<b>5</b>	<b>12.20%</b>	<b>29</b>
<b>North West</b>	<i>Aetna</i>	6	3.45%	0	0.00%	6
	<i>Buckeye</i>	10	5.75%	4	9.76%	14
	<b>Total</b>	<b>16</b>	<b>9.20%</b>	<b>4</b>	<b>9.76%</b>	<b>20</b>
<b>South West</b>	<i>Aetna</i>	26	14.94%	2	4.88%	28
	<i>Molina</i>	14	8.05%	1	2.44%	15
	<b>Total</b>	<b>40</b>	<b>22.99%</b>	<b>3</b>	<b>7.32%</b>	<b>43</b>
<b>North East</b>	<i>Buckeye</i>	8	4.60%	0	0.00%	8
	<i>CareSource</i>	13	7.47%	7	17.07%	20
	<i>United</i>	14	8.05%	3	7.32%	17
	<b>Total</b>	<b>35</b>	<b>20.11%</b>	<b>10</b>	<b>24.39%</b>	<b>45</b>

<b>West Central</b>	<i>Buckeye</i>	17	9.77%	2	4.88%	19
	<i>Molina</i>	12	6.90%	2	4.88%	14
	<b>Total</b>	<b>29</b>	<b>16.67%</b>	<b>4</b>	<b>9.76%</b>	<b>33</b>
<b>East Central</b>	<i>CareSource</i>	5	2.87%	5	12.20%	10
	<i>United</i>	17	9.77%	7	17.07%	24
	<b>Total</b>	<b>22</b>	<b>12.64%</b>	<b>12</b>	<b>29.27%</b>	<b>34</b>
<b>North East Central</b>	<i>CareSource</i>	4	2.30%	3	7.32%	7
	<i>United</i>	4	2.30%	0	0.00%	4
	<b>Total</b>	<b>8</b>	<b>4.60%</b>	<b>3</b>	<b>7.32%</b>	<b>11</b>
<b>Total Changes</b>		<b>174</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>215</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 9/1/2015**

<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>	17	9.77%	1	2.44%	18
	<i>North West</i>	6	3.45%	0	0.00%	6
	<i>South West</i>	26	14.94%	2	4.88%	28
	<b>Total</b>	<b>49</b>	<b>28.16%</b>	<b>3</b>	<b>7.32%</b>	<b>52</b>
<b>Buckeye</b>	<i>North East</i>	8	4.60%	0	0.00%	8
	<i>North West</i>	10	5.75%	4	9.76%	14
	<i>West Central</i>	17	9.77%	2	4.88%	19
	<b>Total</b>	<b>35</b>	<b>20.11%</b>	<b>6</b>	<b>14.63%</b>	<b>41</b>
<b>CareSource</b>	<i>East Central</i>	5	2.87%	5	12.20%	10
	<i>North East</i>	13	7.47%	7	17.07%	20
	<i>North East Central</i>	4	2.30%	3	7.32%	7
	<b>Total</b>	<b>22</b>	<b>12.64%</b>	<b>15</b>	<b>36.59%</b>	<b>37</b>

<b>Molina</b>	<i>Central</i>	7	4.02%	4	9.76%	11
	<i>South West</i>	14	8.05%	1	2.44%	15
	<i>West Central</i>	12	6.90%	2	4.88%	14
	<b>Total</b>	<b>33</b>	<b>18.97%</b>	<b>7</b>	<b>17.07%</b>	<b>40</b>
<b>United</b>	<i>East Central</i>	17	9.77%	7	17.07%	24
	<i>North East</i>	14	8.05%	3	7.32%	17
	<i>North East Central</i>	4	2.30%	0	0.00%	4
	<b>Total</b>	<b>35</b>	<b>20.11%</b>	<b>10</b>	<b>24.39%</b>	<b>45</b>
<b>Total Changes</b>		<b>174</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>215</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 8/1/2015 to 8/31/2015

Total Surveys Available for Completion: 77403

Questions	Customer Response										Total	Total
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	98	26.78%	247	67.49%	10	2.73%	5	1.37%	6	1.64%	366	100.00%
Our answers to your questions	118	32.24%	227	62.02%	6	1.64%	8	2.19%	7	1.91%	366	100.00%
Our courtesy to you and your family	156	42.62%	195	53.28%	4	1.09%	6	1.64%	5	1.37%	366	100.00%
Overall, how would you rate our staff and services	131	35.79%	219	59.84%	6	1.64%	5	1.37%	7	1.37%	366	100.00%
<b>Total</b>	<b>503</b>	<b>34.36%</b>	<b>888</b>	<b>60.66%</b>	<b>26</b>	<b>1.78%</b>	<b>24</b>	<b>1.64%</b>	<b>22</b>	<b>1.57%</b>	<b>1464</b>	<b>100.00%</b>

Number of Surveys Attempted: 1935

Number of Completed Customer Satisfaction Surveys: 366