



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

JOSEPH W. NOCITO
CHIEF EXECUTIVE OFFICER

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

Ohio Consumer Hotline Monthly Report September 2015

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 3817 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 123. 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 190 calls coming in through this queue for this month.

Activity Summary

- 197,683 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 162,815 Total Calls (inbound and outbound)
 - 29,644 Call Fire Campaign Calls
 - 1,217 MyCare Outreach Calls
 - 3,817 Provider Calls
 - 190 Insure Kids Now/Governor's Hotline
- 2% abandonment rate
- 5:38 minutes average talk time
- 1:40 minute average speed to answer
- 69 average CSR inbound calls per day

Ohio Consumer Hotline

September 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	08/31/15	9320	9133	1674	25	9345	187	2%	1479	10824	:18:04	:04:35	74	:02:04	:05:49
Tue	09/01/15	5508	5384	488	22	5530	124	2%	512	6042	:15:04	:02:47	71	:01:43	:05:50
Wed	09/02/15	5201	5088	443	14	5215	113	2%	659	5874	:11:16	:02:29	67	:01:37	:05:39
Thurs	09/03/15	5006	4907	310	15	5021	99	2%	493	5514	:12:36	:02:15	68	:01:19	:05:41
Fri	09/04/15	4471	4360	251	10	4481	111	2%	649	5130	:12:49	:02:24	69	:01:05	:05:34
Sat	09/05/15	765	738	59	5	770	27	4%	343	1113	:08:21	:01:58	60	:01:22	:05:15
Sun	09/06/15	0	0	0	99	99	0	0%	0	99	:00:00	:00:00	0	:00:00	:00:00
	Week end	30271	29610	3225	190	30461	661	2%	4135	34596	:18:04	:03:29	68	:01:32	:05:42
	Sept Only	20951	20477	1551	165	21116	474	2%	2656	23772	:15:04	:02:29	67	:01:25	:05:40
Mon	09/07/15	0	0	0	156	156	0	0%	0	156	:00:00	:00:00	0	:00:00	:00:00
Tues	09/08/15	10357	10195	2065	20	10377	162	2%	1969	12346	:23:04	:05:00	71	:02:21	:05:53
Wed	09/09/15	8420	8273	1546	19	8439	147	2%	1948	10387	:20:42	:04:55	69	:02:08	:05:33
Thurs	09/10/15	6348	6248	691	26	6374	100	2%	1562	7936	:10:16	:02:51	69	:01:26	:05:31
Fri	09/11/15	4343	4246	158	25	4368	97	2%	902	5270	:04:34	:01:19	67	:00:48	:05:34
Sat	09/12/15	629	607	22	55	684	22	3%	570	1254	:04:34	:01:30	57	:00:46	:05:28
Sun	09/13/15	0	0	0	102	102	0	0%	0	102	:00:00	:00:00	0	:00:00	:00:00
	Week end	30097	29569	4482	403	30500	528	2%	6951	37451	:23:04	:04:38	67	:01:30	:05:38
Mon	09/14/15	8359	8237	1448	21	8380	122	1%	1500	9880	:21:17	:04:37	70	:02:23	:05:54
Tues	09/15/15	6649	6515	786	7	6656	134	2%	1656	8312	:16:07	:03:28	70	:01:40	:05:38
Wed	09/16/15	4858	4756	292	10	4868	102	2%	1153	6021	:10:00	:02:12	67	:01:58	:05:24
Thurs	09/17/15	6271	6170	593	21	6292	101	2%	876	7168	:18:31	:03:27	69	:01:58	:05:27
Fri	09/18/15	5216	5133	312	26	5242	83	2%	923	6165	:10:34	:02:45	70	:01:34	:05:36
Sat	09/19/15	734	713	31	39	773	21	3%	407	1180	:08:08	:01:48	59	:01:33	:05:30
Sun	09/20/15	0	0	0	163	163	0	0%	0	163	:00:00	:00:00	0	:00:00	:00:00
	Week end	32087	31524	3462	287	32374	563	2%	6515	38889	:21:17	:03:42	68	:01:41	:05:35
Mon	09/21/15	8471	8338	1418	19	8490	133	2%	1566	10056	:21:01	:04:56	73	:02:49	:05:34
Tues	09/22/15	6961	6846	912	16	6977	115	2%	1516	8493	:18:33	:04:14	72	:02:04	:05:41
Wed	09/23/15	5563	5459	520	20	5583	104	2%	982	6565	:16:16	:03:21	70	:01:32	:05:43
Thurs	09/24/15	4992	4876	320	16	5008	116	2%	760	5768	:08:24	:02:12	68	:01:04	:05:42
Fri	09/25/15	4056	3945	128	13	4069	111	3%	785	4854	:06:22	:01:29	65	:00:55	:05:42
Sat	09/26/15	515	503	13	19	534	12	2%	579	1113	:05:28	:00:30	51	:00:28	:05:20
Sun	09/27/15	0	0	0	128	128	0	0%	0	128	:00:00	:00:00	0	:00:00	:00:00
	Week end	30558	29967	3311	231	30789	591	2%	6188	36977	:21:01	:04:07	67	:01:27	:05:40
Mon	09/28/15	8248	8113	1341	11	8259	135	2%	1193	9452	:19:50	:04:49	72	:02:47	:05:36
Tue	09/29/15	6706	6595	684	26	6732	111	2%	1603	8335	:12:29	:03:09	74	:01:49	:05:38
Wed	09/30/15	6877	6733	866	28	6905	144	2%	1034	7939	:23:47	:04:44	68	:02:17	:05:38
	Month End	135524	132978	15697	1151	136675	2546	2%	26140	162815	:23:47	:04:02	69	:01:40	:05:38

Call Center Busy Hour Report

September 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
Tues	09/01/15	5508	97	434	552	615	631	587	585	546	585	455	266	101	54
Wed	09/02/15	5201	73	302	440	570	590	548	576	615	590	434	272	125	66
Thurs	09/03/15	5006	71	307	490	541	552	560	568	546	541	446	193	114	77
Fri	09/04/15	4471	86	281	426	497	524	494	553	486	461	340	190	95	38
Sat	09/05/15	765	0	44	54	84	104	106	97	86	84	106	0	0	0
Sun	09/06/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		20951	327	1368	1962	2307	2401	2295	2379	2279	2261	1781	921	435	235
Mon	09/07/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	09/08/15	10357	153	711	968	1126	1095	1070	1191	1297	1033	819	565	218	111
Wed	09/09/15	8420	122	572	880	959	855	916	995	1027	831	634	426	136	67
Thurs	09/10/15	6348	99	449	653	727	742	678	763	660	649	480	291	101	56
Fri	09/11/15	4343	66	270	430	497	544	475	463	491	460	348	170	86	43
Sat	09/12/15	629	0	37	64	73	86	87	85	85	54	58	0	0	0
Sun	09/13/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		30097	440	2039	2995	3382	3322	3226	3497	3560	3027	2339	1452	541	277
Mon	09/14/15	8359	108	507	767	959	973	908	905	1002	827	700	435	169	99
Tues	09/15/15	6649	85	424	682	766	800	803	711	753	661	492	292	109	71
Wed	09/16/15	4858	48	290	547	509	550	545	560	505	529	414	190	114	57
Thurs	09/17/15	6271	54	295	472	588	655	617	710	766	718	633	425	216	122
Fri	09/18/15	5216	109	363	531	576	644	525	565	551	519	445	233	104	51
Sat	09/19/15	734	0	59	76	103	93	100	102	79	70	52	0	0	0
Sun	09/20/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		32087	404	1938	3075	3501	3715	3498	3553	3656	3324	2736	1575	712	400
Mon	09/21/15	8471	90	516	779	980	1015	930	970	1047	862	613	442	149	78
Tues	09/22/15	6961	96	453	682	829	839	850	764	831	639	505	292	125	56
Wed	09/23/15	5563	73	335	522	592	674	661	666	648	506	445	279	102	60
Thurs	09/24/15	4992	68	320	497	573	629	577	536	539	456	398	240	108	51
Fri	09/25/15	4056	52	260	443	503	452	428	447	427	435	325	161	88	35
Sat	09/26/15	515	0	32	49	69	77	65	56	57	58	52	0	0	0
Sun	09/27/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		30558	379	1916	2972	3546	3686	3511	3439	3549	2956	2338	1414	572	280
Mon	09/28/15	8248	104	538	773	917	878	892	933	971	843	692	431	189	87
Tue	09/29/15	6706	80	419	658	753	817	808	758	742	626	521	296	157	71
Wed	09/30/15	6877	87	394	592	665	782	765	664	792	797	648	382	204	105
Month Total		135524	1821	8612	13027	15071	15601	14995	15223	15549	13834	11055	6471	2810	1455
	Cumulative Percent		1%	6%	10%	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 9/1/2015 to 9/30/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1486
	Benefit Package / Covered Services	278
	Billing Number	98
	Card	204
	Certificate of Coverage	31
	Change	194
	Citizenship Verification Questions	2
	Estate Recovery	17
	Hearing	6
	Patient Liability	20
	Program Information	558
	Under 21 Inquiry	10
	Total	2904
<i>BCCP</i>	Application / Eligibility	4
	Benefit Package / Covered Services	1
	Card	0
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	3
	Total	8
<i>Consumer Guide</i>	Questions From Consumer Guide	4
	Total	4
<i>DRC</i>	Application status	15
	Benefit Package / Covered Services	2
	Care coordination questions	0

DRC	Chose to remain with existing MCP	38
	Declined application / MCP enrollment	5
	General inquiry	8
	MCP change completed	24
	MCP enrollment completed	276
	MCP enrollment status	34
	Phone application completed	20
	Total	422
EOMB	General Information	14
	Questions About Letter	4
	Total	18
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	145
	Sent Email	125
	Sent Letter	0
	Web Contact	0
	Total	270
FFS Billing	Billing Number	1267
	Claims Request	38
	General Billing Questions	905
	Received Bill (Needs Letter)	30
	Total	2240
General Benefits	Dental	546
	Equipment	227
	Family Planning	3
	Healthchek Services	13
	Inquiry on Covered Services	2785
	Medicaid Expansion	727
	Medicaid School Program	4
	Medlist Assist	38

General Benefits	Pregnancy Related Services	8
	Prescriptions	1144
	Transportation	617
	Vision	336
	Total	6448
Healthy Start	Application / Eligibility	1356
	Benefit Package / Covered Services	156
	Billing Number	376
	Card	281
	Certificate of Coverage	39
	Change	108
	Citizenship Verification Questions	3
	Estate Recovery	6
	Hearing	9
	Program Information	531
	Total	2865
HIPAA	Complaint	1
	Information	14
	Request for Accounting for Disclosure	2
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
Total	17	
Home Health Care	Application / Eligibility	15
	Benefit Package / Covered Services	8
	BHCS Complaint	0
	BHCS Questions	0
	Card	0
	Hearing	1
	HSFA Questions	0
	Passport	1
	Program Information	14
	Provider	3

Home Health Care	Status	0
	Total	42
Incident Report	Billing Inquiry	128
	Reimbursement Inquiry	40
	Total	168
Information	Cash Assistance	30
	CDJFS	858
	Customer Survey	5
	Food Stamps	199
	Hotline	895
	Medicare	367
	Social Security	18
	Total	2372
Inquiry	029 Error	128
	574 Error - Not Eligible	10
	Already Selected	1633
	Called to Check on Doctors	341
	Called to Check on Just Cause Status	54
	Case Addition	89
	Case Closed	300
	Case Pending	492
	Category Closed	157
	Change in Name	156
	Change in Phone Number / Address	1577
	CIC - Do Not Assign	4
	Consumer Needs To Be Auto Re-Enrolled	37
	Failed Eligibility	800
	General Questions	13091
	Open Enrollment Questions	1033
	Person Calling Not PIP / AG Head	377
	Referred Consumer to County Worker	2952

<i>Inquiry</i>	Returned NME / Notice	10
	Transferred in Error	16
	Wanted Phone Number of MCP	422
	Total	23679
<i>Issue / Concern</i>	Issue / Concern about MCP	55
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	13
	Total	70
<i>Limited Family Planning Services</i>	Application / Eligibility	24
	Benefit Package / Covered Services	16
	Billing Number	1
	Card	4
	Certificate of Coverage	2
	Change	4
	Hearing	0
	Program Information	38
	Total	89
<i>Long Term Care</i>	Application / Eligibility	4
	Benefit Package / Covered Services	3
	Card	0
	Community Spouse	0
	Estate Recovery	5
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	1
	Program Information	8
	Total	21
<i>MAGI</i>	Application Status	1249
	Case Change	393
	Case Inquiry	2703
	Certificate Of Coverage	65

MAGI	Citizenship/Other Verifications	408
	Estate Recovery	6
	FFS Card	450
	General Program Information	914
	Income Guidelines/Questions	551
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	6
	Questions About Letter/NOA	342
	Re-Application on a Denied Case	172
	Renewal Application Reported	9278
	Renewal Questions	6800
	Reprint NOA or FFS Card	50
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	80
	Requested Telephone Application – Transfer to Collabor8	658
	State Hearing	76
	Total	24201
Mailings	"Getting Long Term Care" Pamphlet	1
	ABD Application Letter - 7200	493
	ABD EMP Enrollment Packet	37
	ABD Pamphlet - Spanish	0
	Approved Letter	240
	BCCP Brochure	1
	Billing Incident Letter	113
	Call Me Letter	0
	CFC EMP Enrollment Packet	52
	Citizenship Verification Brochure	0
	CPA Letter	0

Mailings	CPA Letter - Blank	135
	Enrollment Error Letter	0
	Healthy Start Brochure	6
	HIPAA Notice	2
	HS/HF Information	0
	ICDS Enrollment Letter	1888
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	0
	JC Approval Change MCP - Requestor	0
	JC Approval FFS	1
	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	8
	MBI-WD Application	15
	Medicaid Program Enrollment & Benefit Information	59
	MyCare EMP Enrollment Packet	44
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	20354
	N3 ABD Reminder Letter	793
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	2

Mailings	OMH Mandatory MyCare Letter	44
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	863
	Reimbursement Letter	31
	Rejected - General	34
	Rejected - General ABD	19
	Rejected - SSI-BCMh-CIC	37
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	1
Total	25274	
Managed Care Info & Referral	Benefit Package	793
	Billing Number	436
	Card	2008
	Information	6460
	Just Cause Status	45
	Payment	15
	Phone Numbers	1219
	Provider Name	1555
	Transfer Request - Bureau of Managed Care	2
	Total	12533
MBI-WD	AG Collections Questions	21
	Application / Eligibility	43
	Benefit Package / Covered Services	13
	Billing Number	5
	Card	7
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	6

MBI-WD	Program Information	71
	Questions About Premiums	97
	Total	263
Medicare Part D	Application / Eligibility	136
	Information	645
	Questions About Letter	22
	Total	803
Medicare Premium Assistance	Application / Eligibility	1089
	Benefit Package / Covered Services	339
	Billing Number	24
	Card	177
	Certificate of Coverage	31
	Change	78
	Estate Recovery	5
	Hearing	9
	Patient Liability	2
	Program Information	1082
	Total	2836
Mental Health Services	Questions About Letter	2
	Referred to MCP for MH Access	1
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	0
	Total	4
MyCare Ohio	General Information	1700
	Issue Accessing Services	146
	Loss of MyCare Eligibility	167
	Medicaid Only Benefit Information	234
	MyCare Ohio Card	257
	October 2014 MyCare Passive Enrollment Letter	2
	On-site facilitated enrollment	36

<i>MyCare Ohio</i>	Opt-In/Opt-Out Questions	370
	Prescription Questions	147
	Transition of Care	13
	Total	3072
<i>ODM Survey</i>	Managed Care Survey	6
	Total	6
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	16
	Account Creation/Management	15
	Account Lock Out	71
	Application Assistance	86
	Apply for Benefits	139
	County Office Location/Hours	22
	Electronic Verification	9
	Forgot Password Link	42
	Forgot User Name Link	23
	Frequently Asked Questions	85
	General Navigation	30
	How to use this Site	46
	Internet Browser Issue	7
	Message Center	13
	Provided Link to Website	160
	Renewal Packet Questions	936
	Submit Error Issue	58
	Transfer Call to Tier 2/3	69
	Total	1827
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	2204
	Contact CDJS	542
	Electronic Verification Process	5
	Journal Creation & Management	2
	MAGI (Modified Adjusted Gross Income) Program Information	173
	Notice of Action Explanation	30

Ohio Integrated Eligibility System (OIES)	Reapply on a Denied Case	17
	Reprint FFS card from Hotline	1
	Reprint NOA from Hotline	1
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	97
	Requested Telephone Application, transfer to Collobor8	747
	Total	3819
Ohio's Best RX	Program Information	8
	Referred Caller	6
	Total	14
Other Medicaid Program	Application / Eligibility	1205
	Benefit Package / Covered Services	565
	Billing Number	194
	Card	288
	Certificate of Coverage	36
	Change	731
	Citizenship Verification Questions	6
	Estate Recovery	5
	Hearing	12
	Program Information	835
	Total	3877
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	491
	Letter	16

Prior Authorization	Program Information	401
	Status	255
	Transfer Request - Needs Follow-Up	2
	Total	1165
Provider	Fee-For-Service Provider Names	350
	Referred to MCP For Provider List	79
	Referred to ODM Website For Provider List	90
	Referred to State Board To File Complaint Against Provider	2
	Total	521
Reimbursement	Decision	25
	Information	362
	State Hearing	4
	Total	391
Spend Down	Amount	1209
	Card	361
	Certificate of Coverage	67
	Hearing	19
	Problem	169
	Program Information	1657
	Total	3482
State Hearings	How to Request	95
	Program Information	106
	Status	19
	Total	220
Surveys	Call Center Survey	2581
	Total	2581
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	42
	General Information	268
	Need Medications Now	48
	Referral to Case Worker	255

<i>Third Party Liability</i>	Referral to TPL Vendor	59
	Total	672
<i>Tort</i>	General Information	24
	Provided Number to Tort Unit	37
	Total	61
<i>Waiver</i>	Application / Eligibility	339
	Benefit Package / Covered Services	97
	Billing Number	11
	Card	56
	Certificate of Coverage	4
	Change	39
	Estate Recovery	9
	Hearing	3
	Independent Provider	6
	Patient Evaluation	2
	Patient Liability	25
	Program Information	291
	Waiting List	15
	Total	897
Grand Total All Categories		130156

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

Calls made from 9/1/2015 to 9/30/2015

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	652
	ACS / First Health	323
	ADAMH	15
	Area Agency on Aging	86
	BCCP Regional Agency	2
	BCMh	18
	Bureau of Home and Community Services	3
	Case Management Agency	29
	Caseworker	2333
	Child Support Enforcement Agency	4
	Complaint Department	37
	County Department of Job & Family Services	4494
	First Link	8
	Food Stamp Hotline	40
	Golden Buckeye Hotline	2
	Help Me Grow Hotline	1
	HomeHealthAgency	10
	Info & Refer	804
	In-House	7
	Legal Aid	4
	Managed Care Plan	1683
	Managed Care/Just Cause Section	17
	MR / DD Board	3
	ODM	55
	Ohio Department of Insurance	23
	Ohio Hospice	0
	Ohio's Best Rx	31
Ombudsman	21	

Referral	OSHIIP	119
	Other Medical Services Agency	65
	Other Social Services Agency	22
	Out-of-State Medicaid Hotline	50
	PACT	0
	Pharmacy	291
	Prescription Drug Plan (PDP)	201
	Provider	635
	Provider Services Call Center	762
	Public Children's Services	27
	Social Security Administration	97
	StateHearingDivision	211
	StateMedicalBoard	21
	Supervisor	79
	Tort Unit	29
	Website - ODM	63
	Welfare Fraud Hotline	3
WIC Office	4	
Total		13384

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 10/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	229	65.06%	402	93.49%	49	89.09%	680	81.24%
Call Campaign	101	28.69%	23	5.35%	6	10.91%	130	15.53%
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	22	6.25%	5	1.16%	0	0.00%	27	3.23%
TOTAL	352	100%	430	100%	55	100%	837	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 10/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	229	33.68%	402	59.12%	49	7.21%	680	100%
Call Campaign	101	77.69%	23	17.69%	6	4.62%	130	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	22	81.48%	5	18.52%	0	0.00%	27	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: 10/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	5		15		1	
	North East	18		28		5	
	West	16		20		2	
	Total	39	11.08%	63	14.65%	8	14.55%
CareSource	Central/South East	45		66		18	
	North East	103		85		8	
	West	52		77		7	
	Total	200	56.82%	228	53.02%	33	60.00%
Molina	Central/South East	25		29		2	
	North East	3		5		4	
	West	14		19		0	
	Total	42	11.93%	53	12.33%	6	10.91%
Paramount	Central/South East	2		4		0	
	North East	4		6		0	
	West	19		32		4	
	Total	25	7.10%	42	9.77%	4	7.27%
United	Central/South East	12		10		1	
	North East	27		23		1	
	West	7		11		2	
	Total	46	13.07%	44	10.23%	4	7.27%
Total Mandatory		352	100.00%	430	100.00%	55	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 10/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	5	5.62%	15	12.10%	1	4.55%
	CareSource	45	50.56%	66	53.23%	18	81.82%
	Molina	25	28.09%	29	23.39%	2	9.09%
	Paramount	2	2.25%	4	3.23%	0	0.00%
	United	12	13.48%	10	8.06%	1	4.55%
	Total	89	100.00%	124	100.00%	22	100.00%
North East	Buckeye	18	11.61%	28	19.05%	5	27.78%
	CareSource	103	66.45%	85	57.82%	8	44.44%
	Molina	3	1.94%	5	3.40%	4	22.22%
	Paramount	4	2.58%	6	4.08%	0	0.00%
	United	27	17.42%	23	15.65%	1	5.56%
	Total	155	100.00%	147	100.00%	18	100.00%
West	Buckeye	16	14.81%	20	12.58%	2	13.33%
	CareSource	52	48.15%	77	48.43%	7	46.67%
	Molina	14	12.96%	19	11.95%	0	0.00%
	Paramount	19	17.59%	32	20.13%	4	26.67%
	United	7	6.48%	11	6.92%	2	13.33%
	Total	108	100.00%	159	100.00%	15	100.00%
Total Mandatory		352		430		55	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 10/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	213	139	352
North East	302	189	491
West	267	128	395
Total For All Regions	782	456	1238

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 10/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	5	15	20	23	43	12.22%
	CareSource	45	66	111	67	178	50.57%
	Molina	25	29	54	20	74	21.02%
	Paramount	2	4	6	16	22	6.25%
	United	12	10	22	13	35	9.94%
	Total	89	124	213	139	352	100.00%
North East	Buckeye	18	28	46	35	81	16.50%
	CareSource	103	85	188	69	257	52.34%
	Molina	3	5	8	32	40	8.15%
	Paramount	4	6	10	26	36	7.33%
	United	27	23	50	27	77	15.68%
	Total	155	147	302	189	491	100.00%
West	Buckeye	16	20	36	26	62	15.70%
	CareSource	52	77	129	61	190	48.10%
	Molina	14	19	33	17	50	12.66%
	Paramount	19	32	51	12	63	15.95%
	United	7	11	18	12	30	7.59%
	Total	108	159	267	128	395	100.00%
Total Mandatory		352	430	782	456	1238	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 10/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12446	69.24%	6187	91.31%	61	55.45%	18694	75.19%
Call Campaign	2734	15.21%	347	5.12%	4	3.64%	3085	12.41%
Face-To-Face	0	0.00%	4	0.06%	0	0.00%	4	0.02%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	1	0.01%	0	0.00%	0	0.00%	1	0.00%
Website	2795	15.55%	238	3.51%	45	40.91%	3078	12.38%
TOTAL	17976	100%	6776	100%	110	100%	24862	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method
Effective Date: 10/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12446	66.58%	6187	33.10%	61	0.33%	18694	100%
Call Campaign	2734	88.62%	347	11.25%	4	0.13%	3085	100%
Face-To-Face	0	0.00%	4	100.00%	0	0.00%	4	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	1	100.00%	0	0.00%	0	0.00%	1	100%
Website	2795	90.81%	238	7.73%	45	1.46%	3078	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: 10/1/2015

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	229		68		1	
	North East	1115		501		7	
	West	661		252		11	
	Total	2005	11.14%	821	11.91%	19	17.27%
CareSource	Central/South East	2441		1259		7	
	North East	4385		1387		12	
	West	3798		1526		16	
	Total	10624	59.05%	4172	60.51%	35	31.82%
Molina	Central/South East	887		356		11	
	North East	190		44		0	
	West	395		135		5	
	Total	1472	8.18%	535	7.76%	16	14.55%
Paramount	Central/South East	82		25		3	
	North East	177		79		5	
	West	1287		468		9	
	Total	1546	8.59%	572	8.30%	17	15.45%
United	Central/South East	633		188		8	
	North East	1157		448		11	
	West	556		159		4	
	Total	2346	13.04%	795	11.53%	23	20.91%
Total Mandatory		17993	100.00%	6895	100.00%	110	100.00%

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

**Region and MCP as a Percentage of Type
Effective Date: 10/1/2015**

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	229	5.36%	68	3.59%	1	3.33%
	CareSource	2441	57.14%	1259	66.40%	7	23.33%
	Molina	887	20.76%	356	18.78%	11	36.67%
	Paramount	82	1.92%	25	1.32%	3	10.00%
	United	633	14.82%	188	9.92%	8	26.67%
	Total	4272	100.00%	1896	100.00%	30	100.00%
North East	Buckeye	1115	15.87%	501	20.37%	7	20.00%
	CareSource	4385	62.43%	1387	56.41%	12	34.29%
	Molina	190	2.71%	44	1.79%	0	0.00%
	Paramount	177	2.52%	79	3.21%	5	14.29%
	United	1157	16.47%	448	18.22%	11	31.43%
	Total	7024	100.00%	2459	100.00%	35	100.00%
West	Buckeye	661	9.87%	252	9.92%	11	24.44%
	CareSource	3798	56.71%	1526	60.08%	16	35.56%
	Molina	395	5.90%	135	5.31%	5	11.11%
	Paramount	1287	19.22%	468	18.43%	9	20.00%
	United	556	8.30%	159	6.26%	4	8.89%
	Total	6697	100.00%	2540	100.00%	45	100.00%
Total Mandatory		17993		6895		110	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 10/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	6168	3836	10004
North East	9483	5711	15194
West	9237	5094	14331
Total For All Regions	24888	14641	39529

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 10/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	229	68	297	846	1143	11.43%
	CareSource	2441	1259	3700	889	4589	45.87%
	Molina	887	356	1243	631	1874	18.73%
	Paramount	82	25	107	798	905	9.05%
	United	633	188	821	672	1493	14.92%
	Total	4272	1896	6168	3836	10004	100.00%
North East	Buckeye	1115	501	1616	1248	2864	18.85%
	CareSource	4385	1387	5772	1064	6836	44.99%
	Molina	190	44	234	1118	1352	8.90%
	Paramount	177	79	256	1178	1434	9.44%
	United	1157	448	1605	1103	2708	17.82%
	Total	7024	2459	9483	5711	15194	100.00%
West	Buckeye	661	252	913	1189	2102	14.67%
	CareSource	3798	1526	5324	1089	6413	44.75%
	Molina	395	135	530	967	1497	10.45%
	Paramount	1287	468	1755	931	2686	18.74%
	United	556	159	715	918	1633	11.39%
	Total	6697	2540	9237	5094	14331	100.00%
Total Mandatory		17993	6895	24888	14641	39529	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 10/1/2015

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Call	Dual benefits	219	41.24%	154	61.85%	0	0.00%	373	47.28%
Call	Medicaid only	194	36.53%	63	25.30%	9	100.00%	266	33.71%
Call Campaign	Dual benefits	22	4.14%	6	2.41%	0	0.00%	28	3.55%
Call Campaign	Medicaid only	12	2.26%	6	2.41%	0	0.00%	18	2.28%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	3	0.56%	2	0.80%	0	0.00%	5	0.63%
Fax	Medicaid only	26	4.90%	3	1.20%	0	0.00%	29	3.68%
Mail	Dual benefits	1	0.19%	0	0.00%	0	0.00%	1	0.13%
Mail	Medicaid only	1	0.19%	2	0.80%	0	0.00%	3	0.38%
Website	Dual benefits	23	4.33%	4	1.61%	0	0.00%	27	3.42%
Website	Medicaid only	30	5.65%	9	3.61%	0	0.00%	39	4.94%
TOTAL		531	100%	249	100%	9	100%	789	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 10/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	219	58.71%	154	41.29%	0	0.00%	373	100%
Call	Medicaid only	194	72.93%	63	23.68%	9	3.38%	266	100%
Call Campaign	Dual benefits	22	78.57%	6	21.43%	0	0.00%	28	100%
Call Campaign	Medicaid only	12	66.67%	6	33.33%	0	0.00%	18	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	3	60.00%	2	40.00%	0	0.00%	5	100%
Fax	Medicaid only	26	89.66%	3	10.34%	0	0.00%	29	100%
Mail	Dual benefits	1	100.00%	0	0.00%	0	0.00%	1	100%
Mail	Medicaid only	1	33.33%	2	66.67%	0	0.00%	3	100%
Website	Dual benefits	23	85.19%	4	14.81%	0	0.00%	27	100%
Website	Medicaid only	30	76.92%	9	23.08%	0	0.00%	39	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 10/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	27		22		0		49
	Central	Medicaid only	27		11		0		38
	North West	Dual benefits	10		10		0		20
	North West	Medicaid only	11		7		0		18
	South West	Dual benefits	21		6		0		27
	South West	Medicaid only	26		10		1		37
	Total			122	22.98%	66	26.51%	1	11.11%
Buckeye	North East	Dual benefits	5		4		0		9
	North East	Medicaid only	6		5		0		11
	North West	Dual benefits	3		0		0		3
	North West	Medicaid only	9		2		1		12
	West Central	Dual benefits	17		24		0		41
	West Central	Medicaid only	31		10		0		41
	Total			71	13.37%	45	18.07%	1	11.11%
CareSource	East Central	Dual benefits	19		15		0		34
	East Central	Medicaid only	18		8		1		27
	North East	Dual benefits	71		41		0		112
	North East	Medicaid only	48		7		0		55
	North East Central	Dual benefits	21		11		0		32
	North East Central	Medicaid only	11		5		2		18
	Total			188	35.40%	87	34.94%	3	33.33%
Molina	Central	Dual benefits	11		3		0		14
	Central	Medicaid only	7		3		1		11
	South West	Dual benefits	13		8		0		21
	South West	Medicaid only	14		4		1		19
	West Central	Dual benefits	11		5		0		16

Molina	West Central	Medicaid only	10		1		0		11
	Total		66	12.43%	24	9.64%	2	22.22%	
United	East Central	Dual benefits	20		7		0		27
	East Central	Medicaid only	19		5		0		24
	North East	Dual benefits	14		3		0		17
	North East	Medicaid only	17		5		2		24
	North East Central	Dual benefits	5		7		0		12
	North East Central	Medicaid only	9		0		0		9
	Total		84	15.82%	27	10.84%	2	22.22%	
Total Mandatory			531	100.00%	249	100.00%	9	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 10/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	27	37.50%	22	56.41%	0	0.00%	49
	Aetna	Medicaid only	27	37.50%	11	28.21%	0	0.00%	38
	Molina	Dual benefits	11	15.28%	3	7.69%	0	0.00%	14
	Molina	Medicaid only	7	9.72%	3	7.69%	1	100.00%	11
	Total		72	100.00%	39	100.00%	1	100.00%	
East Central	CareSource	Dual benefits	19	25.00%	15	42.86%	0	0.00%	34
	CareSource	Medicaid only	18	23.68%	8	22.86%	1	100.00%	27
	United	Dual benefits	20	26.32%	7	20.00%	0	0.00%	27
	United	Medicaid only	19	25.00%	5	14.29%	0	0.00%	24
	Total		76	100.00%	35	100.00%	1	100.00%	
North East	Buckeye	Dual benefits	5	3.11%	4	6.15%	0	0.00%	9
	Buckeye	Medicaid only	6	3.73%	5	7.69%	0	0.00%	11
	CareSource	Dual benefits	71	44.10%	41	63.08%	0	0.00%	112
	CareSource	Medicaid only	48	29.81%	7	10.77%	0	0.00%	55
	United	Dual benefits	14	8.70%	3	4.62%	0	0.00%	17
	United	Medicaid only	17	10.56%	5	7.69%	2	100.00%	24
	Total		161	100.00%	65	100.00%	2	100.00%	
North East Central	CareSource	Dual benefits	21	45.65%	11	47.83%	0	0.00%	32
	CareSource	Medicaid only	11	23.91%	5	21.74%	2	100.00%	18
	United	Dual benefits	5	10.87%	7	30.43%	0	0.00%	12
	United	Medicaid only	9	19.57%	0	0.00%	0	0.00%	9
	Total		46	100.00%	23	100.00%	2	100.00%	
North West	Aetna	Dual benefits	10	30.30%	10	52.63%	0	0.00%	20
	Aetna	Medicaid only	11	33.33%	7	36.84%	0	0.00%	18
	Buckeye	Dual benefits	3	9.09%	0	0.00%	0	0.00%	3
	Buckeye	Medicaid only	9	27.27%	2	10.53%	1	100.00%	12
	Total		33	100.00%	19	100.00%	1	100.00%	
South West	Aetna	Dual benefits	21	28.38%	6	21.43%	0	0.00%	27
	Aetna	Medicaid only	26	35.14%	10	35.71%	1	50.00%	37
	Molina	Dual benefits	13	17.57%	8	28.57%	0	0.00%	21

South West	Molina	Medicaid only	14	18.92%	4	14.29%	1	50.00%	19
	Total		74	100.00%	28	100.00%	2	100.00%	
West Central	Buckeye	Dual benefits	17	24.64%	24	60.00%	0	0.00%	41
	Buckeye	Medicaid only	31	44.93%	10	25.00%	0	0.00%	41
	Molina	Dual benefits	11	15.94%	5	12.50%	0	0.00%	16
	Molina	Medicaid only	10	14.49%	1	2.50%	0	0.00%	11
	Total		69	100.00%	40	100.00%	0	100.00%	
Total Mandatory			531		249		9		

MyCare
ASSIGNMENT BY REGION
Effective Date: 10/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	48	30	78
	Dual benefits	63	200	263
		111	230	341
East Central	Medicaid only	50	32	82
	Dual benefits	61	194	255
		111	226	337
North East	Medicaid only	88	48	136
	Dual benefits	138	328	466
		226	376	602
North East Central	Medicaid only	25	19	44
	Dual benefits	44	135	179
		69	154	223
North West	Medicaid only	29	14	43
	Dual benefits	23	113	136
		52	127	179
South West	Medicaid only	54	40	94
	Dual benefits	48	261	309
		102	301	403
West Central	Medicaid only	52	11	63
	Dual benefits	57	153	210
		109	164	273
Total For All Regions		780	1578	2358

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 10/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	27	22	49	111	160	46.92%
	Aetna	Medicaid only	27	11	38	16	54	15.84%
	Molina	Dual benefits	11	3	14	89	103	30.21%
	Molina	Medicaid only	7	3	10	14	24	7.04%
	Total			72	39	111	230	341
East Central	CareSource	Dual benefits	19	15	34	87	121	35.91%
	CareSource	Medicaid only	18	8	26	16	42	12.46%
	United	Dual benefits	20	7	27	107	134	39.76%
	United	Medicaid only	19	5	24	16	40	11.87%
	Total			76	35	111	226	337
North East	Buckeye	Dual benefits	5	4	9	101	110	18.27%
	Buckeye	Medicaid only	6	5	11	10	21	3.49%
	CareSource	Dual benefits	71	41	112	124	236	39.20%
	CareSource	Medicaid only	48	7	55	26	81	13.46%
	United	Dual benefits	14	3	17	103	120	19.93%
	United	Medicaid only	17	5	22	12	34	5.65%
	Total			161	65	226	376	602
North East Central	CareSource	Dual benefits	21	11	32	63	95	42.60%
	CareSource	Medicaid only	11	5	16	6	22	9.87%
	United	Dual benefits	5	7	12	72	84	37.67%
	United	Medicaid only	9	0	9	13	22	9.87%
	Total			46	23	69	154	223

North West	Aetna	Dual benefits	10	10	20	58	78	43.58%
	Aetna	Medicaid only	11	7	18	8	26	14.53%
	Buckeye	Dual benefits	3	0	3	55	58	32.40%
	Buckeye	Medicaid only	9	2	11	6	17	9.50%
	Total		33	19	52	127	179	100.00%
South West	Aetna	Dual benefits	21	6	27	132	159	39.45%
	Aetna	Medicaid only	26	10	36	23	59	14.64%
	Molina	Dual benefits	13	8	21	129	150	37.22%
	Molina	Medicaid only	14	4	18	17	35	8.68%
	Total		74	28	102	301	403	100.00%
West Central	Buckeye	Dual benefits	17	24	41	80	121	44.32%
	Buckeye	Medicaid only	31	10	41	6	47	17.22%
	Molina	Dual benefits	11	5	16	73	89	32.60%
	Molina	Medicaid only	10	1	11	5	16	5.86%
	Total		69	40	109	164	273	100.00%
Total Mandatory			531	249	780	1578	2358	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 10/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	2	1	3	3	6
			Medicaid only	2	0	2	0	2
		Molina	Dual benefits	0	0	0	2	2
			Medicaid only	3	0	3	0	3
		Total			7	1	8	5
	Franklin	Aetna	Dual benefits	21	21	42	100	142
			Medicaid only	23	10	33	14	47
		Molina	Dual benefits	11	3	14	77	91
			Medicaid only	4	3	7	13	20
		Total			59	37	96	204
	Madison	Aetna	Dual benefits	0	0	0	1	1
			Medicaid only	0	0	0	1	1
		Molina	Dual benefits	0	0	0	2	2
		Total			0	0	0	4
	Pickaway	Aetna	Dual benefits	4	0	4	4	8
			Medicaid only	1	1	2	0	2
		Molina	Dual benefits	0	0	0	4	4
			Medicaid only	0	0	0	1	1
		Total			5	1	6	9
	Union	Aetna	Dual benefits	0	0	0	3	3

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid only	1	0	1	1	2
		Molina	Dual benefits	0	0	0	4	4
		Total		1	0	1	8	9

Central Region Totals								
Aetna				54	33	87	127	214
Molina				18	6	24	103	127
Total				72	39	111	230	341

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	8	9
			Medicaid only	1	0	1	2	3
		United	Dual benefits	1	1	2	3	5
			Medicaid only	2	1	3	5	8
		Total			5	2	7	18
	Stark	CareSource	Dual benefits	12	14	26	30	56
			Medicaid only	7	6	13	3	16
		United	Dual benefits	2	1	3	40	43
			Medicaid only	3	0	3	3	6
		Total			24	21	45	76
	Summit	CareSource	Dual benefits	5	1	6	39	45
			Medicaid only	6	0	6	10	16
		United	Dual benefits	17	4	21	60	81
			Medicaid only	13	4	17	7	24
		Total			41	9	50	116
	Wayne	CareSource	Dual benefits	1	0	1	10	11
			Medicaid only	4	2	6	1	7

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	United	Dual benefits	0	1	1	4	5
			Medicaid only	1	0	1	1	2
		Total		6	3	9	16	25

East Central Region Totals								
CareSource				37	23	60	103	163
United				39	12	51	123	174
Total				76	35	111	226	337

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	3	3	6	73	79
			Medicaid only	3	4	7	6	13
		CareSource	Dual benefits	55	31	86	92	178
			Medicaid only	39	6	45	13	58
		United	Dual benefits	9	3	12	80	92
			Medicaid only	10	3	13	8	21
		Total		119	50	169	272	441
	Geauga	Buckeye	Dual benefits	0	0	0	3	3
		CareSource	Dual benefits	0	1	1	3	4
			Medicaid only	0	0	0	3	3
		United	Dual benefits	0	0	0	4	4
			Medicaid only	1	0	1	0	1
		Total		1	1	2	13	15
	Lake	Buckeye	Dual benefits	1	0	1	10	11
			Medicaid only	0	1	1	0	1
		CareSource	Dual benefits	3	3	6	10	16
			Medicaid only	1	0	1	1	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Lake	United	Dual benefits	1	0	1	9	10
			Medicaid only	0	1	1	2	3
		Total		6	5	11	32	43
	Lorain	Buckeye	Dual benefits	1	1	2	11	13
			Medicaid only	3	0	3	4	7
		CareSource	Dual benefits	12	6	18	14	32
			Medicaid only	8	1	9	8	17
		United	Dual benefits	1	0	1	10	11
			Medicaid only	3	1	4	2	6
		Total		28	9	37	49	86
		Medina	Buckeye	Dual benefits	0	0	0	4
	CareSource		Dual benefits	1	0	1	5	6
			Medicaid only	0	0	0	1	1
	United		Dual benefits	3	0	3	0	3
			Medicaid only	3	0	3	0	3
	Total			7	0	7	10	17

North East Region Totals								
Buckeye				11	9	20	111	131
CareSource				119	48	167	150	317
United				31	8	39	115	154
Total				161	65	226	376	602

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	6	2	8	10	18
			Medicaid only	0	2	2	1	3
	United	Dual benefits	1	2	3	17	20	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	United	Medicaid only	3	0	3	2	5
		Total		10	6	16	30	46
	Mahoning	CareSource	Dual benefits	8	7	15	24	39
			Medicaid only	5	2	7	4	11
		United	Dual benefits	4	5	9	35	44
			Medicaid only	2	0	2	5	7
		Total		19	14	33	68	101
	Trumbull	CareSource	Dual benefits	7	2	9	29	38
			Medicaid only	6	1	7	1	8
		United	Dual benefits	0	0	0	20	20
			Medicaid only	4	0	4	6	10
		Total		17	3	20	56	76

North East Central Region Totals

CareSource		32	16	48	69	117
United		14	7	21	85	106
Total		46	23	69	154	223

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	0	0	0	3	3
			Medicaid only	0	1	1	1	2
		Buckeye	Dual benefits	0	0	0	4	4
			Medicaid only	1	0	1	0	1
		Total		1	1	2	8	10
	Lucas	Aetna	Dual benefits	8	10	18	41	59
			Medicaid only	7	4	11	5	16
		Buckeye	Dual benefits	3	0	3	43	46

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Lucas	Buckeye	Medicaid only	8	2	10	5	15
		Total		26	16	42	94	136
	Ottawa	Aetna	Dual benefits	0	0	0	5	5
			Medicaid only	1	2	3	0	3
		Buckeye	Dual benefits	0	0	0	1	1
		Total		1	2	3	6	9
	Wood	Aetna	Dual benefits	2	0	2	9	11
			Medicaid only	3	0	3	2	5
		Buckeye	Dual benefits	0	0	0	7	7
			Medicaid only	0	0	0	1	1
		Total		5	0	5	19	24

North West Region Totals

Aetna		21	17	38	66	104
Buckeye		12	2	14	61	75
Total		33	19	52	127	179

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	22	33
			Medicaid only	3	3	6	5	11
		Molina	Dual benefits	1	2	3	26	29
			Medicaid only	1	0	1	0	1
		Total		15	6	21	53	74
	Clermont	Aetna	Dual benefits	2	1	3	16	19
			Medicaid only	4	1	5	3	8
		Molina	Dual benefits	2	0	2	23	25
			Medicaid only	2	0	2	6	8
		Total		10	2	12	48	60

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clinton	Aetna	Dual benefits	0	0	0	3	3
			Medicaid only	2	1	3	1	4
		Molina	Dual benefits	1	0	1	3	4
			Medicaid only	2	0	2	0	2
		Total			5	1	6	7
	Hamilton	Aetna	Dual benefits	7	4	11	86	97
			Medicaid only	15	1	16	12	28
		Molina	Dual benefits	8	6	14	73	87
			Medicaid only	9	4	13	11	24
		Total			39	15	54	182
	Warren	Aetna	Dual benefits	2	0	2	5	7
			Medicaid only	2	4	6	2	8
		Molina	Dual benefits	1	0	1	4	5
		Total			5	4	9	11
	South West Region Totals							
Aetna				47	16	63	155	218
Molina				27	12	39	146	185
Total				74	28	102	301	403
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	0	3	3	10	13
			Medicaid only	3	1	4	0	4
		Molina	Dual benefits	2	3	5	11	16
			Medicaid only	4	1	5	0	5
	Total			9	8	17	21	38
	Greene	Buckeye	Dual benefits	2	1	3	11	14

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Buckeye	Medicaid only	4	1	5	0	5	
		Molina	Dual benefits	1	0	1	8	9	
			Medicaid only	4	0	4	0	4	
		Total			11	2	13	19	32
	Montgomery	Buckeye	Dual benefits	15	20	35	59	94	
			Medicaid only	24	8	32	6	38	
		Molina	Dual benefits	8	2	10	54	64	
			Medicaid only	2	0	2	5	7	
		Total			49	30	79	124	203
		West Central Region Totals							
	Buckeye				48	34	82	86	168
Molina				21	6	27	78	105	
Total				69	40	109	164	273	
Total Mandatory				531	249	780	1578	2358	

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

**MCP and Region as a Percentage of Type
Effective Date: 10/1/2015**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	3	2.73%	3	18.75%	6
	<i>Molina</i>	8	7.27%	0	0.00%	8
	Total	11	10.00%	3	18.75%	14
North West	<i>Aetna</i>	3	2.73%	2	12.50%	5
	<i>Buckeye</i>	1	0.91%	1	6.25%	2
	Total	4	3.64%	3	18.75%	7
South West	<i>Aetna</i>	15	13.64%	2	12.50%	17
	<i>Molina</i>	11	10.00%	1	6.25%	12
	Total	26	23.64%	3	18.75%	29
North East	<i>Buckeye</i>	6	5.45%	1	6.25%	7
	<i>CareSource</i>	14	12.73%	0	0.00%	14
	<i>United</i>	3	2.73%	1	6.25%	4
	Total	23	20.91%	2	12.50%	25

West Central	<i>Buckeye</i>	7	6.36%	2	12.50%	9
	<i>Molina</i>	7	6.36%	1	6.25%	8
	Total	14	12.73%	3	18.75%	17
East Central	<i>CareSource</i>	8	7.27%	0	0.00%	8
	<i>United</i>	17	15.45%	0	0.00%	17
	Total	25	22.73%	0	0.00%	25
North East Central	<i>CareSource</i>	2	1.82%	1	6.25%	3
	<i>United</i>	5	4.55%	1	6.25%	6
	Total	7	6.36%	2	12.50%	9
Total Changes		110	100.00%	16	100.00%	126

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

**MCP and Region as a Percentage of Type
Effective Date: 10/1/2015**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	3	2.73%	3	18.75%	6
	<i>North West</i>	3	2.73%	2	12.50%	5
	<i>South West</i>	15	13.64%	2	12.50%	17
	Total	21	19.09%	7	43.75%	28
Buckeye	<i>North East</i>	6	5.45%	1	6.25%	7
	<i>North West</i>	1	0.91%	1	6.25%	2
	<i>West Central</i>	7	6.36%	2	12.50%	9
	Total	14	12.73%	4	25.00%	18
CareSource	<i>East Central</i>	8	7.27%	0	0.00%	8
	<i>North East</i>	14	12.73%	0	0.00%	14
	<i>North East Central</i>	2	1.82%	1	6.25%	3
	Total	24	21.82%	1	6.25%	25

Molina	<i>Central</i>	8	7.27%	0	0.00%	8
	<i>South West</i>	11	10.00%	1	6.25%	12
	<i>West Central</i>	7	6.36%	1	6.25%	8
	Total	26	23.64%	2	12.50%	28
United	<i>East Central</i>	17	15.45%	0	0.00%	17
	<i>North East</i>	3	2.73%	1	6.25%	4
	<i>North East Central</i>	5	4.55%	1	6.25%	6
	Total	25	22.73%	2	12.50%	27
Total Changes		110	100.00%	16	100.00%	126

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 9/1/2015 to 9/30/2015

Total Surveys Available for Completion: 73666

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	172	32.70%	315	59.89%	26	4.94%	6	1.14%	7	1.33%	526	100.00%
Our answers to your questions	203	38.59%	293	55.70%	16	3.04%	7	1.33%	7	1.33%	526	100.00%
Our courtesy to you and your family	240	45.63%	269	51.14%	5	0.95%	4	0.76%	8	1.52%	526	100.00%
Overall, how would you rate our staff and services	211	40.11%	292	55.51%	11	2.09%	6	1.14%	7	1.14%	526	100.00%
Total	826	39.26%	1169	55.56%	58	2.76%	23	1.09%	28	1.33%	2104	100.00%

Number of Surveys Attempted: 2582

Number of Completed Customer Satisfaction Surveys: 526