



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

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Ohio Consumer Hotline Monthly Report October 2015

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 4,106 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 82. 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

- 281,454 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 242,941 Total Calls (inbound and outbound)
 - 32,525 Call Fire Campaign Calls
 - 1,685 MyCare Outreach Calls
 - 4,106 Provider Calls
 - 197 Insure Kids Now/Governor's Hotline
- 3% abandonment rate
- 5:40 minutes average talk time
- 1:58 minute average speed to answer
- 71 average CSR inbound calls per day

Ohio Consumer Hotline
October 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	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
Thurs	10/01/15	8836	8704	1519	56	8892	132	1%	1469	10361	:20:19	:04:29	72	:02:06	:05:56
Fri	10/02/15	6939	6849	616	48	6987	90	1%	640	7627	:19:07	:03:07	68	:02:04	:05:48
Sat	10/03/15	948	926	67	23	971	22	2%	232	1203	:09:43	:02:20	68	:01:39	:05:23
Sun	10/04/15	0	0	0	197	197	0	0%	0	197	:00:00	:00:00	0	:00:00	:00:00
	Week end	38554	37920	5093	389	38943	634	2%	4978	43921	:23:47	:04:10	70	:02:07	:05:44
	Oct Only	16723	16479	2202	324	17047	244	1%	2341	19388	:20:16	:03:56	69	:01:54	:05:50
Mon	10/05/15	9663	9336	1725	18	9681	327	3%	2523	12204	:21:15	:05:37	73	:03:00	:05:53
Tues	10/06/15	8045	7831	1113	25	8070	214	3%	2066	10136	:19:24	:05:04	72	:02:36	:05:42
Wed	10/07/15	7763	7578	1155	17	7780	185	2%	1442	9222	:16:50	:04:34	71	:01:58	:05:45
Thurs	10/08/15	6784	6668	844	21	6805	116	2%	1424	8229	:15:45	:04:03	70	:01:48	:05:48
Fri	10/09/15	5246	5134	423	18	5264	112	2%	836	6100	:15:09	:03:14	68	:01:36	:05:41
Sat	10/10/15	814	793	28	45	859	21	3%	407	1266	:08:52	:01:48	63	:01:11	:05:15
Sun	10/11/15	0	0	0	106	106	0	0%	0	106	:00:00	:00:00	0	:00:00	:00:00
	Week end	38315	37340	5288	250	38565	975	3%	8698	47263	:21:15	:04:48	70	:02:01	:05:45
Mon	10/12/15	0	0	0	1253	1253	0	0%	0	1253	:00:00	:00:00	0	:00:00	:00:00
Tues	10/13/15	11621	11073	2320	19	11640	548	5%	2077	13717	:22:33	:04:48	75	:02:08	:05:33
Wed	10/14/15	11098	10664	2183	32	11130	434	4%	2634	13764	:22:23	:05:17	73	:02:27	:05:38
Thurs	10/15/15	10039	9604	1920	24	10063	435	4%	3073	13136	:26:25	:05:29	72	:02:10	:05:44
Fri	10/16/15	8810	8505	1642	33	8843	305	3%	1330	10173	:16:10	:04:23	69	:02:00	:05:53
Sat	10/17/15	1400	1385	78	56	1456	15	1%	126	1582	:10:22	:02:35	66	:00:52	:05:13
Sun	10/18/15	0	0	0	124	124	0	0%	0	124	:00:00	:00:00	0	:00:00	:00:00
	Week end	42968	41231	8143	1541	44509	1737	4%	9240	53749	:26:25	:05:47	71	:01:55	:05:40
Mon	10/19/15	14464	13984	3300	30	14494	480	3%	2990	17484	:26:11	:05:42	76	:02:32	:05:37
Tues	10/20/15	12208	11782	2655	20	12228	426	3%	3475	15703	:25:58	:05:59	75	:02:17	:05:39
Wed	10/21/15	9345	9090	1644	32	9377	255	3%	2537	11914	:21:47	:05:13	75	:02:16	:05:31
Thurs	10/22/15	9026	8792	1480	19	9045	234	3%	2153	11198	:19:59	:04:51	72	:02:20	:05:50
Fri	10/23/15	6736	6602	722	33	6769	134	2%	1384	8153	:16:42	:04:10	70	:02:11	:05:27
Sat	10/24/15	859	841	39	68	927	18	2%	352	1279	:07:16	:04:16	70	:00:41	:04:54
Sun	10/25/15	0	0	0	171	171	0	0%	0	171	:00:00	:00:00	0	:00:00	:00:00
	Week end	52638	51091	9840	373	53011	1547	3%	12891	65902	:26:11	:05:22	73	:02:02	:05:36
Mon	10/26/15	11477	11017	2459	18	11495	460	4%	1843	13338	:23:42	:05:57	73	:02:25	:05:47
Tues	10/27/15	10335	10065	2051	15	10350	270	3%	2523	12873	:24:54	:05:51	73	:01:51	:05:33
Wed	10/28/15	9317	9151	1509	35	9352	166	2%	1804	11156	:20:14	:04:46	70	:01:58	:05:40
Thurs	10/29/15	8719	8587	1388	59	8778	132	2%	1937	10715	:20:17	:05:18	70	:01:52	:05:41
Fri	10/30/15	6462	6242	585	41	6503	220	3%	825	7328	:17:22	:04:31	66	:01:57	:05:35
Sat	10/31/15	873	847	43	52	925	26	3%	304	1229	:09:17	:02:42	67	:01:55	:05:53
	Week end	47183	45909	8035	220	47403	1274	3%	9236	56639	:24:54	:05:20	70	:01:59	:05:40
	Month End	197827	192050	33508	2708	200535	5777	3%	42406	242941	:26:52	:05:14	71	:01:58	:05:40

Call Center Busy Hour Report

October 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
Thu	10/01/15	8836	126	522	744	864	899	935	989	1062	1034	771	529	216	145
Fri	10/02/15	6939	104	493	637	697	770	722	745	802	773	581	366	162	87
Sat	10/03/15	948	0	57	100	118	127	105	111	107	97	126	0	0	0
Sun	10/04/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	16723	230	1072	1481	1679	1796	1762	1845	1971	1904	1478	895	378	232
Mon	10/05/15	9663	146	666	830	1152	1096	1027	973	1082	983	832	575	206	95
Tues	10/06/15	8045	97	548	803	871	955	882	954	931	779	601	412	144	68
Wed	10/07/15	7763	87	495	761	799	932	853	908	916	758	624	386	161	83
Thurs	10/08/15	6784	64	439	659	723	733	754	766	819	710	547	361	145	64
Fri	10/09/15	5246	71	339	522	590	655	587	592	577	485	454	228	102	44
Sat	10/10/15	814	0	48	78	93	105	97	98	89	100	106	0	0	0
Sun	10/11/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	38315	465	2535	3653	4228	4476	4200	4291	4414	3815	3164	1962	758	354
Mon	10/12/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	10/13/15	11621	142	824	1195	1321	1359	1418	1400	1226	987	797	661	195	96
Wed	10/14/15	11098	117	723	1007	1190	1229	1185	1316	1327	1197	885	655	195	72
Thurs	10/15/15	10039	78	661	910	1002	1055	1047	1205	1266	1252	819	514	151	79
Fri	10/16/15	8810	71	513	680	826	985	976	1041	990	1041	857	546	188	96
Sat	10/17/15	1400	0	117	154	159	196	204	176	152	128	114	0	0	0
Sun	10/18/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	42968	408	2838	3946	4498	4824	4830	5138	4961	4605	3472	2376	729	343
Mon	10/19/15	14464	128	995	1356	1519	1568	1600	1672	1634	1590	1199	803	277	123
Tues	10/20/15	12208	119	814	1194	1413	1396	1417	1454	1431	1189	914	606	182	79
Wed	10/21/15	9345	118	633	873	1044	1072	1169	1112	1089	841	693	472	161	68
Thurs	10/22/15	9026	98	527	782	929	948	1000	1153	1170	1004	720	459	166	70
Fri	10/23/15	6736	71	486	660	768	816	692	888	685	677	526	324	99	44
Sat	10/24/15	859	0	68	89	105	101	134	103	89	97	73	0	0	0
Sun	10/25/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	52638	534	3523	4954	5778	5901	6012	6382	6098	5398	4125	2664	885	384
Mon	10/26/15	11477	124	732	1046	1286	1293	1214	1367	1327	1192	986	652	179	79
Tue	10/27/15	10335	93	652	896	1145	1194	1205	1302	1232	1011	831	538	160	76
Wed	10/28/15	9317	78	528	772	911	1003	1080	1222	1142	986	803	531	159	102
Thu	10/29/15	8719	85	552	758	969	970	979	1003	976	941	785	452	165	84
Fri	10/30/15	6462	96	390	575	658	701	648	713	797	728	569	354	135	98
Sat	10/31/15	873	0	60	86	107	102	105	117	118	102	76	0	0	0
	Week Ending	47183	476	2914	4133	5076	5263	5231	5724	5592	4960	4050	2527	798	439
	Month Total	197827	2113	12882	18167	21259	22260	22035	23380	23036	20682	16289	10424	3548	1752
	Cumulative Percent		1%	7%	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 10/1/2015 to 10/31/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1425
	Benefit Package / Covered Services	292
	Billing Number	77
	Card	180
	Certificate of Coverage	24
	Change	152
	Citizenship Verification Questions	5
	Estate Recovery	34
	Hearing	4
	Patient Liability	18
	Program Information	584
	Under 21 Inquiry	8
	Total	2803
<i>BCCP</i>	Application / Eligibility	4
	Benefit Package / Covered Services	2
	Card	2
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	1
	Program Information	5
	Total	14
<i>Consumer Guide</i>	Questions From Consumer Guide	1
	Total	1
<i>DRC</i>	Application status	7
	Benefit Package / Covered Services	2
	Care coordination questions	1

DRC	Chose to remain with existing MCP	46
	Declined application / MCP enrollment	4
	General inquiry	5
	MCP change completed	26
	MCP enrollment completed	367
	MCP enrollment status	31
	Phone application completed	10
	Total	499
EOMB	General Information	15
	Questions About Letter	4
	Total	19
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	99
	Sent Email	87
	Sent Letter	1
	Web Contact	0
	Total	187
FFS Billing	Billing Number	938
	Claims Request	23
	General Billing Questions	686
	Received Bill (Needs Letter)	19
	Total	1666
General Benefits	Dental	440
	Equipment	126
	Family Planning	4
	Healthchek Services	23
	Inquiry on Covered Services	2431
	Medicaid Expansion	592
	Medicaid School Program	2
	Medlist Assist	20

General Benefits	Pregnancy Related Services	7
	Prescriptions	783
	Transportation	437
	Vision	242
	Total	5107
Healthy Start	Application / Eligibility	1224
	Benefit Package / Covered Services	117
	Billing Number	240
	Card	213
	Certificate of Coverage	16
	Change	100
	Citizenship Verification Questions	0
	Estate Recovery	3
	Hearing	6
	Program Information	443
	Total	2362
HIPAA	Complaint	0
	Information	9
	Request for Accounting for Disclosure	1
	Request for Amendment	0
	Request for Restriction	1
	Send PHI Brochure	0
Total	11	
Home Health Care	Application / Eligibility	8
	Benefit Package / Covered Services	4
	BHCS Complaint	1
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	2
	Program Information	16
Provider	2	

<i>Home Health Care</i>	Status	1
	Total	34
<i>Incident Report</i>	Billing Inquiry	101
	Reimbursement Inquiry	29
	Total	130
<i>Information</i>	Cash Assistance	24
	CDJFS	660
	Customer Survey	0
	Food Stamps	154
	Hotline	1003
	Medicare	365
	Social Security	23
	Total	2229
<i>Inquiry</i>	029 Error	128
	574 Error - Not Eligible	4
	Already Selected	1798
	Called to Check on Doctors	290
	Called to Check on Just Cause Status	44
	Case Addition	73
	Case Closed	226
	Case Pending	399
	Category Closed	77
	Change in Name	151
	Change in Phone Number / Address	1732
	CIC - Do Not Assign	2
	Consumer Needs To Be Auto Re-Enrolled	63
	Failed Eligibility	838
	General Questions	12626
	Open Enrollment Questions	855
	Person Calling Not PIP / AG Head	321
	Referred Consumer to County Worker	2670

<i>Inquiry</i>	Returned NME / Notice	5
	Transferred in Error	12
	Wanted Phone Number of MCP	334
	Total	22648
<i>Issue / Concern</i>	Issue / Concern about MCP	69
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	4
	Issue / Concern with ODM	8
	Total	82
<i>Limited Family Planning Services</i>	Application / Eligibility	17
	Benefit Package / Covered Services	11
	Billing Number	4
	Card	8
	Certificate of Coverage	2
	Change	1
	Hearing	1
	Program Information	19
	Total	63
<i>Long Term Care</i>	Application / Eligibility	10
	Benefit Package / Covered Services	4
	Card	1
	Community Spouse	1
	Estate Recovery	7
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	8
	Program Information	21
	Total	52
<i>MAGI</i>	Application Status	1021
	Case Change	254
	Case Inquiry	2536
	Certificate Of Coverage	47

MAGI	Citizenship/Other Verifications	230
	Estate Recovery	7
	FFS Card	383
	General Program Information	1070
	Income Guidelines/Questions	563
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	0
	Questions About Letter/NOA	315
	Re-Application on a Denied Case	133
	Renewal Application Reported	13319
	Renewal Questions	9260
	Reprint NOA or FFS Card	39
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	120
	Requested Telephone Application – Transfer to Collabor8	665
	State Hearing	76
	Total	30038
Mailings	"Getting Long Term Care" Pamphlet	6
	ABD Application Letter - 7200	507
	ABD EMP Enrollment Packet	27
	ABD Pamphlet - Spanish	2
	Approved Letter	176
	BCCP Brochure	2
	Billing Incident Letter	79
	Call Me Letter	1
	CFC EMP Enrollment Packet	58
	Citizenship Verification Brochure	0
	CPA Letter	0

Mailings	CPA Letter - Blank	162
	Enrollment Error Letter	0
	Healthy Start Brochure	4
	HIPAA Notice	16
	HS/HF Information	0
	ICDS Enrollment Letter	6
	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	1
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	7
	MBI-WD Application	13
	Medicaid Program Enrollment & Benefit Information	66
	MyCare EMP Enrollment Packet	54
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	21954
	N3 ABD Reminder Letter	695
	No Contact	0
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	1

Mailings	OMH Mandatory MyCare Letter	40
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	879
	Reimbursement Letter	25
	Rejected - General	33
	Rejected - General ABD	14
	Rejected - SSI-BCMh-CIC	38
	Residential Treatment Letter	0
	Resolution	2
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	1
Total	24871	
Managed Care Info & Referral	Benefit Package	531
	Billing Number	246
	Card	1573
	Information	5998
	Just Cause Status	32
	Payment	21
	Phone Numbers	939
	Provider Name	1083
	Transfer Request - Bureau of Managed Care	2
	Total	10425
MBI-WD	AG Collections Questions	14
	Application / Eligibility	40
	Benefit Package / Covered Services	12
	Billing Number	3
	Card	10
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	4

MBI-WD	Program Information	74
	Questions About Premiums	89
	Total	246
Medicare Part D	Application / Eligibility	141
	Information	634
	Questions About Letter	30
	Total	805
Medicare Premium Assistance	Application / Eligibility	1048
	Benefit Package / Covered Services	287
	Billing Number	21
	Card	165
	Certificate of Coverage	5
	Change	106
	Estate Recovery	2
	Hearing	10
	Patient Liability	6
	Program Information	948
	Total	2598
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	0
	Request Benefits Balance - Needs Follow-Up	0
	Total	0
MyCare Ohio	General Information	2158
	Issue Accessing Services	150
	Loss of MyCare Eligibility	134
	Medicaid Only Benefit Information	276
	MyCare Ohio Card	253
	October 2014 MyCare Passive Enrollment Letter	10
	On-site facilitated enrollment	44

<i>MyCare Ohio</i>	Opt-In/Opt-Out Questions	390
	Prescription Questions	156
	Transition of Care	21
	Total	3592
<i>ODM Survey</i>	Managed Care Survey	0
	Total	0
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	29
	Account Creation/Management	27
	Account Lock Out	79
	Application Assistance	88
	Apply for Benefits	160
	County Office Location/Hours	27
	Electronic Verification	9
	Forgot Password Link	55
	Forgot User Name Link	30
	Frequently Asked Questions	69
	General Navigation	20
	How to use this Site	24
	Internet Browser Issue	5
	Message Center	11
	Provided Link to Website	139
	Renewal Packet Questions	1128
	Submit Error Issue	45
	Transfer Call to Tier 2/3	60
	Total	2005
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	1884
	Contact CDJS	356
	Electronic Verification Process	10
	Journal Creation & Management	0
	MAGI (Modified Adjusted Gross Income) Program Information	130
	Notice of Action Explanation	48

Ohio Integrated Eligibility System (OIES)	Reapply on a Denied Case	9
	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	82
	Requested Telephone Application, transfer to Collobor8	575
	Total	3096
Ohio's Best RX	Program Information	6
	Referred Caller	3
	Total	9
Other Medicaid Program	Application / Eligibility	958
	Benefit Package / Covered Services	551
	Billing Number	137
	Card	204
	Certificate of Coverage	17
	Change	394
	Citizenship Verification Questions	1
	Estate Recovery	7
	Hearing	7
	Program Information	912
	Total	3188
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	364
	Letter	17

Prior Authorization	Program Information	283
	Status	209
	Transfer Request - Needs Follow-Up	5
	Total	878
Provider	Fee-For-Service Provider Names	226
	Referred to MCP For Provider List	73
	Referred to ODM Website For Provider List	59
	Referred to State Board To File Complaint Against Provider	1
	Total	359
Reimbursement	Decision	21
	Information	318
	State Hearing	6
	Total	345
Spend Down	Amount	1067
	Card	324
	Certificate of Coverage	9
	Hearing	19
	Problem	136
	Program Information	1554
	Total	3109
State Hearings	How to Request	78
	Program Information	77
	Status	8
	Total	163
Surveys	Call Center Survey	813
	Total	813
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	20
	General Information	229
	Need Medications Now	36
	Referral to Case Worker	210

<i>Third Party Liability</i>	Referral to TPL Vendor	45
	Total	540
<i>Tort</i>	General Information	24
	Provided Number to Tort Unit	36
	Total	60
<i>Waiver</i>	Application / Eligibility	275
	Benefit Package / Covered Services	81
	Billing Number	10
	Card	55
	Certificate of Coverage	1
	Change	31
	Estate Recovery	7
	Hearing	5
	Independent Provider	5
	Patient Evaluation	9
	Patient Liability	20
	Program Information	289
	Waiting List	13
	Total	801
Grand Total All Categories		125848

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

Calls made from 10/1/2015 to 10/31/2015

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	573
	ACS / First Health	260
	ADAMH	8
	Area Agency on Aging	66
	BCCP Regional Agency	2
	BCMh	15
	Bureau of Home and Community Services	2
	Case Management Agency	20
	Caseworker	1984
	Child Support Enforcement Agency	4
	Complaint Department	25
	County Department of Job & Family Services	3826
	First Link	14
	Food Stamp Hotline	32
	Golden Buckeye Hotline	2
	Help Me Grow Hotline	0
	HomeHealthAgency	3
	Info & Refer	572
	In-House	5
	Legal Aid	3
	Managed Care Plan	1237
	Managed Care/Just Cause Section	16
	MR / DD Board	4
	ODM	43
	Ohio Department of Insurance	38
	Ohio Hospice	0
	Ohio's Best Rx	12
	Ombudsman	17

Referral	OSHIIP	146
	Other Medical Services Agency	82
	Other Social Services Agency	16
	Out-of-State Medicaid Hotline	42
	PACT	1
	Pharmacy	197
	Prescription Drug Plan (PDP)	194
	Provider	449
	Provider Services Call Center	497
	Public Children's Services	25
	Social Security Administration	80
	StateHearingDivision	221
	StateMedicalBoard	21
	Supervisor	75
	Tort Unit	28
	Website - ODM	46
	Welfare Fraud Hotline	1
WIC Office	0	
Total		10904

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 11/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	204	58.29%	635	94.63%	30	81.08%	869	82.14%
Call Campaign	116	33.14%	30	4.47%	7	18.92%	153	14.46%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	30	8.57%	6	0.89%	0	0.00%	36	3.40%
TOTAL	350	100%	671	100%	37	100%	1058	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 11/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	204	23.48%	635	73.07%	30	3.45%	869	100%
Call Campaign	116	75.82%	30	19.61%	7	4.58%	153	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	30	83.33%	6	16.67%	0	0.00%	36	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: 11/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	9		31		1	
	North East	23		51		1	
	West	16		31		3	
	Total	48	13.71%	113	16.84%	5	13.51%
CareSource	Central/South East	58		98		3	
	North East	105		148		5	
	West	50		137		3	
	Total	213	60.86%	383	57.08%	11	29.73%
Molina	Central/South East	17		40		6	
	North East	5		3		5	
	West	13		18		1	
	Total	35	10.00%	61	9.09%	12	32.43%
Paramount	Central/South East	4		18		1	
	North East	6		4		3	
	West	10		33		1	
	Total	20	5.71%	55	8.20%	5	13.51%
United	Central/South East	8		18		0	
	North East	15		22		4	
	West	11		19		0	
	Total	34	9.71%	59	8.79%	4	10.81%
Total Mandatory		350	100.00%	671	100.00%	37	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 11/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	9	9.38%	31	15.12%	1	9.09%
	CareSource	58	60.42%	98	47.80%	3	27.27%
	Molina	17	17.71%	40	19.51%	6	54.55%
	Paramount	4	4.17%	18	8.78%	1	9.09%
	United	8	8.33%	18	8.78%	0	0.00%
	Total	96	100.00%	205	100.00%	11	100.00%
North East	Buckeye	23	14.94%	51	22.37%	1	5.56%
	CareSource	105	68.18%	148	64.91%	5	27.78%
	Molina	5	3.25%	3	1.32%	5	27.78%
	Paramount	6	3.90%	4	1.75%	3	16.67%
	United	15	9.74%	22	9.65%	4	22.22%
	Total	154	100.00%	228	100.00%	18	100.00%
West	Buckeye	16	16.00%	31	13.03%	3	37.50%
	CareSource	50	50.00%	137	57.56%	3	37.50%
	Molina	13	13.00%	18	7.56%	1	12.50%
	Paramount	10	10.00%	33	13.87%	1	12.50%
	United	11	11.00%	19	7.98%	0	0.00%
	Total	100	100.00%	238	100.00%	8	100.00%
Total Mandatory		350		671		37	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 11/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	301	137	438
North East	382	175	557
West	338	135	473
Total For All Regions	1021	447	1468

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 11/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	9	31	40	27	67	15.30%
	CareSource	58	98	156	47	203	46.35%
	Molina	17	40	57	27	84	19.18%
	Paramount	4	18	22	19	41	9.36%
	United	8	18	26	17	43	9.82%
	Total	96	205	301	137	438	100.00%
North East	Buckeye	23	51	74	38	112	20.11%
	CareSource	105	148	253	64	317	56.91%
	Molina	5	3	8	29	37	6.64%
	Paramount	6	4	10	17	27	4.85%
	United	15	22	37	27	64	11.49%
	Total	154	228	382	175	557	100.00%
West	Buckeye	16	31	47	33	80	16.91%
	CareSource	50	137	187	50	237	50.11%
	Molina	13	18	31	21	52	10.99%
	Paramount	10	33	43	19	62	13.11%
	United	11	19	30	12	42	8.88%
	Total	100	238	338	135	473	100.00%
Total Mandatory		350	671	1021	447	1468	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 11/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11887	65.12%	7081	91.44%	59	65.56%	19027	72.93%
Call Campaign	3406	18.66%	367	4.74%	4	4.44%	3777	14.48%
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	2961	16.22%	296	3.82%	27	30.00%	3284	12.59%
TOTAL	18254	100%	7744	100%	90	100%	26088	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 11/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11887	62.47%	7081	37.22%	59	0.31%	19027	100%
Call Campaign	3406	90.18%	367	9.72%	4	0.11%	3777	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	2961	90.16%	296	9.01%	27	0.82%	3284	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: 11/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	207		159		2	
	North East	1113		542		4	
	West	799		251		4	
	Total	2119	11.58%	952	12.08%	10	11.11%
CareSource	Central/South East	2369		1592		12	
	North East	4569		1886		17	
	West	3819		1822		14	
	Total	10757	58.80%	5300	67.27%	43	47.78%
Molina	Central/South East	873		322		6	
	North East	218		68		3	
	West	338		117		5	
	Total	1429	7.81%	507	6.43%	14	15.56%
Paramount	Central/South East	81		21		4	
	North East	270		65		1	
	West	1436		384		9	
	Total	1787	9.77%	470	5.97%	14	15.56%
United	Central/South East	580		165		2	
	North East	1108		371		5	
	West	513		114		2	
	Total	2201	12.03%	650	8.25%	9	10.00%
Total Mandatory		18293	100.00%	7879	100.00%	90	100.00%

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

**Region and MCP as a Percentage of Type
Effective Date: 11/1/2015**

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	207	5.04%	159	7.04%	2	7.69%
	CareSource	2369	57.64%	1592	70.47%	12	46.15%
	Molina	873	21.24%	322	14.25%	6	23.08%
	Paramount	81	1.97%	21	0.93%	4	15.38%
	United	580	14.11%	165	7.30%	2	7.69%
	Total	4110	100.00%	2259	100.00%	26	100.00%
North East	Buckeye	1113	15.29%	542	18.49%	4	13.33%
	CareSource	4569	62.78%	1886	64.32%	17	56.67%
	Molina	218	3.00%	68	2.32%	3	10.00%
	Paramount	270	3.71%	65	2.22%	1	3.33%
	United	1108	15.22%	371	12.65%	5	16.67%
	Total	7278	100.00%	2932	100.00%	30	100.00%
West	Buckeye	799	11.57%	251	9.34%	4	11.76%
	CareSource	3819	55.31%	1822	67.78%	14	41.18%
	Molina	338	4.90%	117	4.35%	5	14.71%
	Paramount	1436	20.80%	384	14.29%	9	26.47%
	United	513	7.43%	114	4.24%	2	5.88%
	Total	6905	100.00%	2688	100.00%	34	100.00%
Total Mandatory		18293		7879		90	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 11/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	6369	3368	9737
North East	10210	4914	15124
West	9593	4466	14059
Total For All Regions	26172	12748	38920

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 11/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	207	159	366	720	1086	11.15%
	CareSource	2369	1592	3961	860	4821	49.51%
	Molina	873	322	1195	650	1845	18.95%
	Paramount	81	21	102	594	696	7.15%
	United	580	165	745	544	1289	13.24%
	Total	4110	2259	6369	3368	9737	100.00%
North East	Buckeye	1113	542	1655	985	2640	17.46%
	CareSource	4569	1886	6455	1132	7587	50.17%
	Molina	218	68	286	1002	1288	8.52%
	Paramount	270	65	335	916	1251	8.27%
	United	1108	371	1479	879	2358	15.59%
	Total	7278	2932	10210	4914	15124	100.00%
West	Buckeye	799	251	1050	895	1945	13.83%
	CareSource	3819	1822	5641	943	6584	46.83%
	Molina	338	117	455	886	1341	9.54%
	Paramount	1436	384	1820	922	2742	19.50%
	United	513	114	627	820	1447	10.29%
	Total	6905	2688	9593	4466	14059	100.00%
Total Mandatory		18293	7879	26172	12748	38920	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 11/1/2015

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	296	49.92%	219	57.33%	0	0.00%	515	52.50%
Call	Medicaid only	181	30.52%	117	30.63%	5	83.33%	303	30.89%
Call Campaign	Dual benefits	25	4.22%	12	3.14%	0	0.00%	37	3.77%
Call Campaign	Medicaid only	14	2.36%	8	2.09%	1	16.67%	23	2.34%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	3	0.51%	3	0.79%	0	0.00%	6	0.61%
Fax	Medicaid only	11	1.85%	4	1.05%	0	0.00%	15	1.53%
Mail	Dual benefits	3	0.51%	0	0.00%	0	0.00%	3	0.31%
Mail	Medicaid only	1	0.17%	0	0.00%	0	0.00%	1	0.10%
Website	Dual benefits	32	5.40%	11	2.88%	0	0.00%	43	4.38%
Website	Medicaid only	27	4.55%	8	2.09%	0	0.00%	35	3.57%
TOTAL		593	100%	382	100%	6	100%	981	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 11/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	296	57.48%	219	42.52%	0	0.00%	515	100%
Call	Medicaid only	181	59.74%	117	38.61%	5	1.65%	303	100%
Call Campaign	Dual benefits	25	67.57%	12	32.43%	0	0.00%	37	100%
Call Campaign	Medicaid only	14	60.87%	8	34.78%	1	4.35%	23	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	3	50.00%	3	50.00%	0	0.00%	6	100%
Fax	Medicaid only	11	73.33%	4	26.67%	0	0.00%	15	100%
Mail	Dual benefits	3	100.00%	0	0.00%	0	0.00%	3	100%
Mail	Medicaid only	1	100.00%	0	0.00%	0	0.00%	1	100%
Website	Dual benefits	32	74.42%	11	25.58%	0	0.00%	43	100%
Website	Medicaid only	27	77.14%	8	22.86%	0	0.00%	35	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 11/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	25		25		0		50
	Central	Medicaid only	21		11		1		33
	North West	Dual benefits	19		14		0		33
	North West	Medicaid only	7		7		0		14
	South West	Dual benefits	25		12		0		37
	South West	Medicaid only	32		11		1		44
	Total			129	21.75%	80	20.94%	2	33.33%
Buckeye	North East	Dual benefits	12		11		0		23
	North East	Medicaid only	5		2		0		7
	North West	Dual benefits	16		1		0		17
	North West	Medicaid only	7		0		0		7
	West Central	Dual benefits	21		23		0		44
	West Central	Medicaid only	24		27		1		52
	Total			85	14.33%	64	16.75%	1	16.67%
CareSource	East Central	Dual benefits	28		23		0		51
	East Central	Medicaid only	17		28		0		45
	North East	Dual benefits	92		59		0		151
	North East	Medicaid only	41		15		0		56
	North East Central	Dual benefits	30		22		0		52
	North East Central	Medicaid only	14		9		0		23
	Total			222	37.44%	156	40.84%	0	0.00%
Molina	Central	Dual benefits	14		4		0		18
	Central	Medicaid only	5		2		1		8
	South West	Dual benefits	22		15		0		37
	South West	Medicaid only	9		9		2		20
	West Central	Dual benefits	11		13		0		24

Molina	West Central	Medicaid only	17		5		0		22
	Total		78	13.15%	48	12.57%	3	50.00%	
United	East Central	Dual benefits	26		11		0		37
	East Central	Medicaid only	22		7		0		29
	North East	Dual benefits	14		5		0		19
	North East	Medicaid only	12		1		0		13
	North East Central	Dual benefits	4		7		0		11
	North East Central	Medicaid only	1		3		0		4
	Total		79	13.32%	34	8.90%	0	0.00%	
Total Mandatory			593	100.00%	382	100.00%	6	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 11/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	25	38.46%	25	59.52%	0	0.00%	50
	Aetna	Medicaid only	21	32.31%	11	26.19%	1	50.00%	33
	Molina	Dual benefits	14	21.54%	4	9.52%	0	0.00%	18
	Molina	Medicaid only	5	7.69%	2	4.76%	1	50.00%	8
	Total		65	100.00%	42	100.00%	2	100.00%	
East Central	CareSource	Dual benefits	28	30.11%	23	33.33%	0	0.00%	51
	CareSource	Medicaid only	17	18.28%	28	40.58%	0	0.00%	45
	United	Dual benefits	26	27.96%	11	15.94%	0	0.00%	37
	United	Medicaid only	22	23.66%	7	10.14%	0	0.00%	29
	Total		93	100.00%	69	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	12	6.82%	11	11.83%	0	0.00%	23
	Buckeye	Medicaid only	5	2.84%	2	2.15%	0	0.00%	7
	CareSource	Dual benefits	92	52.27%	59	63.44%	0	0.00%	151
	CareSource	Medicaid only	41	23.30%	15	16.13%	0	0.00%	56
	United	Dual benefits	14	7.95%	5	5.38%	0	0.00%	19
	United	Medicaid only	12	6.82%	1	1.08%	0	0.00%	13
	Total		176	100.00%	93	100.00%	0	100.00%	
North East Central	CareSource	Dual benefits	30	61.22%	22	53.66%	0	0.00%	52
	CareSource	Medicaid only	14	28.57%	9	21.95%	0	0.00%	23
	United	Dual benefits	4	8.16%	7	17.07%	0	0.00%	11
	United	Medicaid only	1	2.04%	3	7.32%	0	0.00%	4
	Total		49	100.00%	41	100.00%	0	100.00%	
North West	Aetna	Dual benefits	19	38.78%	14	63.64%	0	0.00%	33
	Aetna	Medicaid only	7	14.29%	7	31.82%	0	0.00%	14
	Buckeye	Dual benefits	16	32.65%	1	4.55%	0	0.00%	17
	Buckeye	Medicaid only	7	14.29%	0	0.00%	0	0.00%	7
	Total		49	100.00%	22	100.00%	0	100.00%	
South West	Aetna	Dual benefits	25	28.41%	12	25.53%	0	0.00%	37
	Aetna	Medicaid only	32	36.36%	11	23.40%	1	33.33%	44
	Molina	Dual benefits	22	25.00%	15	31.91%	0	0.00%	37

South West	Molina	Medicaid only	9	10.23%	9	19.15%	2	66.67%	20
	Total		88	100.00%	47	100.00%	3	100.00%	
West Central	Buckeye	Dual benefits	21	28.77%	23	33.82%	0	0.00%	44
	Buckeye	Medicaid only	24	32.88%	27	39.71%	1	100.00%	52
	Molina	Dual benefits	11	15.07%	13	19.12%	0	0.00%	24
	Molina	Medicaid only	17	23.29%	5	7.35%	0	0.00%	22
	Total		73	100.00%	68	100.00%	1	100.00%	
Total Mandatory			593		382		6		

MyCare
ASSIGNMENT BY REGION
Effective Date: 11/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	39	28	67
	Dual benefits	68	306	374
		107	334	441
East Central	Medicaid only	74	30	104
	Dual benefits	88	289	377
		162	319	481
North East	Medicaid only	76	38	114
	Dual benefits	193	460	653
		269	498	767
North East Central	Medicaid only	27	6	33
	Dual benefits	63	144	207
		90	150	240
North West	Medicaid only	21	8	29
	Dual benefits	50	161	211
		71	169	240
South West	Medicaid only	61	39	100
	Dual benefits	74	316	390
		135	355	490
West Central	Medicaid only	73	18	91
	Dual benefits	68	203	271
		141	221	362
Total For All Regions		975	2046	3021

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
Effective Date: 11/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	25	25	50	160	210	47.62%
	Aetna	Medicaid only	21	11	32	15	47	10.66%
	Molina	Dual benefits	14	4	18	146	164	37.19%
	Molina	Medicaid only	5	2	7	13	20	4.54%
	Total			65	42	107	334	441
East Central	CareSource	Dual benefits	28	23	51	127	178	37.01%
	CareSource	Medicaid only	17	28	45	18	63	13.10%
	United	Dual benefits	26	11	37	162	199	41.37%
	United	Medicaid only	22	7	29	12	41	8.52%
	Total			93	69	162	319	481
North East	Buckeye	Dual benefits	12	11	23	131	154	20.08%
	Buckeye	Medicaid only	5	2	7	13	20	2.61%
	CareSource	Dual benefits	92	59	151	177	328	42.76%
	CareSource	Medicaid only	41	15	56	16	72	9.39%
	United	Dual benefits	14	5	19	152	171	22.29%
	United	Medicaid only	12	1	13	9	22	2.87%
	Total			176	93	269	498	767
North East Central	CareSource	Dual benefits	30	22	52	72	124	51.67%
	CareSource	Medicaid only	14	9	23	2	25	10.42%
	United	Dual benefits	4	7	11	72	83	34.58%
	United	Medicaid only	1	3	4	4	8	3.33%
	Total			49	41	90	150	240

North West	Aetna	Dual benefits	19	14	33	83	116	48.33%
	Aetna	Medicaid only	7	7	14	2	16	6.67%
	Buckeye	Dual benefits	16	1	17	78	95	39.58%
	Buckeye	Medicaid only	7	0	7	6	13	5.42%
	Total		49	22	71	169	240	100.00%
South West	Aetna	Dual benefits	25	12	37	167	204	41.63%
	Aetna	Medicaid only	32	11	43	21	64	13.06%
	Molina	Dual benefits	22	15	37	149	186	37.96%
	Molina	Medicaid only	9	9	18	18	36	7.35%
	Total		88	47	135	355	490	100.00%
West Central	Buckeye	Dual benefits	21	23	44	111	155	42.82%
	Buckeye	Medicaid only	24	27	51	8	59	16.30%
	Molina	Dual benefits	11	13	24	92	116	32.04%
	Molina	Medicaid only	17	5	22	10	32	8.84%
	Total		73	68	141	221	362	100.00%
Total Mandatory			593	382	975	2046	3021	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 11/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	1	0	1	17	18
			Medicaid only	2	0	2	2	4
		Molina	Dual benefits	2	0	2	5	7
			Medicaid only	0	0	0	2	2
		Total			5	0	5	26
	Franklin	Aetna	Dual benefits	22	25	47	129	176
			Medicaid only	16	9	25	13	38
		Molina	Dual benefits	10	3	13	125	138
			Medicaid only	5	1	6	9	15
		Total			53	38	91	276
	Madison	Aetna	Dual benefits	2	0	2	3	5
			Medicaid only	0	1	1	0	1
		Molina	Dual benefits	0	1	1	6	7
			Medicaid only	0	0	0	1	1
		Total			2	2	4	10
	Pickaway	Aetna	Dual benefits	0	0	0	8	8
			Medicaid only	3	1	4	0	4
		Molina	Dual benefits	2	0	2	6	8
			Medicaid only	0	1	1	0	1
		Total			5	2	7	14

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

Central Region Totals								
Aetna				46	36	82	175	257
Molina				19	6	25	159	184
Total				65	42	107	334	441

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
East Central	Portage	CareSource	Dual benefits	4	1	5	13	18	
			Medicaid only	1	3	4	2	6	
		United	Dual benefits	3	0	3	13	16	
			Medicaid only	4	0	4	2	6	
		Total			12	4	16	30	46
		Stark	CareSource	Dual benefits	12	13	25	49	74
	Medicaid only			10	18	28	4	32	
	United		Dual benefits	4	0	4	60	64	
			Medicaid only	3	3	6	3	9	
	Total				29	34	63	116	179
	Summit		CareSource	Dual benefits	5	7	12	62	74
		Medicaid only		4	5	9	6	15	
		United	Dual benefits	17	10	27	81	108	
			Medicaid only	14	4	18	6	24	
		Total			40	26	66	155	221
		Wayne	CareSource	Dual benefits	7	2	9	3	12

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	CareSource	Medicaid only	2	2	4	6	10
		United	Dual benefits	2	1	3	8	11
			Medicaid only	1	0	1	1	2
		Total			12	5	17	18

East Central Region Totals								
CareSource				45	51	96	145	241
United				48	18	66	174	240
Total				93	69	162	319	481

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	9	9	18	95	113
			Medicaid only	3	2	5	9	14
		CareSource	Dual benefits	65	49	114	108	222
			Medicaid only	28	13	41	9	50
		United	Dual benefits	9	4	13	101	114
			Medicaid only	6	1	7	6	13
		Total			120	78	198	328
	Geauga	Buckeye	Dual benefits	0	0	0	2	2
		CareSource	Dual benefits	3	0	3	4	7
			Medicaid only	0	1	1	0	1
		United	Dual benefits	0	0	0	2	2
		Total			3	1	4	8
	Lake	Buckeye	Dual benefits	0	1	1	4	5
			Medicaid only	1	0	1	3	4
		CareSource	Dual benefits	4	0	4	11	15
			Medicaid only	3	0	3	3	6

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Lake	United	Dual benefits	0	1	1	20	21	
			Medicaid only	4	0	4	1	5	
		Total		12	2	14	42	56	
	Lorain	Buckeye	Dual benefits	1	1	2	22	24	
			Medicaid only	0	0	0	1	1	
		CareSource	Dual benefits	16	8	24	45	69	
			Medicaid only	7	1	8	4	12	
		United	Dual benefits	4	0	4	20	24	
			Medicaid only	1	0	1	1	2	
		Total		29	10	39	93	132	
		Medina	Buckeye	Dual benefits	2	0	2	8	10
				Medicaid only	1	0	1	0	1
	CareSource		Dual benefits	4	2	6	9	15	
			Medicaid only	3	0	3	0	3	
	United		Dual benefits	1	0	1	9	10	
			Medicaid only	1	0	1	1	2	
	Total			12	2	14	27	41	

North East Region Totals

Buckeye		17	13	30	144	174
CareSource		133	74	207	193	400
United		26	6	32	161	193
Total		176	93	269	498	767

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	3	7	10	11	21
			Medicaid only	2	1	3	1	4

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	United	Dual benefits	0	2	2	17	19
			Medicaid only	0	0	0	1	1
		Total		5	10	15	30	45
	Mahoning	CareSource	Dual benefits	15	10	25	36	61
			Medicaid only	9	6	15	1	16
		United	Dual benefits	2	4	6	24	30
			Medicaid only	1	3	4	2	6
		Total		27	23	50	63	113
		Trumbull	CareSource	Dual benefits	12	5	17	25
	Medicaid only			3	2	5	0	5
	United		Dual benefits	2	1	3	31	34
			Medicaid only	0	0	0	1	1
	Total			17	8	25	57	82

North East Central Region Totals								
CareSource				44	31	75	74	149
United				5	10	15	76	91
Total				49	41	90	150	240

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	0	1	1	6	7
			Buckeye	Dual benefits	3	0	3	4
		Total		3	1	4	10	14
	Lucas	Aetna	Dual benefits	14	11	25	55	80
			Medicaid only	5	6	11	2	13
		Buckeye	Dual benefits	10	1	11	64	75
			Medicaid only	6	0	6	4	10
		Total		35	18	53	125	178

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Ottawa	Aetna	Dual benefits	1	0	1	8	9
			Medicaid only	1	1	2	0	2
		Buckeye	Dual benefits	2	0	2	2	4
			Medicaid only	1	0	1	0	1
		Total			5	1	6	10
	Wood	Aetna	Dual benefits	4	2	6	14	20
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	1	0	1	8	9
			Medicaid only	0	0	0	2	2
		Total			6	2	8	24

North West Region Totals

Aetna		26	21	47	85	132
Buckeye		23	1	24	84	108
Total		49	22	71	169	240

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	5	5	10	33	43
			Medicaid only	9	2	11	7	18
		Molina	Dual benefits	3	2	5	14	19
			Medicaid only	2	0	2	3	5
		Total			19	9	28	57
	Clermont	Aetna	Dual benefits	1	2	3	21	24
			Medicaid only	2	0	2	1	3
		Molina	Dual benefits	3	1	4	24	28
			Medicaid only	0	1	1	3	4
		Total			6	4	10	49

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clinton	Aetna	Dual benefits	1	2	3	3	6
			Medicaid only	3	0	3	0	3
		Molina	Dual benefits	2	1	3	11	14
			Medicaid only	0	0	0	1	1
		Total		6	3	9	15	24
	Hamilton	Aetna	Dual benefits	17	2	19	98	117
			Medicaid only	13	8	21	12	33
		Molina	Dual benefits	12	10	22	92	114
			Medicaid only	7	7	14	10	24
		Total		49	27	76	212	288
	Warren	Aetna	Dual benefits	1	1	2	12	14
			Medicaid only	5	1	6	1	7
		Molina	Dual benefits	2	1	3	8	11
			Medicaid only	0	1	1	1	2
		Total		8	4	12	22	34

South West Region Totals								
Aetna				57	23	80	188	268
Molina				31	24	55	167	222
Total				88	47	135	355	490

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	1	2	3	18	21
			Medicaid only	6	0	6	1	7
		Molina	Dual benefits	2	2	4	21	25
			Medicaid only	4	1	5	2	7
		Total		13	5	18	42	60

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Buckeye	Dual benefits	4	5	9	12	21	
			Medicaid only	2	0	2	1	3	
		Molina	Dual benefits	2	2	4	8	12	
			Medicaid only	4	2	6	1	7	
		Total		12	9	21	22	43	
	Montgomery	Buckeye	Dual benefits	16	16	32	81	113	
			Medicaid only	16	27	43	6	49	
		Molina	Dual benefits	7	9	16	63	79	
			Medicaid only	9	2	11	7	18	
		Total		48	54	102	157	259	
	West Central Region Totals								
	Buckeye				45	50	95	119	214
	Molina				28	18	46	102	148
Total				73	68	141	221	362	
Total Mandatory				593	382	975	2046	3021	

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

**MCP and Region as a Percentage of Type
Effective Date: 11/1/2015**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	14	8.59%	3	17.65%	17
	<i>North West</i>	6	3.68%	1	5.88%	7
	<i>South West</i>	15	9.20%	0	0.00%	15
	Total	35	21.47%	4	23.53%	39
Buckeye	<i>North East</i>	4	2.45%	1	5.88%	5
	<i>North West</i>	8	4.91%	0	0.00%	8
	<i>West Central</i>	37	22.70%	4	23.53%	41
	Total	49	30.06%	5	29.41%	54
CareSource	<i>East Central</i>	4	2.45%	2	11.76%	6
	<i>North East</i>	20	12.27%	0	0.00%	20
	<i>North East Central</i>	4	2.45%	0	0.00%	4
	Total	28	17.18%	2	11.76%	30

Molina	<i>Central</i>	3	1.84%	0	0.00%	3
	<i>South West</i>	10	6.13%	2	11.76%	12
	<i>West Central</i>	10	6.13%	0	0.00%	10
	Total	23	14.11%	2	11.76%	25
United	<i>East Central</i>	11	6.75%	4	23.53%	15
	<i>North East</i>	13	7.98%	0	0.00%	13
	<i>North East Central</i>	4	2.45%	0	0.00%	4
	Total	28	17.18%	4	23.53%	32
Total Changes		163	100.00%	17	100.00%	180

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

**MCP and Region as a Percentage of Type
Effective Date: 11/1/2015**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	14	8.59%	3	17.65%	17
	<i>Molina</i>	3	1.84%	0	0.00%	3
	Total	17	10.43%	3	17.65%	20
North West	<i>Aetna</i>	6	3.68%	1	5.88%	7
	<i>Buckeye</i>	8	4.91%	0	0.00%	8
	Total	14	8.59%	1	5.88%	15
South West	<i>Aetna</i>	15	9.20%	0	0.00%	15
	<i>Molina</i>	10	6.13%	2	11.76%	12
	Total	25	15.34%	2	11.76%	27
North East	<i>Buckeye</i>	4	2.45%	1	5.88%	5
	<i>CareSource</i>	20	12.27%	0	0.00%	20
	<i>United</i>	13	7.98%	0	0.00%	13
	Total	37	22.70%	1	5.88%	38

West Central	<i>Buckeye</i>	37	22.70%	4	23.53%	41
	<i>Molina</i>	10	6.13%	0	0.00%	10
	Total	47	28.83%	4	23.53%	51
East Central	<i>CareSource</i>	4	2.45%	2	11.76%	6
	<i>United</i>	11	6.75%	4	23.53%	15
	Total	15	9.20%	6	35.29%	21
North East Central	<i>CareSource</i>	4	2.45%	0	0.00%	4
	<i>United</i>	4	2.45%	0	0.00%	4
	Total	8	4.91%	0	0.00%	8
Total Changes		163	100.00%	17	100.00%	180

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 10/1/2015 to 10/31/2015

Total Surveys Available for Completion: 77050

Questions	Customer Response										Total	Total
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	14	9.72%	122	84.72%	4	2.78%	2	1.39%	2	1.39%	144	100.00%
Our answers to your questions	16	11.11%	117	81.25%	6	4.17%	3	2.08%	2	1.39%	144	100.00%
Our courtesy to you and your family	18	12.50%	118	81.94%	4	2.78%	2	1.39%	2	1.39%	144	100.00%
Overall, how would you rate our staff and services	17	11.81%	119	82.64%	3	2.08%	3	2.08%	2	1.39%	144	100.00%
Total	65	11.28%	476	82.64%	17	2.95%	10	1.74%	8	1.39%	576	100.00%

Number of Surveys Attempted: 813

Number of Completed Customer Satisfaction Surveys: 144