



**A**UTOMATED **H**EAALTH **S**YSTEMS

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

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

## ***Call Center Analysis***

Provider Calls: There were 3,921 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 69. 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 142 calls coming in through this queue for this month.

## ***Activity Summary***

- 289,493 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 253,708 Total Calls (inbound and outbound)
  - 31,722 Call Fire Campaign Calls
  - 3,921 Provider Calls
  - 142 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:46 minutes average talk time
- 1:59 minute average speed to answer
- 72 average CSR inbound calls per day

**Ohio Consumer Hotline**  
**November 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	10/26/15	11477	11017	2459	18	11495	460	4%	1843	13338	:23:42	:05:57	73	:02:25	:05:47
Tue	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
Sun	11/01/15	0	0	0	207	207	0	0%	0	207	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>47183</b>	<b>45909</b>	<b>8035</b>	<b>427</b>	<b>47610</b>	<b>1274</b>	<b>3%</b>	<b>9236</b>	<b>56846</b>	<b>:24:54</b>	<b>:05:20</b>	<b>70</b>	<b>:01:59</b>	<b>:05:40</b>
	<b>Nov Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>207</b>	<b>207</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>207</b>	<b>:00:00</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>:00:00</b>
Mon	11/02/15	13749	13051	3088	31	13780	698	5%	2383	16163	:19:50	:04:54	74	:02:21	:05:54
Tues	11/03/15	10876	10326	2154	29	10905	550	5%	3429	14334	:20:48	:05:28	72	:02:16	:05:51
Wed	11/04/15	10527	10086	2100	15	10542	441	4%	2729	13271	:19:41	:05:28	71	:02:04	:05:53
Thurs	11/05/15	10124	9853	1733	16	10140	271	3%	2764	12904	:21:13	:05:00	70	:02:07	:05:44
Fri	11/06/15	7078	6863	730	18	7096	215	3%	1121	8217	:13:23	:03:48	67	:02:05	:05:50
Sat	11/07/15	1169	1142	57	39	1208	27	2%	261	1469	:11:21	:02:20	69	:01:21	:05:49
Sun	11/08/15	0	0	0	185	185	0	0%	0	185	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>53523</b>	<b>51321</b>	<b>9862</b>	<b>333</b>	<b>53856</b>	<b>2202</b>	<b>4%</b>	<b>12687</b>	<b>66543</b>	<b>:21:13</b>	<b>:04:58</b>	<b>71</b>	<b>:02:02</b>	<b>:05:50</b>
Mon	11/09/15	13333	12644	3040	24	13357	689	5%	2409	15766	:25:32	:05:34	73	:02:15	:05:52
Tues	11/10/15	12082	11483	2502	26	12108	599	5%	2945	15053	:23:11	:05:27	71	:02:16	:05:58
Wed	11/11/15	0	0	0	2192	2192	0	0%	0	2192	:00:00	:00:00	0	:00:00	:00:00
Thurs	11/12/15	13296	12621	2988	20	13316	675	5%	2932	16248	:25:09	:05:24	74	:02:16	:05:47
Fri	11/13/15	8236	7836	1040	13	8249	400	5%	2320	10569	:18:33	:03:58	70	:01:51	:06:02
Sat	11/14/15	997	978	70	10	1007	19	2%	455	1462	:07:35	:01:46	66	:01:19	:05:44
Sun	11/15/15	0	0	0	191	191	0	0%	0	191	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>47944</b>	<b>45562</b>	<b>9640</b>	<b>2476</b>	<b>50420</b>	<b>2382</b>	<b>5%</b>	<b>11061</b>	<b>61481</b>	<b>:25:32</b>	<b>:04:26</b>	<b>71</b>	<b>:01:59</b>	<b>:05:54</b>
Mon	11/16/15	12518	11924	2843	21	12539	594	5%	2817	15356	:23:27	:05:33	72	:02:10	:05:54
Tues	11/17/15	10978	10512	2183	25	11003	466	4%	3349	14352	:20:44	:05:32	72	:01:49	:05:42
Wed	11/18/15	8400	8039	1257	17	8417	361	4%	2165	10582	:19:54	:04:51	72	:01:32	:05:45
Thurs	11/19/15	6963	6670	776	7	6970	293	4%	1134	8104	:10:39	:03:23	71	:01:29	:05:31
Fri	11/20/15	7639	7368	639	27	7666	271	4%	629	8295	:14:14	:03:19	72	:01:54	:05:41
Sat	11/21/15	1695	1648	105	25	1720	47	3%	91	1811	:11:03	:02:59	70	:01:23	:05:18
Sun	11/22/15	0	0	0	195	195	0	0%	0	195	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>48193</b>	<b>46161</b>	<b>7803</b>	<b>317</b>	<b>48510</b>	<b>2032</b>	<b>4%</b>	<b>10185</b>	<b>58695</b>	<b>:23:27</b>	<b>:04:40</b>	<b>72</b>	<b>:01:43</b>	<b>:05:41</b>
Mon	11/23/15	13407	12822	2980	45	13452	585	4%	2327	15779	:26:09	:06:14	71	:02:12	:05:45
Tues	11/24/15	10607	10283	1972	43	10650	324	3%	2954	13604	:26:12	:05:50	71	:02:03	:05:35
Wed	11/25/15	5717	5567	553	20	5737	150	3%	1372	7109	:20:52	:04:32	68	:01:36	:05:39
Thurs	11/26/15	0	0	0	95	95	0	0%	0	95	:00:00	:00:00	0	:00:00	:00:00
Fri	11/27/15	3100	3057	77	15	3115	43	1%	1579	4694	:05:08	:01:42	55	:00:28	:05:16
Sat	11/28/15	954	932	77	17	971	22	2%	115	1086	:11:54	:03:21	68	:01:06	:05:25
Sun	11/29/15	0	0	0	193	193	0	0%	0	193	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>33785</b>	<b>32661</b>	<b>5659</b>	<b>428</b>	<b>34213</b>	<b>1124</b>	<b>3%</b>	<b>8347</b>	<b>42560</b>	<b>:26:12</b>	<b>:04:20</b>	<b>67</b>	<b>:01:29</b>	<b>:05:35</b>
Mon	11/30/15	22032	20530	5996	68	22100	1502	7%	2122	24222	:34:37	:05:36	79	:02:44	:05:52
	<b>Month End</b>	<b>205477</b>	<b>196235</b>	<b>38960</b>	<b>3829</b>	<b>209306</b>	<b>9242</b>	<b>4%</b>	<b>44402</b>	<b>253708</b>	<b>:34:37</b>	<b>:04:48</b>	<b>72</b>	<b>:01:59</b>	<b>:05:46</b>

# Call Center Busy Hour Report

## November 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
Sun	11/01/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Mon	11/02/15	13749	228	1130	1399	1478	1585	1479	1484	1462	1420	1063	717	207	97
Tues	11/03/15	10876	198	829	1143	1249	1263	1176	1124	1246	1134	836	505	103	70
Wed	11/04/15	10527	133	734	1073	1189	1234	1080	1201	1220	1053	842	529	150	89
Thurs	11/05/15	10124	147	600	1213	1135	1180	1205	1287	1211	946	625	332	162	81
Fri	11/06/15	7078	125	505	795	1034	900	795	779	678	688	426	209	83	61
Sat	11/07/15	1169	0	100	152	148	174	127	136	124	120	88	0	0	0
Sun	11/08/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>53523</b>	<b>831</b>	<b>3898</b>	<b>5775</b>	<b>6233</b>	<b>6336</b>	<b>5862</b>	<b>6011</b>	<b>5941</b>	<b>5361</b>	<b>3880</b>	<b>2292</b>	<b>705</b>	<b>398</b>
Mon	11/09/15	13333	231	844	1416	1673	1473	1358	1622	1580	1533	864	428	214	97
Tues	11/10/15	12082	138	700	1287	1542	1542	1309	1419	1474	1330	771	349	145	76
Wed	11/11/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Thurs	11/12/15	13296	241	786	1400	1739	1669	1533	1533	1612	1367	762	347	213	94
Fri	11/13/15	8236	141	567	804	1132	1114	1050	887	810	807	552	229	89	54
Sat	11/14/15	997	0	102	98	125	125	122	107	110	109	99	0	0	0
Sun	11/15/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>47944</b>	<b>751</b>	<b>2999</b>	<b>5005</b>	<b>6211</b>	<b>5923</b>	<b>5372</b>	<b>5568</b>	<b>5586</b>	<b>5146</b>	<b>3048</b>	<b>1353</b>	<b>661</b>	<b>321</b>
Mon	11/16/15	12518	155	683	1364	1568	1343	1458	1534	1478	1320	958	393	185	79
Tues	11/17/15	10978	110	659	1189	1293	1362	1352	1424	1372	1117	620	279	134	67
Wed	11/18/15	8400	98	508	1126	1028	1044	924	997	936	817	511	234	101	76
Thurs	11/19/15	6963	112	434	746	839	800	754	840	837	749	475	220	104	53
Fri	11/20/15	7639	82	379	617	772	736	851	949	874	956	755	391	181	96
Sat	11/21/15	1695	0	195	176	222	206	170	197	169	157	203	0	0	0
Sun	11/22/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>48193</b>	<b>557</b>	<b>2858</b>	<b>5218</b>	<b>5722</b>	<b>5491</b>	<b>5509</b>	<b>5941</b>	<b>5666</b>	<b>5116</b>	<b>3522</b>	<b>1517</b>	<b>705</b>	<b>371</b>
Mon	11/23/15	13407	249	833	1202	1484	1548	1531	1727	1684	1362	993	421	228	145
Tue	11/24/15	10607	167	646	1250	1312	1253	1239	1329	1396	897	605	282	148	83
Wed	11/25/15	5717	92	418	722	836	774	617	661	553	460	324	143	79	38
Thu	11/26/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fri	11/27/15	3100	42	171	403	378	333	325	357	334	315	226	113	62	41
Sat	11/28/15	954	0	55	79	129	124	111	149	107	99	101	0	0	0
Sun	11/29/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>33785</b>	<b>550</b>	<b>2123</b>	<b>3656</b>	<b>4139</b>	<b>4032</b>	<b>3823</b>	<b>4223</b>	<b>4074</b>	<b>3133</b>	<b>2249</b>	<b>959</b>	<b>517</b>	<b>307</b>
Mon	11/30/15	22032	241	1033	1842	2175	2304	2484	2480	2566	2432	2076	1123	733	543
	<b>Month Total</b>	<b>205477</b>	<b>2930</b>	<b>12911</b>	<b>21496</b>	<b>24480</b>	<b>24086</b>	<b>23050</b>	<b>24223</b>	<b>23833</b>	<b>21188</b>	<b>14775</b>	<b>7244</b>	<b>3321</b>	<b>1940</b>
	Cumulative Percent		1%	6%	10%	12%	12%	11%	12%	12%	10%	7%	4%	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 11/1/2015 to 11/30/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1181
	Benefit Package / Covered Services	213
	Billing Number	56
	Card	140
	Certificate of Coverage	22
	Change	128
	Citizenship Verification Questions	2
	Estate Recovery	22
	Hearing	3
	Patient Liability	15
	Program Information	489
	Under 21 Inquiry	11
	<b>Total</b>	<b>2282</b>
<i>BCCP</i>	Application / Eligibility	6
	Benefit Package / Covered Services	1
	Card	3
	Change	0
	Estate Recovery	1
	Hearing	0
	Participating Site Information	0
	Program Information	4
	<b>Total</b>	<b>15</b>
<i>Consumer Guide</i>	Questions From Consumer Guide	2
	<b>Total</b>	<b>2</b>
<i>DRC</i>	Application status	3
	Benefit Package / Covered Services	0
	Care coordination questions	1

<b>DRC</b>	Chose to remain with existing MCP	56
	Declined application / MCP enrollment	2
	General inquiry	10
	MCP change completed	25
	MCP enrollment completed	452
	MCP enrollment status	27
	Phone application completed	47
	<b>Total</b>	<b>623</b>
<b>EOMB</b>	General Information	7
	Questions About Letter	2
	<b>Total</b>	<b>9</b>
<b>Escalated/Specialized Inquiries</b>	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	179
	Sent Email	176
	Sent Letter	3
	Web Contact	1
	<b>Total</b>	<b>359</b>
<b>FFS Billing</b>	Billing Number	760
	Claims Request	10
	General Billing Questions	543
	Received Bill (Needs Letter)	19
	<b>Total</b>	<b>1332</b>
<b>General Benefits</b>	Dental	295
	Equipment	96
	Family Planning	1
	Healthchek Services	11
	Inquiry on Covered Services	1766
	Medicaid Expansion	485
	Medicaid School Program	1
	Medlist Assist	8

<b>General Benefits</b>	<b>Pregnancy Related Services</b>	5
	<b>Prescriptions</b>	678
	<b>Transportation</b>	308
	<b>Vision</b>	173
	<b>Total</b>	<b>3827</b>
<b>Healthy Start</b>	<b>Application / Eligibility</b>	907
	<b>Benefit Package / Covered Services</b>	94
	<b>Billing Number</b>	220
	<b>Card</b>	193
	<b>Certificate of Coverage</b>	17
	<b>Change</b>	66
	<b>Citizenship Verification Questions</b>	0
	<b>Estate Recovery</b>	1
	<b>Hearing</b>	4
	<b>Program Information</b>	339
	<b>Total</b>	<b>1841</b>
<b>HIPAA</b>	<b>Complaint</b>	0
	<b>Information</b>	24
	<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>	1
<b>Total</b>	<b>25</b>	
<b>Home Health Care</b>	<b>Application / Eligibility</b>	8
	<b>Benefit Package / Covered Services</b>	1
	<b>BHCS Complaint</b>	2
	<b>BHCS Questions</b>	0
	<b>Card</b>	0
	<b>Hearing</b>	0
	<b>HSFA Questions</b>	0
	<b>Passport</b>	1
	<b>Program Information</b>	11
<b>Provider</b>	2	

<b>Home Health Care</b>	Status	1
	<b>Total</b>	<b>26</b>
<b>Incident Report</b>	Billing Inquiry	101
	Reimbursement Inquiry	27
	<b>Total</b>	<b>128</b>
<b>Information</b>	Cash Assistance	19
	CDJFS	553
	Customer Survey	6
	Food Stamps	156
	Hotline	881
	Medicare	303
	Social Security	20
	<b>Total</b>	<b>1938</b>
<b>Inquiry</b>	029 Error	94
	574 Error - Not Eligible	5
	Already Selected	1595
	Called to Check on Doctors	283
	Called to Check on Just Cause Status	22
	Case Addition	65
	Case Closed	192
	Case Pending	407
	Category Closed	60
	Change in Name	135
	Change in Phone Number / Address	1700
	CIC - Do Not Assign	3
	Consumer Needs To Be Auto Re-Enrolled	46
	Failed Eligibility	665
	General Questions	11353
	Open Enrollment Questions	891
	Person Calling Not PIP / AG Head	293
	Referred Consumer to County Worker	2404

<b><i>Inquiry</i></b>	Returned NME / Notice	5
	Transferred in Error	15
	Wanted Phone Number of MCP	319
	<b>Total</b>	<b>20552</b>
<b><i>Issue / Concern</i></b>	Issue / Concern about MCP	38
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	7
	<b>Total</b>	<b>47</b>
<b><i>Limited Family Planning Services</i></b>	Application / Eligibility	11
	Benefit Package / Covered Services	9
	Billing Number	2
	Card	5
	Certificate of Coverage	0
	Change	0
	Hearing	0
	Program Information	22
	<b>Total</b>	<b>49</b>
<b><i>Long Term Care</i></b>	Application / Eligibility	14
	Benefit Package / Covered Services	8
	Card	0
	Community Spouse	1
	Estate Recovery	6
	Hearing	0
	Ohio Access Success Project	1
	Patient Liability	9
	Program Information	16
	<b>Total</b>	<b>55</b>
<b><i>MAGI</i></b>	Application Status	955
	Case Change	196
	Case Inquiry	2229
	Certificate Of Coverage	56

<b>MAGI</b>	Citizenship/Other Verifications	242
	Estate Recovery	3
	FFS Card	291
	General Program Information	1088
	Income Guidelines/Questions	578
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	1
	Questions About Letter/NOA	295
	Re-Application on a Denied Case	128
	Renewal Application Reported	10417
	Renewal Questions	8761
	Reprint NOA or FFS Card	55
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	115
	Requested Telephone Application – Transfer to Collabor8	773
	State Hearing	64
	<b>Total</b>	<b>26247</b>
<b>Mailings</b>	"Getting Long Term Care" Pamphlet	2
	ABD Application Letter - 7200	444
	ABD EMP Enrollment Packet	42
	ABD Pamphlet - Spanish	1
	Approved Letter	121
	BCCP Brochure	0
	Billing Incident Letter	104
	Call Me Letter	0
	CFC EMP Enrollment Packet	40
	Citizenship Verification Brochure	0
	CPA Letter	0

<b>Mailings</b>	CPA Letter - Blank	164
	Enrollment Error Letter	0
	Healthy Start Brochure	0
	HIPAA Notice	6
	HS/HF Information	0
	ICDS Enrollment Letter	2460
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	1
	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	6
	MBI-WD Application	18
	Medicaid Program Enrollment & Benefit Information	62
	MyCare EMP Enrollment Packet	76
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	21214
	N3 ABD Reminder Letter	523
	No Contact	0
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	1

<b>Mailings</b>	OMH Mandatory MyCare Letter	27
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	801
	Reimbursement Letter	25
	Rejected - General	31
	Rejected - General ABD	13
	Rejected - SSI-BCMh-CIC	28
	Residential Treatment Letter	0
	Resolution	1
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	1
	TPL Approval	1
	TPL Verification Needed	0
<b>Total</b>	<b>26214</b>	
<b>Managed Care Info &amp; Referral</b>	Benefit Package	487
	Billing Number	242
	Card	1182
	Information	5097
	Just Cause Status	27
	Payment	12
	Phone Numbers	796
	Provider Name	886
	Transfer Request - Bureau of Managed Care	3
	<b>Total</b>	<b>8732</b>
<b>MBI-WD</b>	AG Collections Questions	11
	Application / Eligibility	15
	Benefit Package / Covered Services	15
	Billing Number	5
	Card	6
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	6

<b>MBI-WD</b>	<b>Program Information</b>	58
	<b>Questions About Premiums</b>	57
	<b>Total</b>	<b>174</b>
<b>Medicare Part D</b>	<b>Application / Eligibility Information</b>	134
	<b>Questions About Letter</b>	623
	<b>25</b>	25
	<b>Total</b>	<b>782</b>
<b>Medicare Premium Assistance</b>	<b>Application / Eligibility</b>	834
	<b>Benefit Package / Covered Services</b>	304
	<b>Billing Number</b>	14
	<b>Card</b>	148
	<b>Certificate of Coverage</b>	6
	<b>Change</b>	79
	<b>Estate Recovery</b>	2
	<b>Hearing</b>	9
	<b>Patient Liability</b>	6
	<b>Program Information</b>	829
	<b>Total</b>	<b>2231</b>
<b>Mental Health Services</b>	<b>Questions About Letter</b>	0
	<b>Referred to MCP for MH Access</b>	0
	<b>Referred to MH Provider</b>	0
	<b>Request Benefits Balance - Needs Follow-Up</b>	0
	<b>Total</b>	<b>0</b>
<b>MyCare Ohio</b>	<b>General Information</b>	1546
	<b>Issue Accessing Services</b>	97
	<b>Loss of MyCare Eligibility</b>	121
	<b>Medicaid Only Benefit Information</b>	168
	<b>MyCare Ohio Card</b>	193
	<b>October 2014 MyCare Passive Enrollment Letter</b>	4
	<b>On-site facilitated enrollment</b>	30

<b>MyCare Ohio</b>	<b>Opt-In/Opt-Out Questions</b>	358
	<b>Prescription Questions</b>	101
	<b>Transition of Care</b>	11
	<b>Total</b>	<b>2629</b>
<b>ODM Survey</b>	<b>Managed Care Survey</b>	1
	<b>Total</b>	<b>1</b>
<b>Ohio Benefits Self Service Portal</b>	<b>Access my Benefits</b>	20
	<b>Account Creation/Management</b>	12
	<b>Account Lock Out</b>	75
	<b>Application Assistance</b>	56
	<b>Apply for Benefits</b>	155
	<b>County Office Location/Hours</b>	26
	<b>Electronic Verification</b>	10
	<b>Forgot Password Link</b>	43
	<b>Forgot User Name Link</b>	25
	<b>Frequently Asked Questions</b>	50
	<b>General Navigation</b>	47
	<b>How to use this Site</b>	38
	<b>Internet Browser Issue</b>	4
	<b>Message Center</b>	11
	<b>Provided Link to Website</b>	135
	<b>Renewal Packet Questions</b>	1422
	<b>Submit Error Issue</b>	24
	<b>Transfer Call to Tier 2/3</b>	38
	<b>Total</b>	<b>2191</b>
<b>Ohio Integrated Eligibility System (OIES)</b>	<b>Case Inquiry/Case Status</b>	1752
	<b>Contact CDJS</b>	406
	<b>Electronic Verification Process</b>	15
	<b>Journal Creation &amp; Management</b>	1
	<b>MAGI (Modified Adjusted Gross Income) Program Information</b>	139
	<b>Notice of Action Explanation</b>	32

<b>Ohio Integrated Eligibility System (OIES)</b>	Reapply on a Denied Case	13
	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	95
	Requested Telephone Application, transfer to Collobor8	594
	<b>Total</b>	<b>3050</b>
<b>Ohio's Best RX</b>	Program Information	3
	Referred Caller	4
	<b>Total</b>	<b>7</b>
<b>Other Medicaid Program</b>	Application / Eligibility	894
	Benefit Package / Covered Services	694
	Billing Number	132
	Card	227
	Certificate of Coverage	11
	Change	320
	Citizenship Verification Questions	5
	Estate Recovery	6
	Hearing	11
	Program Information	867
	<b>Total</b>	<b>3167</b>
<b>PACT</b>	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	0
	Provider	0
	Transfer Request	0
	<b>Total</b>	<b>0</b>
<b>Prior Authorization</b>	How to Obtain	323
	Letter	8

<b>Prior Authorization</b>	<b>Program Information</b>	254
	<b>Status</b>	148
	<b>Transfer Request - Needs Follow-Up</b>	0
	<b>Total</b>	<b>733</b>
<b>Provider</b>	<b>Fee-For-Service Provider Names</b>	231
	<b>Referred to MCP For Provider List</b>	56
	<b>Referred to ODM Website For Provider List</b>	50
	<b>Referred to State Board To File Complaint Against Provider</b>	3
	<b>Total</b>	<b>340</b>
<b>Reimbursement</b>	<b>Decision</b>	7
	<b>Information</b>	283
	<b>State Hearing</b>	4
	<b>Total</b>	<b>294</b>
<b>Spend Down</b>	<b>Amount</b>	840
	<b>Card</b>	223
	<b>Certificate of Coverage</b>	3
	<b>Hearing</b>	11
	<b>Problem</b>	84
	<b>Program Information</b>	1220
	<b>Total</b>	<b>2381</b>
<b>State Hearings</b>	<b>How to Request</b>	74
	<b>Program Information</b>	79
	<b>Status</b>	11
	<b>Total</b>	<b>164</b>
<b>Surveys</b>	<b>Call Center Survey</b>	2407
	<b>Total</b>	<b>2407</b>
<b>Third Party Liability</b>	<b>Cannot Resolve with CDJFS - Needs Follow-Up</b>	18
	<b>General Information</b>	169
	<b>Need Medications Now</b>	15
	<b>Referral to Case Worker</b>	168

<b>Third Party Liability</b>	Referral to TPL Vendor	42
	<b>Total</b>	<b>412</b>
<b>Tort</b>	General Information	25
	Provided Number to Tort Unit	46
	<b>Total</b>	<b>71</b>
<b>Waiver</b>	Application / Eligibility	210
	Benefit Package / Covered Services	82
	Billing Number	11
	Card	55
	Certificate of Coverage	3
	Change	31
	Estate Recovery	7
	Hearing	4
	Independent Provider	7
	Patient Evaluation	2
	Patient Liability	17
	Program Information	210
	Waiting List	4
	<b>Total</b>	<b>643</b>
<b>Grand Total All Categories</b>		<b>115980</b>

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

**Calls made from 11/1/2015 to 11/30/2015**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	591
	ACS / First Health	218
	ADAMH	6
	Area Agency on Aging	51
	BCCP Regional Agency	2
	BCMh	16
	Bureau of Home and Community Services	2
	Case Management Agency	14
	Caseworker	1618
	Child Support Enforcement Agency	4
	Complaint Department	34
	County Department of Job & Family Services	3432
	First Link	5
	Food Stamp Hotline	31
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	4
	HomeHealthAgency	3
	Info & Refer	500
	In-House	3
	Legal Aid	5
	Managed Care Plan	1011
	Managed Care/Just Cause Section	16
	MR / DD Board	2
	ODM	9
	Ohio Department of Insurance	23
	Ohio Hospice	0
	Ohio's Best Rx	9
	Ombudsman	12

<b>Referral</b>	<b>OSHIIP</b>	143
	<b>Other Medical Services Agency</b>	56
	<b>Other Social Services Agency</b>	16
	<b>Out-of-State Medicaid Hotline</b>	48
	<b>PACT</b>	1
	<b>Pharmacy</b>	218
	<b>Prescription Drug Plan (PDP)</b>	170
	<b>Provider</b>	441
	<b>Provider Services Call Center</b>	537
	<b>Public Children's Services</b>	25
	<b>Social Security Administration</b>	82
	<b>StateHearingDivision</b>	173
	<b>StateMedicalBoard</b>	12
	<b>Supervisor</b>	55
	<b>Tort Unit</b>	49
	<b>Website - ODM</b>	40
	<b>Welfare Fraud Hotline</b>	3
<b>WIC Office</b>	0	
<b>Total</b>		<b>9690</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 12/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	190	65.29%	1144	91.59%	20	100.00%	1354	86.79%
Call Campaign	83	28.52%	99	7.93%	0	0.00%	182	11.67%
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	18	6.19%	6	0.48%	0	0.00%	24	1.54%
<b>TOTAL</b>	<b>291</b>	<b>100%</b>	<b>1249</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>1560</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: 12/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	190	14.03%	1144	84.49%	20	1.48%	1354	100%
Call Campaign	83	45.60%	99	54.40%	0	0.00%	182	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	18	75.00%	6	25.00%	0	0.00%	24	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: 12/1/2015**

<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	2		38		0	
	North East	8		67		1	
	West	8		71		2	
	<b>Total</b>	<b>18</b>	<b>6.19%</b>	<b>176</b>	<b>14.09%</b>	<b>3</b>	<b>15.00%</b>
<b>CareSource</b>	Central/South East	46		151		3	
	North East	79		231		3	
	West	57		314		2	
	<b>Total</b>	<b>182</b>	<b>62.54%</b>	<b>696</b>	<b>55.72%</b>	<b>8</b>	<b>40.00%</b>
<b>Molina</b>	Central/South East	23		84		3	
	North East	1		10		1	
	West	18		34		1	
	<b>Total</b>	<b>42</b>	<b>14.43%</b>	<b>128</b>	<b>10.25%</b>	<b>5</b>	<b>25.00%</b>
<b>Paramount</b>	Central/South East	2		10		1	
	North East	1		7		1	
	West	13		108		0	
	<b>Total</b>	<b>16</b>	<b>5.50%</b>	<b>125</b>	<b>10.01%</b>	<b>2</b>	<b>10.00%</b>
<b>United</b>	Central/South East	7		38		0	
	North East	20		67		2	
	West	6		19		0	
	<b>Total</b>	<b>33</b>	<b>11.34%</b>	<b>124</b>	<b>9.93%</b>	<b>2</b>	<b>10.00%</b>
<b>Total Mandatory</b>		<b>291</b>	<b>100.00%</b>	<b>1249</b>	<b>100.00%</b>	<b>20</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: 12/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	2	2.50%	38	11.84%	0	0.00%
	CareSource	46	57.50%	151	47.04%	3	42.86%
	Molina	23	28.75%	84	26.17%	3	42.86%
	Paramount	2	2.50%	10	3.12%	1	14.29%
	United	7	8.75%	38	11.84%	0	0.00%
	<b>Total</b>	<b>80</b>	<b>100.00%</b>	<b>321</b>	<b>100.00%</b>	<b>7</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	8	7.34%	67	17.54%	1	12.50%
	CareSource	79	72.48%	231	60.47%	3	37.50%
	Molina	1	0.92%	10	2.62%	1	12.50%
	Paramount	1	0.92%	7	1.83%	1	12.50%
	United	20	18.35%	67	17.54%	2	25.00%
	<b>Total</b>	<b>109</b>	<b>100.00%</b>	<b>382</b>	<b>100.00%</b>	<b>8</b>	<b>100.00%</b>
<b>West</b>	Buckeye	8	7.84%	71	13.00%	2	40.00%
	CareSource	57	55.88%	314	57.51%	2	40.00%
	Molina	18	17.65%	34	6.23%	1	20.00%
	Paramount	13	12.75%	108	19.78%	0	0.00%
	United	6	5.88%	19	3.48%	0	0.00%
	<b>Total</b>	<b>102</b>	<b>100.00%</b>	<b>546</b>	<b>100.00%</b>	<b>5</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>291</b>		<b>1249</b>		<b>20</b>	

**AGED, BLIND, DISABLED (ABD)  
ASSIGNMENT BY REGION**  
Effective Date: 12/1/2015

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	401	113	<b>514</b>
North East	491	137	<b>628</b>
West	648	88	<b>736</b>
<b>Total For All Regions</b>	<b>1540</b>	<b>338</b>	<b>1878</b>

**AGED, BLIND, DISABLED (ABD)**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 12/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	2	38	40	22	62	12.06%
	CareSource	46	151	197	45	242	47.08%
	Molina	23	84	107	16	123	23.93%
	Paramount	2	10	12	16	28	5.45%
	United	7	38	45	14	59	11.48%
	<b>Total</b>	<b>80</b>	<b>321</b>	<b>401</b>	<b>113</b>	<b>514</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	8	67	75	23	98	15.61%
	CareSource	79	231	310	54	364	57.96%
	Molina	1	10	11	20	31	4.94%
	Paramount	1	7	8	20	28	4.46%
	United	20	67	87	20	107	17.04%
	<b>Total</b>	<b>109</b>	<b>382</b>	<b>491</b>	<b>137</b>	<b>628</b>	<b>100.00%</b>
<b>West</b>	Buckeye	8	71	79	20	99	13.45%
	CareSource	57	314	371	36	407	55.30%
	Molina	18	34	52	19	71	9.65%
	Paramount	13	108	121	8	129	17.53%
	United	6	19	25	5	30	4.08%
	<b>Total</b>	<b>102</b>	<b>546</b>	<b>648</b>	<b>88</b>	<b>736</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>291</b>	<b>1249</b>	<b>1540</b>	<b>338</b>	<b>1878</b>	

**COVERED FAMILY AND CHILDREN (CFC)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 12/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11007	63.48%	14026	91.13%	40	59.70%	25073	76.45%
Call Campaign	3217	18.55%	984	6.39%	3	4.48%	4204	12.82%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	1	1.49%	1	0.00%
Mail	0	0.00%	5	0.03%	0	0.00%	5	0.02%
Website	3114	17.96%	376	2.44%	23	34.33%	3513	10.71%
<b>TOTAL</b>	<b>17338</b>	<b>100%</b>	<b>15391</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>32796</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: 12/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11007	43.90%	14026	55.94%	40	0.16%	25073	100%
Call Campaign	3217	76.52%	984	23.41%	3	0.07%	4204	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	1	100.00%	1	100%
Mail	0	0.00%	5	100.00%	0	0.00%	5	100%
Website	3114	88.64%	376	10.70%	23	0.65%	3513	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: 12/1/2015

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Buckeye</b>	Central/South East	1		0		0	
	Central/South East	255		264		3	
	North East	0		5		0	
	North East	1073		1201		4	
	West	0		2		0	
	West	651		736		6	
	<b>Total</b>		<b>1980</b>	<b>11.38%</b>	<b>2208</b>	<b>14.10%</b>	<b>13</b>
<b>CareSource</b>	Central/South East	5		19		0	
	Central/South East	2517		2852		6	
	North East	8		27		0	
	North East	4449		3453		7	
	West	2		19		0	
	West	3406		3488		6	
	<b>Total</b>		<b>10387</b>	<b>59.67%</b>	<b>9858</b>	<b>62.97%</b>	<b>19</b>
<b>Molina</b>	Central/South East	1		3		0	
	Central/South East	913		581		3	
	North East	209		112		2	
	West	0		1		0	
	West	340		271		2	
	<b>Total</b>		<b>1463</b>	<b>8.41%</b>	<b>968</b>	<b>6.18%</b>	<b>7</b>
<b>Paramount</b>	Central/South East	115		57		0	
	North East	245		105		3	
	West	1		1		0	
	West	1204		998		10	
	<b>Total</b>		<b>1565</b>	<b>8.99%</b>	<b>1161</b>	<b>7.42%</b>	<b>13</b>
<b>United</b>	Central/South East	0		4		0	
	Central/South East	568		366		4	
	North East	0		5		0	
	North East	1004		835		7	
	West	0		3		0	

<b>United</b>	West	439		247		4	
	<b>Total</b>	<b>2011</b>	<b>11.55%</b>	<b>1460</b>	<b>9.33%</b>	<b>15</b>	<b>22.39%</b>
<b>Total Mandatory</b>		<b>17406</b>	<b>100.00%</b>	<b>15655</b>	<b>100.00%</b>	<b>67</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: 12/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	1	0.02%	0	0.00%	0	0.00%
	Buckeye	255	5.83%	264	6.37%	3	18.75%
	CareSource	5	0.11%	19	0.46%	0	0.00%
	CareSource	2517	57.53%	2852	68.79%	6	37.50%
	Molina	1	0.02%	3	0.07%	0	0.00%
	Molina	913	20.87%	581	14.01%	3	18.75%
	Paramount	115	2.63%	57	1.37%	0	0.00%
	United	0	0.00%	4	0.10%	0	0.00%
	United	568	12.98%	366	8.83%	4	25.00%
	<b>Total</b>	<b>4375</b>	<b>100.00%</b>	<b>4146</b>	<b>100.00%</b>	<b>16</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	0	0.00%	5	0.09%	0	0.00%
	Buckeye	1073	15.35%	1201	20.91%	4	17.39%
	CareSource	8	0.11%	27	0.47%	0	0.00%
	CareSource	4449	63.67%	3453	60.13%	7	30.43%
	Molina	209	2.99%	112	1.95%	2	8.70%
	Paramount	245	3.51%	105	1.83%	3	13.04%
	United	0	0.00%	5	0.09%	0	0.00%
	United	1004	14.37%	835	14.54%	7	30.43%
	<b>Total</b>	<b>6988</b>	<b>100.00%</b>	<b>5743</b>	<b>100.00%</b>	<b>23</b>	<b>100.00%</b>
<b>West</b>	Buckeye	0	0.00%	2	0.03%	0	0.00%
	Buckeye	651	10.77%	736	12.76%	6	21.43%
	CareSource	2	0.03%	19	0.33%	0	0.00%
	CareSource	3406	56.36%	3488	60.49%	6	21.43%
	Molina	0	0.00%	1	0.02%	0	0.00%
	Molina	340	5.63%	271	4.70%	2	7.14%
	Paramount	1	0.02%	1	0.02%	0	0.00%
	Paramount	1204	19.92%	998	17.31%	10	35.71%
	United	0	0.00%	3	0.05%	0	0.00%

<b>West</b>	United	439	7.26%	247	4.28%	4	14.29%
	<b>Total</b>	<b>6043</b>	<b>100.00%</b>	<b>5766</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>17406</b>		<b>15655</b>		<b>67</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
ASSIGNMENT BY REGION**  
Effective Date: 12/1/2015

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	8488	3327	<b>11815</b>
Central/South East	33	0	<b>33</b>
North East	12686	5448	<b>18134</b>
North East	45	0	<b>45</b>
West	11780	4571	<b>16351</b>
West	29	0	<b>29</b>
<b>Total For All Regions</b>	<b>33061</b>	<b>13346</b>	<b>46407</b>

**COVERED FAMILY AND CHILDREN (CFC)  
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
Effective Date: 12/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	1	0	1	0	1	0.01%
	Buckeye	255	264	519	825	1344	11.34%
	CareSource	5	19	24	0	24	0.20%
	CareSource	2517	2852	5369	797	6166	52.04%
	Molina	1	3	4	0	4	0.03%
	Molina	913	581	1494	585	2079	17.55%
	Paramount	115	57	172	583	755	6.37%
	United	0	4	4	0	4	0.03%
	United	568	366	934	537	1471	12.42%
	<b>Total</b>	<b>4375</b>	<b>4146</b>	<b>8521</b>	<b>3327</b>	<b>11848</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	0	5	5	0	5	0.03%
	Buckeye	1073	1201	2274	1175	3449	18.97%
	CareSource	8	27	35	0	35	0.19%
	CareSource	4449	3453	7902	1102	9004	49.53%
	Molina	209	112	321	1149	1470	8.09%
	Paramount	245	105	350	1060	1410	7.76%
	United	0	5	5	0	5	0.03%
	United	1004	835	1839	962	2801	15.41%
	<b>Total</b>	<b>6988</b>	<b>5743</b>	<b>12731</b>	<b>5448</b>	<b>18179</b>	<b>100.00%</b>
<b>West</b>	Buckeye	0	2	2	0	2	0.01%
	Buckeye	651	736	1387	979	2366	14.44%
	CareSource	2	19	21	0	21	0.13%
	CareSource	3406	3488	6894	1030	7924	48.38%
	Molina	0	1	1	0	1	0.01%
	Molina	340	271	611	914	1525	9.31%
	Paramount	1	1	2	0	2	0.01%
	Paramount	1204	998	2202	902	3104	18.95%
	United	0	3	3	0	3	0.02%
	United	439	247	686	746	1432	8.74%
	<b>Total</b>	<b>6043</b>	<b>5766</b>	<b>11809</b>	<b>4571</b>	<b>16380</b>	<b>100.00%</b>

<b>Total Mandatory</b>	<b>17406</b>	<b>15655</b>	<b>33061</b>	<b>13346</b>	<b>46407</b>	
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**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 12/1/2015

**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	135	52.94%	245	47.12%	0	0.00%	380	48.91%
Call	Medicaid only	56	21.96%	94	18.08%	2	100.00%	152	19.56%
Call Campaign	Dual benefits	12	4.71%	13	2.50%	0	0.00%	25	3.22%
Call Campaign	Medicaid only	5	1.96%	10	1.92%	0	0.00%	15	1.93%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	2	0.78%	2	0.38%	0	0.00%	4	0.51%
Fax	Medicaid only	4	1.57%	25	4.81%	0	0.00%	29	3.73%
Mail	Dual benefits	3	1.18%	3	0.58%	0	0.00%	6	0.77%
Website	Dual benefits	15	5.88%	31	5.96%	0	0.00%	46	5.92%
Website	Medicaid only	23	9.02%	97	18.65%	0	0.00%	120	15.44%
<b>TOTAL</b>		<b>255</b>	<b>100%</b>	<b>520</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>777</b>	<b>100%</b>

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 12/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	135	35.53%	245	64.47%	0	0.00%	380	100%
Call	Medicaid only	56	36.84%	94	61.84%	2	1.32%	152	100%
Call Campaign	Dual benefits	12	48.00%	13	52.00%	0	0.00%	25	100%
Call Campaign	Medicaid only	5	33.33%	10	66.67%	0	0.00%	15	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	2	50.00%	2	50.00%	0	0.00%	4	100%
Fax	Medicaid only	4	13.79%	25	86.21%	0	0.00%	29	100%
Mail	Dual benefits	3	50.00%	3	50.00%	0	0.00%	6	100%
Website	Dual benefits	15	32.61%	31	67.39%	0	0.00%	46	100%
Website	Medicaid only	23	19.17%	97	80.83%	0	0.00%	120	100%

**MyCare**  
**HEALTH CARE PLAN ENROLLMENT TYPE BY**  
**BY MANAGED CARE PLAN**  
Region and MCP as a Percentage of Type  
Effective Date: 12/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Aetna</b>	Central	Dual benefits	11		32		0		43
	Central	Medicaid only	9		12		1		22
	North West	Dual benefits	9		17		0		26
	North West	Medicaid only	5		23		0		28
	South West	Dual benefits	26		17		0		43
	South West	Medicaid only	12		10		0		22
	<b>Total</b>			<b>72</b>	<b>28.24%</b>	<b>111</b>	<b>21.35%</b>	<b>1</b>	<b>50.00%</b>
<b>Buckeye</b>	North East	Dual benefits	6		18		0		24
	North East	Medicaid only	3		3		0		6
	North West	Dual benefits	5		5		0		10
	North West	Medicaid only	3		1		0		4
	West Central	Dual benefits	11		21		0		32
	West Central	Medicaid only	6		20		0		26
	<b>Total</b>			<b>34</b>	<b>13.33%</b>	<b>68</b>	<b>13.08%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	East Central	Dual benefits	10		32		0		42
	East Central	Medicaid only	4		19		0		23
	North East	Dual benefits	31		68		0		99
	North East	Medicaid only	19		25		1		45
	North East Central	Dual benefits	9		14		0		23
	North East Central	Medicaid only	7		9		0		16
	<b>Total</b>			<b>80</b>	<b>31.37%</b>	<b>167</b>	<b>32.12%</b>	<b>1</b>	<b>50.00%</b>
<b>Molina</b>	Central	Dual benefits	9		9		0		18
	Central	Medicaid only	5		4		0		9
	South West	Dual benefits	8		16		0		24
	South West	Medicaid only	8		34		0		42
	West Central	Dual benefits	5		10		0		15

<b>Molina</b>	West Central	Medicaid only	4		39		0		43
	<b>Total</b>		<b>39</b>	<b>15.29%</b>	<b>112</b>	<b>21.54%</b>	<b>0</b>	<b>0.00%</b>	
<b>United</b>	East Central	Dual benefits	18		13		0		31
	East Central	Medicaid only	1		7		0		8
	North East	Dual benefits	4		13		0		17
	North East	Medicaid only	1		15		0		16
	North East Central	Dual benefits	5		9		0		14
	North East Central	Medicaid only	1		5		0		6
	<b>Total</b>		<b>30</b>	<b>11.76%</b>	<b>62</b>	<b>11.92%</b>	<b>0</b>	<b>0.00%</b>	
<b>Total Mandatory</b>			<b>255</b>	<b>100.00%</b>	<b>520</b>	<b>100.00%</b>	<b>2</b>	<b>100.00%</b>	

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

Region and MCP as a Percentage of Type  
Effective Date: 12/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Central</b>	Aetna	Dual benefits	11	32.35%	32	56.14%	0	0.00%	43
	Aetna	Medicaid only	9	26.47%	12	21.05%	1	100.00%	22
	Molina	Dual benefits	9	26.47%	9	15.79%	0	0.00%	18
	Molina	Medicaid only	5	14.71%	4	7.02%	0	0.00%	9
	<b>Total</b>		<b>34</b>	<b>100.00%</b>	<b>57</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	
<b>East Central</b>	CareSource	Dual benefits	10	30.30%	32	45.07%	0	0.00%	42
	CareSource	Medicaid only	4	12.12%	19	26.76%	0	0.00%	23
	United	Dual benefits	18	54.55%	13	18.31%	0	0.00%	31
	United	Medicaid only	1	3.03%	7	9.86%	0	0.00%	8
	<b>Total</b>		<b>33</b>	<b>100.00%</b>	<b>71</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North East</b>	Buckeye	Dual benefits	6	9.38%	18	12.68%	0	0.00%	24
	Buckeye	Medicaid only	3	4.69%	3	2.11%	0	0.00%	6
	CareSource	Dual benefits	31	48.44%	68	47.89%	0	0.00%	99
	CareSource	Medicaid only	19	29.69%	25	17.61%	1	100.00%	45
	United	Dual benefits	4	6.25%	13	9.15%	0	0.00%	17
	United	Medicaid only	1	1.56%	15	10.56%	0	0.00%	16
	<b>Total</b>		<b>64</b>	<b>100.00%</b>	<b>142</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	
<b>North East Central</b>	CareSource	Dual benefits	9	40.91%	14	37.84%	0	0.00%	23
	CareSource	Medicaid only	7	31.82%	9	24.32%	0	0.00%	16
	United	Dual benefits	5	22.73%	9	24.32%	0	0.00%	14
	United	Medicaid only	1	4.55%	5	13.51%	0	0.00%	6
	<b>Total</b>		<b>22</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North West</b>	Aetna	Dual benefits	9	40.91%	17	36.96%	0	0.00%	26
	Aetna	Medicaid only	5	22.73%	23	50.00%	0	0.00%	28
	Buckeye	Dual benefits	5	22.73%	5	10.87%	0	0.00%	10
	Buckeye	Medicaid only	3	13.64%	1	2.17%	0	0.00%	4
	<b>Total</b>		<b>22</b>	<b>100.00%</b>	<b>46</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>South West</b>	Aetna	Dual benefits	26	48.15%	17	22.08%	0	0.00%	43
	Aetna	Medicaid only	12	22.22%	10	12.99%	0	0.00%	22
	Molina	Dual benefits	8	14.81%	16	20.78%	0	0.00%	24

<b>South West</b>	Molina	Medicaid only	8	14.81%	34	44.16%	0	0.00%	42
	<b>Total</b>		<b>54</b>	<b>100.00%</b>	<b>77</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>West Central</b>	Buckeye	Dual benefits	11	42.31%	21	23.33%	0	0.00%	32
	Buckeye	Medicaid only	6	23.08%	20	22.22%	0	0.00%	26
	Molina	Dual benefits	5	19.23%	10	11.11%	0	0.00%	15
	Molina	Medicaid only	4	15.38%	39	43.33%	0	0.00%	43
	<b>Total</b>		<b>26</b>	<b>100.00%</b>	<b>90</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>Total Mandatory</b>			<b>255</b>		<b>520</b>		<b>2</b>		

**MyCare**  
**ASSIGNMENT BY REGION**  
Effective Date: 12/1/2015

<b>Region</b>	<b>Medicare Status</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central	Medicaid only	30	13	<b>43</b>
	Dual benefits	61	0	<b>61</b>
		91	13	<b>104</b>
East Central	Medicaid only	31	16	<b>47</b>
	Dual benefits	73	0	<b>73</b>
		104	16	<b>120</b>
North East	Medicaid only	66	30	<b>96</b>
	Dual benefits	140	0	<b>140</b>
		206	30	<b>236</b>
North East Central	Medicaid only	22	7	<b>29</b>
	Dual benefits	37	1	<b>38</b>
		59	8	<b>67</b>
North West	Medicaid only	32	4	<b>36</b>
	Dual benefits	36	0	<b>36</b>
		68	4	<b>72</b>
South West	Medicaid only	64	18	<b>82</b>
	Dual benefits	67	0	<b>67</b>
		131	18	<b>149</b>
West Central	Medicaid only	69	13	<b>82</b>
	Dual benefits	47	0	<b>47</b>
		116	13	<b>129</b>
<b>Total For All Regions</b>		<b>775</b>	<b>102</b>	<b>877</b>

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 12/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central</b>	Aetna	Dual benefits	11	32	43	0	43	41.35%
	Aetna	Medicaid only	9	12	21	6	27	25.96%
	Molina	Dual benefits	9	9	18	0	18	17.31%
	Molina	Medicaid only	5	4	9	7	16	15.38%
	<b>Total</b>			<b>34</b>	<b>57</b>	<b>91</b>	<b>13</b>	<b>104</b>
<b>East Central</b>	CareSource	Dual benefits	10	32	42	0	42	35.00%
	CareSource	Medicaid only	4	19	23	7	30	25.00%
	United	Dual benefits	18	13	31	0	31	25.83%
	United	Medicaid only	1	7	8	9	17	14.17%
	<b>Total</b>			<b>33</b>	<b>71</b>	<b>104</b>	<b>16</b>	<b>120</b>
<b>North East</b>	Buckeye	Dual benefits	6	18	24	0	24	10.17%
	Buckeye	Medicaid only	3	3	6	13	19	8.05%
	CareSource	Dual benefits	31	68	99	0	99	41.95%
	CareSource	Medicaid only	19	25	44	12	56	23.73%
	United	Dual benefits	4	13	17	0	17	7.20%
	United	Medicaid only	1	15	16	5	21	8.90%
	<b>Total</b>			<b>64</b>	<b>142</b>	<b>206</b>	<b>30</b>	<b>236</b>
<b>North East Central</b>	CareSource	Dual benefits	9	14	23	1	24	35.82%
	CareSource	Medicaid only	7	9	16	4	20	29.85%
	United	Dual benefits	5	9	14	0	14	20.90%
	United	Medicaid only	1	5	6	3	9	13.43%
	<b>Total</b>			<b>22</b>	<b>37</b>	<b>59</b>	<b>8</b>	<b>67</b>

<b>North West</b>	Aetna	Dual benefits	9	17	26	0	26	36.11%
	Aetna	Medicaid only	5	23	28	3	31	43.06%
	Buckeye	Dual benefits	5	5	10	0	10	13.89%
	Buckeye	Medicaid only	3	1	4	1	5	6.94%
	<b>Total</b>		<b>22</b>	<b>46</b>	<b>68</b>	<b>4</b>	<b>72</b>	<b>100.00%</b>
<b>South West</b>	Aetna	Dual benefits	26	17	43	0	43	28.86%
	Aetna	Medicaid only	12	10	22	8	30	20.13%
	Molina	Dual benefits	8	16	24	0	24	16.11%
	Molina	Medicaid only	8	34	42	10	52	34.90%
	<b>Total</b>		<b>54</b>	<b>77</b>	<b>131</b>	<b>18</b>	<b>149</b>	<b>100.00%</b>
<b>West Central</b>	Buckeye	Dual benefits	11	21	32	0	32	24.81%
	Buckeye	Medicaid only	6	20	26	6	32	24.81%
	Molina	Dual benefits	5	10	15	0	15	11.63%
	Molina	Medicaid only	4	39	43	7	50	38.76%
	<b>Total</b>		<b>26</b>	<b>90</b>	<b>116</b>	<b>13</b>	<b>129</b>	<b>100.00%</b>
<b>Total Mandatory</b>			<b>255</b>	<b>520</b>	<b>775</b>	<b>102</b>	<b>877</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**  
 Effective Date: 12/1/2015

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	2	2	0	2	
			Medicaid only	0	0	0	1	1	
		Molina	Dual benefits	0	1	1	0	1	
		<b>Total</b>		<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>	
	<b>Franklin</b>	Aetna	Dual benefits	11	29	40	0	40	
			Medicaid only	9	12	21	4	25	
		Molina	Dual benefits	6	8	14	0	14	
			Medicaid only	4	4	8	7	15	
		<b>Total</b>		<b>30</b>	<b>53</b>	<b>83</b>	<b>11</b>	<b>94</b>	
		<b>Madison</b>	Aetna		0	0	0	0	0
	Molina		Dual benefits	2	0	2	0	2	
			Medicaid only	1	0	1	0	1	
	<b>Total</b>			<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>	
	<b>Pickaway</b>	Aetna	Medicaid only	0	0	0	1	1	
		Molina	Dual benefits	1	0	1	0	1	
		<b>Total</b>		<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	
	<b>Union</b>	Aetna	Dual benefits	0	1	1	0	1	
		Molina		0	0	0	0	0	
		<b>Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	
	<b>Central Region Totals</b>								
	<b>Aetna</b>				<b>20</b>	<b>44</b>	<b>64</b>	<b>6</b>	<b>70</b>
	<b>Molina</b>				<b>14</b>	<b>13</b>	<b>27</b>	<b>7</b>	<b>34</b>
	<b>Total</b>				<b>34</b>	<b>57</b>	<b>91</b>	<b>13</b>	<b>104</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	Medicaid only	0	1	1	2	3	
		United	Dual benefits	2	0	2	0	2	
			Medicaid only	0	1	1	2	3	
		<b>Total</b>			<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>8</b>
	<b>Stark</b>	CareSource	Dual benefits	5	18	23	0	23	
			Medicaid only	3	11	14	2	16	
		United	Dual benefits	2	2	4	0	4	
			Medicaid only	1	2	3	1	4	
		<b>Total</b>			<b>11</b>	<b>33</b>	<b>44</b>	<b>3</b>	<b>47</b>
		<b>Summit</b>	CareSource	Dual benefits	4	9	13	0	13
	Medicaid only			0	6	6	3	9	
	United		Dual benefits	13	9	22	0	22	
			Medicaid only	0	4	4	6	10	
	<b>Total</b>				<b>17</b>	<b>28</b>	<b>45</b>	<b>9</b>	<b>54</b>
	<b>Wayne</b>		CareSource	Dual benefits	1	5	6	0	6
		Medicaid only		1	1	2	0	2	
		United	Dual benefits	1	2	3	0	3	
		<b>Total</b>			<b>3</b>	<b>8</b>	<b>11</b>	<b>0</b>	<b>11</b>

<b>East Central Region Totals</b>								
<b>CareSource</b>				<b>14</b>	<b>51</b>	<b>65</b>	<b>7</b>	<b>72</b>
<b>United</b>				<b>19</b>	<b>20</b>	<b>39</b>	<b>9</b>	<b>48</b>
<b>Total</b>				<b>33</b>	<b>71</b>	<b>104</b>	<b>16</b>	<b>120</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	3	16	19	0	19
			Medicaid only	2	2	4	8	12

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>North East</b>	<b>Cuyahoga</b>	CareSource	Dual benefits	25	53	78	0	78	
			Medicaid only	14	21	35	8	43	
		United	Dual benefits	3	11	14	0	14	
			Medicaid only	1	7	8	5	13	
		<b>Total</b>			<b>48</b>	<b>110</b>	<b>158</b>	<b>21</b>	<b>179</b>
	<b>Geauga</b>	Buckeye			0	0	0	0	0
		CareSource	Dual benefits		2	2	4	0	4
			Medicaid only		0	0	0	1	1
		United			0	0	0	0	0
		<b>Total</b>			<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>5</b>
	<b>Lake</b>	Buckeye	Dual benefits		2	0	2	0	2
			Medicaid only		1	1	2	3	5
		CareSource	Dual benefits		3	4	7	0	7
			Medicaid only		2	2	4	2	6
		United	Medicaid only		0	8	8	0	8
		<b>Total</b>			<b>8</b>	<b>15</b>	<b>23</b>	<b>5</b>	<b>28</b>
	<b>Lorain</b>	Buckeye	Dual benefits		0	1	1	0	1
			Medicaid only		0	0	0	2	2
		CareSource	Dual benefits		1	7	8	0	8
			Medicaid only		2	1	3	1	4
		United	Dual benefits		0	1	1	0	1
		<b>Total</b>			<b>3</b>	<b>10</b>	<b>13</b>	<b>3</b>	<b>16</b>
	<b>Medina</b>	Buckeye	Dual benefits		1	1	2	0	2
		CareSource	Dual benefits		0	2	2	0	2
			Medicaid only		1	1	2	0	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East</b>	<b>Medina</b>	United	Dual benefits	1	1	2	0	2
		<b>Total</b>		<b>3</b>	<b>5</b>	<b>8</b>	<b>0</b>	<b>8</b>

**North East Region Totals**

<b>Buckeye</b>		<b>9</b>	<b>21</b>	<b>30</b>	<b>13</b>	<b>43</b>
<b>CareSource</b>		<b>50</b>	<b>93</b>	<b>143</b>	<b>12</b>	<b>155</b>
<b>United</b>		<b>5</b>	<b>28</b>	<b>33</b>	<b>5</b>	<b>38</b>
<b>Total</b>		<b>64</b>	<b>142</b>	<b>206</b>	<b>30</b>	<b>236</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	1	3	4	0	4
			Medicaid only	3	2	5	1	6
		United	Dual benefits	2	2	4	0	4
			Medicaid only	0	1	1	0	1
		<b>Total</b>		<b>6</b>	<b>8</b>	<b>14</b>	<b>1</b>	<b>15</b>
	<b>Mahoning</b>	CareSource	Dual benefits	4	8	12	0	12
			Medicaid only	3	1	4	2	6
		United	Dual benefits	3	2	5	0	5
			Medicaid only	1	3	4	1	5
		<b>Total</b>		<b>11</b>	<b>14</b>	<b>25</b>	<b>3</b>	<b>28</b>
	<b>Trumbull</b>	CareSource	Dual benefits	4	3	7	1	8
			Medicaid only	1	6	7	1	8
		United	Dual benefits	0	5	5	0	5
			Medicaid only	0	1	1	2	3
		<b>Total</b>		<b>5</b>	<b>15</b>	<b>20</b>	<b>4</b>	<b>24</b>

**North East Central Region Totals**

<b>CareSource</b>		<b>16</b>	<b>23</b>	<b>39</b>	<b>5</b>	<b>44</b>
<b>United</b>		<b>6</b>	<b>14</b>	<b>20</b>	<b>3</b>	<b>23</b>
<b>Total</b>		<b>22</b>	<b>37</b>	<b>59</b>	<b>8</b>	<b>67</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	1	0	1	0	1	
			Medicaid only	1	0	1	0	1	
		Buckeye	Dual benefits	1	0	1	0	1	
		<b>Total</b>		<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>	
	<b>Lucas</b>	Aetna	Dual benefits	5	15	20	0	20	
			Medicaid only	3	23	26	3	29	
		Buckeye	Dual benefits	4	5	9	0	9	
			Medicaid only	3	1	4	0	4	
		<b>Total</b>		<b>15</b>	<b>44</b>	<b>59</b>	<b>3</b>	<b>62</b>	
		<b>Ottawa</b>	Aetna	Dual benefits	0	2	2	0	2
	Buckeye			0	0	0	0	0	
	<b>Total</b>			<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	
	<b>Wood</b>	Aetna	Dual benefits	3	0	3	0	3	
			Medicaid only	1	0	1	0	1	
		Buckeye	Medicaid only	0	0	0	1	1	
		<b>Total</b>		<b>4</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>5</b>	
	<b>North West Region Totals</b>								
	<b>Aetna</b>				<b>14</b>	<b>40</b>	<b>54</b>	<b>3</b>	<b>57</b>
	<b>Buckeye</b>				<b>8</b>	<b>6</b>	<b>14</b>	<b>1</b>	<b>15</b>
	<b>Total</b>				<b>22</b>	<b>46</b>	<b>68</b>	<b>4</b>	<b>72</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	3	6	9	0	9
			Medicaid only	1	1	2	1	3
		Molina	Dual benefits	1	2	3	0	3
			Medicaid only	2	1	3	2	5
	<b>Total</b>		<b>7</b>	<b>10</b>	<b>17</b>	<b>3</b>	<b>20</b>	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Clermont</b>	Aetna	Dual benefits	4	1	5	0	5
			Medicaid only	2	4	6	1	7
		Molina	Dual benefits	1	1	2	0	2
			Medicaid only	1	2	3	0	3
		<b>Total</b>			<b>8</b>	<b>8</b>	<b>16</b>	<b>1</b>
	<b>Clinton</b>	Aetna	Dual benefits	1	1	2	0	2
			Medicaid only	0	2	2	0	2
		Molina	Dual benefits	0	2	2	0	2
		<b>Total</b>			<b>1</b>	<b>5</b>	<b>6</b>	<b>0</b>
	<b>Hamilton</b>	Aetna	Dual benefits	16	7	23	0	23
			Medicaid only	6	3	9	5	14
		Molina	Dual benefits	5	11	16	0	16
			Medicaid only	4	31	35	8	43
		<b>Total</b>			<b>31</b>	<b>52</b>	<b>83</b>	<b>13</b>
	<b>Warren</b>	Aetna	Dual benefits	2	2	4	0	4
			Medicaid only	3	0	3	1	4
		Molina	Dual benefits	1	0	1	0	1
			Medicaid only	1	0	1	0	1
		<b>Total</b>			<b>7</b>	<b>2</b>	<b>9</b>	<b>1</b>
	<b>South West Region Totals</b>							
<b>Aetna</b>				<b>38</b>	<b>27</b>	<b>65</b>	<b>8</b>	<b>73</b>
<b>Molina</b>				<b>16</b>	<b>50</b>	<b>66</b>	<b>10</b>	<b>76</b>
<b>Total</b>				<b>54</b>	<b>77</b>	<b>131</b>	<b>18</b>	<b>149</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	0	2	2	0	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>West Central</b>	<b>Clark</b>	Buckeye	Medicaid only	0	1	1	1	2	
		Molina	Dual benefits	1	4	5	0	5	
			Medicaid only	2	35	37	1	38	
		<b>Total</b>		<b>3</b>	<b>42</b>	<b>45</b>	<b>2</b>	<b>47</b>	
	<b>Greene</b>	Buckeye	Dual benefits	0	1	1	0	1	
			Medicaid only	1	1	2	0	2	
		Molina	Dual benefits	0	2	2	0	2	
			Medicaid only	0	1	1	0	1	
		<b>Total</b>		<b>1</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>6</b>	
		<b>Montgomery</b>	Buckeye	Dual benefits	11	18	29	0	29
	Medicaid only			5	18	23	5	28	
	Molina		Dual benefits	4	4	8	0	8	
			Medicaid only	2	3	5	6	11	
	<b>Total</b>			<b>22</b>	<b>43</b>	<b>65</b>	<b>11</b>	<b>76</b>	
	<b>West Central Region Totals</b>								
	<b>Buckeye</b>				<b>17</b>	<b>41</b>	<b>58</b>	<b>6</b>	<b>64</b>
	<b>Molina</b>				<b>9</b>	<b>49</b>	<b>58</b>	<b>7</b>	<b>65</b>
	<b>Total</b>				<b>26</b>	<b>90</b>	<b>116</b>	<b>13</b>	<b>129</b>
<b>Total Mandatory</b>				<b>255</b>	<b>520</b>	<b>775</b>	<b>102</b>	<b>877</b>	

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

**MCP and Region as a Percentage of Type  
Effective Date: 12/1/2015**

<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>	12	10.53%	3	13.04%	15
	<i>South West</i>	10	8.77%	2	8.70%	12
	<b>Total</b>	<b>22</b>	<b>19.30%</b>	<b>5</b>	<b>21.74%</b>	<b>27</b>
<b>Buckeye</b>	<i>North East</i>	4	3.51%	1	4.35%	5
	<i>North West</i>	5	4.39%	0	0.00%	5
	<i>West Central</i>	7	6.14%	4	17.39%	11
	<b>Total</b>	<b>16</b>	<b>14.04%</b>	<b>5</b>	<b>21.74%</b>	<b>21</b>
<b>CareSource</b>	<i>East Central</i>	7	6.14%	0	0.00%	7
	<i>North East</i>	23	20.18%	4	17.39%	27
	<i>North East Central</i>	1	0.88%	0	0.00%	1
	<b>Total</b>	<b>31</b>	<b>27.19%</b>	<b>4</b>	<b>17.39%</b>	<b>35</b>
<b>Molina</b>	<i>Central</i>	8	7.02%	3	13.04%	11

<b>Molina</b>	<i>South West</i>	11	9.65%	1	4.35%	12
	<i>West Central</i>	9	7.89%	2	8.70%	11
	<b>Total</b>	<b>28</b>	<b>24.56%</b>	<b>6</b>	<b>26.09%</b>	<b>34</b>
<b>United</b>	<i>East Central</i>	9	7.89%	2	8.70%	11
	<i>North East</i>	7	6.14%	1	4.35%	8
	<i>North East Central</i>	1	0.88%	0	0.00%	1
	<b>Total</b>	<b>17</b>	<b>14.91%</b>	<b>3</b>	<b>13.04%</b>	<b>20</b>
<b>Total Changes</b>		<b>114</b>	<b>100.00%</b>	<b>23</b>	<b>100.00%</b>	<b>137</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 12/1/2015**

<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>	12	10.53%	3	13.04%	15
	<i>Molina</i>	8	7.02%	3	13.04%	11
	<b>Total</b>	<b>20</b>	<b>17.54%</b>	<b>6</b>	<b>26.09%</b>	<b>26</b>
<b>South West</b>	<i>Aetna</i>	10	8.77%	2	8.70%	12
	<i>Molina</i>	11	9.65%	1	4.35%	12
	<b>Total</b>	<b>21</b>	<b>18.42%</b>	<b>3</b>	<b>13.04%</b>	<b>24</b>
<b>North East</b>	<i>Buckeye</i>	4	3.51%	1	4.35%	5
	<i>CareSource</i>	23	20.18%	4	17.39%	27
	<i>United</i>	7	6.14%	1	4.35%	8
	<b>Total</b>	<b>34</b>	<b>29.82%</b>	<b>6</b>	<b>26.09%</b>	<b>40</b>
<b>North West</b>	<i>Buckeye</i>	5	4.39%	0	0.00%	5
	<b>Total</b>	<b>5</b>	<b>4.39%</b>	<b>0</b>	<b>0.00%</b>	<b>5</b>
<b>West Central</b>	<i>Buckeye</i>	7	6.14%	4	17.39%	11

<b>West Central</b>	<i>Molina</i>	9	7.89%	2	8.70%	11
	<b>Total</b>	<b>16</b>	<b>14.04%</b>	<b>6</b>	<b>26.09%</b>	<b>22</b>
<b>East Central</b>	<i>CareSource</i>	7	6.14%	0	0.00%	7
	<i>United</i>	9	7.89%	2	8.70%	11
	<b>Total</b>	<b>16</b>	<b>14.04%</b>	<b>2</b>	<b>8.70%</b>	<b>18</b>
<b>North East Central</b>	<i>CareSource</i>	1	0.88%	0	0.00%	1
	<i>United</i>	1	0.88%	0	0.00%	1
	<b>Total</b>	<b>2</b>	<b>1.75%</b>	<b>0</b>	<b>0.00%</b>	<b>2</b>
<b>Total Changes</b>		<b>114</b>	<b>100.00%</b>	<b>23</b>	<b>100.00%</b>	<b>137</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 11/1/2015 to 11/30/2015

Total Surveys Available for Completion: 74169

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	118	28.30%	260	62.35%	18	4.32%	18	4.32%	3	0.72%	417	100.00%
Our answers to your questions	111	26.62%	266	63.79%	19	4.56%	13	3.12%	8	1.92%	417	100.00%
Our courtesy to you and your family	153	36.69%	246	58.99%	7	1.68%	7	1.68%	4	0.96%	417	100.00%
Overall, how would you rate our staff and services	154	36.93%	229	54.92%	22	5.28%	7	1.68%	8	1.20%	417	100.00%
<b>Total</b>	<b>536</b>	<b>32.13%</b>	<b>1001</b>	<b>60.01%</b>	<b>66</b>	<b>3.96%</b>	<b>45</b>	<b>2.70%</b>	<b>15</b>	<b>1.20%</b>	<b>1668</b>	<b>100.00%</b>

Number of Surveys Attempted: 2408

Number of Completed Customer Satisfaction Surveys: 417