



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

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Ohio Consumer Hotline Monthly Report December 2015

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 3,848 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 74. 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 189 calls coming in through this queue for this month.

Activity Summary

- 288,067 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 248,015 Total Calls (inbound and outbound)
 - 33,948 Call Fire Campaign Calls
 - 2,067 MyCare Outreach calls
 - 3,848 Provider Calls
 - 189 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:37 minutes average talk time
- 1:46 minute average speed to answer
- 71 average CSR inbound calls per day

Ohio Consumer Hotline
December 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	11/30/15	22032	20530	5996	68	22100	1502	7%	2122	24222	:34:37	:05:36	72	:02:44	:05:52
Tue	12/01/15	15835	14907	3759	52	15887	928	6%	4246	20133	:30:41	:06:19	73	:02:35	:05:49
Wed	12/02/15	15469	14486	3564	53	15522	983	6%	3896	19418	:30:17	:06:09	72	:02:22	:05:54
Thurs	12/03/15	13835	13143	3002	78	13913	692	5%	3661	17574	:32:15	:06:24	78	:02:02	:05:38
Fri	12/04/15	13465	12884	2561	93	13558	581	4%	3450	17008	:30:58	:05:37	73	:01:53	:05:43
Sat	12/05/15	1600	1530	178	17	1617	70	4%	40	1657	:22:04	:03:17	68	:01:35	:05:52
Sun	12/06/15	0	0	0	224	224	0	0%	0	224	:00:00	:00:00	0	:00:00	:00:00
	Week end	82236	77480	19060	585	82821	4756	6%	17415	100236	:34:37	:05:55	73	:02:11	:05:47
	Dec Only	60204	56950	13064	517	60721	3254	5%	15293	76014	:32:15	:06:02	73	:02:05	:05:42
Mon	12/07/15	14830	13870	3616	60	14890	960	6%	3546	18436	:33:20	:05:55	74	:02:04	:05:51
Tues	12/08/15	10819	10436	2114	34	10853	383	4%	4279	15132	:23:20	:05:24	75	:01:54	:05:41
Wed	12/09/15	8019	7888	1195	21	8040	131	2%	2252	10292	:19:08	:04:23	72	:01:56	:05:46
Thurs	12/10/15	7449	7327	922	30	7479	122	2%	1317	8796	:14:32	:03:29	70	:01:51	:05:43
Fri	12/11/15	5056	4949	378	17	5073	107	2%	1123	6196	:10:32	:03:16	68	:01:48	:05:34
Sat	12/12/15	733	712	22	32	765	21	3%	460	1225	:05:43	:01:00	63	:00:48	:06:12
Sun	12/13/15	0	0	0	144	144	0	0%	0	144	:00:00	:00:00	0	:00:00	:00:00
	Week end	46906	45182	8247	338	47244	1724	4%	12977	60221	:33:20	:05:04	70	:01:44	:05:45
Mon	12/14/15	10738	10149	2114	34	10772	589	5%	1700	12472	:22:18	:04:41	73	:02:05	:05:27
Tues	12/15/15	9360	8898	1616	56	9416	462	5%	2191	11607	:21:10	:05:09	72	:02:00	:05:48
Wed	12/16/15	8068	7710	1280	39	8107	358	4%	2208	10315	:15:05	:04:13	71	:01:54	:05:48
Thurs	12/17/15	5926	5760	509	22	5948	166	3%	1359	7307	:09:17	:02:47	70	:01:47	:05:38
Fri	12/18/15	4244	4169	169	20	4264	75	2%	1088	5352	:08:24	:01:33	65	:00:55	:05:38
Sat	12/19/15	651	640	34	8	659	11	2%	246	905	:10:26	:01:39	61	:01:15	:05:43
Sun	12/20/15	0	0	0	133	133	0	0%	0	133	:00:00	:00:00	0	:00:00	:00:00
	Week end	38987	37326	5722	312	39299	1661	4%	8792	48091	:22:18	:03:20	69	:01:39	:05:41
Mon	12/21/15	8125	7768	1281	22	8147	357	4%	1114	9261	:20:32	:05:33	72	:02:07	:05:47
Tues	12/22/15	7080	6860	843	29	7109	220	3%	1704	8813	:17:23	:04:24	71	:01:47	:05:31
Wed	12/23/15	4260	4180	242	14	4274	80	2%	789	5063	:13:52	:02:30	67	:01:51	:05:20
Thurs	12/24/15	1348	1315	31	15	1363	33	2%	687	2050	:00:26	:00:24	27	:00:17	:04:44
Fri	12/25/15	0	0	0	44	44	0	0%	0	44	:00:00	:00:00	0	:00:00	:00:00
Sat	12/26/15	617	598	45	14	631	19	3%	749	1380	:06:25	:01:24	46	:00:38	:05:18
Sun	12/27/15	0	0	0	161	161	0	0%	0	161	:00:00	:00:00	0	:00:00	:00:00
	Week end	21430	20721	2442	299	21729	709	3%	5043	26772	:20:32	:01:51	57	:01:20	:05:28
Mon	12/28/15	10678	10344	2203	32	10710	334	3%	1301	12011	:25:31	:05:54	77	:02:18	:05:27
Tue	12/29/15	8560	8334	1265	16	8576	226	3%	2263	10839	:20:27	:04:49	79	:02:07	:05:22
Wed	12/30/15	7547	7426	1059	35	7582	121	2%	1671	9253	:22:36	:04:26	76	:01:45	:05:27
Thurs	12/31/15	3507	3449	135	45	3552	58	2%	1262	4814	:06:03	:01:43	65	:01:09	:05:13
	Month End	197819	189732	34137	1594	199413	8087	4%	48602	248015	:33:20	:04:09	71	:01:46	:05:37

Call Center Busy Hour Report

December 2015

Calls Received During Business Hours

Day of the Week	Date	Total Calls Received	7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM
Tues	12/01/15	15835	243	884	1604	1973	1876	1824	1844	1924	1537	1038	565	322	201
Wed	12/02/15	15469	241	996	1673	1787	1854	1772	1916	1785	1330	994	559	341	221
Thurs	12/03/15	13835	210	845	1399	1545	1676	1481	1835	1590	1294	926	486	344	204
Fri	12/04/15	13465	196	754	1457	1613	1673	1620	1644	1401	1256	909	478	290	174
Sat	12/05/15	1600	0	149	180	199	183	195	188	165	182	159	0	0	0
Sun	12/06/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	60204	890	3628	6313	7117	7262	6892	7427	6865	5599	4026	2088	1297	800
Mon	12/07/15	14830	209	850	1685	1818	1970	1522	1740	1683	1520	966	456	244	167
Tues	12/08/15	10819	189	620	1223	1448	1576	1237	1378	1245	901	535	270	124	73
Wed	12/09/15	8019	125	504	873	1058	1046	880	1009	877	717	482	239	133	76
Thurs	12/10/15	7449	81	417	731	887	939	824	850	867	837	557	262	114	83
Fri	12/11/15	5056	92	360	596	660	600	529	625	596	431	295	153	75	44
Sat	12/12/15	733	0	65	76	111	90	80	86	94	72	59	0	0	0
Sun	12/13/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	46906	696	2816	5184	5982	6221	5072	5688	5362	4478	2894	1380	690	443
Mon	12/14/15	10738	126	592	1012	1176	1233	1226	1455	1370	950	873	380	239	106
Tues	12/15/15	9360	134	497	1015	1135	1082	893	1217	1162	941	690	322	162	110
Wed	12/16/15	8068	82	413	785	976	951	993	966	1107	761	575	253	130	76
Thurs	12/17/15	5926	84	352	591	681	758	597	639	736	641	476	185	112	74
Fri	12/18/15	4244	68	260	398	488	521	561	503	433	469	303	147	63	30
Sat	12/19/15	651	0	56	73	97	77	71	84	73	61	59	0	0	0
Sun	12/20/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	38987	494	2170	3874	4553	4622	4341	4864	4881	3823	2976	1287	706	396
Mon	12/21/15	8125	64	337	582	827	973	955	954	992	826	862	390	227	136
Tues	12/22/15	7080	117	361	678	982	995	825	874	769	661	459	190	109	60
Wed	12/23/15	4260	60	257	453	548	570	491	450	475	413	311	141	65	26
Thurs	12/24/15	1348	31	137	149	218	201	177	158	123	98	56	0	0	0
Fri	12/25/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sat	12/26/15	617	0	44	36	73	78	87	73	62	85	79	0	0	0
Sun	12/27/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	21430	272	1136	1898	2648	2817	2535	2509	2421	2083	1767	721	401	222
Mon	12/28/15	10678	112	419	808	1210	1256	1368	1570	1482	1001	780	367	203	102
Tue	12/29/15	8560	91	367	790	1106	1077	1067	1193	987	798	579	313	112	80
Wed	12/30/15	7547	76	321	565	798	875	808	1036	938	886	678	318	162	86
Thu	12/31/15	3507	75	231	457	491	446	458	425	395	320	209	0	0	0
	Month Total	197819	2706	11088	19889	23905	24576	22541	24712	23331	18988	13909	6474	3571	2129
	Cumulative Percent		1%	6%	10%	12%	12%	11%	12%	12%	10%	7%	3%	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 12/1/2015 to 12/31/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1272
	Benefit Package / Covered Services	216
	Billing Number	71
	Card	155
	Certificate of Coverage	19
	Change	157
	Citizenship Verification Questions	1
	Estate Recovery	19
	Hearing	9
	Patient Liability	5
	Program Information	487
	Under 21 Inquiry	5
	Total	2416
<i>BCCP</i>	Application / Eligibility	5
	Benefit Package / Covered Services	2
	Card	2
	Change	1
	Estate Recovery	2
	Hearing	0
	Participating Site Information	1
	Program Information	4
	Total	17
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>DRC</i>	Application status	10
	Benefit Package / Covered Services	2
	Care coordination questions	1

DRC	Chose to remain with existing MCP	35
	Declined application / MCP enrollment	0
	General inquiry	7
	MCP change completed	19
	MCP enrollment completed	444
	MCP enrollment status	32
	Phone application completed	55
	Total	605
EOMB	General Information	6
	Questions About Letter	0
	Total	6
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	1
	ODM Inquiry	212
	Sent Email	181
	Sent Letter	2
	Web Contact	0
	Total	396
FFS Billing	Billing Number	863
	Claims Request	24
	General Billing Questions	629
	Received Bill (Needs Letter)	17
	Total	1533
General Benefits	Dental	287
	Equipment	104
	Family Planning	0
	Healthchek Services	2
	Inquiry on Covered Services	1642
	Medicaid Expansion	459
	Medicaid School Program	3
	Medlist Assist	26

General Benefits	Pregnancy Related Services	9
	Prescriptions	748
	Transportation	310
	Vision	175
	Total	3765
Healthy Start	Application / Eligibility	987
	Benefit Package / Covered Services	127
	Billing Number	224
	Card	191
	Certificate of Coverage	23
	Change	81
	Citizenship Verification Questions	1
	Estate Recovery	6
	Hearing	3
	Program Information	395
	Total	2038
HIPAA	Complaint	0
	Information	7
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
Total	7	
Home Health Care	Application / Eligibility	10
	Benefit Package / Covered Services	4
	BHCS Complaint	1
	BHCS Questions	0
	Card	0
	Hearing	2
	HSFA Questions	0
	Passport	2
	Program Information	10
Provider	2	

Home Health Care	Status	0
	Total	31
Incident Report	Billing Inquiry	97
	Reimbursement Inquiry	26
	Total	123
Information	Cash Assistance	22
	CDJFS	598
	Customer Survey	8
	Food Stamps	151
	Hotline	1006
	Medicare	323
	Social Security	20
	Total	2128
Inquiry	029 Error	105
	574 Error - Not Eligible	7
	Already Selected	1737
	Called to Check on Doctors	303
	Called to Check on Just Cause Status	30
	Case Addition	73
	Case Closed	216
	Case Pending	728
	Category Closed	45
	Change in Name	151
	Change in Phone Number / Address	1596
	CIC - Do Not Assign	2
	Consumer Needs To Be Auto Re-Enrolled	14
	Failed Eligibility	667
	General Questions	13721
	Open Enrollment Questions	969
	Person Calling Not PIP / AG Head	335
	Referred Consumer to County Worker	2640

<i>Inquiry</i>	Returned NME / Notice	10
	Transferred in Error	17
	Wanted Phone Number of MCP	430
	Total	23796
<i>Issue / Concern</i>	Issue / Concern about MCP	53
	Issue / Concern about Provider	2
	Issue / Concern with Caseworker	0
	Issue / Concern with ODM	11
	Total	66
<i>Limited Family Planning Services</i>	Application / Eligibility	13
	Benefit Package / Covered Services	1
	Billing Number	0
	Card	6
	Certificate of Coverage	0
	Change	3
	Hearing	0
	Program Information	13
	Total	36
<i>Long Term Care</i>	Application / Eligibility	10
	Benefit Package / Covered Services	5
	Card	1
	Community Spouse	0
	Estate Recovery	4
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	4
	Program Information	14
	Total	38
<i>MAGI</i>	Application Status	1889
	Case Change	233
	Case Inquiry	2635
	Certificate Of Coverage	59

MAGI	Citizenship/Other Verifications	435
	Estate Recovery	10
	FFS Card	312
	General Program Information	1556
	Income Guidelines/Questions	691
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	4
	Questions About Letter/NOA	313
	Re-Application on a Denied Case	141
	Renewal Application Reported	12897
	Renewal Questions	11228
	Reprint NOA or FFS Card	51
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	210
	Requested Telephone Application – Transfer to Collabor8	1260
	State Hearing	162
	Total	34086
Mailings	"Getting Long Term Care" Pamphlet	0
	ABD Application Letter - 7200	436
	ABD EMP Enrollment Packet	55
	ABD Pamphlet - Spanish	5
	Approved Letter	123
	BCCP Brochure	0
	Billing Incident Letter	82
	Call Me Letter	2
	CFC EMP Enrollment Packet	58
	Citizenship Verification Brochure	2
	CPA Letter	1

Mailings	CPA Letter - Blank	122
	Enrollment Error Letter	0
	Healthy Start Brochure	6
	HIPAA Notice	6
	HS/HF Information	2
	ICDS Enrollment Letter	2699
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	370
	JC Approval Change MCP - Requestor	22
	JC Approval FFS	3
	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	5
	MBI-WD Application	11
	Medicaid Program Enrollment & Benefit Information	56
	MyCare EMP Enrollment Packet	83
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	18557
	N3 ABD Reminder Letter	558
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	1

Mailings	OMH Mandatory MyCare Letter	51
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	881
	Reimbursement Letter	22
	Rejected - General	110
	Rejected - General ABD	23
	Rejected - SSI-BCMh-CIC	17
	Residential Treatment Letter	0
	Resolution	2
	Resolution Declined	0
	Spend Down Approval	2
	Spend Down Denial	0
	TPL Approval	1
	TPL Verification Needed	0
Total	24376	
Managed Care Info & Referral	Benefit Package	440
	Billing Number	252
	Card	1467
	Information	5727
	Just Cause Status	45
	Payment	13
	Phone Numbers	1047
	Provider Name	966
	Transfer Request - Bureau of Managed Care	3
	Total	9960
MBI-WD	AG Collections Questions	9
	Application / Eligibility	31
	Benefit Package / Covered Services	9
	Billing Number	1
	Card	6
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	4

MBI-WD	Program Information	61
	Questions About Premiums	65
	Total	187
Medicare Part D	Application / Eligibility	173
	Information	620
	Questions About Letter	24
	Total	817
Medicare Premium Assistance	Application / Eligibility	953
	Benefit Package / Covered Services	292
	Billing Number	13
	Card	110
	Certificate of Coverage	5
	Change	65
	Estate Recovery	1
	Hearing	8
	Patient Liability	5
	Program Information	927
	Total	2379
Mental Health Services	Questions About Letter	1
	Referred to MCP for MH Access	0
	Referred to MH Provider	0
	Request Benefits Balance - Needs Follow-Up	0
	Total	1
MyCare Ohio	General Information	1948
	Issue Accessing Services	136
	Loss of MyCare Eligibility	105
	Medicaid Only Benefit Information	247
	MyCare Ohio Card	205
	October 2014 MyCare Passive Enrollment Letter	4
	On-site facilitated enrollment	31

MyCare Ohio	Opt-In/Opt-Out Questions	480
	Prescription Questions	119
	Transition of Care	19
	Total	3294
ODM Survey	Managed Care Survey	1
	Total	1
Ohio Benefits Self Service Portal	Access my Benefits	28
	Account Creation/Management	8
	Account Lock Out	113
	Application Assistance	80
	Apply for Benefits	197
	County Office Location/Hours	23
	Electronic Verification	4
	Forgot Password Link	44
	Forgot User Name Link	20
	Frequently Asked Questions	74
	General Navigation	51
	How to use this Site	31
	Internet Browser Issue	10
	Message Center	8
	Provided Link to Website	178
	Renewal Packet Questions	1418
	Submit Error Issue	40
	Transfer Call to Tier 2/3	40
	Total	2367
Ohio Integrated Eligibility System (OIES)	Case Inquiry/Case Status	2620
	Contact CDJS	564
	Electronic Verification Process	6
	Journal Creation & Management	1
	MAGI (Modified Adjusted Gross Income) Program Information	247
	Notice of Action Explanation	28

Ohio Integrated Eligibility System (OIES)	Reapply on a Denied Case	14
	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	136
	Requested Telephone Application, transfer to Collobor8	839
	Total	4457
Ohio's Best RX	Program Information	3
	Referred Caller	3
	Total	6
Other Medicaid Program	Application / Eligibility	1108
	Benefit Package / Covered Services	826
	Billing Number	133
	Card	227
	Certificate of Coverage	14
	Change	342
	Citizenship Verification Questions	2
	Estate Recovery	2
	Hearing	8
	Program Information	1141
	Total	3803
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	318
	Letter	14

Prior Authorization	Program Information	237
	Status	160
	Transfer Request - Needs Follow-Up	0
	Total	729
Provider	Fee-For-Service Provider Names	223
	Referred to MCP For Provider List	58
	Referred to ODM Website For Provider List	45
	Referred to State Board To File Complaint Against Provider	2
	Total	328
Reimbursement	Decision	17
	Information	272
	State Hearing	3
	Total	292
Spend Down	Amount	886
	Card	255
	Certificate of Coverage	5
	Hearing	13
	Problem	110
	Program Information	1273
	Total	2542
State Hearings	How to Request	95
	Program Information	83
	Status	5
	Total	183
Surveys	Call Center Survey	2742
	Total	2742
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	28
	General Information	217
	Need Medications Now	59
	Referral to Case Worker	205

Third Party Liability	Referral to TPL Vendor	62
	Total	571
Tort	General Information	60
	Provided Number to Tort Unit	57
	Total	117
Waiver	Application / Eligibility	246
	Benefit Package / Covered Services	71
	Billing Number	13
	Card	64
	Certificate of Coverage	3
	Change	32
	Estate Recovery	8
	Hearing	4
	Independent Provider	12
	Patient Evaluation	4
	Patient Liability	18
	Program Information	268
	Waiting List	5
	Total	748
Grand Total All Categories		130987

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

Calls made from 12/1/2015 to 12/31/2015

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	618
	ACS / First Health	237
	ADAMH	8
	Area Agency on Aging	55
	BCCP Regional Agency	2
	BCMh	14
	Bureau of Home and Community Services	1
	Case Management Agency	20
	Caseworker	1954
	Child Support Enforcement Agency	7
	Complaint Department	28
	County Department of Job & Family Services	3892
	First Link	10
	Food Stamp Hotline	35
	Golden Buckeye Hotline	2
	Help Me Grow Hotline	0
	HomeHealthAgency	2
	Info & Refer	693
	In-House	13
	Legal Aid	4
	Managed Care Plan	1174
	Managed Care/Just Cause Section	13
	MR / DD Board	6
	ODM	2
	Ohio Department of Insurance	29
	Ohio Hospice	1
	Ohio's Best Rx	15
	Ombudsman	11

Referral	OSHIIP	131
	Other Medical Services Agency	83
	Other Social Services Agency	32
	Out-of-State Medicaid Hotline	71
	PACT	1
	Pharmacy	189
	Prescription Drug Plan (PDP)	186
	Provider	456
	Provider Services Call Center	539
	Public Children's Services	35
	Social Security Administration	98
	StateHearingDivision	237
	StateMedicalBoard	11
	Supervisor	68
	Tort Unit	41
	Website - ODM	47
	Welfare Fraud Hotline	1
WIC Office	3	
Total		11075

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 1/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL
	FFS TO MCP		MCP TO MCP		MCP TO FFS			
Call	198	66.89%	596	83.47%	15	93.75%	809	78.85%
Call Campaign	75	25.34%	72	10.08%	0	0.00%	147	14.33%
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	23	7.77%	46	6.44%	1	6.25%	70	6.82%
TOTAL	296	100%	714	100%	16	100%	1026	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 1/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	198	24.47%	596	73.67%	15	1.85%	809	100%
Call Campaign	75	51.02%	72	48.98%	0	0.00%	147	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	23	32.86%	46	65.71%	1	1.43%	70	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: 1/1/2016**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	6		15		0	
	North East	17		47		0	
	West	13		27		0	
	Total	36	12.16%	89	12.45%	0	0.00%
CareSource	Central/South East	38		100		4	
	North East	87		113		3	
	West	45		137		2	
	Total	170	57.43%	350	48.95%	9	56.25%
Molina	Central/South East	14		55		2	
	North East	5		3		0	
	West	13		12		3	
	Total	32	10.81%	70	9.79%	5	31.25%
Paramount	Central/South East	2		13		0	
	North East	1		9		0	
	West	20		76		1	
	Total	23	7.77%	98	13.71%	1	6.25%
United	Central/South East	6		28		0	
	North East	17		56		0	
	West	12		24		1	
	Total	35	11.82%	108	15.10%	1	6.25%
Total Mandatory		296	100.00%	715	100.00%	16	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 1/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	6	9.09%	15	7.11%	0	0.00%
	CareSource	38	57.58%	100	47.39%	4	66.67%
	Molina	14	21.21%	55	26.07%	2	33.33%
	Paramount	2	3.03%	13	6.16%	0	0.00%
	United	6	9.09%	28	13.27%	0	0.00%
	Total	66	100.00%	211	100.00%	6	100.00%
North East	Buckeye	17	13.39%	47	20.61%	0	0.00%
	CareSource	87	68.50%	113	49.56%	3	100.00%
	Molina	5	3.94%	3	1.32%	0	0.00%
	Paramount	1	0.79%	9	3.95%	0	0.00%
	United	17	13.39%	56	24.56%	0	0.00%
	Total	127	100.00%	228	100.00%	3	100.00%
West	Buckeye	13	12.62%	27	9.78%	0	0.00%
	CareSource	45	43.69%	137	49.64%	2	28.57%
	Molina	13	12.62%	12	4.35%	3	42.86%
	Paramount	20	19.42%	76	27.54%	1	14.29%
	United	12	11.65%	24	8.70%	1	14.29%
	Total	103	100.00%	276	100.00%	7	100.00%
Total Mandatory		296		715		16	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 1/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	277	98	375
North East	355	130	485
West	379	71	450
Total For All Regions	1011	299	1310

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 1/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	6	15	21	22	43	11.47%
	CareSource	38	100	138	38	176	46.93%
	Molina	14	55	69	12	81	21.60%
	Paramount	2	13	15	15	30	8.00%
	United	6	28	34	11	45	12.00%
	Total	66	211	277	98	375	100.00%
North East	Buckeye	17	47	64	28	92	18.97%
	CareSource	87	113	200	55	255	52.58%
	Molina	5	3	8	18	26	5.36%
	Paramount	1	9	10	11	21	4.33%
	United	17	56	73	18	91	18.76%
	Total	127	228	355	130	485	100.00%
West	Buckeye	13	27	40	10	50	11.11%
	CareSource	45	137	182	32	214	47.56%
	Molina	13	12	25	14	39	8.67%
	Paramount	20	76	96	9	105	23.33%
	United	12	24	36	6	42	9.33%
	Total	103	276	379	71	450	100.00%
Total Mandatory		296	715	1011	299	1310	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 1/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11099	65.60%	8634	77.89%	45	47.87%	19778	70.39%
Call Campaign	2634	15.57%	684	6.17%	5	5.32%	3323	11.83%
Face-To-Face	0	0.00%	1	0.01%	0	0.00%	1	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	3	0.02%	1	0.01%	0	0.00%	4	0.01%
Website	3184	18.82%	1765	15.92%	44	46.81%	4993	17.77%
TOTAL	16920	100%	11085	100%	94	100%	28099	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 1/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11099	56.12%	8634	43.65%	45	0.23%	19778	100%
Call Campaign	2634	79.27%	684	20.58%	5	0.15%	3323	100%
Face-To-Face	0	0.00%	1	100.00%	0	0.00%	1	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	3	75.00%	1	25.00%	0	0.00%	4	100%
Website	3184	63.77%	1765	35.35%	44	0.88%	4993	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: 1/1/2016

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	228		185		3	
	North East	1048		827		7	
	West	668		464		6	
	Total	1944	11.33%	1476	13.25%	16	17.02%
CareSource	Central/South East	2659		2101		11	
	North East	3971		2366		14	
	West	3565		2221		9	
	Total	10195	59.41%	6688	60.03%	34	36.17%
Molina	Central/South East	811		468		3	
	North East	204		84		5	
	West	309		192		6	
	Total	1324	7.72%	744	6.68%	14	14.89%
Paramount	Central/South East	124		60		6	
	North East	194		128		0	
	West	1323		641		9	
	Total	1641	9.56%	829	7.44%	15	15.96%
United	Central/South East	552		344		7	
	North East	1037		769		1	
	West	466		291		7	
	Total	2055	11.98%	1404	12.60%	15	15.96%
Total Mandatory		17159	100.00%	11141	100.00%	94	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 1/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	228	5.21%	185	5.86%	3	10.00%
	CareSource	2659	60.79%	2101	66.53%	11	36.67%
	Molina	811	18.54%	468	14.82%	3	10.00%
	Paramount	124	2.83%	60	1.90%	6	20.00%
	United	552	12.62%	344	10.89%	7	23.33%
	Total	4374	100.00%	3158	100.00%	30	100.00%
North East	Buckeye	1048	16.24%	827	19.81%	7	25.93%
	CareSource	3971	61.53%	2366	56.68%	14	51.85%
	Molina	204	3.16%	84	2.01%	5	18.52%
	Paramount	194	3.01%	128	3.07%	0	0.00%
	United	1037	16.07%	769	18.42%	1	3.70%
	Total	6454	100.00%	4174	100.00%	27	100.00%
West	Buckeye	668	10.55%	464	12.18%	6	16.22%
	CareSource	3565	56.31%	2221	58.31%	9	24.32%
	Molina	309	4.88%	192	5.04%	6	16.22%
	Paramount	1323	20.90%	641	16.83%	9	24.32%
	United	466	7.36%	291	7.64%	7	18.92%
	Total	6331	100.00%	3809	100.00%	37	100.00%
Total Mandatory		17159		11141		94	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 1/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	7532	3511	11043
North East	10627	5030	15657
West	10140	4020	14160
Total For All Regions	28299	12561	40860

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 1/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	228	185	413	788	1201	10.88%
	CareSource	2659	2101	4760	845	5605	50.76%
	Molina	811	468	1279	670	1949	17.65%
	Paramount	124	60	184	627	811	7.34%
	United	552	344	896	581	1477	13.37%
	Total	4374	3158	7532	3511	11043	100.00%
North East	Buckeye	1048	827	1875	1035	2910	18.58%
	CareSource	3971	2366	6337	1088	7425	47.42%
	Molina	204	84	288	1000	1288	8.23%
	Paramount	194	128	322	1012	1334	8.52%
	United	1037	769	1806	895	2701	17.25%
	Total	6454	4174	10628	5030	15658	100.00%
West	Buckeye	668	464	1132	881	2013	14.22%
	CareSource	3565	2221	5786	854	6640	46.89%
	Molina	309	192	501	798	1299	9.17%
	Paramount	1323	641	1964	806	2770	19.56%
	United	466	291	757	681	1438	10.16%
	Total	6331	3809	10140	4020	14160	100.00%
Total Mandatory		17159	11141	28300	12561	40861	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 1/1/2016

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	356	43.26%	151	55.11%	0	0.00%	507	46.01%
Call	Medicaid only	239	29.04%	75	27.37%	5	100.00%	319	28.95%
Call Campaign	Dual benefits	48	5.83%	12	4.38%	0	0.00%	60	5.44%
Call Campaign	Medicaid only	36	4.37%	6	2.19%	0	0.00%	42	3.81%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	2	0.24%	2	0.73%	0	0.00%	4	0.36%
Fax	Medicaid only	20	2.43%	8	2.92%	0	0.00%	28	2.54%
Mail	Dual benefits	4	0.49%	0	0.00%	0	0.00%	4	0.36%
Mail	Medicaid only	5	0.61%	1	0.36%	0	0.00%	6	0.54%
Website	Dual benefits	43	5.22%	15	5.47%	0	0.00%	58	5.26%
Website	Medicaid only	70	8.51%	4	1.46%	0	0.00%	74	6.72%
TOTAL		823	100%	274	100%	5	100%	1102	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 1/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	356	70.22%	151	29.78%	0	0.00%	507	100%
Call	Medicaid only	239	74.92%	75	23.51%	5	1.57%	319	100%
Call Campaign	Dual benefits	48	80.00%	12	20.00%	0	0.00%	60	100%
Call Campaign	Medicaid only	36	85.71%	6	14.29%	0	0.00%	42	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	20	71.43%	8	28.57%	0	0.00%	28	100%
Mail	Dual benefits	4	100.00%	0	0.00%	0	0.00%	4	100%
Mail	Medicaid only	5	83.33%	1	16.67%	0	0.00%	6	100%
Website	Dual benefits	43	74.14%	15	25.86%	0	0.00%	58	100%
Website	Medicaid only	70	94.59%	4	5.41%	0	0.00%	74	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 1/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	37		24		0		61
	Central	Medicaid only	31		7		1		39
	North West	Dual benefits	21		7		0		28
	North West	Medicaid only	17		4		1		22
	South West	Dual benefits	41		11		0		52
	South West	Medicaid only	46		12		0		58
	Total			193	23.45%	65	23.72%	2	40.00%
Buckeye	North East	Dual benefits	10		5		0		15
	North East	Medicaid only	8		4		0		12
	North West	Dual benefits	13		3		0		16
	North West	Medicaid only	11		3		0		14
	West Central	Dual benefits	25		22		0		47
	West Central	Medicaid only	33		11		0		44
	Total			100	12.15%	48	17.52%	0	0.00%
CareSource	East Central	Dual benefits	41		23		0		64
	East Central	Medicaid only	25		7		0		32
	North East	Dual benefits	111		28		0		139
	North East	Medicaid only	51		11		0		62
	North East Central	Dual benefits	36		13		0		49
	North East Central	Medicaid only	19		5		0		24
	Total			283	34.39%	87	31.75%	0	0.00%
Molina	Central	Dual benefits	17		10		0		27
	Central	Medicaid only	17		5		0		22
	South West	Dual benefits	32		4		0		36
	South West	Medicaid only	38		8		2		48
	West Central	Dual benefits	10		10		0		20

Molina	West Central	Medicaid only	12		3		0		15
	Total		126	15.31%	40	14.60%	2	40.00%	
United	East Central	Dual benefits	28		5		0		33
	East Central	Medicaid only	33		4		0		37
	North East	Dual benefits	18		10		0		28
	North East	Medicaid only	21		9		1		31
	North East Central	Dual benefits	13		5		0		18
	North East Central	Medicaid only	8		1		0		9
	Total		121	14.70%	34	12.41%	1	20.00%	
Total Mandatory			823	100.00%	274	100.00%	5	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 1/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	37	36.27%	24	52.17%	0	0.00%	61
	Aetna	Medicaid only	31	30.39%	7	15.22%	1	100.00%	39
	Molina	Dual benefits	17	16.67%	10	21.74%	0	0.00%	27
	Molina	Medicaid only	17	16.67%	5	10.87%	0	0.00%	22
	Total		102	100.00%	46	100.00%	1	100.00%	
East Central	CareSource	Dual benefits	41	32.28%	23	58.97%	0	0.00%	64
	CareSource	Medicaid only	25	19.69%	7	17.95%	0	0.00%	32
	United	Dual benefits	28	22.05%	5	12.82%	0	0.00%	33
	United	Medicaid only	33	25.98%	4	10.26%	0	0.00%	37
	Total		127	100.00%	39	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	10	4.57%	5	7.46%	0	0.00%	15
	Buckeye	Medicaid only	8	3.65%	4	5.97%	0	0.00%	12
	CareSource	Dual benefits	111	50.68%	28	41.79%	0	0.00%	139
	CareSource	Medicaid only	51	23.29%	11	16.42%	0	0.00%	62
	United	Dual benefits	18	8.22%	10	14.93%	0	0.00%	28
	United	Medicaid only	21	9.59%	9	13.43%	1	100.00%	31
	Total		219	100.00%	67	100.00%	1	100.00%	
North East Central	CareSource	Dual benefits	36	47.37%	13	54.17%	0	0.00%	49
	CareSource	Medicaid only	19	25.00%	5	20.83%	0	0.00%	24
	United	Dual benefits	13	17.11%	5	20.83%	0	0.00%	18
	United	Medicaid only	8	10.53%	1	4.17%	0	0.00%	9
	Total		76	100.00%	24	100.00%	0	100.00%	
North West	Aetna	Dual benefits	21	33.87%	7	41.18%	0	0.00%	28
	Aetna	Medicaid only	17	27.42%	4	23.53%	1	100.00%	22
	Buckeye	Dual benefits	13	20.97%	3	17.65%	0	0.00%	16
	Buckeye	Medicaid only	11	17.74%	3	17.65%	0	0.00%	14
	Total		62	100.00%	17	100.00%	1	100.00%	
South West	Aetna	Dual benefits	41	26.11%	11	31.43%	0	0.00%	52
	Aetna	Medicaid only	46	29.30%	12	34.29%	0	0.00%	58
	Molina	Dual benefits	32	20.38%	4	11.43%	0	0.00%	36

South West	Molina	Medicaid only	38	24.20%	8	22.86%	2	100.00%	48
	Total		157	100.00%	35	100.00%	2	100.00%	
West Central	Buckeye	Dual benefits	25	31.25%	22	47.83%	0	0.00%	47
	Buckeye	Medicaid only	33	41.25%	11	23.91%	0	0.00%	44
	Molina	Dual benefits	10	12.50%	10	21.74%	0	0.00%	20
	Molina	Medicaid only	12	15.00%	3	6.52%	0	0.00%	15
	Total		80	100.00%	46	100.00%	0	100.00%	
Total Mandatory			823		274		5		

MyCare
ASSIGNMENT BY REGION
Effective Date: 1/1/2016

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	60	11	71
	Dual benefits	88	318	406
		148	329	477
East Central	Medicaid only	69	5	74
	Dual benefits	97	322	419
		166	327	493
North East	Medicaid only	104	3	107
	Dual benefits	182	599	781
		286	602	888
North East Central	Medicaid only	33	4	37
	Dual benefits	67	165	232
		100	169	269
North West	Medicaid only	35	2	37
	Dual benefits	44	230	274
		79	232	311
South West	Medicaid only	104	12	116
	Dual benefits	88	465	553
		192	477	669
West Central	Medicaid only	59	3	62
	Dual benefits	67	272	339
		126	275	401
Total For All Regions		1097	2411	3508

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 1/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	37	24	61	154	215	45.07%
	Aetna	Medicaid only	31	7	38	5	43	9.01%
	Molina	Dual benefits	17	10	27	164	191	40.04%
	Molina	Medicaid only	17	5	22	6	28	5.87%
	Total			102	46	148	329	477
East Central	CareSource	Dual benefits	41	23	64	146	210	42.60%
	CareSource	Medicaid only	25	7	32	1	33	6.69%
	United	Dual benefits	28	5	33	176	209	42.39%
	United	Medicaid only	33	4	37	4	41	8.32%
	Total			127	39	166	327	493
North East	Buckeye	Dual benefits	10	5	15	221	236	26.58%
	Buckeye	Medicaid only	8	4	12	1	13	1.46%
	CareSource	Dual benefits	111	28	139	189	328	36.94%
	CareSource	Medicaid only	51	11	62	0	62	6.98%
	United	Dual benefits	18	10	28	189	217	24.44%
	United	Medicaid only	21	9	30	2	32	3.60%
	Total			219	67	286	602	888
North East Central	CareSource	Dual benefits	36	13	49	72	121	44.98%
	CareSource	Medicaid only	19	5	24	2	26	9.67%
	United	Dual benefits	13	5	18	93	111	41.26%
	United	Medicaid only	8	1	9	2	11	4.09%
	Total			76	24	100	169	269

North West	Aetna	Dual benefits	21	7	28	98	126	40.51%
	Aetna	Medicaid only	17	4	21	2	23	7.40%
	Buckeye	Dual benefits	13	3	16	132	148	47.59%
	Buckeye	Medicaid only	11	3	14	0	14	4.50%
	Total		62	17	79	232	311	100.00%
South West	Aetna	Dual benefits	41	11	52	241	293	43.80%
	Aetna	Medicaid only	46	12	58	7	65	9.72%
	Molina	Dual benefits	32	4	36	224	260	38.86%
	Molina	Medicaid only	38	8	46	5	51	7.62%
	Total		157	35	192	477	669	100.00%
West Central	Buckeye	Dual benefits	25	22	47	148	195	48.63%
	Buckeye	Medicaid only	33	11	44	1	45	11.22%
	Molina	Dual benefits	10	10	20	124	144	35.91%
	Molina	Medicaid only	12	3	15	2	17	4.24%
	Total		80	46	126	275	401	100.00%
Total Mandatory			823	274	1097	2411	3508	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 1/1/2016

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	1	0	1	8	9
			Medicaid only	6	0	6	0	6
		Molina	Dual benefits	0	0	0	5	5
			Medicaid only	2	0	2	0	2
		Total			9	0	9	13
	Franklin	Aetna	Dual benefits	33	24	57	138	195
			Medicaid only	25	6	31	4	35
		Molina	Dual benefits	16	10	26	145	171
			Medicaid only	13	4	17	6	23
		Total			87	44	131	293
	Madison	Aetna	Dual benefits	2	0	2	0	2
		Molina		0	0	0	0	0
		Total			2	0	2	0
	Pickaway	Aetna	Dual benefits	1	0	1	8	9
			Medicaid only	0	1	1	1	2
		Molina	Dual benefits	1	0	1	10	11
			Medicaid only	2	1	3	0	3
		Total			4	2	6	19
	Union	Aetna		0	0	0	0	0
		Molina	Dual benefits	0	0	0	4	4
		Total			0	0	0	4

Central Region Totals						
Aetna		68	31	99	159	258
Molina		34	15	49	170	219
Total		102	46	148	329	477

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	2	2	4	9	13
			Medicaid only	2	0	2	0	2
		United	Dual benefits	3	0	3	14	17
			Medicaid only	1	0	1	0	1
		Total			8	2	10	23
	Stark	CareSource	Dual benefits	22	11	33	49	82
			Medicaid only	15	4	19	1	20
		United	Dual benefits	6	3	9	49	58
			Medicaid only	9	1	10	2	12
		Total			52	19	71	101
	Summit	CareSource	Dual benefits	11	9	20	73	93
			Medicaid only	4	2	6	0	6
		United	Dual benefits	16	1	17	92	109
			Medicaid only	22	3	25	2	27
		Total			53	15	68	167
	Wayne	CareSource	Dual benefits	6	1	7	15	22
			Medicaid only	4	1	5	0	5
		United	Dual benefits	3	1	4	21	25
			Medicaid only	1	0	1	0	1
		Total			14	3	17	36

East Central Region Totals						
CareSource		66	30	96	147	243

United			61	9	70	180	250		
Total			127	39	166	327	493		
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Cuyahoga	Buckeye	Dual benefits	8	3	11	178	189	
			Medicaid only	7	3	10	1	11	
		CareSource	Dual benefits	87	24	111	137	248	
			Medicaid only	41	8	49	0	49	
		United	Dual benefits	13	10	23	140	163	
			Medicaid only	17	8	25	1	26	
		Total		173	56	229	457	686	
		Geauga	Buckeye	Dual benefits	0	0	0	4	4
	Medicaid only			1	0	1	0	1	
	CareSource		Dual benefits	2	0	2	5	7	
			Medicaid only	1	0	1	0	1	
	United		Dual benefits	0	0	0	6	6	
	Total			4	0	4	15	19	
	Lake		Buckeye	Dual benefits	0	1	1	8	9
			CareSource	Dual benefits	6	2	8	6	14
		Medicaid only		2	1	3	0	3	
		United	Dual benefits	3	0	3	11	14	
			Medicaid only	2	0	2	1	3	
		Total		13	4	17	26	43	
		Lorain	Buckeye	Dual benefits	1	1	2	24	26
			CareSource	Dual benefits	14	2	16	31	47
	Medicaid only			6	2	8	0	8	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Lorain	United	Dual benefits	1	0	1	26	27
			Medicaid only	1	1	2	0	2
		Total		23	6	29	81	110
	Medina	Buckeye	Dual benefits	1	0	1	7	8
			Medicaid only	0	1	1	0	1
		CareSource	Dual benefits	2	0	2	10	12
			Medicaid only	1	0	1	0	1
		United	Dual benefits	1	0	1	6	7
			Medicaid only	1	0	1	0	1
		Total		6	1	7	23	30

North East Region Totals

Buckeye		18	9	27	222	249
CareSource		162	39	201	189	390
United		39	19	58	191	249
Total		219	67	286	602	888

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	4	5	9	13	22
			Medicaid only	9	1	10	2	12
		United	Dual benefits	4	1	5	18	23
			Medicaid only	4	1	5	1	6
		Total		21	8	29	34	63
	Mahoning	CareSource	Dual benefits	18	4	22	33	55
			Medicaid only	3	3	6	0	6
		United	Dual benefits	4	2	6	49	55
			Medicaid only	3	0	3	1	4
		Total		28	9	37	83	120

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Trumbull	CareSource	Dual benefits	14	4	18	26	44
			Medicaid only	7	1	8	0	8
		United	Dual benefits	5	2	7	26	33
			Medicaid only	1	0	1	0	1
		Total			27	7	34	52

North East Central Region Totals

CareSource		55	18	73	74	147
United		21	6	27	95	122
Total		76	24	100	169	269

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	1	0	1	7	8
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	0	0	0	13	13
			Medicaid only	1	0	1	0	1
		Total			3	0	3	20
	Lucas	Aetna	Dual benefits	18	6	24	80	104
			Medicaid only	12	3	15	1	16
		Buckeye	Dual benefits	10	3	13	94	107
			Medicaid only	8	3	11	0	11
		Total			48	15	63	175
	Ottawa	Aetna	Dual benefits	0	1	1	2	3
		Buckeye	Dual benefits	0	0	0	5	5
		Total			0	1	1	7
	Wood	Aetna	Dual benefits	2	0	2	9	11
			Medicaid only	4	1	5	1	6

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Wood	Buckeye	Dual benefits	3	0	3	20	23
			Medicaid only	2	0	2	0	2
		Total		11	1	12	30	42

North West Region Totals								
Aetna				38	11	49	100	149
Buckeye				24	6	30	132	162
Total				62	17	79	232	311

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	11	1	12	44	56
			Medicaid only	13	2	15	2	17
		Molina	Dual benefits	5	0	5	41	46
			Medicaid only	3	1	4	1	5
		Total		32	4	36	88	124
	Clermont	Aetna	Dual benefits	7	1	8	24	32
			Medicaid only	8	0	8	0	8
		Molina	Dual benefits	4	0	4	30	34
			Medicaid only	2	1	3	1	4
		Total		21	2	23	55	78
	Clinton	Aetna	Dual benefits	0	0	0	11	11
			Medicaid only	2	1	3	0	3
		Molina	Dual benefits	0	1	1	12	13
			Medicaid only	2	0	2	0	2
		Total		4	2	6	23	29
	Hamilton	Aetna	Dual benefits	21	8	29	153	182
			Medicaid only	21	8	29	3	32

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Hamilton	Molina	Dual benefits	23	3	26	126	152
			Medicaid only	30	5	35	3	38
		Total		95	24	119	285	404
	Warren	Aetna	Dual benefits	2	1	3	9	12
			Medicaid only	2	1	3	2	5
		Molina	Dual benefits	0	0	0	15	15
			Medicaid only	1	1	2	0	2
		Total		5	3	8	26	34

South West Region Totals								
Aetna				87	23	110	248	358
Molina				70	12	82	229	311
Total				157	35	192	477	669

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	2	3	5	21	26
			Medicaid only	3	1	4	0	4
		Molina	Dual benefits	4	2	6	25	31
			Medicaid only	2	1	3	0	3
		Total		11	7	18	46	64
	Greene	Buckeye	Dual benefits	5	1	6	16	22
			Medicaid only	0	1	1	0	1
		Molina	Dual benefits	0	1	1	11	12
			Medicaid only	1	0	1	0	1
		Total		6	3	9	27	36
	Montgomery	Buckeye	Dual benefits	18	18	36	111	147
			Medicaid only	30	9	39	1	40

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Montgomery	Molina	Dual benefits	6	7	13	88	101
			Medicaid only	9	2	11	2	13
		Total		63	36	99	202	301
West Central Region Totals								
Buckeye				58	33	91	149	240
Molina				22	13	35	126	161
Total				80	46	126	275	401
Total Mandatory				823	274	1097	2411	3508

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

**MCP and Region as a Percentage of Type
Effective Date: 1/1/2016**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	9	5.14%	1	4.00%	10
	<i>North West</i>	12	6.86%	1	4.00%	13
	<i>South West</i>	23	13.14%	2	8.00%	25
	Total	44	25.14%	4	16.00%	48
Buckeye	<i>North East</i>	7	4.00%	5	20.00%	12
	<i>North West</i>	13	7.43%	3	12.00%	16
	<i>West Central</i>	19	10.86%	4	16.00%	23
	Total	39	22.29%	12	48.00%	51
CareSource	<i>East Central</i>	11	6.29%	2	8.00%	13
	<i>North East</i>	30	17.14%	0	0.00%	30
	<i>North East Central</i>	2	1.14%	1	4.00%	3
	Total	43	24.57%	3	12.00%	46

Molina	<i>Central</i>	6	3.43%	1	4.00%	7
	<i>South West</i>	7	4.00%	2	8.00%	9
	<i>West Central</i>	13	7.43%	3	12.00%	16
	Total	26	14.86%	6	24.00%	32
United	<i>East Central</i>	11	6.29%	0	0.00%	11
	<i>North East</i>	12	6.86%	0	0.00%	12
	Total	23	13.14%	0	0.00%	23
Total Changes		175	100.00%	25	100.00%	200

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

**MCP and Region as a Percentage of Type
Effective Date: 1/1/2016**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	9	5.14%	1	4.00%	10
	<i>Molina</i>	6	3.43%	1	4.00%	7
	Total	15	8.57%	2	8.00%	17
North West	<i>Aetna</i>	12	6.86%	1	4.00%	13
	<i>Buckeye</i>	13	7.43%	3	12.00%	16
	Total	25	14.29%	4	16.00%	29
South West	<i>Aetna</i>	23	13.14%	2	8.00%	25
	<i>Molina</i>	7	4.00%	2	8.00%	9
	Total	30	17.14%	4	16.00%	34
North East	<i>Buckeye</i>	7	4.00%	5	20.00%	12
	<i>CareSource</i>	30	17.14%	0	0.00%	30
	<i>United</i>	12	6.86%	0	0.00%	12
	Total	49	28.00%	5	20.00%	54

West Central	<i>Buckeye</i>	19	10.86%	4	16.00%	23
	<i>Molina</i>	13	7.43%	3	12.00%	16
	Total	32	18.29%	7	28.00%	39
East Central	<i>CareSource</i>	11	6.29%	2	8.00%	13
	<i>United</i>	11	6.29%	0	0.00%	11
	Total	22	12.57%	2	8.00%	24
North East Central	<i>CareSource</i>	2	1.14%	1	4.00%	3
	Total	2	1.14%	1	4.00%	3
Total Changes		175	100.00%	25	100.00%	200

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 12/1/2015 to 12/31/2015

Total Surveys Available for Completion: 80500

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	169	33.53%	293	58.13%	24	4.76%	12	2.38%	6	1.19%	504	100.00%
Our answers to your questions	186	36.90%	293	58.13%	13	2.58%	7	1.39%	5	0.99%	504	100.00%
Our courtesy to you and your family	226	44.84%	261	51.79%	10	1.98%	3	0.60%	4	0.79%	504	100.00%
Overall, how would you rate our staff and services	210	41.67%	271	53.77%	15	2.98%	3	0.60%	5	0.99%	504	100.00%
Total	791	39.24%	1118	55.46%	62	3.08%	25	1.24%	21	0.99%	2016	100.00%

Number of Surveys Attempted: 2744

Number of Completed Customer Satisfaction Surveys: 504