



AUTOMATED HEALTH SYSTEMS

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Ohio Consumer Hotline Monthly Report January 2016

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 4,123 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 77. 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 223 calls coming in through this queue for this month.

Activity Summary

- 281,077 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 248,761 Total Calls (inbound and outbound)
 - 25,572 Call Fire Campaign Calls
 - 2,398 MyCare Outreach calls
 - 4,123 Provider Calls
 - 223 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:36 minutes average talk time
- 1:58 minute average speed to answer
- 72 average CSR inbound calls per day

Ohio Consumer Hotline
January 2016
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	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
Fri	01/01/16	0	0	0	414	414	0	0%	0	414	:00:00	:00:00	0	:00:00	:00:00
Sat	01/02/16	1481	1459	167	4	1485	22	1%	176	1661	:11:23	:03:47	63	:02:06	:05:02
Sun	01/03/16	0	0	0	265	265	0	0%	0	265	:00:00	:00:00	0	:00:00	:00:00
	Week end	31773	31012	4829	811	32584	761	2%	5372	37956	:25:31	:04:08	72	:01:53	:05:22
	Jan Only	1481	1459	167	683	2164	22	1%	176	2340	:11:23	:03:47	63	:02:16	:05:02
Mon	01/04/16	14575	14148	3586	31	14606	427	3%	1799	16405	:20:21	:05:18	76	:02:26	:05:42
Tues	01/05/16	11571	11189	2490	19	11590	382	3%	3282	14872	:18:52	:05:06	72	:01:55	:05:50
Wed	01/06/16	9718	9535	1967	35	9753	183	2%	2832	12585	:17:22	:05:11	70	:01:43	:05:29
Thurs	01/07/16	8461	8260	1476	23	8484	201	2%	2174	10658	:16:45	:04:45	71	:01:36	:05:46
Fri	01/08/16	6366	6240	734	29	6395	126	2%	1459	7854	:13:43	:03:20	71	:01:30	:05:44
Sat	01/09/16	827	808	80	8	835	19	2%	88	923	:07:27	:03:30	59	:01:43	:05:21
Sun	01/10/16	0	0	0	163	163	0	0%	0	163	:00:00	:00:00	0	:00:00	:00:00
	Week end	51518	50180	10333	308	51826	1338	3%	11634	63460	:20:21	:04:57	70	:01:49	:05:42
Mon	01/11/16	13747	13356	1179	22	13769	391	3%	1605	15374	:20:18	:04:11	75	:02:08	:05:40
Tues	01/12/16	12842	12420	1003	19	12861	422	3%	1307	14168	:18:45	:03:30	73	:02:05	:05:39
Wed	01/13/16	9905	9547	1222	17	9922	358	4%	1134	11056	:17:32	:04:12	73	:01:49	:05:34
Thurs	01/14/16	7118	6887	913	23	7141	231	3%	1085	8226	:15:24	:03:47	72	:01:40	:05:35
Fri	01/15/16	6549	6412	666	20	6569	137	2%	1740	8309	:13:22	:03:31	71	:01:36	:05:33
Sat	01/16/16	870	834	73	9	879	36	4%	353	1232	:08:09	:02:42	59	:01:02	:05:39
Sun	01/17/16	0	0	0	162	162	0	0%	0	162	:00:00	:00:00	0	:00:00	:00:00
	Week end	51031	49456	5056	272	51303	1575	3%	7224	58527	:20:18	:03:51	70	:01:43	:05:36
Mon	01/18/16	0	0	0	1085	1085	0	0%	0	1085	:00:00	:00:00	0	:00:00	:00:00
Tues	01/19/16	11997	11278	2751	19	12016	719	6%	2025	14041	:20:54	:04:53	76	:02:10	:05:47
Wed	01/20/16	10193	9616	2107	21	10214	577	6%	2995	13209	:18:12	:04:45	75	:01:54	:05:33
Thurs	01/21/16	8009	7584	1478	18	8027	425	5%	2193	10220	:16:04	:04:38	73	:01:41	:05:44
Fri	01/22/16	6155	5894	760	20	6175	261	4%	2185	8360	:15:58	:05:06	72	:01:33	:05:43
Sat	01/23/16	1231	1201	170	22	1253	30	2%	264	1517	:13:57	:05:57	62	:01:37	:05:34
Sun	01/24/16	0	0	0	216	216	0	0%	0	216	:00:00	:00:00	0	:00:00	:00:00
	Week end	37585	35573	7266	1401	38986	2012	5%	9662	48648	:20:54	:05:04	72	:01:47	:05:41
Mon	01/25/15	13950	13217	3398	35	13985	733	5%	1955	15940	:20:48	:05:17	76	:02:18	:05:30
Tue	01/26/15	11569	11135	2279	20	11589	434	4%	3449	15038	:19:41	:04:18	78	:01:48	:05:24
Wed	01/27/15	10650	10270	2176	3	10653	380	4%	2670	13323	:19:50	:05:58	74	:02:00	:05:20
Thu	01/28/15	11632	11210	2484	42	11674	422	4%	2692	14366	:20:35	:07:06	72	:02:02	:05:38
Fri	01/29/15	10946	10420	1967	63	11009	526	5%	3355	14364	:20:24	:06:21	74	:01:52	:05:22
Sat	01/30/15	2171	2068	335	28	2199	103	5%	61	2260	:19:56	:03:33	68	:02:03	:05:37
Sun	01/31/15	0	0	0	495	495	0	0%	0	495	:00:00	:00:00	0	:00:00	:00:00
	Month End	202533	194988	35461	3350	205883	7545	4%	42878	248761	:20:54	:05:01	72	:01:58	:05:36

Call Center Busy Hour Report

January 2016

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
Fri	01/01/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sat	01/02/16	1481	87	106	108	129	190	200	218	213	230	0	0	0	0
Sun	01/03/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	1481	87	106	108	129	190	200	218	213	230	0	0	0	0
Mon	01/04/16	14575	229	912	1340	1515	1636	1845	1908	1647	1508	1119	509	274	133
Tues	01/05/16	11571	114	620	1255	1422	1611	1498	1307	1275	1091	766	366	167	79
Wed	01/06/16	9718	80	434	1024	1306	1278	1108	1170	1173	1063	674	231	110	67
Thurs	01/07/16	8461	106	443	758	978	1020	1022	1050	989	933	634	291	161	76
Fri	01/08/16	6366	70	354	618	756	828	779	748	748	715	430	188	91	41
Sat	01/09/16	827	0	54	82	111	102	109	107	96	100	66	0	0	0
Sun	01/10/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	51518	599	2817	5077	6088	6475	6361	6290	5928	5410	3689	1585	803	396
Mon	01/11/16	13747	106	984	1333	1466	1570	1541	1421	1423	1436	1350	871	170	76
Tues	01/12/16	12842	107	835	1047	1338	1747	1595	1376	1376	1304	1110	804	118	85
Wed	01/13/16	9905	68	516	919	1286	1207	875	1063	1208	1210	829	515	132	77
Thurs	01/14/16	7118	62	342	636	975	846	753	801	771	834	579	316	131	72
Fri	01/15/16	6549	67	315	487	762	687	874	1082	834	631	417	215	114	64
Sat	01/16/16	870	0	57	70	88	111	113	111	122	100	98	0	0	0
Sun	01/17/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	51031	410	3049	4492	5915	6168	5751	5854	5734	5515	4383	2721	665	374
Mon	01/18/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	01/19/16	11997	130	668	1167	1508	1568	1393	1474	1372	1193	826	402	196	100
Wed	01/20/16	10193	90	460	1176	1352	1247	1174	1302	1217	939	668	324	163	81
Thurs	01/21/16	8009	80	406	626	1033	1187	1016	1077	792	733	555	280	132	92
Fri	01/22/16	6155	82	302	511	510	596	567	620	1051	976	575	216	99	50
Sat	01/23/16	1231	0	51	70	117	115	141	154	172	219	192	0	0	0
Sun	01/24/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	37585	382	1887	3550	4520	4713	4291	4627	4604	4060	2816	1222	590	323
Mon	01/25/16	13950	140	682	1346	1621	1573	1580	1794	1694	1454	1150	537	244	135
Tue	01/26/16	11569	121	594	1103	1299	1526	1274	1454	1481	1291	758	336	211	121
Wed	01/27/16	10650	110	563	1036	1156	1181	1325	1408	1174	1139	987	381	126	64
Thu	01/28/16	11632	123	516	959	1216	1288	1333	1389	1613	1257	961	451	308	218
Fri	01/29/16	10946	157	625	1127	1292	1413	1234	1153	1067	1240	737	481	269	151
Sat	01/30/16	2171	0	184	201	236	245	286	268	231	232	288	0	0	0
Sun	01/31/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Month Total	202533	1972	10398	17872	22180	23359	22401	23302	22672	20588	15032	7233	2947	1631
	Cumulative Percent		1%	5%	9%	11%	12%	11%	12%	11%	10%	7%	4%	1%	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 1/1/2016 to 1/31/2016

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1188
	Benefit Package / Covered Services	212
	Billing Number	64
	Card	174
	Certificate of Coverage	22
	Change	144
	Citizenship Verification Questions	3
	Estate Recovery	9
	Hearing	7
	Patient Liability	11
	Program Information	522
	Under 21 Inquiry	9
	Total	2365
<i>BCCP</i>	Application / Eligibility	5
	Benefit Package / Covered Services	9
	Card	1
	Change	2
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	7
	Total	24
<i>Consumer Guide</i>	Questions From Consumer Guide	1
	Total	1
<i>DRC</i>	Application status	4
	Benefit Package / Covered Services	2
	Care coordination questions	1

DRC	Chose to remain with existing MCP	39
	Declined application / MCP enrollment	2
	General inquiry	6
	MCP change completed	36
	MCP enrollment completed	481
	MCP enrollment status	40
	Phone application completed	82
	Total	693
EOMB	General Information	14
	Questions About Letter	4
	Total	18
Escalated/Specialized Inquiries	Governor Inquiry	1
	Legislative Inquiry	0
	ODM Inquiry	174
	Sent Email	141
	Sent Letter	0
	Web Contact	11
	Total	327
FFS Billing	Billing Number	904
	Claims Request	27
	General Billing Questions	634
	Received Bill (Needs Letter)	16
	Total	1581
General Benefits	Dental	332
	Equipment	100
	Family Planning	1
	Healthchek Services	1
	Inquiry on Covered Services	1617
	Medicaid Expansion	369
	Medicaid School Program	0
	Medlist Assist	31

General Benefits	Pregnancy Related Services	7
	Prescriptions	847
	Transportation	386
	Vision	177
	Total	3868
Healthy Start	Application / Eligibility	1106
	Benefit Package / Covered Services	134
	Billing Number	203
	Card	247
	Certificate of Coverage	39
	Change	51
	Citizenship Verification Questions	0
	Estate Recovery	1
	Hearing	4
	Program Information	296
	Total	2081
HIPAA	Complaint	0
	Information	6
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	1
Total	7	
Home Health Care	Application / Eligibility	12
	Benefit Package / Covered Services	2
	BHCS Complaint	0
	BHCS Questions	1
	Card	1
	Hearing	0
	HSFA Questions	0
	Passport	1
	Program Information	12
Provider	3	

Home Health Care	Status	0
	Total	32
Incident Report	Billing Inquiry	121
	Reimbursement Inquiry	14
	Total	135
Information	Cash Assistance	7
	CDJFS	601
	Customer Survey	1
	Food Stamps	126
	Hotline	885
	Medicare	308
	Social Security	25
	Total	1953
Inquiry	029 Error	110
	574 Error - Not Eligible	7
	Already Selected	1616
	Called to Check on Doctors	297
	Called to Check on Just Cause Status	68
	Case Addition	53
	Case Closed	249
	Case Pending	949
	Category Closed	74
	Change in Name	120
	Change in Phone Number / Address	1359
	CIC - Do Not Assign	3
	Consumer Needs To Be Auto Re-Enrolled	2
	Failed Eligibility	552
	General Questions	12472
	Open Enrollment Questions	895
	Person Calling Not PIP / AG Head	290
	Referred Consumer to County Worker	2436

<i>Inquiry</i>	Returned NME / Notice	7
	Transferred in Error	9
	Wanted Phone Number of MCP	473
	Total	22041
<i>Issue / Concern</i>	Issue / Concern about MCP	56
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	5
	Issue / Concern with ODM	12
	Total	73
<i>Limited Family Planning Services</i>	Application / Eligibility	6
	Benefit Package / Covered Services	5
	Billing Number	1
	Card	2
	Certificate of Coverage	1
	Change	1
	Hearing	0
	Program Information	11
	Total	27
<i>Long Term Care</i>	Application / Eligibility	10
	Benefit Package / Covered Services	3
	Card	1
	Community Spouse	0
	Estate Recovery	5
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	4
	Program Information	14
	Total	37
<i>MAGI</i>	1095B FAQ	585
	Application Status	2227
	Case Change	205
	Case Inquiry	2501

MAGI	Certificate Of Coverage	85
	Citizenship/Other Verifications	324
	Estate Recovery	9
	FFS Card	344
	General Program Information	1541
	Income Guidelines/Questions	674
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	8
	Questions About Letter/NOA	268
	Re-Application on a Denied Case	192
	Renewal Application Reported	10094
	Renewal Questions	8812
	Reprint NOA or FFS Card	46
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	168
	Requested Telephone Application – Transfer to Collabor8	1115
	State Hearing	134
Total	29332	
Mailings	"Getting Long Term Care" Pamphlet	3
	ABD Application Letter - 7200	425
	ABD EMP Enrollment Packet	48
	ABD Pamphlet - Spanish	4
	Approved Letter	108
	BCCP Brochure	2
	Billing Incident Letter	89
	Call Me Letter	0
	CFC EMP Enrollment Packet	52
	Citizenship Verification Brochure	0

Mailings	CPA Letter	0
	CPA Letter - Blank	110
	Enrollment Error Letter	0
	Healthy Start Brochure	2
	HIPAA Notice	3
	HS/HF Information	3
	ICDS Enrollment Letter	2617
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	491
	JC Approval Change MCP - Requestor	33
	JC Approval FFS	1
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	11
	MBI-WD Application	11
	Medicaid Program Enrollment & Benefit Information	74
	MyCare EMP Enrollment Packet	31
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	16814
	N3 ABD Reminder Letter	511
	No Contact	0
OH Partnership for LTC	0	

Mailings	Ohio Medicaid Pamphlet - Spanish	1
	OMH Mandatory MyCare Letter	22
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	971
	Reimbursement Letter	13
	Rejected - General	123
	Rejected - General ABD	16
	Rejected - SSI-BCMh-CIC	22
	Residential Treatment Letter	0
	Resolution	2
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
	TPL Approval	1
	TPL Verification Needed	0
Total	22614	
Managed Care Info & Referral	Benefit Package	392
	Billing Number	267
	Card	1563
	Information	5126
	Just Cause Status	51
	Payment	15
	Phone Numbers	1041
	Provider Name	988
	Transfer Request - Bureau of Managed Care	2
	Total	9445
MBI-WD	AG Collections Questions	10
	Application / Eligibility	44
	Benefit Package / Covered Services	10
	Billing Number	2
	Card	11
	Certificate of Coverage	1

MBI-WD	Premium Collection Issue - Needs Follow-Up	7
	Program Information	66
	Questions About Premiums	68
	Total	219
Medicare Part D	Application / Eligibility	229
	Information	943
	Questions About Letter	13
	Total	1185
Medicare Premium Assistance	Application / Eligibility	923
	Benefit Package / Covered Services	283
	Billing Number	16
	Card	144
	Certificate of Coverage	8
	Change	68
	Estate Recovery	1
	Hearing	4
	Patient Liability	3
	Total	2300
Mental Health Services	Questions About Letter	1
	Referred to MCP for MH Access	1
	Referred to MH Provider	0
	Request Benefits Balance - Needs Follow-Up	0
	Total	2
MyCare Ohio	General Information	1411
	Issue Accessing Services	105
	Loss of MyCare Eligibility	124
	Medicaid Only Benefit Information	158
	MyCare Ohio Card	222
	October 2014 MyCare Passive Enrollment Letter	1

<i>MyCare Ohio</i>	On-site facilitated enrollment	37
	Opt-In/Opt-Out Questions	244
	Prescription Questions	126
	Transition of Care	17
	Total	2445
<i>ODM Survey</i>	Managed Care Survey	2
	Total	2
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	27
	Account Creation/Management	15
	Account Lock Out	100
	Application Assistance	111
	Apply for Benefits	167
	County Office Location/Hours	12
	Electronic Verification	5
	Forgot Password Link	37
	Forgot User Name Link	18
	Frequently Asked Questions	62
	General Navigation	50
	How to use this Site	36
	Internet Browser Issue	2
	Message Center	8
	Provided Link to Website	161
	Renewal Packet Questions	732
	Submit Error Issue	32
	Transfer Call to Tier 2/3	31
	Total	1606
	<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status
Contact CDJS		574
Electronic Verification Process		12
Journal Creation & Management		4
MAGI (Modified Adjusted Gross Income) Program Information		249

Ohio Integrated Eligibility System (OIES)	Notice of Action Explanation	25
	Reapply on a Denied Case	14
	Reprint FFS card from Hotline	3
	Reprint NOA from Hotline	3
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	129
	Requested Telephone Application, transfer to Collobor8	771
	Total	4185
Ohio's Best RX	Program Information	5
	Referred Caller	6
	Total	11
Other Medicaid Program	Application / Eligibility	1093
	Benefit Package / Covered Services	872
	Billing Number	198
	Card	280
	Certificate of Coverage	20
	Change	346
	Citizenship Verification Questions	1
	Estate Recovery	7
	Hearing	8
	Program Information	1076
	Total	3901
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	369

Prior Authorization	Letter	17
	Program Information	308
	Status	180
	Transfer Request - Needs Follow-Up	1
	Total	875
Provider	Fee-For-Service Provider Names	207
	Referred to MCP For Provider List	51
	Referred to ODM Website For Provider List	41
	Referred to State Board To File Complaint Against Provider	1
	Total	300
Reimbursement	Decision	18
	Information	296
	State Hearing	5
	Total	319
Spend Down	Amount	905
	Card	272
	Certificate of Coverage	14
	Hearing	10
	Problem	100
	Program Information	1239
	Total	2540
State Hearings	How to Request	74
	Program Information	85
	Status	5
	Total	164
Surveys	Call Center Survey	985
	Total	985
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	24
	General Information	211
	Need Medications Now	32
	Referral to Case Worker	170

Third Party Liability	Referral to TPL Vendor	51
	Total	488
Tort	General Information	32
	Provided Number to Tort Unit	33
	Total	65
Waiver	Application / Eligibility	249
	Benefit Package / Covered Services	80
	Billing Number	10
	Card	56
	Certificate of Coverage	1
	Change	24
	Estate Recovery	6
	Hearing	3
	Independent Provider	6
	Patient Evaluation	5
	Patient Liability	19
	Program Information	254
	Waiting List	9
	Total	722
Grand Total All Categories		118968

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

Calls made from 1/1/2016 to 1/31/2016

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	657
	ACS / First Health	270
	ADAMH	6
	Area Agency on Aging	49
	BCCP Regional Agency	4
	BCMh	15
	Bureau of Home and Community Services	2
	Case Management Agency	15
	Caseworker	1931
	Child Support Enforcement Agency	3
	Complaint Department	24
	County Department of Job & Family Services	3582
	First Link	6
	Food Stamp Hotline	16
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	1
	HomeHealthAgency	3
	Info & Refer	613
	In-House	6
	Legal Aid	4
	Managed Care Plan	1257
	Managed Care/Just Cause Section	21
	MR / DD Board	2
	ODM	3
	Ohio Department of Insurance	26
	Ohio Hospice	0
	Ohio's Best Rx	12
Ombudsman	11	

Referral	OSHIIP	203
	Other Medical Services Agency	72
	Other Social Services Agency	25
	Out-of-State Medicaid Hotline	64
	PACT	0
	Pharmacy	231
	Prescription Drug Plan (PDP)	285
	Provider	501
	Provider Services Call Center	522
	Public Children's Services	18
	Social Security Administration	117
	StateHearingDivision	196
	StateMedicalBoard	21
	Supervisor	78
	Tort Unit	22
	Website - ODM	30
	Welfare Fraud Hotline	2
WIC Office	0	
Total		10927

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 2/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL
	FFS TO MCP		MCP TO MCP		MCP TO FFS			
Call	191	60.06%	153	91.07%	15	100.00%	359	71.66%
Call Campaign	102	32.08%	8	4.76%	0	0.00%	110	21.96%
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	25	7.86%	7	4.17%	0	0.00%	32	6.39%
TOTAL	318	100%	168	100%	15	100%	501	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 2/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	191	53.20%	153	42.62%	15	4.18%	359	100%
Call Campaign	102	92.73%	8	7.27%	0	0.00%	110	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	25	78.13%	7	21.88%	0	0.00%	32	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: 2/1/2016**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	10		2		1	
	North East	20		16		0	
	West	14		9		0	
	Total	44	13.84%	27	16.07%	1	6.67%
CareSource	Central/South East	48		16		2	
	North East	80		38		3	
	West	44		29		1	
	Total	172	54.09%	83	49.40%	6	40.00%
Molina	Central/South East	25		25		3	
	North East	6		2		0	
	West	8		2		1	
	Total	39	12.26%	29	17.26%	4	26.67%
Paramount	Central/South East	3		4		2	
	North East	3		0		0	
	West	21		8		0	
	Total	27	8.49%	12	7.14%	2	13.33%
United	Central/South East	12		6		1	
	North East	18		7		1	
	West	6		4		0	
	Total	36	11.32%	17	10.12%	2	13.33%
Total Mandatory		318	100.00%	168	100.00%	15	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 2/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	10	10.20%	2	3.77%	1	11.11%
	CareSource	48	48.98%	16	30.19%	2	22.22%
	Molina	25	25.51%	25	47.17%	3	33.33%
	Paramount	3	3.06%	4	7.55%	2	22.22%
	United	12	12.24%	6	11.32%	1	11.11%
	Total	98	100.00%	53	100.00%	9	100.00%
North East	Buckeye	20	15.75%	16	25.40%	0	0.00%
	CareSource	80	62.99%	38	60.32%	3	75.00%
	Molina	6	4.72%	2	3.17%	0	0.00%
	Paramount	3	2.36%	0	0.00%	0	0.00%
	United	18	14.17%	7	11.11%	1	25.00%
	Total	127	100.00%	63	100.00%	4	100.00%
West	Buckeye	14	15.05%	9	17.31%	0	0.00%
	CareSource	44	47.31%	29	55.77%	1	50.00%
	Molina	8	8.60%	2	3.85%	1	50.00%
	Paramount	21	22.58%	8	15.38%	0	0.00%
	United	6	6.45%	4	7.69%	0	0.00%
	Total	93	100.00%	52	100.00%	2	100.00%
Total Mandatory		318		168		15	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 2/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	151	122	273
North East	190	154	344
West	145	93	238
Total For All Regions	486	369	855

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 2/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	10	2	12	22	34	12.45%
	CareSource	48	16	64	42	106	38.83%
	Molina	25	25	50	22	72	26.37%
	Paramount	3	4	7	17	24	8.79%
	United	12	6	18	19	37	13.55%
	Total	98	53	151	122	273	100.00%
North East	Buckeye	20	16	36	29	65	18.90%
	CareSource	80	38	118	54	172	50.00%
	Molina	6	2	8	29	37	10.76%
	Paramount	3	0	3	18	21	6.10%
	United	18	7	25	24	49	14.24%
	Total	127	63	190	154	344	100.00%
West	Buckeye	14	9	23	18	41	17.23%
	CareSource	44	29	73	45	118	49.58%
	Molina	8	2	10	18	28	11.76%
	Paramount	21	8	29	7	36	15.13%
	United	6	4	10	5	15	6.30%
	Total	93	52	145	93	238	100.00%
Total Mandatory		318	168	486	369	855	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 2/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11210	65.64%	2456	86.33%	35	42.68%	13701	68.48%
Call Campaign	3095	18.12%	156	5.48%	1	1.22%	3252	16.26%
Face-To-Face	0	0.00%	2	0.07%	0	0.00%	2	0.01%
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	2774	16.24%	231	8.12%	46	56.10%	3051	15.25%
TOTAL	17079	100%	2845	100%	82	100%	20006	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method
Effective Date: 2/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11210	81.82%	2456	17.93%	35	0.26%	13701	100%
Call Campaign	3095	95.17%	156	4.80%	1	0.03%	3252	100%
Face-To-Face	0	0.00%	2	100.00%	0	0.00%	2	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	2774	90.92%	231	7.57%	46	1.51%	3051	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: 2/1/2016

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	177		17		6	
	North East	1045		188		4	
	West	639		114		5	
	Total	1861	10.71%	319	11.18%	15	18.29%
CareSource	Central/South East	2685		496		5	
	North East	4233		708		12	
	West	3711		597		10	
	Total	10629	61.17%	1801	63.10%	27	32.93%
Molina	Central/South East	794		161		2	
	North East	203		11		6	
	West	363		56		9	
	Total	1360	7.83%	228	7.99%	17	20.73%
Paramount	Central/South East	111		11		3	
	North East	230		21		4	
	West	1077		222		5	
	Total	1418	8.16%	254	8.90%	12	14.63%
United	Central/South East	645		75		3	
	North East	1030		115		5	
	West	432		62		3	
	Total	2107	12.13%	252	8.83%	11	13.41%
Total Mandatory		17375	100.00%	2854	100.00%	82	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 2/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	177	4.01%	17	2.24%	6	31.58%
	CareSource	2685	60.86%	496	65.26%	5	26.32%
	Molina	794	18.00%	161	21.18%	2	10.53%
	Paramount	111	2.52%	11	1.45%	3	15.79%
	United	645	14.62%	75	9.87%	3	15.79%
	Total	4412	100.00%	760	100.00%	19	100.00%
North East	Buckeye	1045	15.50%	188	18.02%	4	12.90%
	CareSource	4233	62.79%	708	67.88%	12	38.71%
	Molina	203	3.01%	11	1.05%	6	19.35%
	Paramount	230	3.41%	21	2.01%	4	12.90%
	United	1030	15.28%	115	11.03%	5	16.13%
	Total	6741	100.00%	1043	100.00%	31	100.00%
West	Buckeye	639	10.27%	114	10.85%	5	15.63%
	CareSource	3711	59.64%	597	56.80%	10	31.25%
	Molina	363	5.83%	56	5.33%	9	28.13%
	Paramount	1077	17.31%	222	21.12%	5	15.63%
	United	432	6.94%	62	5.90%	3	9.38%
	Total	6222	100.00%	1051	100.00%	32	100.00%
Total Mandatory		17375		2854		82	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 2/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	5172	3365	8537
North East	7784	4930	12714
West	7273	4019	11292
Total For All Regions	20229	12314	32543

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 2/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	177	17	194	759	953	11.16%
	CareSource	2685	496	3181	804	3985	46.68%
	Molina	794	161	955	642	1597	18.71%
	Paramount	111	11	122	584	706	8.27%
	United	645	75	720	576	1296	15.18%
	Total	4412	760	5172	3365	8537	100.00%
North East	Buckeye	1045	188	1233	1047	2280	17.93%
	CareSource	4233	708	4941	1033	5974	46.99%
	Molina	203	11	214	928	1142	8.98%
	Paramount	230	21	251	995	1246	9.80%
	United	1030	115	1145	927	2072	16.30%
	Total	6741	1043	7784	4930	12714	100.00%
West	Buckeye	639	114	753	887	1640	14.52%
	CareSource	3711	597	4308	901	5209	46.13%
	Molina	363	56	419	806	1225	10.85%
	Paramount	1077	222	1299	689	1988	17.61%
	United	432	62	494	736	1230	10.89%
	Total	6222	1051	7273	4019	11292	100.00%
Total Mandatory		17375	2854	20229	12314	32543	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 2/1/2016

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	103	46.19%	115	67.65%	0	0.00%	218	54.91%
Call	Medicaid only	79	35.43%	38	22.35%	4	100.00%	121	30.48%
Call Campaign	Dual benefits	19	8.52%	5	2.94%	0	0.00%	24	6.05%
Call Campaign	Medicaid only	7	3.14%	2	1.18%	0	0.00%	9	2.27%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	0	0.00%	2	1.18%	0	0.00%	2	0.50%
Fax	Medicaid only	1	0.45%	3	1.76%	0	0.00%	4	1.01%
Mail		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	Dual benefits	6	2.69%	3	1.76%	0	0.00%	9	2.27%
Website	Medicaid only	8	3.59%	2	1.18%	0	0.00%	10	2.52%
TOTAL		223	100%	170	100%	4	100%	397	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 2/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	103	47.25%	115	52.75%	0	0.00%	218	100%
Call	Medicaid only	79	65.29%	38	31.40%	4	3.31%	121	100%
Call Campaign	Dual benefits	19	79.17%	5	20.83%	0	0.00%	24	100%
Call Campaign	Medicaid only	7	77.78%	2	22.22%	0	0.00%	9	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	0	0.00%	2	100.00%	0	0.00%	2	100%
Fax	Medicaid only	1	25.00%	3	75.00%	0	0.00%	4	100%
Mail		0	0.00%	0	0.00%	0	0.00%	0	100%
Website	Dual benefits	6	66.67%	3	33.33%	0	0.00%	9	100%
Website	Medicaid only	8	80.00%	2	20.00%	0	0.00%	10	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 2/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	8		15		0		23
	Central	Medicaid only	11		3		0		14
	North West	Dual benefits	4		11		0		15
	North West	Medicaid only	2		3		1		6
	South West	Dual benefits	21		10		0		31
	South West	Medicaid only	8		6		0		14
	Total			54	24.11%	48	28.24%	1	25.00%
Buckeye	North East	Dual benefits	2		11		0		13
	North East	Medicaid only	1		1		0		2
	North West	Dual benefits	3		2		0		5
	North West	Medicaid only	2		0		1		3
	West Central	Dual benefits	7		11		0		18
	West Central	Medicaid only	10		4		0		14
	Total			25	11.16%	29	17.06%	1	25.00%
CareSource	East Central	Dual benefits	16		13		0		29
	East Central	Medicaid only	5		8		0		13
	North East	Dual benefits	33		22		0		55
	North East	Medicaid only	14		6		1		21
	North East Central	Dual benefits	3		4		0		7
	North East Central	Medicaid only	4		2		0		6
	Total			75	33.48%	55	32.35%	1	25.00%
Molina	Central	Dual benefits	5		7		0		12
	Central	Medicaid only	8		0		0		8
	South West	Dual benefits	8		5		0		13
	South West	Medicaid only	10		5		1		16
	West Central	Dual benefits	5		3		0		8

Molina	West Central	Medicaid only	4		1		0		5
	Total		40	17.86%	21	12.35%	1	25.00%	
United	East Central	Dual benefits	2		7		0		9
	East Central	Medicaid only	9		4		0		13
	North East	Dual benefits	4		3		0		7
	North East	Medicaid only	2		2		0		4
	North East Central	Dual benefits	7		1		0		8
	North East Central	Medicaid only	6		0		0		6
	Total		30	13.39%	17	10.00%	0	0.00%	
Total Mandatory			224	100.00%	170	100.00%	4	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 2/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	8	25.00%	15	60.00%	0	0.00%	23
	Aetna	Medicaid only	11	34.38%	3	12.00%	0	0.00%	14
	Molina	Dual benefits	5	15.63%	7	28.00%	0	0.00%	12
	Molina	Medicaid only	8	25.00%	0	0.00%	0	0.00%	8
	Total		32	100.00%	25	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	16	50.00%	13	40.63%	0	0.00%	29
	CareSource	Medicaid only	5	15.63%	8	25.00%	0	0.00%	13
	United	Dual benefits	2	6.25%	7	21.88%	0	0.00%	9
	United	Medicaid only	9	28.13%	4	12.50%	0	0.00%	13
	Total		32	100.00%	32	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	2	3.57%	11	24.44%	0	0.00%	13
	Buckeye	Medicaid only	1	1.79%	1	2.22%	0	0.00%	2
	CareSource	Dual benefits	33	58.93%	22	48.89%	0	0.00%	55
	CareSource	Medicaid only	14	25.00%	6	13.33%	1	100.00%	21
	United	Dual benefits	4	7.14%	3	6.67%	0	0.00%	7
	United	Medicaid only	2	3.57%	2	4.44%	0	0.00%	4
	Total		56	100.00%	45	100.00%	1	100.00%	
North East Central	CareSource	Dual benefits	3	15.00%	4	57.14%	0	0.00%	7
	CareSource	Medicaid only	4	20.00%	2	28.57%	0	0.00%	6
	United	Dual benefits	7	35.00%	1	14.29%	0	0.00%	8
	United	Medicaid only	6	30.00%	0	0.00%	0	0.00%	6
	Total		20	100.00%	7	100.00%	0	100.00%	
North West	Aetna	Dual benefits	4	36.36%	11	68.75%	0	0.00%	15
	Aetna	Medicaid only	2	18.18%	3	18.75%	1	50.00%	6
	Buckeye	Dual benefits	3	27.27%	2	12.50%	0	0.00%	5
	Buckeye	Medicaid only	2	18.18%	0	0.00%	1	50.00%	3
	Total		11	100.00%	16	100.00%	2	100.00%	
South West	Aetna	Dual benefits	21	44.68%	10	38.46%	0	0.00%	31
	Aetna	Medicaid only	8	17.02%	6	23.08%	0	0.00%	14
	Molina	Dual benefits	8	17.02%	5	19.23%	0	0.00%	13

South West	Molina	Medicaid only	10	21.28%	5	19.23%	1	100.00%	16
	Total		47	100.00%	26	100.00%	1	100.00%	
West Central	Buckeye	Dual benefits	7	26.92%	11	57.89%	0	0.00%	18
	Buckeye	Medicaid only	10	38.46%	4	21.05%	0	0.00%	14
	Molina	Dual benefits	5	19.23%	3	15.79%	0	0.00%	8
	Molina	Medicaid only	4	15.38%	1	5.26%	0	0.00%	5
	Total		26	100.00%	19	100.00%	0	100.00%	
Total Mandatory			224		170		4		

MyCare
ASSIGNMENT BY REGION
Effective Date: 2/1/2016

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	22	11	33
	Dual benefits	35	483	518
		57	494	551
East Central	Medicaid only	26	7	33
	Dual benefits	38	474	512
		64	481	545
North East	Medicaid only	26	4	30
	Dual benefits	75	780	855
		101	784	885
North East Central	Medicaid only	12	4	16
	Dual benefits	15	282	297
		27	286	313
North West	Medicaid only	7	1	8
	Dual benefits	20	284	304
		27	285	312
South West	Medicaid only	29	4	33
	Dual benefits	44	594	638
		73	598	671
West Central	Medicaid only	19	6	25
	Dual benefits	26	358	384
		45	364	409
Total For All Regions		394	3292	3686

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 2/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	8	15	23	217	240	43.56%
	Aetna	Medicaid only	11	3	14	3	17	3.09%
	Molina	Dual benefits	5	7	12	266	278	50.45%
	Molina	Medicaid only	8	0	8	8	16	2.90%
	Total			32	25	57	494	551
East Central	CareSource	Dual benefits	16	13	29	214	243	44.59%
	CareSource	Medicaid only	5	8	13	3	16	2.94%
	United	Dual benefits	2	7	9	260	269	49.36%
	United	Medicaid only	9	4	13	4	17	3.12%
	Total			32	32	64	481	545
North East	Buckeye	Dual benefits	2	11	13	281	294	33.22%
	Buckeye	Medicaid only	1	1	2	2	4	0.45%
	CareSource	Dual benefits	33	22	55	242	297	33.56%
	CareSource	Medicaid only	14	6	20	1	21	2.37%
	United	Dual benefits	4	3	7	257	264	29.83%
	United	Medicaid only	2	2	4	1	5	0.56%
	Total			56	45	101	784	885
North East Central	CareSource	Dual benefits	3	4	7	127	134	42.81%
	CareSource	Medicaid only	4	2	6	3	9	2.88%
	United	Dual benefits	7	1	8	155	163	52.08%
	United	Medicaid only	6	0	6	1	7	2.24%
	Total			20	7	27	286	313

North West	Aetna	Dual benefits	4	11	15	144	159	50.96%
	Aetna	Medicaid only	2	3	5	0	5	1.60%
	Buckeye	Dual benefits	3	2	5	140	145	46.47%
	Buckeye	Medicaid only	2	0	2	1	3	0.96%
	Total		11	16	27	285	312	100.00%
South West	Aetna	Dual benefits	21	10	31	314	345	51.42%
	Aetna	Medicaid only	8	6	14	4	18	2.68%
	Molina	Dual benefits	8	5	13	280	293	43.67%
	Molina	Medicaid only	10	5	15	0	15	2.24%
	Total		47	26	73	598	671	100.00%
West Central	Buckeye	Dual benefits	7	11	18	190	208	50.86%
	Buckeye	Medicaid only	10	4	14	2	16	3.91%
	Molina	Dual benefits	5	3	8	168	176	43.03%
	Molina	Medicaid only	4	1	5	4	9	2.20%
	Total		26	19	45	364	409	100.00%
Total Mandatory			224	170	394	3292	3686	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 2/1/2016

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
Central	Delaware	Aetna	Dual benefits	0	0	0	8	8	
		Molina	Dual benefits	0	0	0	7	7	
			Medicaid only	1	0	1	2	3	
		Total			1	0	1	17	18
	Franklin	Aetna	Dual benefits	8	14	22	178	200	
			Medicaid only	11	3	14	2	16	
		Molina	Dual benefits	5	7	12	225	237	
			Medicaid only	7	0	7	6	13	
		Total			31	24	55	411	466
		Madison	Aetna	Dual benefits	0	1	1	8	9
	Molina		Dual benefits	0	0	0	11	11	
	Total				0	1	1	19	20
	Pickaway	Aetna	Dual benefits	0	0	0	14	14	
			Medicaid only	0	0	0	1	1	
		Molina	Dual benefits	0	0	0	12	12	
		Total			0	0	0	27	27
	Union	Aetna	Dual benefits	0	0	0	9	9	
		Molina	Dual benefits	0	0	0	11	11	
		Total			0	0	0	20	20
	Central Region Totals								
	Aetna				19	18	37	220	257
	Molina				13	7	20	274	294

Total				32	25	57	494	551	
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
East Central	Portage	CareSource	Dual benefits	1	1	2	18	20	
			Medicaid only	0	0	0	1	1	
		United	Dual benefits	0	0	0	21	21	
			Medicaid only	2	0	2	1	3	
		Total			3	1	4	41	45
	Stark	CareSource	Dual benefits	8	7	15	70	85	
			Medicaid only	4	3	7	0	7	
		United	Dual benefits	2	1	3	84	87	
			Medicaid only	1	1	2	0	2	
		Total			15	12	27	154	181
	Summit	CareSource	Dual benefits	5	3	8	105	113	
			Medicaid only	1	3	4	2	6	
		United	Dual benefits	0	5	5	129	134	
			Medicaid only	5	3	8	3	11	
		Total			11	14	25	239	264
	Wayne	CareSource	Dual benefits	2	2	4	21	25	
			Medicaid only	0	2	2	0	2	
		United	Dual benefits	0	1	1	26	27	
			Medicaid only	1	0	1	0	1	
		Total			3	5	8	47	55
	East Central Region Totals								
	CareSource				21	21	42	217	259
	United				11	11	22	264	286
	Total				32	32	64	481	545
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	2	11	13	218	231
			Medicaid only	0	0	0	1	1
		CareSource	Dual benefits	28	18	46	182	228
			Medicaid only	13	5	18	0	18
		United	Dual benefits	3	3	6	203	209
			Medicaid only	2	1	3	1	4
		Total		48	38	86	605	691
		Geauga	Buckeye	Dual benefits	0	0	0	8
	CareSource		Dual benefits	0	2	2	3	5
			Medicaid only	1	0	1	0	1
	United		Dual benefits	0	0	0	5	5
	Total			1	2	3	16	19
	Lake		Buckeye	Dual benefits	0	0	0	27
		Medicaid only		0	0	0	1	1
		CareSource	Dual benefits	0	0	0	17	17
		United	Dual benefits	0	0	0	14	14
		Total		0	0	0	59	59
		Lorain	Buckeye	Dual benefits	0	0	0	13
	Medicaid only			0	1	1	0	1
	CareSource		Dual benefits	3	1	4	27	31
			Medicaid only	0	1	1	1	2
	United		Dual benefits	1	0	1	26	27
			Medicaid only	0	1	1	0	1
	Total			4	4	8	67	75

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Medina	Buckeye	Dual benefits	0	0	0	15	15
			Medicaid only	1	0	1	0	1
		CareSource	Dual benefits	2	1	3	13	16
		United	Dual benefits	0	0	0	9	9
		Total		3	1	4	37	41

North East Region Totals

Buckeye		3	12	15	283	298
CareSource		47	28	75	243	318
United		6	5	11	258	269
Total		56	45	101	784	885

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	0	3	3	19	22
			Medicaid only	2	0	2	1	3
		United	Dual benefits	1	0	1	27	28
			Medicaid only	1	0	1	0	1
		Total		4	3	7	47	54
	Mahoning	CareSource	Dual benefits	1	1	2	71	73
			Medicaid only	2	1	3	1	4
		United	Dual benefits	4	1	5	84	89
			Medicaid only	4	0	4	0	4
		Total		11	3	14	156	170
	Trumbull	CareSource	Dual benefits	2	0	2	37	39
			Medicaid only	0	1	1	1	2
		United	Dual benefits	2	0	2	44	46
			Medicaid only	1	0	1	1	2
		Total		5	1	6	83	89

North East Central Region Totals						
CareSource		7	6	13	130	143
United		13	1	14	156	170
Total		20	7	27	286	313

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	0	1	1	4	5
			Medicaid only	0	1	1	0	1
		Buckeye	Dual benefits	0	0	0	8	8
		Total		0	2	2	12	14
	Lucas	Aetna	Dual benefits	2	7	9	111	120
			Medicaid only	1	2	3	0	3
		Buckeye	Dual benefits	3	2	5	115	120
			Medicaid only	2	0	2	1	3
		Total		8	11	19	227	246
		Ottawa	Aetna	Dual benefits	0	2	2	7
	Buckeye		Dual benefits	0	0	0	7	7
	Total			0	2	2	14	16
	Wood	Aetna	Dual benefits	2	1	3	22	25
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	0	0	0	10	10
		Total		3	1	4	32	36

North West Region Totals						
Aetna		6	14	20	144	164
Buckeye		5	2	7	141	148
Total		11	16	27	285	312

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	8	5	13	48	61
			Medicaid only	4	4	8	0	8

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
South West	Butler	Molina	Dual benefits	0	1	1	61	62	
			Medicaid only	6	0	6	0	6	
		Total		18	10	28	109	137	
	Clermont	Aetna	Dual benefits	1	0	1	37	38	
			Medicaid only	1	0	1	0	1	
		Molina	Dual benefits	0	0	0	33	33	
			Medicaid only	1	0	1	0	1	
		Total		3	0	3	70	73	
		Clinton	Aetna	Dual benefits	1	1	2	10	12
	Molina		Dual benefits	0	0	0	9	9	
			Medicaid only	0	1	1	0	1	
	Total			1	2	3	19	22	
	Hamilton	Aetna	Dual benefits	10	2	12	194	206	
			Medicaid only	3	2	5	2	7	
		Molina	Dual benefits	8	4	12	159	171	
			Medicaid only	3	3	6	0	6	
		Total		24	11	35	355	390	
		Warren	Aetna	Dual benefits	1	2	3	25	28
	Medicaid only			0	0	0	2	2	
	Molina		Dual benefits	0	0	0	18	18	
			Medicaid only	0	1	1	0	1	
	Total			1	3	4	45	49	
	South West Region Totals								
	Aetna				29	16	45	318	363
	Molina				18	10	28	280	308
	Total				47	26	73	598	671

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	0	1	1	30	31
			Medicaid only	1	0	1	0	1
		Molina	Dual benefits	1	1	2	21	23
			Medicaid only	1	0	1	0	1
		Total		3	2	5	51	56
	Greene	Buckeye	Dual benefits	3	1	4	23	27
			Medicaid only	1	1	2	1	3
		Molina	Dual benefits	0	1	1	20	21
		Total		4	3	7	44	51
	Montgomery	Buckeye	Dual benefits	4	9	13	137	150
			Medicaid only	8	3	11	1	12
		Molina	Dual benefits	4	1	5	127	132
			Medicaid only	3	1	4	4	8
		Total		19	14	33	269	302
	West Central Region Totals							
Buckeye				17	15	32	192	224
Molina				9	4	13	172	185
Total				26	19	45	364	409
Total Mandatory				224	170	394	3292	3686

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

**MCP and Region as a Percentage of Type
Effective Date: 2/1/2016**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	5	3.52%	0	0.00%	5
	<i>North West</i>	4	2.82%	0	0.00%	4
	<i>South West</i>	15	10.56%	1	14.29%	16
	Total	24	16.90%	1	14.29%	25
Buckeye	<i>North East</i>	8	5.63%	0	0.00%	8
	<i>North West</i>	4	2.82%	0	0.00%	4
	<i>West Central</i>	15	10.56%	2	28.57%	17
	Total	27	19.01%	2	28.57%	29
CareSource	<i>East Central</i>	11	7.75%	1	14.29%	12
	<i>North East</i>	27	19.01%	1	14.29%	28
	<i>North East Central</i>	2	1.41%	0	0.00%	2
	Total	40	28.17%	2	28.57%	42

Molina	<i>Central</i>	12	8.45%	1	14.29%	13
	<i>South West</i>	7	4.93%	0	0.00%	7
	<i>West Central</i>	9	6.34%	0	0.00%	9
	Total	28	19.72%	1	14.29%	29
United	<i>East Central</i>	19	13.38%	0	0.00%	19
	<i>North East</i>	4	2.82%	1	14.29%	5
	Total	23	16.20%	1	14.29%	24
Total Changes		142	100.00%	7	100.00%	149

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

**MCP and Region as a Percentage of Type
Effective Date: 2/1/2016**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	5	3.52%	0	0.00%	5
	<i>Molina</i>	12	8.45%	1	14.29%	13
	Total	17	11.97%	1	14.29%	18
North West	<i>Aetna</i>	4	2.82%	0	0.00%	4
	<i>Buckeye</i>	4	2.82%	0	0.00%	4
	Total	8	5.63%	0	0.00%	8
South West	<i>Aetna</i>	15	10.56%	1	14.29%	16
	<i>Molina</i>	7	4.93%	0	0.00%	7
	Total	22	15.49%	1	14.29%	23
North East	<i>Buckeye</i>	8	5.63%	0	0.00%	8
	<i>CareSource</i>	27	19.01%	1	14.29%	28
	<i>United</i>	4	2.82%	1	14.29%	5
	Total	39	27.46%	2	28.57%	41

West Central	<i>Buckeye</i>	15	10.56%	2	28.57%	17
	<i>Molina</i>	9	6.34%	0	0.00%	9
	Total	24	16.90%	2	28.57%	26
East Central	<i>CareSource</i>	11	7.75%	1	14.29%	12
	<i>United</i>	19	13.38%	0	0.00%	19
	Total	30	21.13%	1	14.29%	31
North East Central	<i>CareSource</i>	2	1.41%	0	0.00%	2
	Total	2	1.41%	0	0.00%	2
Total Changes		142	100.00%	7	100.00%	149

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 1/1/2016 to 1/31/2016

Total Surveys Available for Completion: 72344

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	41	22.04%	135	72.58%	4	2.15%	3	1.61%	3	1.61%	186	100.00%
Our answers to your questions	52	27.96%	122	65.59%	3	1.61%	6	3.23%	3	1.61%	186	100.00%
Our courtesy to you and your family	53	28.49%	124	66.67%	1	0.54%	5	2.69%	3	1.61%	186	100.00%
Overall, how would you rate our staff and services	50	26.88%	125	67.20%	3	1.61%	5	2.69%	3	1.61%	186	100.00%
Total	196	26.34%	506	68.01%	11	1.48%	19	2.55%	12	1.61%	744	100.00%

Number of Surveys Attempted: 985

Number of Completed Customer Satisfaction Surveys: 186