



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

JOSEPH W. NOCITO
CHIEF EXECUTIVE OFFICER

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

Ohio Consumer Hotline Monthly Report February 2016

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 3,834 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 87. 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 152 calls coming in through this queue for this month.

Activity Summary

- 243,834 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 201,250 Total Calls (inbound and outbound)
 - 36,152 Call Fire Campaign Calls
 - 2,446 MyCare Outreach calls
 - 3,834 Provider Calls
 - 152 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:31 minutes average talk time
- 1:43 minute average speed to answer
- 72 average CSR inbound calls per day

Ohio Consumer Hotline

February 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	02/01/16	13226	12323	3073	33	13259	903	7%	4370	17629	:21:34	:05:22	72	:02:10	:05:31
Tues	02/02/16	9560	9053	1683	26	9586	507	5%	2546	12132	:17:21	:04:35	75	:01:51	:05:37
Wed	02/03/16	9064	8500	1582	32	9096	564	6%	2149	11245	:19:36	:04:47	73	:01:52	:05:36
Thurs	02/04/16	7145	6785	1045	34	7179	360	5%	1680	8859	:17:16	:04:16	71	:01:51	:05:31
Fri	02/05/16	6580	6337	778	21	6601	243	4%	1752	8353	:14:28	:03:34	70	:01:52	:05:36
Sat	02/06/16	960	930	76	8	968	30	3%	213	1181	:05:53	:01:55	67	:01:19	:05:43
Sun	02/07/16	0	0	0	148	148	0	0%	0	148	:00:00	:00:00	0	:00:00	:00:00
	Week end	46535	43928	8237	302	46837	2607	6%	12710	59547	:21:34	:04:40	71	:01:49	:05:34
Mon	02/08/16	8364	7836	1203	34	8398	528	6%	1000	9398	:15:20	:03:25	70	:01:49	:05:37
Tues	02/09/16	7375	7010	813	21	7396	365	5%	1880	9276	:13:06	:02:34	74	:02:04	:05:30
Wed	02/10/16	6211	5952	707	19	6230	259	4%	1977	8207	:11:30	:03:03	74	:01:30	:05:27
Thurs	02/11/16	5015	4897	292	22	5037	118	2%	1093	6130	:09:39	:02:15	74	:01:40	:05:24
Fri	02/12/16	4286	4183	149	14	4300	103	2%	1142	5442	:06:00	:01:27	63	:00:59	:05:23
Sat	02/13/16	1287	1260	169	15	1302	27	2%	487	1789	:13:00	:03:16	69	:01:31	:05:11
Sun	02/14/16	0	0	0	169	169	0	0%	0	169	:00:00	:00:00	0	:00:00	:00:00
	Week end	32538	31138	3333	294	32832	1400	4%	7579	40411	:15:20	:02:58	71	:01:36	:05:28
Mon	02/15/16	0	0	0	2377	0	0	0%	0	0	:00:00	:00:00	0	:00:00	:00:00
Tues	02/16/16	11573	10915	2382	29	11602	658	6%	1687	13289	:22:03	:05:50	78	:02:25	:05:35
Wed	02/17/16	10038	9484	1881	38	10076	554	6%	2591	12667	:21:17	:05:27	78	:02:01	:05:36
Thurs	02/18/16	7530	7224	1114	16	7546	306	4%	1877	9423	:17:52	:04:00	75	:01:34	:05:39
Fri	02/19/16	5419	5303	423	10	5429	116	2%	1241	6670	:09:28	:02:30	69	:01:32	:05:26
Sat	02/20/16	777	752	54	10	787	25	3%	757	1544	:05:58	:01:22	61	:00:42	:05:04
Sun	02/21/16	0	0	0	137	137	0	0%	0	137	:00:00	:00:00	0	:00:00	:00:00
	Week end	35337	33678	5854	2617	37954	1659	5%	8153	46107	:22:03	:03:50	72	:01:39	:05:33
Mon	02/22/16	9422	8939	1715	23	9445	483	5%	1754	11199	:20:14	:05:21	75	:02:04	:05:34
Tues	02/23/16	7256	7127	933	24	7280	129	2%	1707	8987	:16:55	:03:26	75	:02:02	:05:30
Wed	02/24/16	6446	6340	636	23	6469	106	2%	899	7368	:13:37	:02:51	74	:01:19	:05:17
Thurs	02/25/16	7332	7187	1034	41	7373	145	2%	1132	8505	:17:36	:04:00	74	:01:36	:05:24
Fri	02/26/16	6560	6453	643	33	6593	107	2%	1477	8070	:14:45	:03:01	73	:01:33	:05:26
Sat	02/27/16	776	758	41	10	786	18	2%	1083	1869	:04:01	:00:24	60	:00:18	:05:12
Sun	02/28/16	0	0	0	155	155	0	0%	0	155	:00:00	:00:00	0	:00:00	:00:00
	Week end	37792	36804	5002	309	38101	988	3%	8052	46153	:20:14	:03:59	72	:01:27	:05:26
Mon	02/29/16	7622	7209	1126	20	7642	413	5%	1390	9032	:17:00	:04:02	74	:02:04	:05:46
	Month End	159824	152757	23552	3542	163366	7067	4%	37884	201250	:22:03	:03:54	72	:01:43	:05:31

Call Center Busy Hour Report

February 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
Mon	02/01/16	13226	173	751	1235	1496	1586	1273	1539	1652	1609	949	531	274	158
Tues	02/02/16	9560	149	545	931	1085	1046	1056	1264	1364	949	616	323	149	83
Wed	02/03/16	9064	87	429	835	1036	945	1025	1179	1172	1010	703	340	222	81
Thurs	02/04/16	7145	94	378	749	807	818	736	864	880	754	537	273	158	97
Fri	02/05/16	6580	80	348	641	830	963	761	715	702	673	498	213	112	44
Sat	02/06/16	960	0	60	87	120	121	133	130	110	87	112	0	0	0
Sun	02/07/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		46535	583	2511	4478	5374	5479	4984	5691	5880	5082	3415	1680	915	463
Mon	02/08/16	8364	122	460	831	945	991	833	897	925	941	768	394	187	70
Tues	02/09/16	7375	83	426	582	684	968	1073	1089	828	726	497	254	104	61
Wed	02/10/16	6211	65	297	605	762	737	773	673	702	702	462	235	143	55
Thurs	02/11/16	5015	65	352	540	534	592	499	576	559	479	439	226	97	57
Fri	02/12/16	4286	54	250	388	515	496	481	524	530	467	330	160	57	34
Sat	02/13/16	1287	0	43	62	111	131	156	195	175	175	239	0	0	0
Sun	02/14/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		32538	389	1828	3008	3551	3915	3815	3954	3719	3490	2735	1269	588	277
Mon	02/15/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	02/16/16	11573	187	641	1087	1374	1330	1307	1305	1382	1108	888	546	306	112
Wed	02/17/16	10038	156	601	1029	1095	1233	1163	1208	1303	923	680	344	209	94
Thurs	02/18/16	7530	96	514	874	1033	907	972	824	659	700	483	261	133	74
Fri	02/19/16	5419	96	343	514	663	692	604	761	521	547	364	176	96	42
Sat	02/20/16	777	0	79	71	98	90	108	94	90	75	72	0	0	0
Sun	02/21/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		35337	535	2178	3575	4263	4252	4154	4192	3955	3353	2487	1327	744	322
Mon	02/22/16	9422	133	594	912	1026	1207	1034	1182	1133	944	664	346	160	87
Tues	02/23/16	7256	134	479	686	958	878	788	846	809	756	496	254	97	75
Wed	02/24/16	6446	76	331	578	677	761	715	746	728	730	539	290	174	101
Thurs	02/25/16	7332	85	389	621	796	803	851	836	849	895	555	318	207	127
Fri	02/26/16	6560	133	412	686	753	816	707	729	729	669	483	256	117	70
Sat	02/27/16	776	0	60	76	73	106	101	99	84	74	103	0	0	0
Sun	02/28/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		37792	561	2265	3559	4283	4571	4196	4438	4332	4068	2840	1464	755	460
Mon	02/29/16	7622	98	400	639	941	939	886	897	794	895	619	300	144	70
Month Total		159824	2166	9182	15259	18412	19156	18035	19172	18680	16888	12096	6040	3146	1592
Cumulative Percent			1%	6%	10%	12%	12%	11%	12%	12%	11%	8%	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 2/1/2016 to 2/29/2016

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1220
	Benefit Package / Covered Services	261
	Billing Number	68
	Card	183
	Certificate of Coverage	20
	Change	146
	Citizenship Verification Questions	2
	Estate Recovery	32
	Hearing	5
	Patient Liability	17
	Program Information	520
	Under 21 Inquiry	8
	Total	2482
<i>BCCP</i>	Application / Eligibility	7
	Benefit Package / Covered Services	3
	Card	0
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	4
	Total	14
<i>Consumer Guide</i>	Questions From Consumer Guide	2
	Total	2
<i>DRC</i>	Application status	0
	Benefit Package / Covered Services	3
	Care coordination questions	0

DRC	Chose to remain with existing MCP	32
	Declined application / MCP enrollment	0
	General inquiry	5
	MCP change completed	42
	MCP enrollment completed	554
	MCP enrollment status	29
	Phone application completed	77
	Total	742
EOMB	General Information	14
	Questions About Letter	4
	Total	18
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	291
	Sent Email	168
	Sent Letter	2
	Web Contact	48
	Total	509
FFS Billing	Billing Number	1095
	Claims Request	28
	General Billing Questions	779
	Received Bill (Needs Letter)	39
	Total	1941
General Benefits	Dental	423
	Equipment	159
	Family Planning	1
	Healthchek Services	8
	Inquiry on Covered Services	1719
	Medicaid Expansion	338
	Medicaid School Program	5
	Medlist Assist	38

General Benefits	Pregnancy Related Services	8
	Prescriptions	841
	Transportation	425
	Vision	216
	Total	4181
Healthy Start	Application / Eligibility	982
	Benefit Package / Covered Services	174
	Billing Number	145
	Card	206
	Certificate of Coverage	19
	Change	62
	Citizenship Verification Questions	2
	Estate Recovery	2
	Hearing	5
	Program Information	346
	Total	1943
HIPAA	Complaint	1
	Information	19
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	2
Total	22	
Home Health Care	Application / Eligibility	8
	Benefit Package / Covered Services	4
	BHCS Complaint	0
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	0
	Program Information	13
Provider	5	

Home Health Care	Status	0
	Total	30
Incident Report	Billing Inquiry	128
	Reimbursement Inquiry	21
	Total	149
Information	Cash Assistance	15
	CDJFS	734
	Customer Survey	3
	Food Stamps	108
	Hotline	930
	Medicare	310
	Social Security	28
	Total	2128
Inquiry	029 Error	98
	574 Error - Not Eligible	2
	Already Selected	1806
	Called to Check on Doctors	354
	Called to Check on Just Cause Status	78
	Case Addition	58
	Case Closed	249
	Case Pending	900
	Category Closed	77
	Change in Name	162
	Change in Phone Number / Address	1373
	CIC - Do Not Assign	2
	Consumer Needs To Be Auto Re-Enrolled	16
	Failed Eligibility	514
	General Questions	13752
	Open Enrollment Questions	1082
	Person Calling Not PIP / AG Head	334
	Referred Consumer to County Worker	2560

<i>Inquiry</i>	Returned NME / Notice	2
	Transferred in Error	16
	Wanted Phone Number of MCP	533
	Total	23968
<i>Issue / Concern</i>	Issue / Concern about MCP	59
	Issue / Concern about Provider	3
	Issue / Concern with Caseworker	3
	Issue / Concern with ODM	7
	Total	72
<i>Limited Family Planning Services</i>	Application / Eligibility	2
	Benefit Package / Covered Services	3
	Billing Number	0
	Card	3
	Certificate of Coverage	0
	Change	0
	Hearing	0
	Program Information	5
	Total	13
<i>Long Term Care</i>	Application / Eligibility	19
	Benefit Package / Covered Services	10
	Card	2
	Community Spouse	2
	Estate Recovery	1
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	15
	Program Information	27
	Total	76
<i>MAGI</i>	1095B FAQ	2690
	Application Status	2330
	Case Change	353
	Case Inquiry	3604

MAGI	Certificate Of Coverage	73
	Citizenship/Other Verifications	352
	Estate Recovery	15
	FFS Card	491
	General Program Information	2354
	Income Guidelines/Questions	723
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	4
	Questions About Letter/NOA	271
	Re-Application on a Denied Case	163
	Renewal Application Reported	10199
	Renewal Questions	7578
	Reprint NOA or FFS Card	46
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	112
	Requested Telephone Application – Transfer to Collabor8	1024
	State Hearing	114
Total	32496	
Mailings	"Getting Long Term Care" Pamphlet	4
	ABD Application Letter - 7200	423
	ABD EMP Enrollment Packet	30
	ABD Pamphlet - Spanish	2
	Approved Letter	77
	BCCP Brochure	3
	Billing Incident Letter	141
	Call Me Letter	0
	CFC EMP Enrollment Packet	38
	Citizenship Verification Brochure	0

Mailings	CPA Letter	0
	CPA Letter - Blank	125
	Enrollment Error Letter	0
	Healthy Start Brochure	5
	HIPAA Notice	3
	HS/HF Information	1
	ICDS Enrollment Letter	0
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	878
	JC Approval Change MCP - Requestor	78
	JC Approval FFS	1
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	1
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	6
	MBI-WD Application	10
	Medicaid Program Enrollment & Benefit Information	65
	MyCare EMP Enrollment Packet	98
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	18617
	N3 ABD Reminder Letter	451
	No Contact	0
OH Partnership for LTC	2	

Mailings	Ohio Medicaid Pamphlet - Spanish	3
	OMH Mandatory MyCare Letter	34
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	866
	Reimbursement Letter	21
	Rejected - General	138
	Rejected - General ABD	33
	Rejected - SSI-BCMh-CIC	18
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
	TPL Approval	1
	TPL Verification Needed	0
Total	22173	
Managed Care Info & Referral	Benefit Package	432
	Billing Number	297
	Card	1611
	Information	4988
	Just Cause Status	87
	Payment	19
	Phone Numbers	1066
	Provider Name	1189
	Transfer Request - Bureau of Managed Care	3
	Total	9692
MBI-WD	AG Collections Questions	22
	Application / Eligibility	33
	Benefit Package / Covered Services	23
	Billing Number	9
	Card	6
	Certificate of Coverage	1

MBI-WD	Premium Collection Issue - Needs Follow-Up	4
	Program Information	87
	Questions About Premiums	96
	Total	281
Medicare Part D	Application / Eligibility	176
	Information	768
	Questions About Letter	15
	Total	959
Medicare Premium Assistance	Application / Eligibility	924
	Benefit Package / Covered Services	262
	Billing Number	9
	Card	152
	Certificate of Coverage	3
	Change	81
	Estate Recovery	3
	Hearing	7
	Patient Liability	12
	Total	2424
Mental Health Services	Questions About Letter	1
	Referred to MCP for MH Access	0
	Referred to MH Provider	3
	Request Benefits Balance - Needs Follow-Up	0
	Total	4
MyCare Ohio	General Information	1565
	Issue Accessing Services	134
	Loss of MyCare Eligibility	128
	Medicaid Only Benefit Information	157
	MyCare Ohio Card	224
	October 2014 MyCare Passive Enrollment Letter	1

<i>MyCare Ohio</i>	On-site facilitated enrollment	37
	Opt-In/Opt-Out Questions	266
	Prescription Questions	116
	Transition of Care	15
	Total	2643
<i>ODM Survey</i>	Managed Care Survey	3
	Total	3
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	30
	Account Creation/Management	13
	Account Lock Out	66
	Application Assistance	98
	Apply for Benefits	136
	County Office Location/Hours	17
	Electronic Verification	148
	Forgot Password Link	35
	Forgot User Name Link	15
	Frequently Asked Questions	67
	General Navigation	26
	How to use this Site	15
	Internet Browser Issue	2
	Message Center	4
	Provided Link to Website	161
	Renewal Packet Questions	560
	Submit Error Issue	28
	Transfer Call to Tier 2/3	38
	Total	1459
	<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status
Contact CDJS		658
Electronic Verification Process		160
Journal Creation & Management		105
MAGI (Modified Adjusted Gross Income) Program Information		191

Ohio Integrated Eligibility System (OIES)	Notice of Action Explanation	37
	Reapply on a Denied Case	17
	Reprint FFS card from Hotline	4
	Reprint NOA from Hotline	1
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	81
	Requested Telephone Application, transfer to Collobor8	725
	Total	4176
Ohio's Best RX	Program Information	4
	Referred Caller	1
	Total	5
Other Medicaid Program	Application / Eligibility	1086
	Benefit Package / Covered Services	797
	Billing Number	171
	Card	240
	Certificate of Coverage	29
	Change	479
	Citizenship Verification Questions	1
	Estate Recovery	7
	Hearing	14
	Program Information	1041
	Total	3865
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	380

Prior Authorization	Letter	17
	Program Information	312
	Status	248
	Transfer Request - Needs Follow-Up	1
	Total	958
Provider	Fee-For-Service Provider Names	262
	Referred to MCP For Provider List	65
	Referred to ODM Website For Provider List	65
	Referred to State Board To File Complaint Against Provider	3
	Total	395
Reimbursement	Decision	12
	Information	278
	State Hearing	5
	Total	295
Spend Down	Amount	955
	Card	284
	Certificate of Coverage	9
	Hearing	15
	Problem	109
	Program Information	1321
	Total	2693
State Hearings	How to Request	98
	Program Information	89
	Status	9
	Total	196
Surveys	Call Center Survey	4479
	Total	4479
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	19
	General Information	232
	Need Medications Now	30
	Referral to Case Worker	191

Third Party Liability	Referral to TPL Vendor	69
	Total	541
Tort	General Information	40
	Provided Number to Tort Unit	47
	Total	87
Waiver	Application / Eligibility	281
	Benefit Package / Covered Services	93
	Billing Number	17
	Card	71
	Certificate of Coverage	3
	Change	26
	Estate Recovery	4
	Hearing	6
	Independent Provider	5
	Patient Evaluation	8
	Patient Liability	36
	Program Information	297
	Waiting List	5
	Total	852
Grand Total All Categories		128966

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

Calls made from 2/1/2016 to 2/29/2016

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	638
	ACS / First Health	205
	ADAMH	16
	Area Agency on Aging	49
	BCCP Regional Agency	2
	BCMh	18
	Bureau of Home and Community Services	1
	Case Management Agency	14
	Caseworker	1914
	Child Support Enforcement Agency	4
	Complaint Department	18
	County Department of Job & Family Services	3844
	First Link	4
	Food Stamp Hotline	20
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	0
	HomeHealthAgency	5
	Info & Refer	906
	In-House	27
	Legal Aid	6
	Managed Care Plan	1514
	Managed Care/Just Cause Section	46
	MR / DD Board	1
	ODM	1
	Ohio Department of Insurance	34
	Ohio Hospice	0
	Ohio's Best Rx	10
Ombudsman	22	

Referral	OSHIIP	152
	Other Medical Services Agency	70
	Other Social Services Agency	31
	Out-of-State Medicaid Hotline	62
	PACT	0
	Pharmacy	211
	Prescription Drug Plan (PDP)	248
	Provider	456
	Provider Services Call Center	606
	Public Children's Services	17
	Social Security Administration	96
	StateHearingDivision	237
	StateMedicalBoard	27
	Supervisor	74
	Tort Unit	32
	Website - ODM	59
	Welfare Fraud Hotline	3
WIC Office	0	
Total		11700

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 3/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	218	65.86%	138	90.79%	18	94.74%	374	74.50%
Call Campaign	88	26.59%	12	7.89%	1	5.26%	101	20.12%
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	7.55%	2	1.32%	0	0.00%	27	5.38%
TOTAL	331	100%	152	100%	19	100%	502	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 3/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	218	58.29%	138	36.90%	18	4.81%	374	100%
Call Campaign	88	87.13%	12	11.88%	1	0.99%	101	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	92.59%	2	7.41%	0	0.00%	27	100%

**AGED, BLIND, DISABLED (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 3/1/2016**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	6		2		1	
	North East	26		5		0	
	West	11		7		2	
	Total	43	12.99%	14	9.21%	3	15.79%
CareSource	Central/South East	47		16		1	
	North East	89		34		4	
	West	49		24		1	
	Total	185	55.89%	74	48.68%	6	31.58%
Molina	Central/South East	20		24		3	
	North East	4		0		3	
	West	16		3		1	
	Total	40	12.08%	27	17.76%	7	36.84%
Paramount	Central/South East	6		3		1	
	North East	5		2		1	
	West	24		15		0	
	Total	35	10.57%	20	13.16%	2	10.53%
United	Central/South East	9		5		1	
	North East	14		7		0	
	West	5		5		0	
	Total	28	8.46%	17	11.18%	1	5.26%
Total Mandatory		331	100.00%	152	100.00%	19	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 3/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	6	6.82%	2	4.00%	1	14.29%
	CareSource	47	53.41%	16	32.00%	1	14.29%
	Molina	20	22.73%	24	48.00%	3	42.86%
	Paramount	6	6.82%	3	6.00%	1	14.29%
	United	9	10.23%	5	10.00%	1	14.29%
	Total	88	100.00%	50	100.00%	7	100.00%
North East	Buckeye	26	18.84%	5	10.42%	0	0.00%
	CareSource	89	64.49%	34	70.83%	4	50.00%
	Molina	4	2.90%	0	0.00%	3	37.50%
	Paramount	5	3.62%	2	4.17%	1	12.50%
	United	14	10.14%	7	14.58%	0	0.00%
	Total	138	100.00%	48	100.00%	8	100.00%
West	Buckeye	11	10.48%	7	12.96%	2	50.00%
	CareSource	49	46.67%	24	44.44%	1	25.00%
	Molina	16	15.24%	3	5.56%	1	25.00%
	Paramount	24	22.86%	15	27.78%	0	0.00%
	United	5	4.76%	5	9.26%	0	0.00%
	Total	105	100.00%	54	100.00%	4	100.00%
Total Mandatory		331		152		19	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 3/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	138	112	250
North East	186	114	300
West	159	94	253
Total For All Regions	483	320	803

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 3/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	6	2	8	26	34	13.60%
	CareSource	47	16	63	39	102	40.80%
	Molina	20	24	44	19	63	25.20%
	Paramount	6	3	9	14	23	9.20%
	United	9	5	14	14	28	11.20%
	Total	88	50	138	112	250	100.00%
North East	Buckeye	26	5	31	33	64	21.33%
	CareSource	89	34	123	37	160	53.33%
	Molina	4	0	4	18	22	7.33%
	Paramount	5	2	7	10	17	5.67%
	United	14	7	21	16	37	12.33%
	Total	138	48	186	114	300	100.00%
West	Buckeye	11	7	18	20	38	15.02%
	CareSource	49	24	73	42	115	45.45%
	Molina	16	3	19	14	33	13.04%
	Paramount	24	15	39	9	48	18.97%
	United	5	5	10	9	19	7.51%
	Total	105	54	159	94	253	100.00%
Total Mandatory		331	152	483	320	803	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 3/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12695	63.64%	2643	86.34%	35	61.40%	15373	66.64%
Call Campaign	3661	18.35%	171	5.59%	3	5.26%	3835	16.63%
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	3593	18.01%	247	8.07%	19	33.33%	3859	16.73%
TOTAL	19949	100%	3061	100%	57	100%	23067	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 3/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12695	82.58%	2643	17.19%	35	0.23%	15373	100%
Call Campaign	3661	95.46%	171	4.46%	3	0.08%	3835	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	3593	93.11%	247	6.40%	19	0.49%	3859	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: 3/1/2016

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	243		28		1	
	North East	1156		157		7	
	West	718		96		3	
	Total	2117	10.44%	281	8.81%	11	19.30%
CareSource	Central/South East	3085		545		2	
	North East	5078		774		8	
	West	4169		755		11	
	Total	12332	60.84%	2074	65.04%	21	36.84%
Molina	Central/South East	940		152		6	
	North East	256		19		1	
	West	474		81		6	
	Total	1670	8.24%	252	7.90%	13	22.81%
Paramount	Central/South East	112		23		3	
	North East	264		30		1	
	West	1355		245		1	
	Total	1731	8.54%	298	9.34%	5	8.77%
United	Central/South East	714		77		4	
	North East	1216		149		2	
	West	490		58		1	
	Total	2420	11.94%	284	8.91%	7	12.28%
Total Mandatory		20270	100.00%	3189	100.00%	57	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 3/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	243	4.77%	28	3.39%	1	6.25%
	CareSource	3085	60.56%	545	66.06%	2	12.50%
	Molina	940	18.45%	152	18.42%	6	37.50%
	Paramount	112	2.20%	23	2.79%	3	18.75%
	United	714	14.02%	77	9.33%	4	25.00%
	Total	5094	100.00%	825	100.00%	16	100.00%
North East	Buckeye	1156	14.50%	157	13.91%	7	36.84%
	CareSource	5078	63.71%	774	68.56%	8	42.11%
	Molina	256	3.21%	19	1.68%	1	5.26%
	Paramount	264	3.31%	30	2.66%	1	5.26%
	United	1216	15.26%	149	13.20%	2	10.53%
	Total	7970	100.00%	1129	100.00%	19	100.00%
West	Buckeye	718	9.96%	96	7.77%	3	13.64%
	CareSource	4169	57.85%	755	61.13%	11	50.00%
	Molina	474	6.58%	81	6.56%	6	27.27%
	Paramount	1355	18.80%	245	19.84%	1	4.55%
	United	490	6.80%	58	4.70%	1	4.55%
	Total	7206	100.00%	1235	100.00%	22	100.00%
Total Mandatory		20270		3189		57	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 3/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	5919	3238	9157
North East	9099	4927	14026
West	8441	3896	12337
Total For All Regions	23459	12061	35520

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 3/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	243	28	271	700	971	10.60%
	CareSource	3085	545	3630	834	4464	48.75%
	Molina	940	152	1092	581	1673	18.27%
	Paramount	112	23	135	549	684	7.47%
	United	714	77	791	574	1365	14.91%
	Total	5094	825	5919	3238	9157	100.00%
North East	Buckeye	1156	157	1313	984	2297	16.38%
	CareSource	5078	774	5852	1089	6941	49.49%
	Molina	256	19	275	1086	1361	9.70%
	Paramount	264	30	294	921	1215	8.66%
	United	1216	149	1365	847	2212	15.77%
	Total	7970	1129	9099	4927	14026	100.00%
West	Buckeye	718	96	814	782	1596	12.94%
	CareSource	4169	755	4924	934	5858	47.48%
	Molina	474	81	555	782	1337	10.84%
	Paramount	1355	245	1600	743	2343	18.99%
	United	490	58	548	655	1203	9.75%
	Total	7206	1235	8441	3896	12337	100.00%
Total Mandatory		20270	3189	23459	12061	35520	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 3/1/2016

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	161	52.10%	103	59.54%	0	0.00%	264	54.43%
Call	Medicaid only	84	27.18%	45	26.01%	3	100.00%	132	27.22%
Call Campaign	Dual benefits	21	6.80%	11	6.36%	0	0.00%	32	6.60%
Call Campaign	Medicaid only	10	3.24%	4	2.31%	0	0.00%	14	2.89%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	2	0.65%	0	0.00%	0	0.00%	2	0.41%
Fax	Medicaid only	5	1.62%	1	0.58%	0	0.00%	6	1.24%
Mail	Medicaid only	1	0.32%	0	0.00%	0	0.00%	1	0.21%
Website	Dual benefits	8	2.59%	9	5.20%	0	0.00%	17	3.51%
Website	Medicaid only	17	5.50%	0	0.00%	0	0.00%	17	3.51%
TOTAL		309	100%	173	100%	3	100%	485	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 3/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	161	60.98%	103	39.02%	0	0.00%	264	100%
Call	Medicaid only	84	63.64%	45	34.09%	3	2.27%	132	100%
Call Campaign	Dual benefits	21	65.63%	11	34.38%	0	0.00%	32	100%
Call Campaign	Medicaid only	10	71.43%	4	28.57%	0	0.00%	14	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	2	100.00%	0	0.00%	0	0.00%	2	100%
Fax	Medicaid only	5	83.33%	1	16.67%	0	0.00%	6	100%
Mail	Medicaid only	1	100.00%	0	0.00%	0	0.00%	1	100%
Website	Dual benefits	8	47.06%	9	52.94%	0	0.00%	17	100%
Website	Medicaid only	17	100.00%	0	0.00%	0	0.00%	17	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 3/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	16		10		0		26
	Central	Medicaid only	10		3		1		14
	North West	Dual benefits	9		9		0		18
	North West	Medicaid only	4		0		1		5
	South West	Dual benefits	20		10		0		30
	South West	Medicaid only	16		5		0		21
	Total			75	24.27%	37	21.39%	2	66.67%
Buckeye	North East	Dual benefits	8		1		0		9
	North East	Medicaid only	4		2		0		6
	North West	Dual benefits	6		5		0		11
	North West	Medicaid only	4		0		0		4
	West Central	Dual benefits	13		18		0		31
	West Central	Medicaid only	11		5		0		16
	Total			46	14.89%	31	17.92%	0	0.00%
CareSource	East Central	Dual benefits	11		12		0		23
	East Central	Medicaid only	5		8		0		13
	North East	Dual benefits	46		29		0		75
	North East	Medicaid only	22		13		0		35
	North East Central	Dual benefits	14		9		0		23
	North East Central	Medicaid only	5		3		0		8
	Total			103	33.33%	74	42.77%	0	0.00%
Molina	Central	Dual benefits	11		0		0		11
	Central	Medicaid only	7		0		0		7
	South West	Dual benefits	11		6		0		17
	South West	Medicaid only	7		0		0		7
	West Central	Dual benefits	2		6		0		8

Molina	West Central	Medicaid only	6		3		0		9
	Total		44	14.24%	15	8.67%	0	0.00%	
United	East Central	Dual benefits	15		3		0		18
	East Central	Medicaid only	5		4		1		10
	North East	Dual benefits	6		4		0		10
	North East	Medicaid only	8		4		0		12
	North East Central	Dual benefits	4		1		0		5
	North East Central	Medicaid only	3		0		0		3
	Total		41	13.27%	16	9.25%	1	33.33%	
Total Mandatory			309	100.00%	173	100.00%	3	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 3/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	16	36.36%	10	76.92%	0	0.00%	26
	Aetna	Medicaid only	10	22.73%	3	23.08%	1	100.00%	14
	Molina	Dual benefits	11	25.00%	0	0.00%	0	0.00%	11
	Molina	Medicaid only	7	15.91%	0	0.00%	0	0.00%	7
	Total		44	100.00%	13	100.00%	1	100.00%	
East Central	CareSource	Dual benefits	11	30.56%	12	44.44%	0	0.00%	23
	CareSource	Medicaid only	5	13.89%	8	29.63%	0	0.00%	13
	United	Dual benefits	15	41.67%	3	11.11%	0	0.00%	18
	United	Medicaid only	5	13.89%	4	14.81%	1	100.00%	10
	Total		36	100.00%	27	100.00%	1	100.00%	
North East	Buckeye	Dual benefits	8	8.51%	1	1.89%	0	0.00%	9
	Buckeye	Medicaid only	4	4.26%	2	3.77%	0	0.00%	6
	CareSource	Dual benefits	46	48.94%	29	54.72%	0	0.00%	75
	CareSource	Medicaid only	22	23.40%	13	24.53%	0	0.00%	35
	United	Dual benefits	6	6.38%	4	7.55%	0	0.00%	10
	United	Medicaid only	8	8.51%	4	7.55%	0	0.00%	12
	Total		94	100.00%	53	100.00%	0	100.00%	
North East Central	CareSource	Dual benefits	14	53.85%	9	69.23%	0	0.00%	23
	CareSource	Medicaid only	5	19.23%	3	23.08%	0	0.00%	8
	United	Dual benefits	4	15.38%	1	7.69%	0	0.00%	5
	United	Medicaid only	3	11.54%	0	0.00%	0	0.00%	3
	Total		26	100.00%	13	100.00%	0	100.00%	
North West	Aetna	Dual benefits	9	39.13%	9	64.29%	0	0.00%	18
	Aetna	Medicaid only	4	17.39%	0	0.00%	1	100.00%	5
	Buckeye	Dual benefits	6	26.09%	5	35.71%	0	0.00%	11
	Buckeye	Medicaid only	4	17.39%	0	0.00%	0	0.00%	4
	Total		23	100.00%	14	100.00%	1	100.00%	
South West	Aetna	Dual benefits	20	37.04%	10	47.62%	0	0.00%	30
	Aetna	Medicaid only	16	29.63%	5	23.81%	0	0.00%	21
	Molina	Dual benefits	11	20.37%	6	28.57%	0	0.00%	17

South West	Molina	Medicaid only	7	12.96%	0	0.00%	0	0.00%	7
	Total		54	100.00%	21	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	13	40.63%	18	56.25%	0	0.00%	31
	Buckeye	Medicaid only	11	34.38%	5	15.63%	0	0.00%	16
	Molina	Dual benefits	2	6.25%	6	18.75%	0	0.00%	8
	Molina	Medicaid only	6	18.75%	3	9.38%	0	0.00%	9
	Total		32	100.00%	32	100.00%	0	100.00%	
Total Mandatory			309		173		3		

MyCare
ASSIGNMENT BY REGION
 Effective Date: 3/1/2016

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	20	5	25
	Dual benefits	37	378	415
		57	383	440
East Central	Medicaid only	22	4	26
	Dual benefits	41	419	460
		63	423	486
North East	Medicaid only	53	6	59
	Dual benefits	94	799	893
		147	805	952
North East Central	Medicaid only	11	3	14
	Dual benefits	28	208	236
		39	211	250
North West	Medicaid only	8	2	10
	Dual benefits	29	228	257
		37	230	267
South West	Medicaid only	28	5	33
	Dual benefits	47	540	587
		75	545	620
West Central	Medicaid only	25	5	30
	Dual benefits	39	280	319
		64	285	349
Total For All Regions		482	2882	3364

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 3/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	16	10	26	185	211	47.95%
	Aetna	Medicaid only	10	3	13	3	16	3.64%
	Molina	Dual benefits	11	0	11	193	204	46.36%
	Molina	Medicaid only	7	0	7	2	9	2.05%
	Total			44	13	57	383	440
East Central	CareSource	Dual benefits	11	12	23	190	213	43.83%
	CareSource	Medicaid only	5	8	13	1	14	2.88%
	United	Dual benefits	15	3	18	229	247	50.82%
	United	Medicaid only	5	4	9	3	12	2.47%
	Total			36	27	63	423	486
North East	Buckeye	Dual benefits	8	1	9	271	280	29.41%
	Buckeye	Medicaid only	4	2	6	3	9	0.95%
	CareSource	Dual benefits	46	29	75	264	339	35.61%
	CareSource	Medicaid only	22	13	35	2	37	3.89%
	United	Dual benefits	6	4	10	264	274	28.78%
	United	Medicaid only	8	4	12	1	13	1.37%
	Total			94	53	147	805	952
North East Central	CareSource	Dual benefits	14	9	23	110	133	53.20%
	CareSource	Medicaid only	5	3	8	1	9	3.60%
	United	Dual benefits	4	1	5	98	103	41.20%
	United	Medicaid only	3	0	3	2	5	2.00%
	Total			26	13	39	211	250

North West	Aetna	Dual benefits	9	9	18	112	130	48.69%
	Aetna	Medicaid only	4	0	4	1	5	1.87%
	Buckeye	Dual benefits	6	5	11	116	127	47.57%
	Buckeye	Medicaid only	4	0	4	1	5	1.87%
	Total		23	14	37	230	267	100.00%
South West	Aetna	Dual benefits	20	10	30	317	347	55.97%
	Aetna	Medicaid only	16	5	21	3	24	3.87%
	Molina	Dual benefits	11	6	17	223	240	38.71%
	Molina	Medicaid only	7	0	7	2	9	1.45%
	Total		54	21	75	545	620	100.00%
West Central	Buckeye	Dual benefits	13	18	31	143	174	49.86%
	Buckeye	Medicaid only	11	5	16	3	19	5.44%
	Molina	Dual benefits	2	6	8	137	145	41.55%
	Molina	Medicaid only	6	3	9	2	11	3.15%
	Total		32	32	64	285	349	100.00%
Total Mandatory			309	173	482	2882	3364	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 3/1/2016

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	2	1	3	13	16
			Medicaid only	1	1	2	0	2
		Molina	Dual benefits	0	0	0	8	8
			Medicaid only	2	0	2	0	2
		Total			5	2	7	21
	Franklin	Aetna	Dual benefits	14	9	23	140	163
			Medicaid only	9	2	11	3	14
		Molina	Dual benefits	11	0	11	154	165
			Medicaid only	4	0	4	2	6
		Total			38	11	49	299
	Madison	Aetna	Dual benefits	0	0	0	7	7
		Molina	Dual benefits	0	0	0	5	5
			Medicaid only	1	0	1	0	1
		Total			1	0	1	12
	Pickaway	Aetna	Dual benefits	0	0	0	21	21
		Molina	Dual benefits	0	0	0	19	19
		Total			0	0	0	40
	Union	Aetna	Dual benefits	0	0	0	4	4
		Molina	Dual benefits	0	0	0	7	7
		Total			0	0	0	11

Central Region Totals						
Aetna		26	13	39	188	227
Molina		18	0	18	195	213
Total		44	13	57	383	440

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
East Central	Portage	CareSource	Dual benefits	2	0	2	12	14	
		United	Dual benefits	1	0	1	16	17	
			Medicaid only	2	0	2	0	2	
		Total			5	0	5	28	33
	Stark	CareSource	Dual benefits	5	9	14	61	75	
			Medicaid only	1	4	5	0	5	
		United	Dual benefits	4	2	6	73	79	
			Medicaid only	1	3	4	1	5	
		Total			11	18	29	135	164
		Summit	CareSource	Dual benefits	3	2	5	95	100
	Medicaid only			3	1	4	1	5	
	United		Dual benefits	9	1	10	127	137	
			Medicaid only	2	0	2	2	4	
	Total				17	4	21	225	246
	Wayne		CareSource	Dual benefits	1	1	2	22	24
		Medicaid only		1	3	4	0	4	
		United	Dual benefits	1	0	1	13	14	
			Medicaid only	0	1	1	0	1	
		Total			3	5	8	35	43

East Central Region Totals						
CareSource		16	20	36	191	227
United		20	7	27	232	259
Total		36	27	63	423	486

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	6	1	7	214	221
			Medicaid only	3	2	5	1	6
		CareSource	Dual benefits	37	23	60	195	255
			Medicaid only	21	10	31	1	32
		United	Dual benefits	5	3	8	199	207
			Medicaid only	6	3	9	0	9
		Total		78	42	120	610	730
	Geauga	Buckeye	Dual benefits	0	0	0	2	2
		CareSource	Dual benefits	0	0	0	3	3
		United	Dual benefits	0	0	0	6	6
		Total		0	0	0	11	11
	Lake	Buckeye	Dual benefits	1	0	1	21	22
			Medicaid only					
		CareSource	Dual benefits	2	1	3	22	25
			Medicaid only	0	2	2	0	2
		United	Dual benefits	0	1	1	16	17
			Medicaid only	1	0	1	1	2
	Total		4	4	8	60	68	
	Lorain	Buckeye	Dual benefits	0	0	0	24	24
			Medicaid only	1	0	1	2	3
		CareSource	Dual benefits	7	4	11	37	48
			Medicaid only	1	1	2	0	2
		United	Dual benefits	1	0	1	29	30
		Total		10	5	15	92	107
	Medina	Buckeye	Dual benefits	1	0	1	10	11

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Medina	CareSource	Dual benefits	0	1	1	7	8
			Medicaid only	0	0	0	1	1
		United	Dual benefits	0	0	0	14	14
			Medicaid only	1	1	2	0	2
		Total			2	2	4	32

North East Region Totals

Buckeye			12	3	15	274	289
CareSource			68	42	110	266	376
United			14	8	22	265	287
Total			94	53	147	805	952

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	1	3	4	15	19
			Medicaid only	0	1	1	0	1
		United	Dual benefits	0	1	1	19	20
			Medicaid only	2	0	2	0	2
		Total			3	5	8	34
	Mahoning	CareSource	Dual benefits	4	3	7	45	52
			Medicaid only	5	2	7	1	8
		United	Dual benefits	2	0	2	50	52
			Medicaid only	1	0	1	0	1
		Total			12	5	17	96
	Trumbull	CareSource	Dual benefits	9	3	12	50	62
		United	Dual benefits	2	0	2	29	31
			Medicaid only	0	0	0	2	2
		Total			11	3	14	81

North East Central Region Totals						
CareSource		19	12	31	111	142
United		7	1	8	100	108
Total		26	13	39	211	250

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	3	4
		Buckeye	Dual benefits	0	2	2	7	9
		Total		1	2	3	10	13
	Lucas	Aetna	Dual benefits	4	7	11	89	100
			Medicaid only	3	0	3	0	3
		Buckeye	Dual benefits	5	3	8	89	97
			Medicaid only	4	0	4	1	5
		Total		16	10	26	179	205
	Ottawa	Aetna	Dual benefits	0	2	2	3	5
			Medicaid only	1	0	1	1	2
		Buckeye	Dual benefits	0	0	0	4	4
		Total		1	2	3	8	11
	Wood	Aetna	Dual benefits	4	0	4	17	21
		Buckeye	Dual benefits	1	0	1	16	17
		Total		5	0	5	33	38

North West Region Totals						
Aetna		13	9	22	113	135
Buckeye		10	5	15	117	132
Total		23	14	37	230	267

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	5	2	7	69	76
			Medicaid only	4	2	6	0	6

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
South West	Butler	Molina	Dual benefits	1	2	3	62	65	
			Medicaid only	1	0	1	0	1	
		Total		11	6	17	131	148	
	Clermont	Aetna	Dual benefits	5	0	5	34	39	
			Medicaid only	2	0	2	0	2	
		Molina	Dual benefits	1	0	1	28	29	
		Total		8	0	8	62	70	
	Clinton	Aetna	Dual benefits	0	0	0	14	14	
			Medicaid only	0	1	1	0	1	
		Molina	Dual benefits	0	1	1	4	5	
		Total		0	2	2	18	20	
	Hamilton	Aetna	Dual benefits	9	7	16	176	192	
			Medicaid only	9	2	11	2	13	
		Molina	Dual benefits	9	3	12	115	127	
			Medicaid only	6	0	6	2	8	
		Total		33	12	45	295	340	
	Warren	Aetna	Dual benefits	1	1	2	24	26	
			Medicaid only	1	0	1	1	2	
		Molina	Dual benefits	0	0	0	14	14	
		Total		2	1	3	39	42	
	South West Region Totals								
	Aetna				36	15	51	320	371
	Molina				18	6	24	225	249
Total				54	21	75	545	620	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Dual benefits	2	2	4	19	23	
			Medicaid only	1	0	1	0	1	
		Molina	Dual benefits	2	0	2	28	30	
			Medicaid only	1	1	2	1	3	
		Total		6	3	9	48	57	
	Greene	Buckeye	Dual benefits	2	0	2	25	27	
			Medicaid only	2	0	2	0	2	
		Molina	Dual benefits	0	1	1	12	13	
			Medicaid only	1	1	2	0	2	
		Total		5	2	7	37	44	
	Montgomery	Buckeye	Dual benefits	9	16	25	99	124	
			Medicaid only	8	5	13	3	16	
		Molina	Dual benefits	0	5	5	97	102	
			Medicaid only	4	1	5	1	6	
		Total		21	27	48	200	248	
	West Central Region Totals								
	Buckeye				24	23	47	146	193
	Molina				8	9	17	139	156
Total				32	32	64	285	349	
Total Mandatory				309	173	482	2882	3364	

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

**MCP and Region as a Percentage of Type
Effective Date: 3/1/2016**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	8	5.84%	0	0.00%	8
	<i>North West</i>	3	2.19%	1	7.14%	4
	<i>South West</i>	18	13.14%	1	7.14%	19
	Total	29	21.17%	2	14.29%	31
Buckeye	<i>North East</i>	4	2.92%	2	14.29%	6
	<i>North West</i>	12	8.76%	0	0.00%	12
	<i>West Central</i>	15	10.95%	4	28.57%	19
	Total	31	22.63%	6	42.86%	37
CareSource	<i>East Central</i>	11	8.03%	0	0.00%	11
	<i>North East</i>	18	13.14%	4	28.57%	22
	<i>North East Central</i>	4	2.92%	1	7.14%	5
	Total	33	24.09%	5	35.71%	38

Molina	<i>Central</i>	6	4.38%	1	7.14%	7
	<i>South West</i>	5	3.65%	0	0.00%	5
	<i>West Central</i>	13	9.49%	0	0.00%	13
	Total	24	17.52%	1	7.14%	25
United	<i>East Central</i>	8	5.84%	0	0.00%	8
	<i>North East</i>	5	3.65%	0	0.00%	5
	<i>North East Central</i>	7	5.11%	0	0.00%	7
	Total	20	14.60%	0	0.00%	20
Total Changes		137	100.00%	14	100.00%	151

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

**MCP and Region as a Percentage of Type
Effective Date: 3/1/2016**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	8	5.84%	0	0.00%	8
	<i>Molina</i>	6	4.38%	1	7.14%	7
	Total	14	10.22%	1	7.14%	15
North West	<i>Aetna</i>	3	2.19%	1	7.14%	4
	<i>Buckeye</i>	12	8.76%	0	0.00%	12
	Total	15	10.95%	1	7.14%	16
South West	<i>Aetna</i>	18	13.14%	1	7.14%	19
	<i>Molina</i>	5	3.65%	0	0.00%	5
	Total	23	16.79%	1	7.14%	24
North East	<i>Buckeye</i>	4	2.92%	2	14.29%	6
	<i>CareSource</i>	18	13.14%	4	28.57%	22
	<i>United</i>	5	3.65%	0	0.00%	5
	Total	27	19.71%	6	42.86%	33

West Central	<i>Buckeye</i>	15	10.95%	4	28.57%	19
	<i>Molina</i>	13	9.49%	0	0.00%	13
	Total	28	20.44%	4	28.57%	32
East Central	<i>CareSource</i>	11	8.03%	0	0.00%	11
	<i>United</i>	8	5.84%	0	0.00%	8
	Total	19	13.87%	0	0.00%	19
North East Central	<i>CareSource</i>	4	2.92%	1	7.14%	5
	<i>United</i>	7	5.11%	0	0.00%	7
	Total	11	8.03%	1	7.14%	12
Total Changes		137	100.00%	14	100.00%	151

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 2/1/2016 to 2/29/2016

Total Surveys Available for Completion: 78615

Questions	Customer Response										Total	Total
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	207	33.55%	352	57.05%	35	5.67%	18	2.92%	5	0.81%	617	100.00%
Our answers to your questions	243	39.38%	327	53.00%	28	4.54%	14	2.27%	5	0.81%	617	100.00%
Our courtesy to you and your family	282	45.71%	311	50.41%	12	1.94%	4	0.65%	8	1.30%	617	100.00%
Overall, how would you rate our staff and services	263	42.63%	319	51.70%	21	3.40%	10	1.62%	5	0.65%	617	100.00%
Total	995	40.32%	1309	53.04%	96	3.89%	46	1.86%	22	0.89%	2468	100.00%

Number of Surveys Attempted: 4485

Number of Completed Customer Satisfaction Surveys: 617