



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

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Ohio Consumer Hotline Monthly Report April 2016

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 3,366 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 154. 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 75 calls coming in through this queue for this month.

Activity Summary

- 265,251 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 223,292 Total Calls (inbound and outbound)
 - 36,766 Call Fire Campaign Calls
 - 1,752 MyCare Outreach calls
 - 3,366 Provider Calls
 - 75 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:25 minutes average talk time
- 1:20 minute average speed to answer
- 70 average CSR inbound calls per day

Ohio Consumer Hotline

April 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	03/28/16	11678	11121	973	14	11692	557	5%	924	12616	:18:34	:04:14	74	:02:03	:05:40
Tue	03/29/16	10803	10306	823	18	10821	497	5%	1417	12238	:12:09	:03:32	73	:02:09	:05:39
Wed	03/30/16	10272	9988	416	32	10304	284	3%	782	11086	:09:47	:02:27	74	:01:33	:05:23
Thurs	03/31/16	11085	10735	638	51	11136	350	3%	949	12085	:17:53	:04:10	72	:02:23	:05:30
Fri	04/01/16	9190	8763	282	22	9212	427	5%	1647	10859	:11:52	:02:19	72	:02:16	:05:30
Sat	04/02/16	1301	1253	39	12	1313	48	4%	207	1520	:08:33	:01:39	67	:00:47	:05:56
Sun	04/03/16	0	0	0	149	149	0	0%	0	149	:00:00	:00:00	0	:00:00	:00:00
	Week end	54329	52166	3171	298	54627	2163	4%	5002	59629	:18:34	:03:35	72	:01:51	:05:33
	April Only	10491	10016	321	183	10674	475	5%	1854	12528	:11:52	:01:59	70	:01:32	:05:43
Mon	04/04/16	13799	13010	1340	24	13823	789	6%	1795	15618	:17:07	:04:34	73	:02:37	:05:44
Tues	04/05/16	11022	10504	676	15	11037	518	5%	2012	13049	:10:19	:02:48	72	:02:26	:05:45
Wed	04/06/16	8543	8284	191	27	8570	259	3%	1247	9817	:08:22	:02:09	72	:01:04	:05:31
Thurs	04/07/16	7887	7615	190	9	7896	272	3%	980	8876	:10:19	:01:58	69	:01:18	:05:31
Fri	04/08/16	7461	7306	116	6	7467	155	2%	1108	8575	:06:45	:01:21	68	:00:39	:05:36
Sat	04/09/16	1044	1019	42	10	1054	25	2%	325	1379	:02:01	:03:39	62	:00:13	:05:04
Sun	04/10/16	0	0	0	105	105	0	0%	0	105	:00:00	:00:00	0	:00:00	:00:00
	Week end	49756	47738	2555	196	49952	2018	4%	7467	57419	:17:07	:02:45	69	:01:23	:05:37
Mon	04/11/16	11534	10904	804	18	11552	630	5%	1123	12675	:17:19	:03:54	70	:02:44	:06:03
Tues	04/12/16	9813	9315	270	19	9832	498	5%	1524	11356	:12:35	:01:42	72	:01:21	:05:27
Wed	04/13/16	9257	8848	331	15	9272	409	4%	645	9917	:16:29	:02:22	72	:01:40	:05:22
Thurs	04/14/16	9994	9483	511	22	10016	511	5%	1027	11043	:10:45	:02:22	73	:01:57	:05:27
Fri	04/15/16	6905	6798	74	13	6918	107	2%	1211	8129	:04:08	:01:06	70	:00:18	:05:19
Sat	04/16/16	1014	991	33	10	1024	23	2%	852	1876	:03:10	:00:34	58	:00:11	:04:53
Sun	04/17/16	0	0	0	97	97	0	0%	0	97	:00:00	:00:00	0	:00:00	:00:00
	Week end	48517	46339	2023	194	48711	2178	4%	6382	55093	:17:19	:02:00	69	:01:22	:05:30
Mon	04/18/16	10527	10046	511	19	10546	481	5%	1405	11951	:11:50	:03:05	75	:02:09	:05:37
Tues	04/19/16	8487	8327	153	20	8507	160	2%	891	9398	:05:04	:01:24	70	:00:41	:05:21
Wed	04/20/16	7251	7119	113	11	7262	132	2%	1455	8717	:04:14	:01:22	68	:00:23	:05:17
Thurs	04/21/16	7592	7409	106	20	7612	183	2%	1247	8859	:05:19	:01:28	70	:00:31	:05:16
Fri	04/22/16	6926	6798	93	10	6936	128	2%	1224	8160	:04:13	:00:56	67	:00:17	:05:21
Sat	04/23/16	920	899	26	3	923	21	2%	170	1093	:01:43	:00:24	52	:00:11	:04:54
Sun	04/24/16	0	0	0	93	93	0	0%	0	93	:00:00	:00:00	0	:00:00	:00:00
	Week end	41703	40598	1002	176	41879	1105	3%	6392	48271	:11:50	:01:27	67	:00:42	:05:22
Mon	04/25/16	9433	8984	314	18	9451	449	5%	935	10386	:09:20	:02:25	76	:02:00	:05:33
Tue	04/26/16	8343	8107	157	8	8351	236	3%	1173	9524	:06:43	:01:41	73	:00:54	:05:10
Wed	04/27/16	7822	7636	116	16	7838	186	2%	605	8443	:08:26	:02:10	70	:00:32	:05:02
Thu	04/28/16	9325	8814	324	26	9351	511	5%	843	10194	:14:51	:04:20	75	:02:34	:04:45
Fri	04/29/16	8505	8048	205	43	8548	457	5%	1130	9678	:14:39	:02:44	76	:02:07	:05:19
Sat	04/30/16	1263	1237	52	11	1274	26	2%	482	1756	:04:55	:00:45	57	:00:18	:05:03
	Month End	195158	187517	7069	871	196029	7641	4%	27263	223292	:17:19	:02:14	70	:01:20	:05:25

Call Center Busy Hour Report

April 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	04/01/16	9190	87	686	900	994	1030	1038	958	925	888	818	628	166	72
Sat	04/02/16	1301	0	125	146	155	139	141	148	148	133	166	0	0	0
Sun	04/03/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		10491	87	811	1046	1149	1169	1179	1106	1073	1021	984	628	166	72
Mon	04/04/16	13799	83	996	1273	1517	1641	1529	1572	1514	1333	1190	908	171	72
Tues	04/05/16	11022	67	848	1115	1230	1286	1206	1164	1124	1118	947	703	135	79
Wed	04/06/16	8543	63	698	848	900	902	854	953	899	894	764	586	123	59
Thurs	04/07/16	7887	49	622	788	813	879	781	863	816	811	756	556	95	58
Fri	04/08/16	7461	43	611	777	789	805	796	772	764	791	650	495	114	54
Sat	04/09/16	1044	0	93	102	96	132	113	131	121	123	133	0	0	0
Sun	04/10/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		49756	305	3868	4903	5345	5645	5279	5455	5238	5070	4440	3248	638	322
Mon	04/11/16	11534	75	834	1138	1323	1380	1290	1198	1168	1126	1008	773	155	66
Tues	04/12/16	9813	85	790	1041	1100	1093	1070	975	1017	921	860	660	133	68
Wed	04/13/16	9257	70	644	829	887	968	881	940	1022	1061	900	714	220	121
Thurs	04/14/16	9994	97	795	1024	1098	1164	977	1016	984	1044	903	663	150	79
Fri	04/15/16	6905	72	598	690	783	752	744	712	717	675	588	446	76	52
Sat	04/16/16	1014	0	109	106	116	115	122	127	116	99	104	0	0	0
Sun	04/17/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		48517	399	3770	4828	5307	5472	5084	4968	5024	4926	4363	3256	734	386
Mon	04/18/16	10527	112	856	1083	1182	1247	1170	1045	1033	1019	895	698	119	68
Tues	04/19/16	8487	74	648	837	902	1004	963	925	852	844	703	559	104	72
Wed	04/20/16	7251	70	612	799	781	780	721	746	724	738	624	505	98	53
Thurs	04/21/16	7592	60	593	745	827	841	837	809	790	748	685	519	90	48
Fri	04/22/16	6926	45	561	707	784	793	742	758	710	683	594	441	68	40
Sat	04/23/16	920	0	92	94	85	101	115	100	124	107	102	0	0	0
Sun	04/24/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		41703	361	3362	4265	4561	4766	4548	4383	4233	4139	3603	2722	479	281
Mon	04/25/16	9433	95	784	1002	1083	1045	981	969	978	917	775	624	114	66
Tue	04/26/16	8343	85	711	929	946	960	853	855	825	782	701	529	112	55
Wed	04/27/16	7822	75	579	761	782	834	792	820	856	804	764	546	141	68
Thu	04/28/16	9325	69	620	738	833	922	929	950	1025	967	969	817	298	188
Fri	04/29/16	8505	120	706	850	872	912	876	840	863	884	775	604	124	79
Sat	04/30/16	1263	0	107	131	158	154	138	132	153	138	152	0	0	0
Month Total		195158	1596	15318	19453	21036	21879	20659	20478	20268	19648	17526	12974	2806	1517
Cumulative Percent			1%	8%	10%	11%	11%	11%	10%	10%	10%	9%	7%	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 4/1/2016 to 4/30/2016

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1291
	Benefit Package / Covered Services	358
	Billing Number	77
	Card	206
	Certificate of Coverage	26
	Change	151
	Citizenship Verification Questions	3
	Estate Recovery	36
	Hearing	7
	Patient Liability	19
	Program Information	710
	Under 21 Inquiry	4
	Total	2888
<i>BCCP</i>	Application / Eligibility	3
	Benefit Package / Covered Services	0
	Card	0
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	0
	Total	3
<i>Consumer Guide</i>	Questions From Consumer Guide	2
	Total	2
<i>Disability Determination Redesign (DDR)</i>	Provided General Information	0
	Provided Income Guidelines	0

Disability Determination Redesign (DDR)	Provided Information on Specialized Recovery Services	0
	Qualified Income Trust Questions	0
	Received DDR Notice	0
	Referred To Legal Aid	0
	Spend Down Questions	0
	Transferred To Collabor8 for MAGI Application	0
	Transferred To QIT Specialist	0
	Total	0
DRC	Application status	1
	Benefit Package / Covered Services	0
	Care coordination questions	0
	Chose to remain with existing MCP	37
	Declined application / MCP enrollment	1
	General inquiry	9
	MCP change completed	46
	MCP enrollment completed	690
	MCP enrollment status	39
	Phone application completed	71
	Total	894
EOMB	General Information	12
	Questions About Letter	1
	Total	13
Escalated/Specialized Inquiries	Governor Inquiry	2
	Legislative Inquiry	0
	ODM Inquiry	360
	Sent Email	75
	Sent Letter	1
	Web Contact	2
	Total	440

FFS Billing	Billing Number	1114
	Claims Request	25
	General Billing Questions	878
	Received Bill (Needs Letter)	48
	Total	2065
General Benefits	Dental	434
	Equipment	146
	Family Planning	1
	Healthchek Services	9
	Inquiry on Covered Services	1797
	Medicaid Expansion	382
	Medicaid School Program	2
	Medlist Assist	36
	Pregnancy Related Services	8
	Prescriptions	1044
	Transportation	482
	Vision	233
Total	4574	
Healthy Start	Application / Eligibility	980
	Benefit Package / Covered Services	136
	Billing Number	158
	Card	201
	Certificate of Coverage	8
	Change	42
	Citizenship Verification Questions	1
	Estate Recovery	3
	Hearing	3
	Program Information	183
	Total	1715
HIPAA	Complaint	2
	Information	14
	Request for Accounting for Disclosure	0

HIPAA	Request for Amendment	0
	Request for Restriction	1
	Send PHI Brochure	0
	Total	17
Home Health Care	Application / Eligibility	14
	Benefit Package / Covered Services	2
	BHCS Complaint	0
	BHCS Questions	0
	Card	1
	Hearing	0
	HSFA Questions	0
	Passport	2
	Program Information	13
	Provider	6
	Status	0
	Total	38
Incident Report	Billing Inquiry	128
	Reimbursement Inquiry	15
	Total	143
Information	Cash Assistance	25
	CDJFS	1160
	Customer Survey	4
	Food Stamps	138
	Hotline	1047
	Medicare	349
	Social Security	26
	Total	2749
Inquiry	029 Error	81
	574 Error - Not Eligible	3
	Already Selected	1354
	Called to Check on Doctors	531
	Called to Check on Just Cause Status	112
	Case Addition	71
	Case Closed	360

<i>Inquiry</i>	Case Pending	725
	Category Closed	114
	Change in Name	160
	Change in Phone Number / Address	1447
	CIC - Do Not Assign	3
	Consumer Needs To Be Auto Re-Enrolled	9
	Failed Eligibility	605
	General Questions	13505
	Open Enrollment Questions	1076
	Person Calling Not PIP / AG Head	440
	Referred Consumer to County Worker	2724
	Returned NME / Notice	9
	Transferred in Error	21
	Wanted Phone Number of MCP	525
	Total	23875
<i>Issue / Concern</i>	Issue / Concern about MCP	90
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	2
	Issue / Concern with ODM	3
	Total	95
<i>Limited Family Planning Services</i>	Application / Eligibility	2
	Benefit Package / Covered Services	1
	Billing Number	2
	Card	1
	Certificate of Coverage	1
	Change	1
	Hearing	0
	Program Information	5
	Total	13
<i>Long Term Care</i>	Application / Eligibility	15

Long Term Care	Benefit Package / Covered Services	7
	Card	3
	Community Spouse	0
	Estate Recovery	4
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	10
	Program Information	28
	Total	67
MAGI	1095B FAQ	313
	Application Status	1991
	Case Change	348
	Case Inquiry	5227
	Certificate Of Coverage	61
	Citizenship/Other Verifications	284
	Estate Recovery	18
	FFS Card	560
	General Program Information	2855
	Income Guidelines/Questions	828
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	4
	Questions About Letter/NOA	397
	Re-Application on a Denied Case	175
	Renewal Application Reported	10135
	Renewal Questions	8300
	Reprint NOA or FFS Card	51
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	73
	Requested Telephone Application – Transfer to Collabor8	1050

MAGI	State Hearing	93
	Total	32763
Mailings	"Getting Long Term Care" Pamphlet	6
	ABD Application Letter - 7200	428
	ABD EMP Enrollment Packet	25
	ABD Pamphlet - Spanish	0
	Approved Letter	67
	BCCP Brochure	0
	Billing Incident Letter	105
	Call Me Letter	0
	CFC EMP Enrollment Packet	45
	Citizenship Verification Brochure	2
	CPA Letter	0
	CPA Letter - Blank	71
	Enrollment Error Letter	0
	Healthy Start Brochure	3
	HIPAA Notice	9
	HS/HF Information	1
	ICDS Enrollment Letter	2348
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	648
	JC Approval Change MCP - Requestor	57
	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

Mailings	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	9
	MBI-WD Application	12
	Medicaid Program Enrollment & Benefit Information	84
	MyCare EMP Enrollment Packet	95
	MyCare TPL Approval Letter	1
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	18019
	N3 ABD Reminder Letter	502
	No Contact	1
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	1
	OMH Mandatory MyCare Letter	46
	Patient Liability Lbl	0
	PHI Brochure	1
	QIT Opt Out Form	0
	QIT Opt Out Letter	0
	QMB - Blank	789
	Reimbursement Letter	13
	Rejected - General	141
	Rejected - General ABD	37
	Rejected - SSI-BCMH-CIC	17
	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	23587

Managed Care Info & Referral	Benefit Package	695
	Billing Number	448
	Card	1883
	Information	5491
	Just Cause Status	95
	Payment	22
	Phone Numbers	1260
	Provider Name	1304
	Transfer Request - Bureau of Managed Care	4
	Total	11202
MBI-WD	AG Collections Questions	21
	Application / Eligibility	31
	Benefit Package / Covered Services	12
	Billing Number	5
	Card	13
	Certificate of Coverage	3
	Premium Collection Issue - Needs Follow-Up	9
	Program Information	88
	Questions About Premiums	67
	Total	249
Medicare Part D	Application / Eligibility	155
	Information	679
	Questions About Letter	21
	Total	855
Medicare Premium Assistance	Application / Eligibility	877
	Benefit Package / Covered Services	336
	Billing Number	23
	Card	187
	Certificate of Coverage	10
	Change	63
	Estate Recovery	0
	Hearing	6
	Patient Liability	3

Medicare Premium Assistance	Program Information	1040
	Total	2545
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	0
	Request Benefits Balance - Needs Follow-Up	0
	Total	0
MyCare Ohio	General Information	1667
	Issue Accessing Services	161
	Loss of MyCare Eligibility	139
	Medicaid Only Benefit Information	187
	MyCare Ohio Card	277
	October 2014 MyCare Passive Enrollment Letter	1
	On-site facilitated enrollment	48
	Opt-In/Opt-Out Questions	336
	Prescription Questions	151
	Transition of Care	24
	Total	2991
ODM Survey	Managed Care Survey	3
	Total	3
Ohio Benefits Self Service Portal	Access my Benefits	39
	Account Creation/Management	15
	Account Lock Out	72
	Application Assistance	73
	Apply for Benefits	119
	County Office Location/Hours	10
	Electronic Verification	159
	Forgot Password Link	36
	Forgot User Name Link	15

Ohio Benefits Self Service Portal	Frequently Asked Questions	64
	General Navigation	26
	How to use this Site	17
	Internet Browser Issue	4
	Message Center	5
	Provided Link to Website	126
	Renewal Packet Questions	314
	Submit Error Issue	16
	Transfer Call to Tier 2/3	29
	Total	1139
Ohio Integrated Eligibility System (OIES)	Case Inquiry/Case Status	1689
	Contact CDJS	449
	Electronic Verification Process	163
	Journal Creation & Management	159
	MAGI (Modified Adjusted Gross Income) Program Information	154
	Notice of Action Explanation	35
	Reapply on a Denied Case	42
	Reprint FFS card from Hotline	1
	Reprint NOA from Hotline	4
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	106
	Requested Telephone Application, transfer to Collobor8	637
	Total	3439
	Ohio's Best RX	Program Information
Referred Caller		11
Total		18
Other Medicaid Program	Application / Eligibility	1029
	Benefit Package / Covered Services	702

Other Medicaid Program	Billing Number	173
	Card	231
	Certificate of Coverage	15
	Change	520
	Citizenship Verification Questions	1
	Estate Recovery	14
	Hearing	7
	Program Information	1009
	Total	3701
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	464
	Letter	16
	Program Information	374
	Status	219
	Transfer Request - Needs Follow-Up	1
	Total	1074
Provider	Fee-For-Service Provider Names	344
	Referred to MCP For Provider List	101
	Referred to ODM Website For Provider List	81
	Referred to State Board To File Complaint Against Provider	5
	Total	531
QIT	Appointment Reminder	0
	Bank Verification Reminder 1st Attempt	0
	Bank Verification Reminder 2nd Attempt	0

QIT	Bank Verification Reminder 3rd Attempt	0
	Facility / Case Manager Outreach 1st Attempt	0
	Facility / Case Manager Outreach 2nd Attempt	0
	Facility / Case Manager Outreach 3rd Attempt	0
	Opt Out Reminder 1st Attempt	0
	Opt Out Reminder 2nd Attempt	0
	Opt Out Reminder 3rd Attempt	0
	Provided Banking Resources	0
	Provided Transportation Resources	0
	QIT - General Program Information	0
	QIT Assessment Updated	0
	QIT Follow-Up 1st Attempt	0
	QIT Follow-Up 2nd Attempt	0
	QIT Follow-Up 3rd Attempt	0
	QIT Initial Outreach 1st Attempt	0
	QIT Initial Outreach 2nd Attempt	0
	QIT Initial Outreach 3rd Attempt	0
	Referred To Legal Aid	0
	Request To Reach Out To Auth. Rep. / POA	0
	Schedule Appointment 1st Attempt	0
	Schedule Appointment 2nd Attempt	0
	Schedule Appointment 3rd Attempt	0
	Transferred To Legal Assistance	0
	Total	0

Reimbursement	Decision	15
	Information	295
	State Hearing	5
	Total	315
Spend Down	Amount	1132
	Card	335
	Certificate of Coverage	8
	Hearing	17
	Problem	144
	Program Information	1609
	Total	3245
State Hearings	How to Request	79
	Program Information	92
	Status	11
	Total	182
Surveys	Call Center Survey	7363
	Total	7363
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	27
	General Information	220
	Need Medications Now	20
	Referral to Case Worker	203
	Referral to TPL Vendor	53
	Total	523
Tort	General Information	20
	Provided Number to Tort Unit	37
	Total	57
Waiver	Application / Eligibility	284
	Benefit Package / Covered Services	105
	Billing Number	15
	Card	77
	Certificate of Coverage	0
	Change	35
	Estate Recovery	13

Waiver	Hearing	8
	Independent Provider	9
	Patient Evaluation	15
	Patient Liability	28
	Program Information	387
	Waiting List	15
	Total	991
Grand Total All Categories		136364

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

Calls made from 4/1/2016 to 4/30/2016

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	669
	ACS / First Health	305
	ADAMH	18
	Area Agency on Aging	74
	BCCP Regional Agency	3
	BCMh	11
	Bureau of Home and Community Services	3
	Case Management Agency	32
	Caseworker	2216
	Child Support Enforcement Agency	2
	Complaint Department	29
	County Department of Job & Family Services	4961
	First Link	13
	Food Stamp Hotline	38
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	2
	HomeHealthAgency	8
	Info & Refer	939
	In-House	9
	Legal Aid	4
	Managed Care Plan	2025
	Managed Care/Just Cause Section	48
	MR / DD Board	1
	ODM	4
	Ohio Department of Insurance	21
	Ohio Hospice	0
	Ohio's Best Rx	19
Ombudsman	23	

Referral	OSHIIP	155
	Other Medical Services Agency	93
	Other Social Services Agency	44
	Out-of-State Medicaid Hotline	66
	PACT	1
	Pharmacy	298
	Prescription Drug Plan (PDP)	216
	Provider	700
	Provider Services Call Center	798
	Public Children's Services	20
	Social Security Administration	105
	StateHearingDivision	218
	StateMedicalBoard	15
	Supervisor	95
	Tort Unit	28
	Website - ODM	85
	Welfare Fraud Hotline	4
WIC Office	3	
Total		14421

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 5/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL
	FFS TO MCP		MCP TO MCP		MCP TO FFS			
Call	214	62.03%	122	91.04%	6	100.00%	342	70.52%
Call Campaign	109	31.59%	8	5.97%	0	0.00%	117	24.12%
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	22	6.38%	4	2.99%	0	0.00%	26	5.36%
TOTAL	345	100%	134	100%	6	100%	485	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 5/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	214	62.57%	122	35.67%	6	1.75%	342	100%
Call Campaign	109	93.16%	8	6.84%	0	0.00%	117	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	22	84.62%	4	15.38%	0	0.00%	26	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: 5/1/2016**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	12		4		0	
	North East	19		7		0	
	West	10		6		0	
	Total	41	11.85%	17	12.69%	0	0.00%
CareSource	Central/South East	48		19		1	
	North East	79		24		1	
	West	64		24		0	
	Total	191	55.20%	67	50.00%	2	33.33%
Molina	Central/South East	22		14		2	
	North East	4		5		0	
	West	8		3		2	
	Total	34	9.83%	22	16.42%	4	66.67%
Paramount	Central/South East	2		4		0	
	North East	10		4		0	
	West	19		7		0	
	Total	31	8.96%	15	11.19%	0	0.00%
United	Central/South East	24		3		0	
	North East	13		9		0	
	West	12		1		0	
	Total	49	14.16%	13	9.70%	0	0.00%
Total Mandatory		346	100.00%	134	100.00%	6	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 5/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	12	11.11%	4	9.09%	0	0.00%
	CareSource	48	44.44%	19	43.18%	1	33.33%
	Molina	22	20.37%	14	31.82%	2	66.67%
	Paramount	2	1.85%	4	9.09%	0	0.00%
	United	24	22.22%	3	6.82%	0	0.00%
	Total	108	100.00%	44	100.00%	3	100.00%
North East	Buckeye	19	15.20%	7	14.29%	0	0.00%
	CareSource	79	63.20%	24	48.98%	1	100.00%
	Molina	4	3.20%	5	10.20%	0	0.00%
	Paramount	10	8.00%	4	8.16%	0	0.00%
	United	13	10.40%	9	18.37%	0	0.00%
	Total	125	100.00%	49	100.00%	1	100.00%
West	Buckeye	10	8.85%	6	14.63%	0	0.00%
	CareSource	64	56.64%	24	58.54%	0	0.00%
	Molina	8	7.08%	3	7.32%	2	100.00%
	Paramount	19	16.81%	7	17.07%	0	0.00%
	United	12	10.62%	1	2.44%	0	0.00%
	Total	113	100.00%	41	100.00%	2	100.00%
Total Mandatory		346		134		6	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 5/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	152	121	273
North East	174	98	272
West	154	98	252
Total For All Regions	480	317	797

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 5/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	12	4	16	25	41	15.02%
	CareSource	48	19	67	24	91	33.33%
	Molina	22	14	36	28	64	23.44%
	Paramount	2	4	6	17	23	8.42%
	United	24	3	27	27	54	19.78%
	Total	108	44	152	121	273	100.00%
North East	Buckeye	19	7	26	15	41	15.07%
	CareSource	79	24	103	21	124	45.59%
	Molina	4	5	9	14	23	8.46%
	Paramount	10	4	14	19	33	12.13%
	United	13	9	22	29	51	18.75%
	Total	125	49	174	98	272	100.00%
West	Buckeye	10	6	16	22	38	15.08%
	CareSource	64	24	88	24	112	44.44%
	Molina	8	3	11	21	32	12.70%
	Paramount	19	7	26	15	41	16.27%
	United	12	1	13	16	29	11.51%
	Total	113	41	154	98	252	100.00%
Total Mandatory		346	134	480	317	797	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 5/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	13536	69.69%	2184	86.60%	19	47.50%	15739	71.59%
Call Campaign	3584	18.45%	189	7.49%	1	2.50%	3774	17.17%
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	2304	11.86%	149	5.91%	20	50.00%	2473	11.25%
TOTAL	19424	100%	2522	100%	40	100%	21986	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 5/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	13536	86.00%	2184	13.88%	19	0.12%	15739	100%
Call Campaign	3584	94.97%	189	5.01%	1	0.03%	3774	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	2304	93.17%	149	6.03%	20	0.81%	2473	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: 5/1/2016

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	247		22		0	
	North East	1247		153		0	
	West	720		86		1	
	Total	2214	11.18%	261	9.95%	1	2.50%
CareSource	Central/South East	3233		527		7	
	North East	4781		647		9	
	West	4025		587		9	
	Total	12039	60.80%	1761	67.14%	25	62.50%
Molina	Central/South East	1083		113		3	
	North East	231		17		0	
	West	404		58		1	
	Total	1718	8.68%	188	7.17%	4	10.00%
Paramount	Central/South East	124		18		7	
	North East	224		23		0	
	West	1210		135		1	
	Total	1558	7.87%	176	6.71%	8	20.00%
United	Central/South East	673		58		0	
	North East	1164		146		2	
	West	435		33		0	
	Total	2272	11.47%	237	9.04%	2	5.00%
Total Mandatory		19801	100.00%	2623	100.00%	40	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 5/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	247	4.61%	22	2.98%	0	0.00%
	CareSource	3233	60.32%	527	71.41%	7	41.18%
	Molina	1083	20.21%	113	15.31%	3	17.65%
	Paramount	124	2.31%	18	2.44%	7	41.18%
	United	673	12.56%	58	7.86%	0	0.00%
	Total	5360	100.00%	738	100.00%	17	100.00%
North East	Buckeye	1247	16.31%	153	15.52%	0	0.00%
	CareSource	4781	62.52%	647	65.62%	9	81.82%
	Molina	231	3.02%	17	1.72%	0	0.00%
	Paramount	224	2.93%	23	2.33%	0	0.00%
	United	1164	15.22%	146	14.81%	2	18.18%
	Total	7647	100.00%	986	100.00%	11	100.00%
West	Buckeye	720	10.60%	86	9.57%	1	8.33%
	CareSource	4025	59.24%	587	65.29%	9	75.00%
	Molina	404	5.95%	58	6.45%	1	8.33%
	Paramount	1210	17.81%	135	15.02%	1	8.33%
	United	435	6.40%	33	3.67%	0	0.00%
	Total	6794	100.00%	899	100.00%	12	100.00%
Total Mandatory		19801		2623		40	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 5/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	6098	3654	9752
North East	8633	5025	13658
West	7693	4284	11977
Total For All Regions	22424	12963	35387

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 5/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	247	22	269	749	1018	10.44%
	CareSource	3233	527	3760	857	4617	47.34%
	Molina	1083	113	1196	961	2157	22.12%
	Paramount	124	18	142	711	853	8.75%
	United	673	58	731	376	1107	11.35%
	Total	5360	738	6098	3654	9752	100.00%
North East	Buckeye	1247	153	1400	974	2374	17.38%
	CareSource	4781	647	5428	1407	6835	50.04%
	Molina	231	17	248	1004	1252	9.17%
	Paramount	224	23	247	864	1111	8.13%
	United	1164	146	1310	776	2086	15.27%
	Total	7647	986	8633	5025	13658	100.00%
West	Buckeye	720	86	806	953	1759	14.69%
	CareSource	4025	587	4612	1208	5820	48.59%
	Molina	404	58	462	833	1295	10.81%
	Paramount	1210	135	1345	653	1998	16.68%
	United	435	33	468	637	1105	9.23%
	Total	6794	899	7693	4284	11977	100.00%
Total Mandatory		19801	2623	22424	12963	35387	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 5/1/2016

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	157	49.37%	103	66.88%	0	0.00%	260	55.08%
Call	Medicaid only	81	25.47%	33	21.43%	0	0.00%	114	24.15%
Call Campaign	Dual benefits	31	9.75%	5	3.25%	0	0.00%	36	7.63%
Call Campaign	Medicaid only	11	3.46%	4	2.60%	0	0.00%	15	3.18%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	1	0.31%	0	0.00%	0	0.00%	1	0.21%
Fax	Medicaid only	7	2.20%	0	0.00%	0	0.00%	7	1.48%
Mail		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	Dual benefits	8	2.52%	6	3.90%	0	0.00%	14	2.97%
Website	Medicaid only	22	6.92%	3	1.95%	0	0.00%	25	5.30%
TOTAL		318	100%	154	100%	0	0.00%	472	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 5/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	157	60.38%	103	39.62%	0	0.00%	260	100%
Call	Medicaid only	81	71.05%	33	28.95%	0	0.00%	114	100%
Call Campaign	Dual benefits	31	86.11%	5	13.89%	0	0.00%	36	100%
Call Campaign	Medicaid only	11	73.33%	4	26.67%	0	0.00%	15	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	1	100.00%	0	0.00%	0	0.00%	1	100%
Fax	Medicaid only	7	100.00%	0	0.00%	0	0.00%	7	100%
Mail		0	0.00%	0	0.00%	0	0.00%	0	100%
Website	Dual benefits	8	57.14%	6	42.86%	0	0.00%	14	100%
Website	Medicaid only	22	88.00%	3	12.00%	0	0.00%	25	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 5/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	20		8		0		28
	Central	Medicaid only	9		3		0		12
	North West	Dual benefits	10		2		0		12
	North West	Medicaid only	6		0		0		6
	South West	Dual benefits	19		6		0		25
	South West	Medicaid only	25		2		0		27
	Total			89	27.99%	21	13.64%	0	0.00%
Buckeye	North East	Dual benefits	6		5		0		11
	North East	Medicaid only	2		0		0		2
	North West	Dual benefits	6		2		0		8
	North West	Medicaid only	1		1		0		2
	West Central	Dual benefits	15		9		0		24
	West Central	Medicaid only	13		8		0		21
	Total			43	13.52%	25	16.23%	0	0.00%
CareSource	East Central	Dual benefits	16		11		0		27
	East Central	Medicaid only	10		6		0		16
	North East	Dual benefits	46		29		0		75
	North East	Medicaid only	26		10		0		36
	North East Central	Dual benefits	12		5		0		17
	North East Central	Medicaid only	2		1		0		3
	Total			112	35.22%	62	40.26%	0	0.00%
Molina	Central	Dual benefits	14		6		0		20
	Central	Medicaid only	1		2		0		3
	South West	Dual benefits	10		6		0		16
	South West	Medicaid only	10		2		0		12
	West Central	Dual benefits	3		5		0		8

Molina	West Central	Medicaid only	3		1		0		4
	Total		41	12.89%	22	14.29%	0	0.00%	
United	East Central	Dual benefits	9		7		0		16
	East Central	Medicaid only	6		2		0		8
	North East	Dual benefits	6		9		0		15
	North East	Medicaid only	4		1		0		5
	North East Central	Dual benefits	5		4		0		9
	North East Central	Medicaid only	3		1		0		4
	Total		33	10.38%	24	15.58%	0	0.00%	
Total Mandatory			318	100.00%	154	100.00%	0	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 5/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	20	45.45%	8	42.11%	0	0.00%	28
	Aetna	Medicaid only	9	20.45%	3	15.79%	0	0.00%	12
	Molina	Dual benefits	14	31.82%	6	31.58%	0	0.00%	20
	Molina	Medicaid only	1	2.27%	2	10.53%	0	0.00%	3
	Total		44	100.00%	19	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	16	39.02%	11	42.31%	0	0.00%	27
	CareSource	Medicaid only	10	24.39%	6	23.08%	0	0.00%	16
	United	Dual benefits	9	21.95%	7	26.92%	0	0.00%	16
	United	Medicaid only	6	14.63%	2	7.69%	0	0.00%	8
	Total		41	100.00%	26	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	6	6.67%	5	9.26%	0	0.00%	11
	Buckeye	Medicaid only	2	2.22%	0	0.00%	0	0.00%	2
	CareSource	Dual benefits	46	51.11%	29	53.70%	0	0.00%	75
	CareSource	Medicaid only	26	28.89%	10	18.52%	0	0.00%	36
	United	Dual benefits	6	6.67%	9	16.67%	0	0.00%	15
	United	Medicaid only	4	4.44%	1	1.85%	0	0.00%	5
	Total		90	100.00%	54	100.00%	0	100.00%	
North East Central	CareSource	Dual benefits	12	54.55%	5	45.45%	0	0.00%	17
	CareSource	Medicaid only	2	9.09%	1	9.09%	0	0.00%	3
	United	Dual benefits	5	22.73%	4	36.36%	0	0.00%	9
	United	Medicaid only	3	13.64%	1	9.09%	0	0.00%	4
	Total		22	100.00%	11	100.00%	0	100.00%	
North West	Aetna	Dual benefits	10	43.48%	2	40.00%	0	0.00%	12
	Aetna	Medicaid only	6	26.09%	0	0.00%	0	0.00%	6
	Buckeye	Dual benefits	6	26.09%	2	40.00%	0	0.00%	8
	Buckeye	Medicaid only	1	4.35%	1	20.00%	0	0.00%	2
	Total		23	100.00%	5	100.00%	0	100.00%	
South West	Aetna	Dual benefits	19	29.69%	6	37.50%	0	0.00%	25
	Aetna	Medicaid only	25	39.06%	2	12.50%	0	0.00%	27
	Molina	Dual benefits	10	15.63%	6	37.50%	0	0.00%	16

South West	Molina	Medicaid only	10	15.63%	2	12.50%	0	0.00%	12
	Total		64	100.00%	16	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	15	44.12%	9	39.13%	0	0.00%	24
	Buckeye	Medicaid only	13	38.24%	8	34.78%	0	0.00%	21
	Molina	Dual benefits	3	8.82%	5	21.74%	0	0.00%	8
	Molina	Medicaid only	3	8.82%	1	4.35%	0	0.00%	4
	Total		34	100.00%	23	100.00%	0	100.00%	
Total Mandatory			318		154		0		

MyCare
ASSIGNMENT BY REGION
Effective Date: 5/1/2016

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	15	31	46
	Dual benefits	48	278	326
		63	309	372
East Central	Medicaid only	24	9	33
	Dual benefits	43	298	341
		67	307	374
North East	Medicaid only	43	32	75
	Dual benefits	101	503	604
		144	535	679
North East Central	Medicaid only	7	8	15
	Dual benefits	26	159	185
		33	167	200
North West	Medicaid only	8	4	12
	Dual benefits	20	180	200
		28	184	212
South West	Medicaid only	39	29	68
	Dual benefits	41	371	412
		80	400	480
West Central	Medicaid only	25	12	37
	Dual benefits	32	191	223
		57	203	260
Total For All Regions		472	2105	2577

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 5/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	20	8	28	134	162	43.55%
	Aetna	Medicaid only	9	3	12	16	28	7.53%
	Molina	Dual benefits	14	6	20	144	164	44.09%
	Molina	Medicaid only	1	2	3	15	18	4.84%
	Total			44	19	63	309	372
East Central	CareSource	Dual benefits	16	11	27	142	169	45.19%
	CareSource	Medicaid only	10	6	16	5	21	5.61%
	United	Dual benefits	9	7	16	156	172	45.99%
	United	Medicaid only	6	2	8	4	12	3.21%
	Total			41	26	67	307	374
North East	Buckeye	Dual benefits	6	5	11	158	169	24.89%
	Buckeye	Medicaid only	2	0	2	12	14	2.06%
	CareSource	Dual benefits	46	29	75	192	267	39.32%
	CareSource	Medicaid only	26	10	36	13	49	7.22%
	United	Dual benefits	6	9	15	153	168	24.74%
	United	Medicaid only	4	1	5	7	12	1.77%
	Total			90	54	144	535	679
North East Central	CareSource	Dual benefits	12	5	17	74	91	45.50%
	CareSource	Medicaid only	2	1	3	3	6	3.00%
	United	Dual benefits	5	4	9	85	94	47.00%
	United	Medicaid only	3	1	4	5	9	4.50%
	Total			22	11	33	167	200

North West	Aetna	Dual benefits	10	2	12	83	95	44.81%
	Aetna	Medicaid only	6	0	6	2	8	3.77%
	Buckeye	Dual benefits	6	2	8	97	105	49.53%
	Buckeye	Medicaid only	1	1	2	2	4	1.89%
	Total		23	5	28	184	212	100.00%
South West	Aetna	Dual benefits	19	6	25	194	219	45.63%
	Aetna	Medicaid only	25	2	27	16	43	8.96%
	Molina	Dual benefits	10	6	16	177	193	40.21%
	Molina	Medicaid only	10	2	12	13	25	5.21%
	Total		64	16	80	400	480	100.00%
West Central	Buckeye	Dual benefits	15	9	24	92	116	44.62%
	Buckeye	Medicaid only	13	8	21	5	26	10.00%
	Molina	Dual benefits	3	5	8	99	107	41.15%
	Molina	Medicaid only	3	1	4	7	11	4.23%
	Total		34	23	57	203	260	100.00%
Total Mandatory			318	154	472	2105	2577	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 5/1/2016

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	0	0	0	6	6
			Medicaid only	2	0	2	1	3
		Molina	Dual benefits	0	0	0	10	10
		Total		2	0	2	17	19
	Franklin	Aetna	Dual benefits	19	7	26	116	142
			Medicaid only	7	3	10	14	24
		Molina	Dual benefits	12	5	17	110	127
			Medicaid only	1	2	3	14	17
		Total		39	17	56	254	310
		Madison	Aetna	Dual benefits	1	0	1	3
	Molina		Dual benefits	0	1	1	3	4
	Total			1	1	2	6	8
	Pickaway	Aetna	Dual benefits	0	0	0	8	8
			Medicaid only	0	0	0	1	1
		Molina	Dual benefits	2	0	2	12	14
		Total		2	0	2	21	23
	Union	Aetna	Dual benefits	0	1	1	1	2
		Molina	Dual benefits	0	0	0	9	9
			Medicaid only	0	0	0	1	1
		Total		0	1	1	11	12

Central Region Totals						
Aetna		29	11	40	150	190
Molina		15	8	23	159	182
Total		44	19	63	309	372

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
East Central	Portage	CareSource	Dual benefits	0	0	0	9	9	
			Medicaid only	0	1	1	0	1	
		United	Dual benefits	0	0	0	16	16	
		Total		0	1	1	25	26	
	Stark	CareSource	Dual benefits	7	5	12	62	74	
			Medicaid only	6	3	9	2	11	
		United	Dual benefits	2	2	4	47	51	
			Medicaid only	2	0	2	1	3	
		Total		17	10	27	112	139	
		Summit	CareSource	Dual benefits	6	4	10	59	69
				Medicaid only	4	1	5	2	7
			United	Dual benefits	6	5	11	85	96
	Medicaid only			4	2	6	3	9	
	Total			20	12	32	149	181	
	Wayne		CareSource	Dual benefits	3	2	5	12	17
		Medicaid only		0	1	1	1	2	
		United	Dual benefits	1	0	1	8	9	
		Total		4	3	7	21	28	

East Central Region Totals						
CareSource		26	17	43	147	190
United		15	9	24	160	184
Total		41	26	67	307	374

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
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Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	5	3	8	116	124
			Medicaid only	2	0	2	9	11
		CareSource	Dual benefits	30	22	52	138	190
			Medicaid only	16	6	22	9	31
		United	Dual benefits	6	6	12	115	127
			Medicaid only	3	1	4	4	8
		Total		62	38	100	391	491
	Geauga	Buckeye	Dual benefits	0	0	0	4	4
			Medicaid only	0	0	0	1	1
		CareSource	Dual benefits	0	0	0	6	6
			Medicaid only	1	0	1	0	1
		United	Dual benefits	0	0	0	4	4
		Total		1	0	1	15	16
		Lake	Buckeye	Dual benefits	0	0	0	11
	Medicaid only			0	0	0	2	2
	CareSource		Dual benefits	4	1	5	14	19
			Medicaid only	0	1	1	1	2
	United		Dual benefits	0	0	0	11	11
	Total			4	2	6	39	45
	Lorain		Buckeye	Dual benefits	0	1	1	18
		CareSource	Dual benefits	11	6	17	27	44
			Medicaid only	6	3	9	2	11
		United	Dual benefits	0	0	0	17	17

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Lorain	United	Medicaid only	0	0	0	2	2
		Total		17	10	27	66	93
	Medina	Buckeye	Dual benefits	1	1	2	9	11
		CareSource	Dual benefits	1	0	1	7	8
			Medicaid only	3	0	3	1	4
		United	Dual benefits	0	3	3	6	9
			Medicaid only	1	0	1	1	2
		Total		6	4	10	24	34

North East Region Totals								
Buckeye				8	5	13	170	183
CareSource				72	39	111	205	316
United				10	10	20	160	180
Total				90	54	144	535	679

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	2	2	4	9	13
			Medicaid only	0	0	0	2	2
		United	Dual benefits	1	2	3	24	27
			Medicaid only	2	0	2	0	2
		Total		5	4	9	35	44
	Mahoning	CareSource	Dual benefits	6	1	7	39	46
			Medicaid only	1	1	2	0	2
		United	Dual benefits	2	1	3	41	44
			Medicaid only	1	0	1	3	4
		Total		10	3	13	83	96
	Trumbull	CareSource	Dual benefits	4	2	6	26	32
			Medicaid only	1	0	1	1	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Trumbull	United	Dual benefits	2	1	3	20	23
			Medicaid only	0	1	1	2	3
		Total		7	4	11	49	60

North East Central Region Totals								
CareSource				14	6	20	77	97
United				8	5	13	90	103
Total				22	11	33	167	200

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	2	3
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	0	1	1	3	4
			Medicaid only	0	0	0	1	1
		Total		1	2	3	6	9
	Lucas	Aetna	Dual benefits	7	1	8	61	69
			Medicaid only	4	0	4	2	6
		Buckeye	Dual benefits	6	1	7	71	78
			Medicaid only	1	1	2	1	3
		Total		18	3	21	135	156
	Ottawa	Aetna	Dual benefits	0	0	0	5	5
		Buckeye	Dual benefits	0	0	0	6	6
		Total		0	0	0	11	11
	Wood	Aetna	Dual benefits	3	0	3	15	18
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	0	0	0	17	17
		Total		4	0	4	32	36

North West Region Totals						
Aetna		16	2	18	85	103
Buckeye		7	3	10	99	109
Total		23	5	28	184	212

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	3	3	6	32	38
			Medicaid only	9	0	9	4	13
		Molina	Dual benefits	0	1	1	36	37
			Medicaid only	0	1	1	2	3
		Total		12	5	17	74	91
	Clermont	Aetna	Dual benefits	2	0	2	21	23
			Medicaid only	4	0	4	1	5
		Molina	Dual benefits	2	3	5	24	29
			Medicaid only	2	0	2	1	3
		Total		10	3	13	47	60
	Clinton	Aetna	Dual benefits	2	0	2	8	10
			Medicaid only	1	0	1	0	1
		Molina	Dual benefits	2	0	2	7	9
		Total		5	0	5	15	20
	Hamilton	Aetna	Dual benefits	11	2	13	119	132
			Medicaid only	7	2	9	9	18
		Molina	Dual benefits	5	2	7	98	105
			Medicaid only	7	1	8	9	17
		Total		30	7	37	235	272
	Warren	Aetna	Dual benefits	1	1	2	14	16
Medicaid only			4	0	4	2	6	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Warren	Molina	Dual benefits	1	0	1	12	13
			Medicaid only	1	0	1	1	2
		Total		7	1	8	29	37

South West Region Totals								
Aetna				44	8	52	210	262
Molina				20	8	28	190	218
Total				64	16	80	400	480

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	0	0	0	17	17
			Medicaid only	0	0	0	1	1
		Molina	Dual benefits	0	1	1	29	30
			Medicaid only	1	0	1	2	3
		Total		1	1	2	49	51
	Greene	Buckeye	Dual benefits	0	0	0	9	9
			Medicaid only	2	0	2	1	3
		Molina	Dual benefits	0	0	0	9	9
			Medicaid only	1	1	2	0	2
		Total		3	1	4	19	23
	Montgomery	Buckeye	Dual benefits	15	9	24	66	90
			Medicaid only	11	8	19	3	22
		Molina	Dual benefits	3	4	7	61	68
			Medicaid only	1	0	1	5	6
		Total		30	21	51	135	186

West Central Region Totals								
Buckeye				28	17	45	97	142
Molina				6	6	12	106	118
Total				34	23	57	203	260

Total Mandatory

318	154	472	2105	2577
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**MyCare
MEDICARE STATUS CHANGES BY
MCP (Standalone Opt In/Opt Out)**

**MCP and Region as a Percentage of Type
Effective Date: 5/1/2016**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	4	7.41%	1	50.00%	5
	<i>North West</i>	2	3.70%	0	0.00%	2
	<i>South West</i>	5	9.26%	0	0.00%	5
	Total	11	20.37%	1	50.00%	12
Buckeye	<i>North East</i>	3	5.56%	0	0.00%	3
	<i>North West</i>	4	7.41%	0	0.00%	4
	<i>West Central</i>	8	14.81%	0	0.00%	8
	Total	15	27.78%	0	0.00%	15
CareSource	<i>East Central</i>	3	5.56%	0	0.00%	3
	<i>North East</i>	7	12.96%	0	0.00%	7
	<i>North East Central</i>	1	1.85%	0	0.00%	1
	Total	11	20.37%	0	0.00%	11

Molina	<i>Central</i>	3	5.56%	0	0.00%	3
	<i>South West</i>	5	9.26%	1	50.00%	6
	<i>West Central</i>	5	9.26%	0	0.00%	5
	Total	13	24.07%	1	50.00%	14
United	<i>East Central</i>	1	1.85%	0	0.00%	1
	<i>North East</i>	3	5.56%	0	0.00%	3
	Total	4	7.41%	0	0.00%	4
Total Changes		54	100.00%	2	100.00%	56

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

**MCP and Region as a Percentage of Type
Effective Date: 5/1/2016**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	4	7.41%	1	50.00%	5
	<i>Molina</i>	3	5.56%	0	0.00%	3
	Total	7	12.96%	1	50.00%	8
North West	<i>Aetna</i>	2	3.70%	0	0.00%	2
	<i>Buckeye</i>	4	7.41%	0	0.00%	4
	Total	6	11.11%	0	0.00%	6
South West	<i>Aetna</i>	5	9.26%	0	0.00%	5
	<i>Molina</i>	5	9.26%	1	50.00%	6
	Total	10	18.52%	1	50.00%	11
North East	<i>Buckeye</i>	3	5.56%	0	0.00%	3
	<i>CareSource</i>	7	12.96%	0	0.00%	7
	<i>United</i>	3	5.56%	0	0.00%	3
	Total	13	24.07%	0	0.00%	13

West Central	<i>Buckeye</i>	8	14.81%	0	0.00%	8
	<i>Molina</i>	5	9.26%	0	0.00%	5
	Total	13	24.07%	0	0.00%	13
East Central	<i>CareSource</i>	3	5.56%	0	0.00%	3
	<i>United</i>	1	1.85%	0	0.00%	1
	Total	4	7.41%	0	0.00%	4
North East Central	<i>CareSource</i>	1	1.85%	0	0.00%	1
	Total	1	1.85%	0	0.00%	1
Total Changes		54	100.00%	2	100.00%	56

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 4/1/2016 to 4/30/2016

Total Surveys Available for Completion: 80101

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	360	43.80%	402	48.91%	37	4.50%	19	2.31%	4	0.49%	822	100.00%
Our answers to your questions	378	45.99%	396	48.18%	25	3.04%	18	2.19%	5	0.61%	822	100.00%
Our courtesy to you and your family	447	54.38%	338	41.12%	23	2.80%	13	1.58%	1	0.12%	822	100.00%
Overall, how would you rate our staff and services	409	49.76%	362	44.04%	26	3.16%	15	1.82%	5	1.22%	822	100.00%
Total	1594	48.48%	1498	45.56%	111	3.38%	65	1.98%	19	0.61%	3288	100.00%

Number of Surveys Attempted: 7366

Number of Completed Customer Satisfaction Surveys: 822