



**A**UTOMATED **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 May 2016**

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

## ***Call Center Analysis***

*Provider Calls:* There were 3,134 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 164. 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 95 calls coming in through this queue for this month.

## ***Activity Summary***

- 261,653 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 212,511 Total Calls (inbound and outbound)
  - 43,843 Call Fire Campaign Calls
  - 2,070 MyCare Outreach calls
  - 3,134 Provider Calls
  - 95 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:28 minutes average talk time
- 1:11 minute average speed to answer
- 70 average CSR inbound calls per day

**Ohio Consumer Hotline**  
**May 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	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
Thurs	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
Sun	05/01/16	0	0	0	167	167	0	0%	0	167	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>44691</b>	<b>42826</b>	<b>1168</b>	<b>289</b>	<b>44980</b>	<b>1865</b>	<b>4%</b>	<b>4233</b>	<b>49213</b>	<b>:14:51</b>	<b>:02:21</b>	<b>70</b>	<b>:01:24</b>	<b>:05:10</b>
	<b>May Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>167</b>	<b>167</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>167</b>	<b>:00:00</b>	<b>:00:00</b>	<b>0</b>	<b>:00:00</b>	<b>:00:00</b>
Mon	05/02/16	12959	12207	995	13	12972	752	6%	1151	14123	:14:46	:03:41	75	:02:38	:05:44
Tues	05/03/16	9475	9092	267	24	9499	383	4%	1127	10626	:08:24	:02:01	77	:01:35	:05:36
Wed	05/04/16	8759	8369	284	20	8779	390	4%	927	9706	:11:00	:02:27	75	:01:49	:05:41
Thurs	05/05/16	7893	7581	184	15	7908	312	4%	929	8837	:07:53	:01:40	72	:01:01	:05:31
Fri	05/06/16	6649	6530	93	8	6657	119	2%	1020	7677	:04:09	:01:11	66	:00:18	:05:29
Sat	05/07/16	878	848	34	13	891	30	3%	1273	2164	:02:14	:00:49	52	:00:11	:05:03
Sun	05/08/16	0	0	0	86	86	0	0%	0	86	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>46613</b>	<b>44627</b>	<b>1857</b>	<b>179</b>	<b>46792</b>	<b>1986</b>	<b>4%</b>	<b>6427</b>	<b>53219</b>	<b>:14:46</b>	<b>:01:58</b>	<b>70</b>	<b>:01:15</b>	<b>:05:36</b>
Mon	05/09/16	10363	9883	545	12	10375	480	5%	1169	11544	:10:48	:02:54	75	:02:17	:05:43
Tues	05/10/16	8978	8404	365	15	8993	574	6%	1038	10031	:13:18	:02:35	73	:01:27	:06:04
Wed	05/11/16	7897	7673	141	13	7910	224	3%	1014	8924	:09:11	:01:40	71	:00:56	:05:51
Thurs	05/12/16	7167	6937	165	5	7172	230	3%	741	7913	:09:46	:01:41	70	:01:16	:05:46
Fri	05/13/16	6682	6511	128	12	6694	171	3%	1180	7874	:04:37	:01:26	68	:00:32	:05:29
Sat	05/14/16	858	826	36	9	867	32	4%	747	1614	:01:43	:00:43	50	:00:11	:05:21
Sun	05/15/16	0	0	0	66	66	0	0%	0	66	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>41945</b>	<b>40234</b>	<b>1380</b>	<b>132</b>	<b>42077</b>	<b>1711</b>	<b>4%</b>	<b>5889</b>	<b>47966</b>	<b>:13:18</b>	<b>:01:50</b>	<b>68</b>	<b>:01:07</b>	<b>:05:47</b>
Mon	05/16/16	12786	11960	1115	29	12815	826	6%	1023	13838	:16:32	:03:31	78	:02:42	:05:42
Tues	05/17/16	10489	9969	604	35	10524	520	5%	1830	12354	:13:33	:02:59	74	:02:11	:05:12
Wed	05/18/16	8473	8159	211	22	8495	314	4%	1132	9627	:10:38	:02:01	76	:01:25	:05:19
Thurs	05/19/16	7450	7207	149	15	7465	243	3%	743	8208	:07:45	:01:28	72	:00:51	:05:15
Fri	05/20/16	6206	6070	79	13	6219	136	2%	1233	7452	:07:41	:01:23	68	:00:27	:05:18
Sat	05/21/16	962	941	31	10	972	21	2%	1062	2034	:01:43	:00:13	50	:00:10	:04:08
Sun	05/22/16	0	0	0	113	113	0	0%	0	113	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>46366</b>	<b>44306</b>	<b>2189</b>	<b>237</b>	<b>46603</b>	<b>2060</b>	<b>4%</b>	<b>7023</b>	<b>53626</b>	<b>:16:32</b>	<b>:01:54</b>	<b>70</b>	<b>:01:18</b>	<b>:05:21</b>
Mon	05/23/16	10875	10295	711	35	10910	580	5%	1389	12299	:13:57	:03:18	77	:01:55	:05:30
Tues	05/24/16	8443	8179	190	8	8451	264	3%	1090	9541	:07:03	:01:45	74	:01:09	:05:15
Wed	05/25/16	7340	7192	103	20	7360	148	2%	1254	8614	:04:38	:01:22	72	:00:25	:05:07
Thurs	05/26/16	7258	6997	151	34	7292	261	4%	1171	8463	:07:01	:01:41	69	:01:02	:05:04
Fri	05/27/16	6409	6291	68	40	6449	118	2%	522	6971	:06:26	:02:06	68	:00:40	:04:54
Sat	05/28/16	734	720	25	10	744	14	2%	88	832	:02:40	:00:34	46	:00:09	:05:26
Sun	05/29/16	0	0	0	86	86	0	0%	0	86	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>41059</b>	<b>39674</b>	<b>1248</b>	<b>233</b>	<b>41292</b>	<b>1385</b>	<b>3%</b>	<b>5514</b>	<b>46806</b>	<b>:13:57</b>	<b>:01:48</b>	<b>67</b>	<b>:00:53</b>	<b>:05:11</b>
Mon	05/30/16	0	0	0	104	104	0	0%	0	104	:00:00	:00:00	0	:00:00	:00:00
Tue	05/31/16	9438	9044	242	21	9459	394	4%	1164	10623	:10:29	:02:21	77	:01:23	:05:28
	<b>Month End</b>	<b>185421</b>	<b>177885</b>	<b>6916</b>	<b>1073</b>	<b>186494</b>	<b>7536</b>	<b>4%</b>	<b>26017</b>	<b>212511</b>	<b>:16:32</b>	<b>:01:58</b>	<b>70</b>	<b>:01:11</b>	<b>:05:28</b>

# Call Center Busy Hour Report

## May 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
Sun	05/01/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Mon	05/02/16	12959	143	1011	1185	1364	1420	1393	1405	1425	1406	1126	868	148	65
Tues	05/03/16	9475	103	761	1014	1128	1053	956	972	955	897	807	638	123	68
Wed	05/04/16	8759	63	703	837	940	893	906	968	911	907	848	606	125	52
Thurs	05/05/16	7893	49	621	790	827	885	795	832	854	792	749	539	98	62
Fri	05/06/16	6649	70	554	701	757	760	654	710	674	675	553	430	79	32
Sat	05/07/16	878	0	91	95	106	101	92	108	99	94	92	0	0	0
Sun	05/08/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>46613</b>	<b>428</b>	<b>3741</b>	<b>4622</b>	<b>5122</b>	<b>5112</b>	<b>4796</b>	<b>4995</b>	<b>4918</b>	<b>4771</b>	<b>4175</b>	<b>3081</b>	<b>573</b>	<b>279</b>
Mon	05/09/16	10363	84	759	975	1113	1017	1128	1145	1137	1160	972	679	118	76
Tues	05/10/16	8978	59	766	905	1088	1057	1001	920	880	905	698	538	98	63
Wed	05/11/16	7897	61	615	814	818	864	836	880	845	825	666	517	100	56
Thurs	05/12/16	7167	65	586	750	776	772	725	807	746	716	602	492	87	43
Fri	05/13/16	6682	61	513	703	708	723	702	686	734	737	560	444	72	39
Sat	05/14/16	858	0	68	85	105	92	103	97	106	95	107	0	0	0
Sun	05/15/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>41945</b>	<b>330</b>	<b>3307</b>	<b>4232</b>	<b>4608</b>	<b>4525</b>	<b>4495</b>	<b>4535</b>	<b>4448</b>	<b>4438</b>	<b>3605</b>	<b>2670</b>	<b>475</b>	<b>277</b>
Mon	05/16/16	11960	91	819	1001	1105	1239	1215	1328	1299	1330	1246	856	290	141
Tues	05/17/16	10489	145	816	948	992	1216	1261	1195	1144	1023	898	624	137	90
Wed	05/18/16	8473	99	664	848	944	933	877	904	858	820	745	591	116	74
Thurs	05/19/16	7450	82	596	794	817	770	754	838	775	742	640	488	87	67
Fri	05/20/16	6206	58	506	610	653	634	699	726	667	644	503	390	81	35
Sat	05/21/16	962	0	81	100	109	122	118	112	111	105	104	0	0	0
Sun	05/22/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>45540</b>	<b>475</b>	<b>3482</b>	<b>4301</b>	<b>4620</b>	<b>4914</b>	<b>4924</b>	<b>5103</b>	<b>4854</b>	<b>4664</b>	<b>4136</b>	<b>2949</b>	<b>711</b>	<b>407</b>
Mon	05/23/16	10875	114	854	1008	1213	1195	1151	1132	1218	1116	960	696	128	90
Tue	05/24/16	8443	106	650	866	953	938	920	920	878	815	686	526	125	60
Wed	05/25/16	7340	71	589	743	788	796	798	766	773	703	679	461	98	75
Thu	05/26/16	7258	68	539	674	780	791	710	810	786	738	665	500	123	74
Fri	05/27/16	6409	100	519	645	676	709	634	679	651	680	564	396	92	64
Sat	05/28/16	734	0	75	68	80	91	85	76	83	85	91	0	0	0
Sun	05/29/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>41059</b>	<b>459</b>	<b>3226</b>	<b>4004</b>	<b>4490</b>	<b>4520</b>	<b>4298</b>	<b>4383</b>	<b>4389</b>	<b>4137</b>	<b>3645</b>	<b>2579</b>	<b>566</b>	<b>363</b>
Mon	05/30/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tue	05/31/16	9438	85	711	903	1022	1021	997	979	966	1013	900	668	109	64
	<b>Month Total</b>	<b>184595</b>	<b>1777</b>	<b>14467</b>	<b>18062</b>	<b>19862</b>	<b>20092</b>	<b>19510</b>	<b>19995</b>	<b>19575</b>	<b>19023</b>	<b>16461</b>	<b>11947</b>	<b>2434</b>	<b>1390</b>
	Cumulative Percent		1%	8%	10%	11%	11%	11%	11%	11%	10%	9%	6%	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 5/1/2016 to 5/31/2016

Type	Sub Type	Total
<i><b>ABD Medicaid</b></i>	Application / Eligibility	1325
	Benefit Package / Covered Services	273
	Billing Number	59
	Card	163
	Certificate of Coverage	33
	Change	175
	Citizenship Verification Questions	4
	Estate Recovery	31
	Hearing	7
	Patient Liability	17
	Program Information	717
	Under 21 Inquiry	8
	<b>Total</b>	<b>2812</b>
<i><b>BCCP</b></i>	Application / Eligibility	2
	Benefit Package / Covered Services	4
	Card	1
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	4
	<b>Total</b>	<b>11</b>
<i><b>Consumer Guide</b></i>	Questions From Consumer Guide	2
	<b>Total</b>	<b>2</b>
<i><b>Disability Determination Redesign (DDR)</b></i>	Provided General Information	7
	Provided Income Guidelines	2

<b>Disability Determination Redesign (DDR)</b>	Provided Information on Specialized Recovery Services	10
	Qualified Income Trust Questions	2
	Received DDR Notice	2
	Referred To Legal Aid	1
	Spend Down Questions	3
	Transferred To Collabor8 for MAGI Application	0
	Transferred To QIT Specialist	2
	<b>Total</b>	<b>29</b>
<b>DRC</b>	Application status	2
	Benefit Package / Covered Services	3
	Care coordination questions	0
	Chose to remain with existing MCP	41
	Declined application / MCP enrollment	2
	General inquiry	7
	MCP change completed	30
	MCP enrollment completed	583
	MCP enrollment status	25
	Phone application completed	92
	<b>Total</b>	<b>785</b>
<b>EOMB</b>	General Information	9
	Questions About Letter	0
	<b>Total</b>	<b>9</b>
<b>Escalated/Specialized Inquiries</b>	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	259
	Sent Email	55
	Sent Letter	0
	Web Contact	0
	<b>Total</b>	<b>314</b>

<b>FFS Billing</b>	Billing Number	970
	Claims Request	23
	General Billing Questions	839
	Received Bill (Needs Letter)	38
	<b>Total</b>	<b>1870</b>
<b>General Benefits</b>	Dental	371
	Equipment	138
	Family Planning	1
	Healthchek Services	12
	Inquiry on Covered Services	1181
	Medicaid Expansion	321
	Medicaid School Program	3
	Medlist Assist	17
	Pregnancy Related Services	2
	Prescriptions	859
	Transportation	357
	Vision	190
	<b>Total</b>	<b>3452</b>
<b>Healthy Start</b>	Application / Eligibility	953
	Benefit Package / Covered Services	129
	Billing Number	118
	Card	164
	Certificate of Coverage	16
	Change	57
	Citizenship Verification Questions	0
	Estate Recovery	4
	Hearing	3
	Program Information	162
	<b>Total</b>	<b>1606</b>
<b>HIPAA</b>	Complaint	1
	Information	8
	Request for Accounting for Disclosure	0

<b>HIPAA</b>	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
	<b>Total</b>	<b>9</b>
<b>Home Health Care</b>	Application / Eligibility	5
	Benefit Package / Covered Services	2
	BHCS Complaint	0
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	0
	Program Information	12
	Provider	1
	Status	0
	<b>Total</b>	<b>20</b>
<b>Incident Report</b>	Billing Inquiry	162
	Reimbursement Inquiry	18
	<b>Total</b>	<b>180</b>
<b>Information</b>	Cash Assistance	21
	CDJFS	921
	Customer Survey	11
	Food Stamps	132
	Hotline	956
	Medicare	379
	Social Security	26
	<b>Total</b>	<b>2446</b>
<b>Inquiry</b>	029 Error	69
	574 Error - Not Eligible	4
	Already Selected	1294
	Called to Check on Doctors	340
	Called to Check on Just Cause Status	84
	Case Addition	73
	Case Closed	354

<b><i>Inquiry</i></b>	Case Pending	586
	Category Closed	136
	Change in Name	152
	Change in Phone Number / Address	1281
	CIC - Do Not Assign	3
	Consumer Needs To Be Auto Re-Enrolled	5
	Failed Eligibility	500
	General Questions	12014
	Open Enrollment Questions	1137
	Person Calling Not PIP / AG Head	363
	Referred Consumer to County Worker	2610
	Returned NME / Notice	4
	Transferred in Error	26
	Wanted Phone Number of MCP	486
	<b>Total</b>	<b>21521</b>
<b><i>Issue / Concern</i></b>	Issue / Concern about MCP	175
	Issue / Concern about Provider	2
	Issue / Concern with Caseworker	2
	Issue / Concern with ODM	8
	<b>Total</b>	<b>187</b>
<b><i>Limited Family Planning Services</i></b>	Application / Eligibility	1
	Benefit Package / Covered Services	1
	Billing Number	1
	Card	3
	Certificate of Coverage	1
	Change	0
	Hearing	0
	Program Information	5
	<b>Total</b>	<b>12</b>
<b><i>Long Term Care</i></b>	Application / Eligibility	13

<b>Long Term Care</b>	<b>Benefit Package / Covered Services</b>	3
	<b>Card</b>	0
	<b>Community Spouse</b>	0
	<b>Estate Recovery</b>	7
	<b>Hearing</b>	0
	<b>Ohio Access Success Project</b>	0
	<b>Patient Liability</b>	5
	<b>Program Information</b>	19
	<b>Total</b>	<b>47</b>
<b>MAGI</b>	<b>1095B FAQ</b>	104
	<b>Application Status</b>	1831
	<b>Case Change</b>	314
	<b>Case Inquiry</b>	6327
	<b>Certificate Of Coverage</b>	115
	<b>Citizenship/Other Verifications</b>	304
	<b>Estate Recovery</b>	15
	<b>FFS Card</b>	542
	<b>General Program Information</b>	3041
	<b>Income Guidelines/Questions</b>	669
	<b>ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)</b>	3
	<b>Questions About Letter/NOA</b>	498
	<b>Re-Application on a Denied Case</b>	172
	<b>Renewal Application Reported</b>	9289
	<b>Renewal Questions</b>	8352
	<b>Reprint NOA or FFS Card</b>	46
	<b>Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back</b>	107
	<b>Requested Telephone Application – Transfer to Collabor8</b>	1140

<b>MAGI</b>	<b>State Hearing</b>	81
	<b>Total</b>	<b>32950</b>
<b>Mailings</b>	<b>"Getting Long Term Care" Pamphlet</b>	6
	<b>ABD Application Letter - 7200</b>	404
	<b>ABD EMP Enrollment Packet</b>	45
	<b>ABD Pamphlet - Spanish</b>	2
	<b>Approved Letter</b>	89
	<b>BCCP Brochure</b>	1
	<b>Billing Incident Letter</b>	138
	<b>Call Me Letter</b>	0
	<b>CFC EMP Enrollment Packet</b>	47
	<b>Citizenship Verification Brochure</b>	1
	<b>CPA Letter</b>	0
	<b>CPA Letter - Blank</b>	67
	<b>Enrollment Error Letter</b>	0
	<b>Healthy Start Brochure</b>	1
	<b>HIPAA Notice</b>	5
	<b>HS/HF Information</b>	0
	<b>ICDS Enrollment Letter</b>	2146
	<b>Immigrants Medicaid - Somali</b>	0
	<b>JC Approval Change MCP</b>	494
	<b>JC Approval Change MCP - Requestor</b>	50
	<b>JC Approval FFS</b>	3
	<b>JC Approval FFS - Requestor</b>	0
	<b>Lead Poisoning Pamphlet</b>	0
	<b>Mandatory ABD Enrolled</b>	0
<b>Mandatory ABD Not Yet Enrolled</b>	0	
<b>Mandatory CFC Enrolled Child</b>	0	

<b>Mailings</b>	<b>Mandatory Enrolling CFC Adult</b>	0
	<b>MBI Program Brochure</b>	3
	<b>MBI-WD Application</b>	8
	<b>Medicaid Program Enrollment &amp; Benefit Information</b>	55
	<b>MyCare EMP Enrollment Packet</b>	310
	<b>MyCare TPL Approval Letter</b>	1
	<b>MyCare TPL Denial Letter</b>	0
	<b>MyCare TPL Verification Letter</b>	0
	<b>N1 Reminder Letter</b>	16754
	<b>N3 ABD Reminder Letter</b>	478
	<b>No Contact</b>	0
	<b>OH Partnership for LTC</b>	1
	<b>Ohio Medicaid Pamphlet - Spanish</b>	0
	<b>OMH Mandatory MyCare Letter</b>	32
	<b>Patient Liability Lbl</b>	0
	<b>PHI Brochure</b>	0
	<b>QMB - Blank</b>	835
	<b>Reimbursement Letter</b>	9
	<b>Rejected - General</b>	199
	<b>Rejected - General ABD</b>	18
	<b>Rejected - SSI-BCMH-CIC</b>	22
	<b>Residential Treatment Letter</b>	0
	<b>Resolution</b>	4
	<b>Resolution Declined</b>	0
	<b>Spend Down Approval</b>	0
	<b>Spend Down Denial</b>	0
<b>TPL Approval</b>	0	
<b>TPL Verification Needed</b>	0	
<b>Total</b>	<b>22228</b>	
<b>Managed Care Info &amp; Referral</b>	<b>Benefit Package</b>	537
	<b>Billing Number</b>	496

<b>Managed Care Info &amp; Referral</b>	Card	1689
	Information	5155
	Just Cause Status	109
	Payment	10
	Phone Numbers	1330
	Provider Name	1240
	Transfer Request - Bureau of Managed Care	4
	<b>Total</b>	<b>10570</b>
<b>MBI-WD</b>	AG Collections Questions	18
	Application / Eligibility	23
	Benefit Package / Covered Services	17
	Billing Number	4
	Card	11
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	4
	Program Information	84
	Questions About Premiums	84
	<b>Total</b>	<b>246</b>
<b>Medicare Part D</b>	Application / Eligibility	146
	Information	637
	Questions About Letter	11
	<b>Total</b>	<b>794</b>
<b>Medicare Premium Assistance</b>	Application / Eligibility	930
	Benefit Package / Covered Services	376
	Billing Number	24
	Card	157
	Certificate of Coverage	8
	Change	71
	Estate Recovery	1
	Hearing	3
	Patient Liability	3
	<b>Total</b>	<b>2620</b>

<b>Mental Health Services</b>	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	0
	<b>Total</b>	<b>1</b>
<b>MyCare Ohio</b>	General Information	2277
	Issue Accessing Services	102
	Loss of MyCare Eligibility	343
	Medicaid Only Benefit Information	197
	MyCare Ohio Card	242
	October 2014 MyCare Passive Enrollment Letter	3
	On-site facilitated enrollment	30
	Opt-In/Opt-Out Questions	296
	Prescription Questions	137
	Transition of Care	15
	<b>Total</b>	<b>3642</b>
<b>ODM Survey</b>	Managed Care Survey	16
	<b>Total</b>	<b>16</b>
<b>Ohio Benefits Self Service Portal</b>	Access my Benefits	26
	Account Creation/Management	6
	Account Lock Out	58
	Application Assistance	32
	Apply for Benefits	109
	County Office Location/Hours	13
	Electronic Verification	135
	Forgot Password Link	30
	Forgot User Name Link	16
	Frequently Asked Questions	62
	General Navigation	28

<b>Ohio Benefits Self Service Portal</b>	How to use this Site	27
	Internet Browser Issue	2
	Message Center	7
	Provided Link to Website	92
	Renewal Packet Questions	290
	Submit Error Issue	19
	Transfer Call to Tier 2/3	27
	<b>Total</b>	<b>979</b>
<b>Ohio Integrated Eligibility System (OIES)</b>	Case Inquiry/Case Status	1667
	Contact CDJS	472
	Electronic Verification Process	130
	Journal Creation & Management	122
	MAGI (Modified Adjusted Gross Income) Program Information	127
	Notice of Action Explanation	54
	Reapply on a Denied Case	29
	Reprint FFS card from Hotline	1
	Reprint NOA from Hotline	1
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	90
	Requested Telephone Application, transfer to Collobor8	526
	<b>Total</b>	<b>3219</b>
	<b>Ohio's Best RX</b>	Program Information
Referred Caller		9
<b>Total</b>		<b>19</b>
<b>Other Medicaid Program</b>	Application / Eligibility	901
	Benefit Package / Covered Services	600
	Billing Number	165
	Card	186

<b>Other Medicaid Program</b>	<b>Certificate of Coverage</b>	14
	<b>Change</b>	439
	<b>Citizenship Verification Questions</b>	2
	<b>Estate Recovery</b>	14
	<b>Hearing</b>	4
	<b>Program Information</b>	931
	<b>Total</b>	<b>3256</b>
<b>PACT</b>	<b>Card</b>	0
	<b>Hearing</b>	0
	<b>Initial 30 Day Provider Change</b>	0
	<b>Program Information</b>	1
	<b>Provider</b>	0
	<b>Transfer Request</b>	0
	<b>Total</b>	<b>1</b>
<b>Prior Authorization</b>	<b>How to Obtain</b>	416
	<b>Letter</b>	24
	<b>Program Information</b>	312
	<b>Status</b>	209
	<b>Transfer Request - Needs Follow-Up</b>	1
	<b>Total</b>	<b>962</b>
<b>Provider</b>	<b>Fee-For-Service Provider Names</b>	362
	<b>Referred to MCP For Provider List</b>	61
	<b>Referred to ODM Website For Provider List</b>	52
	<b>Referred to State Board To File Complaint Against Provider</b>	3
	<b>Total</b>	<b>478</b>
<b>Reimbursement</b>	<b>Decision</b>	15
	<b>Information</b>	260
	<b>State Hearing</b>	5
	<b>Total</b>	<b>280</b>
<b>Spend Down</b>	<b>Amount</b>	1042
	<b>Card</b>	313
	<b>Certificate of Coverage</b>	18

<b>Spend Down</b>	Hearing	10
	Problem	122
	Program Information	1427
	<b>Total</b>	<b>2932</b>
<b>State Hearings</b>	How to Request	102
	Program Information	123
	Status	14
	<b>Total</b>	<b>239</b>
<b>Surveys</b>	Call Center Survey	5290
	<b>Total</b>	<b>5290</b>
<b>Third Party Liability</b>	Cannot Resolve with CDJFS - Needs Follow-Up	24
	General Information	205
	Need Medications Now	32
	Referral to Case Worker	171
	Referral to TPL Vendor	47
	<b>Total</b>	<b>479</b>
<b>Tort</b>	General Information	39
	Provided Number to Tort Unit	47
	<b>Total</b>	<b>86</b>
<b>Waiver</b>	Application / Eligibility	346
	Benefit Package / Covered Services	111
	Billing Number	13
	Card	55
	Certificate of Coverage	2
	Change	35
	Estate Recovery	11
	Hearing	2
	Independent Provider	6
	Patient Evaluation	17
	Patient Liability	29
	Program Information	372

<b>Waiver</b>	<b>Waiting List</b>	13
	<b>Total</b>	<b>1012</b>
<b>Grand Total All Categories</b>		<b>127611</b>

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

**Calls made from 5/1/2016 to 5/31/2016**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	635
	ACS / First Health	202
	ADAMH	12
	Area Agency on Aging	76
	BCCP Regional Agency	3
	BCMh	16
	Bureau of Home and Community Services	2
	Case Management Agency	26
	Caseworker	2158
	Child Support Enforcement Agency	5
	Complaint Department	26
	County Department of Job & Family Services	4707
	First Link	10
	Food Stamp Hotline	22
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	1
	HomeHealthAgency	11
	Info & Refer	692
	In-House	10
	Legal Aid	4
	Managed Care Plan	1640
	Managed Care/Just Cause Section	33
	MR / DD Board	4
	ODM	5
	Ohio Department of Insurance	32
	Ohio Hospice	0
	Ohio's Best Rx	17
Ombudsman	11	

<b>Referral</b>	<b>OSHIIP</b>	120
	<b>Other Medical Services Agency</b>	53
	<b>Other Social Services Agency</b>	29
	<b>Out-of-State Medicaid Hotline</b>	62
	<b>PACT</b>	0
	<b>Pharmacy</b>	245
	<b>Prescription Drug Plan (PDP)</b>	197
	<b>Provider</b>	615
	<b>Provider Services Call Center</b>	727
	<b>Public Children's Services</b>	22
	<b>Social Security Administration</b>	97
	<b>StateHearingDivision</b>	185
	<b>StateMedicalBoard</b>	8
	<b>Supervisor</b>	81
	<b>Tort Unit</b>	27
	<b>Website - ODM</b>	68
	<b>Welfare Fraud Hotline</b>	4
<b>WIC Office</b>	4	
<b>Total</b>		<b>12905</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 6/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL	
	FFS TO MCP		MCP TO MCP		MCP TO FFS				
Call	183	62.89%	105	90.52%	0	0.00%	288	70.76%	
Call Campaign	94	32.30%	8	6.90%	0	0.00%	102	25.06%	
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	14	4.81%	3	2.59%	0	0.00%	17	4.18%	
<b>TOTAL</b>	<b>291</b>	<b>100%</b>	<b>116</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>	<b>407</b>	<b>100%</b>	

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 6/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	183	63.54%	105	36.46%	0	0.00%	288	100%
Call Campaign	94	92.16%	8	7.84%	0	0.00%	102	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	14	82.35%	3	17.65%	0	0.00%	17	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: 6/1/2016**

<b>MCP</b>	<b>Region</b>	<b>FFS To MCP</b>		<b>MCP To MCP</b>		<b>MCP To FFS</b>	
<b>Buckeye</b>	Central/South East	7		1		0	
	North East	21		9		0	
	West	6		5		0	
	<b>Total</b>	<b>34</b>	<b>11.60%</b>	<b>15</b>	<b>12.93%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	Central/South East	44		22		0	
	North East	98		15		0	
	West	31		26		0	
	<b>Total</b>	<b>173</b>	<b>59.04%</b>	<b>63</b>	<b>54.31%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central/South East	19		15		0	
	North East	4		0		0	
	West	14		4		0	
	<b>Total</b>	<b>37</b>	<b>12.63%</b>	<b>19</b>	<b>16.38%</b>	<b>0</b>	<b>0.00%</b>
<b>Paramount</b>	Central/South East	0		1		0	
	North East	4		0		0	
	West	13		6		0	
	<b>Total</b>	<b>17</b>	<b>5.80%</b>	<b>7</b>	<b>6.03%</b>	<b>0</b>	<b>0.00%</b>
<b>United</b>	Central/South East	11		3		0	
	North East	15		6		0	
	West	6		3		0	
	<b>Total</b>	<b>32</b>	<b>10.92%</b>	<b>12</b>	<b>10.34%</b>	<b>0</b>	<b>0.00%</b>
<b>Total Mandatory</b>		<b>293</b>	<b>100.00%</b>	<b>116</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>

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

Region and MCP as a Percentage of Type  
Effective Date: 6/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	7	8.64%	1	2.38%	0	0.00%
	CareSource	44	54.32%	22	52.38%	0	0.00%
	Molina	19	23.46%	15	35.71%	0	0.00%
	Paramount	0	0.00%	1	2.38%	0	0.00%
	United	11	13.58%	3	7.14%	0	0.00%
	<b>Total</b>	<b>81</b>	<b>100.00%</b>	<b>42</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	21	14.79%	9	30.00%	0	0.00%
	CareSource	98	69.01%	15	50.00%	0	0.00%
	Molina	4	2.82%	0	0.00%	0	0.00%
	Paramount	4	2.82%	0	0.00%	0	0.00%
	United	15	10.56%	6	20.00%	0	0.00%
	<b>Total</b>	<b>142</b>	<b>100.00%</b>	<b>30</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>West</b>	Buckeye	6	8.57%	5	11.36%	0	0.00%
	CareSource	31	44.29%	26	59.09%	0	0.00%
	Molina	14	20.00%	4	9.09%	0	0.00%
	Paramount	13	18.57%	6	13.64%	0	0.00%
	United	6	8.57%	3	6.82%	0	0.00%
	<b>Total</b>	<b>70</b>	<b>100.00%</b>	<b>44</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>293</b>		<b>116</b>		<b>0</b>	

**AGED, BLIND, DISABLED (ABD)  
ASSIGNMENT BY REGION**  
Effective Date: 6/1/2016

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	123	102	<b>225</b>
North East	172	97	<b>269</b>
West	114	56	<b>170</b>
<b>Total For All Regions</b>	<b>409</b>	<b>255</b>	<b>664</b>

**AGED, BLIND, DISABLED (ABD)**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 6/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	7	1	8	15	23	10.22%
	CareSource	44	22	66	28	94	41.78%
	Molina	19	15	34	29	63	28.00%
	Paramount	0	1	1	15	16	7.11%
	United	11	3	14	15	29	12.89%
	<b>Total</b>	<b>81</b>	<b>42</b>	<b>123</b>	<b>102</b>	<b>225</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	21	9	30	18	48	17.84%
	CareSource	98	15	113	24	137	50.93%
	Molina	4	0	4	18	22	8.18%
	Paramount	4	0	4	17	21	7.81%
	United	15	6	21	20	41	15.24%
	<b>Total</b>	<b>142</b>	<b>30</b>	<b>172</b>	<b>97</b>	<b>269</b>	<b>100.00%</b>
<b>West</b>	Buckeye	6	5	11	9	20	11.76%
	CareSource	31	26	57	15	72	42.35%
	Molina	14	4	18	14	32	18.82%
	Paramount	13	6	19	8	27	15.88%
	United	6	3	9	10	19	11.18%
	<b>Total</b>	<b>70</b>	<b>44</b>	<b>114</b>	<b>56</b>	<b>170</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>293</b>	<b>116</b>	<b>409</b>	<b>255</b>	<b>664</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Method as a Percentage of Type  
Effective Date: 6/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11974	68.95%	2022	88.92%	0	0.00%	13996	71.27%
Call Campaign	3403	19.60%	162	7.12%	0	0.00%	3565	18.15%
Face-To-Face	1	0.01%	0	0.00%	0	0.00%	1	0.01%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	3	0.02%	0	0.00%	0	0.00%	3	0.02%
Website	1984	11.43%	90	3.96%	0	0.00%	2074	10.56%
<b>TOTAL</b>	<b>17365</b>	<b>100%</b>	<b>2274</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>	<b>19639</b>	<b>100%</b>

**COVERED FAMILY AND CHILDREN (CFC)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 6/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11974	85.55%	2022	14.45%	0	0.00%	13996	100%
Call Campaign	3403	95.46%	162	4.54%	0	0.00%	3565	100%
Face-To-Face	1	100.00%	0	0.00%	0	0.00%	1	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	3	100.00%	0	0.00%	0	0.00%	3	100%
Website	1984	95.66%	90	4.34%	0	0.00%	2074	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: 6/1/2016

<b>MCP</b>	<b>Region</b>	<b>FFS To MCP</b>		<b>MCP To MCP</b>		<b>MCP To FFS</b>	
<b>Buckeye</b>	Central/South East	253		20		0	
	North East	934		132		0	
	West	743		91		0	
	<b>Total</b>	<b>1930</b>	<b>10.87%</b>	<b>243</b>	<b>10.26%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	Central/South East	3010		401		0	
	North East	4263		636		0	
	West	3644		488		0	
	<b>Total</b>	<b>10917</b>	<b>61.46%</b>	<b>1525</b>	<b>64.37%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central/South East	960		145		0	
	North East	163		20		0	
	West	363		72		0	
	<b>Total</b>	<b>1486</b>	<b>8.37%</b>	<b>237</b>	<b>10.00%</b>	<b>0</b>	<b>0.00%</b>
<b>Paramount</b>	Central/South East	100		15		0	
	North East	210		19		0	
	West	1128		135		0	
	<b>Total</b>	<b>1438</b>	<b>8.10%</b>	<b>169</b>	<b>7.13%</b>	<b>0</b>	<b>0.00%</b>
<b>United</b>	Central/South East	602		38		0	
	North East	965		123		0	
	West	424		34		0	
	<b>Total</b>	<b>1991</b>	<b>11.21%</b>	<b>195</b>	<b>8.23%</b>	<b>0</b>	<b>0.00%</b>
<b>Total Mandatory</b>		<b>17762</b>	<b>100.00%</b>	<b>2369</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>

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

Region and MCP as a Percentage of Type  
Effective Date: 6/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	253	5.14%	20	3.23%	0	0.00%
	CareSource	3010	61.12%	401	64.78%	0	0.00%
	Molina	960	19.49%	145	23.42%	0	0.00%
	Paramount	100	2.03%	15	2.42%	0	0.00%
	United	602	12.22%	38	6.14%	0	0.00%
	<b>Total</b>	<b>4925</b>	<b>100.00%</b>	<b>619</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	934	14.29%	132	14.19%	0	0.00%
	CareSource	4263	65.23%	636	68.39%	0	0.00%
	Molina	163	2.49%	20	2.15%	0	0.00%
	Paramount	210	3.21%	19	2.04%	0	0.00%
	United	965	14.77%	123	13.23%	0	0.00%
	<b>Total</b>	<b>6535</b>	<b>100.00%</b>	<b>930</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>West</b>	Buckeye	743	11.79%	91	11.10%	0	0.00%
	CareSource	3644	57.82%	488	59.51%	0	0.00%
	Molina	363	5.76%	72	8.78%	0	0.00%
	Paramount	1128	17.90%	135	16.46%	0	0.00%
	United	424	6.73%	34	4.15%	0	0.00%
	<b>Total</b>	<b>6302</b>	<b>100.00%</b>	<b>820</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>17762</b>		<b>2369</b>		<b>0</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
ASSIGNMENT BY REGION**  
Effective Date: 6/1/2016

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	5544	3247	<b>8791</b>
North East	7465	3975	<b>11440</b>
West	7122	3677	<b>10799</b>
<b>Total For All Regions</b>	<b>20131</b>	<b>10899</b>	<b>31030</b>

**COVERED FAMILY AND CHILDREN (CFC)  
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
Effective Date: 6/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	253	20	273	605	878	9.99%
	CareSource	3010	401	3411	926	4337	49.33%
	Molina	960	145	1105	900	2005	22.81%
	Paramount	100	15	115	548	663	7.54%
	United	602	38	640	268	908	10.33%
	<b>Total</b>	<b>4925</b>	<b>619</b>	<b>5544</b>	<b>3247</b>	<b>8791</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	934	132	1066	864	1930	16.87%
	CareSource	4263	636	4899	1149	6048	52.87%
	Molina	163	20	183	743	926	8.09%
	Paramount	210	19	229	713	942	8.23%
	United	965	123	1088	506	1594	13.93%
	<b>Total</b>	<b>6535</b>	<b>930</b>	<b>7465</b>	<b>3975</b>	<b>11440</b>	<b>100.00%</b>
<b>West</b>	Buckeye	743	91	834	848	1682	15.58%
	CareSource	3644	488	4132	787	4919	45.55%
	Molina	363	72	435	589	1024	9.48%
	Paramount	1128	135	1263	797	2060	19.08%
	United	424	34	458	656	1114	10.32%
	<b>Total</b>	<b>6302</b>	<b>820</b>	<b>7122</b>	<b>3677</b>	<b>10799</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>17762</b>	<b>2369</b>	<b>20131</b>	<b>10899</b>	<b>31030</b>	

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 6/1/2016

**ENROLLMENT TYPE**

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	167	54.75%	117	66.10%	0	0.00%	284	58.92%
Call	Medicaid only	76	24.92%	29	16.38%	0	0.00%	105	21.78%
Call Campaign	Dual benefits	28	9.18%	16	9.04%	0	0.00%	44	9.13%
Call Campaign	Medicaid only	7	2.30%	0	0.00%	0	0.00%	7	1.45%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Medicaid only	3	0.98%	0	0.00%	0	0.00%	3	0.62%
Mail	Dual benefits	1	0.33%	1	0.56%	0	0.00%	2	0.41%
Mail	Medicaid only	1	0.33%	0	0.00%	0	0.00%	1	0.21%
Website	Dual benefits	5	1.64%	11	6.21%	0	0.00%	16	3.32%
Website	Medicaid only	17	5.57%	3	1.69%	0	0.00%	20	4.15%
<b>TOTAL</b>		<b>305</b>	<b>100%</b>	<b>177</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>	<b>482</b>	<b>100%</b>

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 6/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	167	58.80%	117	41.20%	0	0.00%	284	100%
Call	Medicaid only	76	72.38%	29	27.62%	0	0.00%	105	100%
Call Campaign	Dual benefits	28	63.64%	16	36.36%	0	0.00%	44	100%
Call Campaign	Medicaid only	7	100.00%	0	0.00%	0	0.00%	7	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Medicaid only	3	100.00%	0	0.00%	0	0.00%	3	100%
Mail	Dual benefits	1	50.00%	1	50.00%	0	0.00%	2	100%
Mail	Medicaid only	1	100.00%	0	0.00%	0	0.00%	1	100%
Website	Dual benefits	5	31.25%	11	68.75%	0	0.00%	16	100%
Website	Medicaid only	17	85.00%	3	15.00%	0	0.00%	20	100%

**MyCare**  
**HEALTH CARE PLAN ENROLLMENT TYPE BY**  
**BY MANAGED CARE PLAN**  
Region and MCP as a Percentage of Type  
Effective Date: 6/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Aetna</b>	Central	Dual benefits	12		13		0		25
	Central	Medicaid only	7		4		0		11
	North West	Dual benefits	12		10		0		22
	North West	Medicaid only	2		3		0		5
	South West	Dual benefits	20		19		0		39
	South West	Medicaid only	16		3		0		19
	<b>Total</b>			<b>69</b>	<b>22.62%</b>	<b>52</b>	<b>29.38%</b>	<b>0</b>	<b>0.00%</b>
<b>Buckeye</b>	North East	Dual benefits	3		8		0		11
	North East	Medicaid only	3		2		0		5
	North West	Dual benefits	1		0		0		1
	North West	Medicaid only	5		1		0		6
	West Central	Dual benefits	17		18		0		35
	West Central	Medicaid only	8		4		0		12
	<b>Total</b>			<b>37</b>	<b>12.13%</b>	<b>33</b>	<b>18.64%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	East Central	Dual benefits	18		12		0		30
	East Central	Medicaid only	7		4		0		11
	North East	Dual benefits	45		24		0		69
	North East	Medicaid only	11		2		0		13
	North East Central	Dual benefits	11		8		0		19
	North East Central	Medicaid only	7		1		0		8
	<b>Total</b>			<b>99</b>	<b>32.46%</b>	<b>51</b>	<b>28.81%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central	Dual benefits	13		7		0		20
	Central	Medicaid only	5		2		0		7
	South West	Dual benefits	13		3		0		16
	South West	Medicaid only	12		0		0		12
	West Central	Dual benefits	9		3		0		12

<b>Molina</b>	West Central	Medicaid only	5		1		0		6
	<b>Total</b>		<b>57</b>	<b>18.69%</b>	<b>16</b>	<b>9.04%</b>	<b>0</b>	<b>0.00%</b>	
<b>United</b>	East Central	Dual benefits	13		5		0		18
	East Central	Medicaid only	5		1		0		6
	North East	Dual benefits	10		10		0		20
	North East	Medicaid only	7		2		0		9
	North East Central	Dual benefits	4		5		0		9
	North East Central	Medicaid only	4		2		0		6
	<b>Total</b>		<b>43</b>	<b>14.10%</b>	<b>25</b>	<b>14.12%</b>	<b>0</b>	<b>0.00%</b>	
<b>Total Mandatory</b>			<b>305</b>	<b>100.00%</b>	<b>177</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	

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

Region and MCP as a Percentage of Type  
Effective Date: 6/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Central</b>	Aetna	Dual benefits	12	32.43%	13	50.00%	0	0.00%	25
	Aetna	Medicaid only	7	18.92%	4	15.38%	0	0.00%	11
	Molina	Dual benefits	13	35.14%	7	26.92%	0	0.00%	20
	Molina	Medicaid only	5	13.51%	2	7.69%	0	0.00%	7
	<b>Total</b>		<b>37</b>	<b>100.00%</b>	<b>26</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>East Central</b>	CareSource	Dual benefits	18	41.86%	12	54.55%	0	0.00%	30
	CareSource	Medicaid only	7	16.28%	4	18.18%	0	0.00%	11
	United	Dual benefits	13	30.23%	5	22.73%	0	0.00%	18
	United	Medicaid only	5	11.63%	1	4.55%	0	0.00%	6
	<b>Total</b>		<b>43</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North East</b>	Buckeye	Dual benefits	3	3.80%	8	16.67%	0	0.00%	11
	Buckeye	Medicaid only	3	3.80%	2	4.17%	0	0.00%	5
	CareSource	Dual benefits	45	56.96%	24	50.00%	0	0.00%	69
	CareSource	Medicaid only	11	13.92%	2	4.17%	0	0.00%	13
	United	Dual benefits	10	12.66%	10	20.83%	0	0.00%	20
	United	Medicaid only	7	8.86%	2	4.17%	0	0.00%	9
	<b>Total</b>		<b>79</b>	<b>100.00%</b>	<b>48</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North East Central</b>	CareSource	Dual benefits	11	42.31%	8	50.00%	0	0.00%	19
	CareSource	Medicaid only	7	26.92%	1	6.25%	0	0.00%	8
	United	Dual benefits	4	15.38%	5	31.25%	0	0.00%	9
	United	Medicaid only	4	15.38%	2	12.50%	0	0.00%	6
	<b>Total</b>		<b>26</b>	<b>100.00%</b>	<b>16</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North West</b>	Aetna	Dual benefits	12	60.00%	10	71.43%	0	0.00%	22
	Aetna	Medicaid only	2	10.00%	3	21.43%	0	0.00%	5
	Buckeye	Dual benefits	1	5.00%	0	0.00%	0	0.00%	1
	Buckeye	Medicaid only	5	25.00%	1	7.14%	0	0.00%	6
	<b>Total</b>		<b>20</b>	<b>100.00%</b>	<b>14</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>South West</b>	Aetna	Dual benefits	20	32.79%	19	76.00%	0	0.00%	39
	Aetna	Medicaid only	16	26.23%	3	12.00%	0	0.00%	19
	Molina	Dual benefits	13	21.31%	3	12.00%	0	0.00%	16

<b>South West</b>	Molina	Medicaid only	12	19.67%	0	0.00%	0	0.00%	12
	<b>Total</b>		<b>61</b>	<b>100.00%</b>	<b>25</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>West Central</b>	Buckeye	Dual benefits	17	43.59%	18	69.23%	0	0.00%	35
	Buckeye	Medicaid only	8	20.51%	4	15.38%	0	0.00%	12
	Molina	Dual benefits	9	23.08%	3	11.54%	0	0.00%	12
	Molina	Medicaid only	5	12.82%	1	3.85%	0	0.00%	6
	<b>Total</b>		<b>39</b>	<b>100.00%</b>	<b>26</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>Total Mandatory</b>			<b>305</b>		<b>177</b>		<b>0</b>		

**MyCare**  
**ASSIGNMENT BY REGION**  
 Effective Date: 6/1/2016

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	18	19	<b>37</b>
	Dual benefits	45	329	<b>374</b>
		63	348	<b>411</b>
East Central	Medicaid only	17	20	<b>37</b>
	Dual benefits	48	386	<b>434</b>
		65	406	<b>471</b>
North East	Medicaid only	27	40	<b>67</b>
	Dual benefits	100	607	<b>707</b>
		127	647	<b>774</b>
North East Central	Medicaid only	14	9	<b>23</b>
	Dual benefits	28	186	<b>214</b>
		42	195	<b>237</b>
North West	Medicaid only	11	14	<b>25</b>
	Dual benefits	23	176	<b>199</b>
		34	190	<b>224</b>
South West	Medicaid only	31	37	<b>68</b>
	Dual benefits	55	389	<b>444</b>
		86	426	<b>512</b>
West Central	Medicaid only	18	12	<b>30</b>
	Dual benefits	47	237	<b>284</b>
		65	249	<b>314</b>
<b>Total For All Regions</b>		<b>482</b>	<b>2461</b>	<b>2943</b>

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 6/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central</b>	Aetna	Dual benefits	12	13	25	167	192	46.72%
	Aetna	Medicaid only	7	4	11	9	20	4.87%
	Molina	Dual benefits	13	7	20	162	182	44.28%
	Molina	Medicaid only	5	2	7	10	17	4.14%
	<b>Total</b>			<b>37</b>	<b>26</b>	<b>63</b>	<b>348</b>	<b>411</b>
<b>East Central</b>	CareSource	Dual benefits	18	12	30	179	209	44.37%
	CareSource	Medicaid only	7	4	11	10	21	4.46%
	United	Dual benefits	13	5	18	207	225	47.77%
	United	Medicaid only	5	1	6	10	16	3.40%
	<b>Total</b>			<b>43</b>	<b>22</b>	<b>65</b>	<b>406</b>	<b>471</b>
<b>North East</b>	Buckeye	Dual benefits	3	8	11	185	196	25.32%
	Buckeye	Medicaid only	3	2	5	10	15	1.94%
	CareSource	Dual benefits	45	24	69	209	278	35.92%
	CareSource	Medicaid only	11	2	13	13	26	3.36%
	United	Dual benefits	10	10	20	213	233	30.10%
	United	Medicaid only	7	2	9	17	26	3.36%
	<b>Total</b>			<b>79</b>	<b>48</b>	<b>127</b>	<b>647</b>	<b>774</b>
<b>North East Central</b>	CareSource	Dual benefits	11	8	19	80	99	41.77%
	CareSource	Medicaid only	7	1	8	4	12	5.06%
	United	Dual benefits	4	5	9	106	115	48.52%
	United	Medicaid only	4	2	6	5	11	4.64%
	<b>Total</b>			<b>26</b>	<b>16</b>	<b>42</b>	<b>195</b>	<b>237</b>

<b>North West</b>	Aetna	Dual benefits	12	10	22	97	119	53.13%
	Aetna	Medicaid only	2	3	5	9	14	6.25%
	Buckeye	Dual benefits	1	0	1	79	80	35.71%
	Buckeye	Medicaid only	5	1	6	5	11	4.91%
	<b>Total</b>		<b>20</b>	<b>14</b>	<b>34</b>	<b>190</b>	<b>224</b>	<b>100.00%</b>
<b>South West</b>	Aetna	Dual benefits	20	19	39	205	244	47.66%
	Aetna	Medicaid only	16	3	19	18	37	7.23%
	Molina	Dual benefits	13	3	16	184	200	39.06%
	Molina	Medicaid only	12	0	12	19	31	6.05%
	<b>Total</b>		<b>61</b>	<b>25</b>	<b>86</b>	<b>426</b>	<b>512</b>	<b>100.00%</b>
<b>West Central</b>	Buckeye	Dual benefits	17	18	35	135	170	54.14%
	Buckeye	Medicaid only	8	4	12	8	20	6.37%
	Molina	Dual benefits	9	3	12	102	114	36.31%
	Molina	Medicaid only	5	1	6	4	10	3.18%
	<b>Total</b>		<b>39</b>	<b>26</b>	<b>65</b>	<b>249</b>	<b>314</b>	<b>100.00%</b>
<b>Total Mandatory</b>			<b>305</b>	<b>177</b>	<b>482</b>	<b>2461</b>	<b>2943</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**  
 Effective Date: 6/1/2016

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>Central</b>	<b>Delaware</b>	Aetna	Dual benefits	0	2	2	6	8
			Medicaid only	1	0	1	0	1
		Molina	Dual benefits	0	0	0	12	12
		<b>Total</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>18</b>	<b>21</b>
	<b>Franklin</b>	Aetna	Dual benefits	12	9	21	147	168
			Medicaid only	6	4	10	8	18
		Molina	Dual benefits	10	6	16	132	148
			Medicaid only	5	2	7	9	16
		<b>Total</b>		<b>33</b>	<b>21</b>	<b>54</b>	<b>296</b>	<b>350</b>
		<b>Madison</b>	Aetna	Dual benefits	0	1	1	2
	Molina		Dual benefits	1	0	1	8	9
			Medicaid only	0	0	0	1	1
	<b>Total</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>13</b>
	<b>Pickaway</b>	Aetna	Dual benefits	0	0	0	10	10
			Medicaid only	0	0	0	1	1
		Molina	Dual benefits	2	0	2	7	9
		<b>Total</b>		<b>2</b>	<b>0</b>	<b>2</b>	<b>18</b>	<b>20</b>
	<b>Union</b>	Aetna	Dual benefits	0	1	1	2	3
		Molina	Dual benefits	0	1	1	3	4
		<b>Total</b>		<b>0</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>7</b>

<b>Central Region Totals</b>								
<b>Aetna</b>		<b>19</b>	<b>17</b>	<b>36</b>	<b>176</b>	<b>212</b>		
<b>Molina</b>		<b>18</b>	<b>9</b>	<b>27</b>	<b>172</b>	<b>199</b>		
<b>Total</b>		<b>37</b>	<b>26</b>	<b>63</b>	<b>348</b>	<b>411</b>		
<b>Region</b>	<b>County</b>	<b>MCP</b>	<b>Medicaid Status</b>	<b>FFS To MCP</b>	<b>MCP To MCP</b>	<b>Total Voluntary Enrollments</b>	<b>Assignments</b>	<b>Total</b>
<b>East Central</b>	<b>Portage</b>	CareSource	Dual benefits	0	0	0	24	24
			Medicaid only	0	0	0	1	1
		United	Dual benefits	4	0	4	24	28
			Medicaid only	0	0	0	1	1
		<b>Total</b>			<b>4</b>	<b>0</b>	<b>4</b>	<b>50</b>
	<b>Stark</b>	CareSource	Dual benefits	6	6	12	66	78
			Medicaid only	2	2	4	6	10
		United	Dual benefits	1	4	5	69	74
			Medicaid only	2	1	3	2	5
		<b>Total</b>			<b>11</b>	<b>13</b>	<b>24</b>	<b>143</b>
	<b>Summit</b>	CareSource	Dual benefits	7	6	13	72	85
			Medicaid only	3	1	4	3	7
		United	Dual benefits	8	1	9	103	112
			Medicaid only	3	0	3	5	8
		<b>Total</b>			<b>21</b>	<b>8</b>	<b>29</b>	<b>183</b>
	<b>Wayne</b>	CareSource	Dual benefits	5	0	5	17	22
			Medicaid only	2	1	3	0	3
		United	Dual benefits	0	0	0	11	11
			Medicaid only	0	0	0	2	2
		<b>Total</b>			<b>7</b>	<b>1</b>	<b>8</b>	<b>30</b>
<b>East Central Region Totals</b>								
<b>CareSource</b>		<b>25</b>	<b>16</b>	<b>41</b>	<b>189</b>	<b>230</b>		

<b>United</b>		<b>18</b>	<b>6</b>	<b>24</b>	<b>217</b>	<b>241</b>
<b>Total</b>		<b>43</b>	<b>22</b>	<b>65</b>	<b>406</b>	<b>471</b>

<b>Region</b>	<b>County</b>	<b>MCP</b>	<b>Medicaid Status</b>	<b>FFS To MCP</b>	<b>MCP To MCP</b>	<b>Total Voluntary Enrollments</b>	<b>Assignments</b>	<b>Total</b>	
<b>North East</b>	<b>Cuyahoga</b>	Buckeye	Dual benefits	1	7	8	140	148	
			Medicaid only	0	2	2	8	10	
		CareSource	Dual benefits	37	18	55	145	200	
			Medicaid only	9	2	11	9	20	
		United	Dual benefits	5	6	11	155	166	
			Medicaid only	5	2	7	10	17	
		<b>Total</b>		<b>57</b>	<b>37</b>	<b>94</b>	<b>467</b>	<b>561</b>	
		<b>Geauga</b>	Buckeye	Dual benefits	0	0	0	6	6
				Medicaid only	0	0	0	1	1
			CareSource	Dual benefits	0	0	0	2	2
	Medicaid only			1	0	1	0	1	
	United		Dual benefits	0	0	0	11	11	
	<b>Total</b>			<b>1</b>	<b>0</b>	<b>1</b>	<b>20</b>	<b>21</b>	
	<b>Lake</b>		Buckeye	Dual benefits	2	0	2	11	13
				Medicaid only	1	0	1	0	1
			CareSource	Dual benefits	1	1	2	23	25
				Medicaid only	0	0	0	1	1
		United	Dual benefits	2	0	2	16	18	
			Medicaid only	1	0	1	4	5	
		<b>Total</b>		<b>7</b>	<b>1</b>	<b>8</b>	<b>55</b>	<b>63</b>	
		<b>Lorain</b>	Buckeye	Dual benefits	0	0	0	21	21
				Medicaid only	2	0	2	1	3
			CareSource	Dual benefits	6	3	9	31	40

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East</b>	<b>Lorain</b>	CareSource	Medicaid only	1	0	1	3	4
		United	Dual benefits	0	2	2	26	28
			Medicaid only	0	0	0	2	2
		<b>Total</b>			<b>9</b>	<b>5</b>	<b>14</b>	<b>84</b>
	<b>Medina</b>	Buckeye	Dual benefits	0	1	1	7	8
		CareSource	Dual benefits	1	2	3	8	11
		United	Dual benefits	3	2	5	5	10
			Medicaid only	1	0	1	1	2
		<b>Total</b>			<b>5</b>	<b>5</b>	<b>10</b>	<b>21</b>

**North East Region Totals**

<b>Buckeye</b>		<b>6</b>	<b>10</b>	<b>16</b>	<b>195</b>	<b>211</b>
<b>CareSource</b>		<b>56</b>	<b>26</b>	<b>82</b>	<b>222</b>	<b>304</b>
<b>United</b>		<b>17</b>	<b>12</b>	<b>29</b>	<b>230</b>	<b>259</b>
<b>Total</b>		<b>79</b>	<b>48</b>	<b>127</b>	<b>647</b>	<b>774</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East Central</b>	<b>Columbiana</b>	CareSource	Dual benefits	1	1	2	18	20
			Medicaid only	0	0	0	1	1
		United	Dual benefits	2	0	2	25	27
			Medicaid only	1	0	1	0	1
		<b>Total</b>			<b>4</b>	<b>1</b>	<b>5</b>	<b>44</b>
	<b>Mahoning</b>	CareSource	Dual benefits	5	6	11	40	51
			Medicaid only	3	1	4	1	5
		United	Dual benefits	1	3	4	49	53
			Medicaid only	2	2	4	1	5
		<b>Total</b>			<b>11</b>	<b>12</b>	<b>23</b>	<b>91</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East Central</b>	<b>Trumbull</b>	CareSource	Dual benefits	5	1	6	22	28
			Medicaid only	4	0	4	2	6
		United	Dual benefits	1	2	3	32	35
			Medicaid only	1	0	1	4	5
		<b>Total</b>			<b>11</b>	<b>3</b>	<b>14</b>	<b>60</b>

**North East Central Region Totals**

<b>CareSource</b>		<b>18</b>	<b>9</b>	<b>27</b>	<b>84</b>	<b>111</b>
<b>United</b>		<b>8</b>	<b>7</b>	<b>15</b>	<b>111</b>	<b>126</b>
<b>Total</b>		<b>26</b>	<b>16</b>	<b>42</b>	<b>195</b>	<b>237</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North West</b>	<b>Fulton</b>	Aetna	Dual benefits	1	1	2	6	8
			Buckeye	Dual benefits	0	0	0	5
		<b>Total</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>13</b>
	<b>Lucas</b>	Aetna	Dual benefits	7	7	14	73	87
			Medicaid only	2	2	4	8	12
		Buckeye	Dual benefits	1	0	1	58	59
			Medicaid only	4	1	5	3	8
		<b>Total</b>		<b>14</b>	<b>10</b>	<b>24</b>	<b>142</b>	<b>166</b>
	<b>Ottawa</b>	Aetna	Dual benefits	0	0	0	7	7
			Medicaid only	0	1	1	0	1
		Buckeye	Dual benefits	0	0	0	4	4
		<b>Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>12</b>
	<b>Wood</b>	Aetna	Dual benefits	4	2	6	11	17
			Medicaid only	0	0	0	1	1
		Buckeye	Dual benefits	0	0	0	12	12

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North West</b>	<b>Wood</b>	Buckeye	Medicaid only	1	0	1	2	3
		<b>Total</b>		<b>5</b>	<b>2</b>	<b>7</b>	<b>26</b>	<b>33</b>
<b>North West Region Totals</b>								
<b>Aetna</b>				<b>14</b>	<b>13</b>	<b>27</b>	<b>106</b>	<b>133</b>
<b>Buckeye</b>				<b>6</b>	<b>1</b>	<b>7</b>	<b>84</b>	<b>91</b>
<b>Total</b>				<b>20</b>	<b>14</b>	<b>34</b>	<b>190</b>	<b>224</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Butler</b>	Aetna	Dual benefits	7	9	16	42	58
			Medicaid only	6	3	9	4	13
		Molina	Dual benefits	4	1	5	34	39
			Medicaid only	1	0	1	5	6
		<b>Total</b>		<b>18</b>	<b>13</b>	<b>31</b>	<b>85</b>	<b>116</b>
	<b>Clermont</b>	Aetna	Dual benefits	4	1	5	23	28
			Medicaid only	2	0	2	2	4
		Molina	Dual benefits	3	0	3	17	20
			Medicaid only	0	0	0	2	2
		<b>Total</b>		<b>9</b>	<b>1</b>	<b>10</b>	<b>44</b>	<b>54</b>
	<b>Clinton</b>	Aetna	Dual benefits	0	1	1	6	7
		Molina	Dual benefits	1	0	1	9	10
			Medicaid only	0	0	0	1	1
		<b>Total</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>16</b>	<b>18</b>
	<b>Hamilton</b>	Aetna	Dual benefits	9	7	16	117	133
			Medicaid only	7	0	7	9	16
		Molina	Dual benefits	4	2	6	111	117
			Medicaid only	11	0	11	9	20
		<b>Total</b>		<b>31</b>	<b>9</b>	<b>40</b>	<b>246</b>	<b>286</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Warren</b>	Aetna	Dual benefits	0	1	1	17	18
			Medicaid only	1	0	1	3	4
		Molina	Dual benefits	1	0	1	13	14
			Medicaid only	0	0	0	2	2
		<b>Total</b>		<b>2</b>	<b>1</b>	<b>3</b>	<b>35</b>	<b>38</b>

<b>South West Region Totals</b>								
<b>Aetna</b>				<b>36</b>	<b>22</b>	<b>58</b>	<b>223</b>	<b>281</b>
<b>Molina</b>				<b>25</b>	<b>3</b>	<b>28</b>	<b>203</b>	<b>231</b>
<b>Total</b>				<b>61</b>	<b>25</b>	<b>86</b>	<b>426</b>	<b>512</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>West Central</b>	<b>Clark</b>	Buckeye	Dual benefits	2	5	7	23	30
			Medicaid only	1	0	1	4	5
		Molina	Dual benefits	3	1	4	29	33
			Medicaid only	1	0	1	1	2
		<b>Total</b>		<b>7</b>	<b>6</b>	<b>13</b>	<b>57</b>	<b>70</b>
	<b>Greene</b>	Buckeye	Dual benefits	4	1	5	14	19
			Medicaid only	1	0	1	1	2
		Molina	Dual benefits	1	0	1	15	16
			Medicaid only	1	0	1	0	1
		<b>Total</b>		<b>7</b>	<b>1</b>	<b>8</b>	<b>30</b>	<b>38</b>
	<b>Montgomery</b>	Buckeye	Dual benefits	11	12	23	98	121
			Medicaid only	6	4	10	3	13
		Molina	Dual benefits	5	2	7	58	65
			Medicaid only	3	1	4	3	7
		<b>Total</b>		<b>25</b>	<b>19</b>	<b>44</b>	<b>162</b>	<b>206</b>

<i>West Central Region Totals</i>						
<b>Buckeye</b>		<b>25</b>	<b>22</b>	<b>47</b>	<b>143</b>	<b>190</b>
<b>Molina</b>		<b>14</b>	<b>4</b>	<b>18</b>	<b>106</b>	<b>124</b>
<b>Total</b>		<b>39</b>	<b>26</b>	<b>65</b>	<b>249</b>	<b>314</b>
<b>Total Mandatory</b>		<b>305</b>	<b>177</b>	<b>482</b>	<b>2461</b>	<b>2943</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 6/1/2016**

<b>MCP</b>	<b>Region</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>Aetna</b>	<i>Central</i>	6	3.90%	0	0.00%	6
	<i>North West</i>	5	3.25%	0	0.00%	5
	<i>South West</i>	15	9.74%	1	12.50%	16
	<b>Total</b>	<b>26</b>	<b>16.88%</b>	<b>1</b>	<b>12.50%</b>	<b>27</b>
<b>Buckeye</b>	<i>North East</i>	5	3.25%	0	0.00%	5
	<i>North West</i>	2	1.30%	0	0.00%	2
	<i>West Central</i>	16	10.39%	0	0.00%	16
	<b>Total</b>	<b>23</b>	<b>14.94%</b>	<b>0</b>	<b>0.00%</b>	<b>23</b>
<b>CareSource</b>	<i>East Central</i>	14	9.09%	0	0.00%	14
	<i>North East</i>	14	9.09%	0	0.00%	14
	<i>North East Central</i>	7	4.55%	1	12.50%	8
	<b>Total</b>	<b>35</b>	<b>22.73%</b>	<b>1</b>	<b>12.50%</b>	<b>36</b>

<b>Molina</b>	<i>Central</i>	10	6.49%	3	37.50%	13
	<i>South West</i>	19	12.34%	0	0.00%	19
	<i>West Central</i>	10	6.49%	1	12.50%	11
	<b>Total</b>	<b>39</b>	<b>25.32%</b>	<b>4</b>	<b>50.00%</b>	<b>43</b>
<b>United</b>	<i>East Central</i>	12	7.79%	1	12.50%	13
	<i>North East</i>	11	7.14%	1	12.50%	12
	<i>North East Central</i>	8	5.19%	0	0.00%	8
	<b>Total</b>	<b>31</b>	<b>20.13%</b>	<b>2</b>	<b>25.00%</b>	<b>33</b>
<b>Total Changes</b>		<b>154</b>	<b>100.00%</b>	<b>8</b>	<b>100.00%</b>	<b>162</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 6/1/2016**

<b>Region</b>	<b>MCP</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>Central</b>	<i>Aetna</i>	6	3.90%	0	0.00%	6
	<i>Molina</i>	10	6.49%	3	37.50%	13
	<b>Total</b>	<b>16</b>	<b>10.39%</b>	<b>3</b>	<b>37.50%</b>	<b>19</b>
<b>North West</b>	<i>Aetna</i>	5	3.25%	0	0.00%	5
	<i>Buckeye</i>	2	1.30%	0	0.00%	2
	<b>Total</b>	<b>7</b>	<b>4.55%</b>	<b>0</b>	<b>0.00%</b>	<b>7</b>
<b>South West</b>	<i>Aetna</i>	15	9.74%	1	12.50%	16
	<i>Molina</i>	19	12.34%	0	0.00%	19
	<b>Total</b>	<b>34</b>	<b>22.08%</b>	<b>1</b>	<b>12.50%</b>	<b>35</b>
<b>North East</b>	<i>Buckeye</i>	5	3.25%	0	0.00%	5
	<i>CareSource</i>	14	9.09%	0	0.00%	14
	<i>United</i>	11	7.14%	1	12.50%	12
	<b>Total</b>	<b>30</b>	<b>19.48%</b>	<b>1</b>	<b>12.50%</b>	<b>31</b>

<b>West Central</b>	<i>Buckeye</i>	16	10.39%	0	0.00%	16
	<i>Molina</i>	10	6.49%	1	12.50%	11
	<b>Total</b>	<b>26</b>	<b>16.88%</b>	<b>1</b>	<b>12.50%</b>	<b>27</b>
<b>East Central</b>	<i>CareSource</i>	14	9.09%	0	0.00%	14
	<i>United</i>	12	7.79%	1	12.50%	13
	<b>Total</b>	<b>26</b>	<b>16.88%</b>	<b>1</b>	<b>12.50%</b>	<b>27</b>
<b>North East Central</b>	<i>CareSource</i>	7	4.55%	1	12.50%	8
	<i>United</i>	8	5.19%	0	0.00%	8
	<b>Total</b>	<b>15</b>	<b>9.74%</b>	<b>1</b>	<b>12.50%</b>	<b>16</b>
<b>Total Changes</b>		<b>154</b>	<b>100.00%</b>	<b>8</b>	<b>100.00%</b>	<b>162</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 5/1/2016 to 5/31/2016

Total Surveys Available for Completion: 79248

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	285	40.66%	369	52.64%	25	3.57%	14	2.00%	8	1.14%	701	100.00%
Our answers to your questions	308	43.94%	350	49.93%	22	3.14%	15	2.14%	6	0.86%	701	100.00%
Our courtesy to you and your family	347	49.50%	319	45.51%	15	2.14%	8	1.14%	12	1.71%	701	100.00%
Overall, how would you rate our staff and services	338	48.22%	331	47.22%	14	2.00%	10	1.43%	6	1.14%	701	100.00%
<b>Total</b>	<b>1278</b>	<b>45.58%</b>	<b>1369</b>	<b>48.82%</b>	<b>76</b>	<b>2.71%</b>	<b>47</b>	<b>1.68%</b>	<b>36</b>	<b>1.21%</b>	<b>2804</b>	<b>100.00%</b>

Number of Surveys Attempted: 5294

Number of Completed Customer Satisfaction Surveys: 701