



**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 June 2016**

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

## ***Call Center Analysis***

Provider Calls: There were 1,994 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 283. 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 90 calls coming in through this queue for this month.

## ***Activity Summary***

- 239,880 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 199,747 Total Calls (inbound and outbound)
  - 36,249 Call Fire Campaign Calls
  - 1,800 MyCare Outreach calls
  - 1,994 Provider Calls
  - 90 Insure Kids Now/Governor's Hotline
- 3% abandonment rate
- 5:15 minutes average talk time
- 1:06 minute average speed to answer
- 73 average CSR inbound calls per day

**Ohio Consumer Hotline**  
**June 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	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
Wed	06/01/16	7498	7332	123	21	7519	166	2%	1470	8989	:05:29	:01:26	71	:00:42	:05:28
Thurs	06/02/16	7119	6998	111	11	7130	121	2%	1366	8496	:05:57	:01:31	67	:00:16	:05:14
Fri	06/03/16	6308	6198	80	10	6318	110	2%	1210	7528	:05:37	:01:36	68	:00:21	:05:20
Sat	06/04/16	1089	1059	18	7	1096	30	3%	88	1184	:02:32	:00:22	56	:00:10	:05:02
Sun	06/05/16	0	0	0	112	112	0	0%	0	112	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>31452</b>	<b>30631</b>	<b>574</b>	<b>286</b>	<b>31738</b>	<b>821</b>	<b>3%</b>	<b>5298</b>	<b>37036</b>	<b>:10:29</b>	<b>:01:27</b>	<b>68</b>	<b>:00:34</b>	<b>:05:22</b>
	<b>June Only</b>	<b>22014</b>	<b>21587</b>	<b>332</b>	<b>161</b>	<b>22175</b>	<b>427</b>	<b>2%</b>	<b>4134</b>	<b>26309</b>	<b>:05:57</b>	<b>:01:14</b>	<b>66</b>	<b>:00:22</b>	<b>:05:20</b>
Mon	06/06/15	10344	9935	432	10	10354	409	4%	1317	11671	:11:43	:02:10	76	:02:32	:05:32
Tues	06/07/15	7507	7356	113	14	7521	151	2%	564	8085	:06:57	:01:52	72	:00:35	:05:26
Wed	06/08/15	7216	7072	113	19	7235	144	2%	534	7769	:08:01	:02:26	71	:00:31	:5:13
Thurs	06/09/15	6614	6483	76	16	6630	131	2%	1014	7644	:05:51	:01:15	67	:00:26	:05:26
Fri	06/10/15	5980	5868	92	10	5990	112	2%	1122	7112	:05:03	:01:02	63	:00:18	:05:21
Sat	06/11/15	828	823	23	4	832	5	1%	78	910	:03:20	:00:35	50	:00:11	:05:00
Sun	06/12/15	0	0	0	75	75	0	0%	0	75	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>38489</b>	<b>37537</b>	<b>849</b>	<b>148</b>	<b>38637</b>	<b>952</b>	<b>2%</b>	<b>4629</b>	<b>43266</b>	<b>:11:43</b>	<b>:01:33</b>	<b>67</b>	<b>:00:46</b>	<b>:05:23</b>
Mon	06/13/16	9293	8900	278	10	9303	393	4%	920	10223	:13:42	:02:06	77	:01:45	:05:28
Tues	06/14/16	7332	7197	105	16	7348	135	2%	648	7996	:05:35	:01:35	73	:00:34	:05:29
Wed	06/15/16	7866	7633	144	17	7883	233	3%	1252	9135	:12:32	:02:10	71	:01:01	:05:06
Thurs	06/16/16	7212	7062	124	13	7225	150	2%	1264	8489	:05:27	:01:29	69	:00:27	:04:46
Fri	06/17/16	6570	6460	96	11	6581	110	2%	981	7562	:02:14	:00:22	65	:00:10	:05:00
Sat	06/18/16	783	766	22	6	789	17	2%	701	1490	:01:06	:00:17	46	:00:09	:04:48
Sun	06/19/16	0	0	0	54	54	0	0%	0	54	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>39056</b>	<b>38018</b>	<b>769</b>	<b>127</b>	<b>39183</b>	<b>1038</b>	<b>3%</b>	<b>5766</b>	<b>44949</b>	<b>:13:42</b>	<b>:01:20</b>	<b>67</b>	<b>:00:41</b>	<b>:05:10</b>
Mon	06/20/16	10389	9852	518	34	10423	537	5%	671	11094	:12:03	:02:54	80	:02:48	:05:10
Tues	06/21/16	8837	8532	246	22	8859	305	3%	637	9496	:07:27	:02:06	80	:01:51	:05:10
Wed	06/22/16	7342	7215	135	18	7360	127	2%	822	8182	:08:30	:01:42	74	:00:45	:04:53
Thurs	06/23/16	7540	7427	131	13	7553	113	1%	1160	8713	:04:21	:01:29	74	:00:36	:05:08
Fri	06/24/16	6333	6272	94	15	6348	61	1%	680	7028	:05:52	:01:28	67	:00:39	:05:09
Sat	06/25/16	937	929	21	9	946	8	1%	303	1249	:05:41	:00:59	54	:00:36	:05:12
Sun	06/26/16	0	0	0	99	99	0	0%	0	99	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>41378</b>	<b>40227</b>	<b>1145</b>	<b>210</b>	<b>41588</b>	<b>1151</b>	<b>3%</b>	<b>4273</b>	<b>45861</b>	<b>:12:03</b>	<b>:01:47</b>	<b>70</b>	<b>:01:13</b>	<b>:05:06</b>
Mon	06/27/16	10474	9913	410	35	10509	561	5%	800	11309	:12:17	:02:28	86	:02:27	:05:27
Tue	06/28/16	8268	8153	162	21	8289	115	1%	1307	9596	:06:24	:01:43	80	:00:54	:05:10
Wed	06/29/16	8000	7771	164	17	8017	229	3%	965	8982	:09:30	:02:04	78	:00:58	:05:21
Thu	06/30/16	8423	8064	200	53	8476	359	4%	999	9475	:09:52	:01:56	80	:01:30	:05:08
	<b>Month End</b>	<b>176102</b>	<b>171270</b>	<b>4031</b>	<b>772</b>	<b>176874</b>	<b>4832</b>	<b>3%</b>	<b>22873</b>	<b>199747</b>	<b>:13:42</b>	<b>:01:46</b>	<b>73</b>	<b>:01:06</b>	<b>5:15</b>

# Call Center Busy Hour Report

## June 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
Wed	06/01/16	7498	68	623	805	804	829	765	790	733	785	662	503	91	40
Thurs	06/02/16	7119	59	590	701	794	788	734	749	745	737	621	472	88	41
Fri	06/03/16	6308	44	467	654	681	722	645	677	688	621	576	417	75	41
Sat	06/04/16	1089	0	95	103	118	125	124	137	138	122	127	0	0	0
Sun	06/05/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>22014</b>	<b>171</b>	<b>1775</b>	<b>2263</b>	<b>2397</b>	<b>2464</b>	<b>2268</b>	<b>2353</b>	<b>2304</b>	<b>2265</b>	<b>1986</b>	<b>1392</b>	<b>254</b>	<b>122</b>
Mon	06/06/16	10344	135	895	1110	1159	1119	1047	1006	1003	1094	910	693	119	54
Tues	06/07/16	7507	67	620	719	793	852	795	833	810	741	632	505	93	47
Wed	06/08/16	7216	45	572	709	799	735	734	795	789	734	635	497	113	59
Thurs	06/09/16	6614	49	505	725	695	729	676	736	669	671	610	422	87	40
Fri	06/10/16	5980	39	451	600	652	619	675	646	643	624	510	413	67	41
Sat	06/11/16	828	0	80	93	93	103	101	99	88	83	88	0	0	0
Sun	06/12/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>38489</b>	<b>335</b>	<b>3123</b>	<b>3956</b>	<b>4191</b>	<b>4157</b>	<b>4028</b>	<b>4115</b>	<b>4002</b>	<b>3947</b>	<b>3385</b>	<b>2530</b>	<b>479</b>	<b>241</b>
Mon	06/13/16	9293	81	705	848	1040	1077	972	961	1010	964	805	661	95	74
Tues	06/14/16	7332	54	554	719	804	839	830	794	736	715	652	490	93	52
Wed	06/15/16	7866	59	573	713	794	829	840	846	856	852	750	577	119	58
Thurs	06/16/16	7212	51	539	694	735	798	750	773	837	775	656	469	86	49
Fri	06/17/16	6570	54	473	687	732	768	735	716	695	645	534	425	67	39
Sat	06/18/16	783	0	73	77	80	88	95	96	98	89	87	0	0	0
Sun	06/19/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>39056</b>	<b>299</b>	<b>2917</b>	<b>3738</b>	<b>4185</b>	<b>4399</b>	<b>4222</b>	<b>4186</b>	<b>4232</b>	<b>4040</b>	<b>3484</b>	<b>2622</b>	<b>460</b>	<b>272</b>
Mon	06/20/16	10389	51	675	905	1032	1061	1013	1149	1126	1111	1130	773	249	114
Tues	06/21/16	8837	101	717	894	1025	1055	924	965	878	798	743	567	116	54
Wed	06/22/16	7342	64	568	671	719	789	850	878	760	753	650	493	98	49
Thurs	06/23/16	7540	40	515	718	778	787	786	868	859	816	701	515	98	59
Fri	06/24/16	6333	50	470	628	674	731	679	677	677	671	537	404	83	52
Sat	06/25/16	937	0	97	97	101	119	107	123	99	94	100	0	0	0
Sun	06/26/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Week Ending</b>		<b>41378</b>	<b>306</b>	<b>3042</b>	<b>3913</b>	<b>4329</b>	<b>4542</b>	<b>4359</b>	<b>4660</b>	<b>4399</b>	<b>4243</b>	<b>3861</b>	<b>2752</b>	<b>644</b>	<b>328</b>
Mon	06/27/16	10474	90	787	944	1023	1189	1172	1111	1186	1018	976	714	161	103
Tue	06/28/16	8268	101	673	838	908	934	836	875	851	792	727	528	129	76
Wed	06/29/16	8000	75	568	746	838	844	809	860	829	841	776	578	152	84
Thu	06/30/16	8423	94	613	758	846	781	872	926	920	929	795	615	162	112
<b>Month Total</b>		<b>176102</b>	<b>1471</b>	<b>13498</b>	<b>17156</b>	<b>18717</b>	<b>19310</b>	<b>18566</b>	<b>19086</b>	<b>18723</b>	<b>18075</b>	<b>15990</b>	<b>11731</b>	<b>2441</b>	<b>1338</b>
Cumulative Percent			1%	8%	10%	11%	11%	11%	11%	11%	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 6/1/2016 to 6/30/2016

Type	Sub Type	Total
<i><b>ABD Medicaid</b></i>	Application / Eligibility	1352
	Benefit Package / Covered Services	281
	Billing Number	102
	Card	173
	Certificate of Coverage	39
	Change	171
	Citizenship Verification Questions	2
	Estate Recovery	36
	Hearing	6
	Patient Liability	26
	Program Information	931
	Under 21 Inquiry	4
	<b>Total</b>	<b>3123</b>
<i><b>BCCP</b></i>	Application / Eligibility	8
	Benefit Package / Covered Services	1
	Card	1
	Change	1
	Estate Recovery	0
	Hearing	1
	Participating Site Information	1
	Program Information	7
	<b>Total</b>	<b>20</b>
<i><b>Consumer Guide</b></i>	Questions From Consumer Guide	0
	<b>Total</b>	<b>0</b>
<i><b>Disability Determination Redesign (DDR)</b></i>	Provided General Information	12
	Provided Income Guidelines	3

<b>Disability Determination Redesign (DDR)</b>	<b>Provided Information on Specialized Recovery Services</b>	7
	<b>Qualified Income Trust Questions</b>	5
	<b>Received DDR Notice</b>	2
	<b>Referred To Legal Aid</b>	0
	<b>Spend Down Questions</b>	6
	<b>Transferred To Collabor8 for MAGI Application</b>	0
	<b>Transferred To QIT Specialist</b>	9
	<b>Total</b>	<b>44</b>
<b>DRC</b>	<b>Application status</b>	0
	<b>Benefit Package / Covered Services</b>	1
	<b>Care coordination questions</b>	1
	<b>Chose to remain with existing MCP</b>	56
	<b>Declined application / MCP enrollment</b>	3
	<b>General inquiry</b>	74
	<b>MCP change completed</b>	38
	<b>MCP enrollment completed</b>	649
	<b>MCP enrollment status</b>	12
	<b>Phone application completed</b>	196
	<b>Total</b>	<b>1030</b>
<b>EOMB</b>	<b>General Information</b>	12
	<b>Questions About Letter</b>	0
	<b>Total</b>	<b>12</b>
<b>Escalated/Specialized Inquiries</b>	<b>Governor Inquiry</b>	1
	<b>Legislative Inquiry</b>	0
	<b>ODM Inquiry</b>	281
	<b>Sent Email</b>	49
	<b>Sent Letter</b>	0
	<b>Web Contact</b>	0
	<b>Total</b>	<b>331</b>

<b>FFS Billing</b>	<b>Billing Number</b>	1046
	<b>Claims Request</b>	29
	<b>General Billing Questions</b>	906
	<b>Received Bill (Needs Letter)</b>	25
	<b>Total</b>	<b>2006</b>
<b>General Benefits</b>	<b>Dental</b>	405
	<b>Equipment</b>	136
	<b>Family Planning</b>	10
	<b>Healthchek Services</b>	14
	<b>Inquiry on Covered Services</b>	1170
	<b>Medicaid Expansion</b>	227
	<b>Medicaid School Program</b>	1
	<b>Medlist Assist</b>	25
	<b>Pregnancy Related Services</b>	9
	<b>Prescriptions</b>	1100
	<b>Transportation</b>	494
	<b>Vision</b>	218
<b>Total</b>	<b>3809</b>	
<b>Healthy Start</b>	<b>Application / Eligibility</b>	961
	<b>Benefit Package / Covered Services</b>	105
	<b>Billing Number</b>	124
	<b>Card</b>	175
	<b>Certificate of Coverage</b>	16
	<b>Change</b>	59
	<b>Citizenship Verification Questions</b>	1
	<b>Estate Recovery</b>	0
	<b>Hearing</b>	2
	<b>Program Information</b>	200
	<b>Total</b>	<b>1643</b>
<b>HIPAA</b>	<b>Complaint</b>	0
	<b>Information</b>	4
	<b>Request for Accounting for Disclosure</b>	1

<b>HIPAA</b>	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
	<b>Total</b>	<b>5</b>
<b>Home Health Care</b>	Application / Eligibility	14
	Benefit Package / Covered Services	6
	BHCS Complaint	1
	BHCS Questions	0
	Card	1
	Hearing	0
	HSFA Questions	0
	Passport	1
	Program Information	20
	Provider	2
	Status	0
	<b>Total</b>	<b>45</b>
<b>Incident Report</b>	Billing Inquiry	135
	Reimbursement Inquiry	12
	<b>Total</b>	<b>147</b>
<b>Information</b>	Cash Assistance	24
	CDJFS	960
	Customer Survey	3
	Food Stamps	168
	Hotline	1123
	Medicare	352
	Social Security	45
	<b>Total</b>	<b>2675</b>
<b>Inquiry</b>	029 Error	74
	574 Error - Not Eligible	4
	Already Selected	1062
	Called to Check on Doctors	367
	Called to Check on Just Cause Status	87
	Case Addition	74
	Case Closed	402

<i><b>Inquiry</b></i>	Case Pending	659
	Category Closed	131
	Change in Name	147
	Change in Phone Number / Address	1488
	CIC - Do Not Assign	5
	Consumer Needs To Be Auto Re-Enrolled	3
	Failed Eligibility	559
	General Questions	12488
	Open Enrollment Questions	926
	Person Calling Not PIP / AG Head	461
	Referred Consumer to County Worker	2737
	Returned NME / Notice	6
	Transferred in Error	31
	Wanted Phone Number of MCP	519
	<b>Total</b>	<b>22230</b>
<i><b>Issue / Concern</b></i>	Issue / Concern about MCP	180
	Issue / Concern about Provider	10
	Issue / Concern with Caseworker	0
	Issue / Concern with ODM	24
	<b>Total</b>	<b>214</b>
<i><b>Limited Family Planning Services</b></i>	Application / Eligibility	1
	Benefit Package / Covered Services	1
	Billing Number	0
	Card	0
	Certificate of Coverage	0
	Change	0
	Hearing	0
	Program Information	1
	<b>Total</b>	<b>3</b>
<i><b>Long Term Care</b></i>	Application / Eligibility	12

<b>Long Term Care</b>	<b>Benefit Package / Covered Services</b>	7
	<b>Card</b>	2
	<b>Community Spouse</b>	2
	<b>Estate Recovery</b>	6
	<b>Hearing</b>	0
	<b>Ohio Access Success Project</b>	2
	<b>Patient Liability</b>	1
	<b>Program Information</b>	29
	<b>Total</b>	<b>61</b>
<b>MAGI</b>	<b>1095B FAQ</b>	68
	<b>Application Status</b>	1876
	<b>Case Change</b>	301
	<b>Case Inquiry</b>	6697
	<b>Certificate Of Coverage</b>	102
	<b>Citizenship/Other Verifications</b>	257
	<b>Estate Recovery</b>	13
	<b>FFS Card</b>	577
	<b>General Program Information</b>	3298
	<b>Income Guidelines/Questions</b>	658
	<b>ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)</b>	5
	<b>Questions About Letter/NOA</b>	592
	<b>Re-Application on a Denied Case</b>	164
	<b>Renewal Application Reported</b>	9345
	<b>Renewal Questions</b>	8674
	<b>Reprint NOA or FFS Card</b>	49
	<b>Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back</b>	143
	<b>Requested Telephone Application – Transfer to Collabor8</b>	1325

<b>MAGI</b>	<b>State Hearing</b>	85
	<b>Total</b>	<b>34229</b>
<b>Mailings</b>	<b>"Getting Long Term Care" Pamphlet</b>	2
	<b>ABD Application Letter - 7200</b>	419
	<b>ABD EMP Enrollment Packet</b>	29
	<b>ABD Pamphlet - Spanish</b>	0
	<b>Approved Letter</b>	107
	<b>BCCP Brochure</b>	1
	<b>Billing Incident Letter</b>	121
	<b>Call Me Letter</b>	0
	<b>CFC EMP Enrollment Packet</b>	41
	<b>Citizenship Verification Brochure</b>	0
	<b>CPA Letter</b>	0
	<b>CPA Letter - Blank</b>	54
	<b>Enrollment Error Letter</b>	0
	<b>Healthy Start Brochure</b>	0
	<b>HIPAA Notice</b>	8
	<b>HS/HF Information</b>	0
	<b>ICDS Enrollment Letter</b>	140
	<b>Immigrants Medicaid - Somali</b>	0
	<b>JC Approval Change MCP</b>	509
	<b>JC Approval Change MCP - Requestor</b>	58
	<b>JC Approval FFS</b>	1
	<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>	10
	<b>Medicaid Program Enrollment &amp; Benefit Information</b>	59
	<b>MyCare EMP Enrollment Packet</b>	349
	<b>MyCare TPL Approval Letter</b>	0
	<b>MyCare TPL Denial Letter</b>	0
	<b>MyCare TPL Verification Letter</b>	0
	<b>N1 Reminder Letter</b>	16968
	<b>N3 ABD Reminder Letter</b>	459
	<b>No Contact</b>	0
	<b>OH Partnership for LTC</b>	0
	<b>Ohio Medicaid Pamphlet - Spanish</b>	0
	<b>OMH Mandatory MyCare Letter</b>	31
	<b>Patient Liability Lbl</b>	0
	<b>PHI Brochure</b>	0
	<b>QMB - Blank</b>	996
	<b>Reimbursement Letter</b>	11
	<b>Rejected - General</b>	140
	<b>Rejected - General ABD</b>	26
	<b>Rejected - SSI-BCMHCIC</b>	16
	<b>Residential Treatment Letter</b>	0
	<b>Resolution</b>	0
	<b>Resolution Declined</b>	0
	<b>Spend Down Approval</b>	0
	<b>Spend Down Denial</b>	0
<b>TPL Approval</b>	1	
<b>TPL Verification Needed</b>	0	
<b>Total</b>	<b>20559</b>	
<b>Managed Care Info &amp; Referral</b>	<b>Benefit Package</b>	504
	<b>Billing Number</b>	527

<b>Managed Care Info &amp; Referral</b>	Card	1660
	Information	5485
	Just Cause Status	120
	Payment	22
	Phone Numbers	1396
	Provider Name	1229
	Transfer Request - Bureau of Managed Care	0
	<b>Total</b>	<b>10943</b>
<b>MBI-WD</b>	AG Collections Questions	22
	Application / Eligibility	30
	Benefit Package / Covered Services	11
	Billing Number	1
	Card	8
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	7
	Program Information	83
	Questions About Premiums	82
	<b>Total</b>	<b>244</b>
<b>Medicare Part D</b>	Application / Eligibility	137
	Information	695
	Questions About Letter	9
	<b>Total</b>	<b>841</b>
<b>Medicare Premium Assistance</b>	Application / Eligibility	1112
	Benefit Package / Covered Services	380
	Billing Number	20
	Card	141
	Certificate of Coverage	6
	Change	70
	Estate Recovery	2
	Hearing	5
	Patient Liability	8
	<b>Total</b>	<b>2955</b>

<b>Mental Health Services</b>	Questions About Letter	1
	Referred to MCP for MH Access	1
	Referred to MH Provider	2
	Request Benefits Balance - Needs Follow-Up	0
	<b>Total</b>	<b>4</b>
<b>MyCare Ohio</b>	General Information	3709
	Issue Accessing Services	128
	Loss of MyCare Eligibility	581
	Medicaid Only Benefit Information	189
	MyCare Ohio Card	279
	October 2014 MyCare Passive Enrollment Letter	1
	On-site facilitated enrollment	38
	Opt-In/Opt-Out Questions	328
	Prescription Questions	169
	Transition of Care	11
	<b>Total</b>	<b>5433</b>
<b>ODM Survey</b>	Managed Care Survey	4
	<b>Total</b>	<b>4</b>
<b>Ohio Benefits Self Service Portal</b>	Access my Benefits	43
	Account Creation/Management	7
	Account Lock Out	91
	Application Assistance	45
	Apply for Benefits	131
	County Office Location/Hours	19
	Electronic Verification	110
	Forgot Password Link	35
	Forgot User Name Link	22
	Frequently Asked Questions	70
	General Navigation	36

<b>Ohio Benefits Self Service Portal</b>	How to use this Site	25
	Internet Browser Issue	4
	Message Center	5
	Provided Link to Website	99
	Renewal Packet Questions	296
	Submit Error Issue	16
	Transfer Call to Tier 2/3	33
	<b>Total</b>	<b>1087</b>
<b>Ohio Integrated Eligibility System (OIES)</b>	Case Inquiry/Case Status	1662
	Contact CDJS	466
	Electronic Verification Process	103
	Journal Creation & Management	103
	MAGI (Modified Adjusted Gross Income) Program Information	141
	Notice of Action Explanation	45
	Reapply on a Denied Case	38
	Reprint FFS card from Hotline	0
	Reprint NOA from Hotline	2
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	81
	Requested Telephone Application, transfer to Collobor8	562
	<b>Total</b>	<b>3203</b>
	<b>Ohio's Best RX</b>	Program Information
Referred Caller		4
<b>Total</b>		<b>8</b>
<b>Other Medicaid Program</b>	Application / Eligibility	819
	Benefit Package / Covered Services	585
	Billing Number	137
	Card	177

<b>Other Medicaid Program</b>	<b>Certificate of Coverage</b>	16
	<b>Change</b>	445
	<b>Citizenship Verification Questions</b>	0
	<b>Estate Recovery</b>	13
	<b>Hearing</b>	11
	<b>Program Information</b>	1068
	<b>Total</b>	<b>3271</b>
<b>PACT</b>	<b>Card</b>	0
	<b>Hearing</b>	0
	<b>Initial 30 Day Provider Change</b>	0
	<b>Program Information</b>	0
	<b>Provider</b>	0
	<b>Transfer Request</b>	0
	<b>Total</b>	<b>0</b>
<b>Prior Authorization</b>	<b>How to Obtain</b>	501
	<b>Letter</b>	27
	<b>Program Information</b>	454
	<b>Status</b>	276
	<b>Transfer Request - Needs Follow-Up</b>	1
	<b>Total</b>	<b>1259</b>
<b>Provider</b>	<b>Fee-For-Service Provider Names</b>	368
	<b>Referred to MCP For Provider List</b>	62
	<b>Referred to ODM Website For Provider List</b>	79
	<b>Referred to State Board To File Complaint Against Provider</b>	5
	<b>Total</b>	<b>514</b>
<b>Reimbursement</b>	<b>Decision</b>	15
	<b>Information</b>	264
	<b>State Hearing</b>	6
	<b>Total</b>	<b>285</b>
<b>Spend Down</b>	<b>Amount</b>	1114
	<b>Card</b>	345
	<b>Certificate of Coverage</b>	12

<b>Spend Down</b>	Hearing	6
	Problem	159
	Program Information	1577
	<b>Total</b>	<b>3213</b>
<b>State Hearings</b>	How to Request	94
	Program Information	85
	Status	10
	<b>Total</b>	<b>189</b>
<b>Surveys</b>	Call Center Survey	7149
	<b>Total</b>	<b>7149</b>
<b>Third Party Liability</b>	Cannot Resolve with CDJFS - Needs Follow-Up	22
	General Information	188
	Need Medications Now	34
	Referral to Case Worker	182
	Referral to TPL Vendor	55
	<b>Total</b>	<b>481</b>
<b>Tort</b>	General Information	35
	Provided Number to Tort Unit	47
	<b>Total</b>	<b>82</b>
<b>Waiver</b>	Application / Eligibility	537
	Benefit Package / Covered Services	176
	Billing Number	13
	Card	74
	Certificate of Coverage	9
	Change	79
	Estate Recovery	14
	Hearing	3
	Independent Provider	4
	Patient Evaluation	4
	Patient Liability	28
	Program Information	797

<b>Waiver</b>	<b>Waiting List</b>	<b>9</b>
	<b>Total</b>	<b>1747</b>
<b>Grand Total All Categories</b>		<b>135098</b>

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

**Calls made from 6/1/2016 to 6/30/2016**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	699
	ACS / First Health	379
	ADAMH	14
	Area Agency on Aging	88
	BCCP Regional Agency	2
	BCMh	12
	Bureau of Home and Community Services	0
	Case Management Agency	34
	Caseworker	2234
	Child Support Enforcement Agency	7
	Complaint Department	27
	County Department of Job & Family Services	4796
	First Link	8
	Food Stamp Hotline	28
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	3
	HomeHealthAgency	12
	Info & Refer	859
	In-House	9
	Legal Aid	3
	Managed Care Plan	1742
	Managed Care/Just Cause Section	48
	MR / DD Board	3
	ODM	7
	Ohio Department of Insurance	31
	Ohio Hospice	0
	Ohio's Best Rx	18
Ombudsman	18	

<b>Referral</b>	<b>OSHIIP</b>	134
	<b>Other Medical Services Agency</b>	68
	<b>Other Social Services Agency</b>	20
	<b>Out-of-State Medicaid Hotline</b>	69
	<b>PACT</b>	1
	<b>Pharmacy</b>	351
	<b>Prescription Drug Plan (PDP)</b>	216
	<b>Provider</b>	594
	<b>Provider Services Call Center</b>	841
	<b>Public Children's Services</b>	26
	<b>Social Security Administration</b>	124
	<b>StateHearingDivision</b>	192
	<b>StateMedicalBoard</b>	12
	<b>Supervisor</b>	83
	<b>Tort Unit</b>	41
	<b>Website - ODM</b>	88
	<b>Welfare Fraud Hotline</b>	3
<b>WIC Office</b>	1	
<b>Total</b>		<b>13946</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 7/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL	
	FFS TO MCP		MCP TO MCP		MCP TO FFS				
Call	164	62.36%	74	94.87%	0	0.00%	238	69.79%	
Call Campaign	90	34.22%	4	5.13%	0	0.00%	94	27.57%	
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	9	3.42%	0	0.00%	0	0.00%	9	2.64%	
<b>TOTAL</b>	<b>263</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>	<b>341</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: 7/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	164	68.91%	74	31.09%	0	0.00%	238	100%
Call Campaign	90	95.74%	4	4.26%	0	0.00%	94	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	9	100.00%	0	0.00%	0	0.00%	9	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: 7/1/2016**

<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	3		3		0	
	North East	16		8		0	
	West	18		6		0	
	<b>Total</b>	<b>37</b>	<b>13.91%</b>	<b>17</b>	<b>21.25%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	Central/South East	37		11		0	
	North East	73		9		0	
	West	33		10		0	
	<b>Total</b>	<b>143</b>	<b>53.76%</b>	<b>30</b>	<b>37.50%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central/South East	15		13		0	
	North East	4		0		0	
	West	10		4		0	
	<b>Total</b>	<b>29</b>	<b>10.90%</b>	<b>17</b>	<b>21.25%</b>	<b>0</b>	<b>0.00%</b>
<b>Paramount</b>	Central/South East	2		1		0	
	North East	5		1		0	
	West	18		6		0	
	<b>Total</b>	<b>25</b>	<b>9.40%</b>	<b>8</b>	<b>10.00%</b>	<b>0</b>	<b>0.00%</b>
<b>United</b>	Central/South East	12		4		0	
	North East	16		2		0	
	West	4		2		0	
	<b>Total</b>	<b>32</b>	<b>12.03%</b>	<b>8</b>	<b>10.00%</b>	<b>0</b>	<b>0.00%</b>
<b>Total Mandatory</b>		<b>266</b>	<b>100.00%</b>	<b>80</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: 7/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	3	4.35%	3	9.38%	0	0.00%
	CareSource	37	53.62%	11	34.38%	0	0.00%
	Molina	15	21.74%	13	40.63%	0	0.00%
	Paramount	2	2.90%	1	3.13%	0	0.00%
	United	12	17.39%	4	12.50%	0	0.00%
	<b>Total</b>	<b>69</b>	<b>100.00%</b>	<b>32</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	16	14.04%	8	40.00%	0	0.00%
	CareSource	73	64.04%	9	45.00%	0	0.00%
	Molina	4	3.51%	0	0.00%	0	0.00%
	Paramount	5	4.39%	1	5.00%	0	0.00%
	United	16	14.04%	2	10.00%	0	0.00%
	<b>Total</b>	<b>114</b>	<b>100.00%</b>	<b>20</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>West</b>	Buckeye	18	21.69%	6	21.43%	0	0.00%
	CareSource	33	39.76%	10	35.71%	0	0.00%
	Molina	10	12.05%	4	14.29%	0	0.00%
	Paramount	18	21.69%	6	21.43%	0	0.00%
	United	4	4.82%	2	7.14%	0	0.00%
	<b>Total</b>	<b>83</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>266</b>		<b>80</b>		<b>0</b>	

**AGED, BLIND, DISABLED (ABD)  
ASSIGNMENT BY REGION**  
Effective Date: 7/1/2016

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	101	122	<b>223</b>
North East	134	132	<b>266</b>
West	111	80	<b>191</b>
<b>Total For All Regions</b>	<b>346</b>	<b>334</b>	<b>680</b>

**AGED, BLIND, DISABLED (ABD)  
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
Effective Date: 7/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	3	3	6	27	33	14.80%
	CareSource	37	11	48	27	75	33.63%
	Molina	15	13	28	29	57	25.56%
	Paramount	2	1	3	22	25	11.21%
	United	12	4	16	17	33	14.80%
	<b>Total</b>	<b>69</b>	<b>32</b>	<b>101</b>	<b>122</b>	<b>223</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	16	8	24	26	50	18.80%
	CareSource	73	9	82	29	111	41.73%
	Molina	4	0	4	25	29	10.90%
	Paramount	5	1	6	26	32	12.03%
	United	16	2	18	26	44	16.54%
	<b>Total</b>	<b>114</b>	<b>20</b>	<b>134</b>	<b>132</b>	<b>266</b>	<b>100.00%</b>
<b>West</b>	Buckeye	18	6	24	17	41	21.47%
	CareSource	33	10	43	13	56	29.32%
	Molina	10	4	14	22	36	18.85%
	Paramount	18	6	24	14	38	19.90%
	United	4	2	6	14	20	10.47%
	<b>Total</b>	<b>83</b>	<b>28</b>	<b>111</b>	<b>80</b>	<b>191</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>266</b>	<b>80</b>	<b>346</b>	<b>334</b>	<b>680</b>	

**COVERED FAMILY AND CHILDREN (CFC)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 7/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11261	69.95%	1812	88.48%	0	0.00%	13073	72.04%
Call Campaign	3245	20.16%	140	6.84%	0	0.00%	3385	18.65%
Face-To-Face	0	0.00%	1	0.05%	0	0.00%	1	0.01%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	1593	9.90%	95	4.64%	0	0.00%	1688	9.30%
<b>TOTAL</b>	<b>16099</b>	<b>100%</b>	<b>2048</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>	<b>18147</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: 7/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11261	86.14%	1812	13.86%	0	0.00%	13073	100%
Call Campaign	3245	95.86%	140	4.14%	0	0.00%	3385	100%
Face-To-Face	0	0.00%	1	100.00%	0	0.00%	1	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	1593	94.37%	95	5.63%	0	0.00%	1688	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: 7/1/2016

<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	216		28		0	
	North East	990		161		0	
	West	722		96		0	
	<b>Total</b>	<b>1928</b>	<b>11.29%</b>	<b>285</b>	<b>12.24%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	Central/South East	2730		409		0	
	North East	3892		522		0	
	West	3663		525		0	
	<b>Total</b>	<b>10285</b>	<b>60.22%</b>	<b>1456</b>	<b>62.52%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central/South East	924		142		0	
	North East	197		20		0	
	West	415		55		0	
	<b>Total</b>	<b>1536</b>	<b>8.99%</b>	<b>217</b>	<b>9.32%</b>	<b>0</b>	<b>0.00%</b>
<b>Paramount</b>	Central/South East	81		14		0	
	North East	228		22		0	
	West	1065		147		0	
	<b>Total</b>	<b>1374</b>	<b>8.05%</b>	<b>183</b>	<b>7.86%</b>	<b>0</b>	<b>0.00%</b>
<b>United</b>	Central/South East	617		54		0	
	North East	929		90		0	
	West	409		44		0	
	<b>Total</b>	<b>1955</b>	<b>11.45%</b>	<b>188</b>	<b>8.07%</b>	<b>0</b>	<b>0.00%</b>
<b>Total Mandatory</b>		<b>17078</b>	<b>100.00%</b>	<b>2329</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: 7/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	216	4.73%	28	4.33%	0	0.00%
	CareSource	2730	59.76%	409	63.21%	0	0.00%
	Molina	924	20.23%	142	21.95%	0	0.00%
	Paramount	81	1.77%	14	2.16%	0	0.00%
	United	617	13.51%	54	8.35%	0	0.00%
	<b>Total</b>	<b>4568</b>	<b>100.00%</b>	<b>647</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	990	15.88%	161	19.75%	0	0.00%
	CareSource	3892	62.41%	522	64.05%	0	0.00%
	Molina	197	3.16%	20	2.45%	0	0.00%
	Paramount	228	3.66%	22	2.70%	0	0.00%
	United	929	14.90%	90	11.04%	0	0.00%
	<b>Total</b>	<b>6236</b>	<b>100.00%</b>	<b>815</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>West</b>	Buckeye	722	11.51%	96	11.07%	0	0.00%
	CareSource	3663	58.38%	525	60.55%	0	0.00%
	Molina	415	6.61%	55	6.34%	0	0.00%
	Paramount	1065	16.97%	147	16.96%	0	0.00%
	United	409	6.52%	44	5.07%	0	0.00%
	<b>Total</b>	<b>6274</b>	<b>100.00%</b>	<b>867</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>17078</b>		<b>2329</b>		<b>0</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
ASSIGNMENT BY REGION**  
Effective Date: 7/1/2016

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	5215	3417	<b>8632</b>
North East	7051	4606	<b>11657</b>
West	7141	4152	<b>11293</b>
<b>Total For All Regions</b>	<b>19407</b>	<b>12175</b>	<b>31582</b>

**COVERED FAMILY AND CHILDREN (CFC)  
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
Effective Date: 7/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	216	28	244	740	984	11.40%
	CareSource	2730	409	3139	993	4132	47.87%
	Molina	924	142	1066	1075	2141	24.80%
	Paramount	81	14	95	369	464	5.38%
	United	617	54	671	240	911	10.55%
	<b>Total</b>	<b>4568</b>	<b>647</b>	<b>5215</b>	<b>3417</b>	<b>8632</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	990	161	1151	892	2043	17.53%
	CareSource	3892	522	4414	1578	5992	51.40%
	Molina	197	20	217	644	861	7.39%
	Paramount	228	22	250	812	1062	9.11%
	United	929	90	1019	680	1699	14.57%
	<b>Total</b>	<b>6236</b>	<b>815</b>	<b>7051</b>	<b>4606</b>	<b>11657</b>	<b>100.00%</b>
<b>West</b>	Buckeye	722	96	818	1115	1933	17.12%
	CareSource	3663	525	4188	756	4944	43.78%
	Molina	415	55	470	993	1463	12.95%
	Paramount	1065	147	1212	843	2055	18.20%
	United	409	44	453	445	898	7.95%
	<b>Total</b>	<b>6274</b>	<b>867</b>	<b>7141</b>	<b>4152</b>	<b>11293</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>17078</b>	<b>2329</b>	<b>19407</b>	<b>12175</b>	<b>31582</b>	

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 7/1/2016

**ENROLLMENT TYPE**

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	133	53.85%	93	66.91%	0	0.00%	226	58.55%
Call	Medicaid only	67	27.13%	27	19.42%	0	0.00%	94	24.35%
Call Campaign	Dual benefits	20	8.10%	8	5.76%	0	0.00%	28	7.25%
Call Campaign	Medicaid only	7	2.83%	2	1.44%	0	0.00%	9	2.33%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	1	0.40%	0	0.00%	0	0.00%	1	0.26%
Fax	Medicaid only	4	1.62%	2	1.44%	0	0.00%	6	1.55%
Mail		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	Dual benefits	2	0.81%	4	2.88%	0	0.00%	6	1.55%
Website	Medicaid only	13	5.26%	3	2.16%	0	0.00%	16	4.15%
<b>TOTAL</b>		<b>247</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>	<b>386</b>	<b>100%</b>

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
Type as a Percentage of Method  
Effective Date: 7/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	133	58.85%	93	41.15%	0	0.00%	226	100%
Call	Medicaid only	67	71.28%	27	28.72%	0	0.00%	94	100%
Call Campaign	Dual benefits	20	71.43%	8	28.57%	0	0.00%	28	100%
Call Campaign	Medicaid only	7	77.78%	2	22.22%	0	0.00%	9	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	1	100.00%	0	0.00%	0	0.00%	1	100%
Fax	Medicaid only	4	66.67%	2	33.33%	0	0.00%	6	100%
Mail		0	0.00%	0	0.00%	0	0.00%	0	100%
Website	Dual benefits	2	33.33%	4	66.67%	0	0.00%	6	100%
Website	Medicaid only	13	81.25%	3	18.75%	0	0.00%	16	100%

**MyCare**  
**HEALTH CARE PLAN ENROLLMENT TYPE BY**  
**BY MANAGED CARE PLAN**  
Region and MCP as a Percentage of Type  
Effective Date: 7/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Aetna</b>	Central	Dual benefits	10		9		0		19
	Central	Medicaid only	9		5		0		14
	North West	Dual benefits	4		7		0		11
	North West	Medicaid only	4		1		0		5
	South West	Dual benefits	16		7		0		23
	South West	Medicaid only	12		2		0		14
	<b>Total</b>			<b>55</b>	<b>22.27%</b>	<b>31</b>	<b>22.30%</b>	<b>0</b>	<b>0.00%</b>
<b>Buckeye</b>	North East	Dual benefits	6		3		0		9
	North East	Medicaid only	4		1		0		5
	North West	Dual benefits	3		4		0		7
	North West	Medicaid only	3		3		0		6
	West Central	Dual benefits	20		12		0		32
	West Central	Medicaid only	10		6		0		16
	<b>Total</b>			<b>46</b>	<b>18.62%</b>	<b>29</b>	<b>20.86%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	East Central	Dual benefits	8		10		0		18
	East Central	Medicaid only	6		0		0		6
	North East	Dual benefits	48		19		0		67
	North East	Medicaid only	12		7		0		19
	North East Central	Dual benefits	11		6		0		17
	North East Central	Medicaid only	2		1		0		3
	<b>Total</b>			<b>87</b>	<b>35.22%</b>	<b>43</b>	<b>30.94%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central	Dual benefits	5		8		0		13
	Central	Medicaid only	4		2		0		6
	South West	Dual benefits	4		3		0		7
	South West	Medicaid only	10		2		0		12
	West Central	Dual benefits	1		5		0		6

<b>Molina</b>	West Central	Medicaid only	2		1		0		3
	<b>Total</b>		<b>26</b>	<b>10.53%</b>	<b>21</b>	<b>15.11%</b>	<b>0</b>	<b>0.00%</b>	
<b>United</b>	East Central	Dual benefits	9		4		0		13
	East Central	Medicaid only	3		2		0		5
	North East	Dual benefits	5		6		0		11
	North East	Medicaid only	6		1		0		7
	North East Central	Dual benefits	6		2		0		8
	North East Central	Medicaid only	4		0		0		4
	<b>Total</b>		<b>33</b>	<b>13.36%</b>	<b>15</b>	<b>10.79%</b>	<b>0</b>	<b>0.00%</b>	
<b>Total Mandatory</b>			<b>247</b>	<b>100.00%</b>	<b>139</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: 7/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Central</b>	Aetna	Dual benefits	10	35.71%	9	37.50%	0	0.00%	19
	Aetna	Medicaid only	9	32.14%	5	20.83%	0	0.00%	14
	Molina	Dual benefits	5	17.86%	8	33.33%	0	0.00%	13
	Molina	Medicaid only	4	14.29%	2	8.33%	0	0.00%	6
	<b>Total</b>		<b>28</b>	<b>100.00%</b>	<b>24</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>East Central</b>	CareSource	Dual benefits	8	30.77%	10	62.50%	0	0.00%	18
	CareSource	Medicaid only	6	23.08%	0	0.00%	0	0.00%	6
	United	Dual benefits	9	34.62%	4	25.00%	0	0.00%	13
	United	Medicaid only	3	11.54%	2	12.50%	0	0.00%	5
	<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 East</b>	Buckeye	Dual benefits	6	7.41%	3	8.11%	0	0.00%	9
	Buckeye	Medicaid only	4	4.94%	1	2.70%	0	0.00%	5
	CareSource	Dual benefits	48	59.26%	19	51.35%	0	0.00%	67
	CareSource	Medicaid only	12	14.81%	7	18.92%	0	0.00%	19
	United	Dual benefits	5	6.17%	6	16.22%	0	0.00%	11
	United	Medicaid only	6	7.41%	1	2.70%	0	0.00%	7
	<b>Total</b>		<b>81</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North East Central</b>	CareSource	Dual benefits	11	47.83%	6	66.67%	0	0.00%	17
	CareSource	Medicaid only	2	8.70%	1	11.11%	0	0.00%	3
	United	Dual benefits	6	26.09%	2	22.22%	0	0.00%	8
	United	Medicaid only	4	17.39%	0	0.00%	0	0.00%	4
	<b>Total</b>		<b>23</b>	<b>100.00%</b>	<b>9</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North West</b>	Aetna	Dual benefits	4	28.57%	7	46.67%	0	0.00%	11
	Aetna	Medicaid only	4	28.57%	1	6.67%	0	0.00%	5
	Buckeye	Dual benefits	3	21.43%	4	26.67%	0	0.00%	7
	Buckeye	Medicaid only	3	21.43%	3	20.00%	0	0.00%	6
	<b>Total</b>		<b>14</b>	<b>100.00%</b>	<b>15</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>South West</b>	Aetna	Dual benefits	16	38.10%	7	50.00%	0	0.00%	23
	Aetna	Medicaid only	12	28.57%	2	14.29%	0	0.00%	14
	Molina	Dual benefits	4	9.52%	3	21.43%	0	0.00%	7

<b>South West</b>	Molina	Medicaid only	10	23.81%	2	14.29%	0	0.00%	12
	<b>Total</b>		<b>42</b>	<b>100.00%</b>	<b>14</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>West Central</b>	Buckeye	Dual benefits	20	60.61%	12	50.00%	0	0.00%	32
	Buckeye	Medicaid only	10	30.30%	6	25.00%	0	0.00%	16
	Molina	Dual benefits	1	3.03%	5	20.83%	0	0.00%	6
	Molina	Medicaid only	2	6.06%	1	4.17%	0	0.00%	3
	<b>Total</b>		<b>33</b>	<b>100.00%</b>	<b>24</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>Total Mandatory</b>			<b>247</b>		<b>139</b>		<b>0</b>		

**MyCare**  
**ASSIGNMENT BY REGION**  
Effective Date: 7/1/2016

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	20	16	<b>36</b>
	Dual benefits	32	281	<b>313</b>
		52	297	<b>349</b>
East Central	Medicaid only	11	26	<b>37</b>
	Dual benefits	31	281	<b>312</b>
		42	307	<b>349</b>
North East	Medicaid only	31	42	<b>73</b>
	Dual benefits	87	490	<b>577</b>
		118	532	<b>650</b>
North East Central	Medicaid only	7	13	<b>20</b>
	Dual benefits	25	190	<b>215</b>
		32	203	<b>235</b>
North West	Medicaid only	11	9	<b>20</b>
	Dual benefits	18	172	<b>190</b>
		29	181	<b>210</b>
South West	Medicaid only	26	35	<b>61</b>
	Dual benefits	30	361	<b>391</b>
		56	396	<b>452</b>
West Central	Medicaid only	19	14	<b>33</b>
	Dual benefits	38	202	<b>240</b>
		57	216	<b>273</b>
<b>Total For All Regions</b>		<b>386</b>	<b>2132</b>	<b>2518</b>

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 7/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central</b>	Aetna	Dual benefits	10	9	19	135	154	44.13%
	Aetna	Medicaid only	9	5	14	9	23	6.59%
	Molina	Dual benefits	5	8	13	146	159	45.56%
	Molina	Medicaid only	4	2	6	7	13	3.72%
	<b>Total</b>			<b>28</b>	<b>24</b>	<b>52</b>	<b>297</b>	<b>349</b>
<b>East Central</b>	CareSource	Dual benefits	8	10	18	139	157	44.99%
	CareSource	Medicaid only	6	0	6	15	21	6.02%
	United	Dual benefits	9	4	13	142	155	44.41%
	United	Medicaid only	3	2	5	11	16	4.58%
	<b>Total</b>			<b>26</b>	<b>16</b>	<b>42</b>	<b>307</b>	<b>349</b>
<b>North East</b>	Buckeye	Dual benefits	6	3	9	163	172	26.46%
	Buckeye	Medicaid only	4	1	5	13	18	2.77%
	CareSource	Dual benefits	48	19	67	168	235	36.15%
	CareSource	Medicaid only	12	7	19	18	37	5.69%
	United	Dual benefits	5	6	11	159	170	26.15%
	United	Medicaid only	6	1	7	11	18	2.77%
	<b>Total</b>			<b>81</b>	<b>37</b>	<b>118</b>	<b>532</b>	<b>650</b>
<b>North East Central</b>	CareSource	Dual benefits	11	6	17	91	108	45.96%
	CareSource	Medicaid only	2	1	3	9	12	5.11%
	United	Dual benefits	6	2	8	99	107	45.53%
	United	Medicaid only	4	0	4	4	8	3.40%
	<b>Total</b>			<b>23</b>	<b>9</b>	<b>32</b>	<b>203</b>	<b>235</b>

<b>North West</b>	Aetna	Dual benefits	4	7	11	81	92	43.81%
	Aetna	Medicaid only	4	1	5	5	10	4.76%
	Buckeye	Dual benefits	3	4	7	91	98	46.67%
	Buckeye	Medicaid only	3	3	6	4	10	4.76%
	<b>Total</b>		<b>14</b>	<b>15</b>	<b>29</b>	<b>181</b>	<b>210</b>	<b>100.00%</b>
<b>South West</b>	Aetna	Dual benefits	16	7	23	201	224	49.56%
	Aetna	Medicaid only	12	2	14	15	29	6.42%
	Molina	Dual benefits	4	3	7	160	167	36.95%
	Molina	Medicaid only	10	2	12	20	32	7.08%
	<b>Total</b>		<b>42</b>	<b>14</b>	<b>56</b>	<b>396</b>	<b>452</b>	<b>100.00%</b>
<b>West Central</b>	Buckeye	Dual benefits	20	12	32	103	135	49.45%
	Buckeye	Medicaid only	10	6	16	6	22	8.06%
	Molina	Dual benefits	1	5	6	99	105	38.46%
	Molina	Medicaid only	2	1	3	8	11	4.03%
	<b>Total</b>		<b>33</b>	<b>24</b>	<b>57</b>	<b>216</b>	<b>273</b>	<b>100.00%</b>
<b>Total Mandatory</b>			<b>247</b>	<b>139</b>	<b>386</b>	<b>2132</b>	<b>2518</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**  
 Effective Date: 7/1/2016

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	2	0	2	5	7	
		Molina	Dual benefits	0	0	0	6	6	
			Medicaid only	0	0	0	2	2	
		<b>Total</b>			<b>2</b>	<b>0</b>	<b>2</b>	<b>13</b>	<b>15</b>
	<b>Franklin</b>	Aetna	Dual benefits	8	9	17	117	134	
			Medicaid only	9	5	14	9	23	
		Molina	Dual benefits	5	6	11	131	142	
			Medicaid only	4	2	6	5	11	
		<b>Total</b>			<b>26</b>	<b>22</b>	<b>48</b>	<b>262</b>	<b>310</b>
		<b>Madison</b>	Aetna	Dual benefits	0	0	0	3	3
	Molina		Dual benefits	0	0	0	1	1	
	<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>
	<b>Pickaway</b>	Aetna	Dual benefits	0	0	0	3	3	
		Molina	Dual benefits	0	2	2	1	3	
		<b>Total</b>			<b>0</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>6</b>
	<b>Union</b>	Aetna	Dual benefits	0	0	0	7	7	
		Molina	Dual benefits	0	0	0	7	7	
		<b>Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>14</b>
	<b>Central Region Totals</b>								
	<b>Aetna</b>				<b>19</b>	<b>14</b>	<b>33</b>	<b>144</b>	<b>177</b>
	<b>Molina</b>				<b>9</b>	<b>10</b>	<b>19</b>	<b>153</b>	<b>172</b>
	<b>Total</b>				<b>28</b>	<b>24</b>	<b>52</b>	<b>297</b>	<b>349</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>East Central</b>	<b>Portage</b>	CareSource	Dual benefits	1	0	1	11	12
			Medicaid only	1	0	1	4	5
		United	Dual benefits	0	0	0	11	11
			Medicaid only	0	0	0	1	1
		<b>Total</b>			<b>2</b>	<b>0</b>	<b>2</b>	<b>27</b>
	<b>Stark</b>	CareSource	Dual benefits	5	8	13	47	60
			Medicaid only	3	0	3	7	10
		United	Dual benefits	5	2	7	54	61
			Medicaid only	0	0	0	3	3
		<b>Total</b>			<b>13</b>	<b>10</b>	<b>23</b>	<b>111</b>
	<b>Summit</b>	CareSource	Dual benefits	2	1	3	67	70
			Medicaid only	1	0	1	3	4
		United	Dual benefits	4	2	6	66	72
			Medicaid only	3	1	4	6	10
		<b>Total</b>			<b>10</b>	<b>4</b>	<b>14</b>	<b>142</b>
	<b>Wayne</b>	CareSource	Dual benefits	0	1	1	14	15
			Medicaid only	1	0	1	1	2
		United	Dual benefits	0	0	0	11	11
			Medicaid only	0	1	1	1	2
		<b>Total</b>			<b>1</b>	<b>2</b>	<b>3</b>	<b>27</b>
	<b>East Central Region Totals</b>							
<b>CareSource</b>				<b>14</b>	<b>10</b>	<b>24</b>	<b>154</b>	<b>178</b>
<b>United</b>				<b>12</b>	<b>6</b>	<b>18</b>	<b>153</b>	<b>171</b>
<b>Total</b>				<b>26</b>	<b>16</b>	<b>42</b>	<b>307</b>	<b>349</b>
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East</b>	<b>Cuyahoga</b>	Buckeye	Dual benefits	4	2	6	124	130
			Medicaid only	2	1	3	9	12
		CareSource	Dual benefits	37	17	54	106	160
			Medicaid only	8	4	12	16	28
		United	Dual benefits	3	5	8	114	122
			Medicaid only	5	1	6	8	14
		<b>Total</b>		<b>59</b>	<b>30</b>	<b>89</b>	<b>377</b>	<b>466</b>
		<b>Geauga</b>	Buckeye	Dual benefits	1	0	1	4
	CareSource		Dual benefits	0	1	1	5	6
			Medicaid only	0	1	1	0	1
	United		Dual benefits	0	0	0	5	5
	<b>Total</b>			<b>1</b>	<b>2</b>	<b>3</b>	<b>14</b>	<b>17</b>
	<b>Lake</b>		Buckeye	Dual benefits	1	1	2	12
		Medicaid only		2	0	2	1	3
		CareSource	Dual benefits	1	0	1	20	21
			Medicaid only	0	2	2	1	3
		United	Dual benefits	1	0	1	12	13
			Medicaid only	0	0	0	2	2
		<b>Total</b>		<b>5</b>	<b>3</b>	<b>8</b>	<b>48</b>	<b>56</b>
		<b>Lorain</b>	Buckeye	Dual benefits	0	0	0	16
	Medicaid only			0	0	0	3	3
	CareSource		Dual benefits	10	1	11	30	41
			Medicaid only	2	0	2	1	3

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East</b>	<b>Lorain</b>	United	Dual benefits	1	0	1	20	21
			Medicaid only	1	0	1	0	1
		<b>Total</b>		<b>14</b>	<b>1</b>	<b>15</b>	<b>70</b>	<b>85</b>
	<b>Medina</b>	Buckeye	Dual benefits	0	0	0	7	7
			CareSource	Dual benefits	0	0	0	7
			Medicaid only	2	0	2	0	2
		United	Dual benefits	0	1	1	8	9
			Medicaid only	0	0	0	1	1
	<b>Total</b>		<b>2</b>	<b>1</b>	<b>3</b>	<b>23</b>	<b>26</b>	

**North East Region Totals**

<b>Buckeye</b>		<b>10</b>	<b>4</b>	<b>14</b>	<b>176</b>	<b>190</b>
<b>CareSource</b>		<b>60</b>	<b>26</b>	<b>86</b>	<b>186</b>	<b>272</b>
<b>United</b>		<b>11</b>	<b>7</b>	<b>18</b>	<b>170</b>	<b>188</b>
<b>Total</b>		<b>81</b>	<b>37</b>	<b>118</b>	<b>532</b>	<b>650</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	1	1	2	1	3
		United	Dual benefits	1	0	1	22	23
			Medicaid only	1	0	1	0	1
		<b>Total</b>		<b>4</b>	<b>2</b>	<b>6</b>	<b>41</b>	<b>47</b>
	<b>Mahoning</b>	CareSource	Dual benefits	5	3	8	34	42
			Medicaid only	0	0	0	3	3
		United	Dual benefits	2	1	3	41	44
			Medicaid only	2	0	2	0	2
		<b>Total</b>		<b>9</b>	<b>4</b>	<b>13</b>	<b>78</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	2	7	39	46
			Medicaid only	1	0	1	5	6
		United	Dual benefits	3	1	4	36	40
			Medicaid only	1	0	1	4	5
		<b>Total</b>			<b>10</b>	<b>3</b>	<b>13</b>	<b>84</b>

**North East Central Region Totals**

<b>CareSource</b>		<b>13</b>	<b>7</b>	<b>20</b>	<b>100</b>	<b>120</b>
<b>United</b>		<b>10</b>	<b>2</b>	<b>12</b>	<b>103</b>	<b>115</b>
<b>Total</b>		<b>23</b>	<b>9</b>	<b>32</b>	<b>203</b>	<b>235</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	0	1	1	1	2
			Medicaid only	1	0	1	1	2
		Buckeye	Dual benefits	0	0	0	4	4
		<b>Total</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>8</b>
	<b>Lucas</b>	Aetna	Dual benefits	2	6	8	62	70
			Medicaid only	3	1	4	4	8
		Buckeye	Dual benefits	2	3	5	75	80
			Medicaid only	3	3	6	3	9
		<b>Total</b>		<b>10</b>	<b>13</b>	<b>23</b>	<b>144</b>	<b>167</b>
	<b>Ottawa</b>	Aetna	Dual benefits	0	0	0	4	4
		Buckeye	Dual benefits	0	1	1	3	4
		<b>Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>8</b>
	<b>Wood</b>	Aetna	Dual benefits	2	0	2	14	16
		Buckeye	Dual benefits	1	0	1	9	10
			Medicaid only	0	0	0	1	1
		<b>Total</b>		<b>3</b>	<b>0</b>	<b>3</b>	<b>24</b>	<b>27</b>

<b>North West Region Totals</b>						
<b>Aetna</b>		<b>8</b>	<b>8</b>	<b>16</b>	<b>86</b>	<b>102</b>
<b>Buckeye</b>		<b>6</b>	<b>7</b>	<b>13</b>	<b>95</b>	<b>108</b>
<b>Total</b>		<b>14</b>	<b>15</b>	<b>29</b>	<b>181</b>	<b>210</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>South West</b>	<b>Butler</b>	Aetna	Dual benefits	7	2	9	34	43
			Medicaid only	2	0	2	4	6
		Molina	Dual benefits	1	0	1	33	34
			Medicaid only	1	1	2	7	9
		<b>Total</b>		<b>11</b>	<b>3</b>	<b>14</b>	<b>78</b>	<b>92</b>
	<b>Clermont</b>	Aetna	Dual benefits	1	1	2	21	23
			Medicaid only	4	0	4	0	4
		Molina	Dual benefits	0	1	1	22	23
			Medicaid only	0	0	0	1	1
		<b>Total</b>		<b>5</b>	<b>2</b>	<b>7</b>	<b>44</b>	<b>51</b>
	<b>Clinton</b>	Aetna	Dual benefits	0	0	0	6	6
		Molina	Dual benefits	0	0	0	3	3
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>9</b>
	<b>Hamilton</b>	Aetna	Dual benefits	7	3	10	118	128
			Medicaid only	5	1	6	11	17
		Molina	Dual benefits	3	2	5	94	99
			Medicaid only	7	1	8	12	20
		<b>Total</b>		<b>22</b>	<b>7</b>	<b>29</b>	<b>235</b>	<b>264</b>
	<b>Warren</b>	Aetna	Dual benefits	1	1	2	22	24
			Medicaid only	1	1	2	0	2
		Molina	Dual benefits	0	0	0	8	8

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Warren</b>	Molina	Medicaid only	2	0	2	0	2
		<b>Total</b>		<b>4</b>	<b>2</b>	<b>6</b>	<b>30</b>	<b>36</b>

<b>South West Region Totals</b>								
<b>Aetna</b>				<b>28</b>	<b>9</b>	<b>37</b>	<b>216</b>	<b>253</b>
<b>Molina</b>				<b>14</b>	<b>5</b>	<b>19</b>	<b>180</b>	<b>199</b>
<b>Total</b>				<b>42</b>	<b>14</b>	<b>56</b>	<b>396</b>	<b>452</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	2	4	15	19
			Medicaid only	2	1	3	0	3
		Molina	Dual benefits	0	2	2	15	17
			Medicaid only	0	1	1	1	2
		<b>Total</b>		<b>4</b>	<b>6</b>	<b>10</b>	<b>31</b>	<b>41</b>
	<b>Greene</b>	Buckeye	Dual benefits	0	2	2	15	17
			Medicaid only	0	1	1	0	1
		Molina	Dual benefits	0	0	0	13	13
		<b>Total</b>		<b>0</b>	<b>3</b>	<b>3</b>	<b>28</b>	<b>31</b>
	<b>Montgomery</b>	Buckeye	Dual benefits	18	8	26	73	99
			Medicaid only	8	4	12	6	18
		Molina	Dual benefits	1	3	4	71	75
			Medicaid only	2	0	2	7	9
		<b>Total</b>		<b>29</b>	<b>15</b>	<b>44</b>	<b>157</b>	<b>201</b>

<b>West Central Region Totals</b>								
<b>Buckeye</b>				<b>30</b>	<b>18</b>	<b>48</b>	<b>109</b>	<b>157</b>
<b>Molina</b>				<b>3</b>	<b>6</b>	<b>9</b>	<b>107</b>	<b>116</b>
<b>Total</b>				<b>33</b>	<b>24</b>	<b>57</b>	<b>216</b>	<b>273</b>
<b>Total Mandatory</b>				<b>247</b>	<b>139</b>	<b>386</b>	<b>2132</b>	<b>2518</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 7/1/2016**

<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>	4	5.48%	0	0.00%	4
	<i>North West</i>	7	9.59%	0	0.00%	7
	<i>South West</i>	9	12.33%	0	0.00%	9
	<b>Total</b>	<b>20</b>	<b>27.40%</b>	<b>0</b>	<b>0.00%</b>	<b>20</b>
<b>Buckeye</b>	<i>North East</i>	2	2.74%	0	0.00%	2
	<i>North West</i>	2	2.74%	0	0.00%	2
	<i>West Central</i>	8	10.96%	0	0.00%	8
	<b>Total</b>	<b>12</b>	<b>16.44%</b>	<b>0</b>	<b>0.00%</b>	<b>12</b>
<b>CareSource</b>	<i>East Central</i>	2	2.74%	0	0.00%	2
	<i>North East</i>	4	5.48%	0	0.00%	4
	<i>North East Central</i>	5	6.85%	0	0.00%	5
	<b>Total</b>	<b>11</b>	<b>15.07%</b>	<b>0</b>	<b>0.00%</b>	<b>11</b>

<b>Molina</b>	<i>Central</i>	5	6.85%	0	0.00%	5
	<i>South West</i>	7	9.59%	0	0.00%	7
	<i>West Central</i>	9	12.33%	0	0.00%	9
	<b>Total</b>	<b>21</b>	<b>28.77%</b>	<b>0</b>	<b>0.00%</b>	<b>21</b>
<b>United</b>	<i>East Central</i>	2	2.74%	0	0.00%	2
	<i>North East</i>	6	8.22%	0	0.00%	6
	<i>North East Central</i>	1	1.37%	0	0.00%	1
	<b>Total</b>	<b>9</b>	<b>12.33%</b>	<b>0</b>	<b>0.00%</b>	<b>9</b>
<b>Total Changes</b>		<b>73</b>	<b>100.00%</b>	<b>0</b>	<b>0.00%</b>	<b>73</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 7/1/2016**

<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>	4	5.48%	0	0.00%	4
	<i>Molina</i>	5	6.85%	0	0.00%	5
	<b>Total</b>	<b>9</b>	<b>12.33%</b>	<b>0</b>	<b>0.00%</b>	<b>9</b>
<b>North West</b>	<i>Aetna</i>	7	9.59%	0	0.00%	7
	<i>Buckeye</i>	2	2.74%	0	0.00%	2
	<b>Total</b>	<b>9</b>	<b>12.33%</b>	<b>0</b>	<b>0.00%</b>	<b>9</b>
<b>South West</b>	<i>Aetna</i>	9	12.33%	0	0.00%	9
	<i>Molina</i>	7	9.59%	0	0.00%	7
	<b>Total</b>	<b>16</b>	<b>21.92%</b>	<b>0</b>	<b>0.00%</b>	<b>16</b>
<b>North East</b>	<i>Buckeye</i>	2	2.74%	0	0.00%	2
	<i>CareSource</i>	4	5.48%	0	0.00%	4
	<i>United</i>	6	8.22%	0	0.00%	6
	<b>Total</b>	<b>12</b>	<b>16.44%</b>	<b>0</b>	<b>0.00%</b>	<b>12</b>

<b>West Central</b>	<i>Buckeye</i>	8	10.96%	0	0.00%	8
	<i>Molina</i>	9	12.33%	0	0.00%	9
	<b>Total</b>	<b>17</b>	<b>23.29%</b>	<b>0</b>	<b>0.00%</b>	<b>17</b>
<b>East Central</b>	<i>CareSource</i>	2	2.74%	0	0.00%	2
	<i>United</i>	2	2.74%	0	0.00%	2
	<b>Total</b>	<b>4</b>	<b>5.48%</b>	<b>0</b>	<b>0.00%</b>	<b>4</b>
<b>North East Central</b>	<i>CareSource</i>	5	6.85%	0	0.00%	5
	<i>United</i>	1	1.37%	0	0.00%	1
	<b>Total</b>	<b>6</b>	<b>8.22%</b>	<b>0</b>	<b>0.00%</b>	<b>6</b>
<b>Total Changes</b>		<b>73</b>	<b>100.00%</b>	<b>0</b>	<b>0.00%</b>	<b>73</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 6/1/2016 to 6/30/2016

Total Surveys Available for Completion: 81987

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	373	41.31%	487	53.93%	30	3.32%	9	1.00%	4	0.44%	903	100.00%
Our answers to your questions	432	47.84%	425	47.07%	27	2.99%	12	1.33%	7	0.78%	903	100.00%
Our courtesy to you and your family	462	51.16%	408	45.18%	18	1.99%	7	0.78%	8	0.89%	903	100.00%
Overall, how would you rate our staff and services	455	50.39%	403	44.63%	28	3.10%	11	1.22%	7	0.66%	903	100.00%
<b>Total</b>	<b>1722</b>	<b>47.67%</b>	<b>1723</b>	<b>47.70%</b>	<b>103</b>	<b>2.85%</b>	<b>39</b>	<b>1.08%</b>	<b>22</b>	<b>0.69%</b>	<b>3612</b>	<b>100.00%</b>

Number of Surveys Attempted: 7164

Number of Completed Customer Satisfaction Surveys: 903