



AUTOMATED **H**EAALTH **S**YSTEMS

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Ohio Consumer Hotline Monthly Report August 2016

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 3,9098 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 152. 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

- 295,212 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 249,515 Total Calls (inbound and outbound)
 - 39,859 Call Fire Campaign Calls
 - 1,837 MyCare Outreach calls
 - 3,909 Provider Calls
 - 92 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:31 minutes average talk time
- 1 minute 39 seconds average speed to answer
- 75 average CSR inbound calls per day

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	08/01/16	13463	12393	772	23	13486	1070	8%	1044	14530	:13:05	:02:51	86	:02:47	:05:28
Tue	08/02/16	10158	9721	323	20	10178	437	4%	1179	11357	:09:19	:01:59	82	:02:03	:05:48
Wed	08/03/16	8187	8029	167	12	8199	158	2%	890	9089	:10:47	:02:12	74	:01:04	:05:26
Thurs	08/04/16	8033	7827	146	7	8040	206	3%	1042	9082	:09:11	:01:43	72	:00:51	:05:19
Fri	08/05/16	8449	8077	270	19	8468	372	4%	1175	9643	:13:21	:03:13	72	:02:09	:05:29
Sat	08/06/16	1322	1299	32	35	1357	23	2%	416	1773	:05:16	:01:13	55	:00:42	:05:30
Sun	08/07/16	0	0	0	146	146	0	0%	0	146	:00:00	:00:00	0	:00:00	:00:00
	Week end	49612	47346	1710	262	49874	2266	5%	5746	55620	:13:21	:02:12	74	:01:36	:05:30
	August Only	49612	47346	1710	262	49874	2266	5%	5746	55620	:13:21	:02:12	74	:01:36	:05:30
Mon	08/08/16	12968	12007	869	24	12992	961	7%	1247	14239	:13:49	:03:29	84	:02:25	:05:55
Tues	08/09/16	10137	9723	383	24	10161	414	4%	1449	11610	:10:44	:02:22	81	:02:17	:05:35
Wed	08/10/16	8992	8477	311	17	9009	515	6%	918	9927	:08:09	:02:11	72	:02:04	:05:39
Thurs	08/11/16	8016	7839	167	14	8030	177	2%	1106	9136	:09:53	:01:52	70	:00:53	:05:25
Fri	08/12/16	6517	6418	115	8	6525	99	2%	1178	7703	:08:33	:01:24	67	:00:54	:05:38
Sat	08/13/16	985	972	31	13	998	13	1%	60	1058	:03:36	:00:53	47	:00:28	:04:57
Sun	08/14/16	0	0	0	96	96	0	0%	0	96	:00:00	:00:00	0	:00:00	:00:00
	Week end	47615	45436	1876	196	47811	2179	5%	5958	53769	:13:49	:02:02	70	:01:30	:05:38
Mon	08/15/16	11521	10577	799	17	11538	944	8%	1271	12809	:13:10	:03:32	82	:02:17	:05:51
Tues	08/16/16	8141	8079	134	13	8154	62	1%	1059	9213	:04:42	:01:20	74	:00:40	:05:48
Wed	08/17/16	8427	8164	218	18	8445	263	3%	988	9433	:09:47	:02:53	76	:01:41	:05:33
Thurs	08/18/16	7989	7799	165	10	7999	190	2%	1511	9510	:10:47	:01:54	72	:00:55	:05:18
Fri	08/19/16	6645	6551	100	10	6655	94	1%	1331	7986	:10:29	:02:33	66	:00:45	:05:14
Sat	08/20/16	945	936	31	9	954	9	1%	486	1440	:02:28	:00:40	49	:00:12	:04:52
Sun	08/21/16	0	0	0	75	75	0	0%	0	75	:00:00	:00:00	0	:00:00	:00:00
	Week end	43668	42106	1447	152	43820	1562	4%	6646	50466	:13:10	:02:09	70	:01:05	:05:28
Mon	08/22/16	13505	12498	1287	25	13530	1007	7%	1270	14800	:13:51	:04:50	86	:02:51	:05:11
Tues	08/23/16	11633	11128	849	39	11672	505	4%	1625	13297	:13:24	:03:26	83	:02:02	:05:19
Wed	08/24/16	9059	8710	340	20	9079	349	4%	1373	10452	:11:05	:02:16	78	:02:03	:05:27
Thurs	08/25/16	8364	8169	203	7	8371	195	2%	1147	9518	:07:44	:01:58	75	:01:24	:05:20
Fri	08/26/16	7295	7248	106	17	7312	47	1%	1083	8395	:05:31	:01:24	70	:00:32	:05:21
Sat	08/27/16	1038	1031	34	7	1045	7	1%	448	1493	:04:58	:00:40	51	:00:16	:04:46
Sun	08/28/16	0	0	0	110	110	0	0%	0	110	:00:00	:00:00	0	:00:00	:00:00
	Week end	50894	48784	2819	225	51119	2110	4%	6946	58065	:13:51	:02:26	74	:01:31	:05:24
Mon	08/29/16	11121	10379	428	15	11136	742	7%	943	12079	:10:28	:02:22	83	:01:45	:05:16
Tue	08/30/16	9111	8695	275	15	9126	416	5%	1054	10180	:08:28	:02:04	80	:02:11	:05:55
Wed	08/31/16	8097	7856	258	33	8130	241	3%	1206	9336	:07:47	:03:18	74	:01:55	:05:51
	Month End	220118	210602	8813	898	221016	9516	4%	28499	249515	:13:51	:02:22	75	:01:39	:05:31

Call Center Busy Hour Report

August 2016

Calls Received During Business Hours

Day of the Week	Date	Total Calls Received	7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM
Mon	08/01/15	13463	141	1075	1260	1322	1426	1434	1494	1464	1388	1216	956	182	105
Tue	08/02/15	10158	89	822	1053	1120	1149	1069	1085	1044	974	860	717	106	70
Wed	08/03/15	8187	64	637	807	844	910	856	857	834	827	771	606	120	54
Thu	08/04/15	8033	41	594	757	837	866	846	901	923	827	787	526	91	37
Fri	08/05/15	8449	33	620	784	831	896	879	891	895	942	831	619	170	58
Sat	08/06/15	1322	0	112	148	160	170	159	151	157	145	120	0	0	0
Sun	08/07/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	49612	368	3860	4809	5114	5417	5243	5379	5317	5103	4585	3424	669	324
Mon	08/08/16	12968	95	955	1209	1417	1397	1426	1414	1479	1334	1192	828	128	94
Tues	08/09/16	10137	94	771	1028	1132	1145	1080	1067	1078	986	930	644	120	62
Wed	08/10/16	8992	62	668	824	898	975	909	1041	983	918	863	660	117	74
Thurs	08/11/16	8016	55	642	787	844	867	830	878	859	857	722	548	84	43
Fri	08/12/16	6517	37	540	675	740	710	684	699	698	657	553	421	75	28
Sat	08/13/16	985	0	85	94	104	121	123	115	106	126	111	0	0	0
Sun	08/14/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	47615	343	3661	4617	5135	5215	5052	5214	5203	4878	4371	3101	524	301
Mon	08/15/16	11521	66	748	980	1271	1325	1309	1341	1293	1197	1006	783	130	72
Tues	08/16/16	8141	64	659	748	847	939	901	867	897	801	692	580	84	62
Wed	08/17/16	8427	37	598	767	928	908	926	904	849	875	825	606	138	66
Thurs	08/18/16	7989	72	608	758	811	847	831	893	872	816	757	560	109	55
Fri	08/19/16	6645	51	500	656	710	759	729	711	693	691	629	430	60	26
Sat	08/20/16	945	0	80	88	106	122	116	112	104	108	109	0	0	0
Sun	08/21/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	43668	290	3193	3997	4673	4900	4812	4828	4708	4488	4018	2959	521	281
Mon	08/22/16	13505	64	853	999	1367	1380	1380	1438	1519	1546	1426	1109	281	143
Tues	08/23/16	11633	123	872	1150	1344	1331	1259	1323	1156	1092	1006	721	153	103
Wed	08/24/16	9059	111	692	915	968	1024	934	978	959	828	839	628	109	74
Thurs	08/25/16	8364	77	655	810	833	908	871	917	855	838	811	590	126	73
Fri	08/26/16	7295	73	579	726	763	797	757	796	780	751	645	503	77	48
Sat	08/27/16	1038	0	102	109	135	127	127	114	112	106	106	0	0	0
Sun	08/28/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	50894	448	3753	4709	5410	5567	5328	5566	5381	5161	4833	3551	746	441
Mon	08/29/16	11121	107	805	1093	1222	1317	1179	1141	1131	1107	1036	758	143	82
Tue	08/30/16	9111	64	751	901	977	1006	966	904	956	978	840	605	99	64
Wed	08/31/16	8097	54	580	767	828	866	860	858	865	876	775	599	122	47
	Month Total	220118	1674	16603	20893	23359	24288	23440	23890	23561	22591	20458	14997	2824	1540
	Cumulative Percent		1%	8%	9%	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 8/1/2016 to 8/31/2016

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1337
	Benefit Package / Covered Services	372
	Billing Number	90
	Card	257
	Certificate of Coverage	46
	Change	138
	Citizenship Verification Questions	0
	Estate Recovery	30
	Hearing	5
	Patient Liability	11
	Program Information	688
	Under 21 Inquiry	14
	Total	2988
<i>BCCP</i>	Application / Eligibility	4
	Benefit Package / Covered Services	2
	Card	3
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	3
	Total	12
<i>Consumer Guide</i>	Questions From Consumer Guide	1
	Total	1
<i>Disability Determination Redesign (DDR)</i>	Provided General Information	379
	Provided Income Guidelines	37

Disability Determination Redesign (DDR)	Provided Information on Specialized Recovery Services	29
	Qualified Income Trust Questions	11
	Received DDR Notice	8
	Referred To Legal Aid	1
	Spend Down Questions	232
	Transferred To Collabor8 for MAGI Application	27
	Transferred To QIT Specialist	2
	Total	726
DRC	Application status	2
	Benefit Package / Covered Services	1
	Care coordination questions	21
	Chose to remain with existing MCP	80
	Declined application / MCP enrollment	2
	General inquiry	89
	MCP change completed	40
	MCP enrollment completed	687
	MCP enrollment status	14
	Phone application completed	209
	Total	1145
EOMB	General Information	2
	Questions About Letter	0
	Total	2
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	1
	ODM Inquiry	298
	Sent Email	82
	Sent Letter	0
	Web Contact	0
	Total	381

FFS Billing	Billing Number	1063
	Claims Request	21
	General Billing Questions	939
	Received Bill (Needs Letter)	45
	Total	2068
General Benefits	Dental	518
	Equipment	169
	Family Planning	2
	Healthchek Services	16
	Inquiry on Covered Services	1241
	Medicaid Expansion	329
	Medicaid School Program	4
	Medlist Assist	14
	Pregnancy Related Services	9
	Prescriptions	1209
	Transportation	552
	Vision	284
Total	4347	
Healthy Start	Application / Eligibility	1122
	Benefit Package / Covered Services	216
	Billing Number	104
	Card	185
	Certificate of Coverage	20
	Change	70
	Citizenship Verification Questions	0
	Estate Recovery	2
	Hearing	0
	Program Information	205
	Total	1924
HIPAA	Complaint	0
	Information	18
	Request for Accounting for Disclosure	1

HIPAA	Request for Amendment	0
	Request for Restriction	1
	Send PHI Brochure	1
	Total	21
Home Health Care	Application / Eligibility	9
	Benefit Package / Covered Services	4
	BHCS Complaint	0
	BHCS Questions	1
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	0
	Program Information	24
	Provider	7
	Status	1
	Total	46
Incident Report	Billing Inquiry	199
	Reimbursement Inquiry	10
	Total	209
Information	Cash Assistance	16
	CDJFS	1124
	Customer Survey	3
	Food Stamps	153
	Hotline	1148
	Medicare	464
	Social Security	34
	Total	2942
Inquiry	029 Error	26
	574 Error - Not Eligible	0
	Already Selected	1077
	Called to Check on Doctors	342
	Called to Check on Just Cause Status	26
	Case Addition	77
	Case Closed	468

<i>Inquiry</i>	Case Pending	591
	Category Closed	208
	Change in Name	160
	Change in Phone Number / Address	1241
	CIC - Do Not Assign	5
	Consumer Needs To Be Auto Re-Enrolled	25
	Failed Eligibility	582
	General Questions	13651
	Open Enrollment Questions	1077
	Person Calling Not PIP / AG Head	452
	Referred Consumer to County Worker	2803
	Returned NME / Notice	11
	Transferred in Error	13
	Wanted Phone Number of MCP	526
	Total	23361
<i>Issue / Concern</i>	Issue / Concern about MCP	186
	Issue / Concern about Provider	3
	Issue / Concern with Caseworker	3
	Issue / Concern with ODM	43
	Total	235
<i>Limited Family Planning Services</i>	Application / Eligibility	2
	Benefit Package / Covered Services	1
	Billing Number	0
	Card	1
	Certificate of Coverage	0
	Change	0
	Hearing	0
	Program Information	4
	Total	8
<i>Long Term Care</i>	Application / Eligibility	22

Long Term Care	Benefit Package / Covered Services	9
	Card	2
	Community Spouse	1
	Estate Recovery	6
	Hearing	0
	Ohio Access Success Project	1
	Patient Liability	11
	Program Information	26
	Total	78
MAGI	1095B FAQ	43
	Application Status	2083
	Case Change	444
	Case Inquiry	8469
	Certificate Of Coverage	151
	Citizenship/Other Verifications	263
	Estate Recovery	19
	FFS Card	928
	General Program Information	3597
	Income Guidelines/Questions	959
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	7
	Questions About Letter/NOA	558
	Re-Application on a Denied Case	204
	Renewal Application Reported	7336
	Renewal Questions	7533
	Reprint NOA or FFS Card	58
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	209
	Requested Telephone Application – Transfer to Collabor8	1903

MAGI	State Hearing	106
	Total	34870
Mailings	"Getting Long Term Care" Pamphlet	5
	ABD Application Letter - 7200	259
	ABD EMP Enrollment Packet	21
	ABD Pamphlet - Spanish	1
	Approved Letter	86
	BCCP Brochure	0
	Billing Incident Letter	174
	Call Me Letter	0
	CFC EMP Enrollment Packet	43
	Citizenship Verification Brochure	2
	CPA Letter	0
	CPA Letter - Blank	43
	Enrollment Error Letter	0
	Healthy Start Brochure	4
	HIPAA Notice	5
	HS/HF Information	3
	ICDS Enrollment Letter	1733
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	0
	JC Approval Change MCP - Requestor	0
	JC Approval FFS	0
	JC Approval FFS - Requestor	1
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0

Mailings	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	1
	MBI-WD Application	7
	Medicaid Program Enrollment & Benefit Information	40
	MyCare EMP Enrollment Packet	938
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	10622
	N3 ABD Reminder Letter	1078
	No Contact	0
	OH Partnership for LTC	3
	Ohio Medicaid Pamphlet - Spanish	0
	OMH Mandatory MyCare Letter	36
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	869
	Reimbursement Letter	8
	Rejected - General	34
	Rejected - General ABD	19
	Rejected - SSI-BCMH-CIC	19
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
TPL Approval	2	
TPL Verification Needed	0	
Total	16057	
Managed Care Info & Referral	Benefit Package	672
	Billing Number	431

Managed Care Info & Referral	Card	1716
	Information	5765
	Just Cause Status	23
	Payment	25
	Phone Numbers	1395
	Provider Name	1381
	Transfer Request - Bureau of Managed Care	12
	Total	11420
MBI-WD	AG Collections Questions	12
	Application / Eligibility	26
	Benefit Package / Covered Services	13
	Billing Number	2
	Card	7
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	5
	Program Information	79
	Questions About Premiums	64
	Total	208
Medicare Part D	Application / Eligibility	130
	Information	651
	Questions About Letter	9
	Total	790
Medicare Premium Assistance	Application / Eligibility	1202
	Benefit Package / Covered Services	431
	Billing Number	18
	Card	185
	Certificate of Coverage	26
	Change	98
	Estate Recovery	5
	Hearing	4
	Patient Liability	10
	Total	3362

Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	2
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	0
	Total	3
MyCare Ohio	General Information	3340
	Issue Accessing Services	132
	Loss of MyCare Eligibility	1336
	Medicaid Only Benefit Information	286
	MyCare Ohio Card	1633
	October 2014 MyCare Passive Enrollment Letter	0
	On-site facilitated enrollment	48
	Opt-In/Opt-Out Questions	385
	Prescription Questions	181
	Transition of Care	14
	Total	7355
ODM Survey	Managed Care Survey	3
	MyCare Interview Survey Letter	2
	Total	5
Ohio Benefits Self Service Portal	Access my Benefits	25
	Account Creation/Management	6
	Account Lock Out	97
	Application Assistance	24
	Apply for Benefits	166
	County Office Location/Hours	15
	Electronic Verification	143
	Forgot Password Link	24
	Forgot User Name Link	14
	Frequently Asked Questions	69

Ohio Benefits Self Service Portal	General Navigation	25
	How to use this Site	30
	Internet Browser Issue	1
	Message Center	18
	Provided Link to Website	125
	Renewal Packet Questions	259
	Submit Error Issue	55
	Transfer Call to Tier 2/3	66
	Total	1162
Ohio Integrated Eligibility System (OIES)	Case Inquiry/Case Status	1912
	Contact CDJS	600
	Electronic Verification Process	142
	Journal Creation & Management	130
	MAGI (Modified Adjusted Gross Income) Program Information	164
	Notice of Action Explanation	50
	Reapply on a Denied Case	45
	Reprint FFS card from Hotline	0
	Reprint NOA from Hotline	1
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	104
	Requested Telephone Application, transfer to Collobor8	780
	Total	3928
	Ohio's Best RX	Program Information
Referred Caller		3
Total		7
Other Medicaid Program	Application / Eligibility	980
	Benefit Package / Covered Services	616
	Billing Number	178

Other Medicaid Program	Card	240
	Certificate of Coverage	27
	Change	497
	Citizenship Verification Questions	14
	Estate Recovery	16
	Hearing	18
	Program Information	937
	Total	3523
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	1
	Transfer Request	1
	Total	3
Prior Authorization	How to Obtain	525
	Letter	26
	Program Information	417
	Status	294
	Transfer Request - Needs Follow-Up	3
	Total	1265
Provider	Fee-For-Service Provider Names	447
	Referred to MCP For Provider List	47
	Referred to ODM Website For Provider List	78
	Referred to State Board To File Complaint Against Provider	1
	Total	573
Reimbursement	Decision	11
	Information	231
	State Hearing	5
	Total	247
Spend Down	Amount	95
	Card	50

Spend Down	Certificate of Coverage	5
	Hearing	6
	Problem	32
	Program Information	616
	Total	804
State Hearings	How to Request	76
	Program Information	85
	Status	10
	Total	171
Surveys	Call Center Survey	3714
	Total	3714
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	16
	General Information	245
	Need Medications Now	38
	Referral to Case Worker	223
	Referral to TPL Vendor	54
	Total	576
Tort	General Information	30
	Provided Number to Tort Unit	43
	Total	73
Waiver	Application / Eligibility	275
	Benefit Package / Covered Services	105
	Billing Number	9
	Card	37
	Certificate of Coverage	2
	Change	18
	Estate Recovery	15
	Hearing	11
	Independent Provider	17
	Patient Evaluation	8
	Patient Liability	16
	Program Information	343

Waiver	Waiting List	7
	Total	863
Grand Total All Categories		131473

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

Calls made from 8/1/2016 to 8/31/2016

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	704
	ACS / First Health	418
	ADAMH	15
	Area Agency on Aging	86
	BCCP Regional Agency	4
	BCMh	25
	Bureau of Home and Community Services	5
	Case Management Agency	15
	Caseworker	2336
	Child Support Enforcement Agency	7
	Complaint Department	27
	County Department of Job & Family Services	5811
	First Link	14
	Food Stamp Hotline	23
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	2
	HomeHealthAgency	8
	Info & Refer	846
	In-House	9
	Legal Aid	15
	Managed Care Plan	1812
	Managed Care/Just Cause Section	18
	MR / DD Board	3
	ODM	4
	Ohio Department of Insurance	40
	Ohio Hospice	2
	Ohio's Best Rx	10
Ombudsman	20	

Referral	OSHIIP	134
	Other Medical Services Agency	73
	Other Social Services Agency	35
	Out-of-State Medicaid Hotline	88
	PACT	1
	Pharmacy	417
	Prescription Drug Plan (PDP)	210
	Provider	553
	Provider Services Call Center	800
	Public Children's Services	29
	Social Security Administration	118
	StateHearingDivision	180
	StateMedicalBoard	12
	Supervisor	105
	Tort Unit	32
	Website - ODM	73
	Welfare Fraud Hotline	3
WIC Office	3	
Total		15146

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 9/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	471	67.67%	340	90.43%	0	0.00%	811	75.65%
Call Campaign	199	28.59%	36	9.57%	0	0.00%	235	21.92%
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	26	3.74%	0	0.00%	0	0.00%	26	2.43%
TOTAL	696	100%	376	100%	0	0.00%	1072	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 9/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	471	58.08%	340	41.92%	0	0.00%	811	100%
Call Campaign	199	84.68%	36	15.32%	0	0.00%	235	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	26	100.00%	0	0.00%	0	0.00%	26	100%

**AGED, BLIND, DISABLED (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 9/1/2016**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	11		16		0	
	North East	40		24		0	
	West	24		18		0	
	Total	75	10.78%	58	15.38%	0	0.00%
CareSource	Central/South East	112		49		0	
	North East	183		90		0	
	West	99		64		0	
	Total	394	56.61%	203	53.85%	0	0.00%
Molina	Central/South East	54		28		0	
	North East	10		4		0	
	West	21		7		0	
	Total	85	12.21%	39	10.34%	0	0.00%
Paramount	Central/South East	10		3		0	
	North East	7		4		0	
	West	27		28		0	
	Total	44	6.32%	35	9.28%	0	0.00%
United	Central/South East	32		7		0	
	North East	38		29		0	
	West	28		6		0	
	Total	98	14.08%	42	11.14%	0	0.00%
Total Mandatory		696	100.00%	377	100.00%	0	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 9/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	11	5.02%	16	15.53%	0	0.00%
	CareSource	112	51.14%	49	47.57%	0	0.00%
	Molina	54	24.66%	28	27.18%	0	0.00%
	Paramount	10	4.57%	3	2.91%	0	0.00%
	United	32	14.61%	7	6.80%	0	0.00%
	Total	219	100.00%	103	100.00%	0	100.00%
North East	Buckeye	40	14.39%	24	15.89%	0	0.00%
	CareSource	183	65.83%	90	59.60%	0	0.00%
	Molina	10	3.60%	4	2.65%	0	0.00%
	Paramount	7	2.52%	4	2.65%	0	0.00%
	United	38	13.67%	29	19.21%	0	0.00%
	Total	278	100.00%	151	100.00%	0	100.00%
West	Buckeye	24	12.06%	18	14.63%	0	0.00%
	CareSource	99	49.75%	64	52.03%	0	0.00%
	Molina	21	10.55%	7	5.69%	0	0.00%
	Paramount	27	13.57%	28	22.76%	0	0.00%
	United	28	14.07%	6	4.88%	0	0.00%
	Total	199	100.00%	123	100.00%	0	100.00%
Total Mandatory		696		377		0	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 9/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	322	204	526
North East	429	301	730
West	322	166	488
Total For All Regions	1073	671	1744

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 9/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	11	16	27	30	57	10.84%
	CareSource	112	49	161	46	207	39.35%
	Molina	54	28	82	67	149	28.33%
	Paramount	10	3	13	28	41	7.79%
	United	32	7	39	33	72	13.69%
	Total	219	103	322	204	526	100.00%
North East	Buckeye	40	24	64	57	121	16.58%
	CareSource	183	90	273	88	361	49.45%
	Molina	10	4	14	40	54	7.40%
	Paramount	7	4	11	71	82	11.23%
	United	38	29	67	45	112	15.34%
	Total	278	151	429	301	730	100.00%
West	Buckeye	24	18	42	30	72	14.75%
	CareSource	99	64	163	32	195	39.96%
	Molina	21	7	28	37	65	13.32%
	Paramount	27	28	55	28	83	17.01%
	United	28	6	34	39	73	14.96%
	Total	199	123	322	166	488	100.00%
Total Mandatory		696	377	1073	671	1744	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 9/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	10954	67.33%	3847	91.14%	0	0.00%	14801	72.23%
Call Campaign	3942	24.23%	293	6.94%	0	0.00%	4235	20.67%
Face-To-Face	0	0.00%	2	0.05%	0	0.00%	2	0.01%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	1374	8.44%	79	1.87%	0	0.00%	1453	7.09%
TOTAL	16270	100%	4221	100%	0	0.00%	20491	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 9/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	10954	74.01%	3847	25.99%	0	0.00%	14801	100%
Call Campaign	3942	93.08%	293	6.92%	0	0.00%	4235	100%
Face-To-Face	0	0.00%	2	100.00%	0	0.00%	2	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	1374	94.56%	79	5.44%	0	0.00%	1453	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: 9/1/2016

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	283		46		0	
	North East	925		232		0	
	West	607		159		0	
	Total	1815	10.85%	437	10.05%	0	0.00%
CareSource	Central/South East	2705		758		0	
	North East	3881		1037		0	
	West	3246		1006		0	
	Total	9832	58.79%	2801	64.42%	0	0.00%
Molina	Central/South East	931		249		0	
	North East	181		40		0	
	West	411		111		0	
	Total	1523	9.11%	400	9.20%	0	0.00%
Paramount	Central/South East	122		27		0	
	North East	165		33		0	
	West	1219		267		0	
	Total	1506	9.01%	327	7.52%	0	0.00%
United	Central/South East	584		79		0	
	North East	1031		240		0	
	West	432		64		0	
	Total	2047	12.24%	383	8.81%	0	0.00%
Total Mandatory		16723	100.00%	4348	100.00%	0	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 9/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	283	6.12%	46	3.97%	0	0.00%
	CareSource	2705	58.49%	758	65.40%	0	0.00%
	Molina	931	20.13%	249	21.48%	0	0.00%
	Paramount	122	2.64%	27	2.33%	0	0.00%
	United	584	12.63%	79	6.82%	0	0.00%
	Total	4625	100.00%	1159	100.00%	0	100.00%
North East	Buckeye	925	14.96%	232	14.66%	0	0.00%
	CareSource	3881	62.77%	1037	65.55%	0	0.00%
	Molina	181	2.93%	40	2.53%	0	0.00%
	Paramount	165	2.67%	33	2.09%	0	0.00%
	United	1031	16.67%	240	15.17%	0	0.00%
	Total	6183	100.00%	1582	100.00%	0	100.00%
West	Buckeye	607	10.26%	159	9.89%	0	0.00%
	CareSource	3246	54.88%	1006	62.60%	0	0.00%
	Molina	411	6.95%	111	6.91%	0	0.00%
	Paramount	1219	20.61%	267	16.61%	0	0.00%
	United	432	7.30%	64	3.98%	0	0.00%
	Total	5915	100.00%	1607	100.00%	0	100.00%
Total Mandatory		16723		4348		0	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 9/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	5784	4624	10408
North East	7764	5544	13308
West	7522	5006	12528
Total For All Regions	21070	15174	36244

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 9/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	283	46	329	990	1319	12.67%
	CareSource	2705	758	3463	1247	4710	45.25%
	Molina	931	249	1180	961	2141	20.57%
	Paramount	122	27	149	864	1013	9.73%
	United	584	79	663	562	1225	11.77%
	Total	4625	1159	5784	4624	10408	100.00%
North East	Buckeye	925	232	1157	990	2147	16.13%
	CareSource	3881	1037	4918	1800	6718	50.48%
	Molina	181	40	221	934	1155	8.68%
	Paramount	165	33	198	799	997	7.49%
	United	1031	240	1271	1021	2292	17.22%
	Total	6183	1582	7765	5544	13309	100.00%
West	Buckeye	607	159	766	1137	1903	15.19%
	CareSource	3246	1006	4252	1087	5339	42.62%
	Molina	411	111	522	1212	1734	13.84%
	Paramount	1219	267	1486	833	2319	18.51%
	United	432	64	496	737	1233	9.84%
	Total	5915	1607	7522	5006	12528	100.00%
Total Mandatory		16723	4348	21071	15174	36245	

**Modified Adjusted Gross Income (MAGI) and
Non- Modified Adjusted Gross Income (Non-MAGI)
Statewide Assignment by MCP by Effective Date**

Effective Date: 9/1/2016

Generated: 9/6/2016

Assignment based on AUF Match		
MCP	Assignments	Percentage
Buckeye	2500	17.55
CareSource	3871	27.17
Molina	3218	22.59
Paramount	2187	15.35
United	2469	17.33
Assignment based on Case/Category/Sequence/Program/County		
MCP	Assignments	Percentage
Buckeye	22	23.91
CareSource	35	38.04
Molina	17	18.48
Paramount	7	7.61
United	11	11.96
Assignment based on Quality Based Round Robin		
MCP	Assignments	Percentage
Buckeye	4250	20.28
CareSource	4326	20.65
Molina	4040	19.28
Paramount	4193	20.01
United	4143	19.77
Totals of all Assignment Types		
Type of Assignment	Total	Percentage of Assignments
AUF Match	14245	40.37
Case/Category/Sequence/Program/County	92	0.26
Quality Based Round Robin	20952	59.37

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 9/1/2016

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	193	56.27%	144	67.29%	0	0.00%	337	60.50%
Call	Medicaid only	105	30.61%	46	21.50%	0	0.00%	151	27.11%
Call Campaign	Dual benefits	23	6.71%	12	5.61%	0	0.00%	35	6.28%
Call Campaign	Medicaid only	10	2.92%	3	1.40%	0	0.00%	13	2.33%
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	Dual benefits	5	1.46%	5	2.34%	0	0.00%	10	1.80%
Website	Medicaid only	7	2.04%	4	1.87%	0	0.00%	11	1.97%
TOTAL		343	100%	214	100%	0	0.00%	557	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 9/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	193	57.27%	144	42.73%	0	0.00%	337	100%
Call	Medicaid only	105	69.54%	46	30.46%	0	0.00%	151	100%
Call Campaign	Dual benefits	23	65.71%	12	34.29%	0	0.00%	35	100%
Call Campaign	Medicaid only	10	76.92%	3	23.08%	0	0.00%	13	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	Dual benefits	5	50.00%	5	50.00%	0	0.00%	10	100%
Website	Medicaid only	7	63.64%	4	36.36%	0	0.00%	11	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 9/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	25		12		0		37
	Central	Medicaid only	15		2		0		17
	North West	Dual benefits	12		15		0		27
	North West	Medicaid only	4		2		0		6
	South West	Dual benefits	12		11		0		23
	South West	Medicaid only	11		6		0		17
	Total			79	23.03%	48	22.43%	0	0.00%
Buckeye	North East	Dual benefits	7		7		0		14
	North East	Medicaid only	0		1		0		1
	North West	Dual benefits	6		0		0		6
	North West	Medicaid only	3		0		0		3
	West Central	Dual benefits	22		18		0		40
	West Central	Medicaid only	17		7		0		24
	Total			55	16.03%	33	15.42%	0	0.00%
CareSource	East Central	Dual benefits	20		20		0		40
	East Central	Medicaid only	7		3		0		10
	North East	Dual benefits	47		30		0		77
	North East	Medicaid only	18		11		0		29
	North East Central	Dual benefits	9		9		0		18
	North East Central	Medicaid only	4		0		0		4
	Total			105	30.61%	73	34.11%	0	0.00%
Molina	Central	Dual benefits	16		8		0		24
	Central	Medicaid only	9		4		0		13
	South West	Dual benefits	9		5		0		14
	South West	Medicaid only	12		1		0		13
	West Central	Dual benefits	10		7		0		17

Molina	West Central	Medicaid only	8		11		0		19
	Total		64	18.66%	36	16.82%	0	0.00%	
United	East Central	Dual benefits	14		9		0		23
	East Central	Medicaid only	9		4		0		13
	North East	Dual benefits	10		7		0		17
	North East	Medicaid only	3		0		0		3
	North East Central	Dual benefits	2		3		0		5
	North East Central	Medicaid only	2		1		0		3
	Total		40	11.66%	24	11.21%	0	0.00%	
Total Mandatory			343	100.00%	214	100.00%	0	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 9/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	25	38.46%	12	46.15%	0	0.00%	37
	Aetna	Medicaid only	15	23.08%	2	7.69%	0	0.00%	17
	Molina	Dual benefits	16	24.62%	8	30.77%	0	0.00%	24
	Molina	Medicaid only	9	13.85%	4	15.38%	0	0.00%	13
	Total		65	100.00%	26	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	20	40.00%	20	55.56%	0	0.00%	40
	CareSource	Medicaid only	7	14.00%	3	8.33%	0	0.00%	10
	United	Dual benefits	14	28.00%	9	25.00%	0	0.00%	23
	United	Medicaid only	9	18.00%	4	11.11%	0	0.00%	13
	Total		50	100.00%	36	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	7	8.24%	7	12.50%	0	0.00%	14
	Buckeye	Medicaid only	0	0.00%	1	1.79%	0	0.00%	1
	CareSource	Dual benefits	47	55.29%	30	53.57%	0	0.00%	77
	CareSource	Medicaid only	18	21.18%	11	19.64%	0	0.00%	29
	United	Dual benefits	10	11.76%	7	12.50%	0	0.00%	17
	United	Medicaid only	3	3.53%	0	0.00%	0	0.00%	3
	Total		85	100.00%	56	100.00%	0	100.00%	
North East Central	CareSource	Dual benefits	9	52.94%	9	69.23%	0	0.00%	18
	CareSource	Medicaid only	4	23.53%	0	0.00%	0	0.00%	4
	United	Dual benefits	2	11.76%	3	23.08%	0	0.00%	5
	United	Medicaid only	2	11.76%	1	7.69%	0	0.00%	3
	Total		17	100.00%	13	100.00%	0	100.00%	
North West	Aetna	Dual benefits	12	48.00%	15	88.24%	0	0.00%	27
	Aetna	Medicaid only	4	16.00%	2	11.76%	0	0.00%	6
	Buckeye	Dual benefits	6	24.00%	0	0.00%	0	0.00%	6
	Buckeye	Medicaid only	3	12.00%	0	0.00%	0	0.00%	3
	Total		25	100.00%	17	100.00%	0	100.00%	
South West	Aetna	Dual benefits	12	27.27%	11	47.83%	0	0.00%	23
	Aetna	Medicaid only	11	25.00%	6	26.09%	0	0.00%	17
	Molina	Dual benefits	9	20.45%	5	21.74%	0	0.00%	14

South West	Molina	Medicaid only	12	27.27%	1	4.35%	0	0.00%	13
	Total		44	100.00%	23	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	22	38.60%	18	41.86%	0	0.00%	40
	Buckeye	Medicaid only	17	29.82%	7	16.28%	0	0.00%	24
	Molina	Dual benefits	10	17.54%	7	16.28%	0	0.00%	17
	Molina	Medicaid only	8	14.04%	11	25.58%	0	0.00%	19
	Total		57	100.00%	43	100.00%	0	100.00%	
Total Mandatory			343		214		0		

MyCare
ASSIGNMENT BY REGION
Effective Date: 9/1/2016

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	30	7	37
	Dual benefits	61	299	360
		91	306	397
East Central	Medicaid only	23	14	37
	Dual benefits	63	322	385
		86	336	422
North East	Medicaid only	33	18	51
	Dual benefits	108	532	640
		141	550	691
North East Central	Medicaid only	7	9	16
	Dual benefits	23	195	218
		30	204	234
North West	Medicaid only	9	6	15
	Dual benefits	33	188	221
		42	194	236
South West	Medicaid only	30	11	41
	Dual benefits	37	400	437
		67	411	478
West Central	Medicaid only	43	8	51
	Dual benefits	57	244	301
		100	252	352
Total For All Regions		557	2253	2810

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 9/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	25	12	37	130	167	42.07%
	Aetna	Medicaid only	15	2	17	4	21	5.29%
	Molina	Dual benefits	16	8	24	169	193	48.61%
	Molina	Medicaid only	9	4	13	3	16	4.03%
	Total			65	26	91	306	397
East Central	CareSource	Dual benefits	20	20	40	149	189	44.79%
	CareSource	Medicaid only	7	3	10	11	21	4.98%
	United	Dual benefits	14	9	23	173	196	46.45%
	United	Medicaid only	9	4	13	3	16	3.79%
	Total			50	36	86	336	422
North East	Buckeye	Dual benefits	7	7	14	191	205	29.67%
	Buckeye	Medicaid only	0	1	1	1	2	0.29%
	CareSource	Dual benefits	47	30	77	170	247	35.75%
	CareSource	Medicaid only	18	11	29	12	41	5.93%
	United	Dual benefits	10	7	17	171	188	27.21%
	United	Medicaid only	3	0	3	5	8	1.16%
	Total			85	56	141	550	691
North East Central	CareSource	Dual benefits	9	9	18	96	114	48.72%
	CareSource	Medicaid only	4	0	4	4	8	3.42%
	United	Dual benefits	2	3	5	99	104	44.44%
	United	Medicaid only	2	1	3	5	8	3.42%
	Total			17	13	30	204	234

North West	Aetna	Dual benefits	12	15	27	100	127	53.81%
	Aetna	Medicaid only	4	2	6	3	9	3.81%
	Buckeye	Dual benefits	6	0	6	88	94	39.83%
	Buckeye	Medicaid only	3	0	3	3	6	2.54%
	Total		25	17	42	194	236	100.00%
South West	Aetna	Dual benefits	12	11	23	224	247	51.67%
	Aetna	Medicaid only	11	6	17	6	23	4.81%
	Molina	Dual benefits	9	5	14	176	190	39.75%
	Molina	Medicaid only	12	1	13	5	18	3.77%
	Total		44	23	67	411	478	100.00%
West Central	Buckeye	Dual benefits	22	18	40	135	175	49.72%
	Buckeye	Medicaid only	17	7	24	4	28	7.95%
	Molina	Dual benefits	10	7	17	109	126	35.80%
	Molina	Medicaid only	8	11	19	4	23	6.53%
	Total		57	43	100	252	352	100.00%
Total Mandatory			343	214	557	2253	2810	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 9/1/2016

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
Central	Delaware	Aetna	Dual benefits	1	0	1	4	5	
		Molina	Dual benefits	2	0	2	8	10	
		Total		3	0	3	12	15	
	Franklin	Aetna	Dual benefits	23	12	35	115	150	
			Medicaid only	14	2	16	4	20	
		Molina	Dual benefits	12	6	18	148	166	
			Medicaid only	9	3	12	2	14	
		Total		58	23	81	269	350	
		Madison	Aetna	Dual benefits	0	0	0	4	4
	Molina		Dual benefits	0	0	0	3	3	
	Total			0	0	0	7	7	
	Pickaway	Aetna	Dual benefits	0	0	0	5	5	
		Molina	Dual benefits	2	2	4	6	10	
			Medicaid only	0	1	1	1	2	
		Total		2	3	5	12	17	
	Union	Aetna	Dual benefits	1	0	1	2	3	
			Medicaid only	1	0	1	0	1	
		Molina	Dual benefits	0	0	0	4	4	
		Total		2	0	2	6	8	
		Central Region Totals							
	Aetna				40	14	54	134	188
Molina				25	12	37	172	209	

Total				65	26	91	306	397	
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
East Central	Portage	CareSource	Dual benefits	2	0	2	16	18	
			Medicaid only	2	1	3	0	3	
		United	Dual benefits	1	0	1	15	16	
			Medicaid only	1	0	1	0	1	
		Total			6	1	7	31	38
		Stark	CareSource	Dual benefits	9	13	22	56	78
	Medicaid only			4	1	5	6	11	
	United		Dual benefits	3	3	6	43	49	
			Medicaid only	1	1	2	1	3	
	Total				17	18	35	106	141
	Summit		CareSource	Dual benefits	5	6	11	63	74
		Medicaid only		1	1	2	4	6	
		United	Dual benefits	10	5	15	101	116	
			Medicaid only	5	3	8	2	10	
		Total			21	15	36	170	206
		Wayne	CareSource	Dual benefits	4	1	5	14	19
	Medicaid only			0	0	0	1	1	
	United		Dual benefits	0	1	1	14	15	
			Medicaid only	2	0	2	0	2	
	Total				6	2	8	29	37
	East Central Region Totals								
	CareSource				27	23	50	160	210
	United				23	13	36	176	212
	Total				50	36	86	336	422
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	7	6	13	139	152
			Medicaid only	0	1	1	1	2
		CareSource	Dual benefits	30	22	52	118	170
			Medicaid only	13	8	21	8	29
		United	Dual benefits	6	6	12	124	136
			Medicaid only	3	0	3	3	6
		Total		59	43	102	393	495
	Geauga	Buckeye	Dual benefits	0	0	0	5	5
		CareSource	Dual benefits	0	1	1	3	4
		United	Dual benefits	1	0	1	5	6
		Total		1	1	2	13	15
	Lake	Buckeye	Dual benefits	0	0	0	9	9
			Medicaid only					
		CareSource	Dual benefits	3	3	6	16	22
			Medicaid only	0	0	0	1	1
		United	Dual benefits	0	0	0	16	16
			Medicaid only	0	0	0	1	1
	Total		3	3	6	43	49	
	Lorain	Buckeye	Dual benefits	0	1	1	28	29
			Medicaid only					
		CareSource	Dual benefits	13	4	17	22	39
			Medicaid only	4	2	6	2	8
		United	Dual benefits	2	0	2	16	18
			Medicaid only	0	0	0	1	1
	Total		19	7	26	69	95	
	Medina	Buckeye	Dual benefits	0	0	0	10	10

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Medina	CareSource	Dual benefits	1	0	1	11	12
			Medicaid only	1	1	2	1	3
		United	Dual benefits	1	1	2	10	12
		Total		3	2	5	32	37

North East Region Totals

Buckeye		7	8	15	192	207
CareSource		65	41	106	182	288
United		13	7	20	176	196
Total		85	56	141	550	691

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	3	2	5	18	23
			United	Dual benefits	1	1	2	27
		Total		4	3	7	45	52
	Mahoning	CareSource	Dual benefits	5	7	12	40	52
			Medicaid only	1	0	1	0	1
		United	Dual benefits	1	2	3	41	44
			Medicaid only	1	1	2	3	5
		Total		8	10	18	84	102
	Trumbull	CareSource	Dual benefits	1	0	1	38	39
			Medicaid only	3	0	3	4	7
		United	Dual benefits	0	0	0	31	31
			Medicaid only	1	0	1	2	3
		Total		5	0	5	75	80

North East Central Region Totals

CareSource		13	9	22	100	122
United		4	4	8	104	112
Total		17	13	30	204	234

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	0	0	0	3	3
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	2	0	2	4	6
			Medicaid only	0	0	0	1	1
		Total			3	0	3	8
	Lucas	Aetna	Dual benefits	11	12	23	76	99
			Medicaid only	2	2	4	0	4
		Buckeye	Dual benefits	3	0	3	68	71
			Medicaid only	3	0	3	2	5
		Total			19	14	33	146
	Ottawa	Aetna	Dual benefits	0	3	3	5	8
			Medicaid only	1	0	1	1	2
		Buckeye	Dual benefits	0	0	0	3	3
		Total			1	3	4	9
	Wood	Aetna	Dual benefits	1	0	1	16	17
			Medicaid only	0	0	0	2	2
		Buckeye	Dual benefits	1	0	1	13	14
		Total			2	0	2	31

North West Region Totals

Aetna			16	17	33	103	136
Buckeye			9	0	9	91	100
Total			25	17	42	194	236

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	2	3	5	41	46
			Medicaid only	2	0	2	1	3

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
South West	Butler	Molina	Dual benefits	1	1	2	33	35	
			Medicaid only	5	1	6	2	8	
		Total		10	5	15	77	92	
	Clermont	Aetna	Dual benefits	2	2	4	20	24	
			Medicaid only	2	1	3	0	3	
		Molina	Dual benefits	0	0	0	16	16	
		Total		4	3	7	36	43	
	Clinton	Aetna	Dual benefits	0	2	2	9	11	
			Medicaid only	1	1	2	0	2	
		Molina	Dual benefits	0	1	1	6	7	
		Total		1	4	5	15	20	
	Hamilton	Aetna	Dual benefits	8	3	11	142	153	
			Medicaid only	6	3	9	5	14	
		Molina	Dual benefits	8	3	11	105	116	
			Medicaid only	6	0	6	3	9	
		Total		28	9	37	255	292	
	Warren	Aetna	Dual benefits	0	1	1	12	13	
			Medicaid only	0	1	1	0	1	
		Molina	Dual benefits	0	0	0	16	16	
			Medicaid only	1	0	1	0	1	
		Total		1	2	3	28	31	
	South West Region Totals								
	Aetna				23	17	40	230	270
Molina				21	6	27	181	208	
Total				44	23	67	411	478	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Dual benefits	2	0	2	20	22	
			Medicaid only	2	1	3	1	4	
		Molina	Dual benefits	2	2	4	27	31	
			Medicaid only	3	3	6	0	6	
		Total		9	6	15	48	63	
	Greene	Buckeye	Dual benefits	3	1	4	12	16	
			Medicaid only	0	1	1	0	1	
		Molina	Dual benefits	2	1	3	10	13	
			Medicaid only	1	1	2	0	2	
		Total		6	4	10	22	32	
	Montgomery	Buckeye	Dual benefits	17	17	34	103	137	
			Medicaid only	15	5	20	3	23	
		Molina	Dual benefits	6	4	10	72	82	
			Medicaid only	4	7	11	4	15	
		Total		42	33	75	182	257	
	West Central Region Totals								
	Buckeye				39	25	64	139	203
	Molina				18	18	36	113	149
Total				57	43	100	252	352	
Total Mandatory				343	214	557	2253	2810	

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

**MCP and Region as a Percentage of Type
Effective Date: 9/1/2016**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	3	6.67%	0	0.00%	3
	<i>North West</i>	3	6.67%	0	0.00%	3
	<i>South West</i>	2	4.44%	0	0.00%	2
	Total	8	17.78%	0	0.00%	8
Buckeye	<i>North East</i>	2	4.44%	0	0.00%	2
	<i>North West</i>	1	2.22%	0	0.00%	1
	<i>West Central</i>	4	8.89%	0	0.00%	4
	Total	7	15.56%	0	0.00%	7
CareSource	<i>East Central</i>	5	11.11%	0	0.00%	5
	<i>North East</i>	1	2.22%	0	0.00%	1
	<i>North East Central</i>	2	4.44%	0	0.00%	2
	Total	8	17.78%	0	0.00%	8

Molina	<i>Central</i>	2	4.44%	0	0.00%	2
	<i>South West</i>	6	13.33%	0	0.00%	6
	<i>West Central</i>	6	13.33%	0	0.00%	6
	Total	14	31.11%	0	0.00%	14
United	<i>East Central</i>	5	11.11%	0	0.00%	5
	<i>North East</i>	2	4.44%	0	0.00%	2
	<i>North East Central</i>	1	2.22%	0	0.00%	1
	Total	8	17.78%	0	0.00%	8
Total Changes		45	100.00%	0	0.00%	45

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

**MCP and Region as a Percentage of Type
Effective Date: 9/1/2016**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	3	6.67%	0	0.00%	3
	<i>Molina</i>	2	4.44%	0	0.00%	2
	Total	5	11.11%	0	0.00%	5
North West	<i>Aetna</i>	3	6.67%	0	0.00%	3
	<i>Buckeye</i>	1	2.22%	0	0.00%	1
	Total	4	8.89%	0	0.00%	4
South West	<i>Aetna</i>	2	4.44%	0	0.00%	2
	<i>Molina</i>	6	13.33%	0	0.00%	6
	Total	8	17.78%	0	0.00%	8
North East	<i>Buckeye</i>	2	4.44%	0	0.00%	2
	<i>CareSource</i>	1	2.22%	0	0.00%	1
	<i>United</i>	2	4.44%	0	0.00%	2
	Total	5	11.11%	0	0.00%	5

West Central	<i>Buckeye</i>	4	8.89%	0	0.00%	4
	<i>Molina</i>	6	13.33%	0	0.00%	6
	Total	10	22.22%	0	0.00%	10
East Central	<i>CareSource</i>	5	11.11%	0	0.00%	5
	<i>United</i>	5	11.11%	0	0.00%	5
	Total	10	22.22%	0	0.00%	10
North East Central	<i>CareSource</i>	2	4.44%	0	0.00%	2
	<i>United</i>	1	2.22%	0	0.00%	1
	Total	3	6.67%	0	0.00%	3
Total Changes		45	100.00%	0	0.00%	45

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 8/1/2016 to 8/31/2016

Total Surveys Available for Completion: 87921

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	288	48.08%	280	46.74%	22	3.67%	8	1.34%	1	0.17%	599	100.00%
Our answers to your questions	321	53.59%	245	40.90%	19	3.17%	11	1.84%	3	0.50%	599	100.00%
Our courtesy to you and your family	342	57.10%	237	39.57%	14	2.34%	5	0.83%	1	0.17%	599	100.00%
Overall, how would you rate our staff and services	329	54.92%	247	41.24%	10	1.67%	10	1.67%	3	0.50%	599	100.00%
Total	1280	53.42%	1009	42.11%	65	2.71%	34	1.42%	6	0.33%	2396	100.00%

Number of Surveys Attempted: 3721

Number of Completed Customer Satisfaction Surveys: 599