



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

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Ohio Consumer Hotline Monthly Report September 2016

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 3,663 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 196. 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 54 calls coming in through this queue for this month.

Activity Summary

- 286,909 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 265,597 Total Calls (inbound and outbound)
 - 16,217 Call Fire Campaign Calls
 - 1,378 MyCare Outreach calls
 - 3,663 Provider Calls
 - 54 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:50 minutes average talk time
- 1 minute 54 seconds average speed to answer
- 76 average CSR inbound calls per day

Ohio Consumer Hotline

September 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	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
Thurs	09/01/16	11688	10965	680	39	11727	723	6%	831	12558	:12:29	:03:16	82	:02:21	:05:59
Fri	09/02/16	10689	10173	565	25	10714	516	5%	1137	11851	:12:31	:03:04	80	:02:00	:06:12
Sat	09/03/16	1488	1464	51	14	1502	24	2%	417	1919	:05:35	:01:35	56	:01:05	:06:22
Sun	09/04/16	0	0	0	149	149	0	0%	0	149	:00:00	:00:00	0	:00:00	:00:00
	Week end	52194	49532	2257	290	52484	2662	5%	5588	58072	:12:31	:02:37	76	:01:53	:05:51
	Sept Only	23865	22602	1296	227	24092	1263	5%	2385	26477	:12:31	:02:38	73	:01:49	:06:19
Mon	09/05/16	0	0	0	196	196	0	0%	0	196	:00:00	:00:00	0	:00:00	:00:00
Tues	09/06/16	17349	16426	1809	25	17374	923	5%	1436	18810	:17:48	:05:10	90	:04:04	:06:08
Wed	09/07/16	14545	13800	1382	11	14556	745	5%	2079	16635	:16:15	:04:46	86	:03:24	:06:10
Thurs	09/08/16	11223	10765	599	17	11240	458	4%	1171	12411	:14:32	:02:41	81	:02:24	:05:56
Fri	09/09/16	8611	8235	272	13	8624	376	4%	973	9597	:10:38	:02:13	73	:01:14	:06:09
Sat	09/10/16	1188	1182	23	4	1192	6	1%	921	2113	:05:35	:00:52	53	:00:17	:05:07
Sun	09/11/16	0	0	0	101	101	0	0%	0	101	:00:00	:00:00	0	:00:00	:00:00
	Week end	52916	50408	4085	367	53283	2508	5%	6580	59863	:17:48	:02:48	77	:02:17	:06:03
Mon	09/12/16	12278	11650	770	16	12294	628	5%	700	12994	:12:39	:02:42	84	:02:43	:06:07
Tues	09/13/16	9207	8908	237	16	9223	299	3%	1193	10416	:08:33	:01:43	80	:01:37	:05:48
Wed	09/14/16	9635	9249	340	15	9650	386	4%	791	10441	:11:45	:02:12	82	:01:26	:05:37
Thurs	09/15/16	10211	9702	532	23	10234	509	5%	558	10792	:12:08	:02:38	78	:02:09	:05:37
Fri	09/16/16	7803	7621	157	9	7812	182	2%	1585	9397	:06:54	:01:31	72	:01:06	:05:41
Sat	09/17/16	1188	1136	42	1	1189	52	4%	665	1854	:07:09	:01:27	51	:01:19	:05:25
Sun	09/18/16	0	0	0	98	98	0	0%	0	98	:00:00	:00:00	0	:00:00	:00:00
	Week end	50322	48266	2078	178	50500	2056	4%	5492	55992	:12:39	:02:02	75	:01:43	:05:46
Mon	09/19/16	12072	11480	821	10	12082	592	5%	1072	13154	:15:25	:03:20	83	:02:27	:05:46
Tues	09/20/16	9357	8904	413	12	9369	453	5%	1202	10571	:10:42	:02:36	78	:01:34	:05:37
Wed	09/21/16	11317	10780	1076	18	11335	537	5%	1326	12661	:14:28	:04:36	80	:02:04	:05:40
Thurs	09/22/16	11399	10944	949	24	11423	455	4%	1630	13053	:13:15	:03:13	79	:02:23	:05:38
Fri	09/23/16	8460	8164	443	1	8461	296	3%	1177	9638	:11:41	:03:14	70	:01:32	:05:43
Sat	09/24/16	1279	1256	31	4	1283	23	2%	669	1952	:07:36	:01:22	53	:00:33	:04:55
Sun	09/25/16	0	0	0	106	106	0	0%	0	106	:00:00	:00:00	0	:00:00	:00:00
	Week end	53884	51528	3733	175	54059	2356	4%	7076	61135	:15:25	:02:31	74	:01:46	:05:39
Mon	09/26/16	12792	12142	1247	17	12809	650	5%	1975	14784	:16:49	:05:00	80	:02:19	:05:51
Tue	09/27/16	9814	9376	571	16	9830	438	4%	1989	11819	:10:12	:03:06	78	:01:41	:05:38
Wed	09/28/16	9233	8922	506	10	9243	311	3%	1625	10868	:11:29	:03:04	75	:01:29	:05:48
Thu	09/29/16	11138	10631	689	23	11161	507	5%	1379	12540	:15:58	:03:14	78	:02:16	:05:51
Fri	09/30/16	10635	10230	615	16	10651	405	4%	1468	12119	:12:59	:03:23	75	:01:42	:05:42
	Month End	234599	224105	14820	1029	235628	10494	4%	29969	265597	:17:48	:03:05	76	:01:54	:05:50

Call Center Busy Hour Report

September 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
Thurs	09/01/15	11688	85	838	1010	1185	1205	1235	1292	1295	1272	1117	830	215	109
Fri	09/02/15	10689	117	851	1000	1097	1196	1148	1189	1105	1083	967	720	138	78
Sat	09/03/15	1488	0	134	151	178	189	176	160	168	148	184	0	0	0
Sun	09/04/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	23865	202	1823	2161	2460	2590	2559	2641	2568	2503	2268	1550	353	187
Mon	09/05/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	09/06/16	17349	181	1376	1838	1756	1895	1668	1941	1891	1719	1480	1191	295	118
Wed	09/07/16	14545	104	1101	1534	1668	1666	1554	1595	1566	1461	1182	872	158	84
Thurs	09/08/16	11223	92	898	1169	1235	1226	1219	1221	1111	1107	971	744	145	85
Fri	09/09/16	8611	41	703	844	948	904	865	936	927	938	782	568	88	67
Sat	09/10/16	1188	0	102	121	135	146	138	155	134	134	123	0	0	0
Sun	09/11/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	52916	418	4180	5506	5742	5837	5444	5848	5629	5359	4538	3375	686	354
Mon	09/12/16	12278	97	936	1174	1345	1472	1254	1292	1243	1249	1076	874	169	97
Tues	09/13/16	9207	69	757	1002	995	1007	953	949	990	871	833	634	93	54
Wed	09/14/16	9635	53	740	912	1074	1005	977	1053	1023	982	879	707	163	67
Thurs	09/15/16	10211	50	733	1113	1215	1098	1015	1053	1055	1033	921	730	128	67
Fri	09/16/16	7803	48	617	781	817	920	832	827	866	776	670	536	84	29
Sat	09/17/16	1188	0	98	117	144	159	143	129	134	125	139	0	0	0
Sun	09/18/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	50322	317	3881	5099	5590	5661	5174	5303	5311	5036	4518	3481	637	314
Mon	09/19/16	12072	82	923	1147	1322	1407	1314	1278	1300	1237	1040	814	134	74
Tues	09/20/16	9357	69	701	1022	1032	1099	954	981	1003	942	786	610	110	48
Wed	09/21/16	11317	49	673	877	1037	1154	1140	1249	1392	1295	1223	885	236	107
Thurs	09/22/16	11399	111	874	1078	1265	1256	1231	1228	1230	1168	1013	695	171	79
Fri	09/23/16	8460	85	659	847	935	947	821	908	1041	876	713	502	85	41
Sat	09/24/16	1279	0	123	138	155	161	130	156	139	134	143	0	0	0
Sun	09/25/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	53884	396	3953	5109	5746	6024	5590	5800	6105	5652	4918	3506	736	349
Mon	09/26/16	12792	98	942	1184	1436	1344	1371	1433	1427	1305	1116	897	162	77
Tue	09/27/16	9814	82	747	991	1150	1189	1059	1107	974	932	800	629	101	53
Wed	09/28/16	9233	61	652	762	940	983	988	1105	1077	979	791	655	169	71
Thu	09/29/16	11138	83	753	935	1106	1183	1175	1188	1207	1258	1079	829	227	115
Fri	09/30/16	10635	61	768	982	1157	1140	1163	1156	1150	1161	973	709	130	85
	Month Total	234599	1718	17699	22729	25327	25951	24523	25581	25448	24185	21001	15631	3201	1605
	Cumulative Percent		1%	8%	10%	11%	11%	10%	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 9/1/2016 to 9/30/2016

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	906
	Benefit Package / Covered Services	339
	Billing Number	80
	Card	332
	Certificate of Coverage	31
	Change	90
	Citizenship Verification Questions	1
	Estate Recovery	20
	Hearing	2
	Patient Liability	14
	Program Information	583
	Under 21 Inquiry	10
	Total	2408
<i>BCCP</i>	Application / Eligibility	3
	Benefit Package / Covered Services	3
	Card	3
	Change	0
	Estate Recovery	1
	Hearing	0
	Participating Site Information	0
	Program Information	3
	Total	13
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>Disability Determination Redesign (DDR)</i>	Provided General Information	142
	Provided Income Guidelines	20

Disability Determination Redesign (DDR)	Provided Information on Specialized Recovery Services	16
	Qualified Income Trust Questions	4
	Received DDR Notice	4
	Referred To Legal Aid	1
	Spend Down Questions	83
	Transferred To Collabor8 for MAGI Application	23
	Transferred To QIT Specialist	0
	Total	293
DRC	Application status	2
	Benefit Package / Covered Services	13
	Care coordination questions	18
	Chose to remain with existing MCP	61
	Declined application / MCP enrollment	2
	General inquiry	56
	MCP change completed	51
	MCP enrollment completed	653
	MCP enrollment status	13
	Phone application completed	197
	Total	1066
EOMB	General Information	7
	Questions About Letter	2
	Total	9
Escalated/Specialized Inquiries	Governor Inquiry	1
	Legislative Inquiry	0
	ODM Inquiry	263
	Sent Email	40
	Sent Letter	1
	Web Contact	0
	Total	305

FFS Billing	Billing Number	976
	Claims Request	17
	General Billing Questions	666
	Received Bill (Needs Letter)	31
	Total	1690
General Benefits	Dental	443
	Equipment	125
	Family Planning	5
	Healthchek Services	5
	Inquiry on Covered Services	1058
	Medicaid Expansion	217
	Medicaid School Program	1
	Medlist Assist	8
	Pregnancy Related Services	6
	Prescriptions	1054
	Transportation	461
	Vision	262
Total	3645	
Healthy Start	Application / Eligibility	885
	Benefit Package / Covered Services	142
	Billing Number	111
	Card	191
	Certificate of Coverage	11
	Change	55
	Citizenship Verification Questions	0
	Estate Recovery	2
	Hearing	3
	Program Information	142
	Total	1542
HIPAA	Complaint	0
	Information	2
	Request for Accounting for Disclosure	0

HIPAA	Request for Amendment	0
	Request for Restriction	1
	Send PHI Brochure	0
	Total	3
Home Health Care	Application / Eligibility	9
	Benefit Package / Covered Services	7
	BHCS Complaint	1
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	0
	Program Information	10
	Provider	3
	Status	1
	Total	31
Incident Report	Billing Inquiry	145
	Reimbursement Inquiry	21
	Total	166
Information	Cash Assistance	18
	CDJFS	880
	Customer Survey	3
	Food Stamps	105
	Hotline	1000
	Medicare	396
	Social Security	38
	Total	2440
Inquiry	029 Error	51
	574 Error - Not Eligible	9
	Already Selected	909
	Called to Check on Doctors	267
	Called to Check on Just Cause Status	16
	Case Addition	60
	Case Closed	297

<i>Inquiry</i>	Case Pending	598
	Category Closed	144
	Change in Name	116
	Change in Phone Number / Address	1148
	CIC - Do Not Assign	3
	Consumer Needs To Be Auto Re-Enrolled	16
	Failed Eligibility	477
	General Questions	12114
	Open Enrollment Questions	843
	Person Calling Not PIP / AG Head	347
	Referred Consumer to County Worker	2637
	Returned NME / Notice	14
	Transferred in Error	15
	Wanted Phone Number of MCP	407
	Total	20488
<i>Issue / Concern</i>	Issue / Concern about MCP	129
	Issue / Concern about Provider	3
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	42
	Total	175
<i>Limited Family Planning Services</i>	Application / Eligibility	2
	Benefit Package / Covered Services	0
	Billing Number	0
	Card	1
	Certificate of Coverage	0
	Change	2
	Hearing	0
	Program Information	2
	Total	7
<i>Long Term Care</i>	Application / Eligibility	24

Long Term Care	Benefit Package / Covered Services	8
	Card	2
	Community Spouse	1
	Estate Recovery	7
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	3
	Program Information	31
	Total	76
MAGI	1095B FAQ	30
	Application Status	1614
	Case Change	366
	Case Inquiry	7492
	Certificate Of Coverage	52
	Citizenship/Other Verifications	273
	Estate Recovery	25
	FFS Card	1129
	General Program Information	2967
	Income Guidelines/Questions	784
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	6
	Questions About Letter/NOA	397
	Re-Application on a Denied Case	159
	Renewal Application Reported	7562
	Renewal Questions	7593
	Reprint NOA or FFS Card	49
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	204
	Requested Telephone Application – Transfer to Collabor8	1368

MAGI	State Hearing	111
	Total	32181
Mailings	"Getting Long Term Care" Pamphlet	2
	ABD Application Letter - 7200	277
	ABD EMP Enrollment Packet	63
	ABD Pamphlet - Spanish	1
	Approved Letter	14
	BCCP Brochure	3
	Billing Incident Letter	132
	Call Me Letter	0
	CFC EMP Enrollment Packet	48
	Citizenship Verification Brochure	1
	CPA Letter	0
	CPA Letter - Blank	34
	Enrollment Error Letter	0
	Healthy Start Brochure	4
	HIPAA Notice	9
	HS/HF Information	0
	ICDS Enrollment Letter	5109
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	0
	JC Approval Change MCP - Requestor	0
	JC Approval FFS	1
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0

Mailings	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	3
	MBI-WD Application	6
	Medicaid Program Enrollment & Benefit Information	48
	MyCare EMP Enrollment Packet	296
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	4035
	N3 ABD Reminder Letter	207
	No Contact	0
	OH Partnership for LTC	3
	Ohio Medicaid Pamphlet - Spanish	2
	OMH Mandatory MyCare Letter	32
	Patient Liability Lbl	0
	PHI Brochure	3
	QMB - Blank	750
	Reimbursement Letter	14
	Rejected - General	18
	Rejected - General ABD	4
	Rejected - SSI-BCMH-CIC	6
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
TPL Approval	1	
TPL Verification Needed	0	
Total	11126	
Managed Care Info & Referral	Benefit Package	483
	Billing Number	323

Managed Care Info & Referral	Card	1326
	Information	4809
	Just Cause Status	14
	Payment	23
	Phone Numbers	935
	Provider Name	1039
	Transfer Request - Bureau of Managed Care	12
	Total	8964
MBI-WD	AG Collections Questions	16
	Application / Eligibility	30
	Benefit Package / Covered Services	12
	Billing Number	5
	Card	19
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	11
	Program Information	75
	Questions About Premiums	83
	Total	252
Medicare Part D	Application / Eligibility	191
	Information	717
	Questions About Letter	12
	Total	920
Medicare Premium Assistance	Application / Eligibility	1310
	Benefit Package / Covered Services	453
	Billing Number	44
	Card	722
	Certificate of Coverage	12
	Change	112
	Estate Recovery	3
	Hearing	13
	Patient Liability	6
	Total	4204

Mental Health Services	Questions About Letter	1
	Referred to MCP for MH Access	0
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	0
	Total	2
MyCare Ohio	General Information	2179
	Issue Accessing Services	150
	Loss of MyCare Eligibility	393
	Medicaid Only Benefit Information	285
	MyCare Ohio Card	472
	October 2014 MyCare Passive Enrollment Letter	0
	On-site facilitated enrollment	27
	Opt-In/Opt-Out Questions	396
	Prescription Questions	171
	Transition of Care	14
	Total	4087
ODM Survey	Managed Care Survey	2
	MyCare Interview Survey Letter	0
	Total	2
Ohio Benefits Self Service Portal	Access my Benefits	29
	Account Creation/Management	7
	Account Lock Out	49
	Application Assistance	27
	Apply for Benefits	128
	County Office Location/Hours	8
	Electronic Verification	131
	Forgot Password Link	13
	Forgot User Name Link	8
	Frequently Asked Questions	45

Ohio Benefits Self Service Portal	General Navigation	22
	How to use this Site	29
	Internet Browser Issue	5
	Message Center	25
	Provided Link to Website	80
	Renewal Packet Questions	254
	Submit Error Issue	104
	Transfer Call to Tier 2/3	49
	Total	1013
Ohio Integrated Eligibility System (OIES)	Case Inquiry/Case Status	1674
	Contact CDJS	522
	Electronic Verification Process	128
	Journal Creation & Management	121
	MAGI (Modified Adjusted Gross Income) Program Information	122
	Notice of Action Explanation	57
	Reapply on a Denied Case	20
	Reprint FFS card from Hotline	0
	Reprint NOA from Hotline	0
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	58
	Requested Telephone Application, transfer to Collobor8	510
	Total	3212
	Ohio's Best RX	Program Information
Referred Caller		4
Total		12
Other Medicaid Program	Application / Eligibility	759
	Benefit Package / Covered Services	479
	Billing Number	111

Other Medicaid Program	Card	157
	Certificate of Coverage	12
	Change	483
	Citizenship Verification Questions	10
	Estate Recovery	6
	Hearing	9
	Program Information	853
	Total	2879
PACT	Card	1
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	0
	Transfer Request	0
	Total	2
Prior Authorization	How to Obtain	466
	Letter	19
	Program Information	378
	Status	242
	Transfer Request - Needs Follow-Up	11
	Total	1116
Provider	Fee-For-Service Provider Names	285
	Referred to MCP For Provider List	44
	Referred to ODM Website For Provider List	49
	Referred to State Board To File Complaint Against Provider	1
	Total	379
Reimbursement	Decision	12
	Information	183
	State Hearing	3
	Total	198
Spend Down	Amount	28
	Card	11

Spend Down	Certificate of Coverage	2
	Hearing	0
	Problem	13
	Program Information	170
	Total	224
State Hearings	How to Request	61
	Program Information	82
	Status	14
	Total	157
Surveys	Call Center Survey	3866
	Total	3866
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	29
	General Information	211
	Need Medications Now	32
	Referral to Case Worker	193
	Referral to TPL Vendor	54
	Total	519
Tort	General Information	17
	Provided Number to Tort Unit	29
	Total	46
Waiver	Application / Eligibility	239
	Benefit Package / Covered Services	79
	Billing Number	18
	Card	68
	Certificate of Coverage	3
	Change	24
	Estate Recovery	3
	Hearing	1
	Independent Provider	5
	Patient Evaluation	8
	Patient Liability	7
	Program Information	272

Waiver	Waiting List	13
	Total	740
Grand Total All Categories		110458

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

Calls made from 9/1/2016 to 9/30/2016

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	652
	ACS / First Health	409
	ADAMH	16
	Area Agency on Aging	64
	BCCP Regional Agency	0
	BCMh	14
	Bureau of Home and Community Services	1
	Case Management Agency	23
	Caseworker	1956
	Child Support Enforcement Agency	2
	Complaint Department	39
	County Department of Job & Family Services	4491
	First Link	5
	Food Stamp Hotline	15
	Golden Buckeye Hotline	3
	Help Me Grow Hotline	0
	HomeHealthAgency	7
	Info & Refer	689
	In-House	5
	Legal Aid	6
	Managed Care Plan	1525
	Managed Care/Just Cause Section	4
	MR / DD Board	4
	ODM	2
	Ohio Department of Insurance	23
	Ohio Hospice	0
	Ohio's Best Rx	19
Ombudsman	21	

Referral	OSHIIP	145
	Other Medical Services Agency	39
	Other Social Services Agency	14
	Out-of-State Medicaid Hotline	57
	PACT	0
	Pharmacy	343
	Prescription Drug Plan (PDP)	206
	Provider	458
	Provider Services Call Center	628
	Public Children's Services	24
	Social Security Administration	116
	StateHearingDivision	146
	StateMedicalBoard	10
	Supervisor	71
	Tort Unit	25
	Website - ODM	55
	Welfare Fraud Hotline	2
WIC Office	2	
Total		12336

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 10/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	315	83.11%	340	87.86%	0	0.00%	655	85.51%
Call Campaign	58	15.30%	44	11.37%	0	0.00%	102	13.32%
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	6	1.58%	3	0.78%	0	0.00%	9	1.17%
TOTAL	379	100%	387	100%	0	0.00%	766	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 10/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	315	48.09%	340	51.91%	0	0.00%	655	100%
Call Campaign	58	56.86%	44	43.14%	0	0.00%	102	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	6	66.67%	3	33.33%	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: 10/1/2016

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	9		4		0	
	North East	29		22		0	
	West	8		21		0	
	Total	46	12.14%	47	12.11%	0	0.00%
CareSource	Central/South East	57		55		0	
	North East	93		111		0	
	West	66		54		0	
	Total	216	56.99%	220	56.70%	0	0.00%
Molina	Central/South East	26		34		0	
	North East	1		1		0	
	West	9		13		0	
	Total	36	9.50%	48	12.37%	0	0.00%
Paramount	Central/South East	6		5		0	
	North East	5		1		0	
	West	19		30		0	
	Total	30	7.92%	36	9.28%	0	0.00%
United	Central/South East	13		9		0	
	North East	25		23		0	
	West	13		5		0	
	Total	51	13.46%	37	9.54%	0	0.00%
Total Mandatory		379	100.00%	388	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: 10/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	9	8.11%	4	3.74%	0	0.00%
	CareSource	57	51.35%	55	51.40%	0	0.00%
	Molina	26	23.42%	34	31.78%	0	0.00%
	Paramount	6	5.41%	5	4.67%	0	0.00%
	United	13	11.71%	9	8.41%	0	0.00%
	Total	111	100.00%	107	100.00%	0	100.00%
North East	Buckeye	29	18.95%	22	13.92%	0	0.00%
	CareSource	93	60.78%	111	70.25%	0	0.00%
	Molina	1	0.65%	1	0.63%	0	0.00%
	Paramount	5	3.27%	1	0.63%	0	0.00%
	United	25	16.34%	23	14.56%	0	0.00%
	Total	153	100.00%	158	100.00%	0	100.00%
West	Buckeye	8	6.96%	21	17.07%	0	0.00%
	CareSource	66	57.39%	54	43.90%	0	0.00%
	Molina	9	7.83%	13	10.57%	0	0.00%
	Paramount	19	16.52%	30	24.39%	0	0.00%
	United	13	11.30%	5	4.07%	0	0.00%
	Total	115	100.00%	123	100.00%	0	100.00%
Total Mandatory		379		388		0	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 10/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	218	95	313
North East	311	127	438
West	238	95	333
Total For All Regions	767	317	1084

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 10/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	9	4	13	22	35	11.18%
	CareSource	57	55	112	14	126	40.26%
	Molina	26	34	60	21	81	25.88%
	Paramount	6	5	11	17	28	8.95%
	United	13	9	22	21	43	13.74%
	Total	111	107	218	95	313	100.00%
North East	Buckeye	29	22	51	25	76	17.35%
	CareSource	93	111	204	43	247	56.39%
	Molina	1	1	2	18	20	4.57%
	Paramount	5	1	6	24	30	6.85%
	United	25	23	48	17	65	14.84%
	Total	153	158	311	127	438	100.00%
West	Buckeye	8	21	29	14	43	12.91%
	CareSource	66	54	120	15	135	40.54%
	Molina	9	13	22	39	61	18.32%
	Paramount	19	30	49	15	64	19.22%
	United	13	5	18	12	30	9.01%
	Total	115	123	238	95	333	100.00%
Total Mandatory		379	388	767	317	1084	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 10/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12477	83.50%	4554	90.64%	0	0.00%	17031	85.30%
Call Campaign	2110	14.12%	403	8.02%	0	0.00%	2513	12.59%
Face-To-Face	0	0.00%	1	0.02%	0	0.00%	1	0.01%
Fax	2	0.01%	0	0.00%	0	0.00%	2	0.01%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	353	2.36%	66	1.31%	0	0.00%	419	2.10%
TOTAL	14942	100%	5024	100%	0	0.00%	19966	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 10/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	12477	73.26%	4554	26.74%	0	0.00%	17031	100%
Call Campaign	2110	83.96%	403	16.04%	0	0.00%	2513	100%
Face-To-Face	0	0.00%	1	100.00%	0	0.00%	1	100%
Fax	2	100.00%	0	0.00%	0	0.00%	2	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	353	84.25%	66	15.75%	0	0.00%	419	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: 10/1/2016

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	184		43		0	
	North East	825		286		0	
	West	526		282		0	
	Total	1535	9.95%	611	12.06%	0	0.00%
CareSource	Central/South East	2625		895		0	
	North East	3786		1135		0	
	West	3268		1126		0	
	Total	9679	62.71%	3156	62.27%	0	0.00%
Molina	Central/South East	773		300		0	
	North East	150		27		0	
	West	287		96		0	
	Total	1210	7.84%	423	8.35%	0	0.00%
Paramount	Central/South East	68		22		0	
	North East	125		36		0	
	West	991		348		0	
	Total	1184	7.67%	406	8.01%	0	0.00%
United	Central/South East	540		117		0	
	North East	862		259		0	
	West	424		96		0	
	Total	1826	11.83%	472	9.31%	0	0.00%
Total Mandatory		15434	100.00%	5068	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: 10/1/2016**

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	184	4.39%	43	3.12%	0	0.00%
	CareSource	2625	62.65%	895	65.00%	0	0.00%
	Molina	773	18.45%	300	21.79%	0	0.00%
	Paramount	68	1.62%	22	1.60%	0	0.00%
	United	540	12.89%	117	8.50%	0	0.00%
	Total	4190	100.00%	1377	100.00%	0	100.00%
North East	Buckeye	825	14.35%	286	16.41%	0	0.00%
	CareSource	3786	65.87%	1135	65.12%	0	0.00%
	Molina	150	2.61%	27	1.55%	0	0.00%
	Paramount	125	2.17%	36	2.07%	0	0.00%
	United	862	15.00%	259	14.86%	0	0.00%
	Total	5748	100.00%	1743	100.00%	0	100.00%
West	Buckeye	526	9.57%	282	14.48%	0	0.00%
	CareSource	3268	59.46%	1126	57.80%	0	0.00%
	Molina	287	5.22%	96	4.93%	0	0.00%
	Paramount	991	18.03%	348	17.86%	0	0.00%
	United	424	7.71%	96	4.93%	0	0.00%
	Total	5496	100.00%	1948	100.00%	0	100.00%
Total Mandatory		15434		5068		0	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 10/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	5567	2431	7998
North East	7491	2601	10092
West	7444	2668	10112
Total For All Regions	20502	7700	28202

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 10/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	184	43	227	466	693	8.66%
	CareSource	2625	895	3520	515	4035	50.45%
	Molina	773	300	1073	695	1768	22.11%
	Paramount	68	22	90	465	555	6.94%
	United	540	117	657	290	947	11.84%
	Total	4190	1377	5567	2431	7998	100.00%
North East	Buckeye	825	286	1111	622	1733	17.17%
	CareSource	3786	1135	4921	779	5700	56.48%
	Molina	150	27	177	445	622	6.16%
	Paramount	125	36	161	369	530	5.25%
	United	862	259	1121	386	1507	14.93%
	Total	5748	1743	7491	2601	10092	100.00%
West	Buckeye	526	282	808	622	1430	14.14%
	CareSource	3268	1126	4394	654	5048	49.92%
	Molina	287	96	383	511	894	8.84%
	Paramount	991	348	1339	507	1846	18.26%
	United	424	96	520	374	894	8.84%
	Total	5496	1948	7444	2668	10112	100.00%
Total Mandatory		15434	5068	20502	7700	28202	

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

Effective Date: 10/1/2016

Generated: 9/30/2016

Assignment based on AUF Match		
MCP	Assignments	Percentage
Buckeye	3037	22.28
CareSource	3382	24.81
Molina	2915	21.38
Paramount	2329	17.08
United	1970	14.45
Assignment based on Case/Category/Sequence/Program/County		
MCP	Assignments	Percentage
Buckeye	8	9.2
CareSource	31	35.63
Molina	14	16.09
Paramount	27	31.03
United	7	8.05
Assignment based on Quality Based Round Robin		
MCP	Assignments	Percentage
Buckeye	1219	19.85
CareSource	1272	20.71
Molina	1197	19.49
Paramount	1312	21.36
United	1142	18.59
Totals of all Assignment Types		
Type of Assignment	Total	Percentage of Assignments
AUF Match	13633	68.64
Case/Category/Sequence/Program/County	87	0.44
Quality Based Round Robin	6142	30.92

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 10/1/2016

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Call	Dual benefits	193	54.06%	99	61.49%	0	0.00%	292	56.37%
Call	Medicaid only	119	33.33%	43	26.71%	0	0.00%	162	31.27%
Call Campaign	Dual benefits	28	7.84%	9	5.59%	0	0.00%	37	7.14%
Call Campaign	Medicaid only	7	1.96%	3	1.86%	0	0.00%	10	1.93%
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	2	0.56%	4	2.48%	0	0.00%	6	1.16%
Website	Medicaid only	8	2.24%	3	1.86%	0	0.00%	11	2.12%
TOTAL		357	100%	161	100%	0	0.00%	518	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 10/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	193	66.10%	99	33.90%	0	0.00%	292	100%
Call	Medicaid only	119	73.46%	43	26.54%	0	0.00%	162	100%
Call Campaign	Dual benefits	28	75.68%	9	24.32%	0	0.00%	37	100%
Call Campaign	Medicaid only	7	70.00%	3	30.00%	0	0.00%	10	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	2	33.33%	4	66.67%	0	0.00%	6	100%
Website	Medicaid only	8	72.73%	3	27.27%	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: 10/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	14		11		0		25
	Central	Medicaid only	9		5		0		14
	North West	Dual benefits	7		7		0		14
	North West	Medicaid only	3		2		0		5
	South West	Dual benefits	14		11		0		25
	South West	Medicaid only	14		4		0		18
	Total			61	17.04%	40	24.84%	0	0.00%
Buckeye	North East	Dual benefits	3		6		0		9
	North East	Medicaid only	8		1		0		9
	North West	Dual benefits	5		0		0		5
	North West	Medicaid only	7		1		0		8
	West Central	Dual benefits	10		9		0		19
	West Central	Medicaid only	22		11		0		33
	Total			55	15.36%	28	17.39%	0	0.00%
CareSource	East Central	Dual benefits	24		4		0		28
	East Central	Medicaid only	10		1		0		11
	North East	Dual benefits	68		30		0		98
	North East	Medicaid only	18		10		0		28
	North East Central	Dual benefits	11		10		0		21
	North East Central	Medicaid only	2		0		0		2
	Total			133	37.15%	55	34.16%	0	0.00%
Molina	Central	Dual benefits	14		2		0		16
	Central	Medicaid only	6		3		0		9
	South West	Dual benefits	12		5		0		17
	South West	Medicaid only	5		7		0		12
	West Central	Dual benefits	9		9		0		18

Molina	West Central	Medicaid only	6		3		0		9
	Total		52	14.53%	29	18.01%	0	0.00%	
United	East Central	Dual benefits	14		2		0		16
	East Central	Medicaid only	10		1		0		11
	North East	Dual benefits	14		3		0		17
	North East	Medicaid only	10		0		0		10
	North East Central	Dual benefits	5		3		0		8
	North East Central	Medicaid only	4		0		0		4
	Total		57	15.92%	9	5.59%	0	0.00%	
Total Mandatory			358	100.00%	161	100.00%	0	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 10/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	14	32.56%	11	52.38%	0	0.00%	25
	Aetna	Medicaid only	9	20.93%	5	23.81%	0	0.00%	14
	Molina	Dual benefits	14	32.56%	2	9.52%	0	0.00%	16
	Molina	Medicaid only	6	13.95%	3	14.29%	0	0.00%	9
	Total		43	100.00%	21	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	24	41.38%	4	50.00%	0	0.00%	28
	CareSource	Medicaid only	10	17.24%	1	12.50%	0	0.00%	11
	United	Dual benefits	14	24.14%	2	25.00%	0	0.00%	16
	United	Medicaid only	10	17.24%	1	12.50%	0	0.00%	11
	Total		58	100.00%	8	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	3	2.48%	6	12.00%	0	0.00%	9
	Buckeye	Medicaid only	8	6.61%	1	2.00%	0	0.00%	9
	CareSource	Dual benefits	68	56.20%	30	60.00%	0	0.00%	98
	CareSource	Medicaid only	18	14.88%	10	20.00%	0	0.00%	28
	United	Dual benefits	14	11.57%	3	6.00%	0	0.00%	17
	United	Medicaid only	10	8.26%	0	0.00%	0	0.00%	10
	Total		121	100.00%	50	100.00%	0	100.00%	
North East Central	CareSource	Dual benefits	11	50.00%	10	76.92%	0	0.00%	21
	CareSource	Medicaid only	2	9.09%	0	0.00%	0	0.00%	2
	United	Dual benefits	5	22.73%	3	23.08%	0	0.00%	8
	United	Medicaid only	4	18.18%	0	0.00%	0	0.00%	4
	Total		22	100.00%	13	100.00%	0	100.00%	
North West	Aetna	Dual benefits	7	31.82%	7	70.00%	0	0.00%	14
	Aetna	Medicaid only	3	13.64%	2	20.00%	0	0.00%	5
	Buckeye	Dual benefits	5	22.73%	0	0.00%	0	0.00%	5
	Buckeye	Medicaid only	7	31.82%	1	10.00%	0	0.00%	8
	Total		22	100.00%	10	100.00%	0	100.00%	
South West	Aetna	Dual benefits	14	31.11%	11	40.74%	0	0.00%	25
	Aetna	Medicaid only	14	31.11%	4	14.81%	0	0.00%	18
	Molina	Dual benefits	12	26.67%	5	18.52%	0	0.00%	17

South West	Molina	Medicaid only	5	11.11%	7	25.93%	0	0.00%	12
	Total		45	100.00%	27	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	10	21.28%	9	28.13%	0	0.00%	19
	Buckeye	Medicaid only	22	46.81%	11	34.38%	0	0.00%	33
	Molina	Dual benefits	9	19.15%	9	28.13%	0	0.00%	18
	Molina	Medicaid only	6	12.77%	3	9.38%	0	0.00%	9
	Total		47	100.00%	32	100.00%	0	100.00%	
Total Mandatory			358		161		0		

MyCare
ASSIGNMENT BY REGION
Effective Date: 10/1/2016

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	23	1	24
	Dual benefits	41	240	281
		64	241	305
East Central	Medicaid only	22	0	22
	Dual benefits	44	261	305
		66	261	327
North East	Medicaid only	47	0	47
	Dual benefits	124	416	540
		171	416	587
North East Central	Medicaid only	6	0	6
	Dual benefits	29	139	168
		35	139	174
North West	Medicaid only	13	0	13
	Dual benefits	19	135	154
		32	135	167
South West	Medicaid only	30	1	31
	Dual benefits	42	321	363
		72	322	394
West Central	Medicaid only	42	2	44
	Dual benefits	37	174	211
		79	176	255
Total For All Regions		519	1690	2209

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 10/1/2016

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
Central	Delaware	Aetna	Dual benefits	0	0	0	3	3	
			Medicaid only	0	1	1	0	1	
		Molina	Dual benefits	0	0	0	6	6	
		Total		0	1	1	9	10	
	Franklin	Aetna	Dual benefits	12	11	23	91	114	
			Medicaid only	9	4	13	0	13	
		Molina	Dual benefits	14	2	16	112	128	
			Medicaid only	6	3	9	1	10	
		Total		41	20	61	204	265	
		Madison	Aetna	Dual benefits	0	0	0	4	4
	Molina		Dual benefits	0	0	0	4	4	
	Total			0	0	0	8	8	
	Pickaway	Aetna	Dual benefits	2	0	2	9	11	
		Molina	Dual benefits	0	0	0	6	6	
		Total		2	0	2	15	17	
	Union	Aetna	Dual benefits	0	0	0	1	1	
		Molina	Dual benefits	0	0	0	4	4	
		Total		0	0	0	5	5	
	Central Region Totals								
	Aetna				23	16	39	108	147
	Molina				20	5	25	133	158
Total				43	21	64	241	305	

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	11	13
		United	Dual benefits	1	0	1	11	12
			Medicaid only	1	0	1	0	1
		Total			4	0	4	22
	Stark	CareSource	Dual benefits	8	1	9	41	50
			Medicaid only	3	0	3	0	3
		United	Dual benefits	1	1	2	37	39
		Total			12	2	14	78
	Summit	CareSource	Dual benefits	12	2	14	62	76
			Medicaid only	5	1	6	0	6
		United	Dual benefits	10	1	11	70	81
			Medicaid only	8	1	9	0	9
		Total			35	5	40	132
	Wayne	CareSource	Dual benefits	2	1	3	14	17
			Medicaid only	2	0	2	0	2
		United	Dual benefits	2	0	2	15	17
			Medicaid only	1	0	1	0	1
		Total			7	1	8	29

East Central Region Totals								
CareSource				34	5	39	128	167
United				24	3	27	133	160
Total				58	8	66	261	327

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	3	4	7	104	111
			Medicaid only	8	1	9	0	9

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Cuyahoga	CareSource	Dual benefits	53	23	76	102	178	
			Medicaid only	15	7	22	0	22	
		United	Dual benefits	11	3	14	105	119	
			Medicaid only	10	0	10	0	10	
		Total		100	38	138	311	449	
	Geauga	Buckeye	Dual benefits	0	0	0	1	1	
		CareSource	Dual benefits	0	0	0	2	2	
		United	Dual benefits	0	0	0	1	1	
		Total		0	0	0	4	4	
	Lake	Buckeye	Dual benefits	0	0	0	14	14	
		CareSource	Dual benefits	5	0	5	11	16	
		United	Dual benefits	1	0	1	14	15	
		Total		6	0	6	39	45	
	Lorain	Buckeye	Dual benefits	0	2	2	12	14	
		CareSource	Dual benefits	8	7	15	19	34	
			Medicaid only	3	2	5	0	5	
		United	Dual benefits	1	0	1	14	15	
		Total		12	11	23	45	68	
	Medina	Buckeye	Dual benefits	0	0	0	3	3	
		CareSource	Dual benefits	2	0	2	8	10	
			Medicaid only	0	1	1	0	1	
		United	Dual benefits	1	0	1	6	7	
		Total		3	1	4	17	21	
	North East Region Totals								
	Buckeye				11	7	18	134	152
	CareSource				86	40	126	142	268

United		24	3	27	140	167
Total		121	50	171	416	587

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	14	19	
		United	Dual benefits	2	0	2	13	15	
			Medicaid only	2	0	2	0	2	
		Total			7	2	9	27	36
	Mahoning	CareSource	Dual benefits	5	6	11	28	39	
			Medicaid only	2	0	2	0	2	
		United	Dual benefits	2	2	4	28	32	
			Medicaid only	1	0	1	0	1	
		Total			10	8	18	56	74
		Trumbull	CareSource	Dual benefits	3	2	5	27	32
	United		Dual benefits	1	1	2	29	31	
			Medicaid only	1	0	1	0	1	
	Total				5	3	8	56	64

North East Central Region Totals						
CareSource		13	10	23	69	92
United		9	3	12	70	82
Total		22	13	35	139	174

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	1	0	1	5	6
		Buckeye	Dual benefits	0	0	0	3	3
		Total			1	0	1	8
	Lucas	Aetna	Dual benefits	4	6	10	51	61
			Medicaid only	3	2	5	0	5

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Lucas	Buckeye	Dual benefits	4	0	4	46	50
			Medicaid only	4	1	5	0	5
		Total		15	9	24	97	121
	Ottawa	Aetna	Dual benefits	1	0	1	3	4
		Buckeye	Dual benefits	1	0	1	4	5
			Medicaid only	2	0	2	0	2
		Total		4	0	4	7	11
	Wood	Aetna	Dual benefits	1	1	2	11	13
		Buckeye	Dual benefits	0	0	0	12	12
			Medicaid only	1	0	1	0	1
		Total		2	1	3	23	26

North West Region Totals

Aetna		10	9	19	70	89
Buckeye		12	1	13	65	78
Total		22	10	32	135	167

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	4	3	7	35	42
			Medicaid only	7	1	8	0	8
		Molina	Dual benefits	2	1	3	31	34
			Medicaid only	3	2	5	1	6
		Total		16	7	23	67	90
	Clermont	Aetna	Dual benefits	1	2	3	16	19
			Medicaid only	0	1	1	0	1
		Molina	Dual benefits	1	0	1	12	13
			Medicaid only	0	3	3	0	3
		Total		2	6	8	28	36

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clinton	Aetna	Dual benefits	0	2	2	4	6
		Molina	Dual benefits	0	0	0	4	4
		Total		0	2	2	8	10
	Hamilton	Aetna	Dual benefits	9	2	11	120	131
			Medicaid only	5	2	7	0	7
		Molina	Dual benefits	7	4	11	71	82
			Medicaid only	2	1	3	0	3
		Total		23	9	32	191	223
		Warren	Aetna	Dual benefits	0	2	2	12
	Medicaid only			2	0	2	0	2
	Molina		Dual benefits	2	0	2	16	18
			Medicaid only	0	1	1	0	1
	Total			4	3	7	28	35

South West Region Totals								
Aetna				28	15	43	187	230
Molina				17	12	29	135	164
Total				45	27	72	322	394

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	0	1	1	11	12
			Medicaid only	1	2	3	1	4
		Molina	Dual benefits	1	1	2	17	19
			Medicaid only	3	1	4	1	5
		Total		5	5	10	30	40
	Greene	Buckeye	Dual benefits	2	0	2	8	10
			Medicaid only	3	1	4	0	4

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Molina	Dual benefits	3	0	3	14	17	
		Total		8	1	9	22	31	
	Montgomery	Buckeye	Dual benefits	8	8	16	60	76	
			Medicaid only	18	8	26	0	26	
		Molina	Dual benefits	5	8	13	64	77	
			Medicaid only	3	2	5	0	5	
		Total		34	26	60	124	184	
		West Central Region Totals							
	Buckeye				32	20	52	80	132
	Molina				15	12	27	96	123
Total				47	32	79	176	255	
Total Mandatory				358	161	519	1690	2209	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 10/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	14	11	25	108	133	43.61%
	Aetna	Medicaid only	9	5	14	0	14	4.59%
	Molina	Dual benefits	14	2	16	132	148	48.52%
	Molina	Medicaid only	6	3	9	1	10	3.28%
	Total			43	21	64	241	305
East Central	CareSource	Dual benefits	24	4	28	128	156	47.71%
	CareSource	Medicaid only	10	1	11	0	11	3.36%
	United	Dual benefits	14	2	16	133	149	45.57%
	United	Medicaid only	10	1	11	0	11	3.36%
	Total			58	8	66	261	327
North East	Buckeye	Dual benefits	3	6	9	134	143	24.36%
	Buckeye	Medicaid only	8	1	9	0	9	1.53%
	CareSource	Dual benefits	68	30	98	142	240	40.89%
	CareSource	Medicaid only	18	10	28	0	28	4.77%
	United	Dual benefits	14	3	17	140	157	26.75%
	United	Medicaid only	10	0	10	0	10	1.70%
	Total			121	50	171	416	587
North East Central	CareSource	Dual benefits	11	10	21	69	90	51.72%
	CareSource	Medicaid only	2	0	2	0	2	1.15%
	United	Dual benefits	5	3	8	70	78	44.83%
	United	Medicaid only	4	0	4	0	4	2.30%
	Total			22	13	35	139	174

North West	Aetna	Dual benefits	7	7	14	70	84	50.30%
	Aetna	Medicaid only	3	2	5	0	5	2.99%
	Buckeye	Dual benefits	5	0	5	65	70	41.92%
	Buckeye	Medicaid only	7	1	8	0	8	4.79%
	Total		22	10	32	135	167	100.00%
South West	Aetna	Dual benefits	14	11	25	187	212	53.81%
	Aetna	Medicaid only	14	4	18	0	18	4.57%
	Molina	Dual benefits	12	5	17	134	151	38.32%
	Molina	Medicaid only	5	7	12	1	13	3.30%
	Total		45	27	72	322	394	100.00%
West Central	Buckeye	Dual benefits	10	9	19	79	98	38.43%
	Buckeye	Medicaid only	22	11	33	1	34	13.33%
	Molina	Dual benefits	9	9	18	95	113	44.31%
	Molina	Medicaid only	6	3	9	1	10	3.92%
	Total		47	32	79	176	255	100.00%
Total Mandatory			358	161	519	1690	2209	

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

**MCP and Region as a Percentage of Type
Effective Date: 10/1/2016**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	1	2.78%	0	0.00%	1
	<i>North West</i>	2	5.56%	0	0.00%	2
	<i>South West</i>	2	5.56%	0	0.00%	2
	Total	5	13.89%	0	0.00%	5
Buckeye	<i>North West</i>	2	5.56%	0	0.00%	2
	<i>West Central</i>	3	8.33%	0	0.00%	3
	Total	5	13.89%	0	0.00%	5
CareSource	<i>East Central</i>	1	2.78%	0	0.00%	1
	<i>North East</i>	5	13.89%	0	0.00%	5
	<i>North East Central</i>	2	5.56%	0	0.00%	2
	Total	8	22.22%	0	0.00%	8
Molina	<i>Central</i>	1	2.78%	0	0.00%	1

Molina	<i>South West</i>	3	8.33%	0	0.00%	3
	<i>West Central</i>	6	16.67%	0	0.00%	6
	Total	10	27.78%	0	0.00%	10
United	<i>East Central</i>	5	13.89%	0	0.00%	5
	<i>North East</i>	3	8.33%	0	0.00%	3
	Total	8	22.22%	0	0.00%	8
Total Changes		36	100.00%	0	0.00%	36

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

**MCP and Region as a Percentage of Type
Effective Date: 10/1/2016**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	1	2.78%	0	0.00%	1
	<i>Molina</i>	1	2.78%	0	0.00%	1
	Total	2	5.56%	0	0.00%	2
North West	<i>Aetna</i>	2	5.56%	0	0.00%	2
	<i>Buckeye</i>	2	5.56%	0	0.00%	2
	Total	4	11.11%	0	0.00%	4
South West	<i>Aetna</i>	2	5.56%	0	0.00%	2
	<i>Molina</i>	3	8.33%	0	0.00%	3
	Total	5	13.89%	0	0.00%	5
West Central	<i>Buckeye</i>	3	8.33%	0	0.00%	3
	<i>Molina</i>	6	16.67%	0	0.00%	6
	Total	9	25.00%	0	0.00%	9
East Central	<i>CareSource</i>	1	2.78%	0	0.00%	1

East Central	<i>United</i>	5	13.89%	0	0.00%	5
	Total	6	16.67%	0	0.00%	6
North East	<i>CareSource</i>	5	13.89%	0	0.00%	5
	<i>United</i>	3	8.33%	0	0.00%	3
	Total	8	22.22%	0	0.00%	8
North East Central	<i>CareSource</i>	2	5.56%	0	0.00%	2
	Total	2	5.56%	0	0.00%	2
Total Changes		36	100.00%	0	0.00%	36

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 9/1/2016 to 9/30/2016

Total Surveys Available for Completion: 75648

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	248	46.70%	237	44.63%	24	4.52%	17	3.20%	5	0.94%	531	100.00%
Our answers to your questions	295	55.56%	186	35.03%	29	5.46%	15	2.82%	6	1.13%	531	100.00%
Our courtesy to you and your family	339	63.84%	160	30.13%	18	3.39%	7	1.32%	7	1.32%	531	100.00%
Overall, how would you rate our staff and services	320	60.26%	178	33.52%	21	3.95%	6	1.13%	6	1.13%	531	100.00%
Total	1202	56.59%	761	35.83%	92	4.33%	45	2.12%	23	1.13%	2124	100.00%

Number of Surveys Attempted: 3870

Number of Completed Customer Satisfaction Surveys: 531