



AUTOMATED HEALTH SYSTEMS

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Ohio Medicaid Consumer Hotline Monthly Report February 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,804 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 59. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or Change Healthcare for pharmacy issues).

Insure Kids Now/Governor's Hotline: There were a total of 76 calls coming in through this queue for this month.

Activity Summary

- 435,441 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 341,770 Total Calls (inbound and outbound)
 - 46,180 Call Fire Campaign Calls
 - 8,582 MyCare Outreach Calls
 - 32,809 Renewal Outreach Calls
 - 1,933 MBIWD Outreach Calls
 - 4,120 Provider Calls
 - 47 Insure Kids Now/Governor's Hotline
- 11% abandonment rate
- 6 minutes 21 seconds average talk time
- 2 minutes 45 seconds average speed to answer

Ohio Consumer Hotline
February 2019
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 (#)	Total Calls Abandoned (#)	Abandon Rate (%)	Total Outbound Calls (#)	Total Call Activity (Inbound-Outbound)	Maximum Queue Time	Queue Time (Minutes)	Avg Talk Time (ATT) (Minutes)
Mon	01/28/19	18742	16991	2379	23	18765	1751	9%	2063	20828	:37:57	:02:40	:06:21
Tue	01/29/19	15115	13726	1604	25	15140	1389	9%	1913	17053	:33:14	:03:05	:06:21
Wed	01/30/19	13041	11792	1214	19	13060	1249	10%	2044	15104	:37:27	:03:26	:06:16
Thurs	01/31/19	13811	12402	1366	37	13848	1409	10%	1832	15680	:33:58	:03:36	:06:16
Fri	02/01/19	13144	11642	1382	18	13162	1502	11%	1672	14834	:37:52	:03:33	:06:34
Sat	02/02/19	3022	2672	262	20	3042	350	12%	1080	4122	:48:21	:04:40	:06:21
Sun	02/03/19	0	0	0	238	238	0	0%	0	238	:00:00	:00:00	:00:00
	Week end	76875	69225	8207	380	77255	7650	10%	8541	85796	:37:57	:03:30	:06:21
	Feb Only	16166	14314	1644	276	16442	1852	11%	2752	19194	:48:21	:04:06	:06:28
Mon	02/04/19	17922	16212	2122	19	17941	1710	10%	1908	19849	:32:55	:02:49	:06:44
Tues	02/05/19	15783	14235	1702	22	15805	1548	10%	1806	17611	:33:56	:03:08	:06:32
Wed	02/06/19	15424	13806	1577	15	15439	1618	10%	2119	17558	:33:29	:03:15	:06:27
Thurs	02/07/19	13323	12025	1135	17	13340	1298	10%	2133	15473	:25:54	:03:24	:06:15
Fri	02/08/19	12662	11375	989	12	12674	1287	10%	2047	14721	:31:17	:02:33	:06:20
Sat	02/09/19	1861	1757	88	7	1868	104	6%	564	2432	:22:45	:02:21	:06:34
Sun	02/10/19	0	0	0	326	326	0	0%	0	326	:00:00	:00:00	:00:00
	Week end	76975	69410	7613	418	77393	7565	10%	10577	87970	:33:56	:02:55	:06:28
Mon	02/11/19	16082	14498	1730	27	16109	1584	10%	1552	17661	:24:36	:02:56	:06:33
Tues	02/12/19	13951	12529	1397	11	13962	1422	10%	2420	16382	:26:58	:02:05	:06:19
Wed	02/13/19	13564	12010	871	14	13578	1554	11%	1876	15454	:28:14	:02:10	:06:21
Thurs	02/14/19	11856	10316	605	16	11872	1540	13%	1431	13303	:28:56	:01:54	:06:15
Fri	02/15/19	11159	9669	563	6	11165	1490	13%	1173	12338	:23:49	:02:10	:06:13
Sat	02/16/19	1665	1497	97	6	1671	168	10%	376	2047	:28:07	:01:28	:07:17
Sun	02/17/19	0	0	0	316	316	0	0%	0	316	:00:00	:00:00	:00:00
	Week end	68277	60519	5263	396	68673	7758	11%	8828	77501	:28:56	:02:07	:06:22
Mon	02/18/19	0	0	0	2217	2217	0	0%	0	2217	:00:00	:00:00	:00:00
Tues	02/19/19	22462	19468	2352	22	22484	2994	13%	1659	24143	:31:51	:02:35	:06:02
Wed	02/20/19	19177	16628	2099	16	19193	2549	13%	2761	21954	:29:46	:02:51	:06:10
Thurs	02/21/19	16331	14218	1174	26	16357	2113	13%	2487	18844	:32:50	:03:06	:06:12
Fri	02/22/19	14386	12672	1276	22	14408	1714	12%	2461	16869	:32:35	:03:12	:06:19
Sat	02/23/19	2549	2430	148	12	2561	119	5%	582	3143	:23:50	:01:42	:06:49
Sun	02/24/19	0	0	0	341	341	0	0%	0	341	:00:00	:00:00	:00:00
	Week end	74905	65416	7049	2656	77561	9489	13%	9950	87511	:32:50	:02:01	:06:13
Mon	02/25/19	17279	15601	1898	26	17305	1678	10%	1439	18744	:28:16	:02:52	:06:34
Tue	02/26/19	15585	14007	1690	19	15604	1578	10%	1660	17264	:30:41	:03:08	:06:18
Wed	02/27/19	14102	12625	1369	29	14131	1477	10%	2037	16168	:38:05	:02:21	:06:13
Thu	02/28/19	15659	14009	1715	37	15696	1650	11%	1722	17418	:38:34	:02:31	:06:11
	Month End	298948	265901	28241	3857	302805	33047	11%	38965	341770	:48:21	:02:45	:06:21

Ohio Consumer Hotline - Activity Summary Report

2/1/2019 to 2/28/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	4
	Governor Inquiry	1
	ODM Inquiry	21
	Total	26
<i>FFS Billing</i>	Billing Number	410
	Claims Request	14
	General Billing Questions	336
	Received Bill (Needs Letter)	15
	Total	775
<i>General Benefits</i>	Application / Eligibility	940
	Assisted Living	1
	Behavioral Health Redesign Questions	1
	Billing Number	60
	Certificate of Coverage	3
	DCC Benefits	1
	Dental	140
	Equipment	53
	Healthchek Services	4
	Home Health Care	14
	Hospice / Palliative Care	1
	Inquiry on Covered Services	742
	Long Term Care	13
	Medicaid Expansion	50
	Medicaid School Program	2
	Medlist Assist	1
	Opioid Treatment	3
	Physical / Occupational Therapy	1
	Pregnancy Related Services	9
	Prescriptions	489

	SRSP Benefits	47
	State Hearing	12
	Transportation	230
	Vision	57
	Total	2874
HIPAA	Complaint	1
	Information	3
	Total	4
Incident Report	Billing Inquiry	118
	Reimbursement Inquiry	18
	Total	136
Inquiry	029 Error	218
	574 Error - Not Eligible	27
	Already Selected	221
	Called to Check on Just Cause Status	14
	CDJFS	1078
	Change in Name	71
	Change in Phone Number / Address	574
	Child Care	3
	Customer Survey	1
	General Questions	5730
	Hotline	1060
	Person Calling Not PIP / AG Head	272
	Referred Consumer to County Worker	754
	SNAP (Food Stamps)	426
	Social Security	15
	Status Change Request (Name, Address, Phone, Etc.)	382
	TANF (Cash Assistance)	31
	Transferred in Error	9
	WIC	6
	Total	10892
Issue / Concern	Issue / Concern about MCP	93
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	2

	Issue / Concern with ODM	19
	Total	115
<i>Mailings</i>	ABD EMP Enrollment Packet	1
	Billing Incident Letter	109
	CFC EMP Enrollment Packet	6
	JC Approval Change MCP	177
	JC Approval Change MCP - Requestor	26
	JC Approval FFS	24
	Mandatory Change MCP to MCP	349
	MBI-WD Application	3
	MBIWD_1PageStatementRequest	1
	Medicaid Application (7216)	299
	Medicaid Program Enrollment & Benefit Information	23
	MMC Mandatory	54085
	MMC Voluntary	828
	MyCare EMP Enrollment Packet	22
	MyCare Reminder Letter	2873
	MyCare TPL Approval Letter	4
	MyCare TPL Denial Letter	5
	New Mandatory	44
	New Mandatory CFC Adult	6
	OMH Mandatory MyCare Letter	46
Reimbursement Letter	14	
Resolution	1	
TPL Approval	1	
Total	58947	
<i>Managed Care Info & Referral</i>	Benefit Package	201
	Billing Number	328
	Called to Check on Doctors	48
	Card	1326
	Case Addition	32
	Case Closed	46
	Case Pending	279
	Category Closed	101

	Consumer Needs to Be Auto Re-Enrolled	8
	Failed Eligibility	386
	Information	2352
	Just Cause Status	61
	Open Enrollment Questions	367
	Payment	17
	Phone Numbers	551
	Provider Name	645
	Returned NME / Notice	2
	Transfer Request - Bureau of Managed Care	2
	Wanted Phone Number of MCP	591
	Total	7343
MBI-WD	AG Collections Questions	7
	Application / Eligibility	11
	Benefit Package / Covered Services	7
	Billing Number	3
	Card	2
	Premium Collection Issue - Needs Follow-Up	7
	Program Information	34
	Questions About Premiums	42
	Total	113
Medicaid (MAGI and ABD)	1095B FAQ	264
	Application Status	2300
	BCCP Question / Inquiry	2
	Behavioral Health Question / Inquiry	3
	Case Change	576
	Case Inquiry	11778
	Certificate of Coverage	34
	Citizenship/Other Verifications	516
	DDR Question / Inquiry	20
	DRC Question / Inquiry	3
	EOMB Question / Inquiry	2
	Estate Recovery	28
	Family Planning Services Question / Inquiry	10

	FFS Card	805
	General Program Information	3923
	HIPPA Question / Inquiry	4
	Home Health Care Question / Inquiry	18
	Income Guidelines/Questions	1253
	Long Term Care Question / Inquiry	32
	MBIWD Question / Inquiry	9
	Questions About Letter/NOA	758
	Re-Application on a Denied Case	79
	Renewal Application Reported	8512
	Renewal Questions	10024
	Reprint NOA or FFS Card	259
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	292
	Requested Telephone Application – Transfer to Collabor8	1990
	State Hearing	184
	Tort Question / Inquiry	6
	Veterans on Medicaid Program	2
	Total	43686
<i>Medicare</i>	Extra Help / Low Income Subsidy (LIS) Questions	367
	Medicare Premium Assistance Program (Part B Payments)	1131
	On-site Facilitated Enrollment	15
	Part A Questions	209
	Part B Questions	855
	Part C / Advantage Plan Questions	67
	Part D / PDP Questions	433
	Part D Letter Inquiry	48
	Total	3125
<i>MyCare Ohio</i>	General Information	1836
	Issue Accessing Services	150
	Loss of MyCare Eligibility	111
	Medicaid Only Benefit Information	251
	MyCare Ohio Card	321

	On-site facilitated enrollment	19
	Opt-In/Opt-Out Questions	1006
	Prescription Questions	164
	Transition of Care	8
	Total	3866
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	12
	Account Creation/Management	3
	Account Lock Out	14
	Application Assistance	9
	Apply for Benefits	15
	Call Transferred from Enterprise Help Desk to OMH	21
	County Office Location/Hours	1
	Forgot Password Link	3
	Forgot User Name Link	1
	Frequently Asked Questions	11
	General Navigation	2
	How to use this Site	5
	Internet Browser Issue	1
	Message Center	11
	Provided Link to Website	38
	Renewal Packet Questions	26
	SNAP/TANF Questions	3
	Submit Error Issue	31
	Transfer Call to Tier 2/3	25
	Total	232
<i>Ohio Integrated Eligibility System (OIES)</i>	Business Hours (8am to 4pm) Telephone Application Intake	47
	Case Inquiry/Case Status	650
	Contact CDJS	145
	Did Not Give Audio Signature to Complete Telephone Application	3
	Electronic Verification Process	9
	Journal Creation & Management	331
	Notice of Action Explanation	36
	Reapply on a Denied Case	8

	Reprint FFS card from Hotline	363
	Reprint NOA from Hotline	15
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	100
	Requested Telephone Application, transfer to Collobor8	578
	Total	2285
Prior Authorization	How to Obtain	104
	Letter	10
	Program Information	55
	Status	45
	Total	214
Provider	Fee-For-Service Provider Names	51
	Referred to MCP For Provider List	52
	Referred to ODM Website For Provider List	12
	Referred to State Board To File Complaint Against Provider	1
	Total	116
Reimbursement	Decision	8
	Information	77
	State Hearing	5
	Total	90
State Hearings	How to Request	134
	Program Information	65
	Status	36
	Total	235
Surveys	Call Center Survey	1024
	Total	1024
Tasks	Consumer Issues/Concerns	49
	Medicaid Medicaid Contacts-Final Signed Letter/Email	3
	Medicaid Medicaid Contacts	317
	Enrollment Research	1662
	Enrollment Issue Research	558
	Billing Research	125
	Reimbursement Letter	18

	Just Cause	854
	Claims Request	33
	DRP Research Packet	1
	Further Research Needed	8
	Medicare Premium Payments Research	34
	ODJFS Request for Consumer Contact	1
	MBIWD-Premium Issue	4
	MBIWD-Refund Research	2
	QIT-Under Income	4
	Web Contact Us-OMH Website	725
	ODM-Consumer Complaints	79
	ODM-Provider Complaints	338
	ODM-Just Cause	13
	Total	4828
<i>Third Party Liability</i>	Cannot Resolve with CDJFS - Needs Follow-Up	12
	General Information	100
	Need Medications Now	7
	Referral to Case Worker	81
	Referral to TPL Vendor	27
	Total	227
<i>Waiver</i>	Application / Eligibility	130
	Benefit Package / Covered Services	34
	Billing Number	1
	Card	2
	Change	5
	Estate Recovery	4
	Independent Provider	1
	Patient Evaluation	5
	Patient Liability	21
	Program Information	162
	Waiting List	5
Total	370	

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

2/1/2019 to 2/28/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	341
	ACS / First Health	50
	ADAMH	3
	Area Agency on Aging	22
	BCCP Regional Agency	2
	BCMh	4
	Bureau of Home and Community Services	2
	Case Management Agency	24
	Caseworker	830
	Child Support Enforcement Agency	4
	Complaint Department	6
	County Department of Job & Family Services	4021
	First Link	7
	Food Stamp Hotline	109
	Golden Buckeye Hotline	3
	Help Me Grow Hotline	2
	Home Health Agency	3
	Info & Refer	544
	In-House	12
	Legal Aid	3
	Managed Care Plan	865
	Managed Care/Just Cause Section	6
	MR / DD Board	2
	ODM	7
	Ohio Department of Insurance	23
	Ohio Hospice	1
	Ohio's Best Rx	11
	Ombudsman	4

OSHIIP	62
Other Medical Services Agency	48
Other Social Services Agency	10
Out-of-State Medicaid Hotline	23
Pharmacy	65
Prescription Drug Plan (PDP)	48
Provider	273
Provider Services Call Center	148
Public Children's Services	11
Social Security Administration	63
State Hearing Division	222
State Medical Board	4
Supervisor	31
Tort Unit	28
Veterans Services Office	3
Website - ODM	31
Welfare Fraud Hotline	1
WIC Office	1

Aged, Blind and Disabled (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type

Reporting Period: 2/1/2019 - 2/28/2019
 Generated: 3/4/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	43	35.83%	128	71.11%	171	57.00%
Call Campaign	66	55.00%	11	6.11%	77	25.67%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	2	1.67%	8	4.44%	10	3.33%
IVR	1	0.83%	14	7.78%	15	5.00%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	8	6.67%	19	10.56%	27	9.00%
TOTAL	120	100%	180	100%	300	100%

Aged, Blind and Disabled (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method

Reporting Period: 2/1/2019 - 2/28/2019
 Generated: 3/4/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	43	25.15%	128	74.85%	171	100%
Call Campaign	66	85.71%	11	14.29%	77	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	2	20.00%	8	80.00%	10	100%
IVR	1	6.67%	14	93.33%	15	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	8	29.63%	19	70.37%	27	100%

**Aged, Blind and Disabled (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE
BY MANAGED CARE PLAN**

Region and MCP as a Percentage of Type

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	1	0.83%	6	3.33%
	North East	4	3.33%	6	3.33%
	West	3	2.50%	8	4.44%
	Total	8	6.67%	20	11.11%
CareSource	Central/South East	11	9.17%	42	23.33%
	North East	28	23.33%	33	18.33%
	West	17	14.17%	37	20.56%
	Total	56	46.67%	112	62.22%
Molina	Central/South East	14	11.67%	8	4.44%
	North East	2	1.67%	4	2.22%
	West	5	4.17%	5	2.78%
	Total	21	17.50%	17	9.44%
Paramount	Central/South East	4	3.33%	6	3.33%
	North East	3	2.50%	0	0.00%
	West	9	7.50%	8	4.44%
	Total	16	13.33%	14	7.78%
United	Central/South East	3	2.50%	5	2.78%
	North East	9	7.50%	7	3.89%
	West	7	5.83%	5	2.78%
	Total	19	15.83%	17	9.44%
Total		120	100.00%	180	100.00%

**Aged, Blind and Disabled (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE
BY REGION**

Region and MCP as a Percentage of Type

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	1	3.03%	6	8.96%
	CareSource	11	33.33%	42	62.69%
	Molina	14	42.42%	8	11.94%
	Paramount	4	12.12%	6	8.96%
	United	3	9.09%	5	7.46%
	Total	33	100.00%	67	100.00%
North East	Buckeye	4	8.70%	6	12.00%
	CareSource	28	60.87%	33	66.00%
	Molina	2	4.35%	4	8.00%
	Paramount	3	6.52%	0	0.00%
	United	9	19.57%	7	14.00%
	Total	46	100.00%	50	100.00%
West	Buckeye	3	7.32%	8	12.70%
	CareSource	17	41.46%	37	58.73%
	Molina	5	12.20%	5	7.94%
	Paramount	9	21.95%	8	12.70%
	United	7	17.07%	5	7.94%
	Total	41	100.00%	63	100.00%
Total		120		180	

**Aged, Blind and Disabled (ABD)
ASSIGNMENT BY REGION**

Reporting Period: 2/1/2019 - 2/28/2019
Generated: 3/4/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	100	204	304
North East	96	244	340
West	104	240	344
Total For All Regions	300	688	988

**Aged, Blind and Disabled (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	1	6	24	31	10.20%
	<i>CareSource</i>	11	42	42	95	31.25%
	<i>Molina</i>	14	8	57	79	25.99%
	<i>Paramount</i>	4	6	48	58	19.08%
	<i>United</i>	3	5	33	41	13.49%
	<i>(Region) Total</i>	33	67	204	304	100.00%
North East	<i>Buckeye</i>	4	6	50	60	17.65%
	<i>CareSource</i>	28	33	68	129	37.94%
	<i>Molina</i>	2	4	35	41	12.06%
	<i>Paramount</i>	3	0	46	49	14.41%
	<i>United</i>	9	7	45	61	17.94%
	<i>(Region) Total</i>	46	50	244	340	100.00%
West	<i>Buckeye</i>	3	8	32	43	12.50%
	<i>CareSource</i>	17	37	47	101	29.36%
	<i>Molina</i>	5	5	37	47	13.66%
	<i>Paramount</i>	9	8	69	86	25.00%
	<i>United</i>	7	5	55	67	19.48%
	<i>(Region) Total</i>	41	63	240	344	100.00%
Total		120	180	688	988	

Modified Adjusted Gross Income (MAGI)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type

Reporting Period: 2/1/2019 - 2/28/2019
 Generated: 3/4/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1285	25.91%	2765	53.21%	4050	39.88%
Call Campaign	2288	46.14%	456	8.78%	2744	27.02%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	1	0.02%	2	0.04%	3	0.03%
File Transfer	1122	22.63%	759	14.61%	1881	18.52%
IVR	171	3.45%	575	11.07%	746	7.35%
Mail	1	0.02%	1	0.02%	2	0.02%
Website	91	1.84%	638	12.28%	729	7.18%
TOTAL	4959	100%	5196	100%	10155	100%

Modified Adjusted Gross Income (MAGI)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method

Reporting Period: 2/1/2019 - 2/28/2019
Generated: 3/4/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1285	31.73%	2765	68.27%	4050	100%
Call Campaign	2288	83.38%	456	16.62%	2744	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	1	33.33%	2	66.67%	3	100%
File Transfer	1122	59.65%	759	40.35%	1881	100%
IVR	171	22.92%	575	77.08%	746	100%
Mail	1	50.00%	1	50.00%	2	100%
Website	91	12.48%	638	87.52%	729	100%

**Modified Adjusted Gross Income (MAGI)
HEALTH CARE PLAN ENROLLMENT TYPE
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type**

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	239	4.82%	58	1.12%
	North East	274	5.53%	207	3.98%
	West	189	3.81%	147	2.83%
	Total	702	14.16%	412	7.93%
CareSource	Central/South East	622	12.54%	1000	19.25%
	North East	1061	21.40%	1150	22.13%
	West	761	15.35%	1490	28.68%
	Total	2444	49.28%	3640	70.05%
Molina	Central/South East	292	5.89%	199	3.83%
	North East	182	3.67%	53	1.02%
	West	152	3.07%	61	1.17%
	Total	626	12.62%	313	6.02%
Paramount	Central/South East	112	2.26%	24	0.46%
	North East	197	3.97%	45	0.87%
	West	299	6.03%	317	6.10%
	Total	608	12.26%	386	7.43%
United	Central/South East	139	2.80%	133	2.56%
	North East	275	5.55%	226	4.35%
	West	165	3.33%	86	1.66%
	Total	579	11.68%	445	8.56%
Total		4959	100.00%	5196	100.00%

**Modified Adjusted Gross Income (MAGI)
HEALTH CARE PLAN ENROLLMENT TYPE
BY REGION**

Region and MCP as a Percentage of Type

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	239	17.02%	58	4.10%
	CareSource	622	44.30%	1000	70.72%
	Molina	292	20.80%	199	14.07%
	Paramount	112	7.98%	24	1.70%
	United	139	9.90%	133	9.41%
	Total	1404	100.00%	1414	100.00%
North East	Buckeye	274	13.78%	207	12.31%
	CareSource	1061	53.34%	1150	68.41%
	Molina	182	9.15%	53	3.15%
	Paramount	197	9.90%	45	2.68%
	United	275	13.83%	226	13.44%
	Total	1989	100.00%	1681	100.00%
West	Buckeye	189	12.07%	147	7.00%
	CareSource	761	48.60%	1490	70.92%
	Molina	152	9.71%	61	2.90%
	Paramount	299	19.09%	317	15.09%
	United	165	10.54%	86	4.09%
	Total	1566	100.00%	2101	100.00%
Total		4959		5196	

**Modified Adjusted Gross Income (MAGI)
ASSIGNMENT BY REGION**

Reporting Period: 2/1/2019 - 2/28/2019
Generated: 3/4/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	2818	8140	10958
North East	3670	10274	13944
West	3667	9806	13473
Total For All Regions	10155	28220	38375

**Modified Adjusted Gross Income (MAGI)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	239	58	1862	2159	19.70%
	CareSource	622	1000	2297	3919	35.76%
	Molina	292	199	1456	1947	17.77%
	Paramount	112	24	1404	1540	14.05%
	United	139	133	1121	1393	12.71%
	(Region) Total	1404	1414	8140	10958	100.00%
North East	Buckeye	274	207	2067	2548	18.27%
	CareSource	1061	1150	2864	5075	36.40%
	Molina	182	53	1818	2053	14.72%
	Paramount	197	45	1961	2203	15.80%
	United	275	226	1564	2065	14.81%
	(Region) Total	1989	1681	10274	13944	100.00%
West	Buckeye	189	147	2154	2490	18.48%
	CareSource	761	1490	2691	4942	36.68%
	Molina	152	61	1705	1918	14.24%
	Paramount	299	317	1788	2404	17.84%
	United	165	86	1468	1719	12.76%
	(Region) Total	1566	2101	9806	13473	100.00%
Total		4959	5196	28220	38375	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Method as a Percentage of Type

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	453	44.46%	45	21.23%	498	40.45%
Call	Dual Benefits	339	33.27%	115	54.25%	454	36.88%
	Total	792	77.72%	160	75.47%	952	77.34%
Call Campaign	Medicaid Only	37	3.63%	1	0.47%	38	3.09%
Call Campaign	Dual Benefits	18	1.77%	3	1.42%	21	1.71%
	Total	55	5.40%	4	1.89%	59	4.79%
Face-To-Face	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
Face-To-Face	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	0	0.00%	0	0.00%	0	0.00%
Fax	Medicaid Only	12	1.18%	1	0.47%	13	1.06%
Fax	Dual Benefits	1	0.10%	0	0.00%	1	0.08%
	Total	13	1.28%	1	0.47%	14	1.14%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
File Transfer	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	0	0.00%	0	0.00%	0	0.00%
IVR	Medicaid Only	35	3.43%	6	2.83%	41	3.33%
IVR	Dual Benefits	69	6.77%	17	8.02%	86	6.99%
	Total	104	10.21%	23	10.85%	127	10.32%
Mail	Medicaid Only	4	0.39%	0	0.00%	4	0.32%
Mail	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	4	0.39%	0	0.00%	4	0.32%
Website	Medicaid Only	7	0.69%	4	1.89%	11	0.89%
Website	Dual Benefits	44	4.32%	20	9.43%	64	5.20%
	Total	51	5.00%	24	11.32%	75	6.09%
TOTAL		1019	100%	212	100%	1231	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method

Reporting Period: 2/1/2019 - 2/28/2019
Generated: 3/4/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	453	90.96%	45	9.04%	498	100%
	Dual Benefits	339	74.67%	115	25.33%	454	100%
	Total	792	83.19%	160	16.81%	952	100%
Call Campaign	Medicaid Only	37	97.37%	1	2.63%	38	100%
	Dual Benefits	18	85.71%	3	14.29%	21	100%
	Total	55	93.22%	4	6.78%	59	100%
Face-To-Face	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	0	0.00%	0	0.00%	0	100%
Fax	Medicaid Only	12	92.31%	1	7.69%	13	100%
	Dual Benefits	1	100.00%	0	0.00%	1	100%
	Total	13	92.86%	1	7.14%	14	100%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	0	0.00%	0	0.00%	0	100%
IVR	Medicaid Only	35	85.37%	6	14.63%	41	100%
	Dual Benefits	69	80.23%	17	19.77%	86	100%
	Total	104	81.89%	23	18.11%	127	100%
Mail	Medicaid Only	4	100.00%	0	0.00%	4	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	4	100.00%	0	0.00%	4	100%
Website	Medicaid Only	7	63.64%	4	36.36%	11	100%
	Dual Benefits	44	68.75%	20	31.25%	64	100%
	Total	51	68.00%	24	32.00%	75	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments	
Aetna	Central	Medicaid Only	52	5.10%	8	3.77%
		Dual Benefits	42	4.12%	32	15.09%
		Total	94	9.22%	40	18.87%
	North West	Medicaid Only	29	2.85%	3	1.42%
		Dual Benefits	24	2.36%	5	2.36%
		Total	53	5.20%	8	3.77%
	South West	Medicaid Only	71	6.97%	6	2.83%
		Dual Benefits	40	3.93%	21	9.91%
		Total	111	10.89%	27	12.74%
	Total		258	25.32%	75	35.38%
Buckeye	North East	Medicaid Only	16	1.57%	0	0.00%
		Dual Benefits	14	1.37%	7	3.30%
		Total	30	2.94%	7	3.30%
	North West	Medicaid Only	39	3.83%	2	0.94%
		Dual Benefits	51	5.00%	6	2.83%
		Total	90	8.83%	8	3.77%
	West Central	Medicaid Only	63	6.18%	2	0.94%
		Dual Benefits	34	3.34%	14	6.60%
		Total	97	9.52%	16	7.55%
	Total		217	21.30%	31	14.62%
CareSource	East Central	Medicaid Only	29	2.85%	3	1.42%
		Dual Benefits	35	3.43%	6	2.83%
		Total	64	6.28%	9	4.25%
	North East	Medicaid Only	50	4.91%	9	4.25%
		Dual Benefits	79	7.75%	19	8.96%
		Total	129	12.66%	28	13.21%
	North East Central	Medicaid Only	13	1.28%	1	0.47%

CareSource	North East Central	Dual Benefits	25	2.45%	6	2.83%	
		Total	38	3.73%	7	3.30%	
	Total		231	22.67%	44	20.75%	
Molina	Central	Medicaid Only	22	2.16%	3	1.42%	
		Dual Benefits	18	1.77%	6	2.83%	
		Total	40	3.93%	9	4.25%	
	South West	Medicaid Only	35	3.43%	4	1.89%	
		Dual Benefits	29	2.85%	14	6.60%	
		Total	64	6.28%	18	8.49%	
	West Central	Medicaid Only	28	2.75%	4	1.89%	
		Dual Benefits	14	1.37%	3	1.42%	
		Total	42	4.12%	7	3.30%	
	Total		146	14.33%	34	16.04%	
	United	East Central	Medicaid Only	39	3.83%	5	2.36%
			Dual Benefits	25	2.45%	6	2.83%
Total			64	6.28%	11	5.19%	
North East		Medicaid Only	41	4.02%	5	2.36%	
		Dual Benefits	27	2.65%	10	4.72%	
		Total	68	6.67%	15	7.08%	
North East Central		Medicaid Only	21	2.06%	2	0.94%	
		Dual Benefits	14	1.37%	0	0.00%	
		Total	35	3.43%	2	0.94%	
Total			167	16.39%	28	13.21%	
Total			1019	100.00%	212	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	52	38.81%	8	16.33%	
		Dual Benefits	42	31.34%	32	65.31%	
		Total	94	70.15%	40	81.63%	
	Molina	Medicaid Only	22	16.42%	3	6.12%	
		Dual Benefits	18	13.43%	6	12.24%	
		Total	40	29.85%	9	18.37%	
	Total		134	100.00%	49	100.00%	
	East Central	CareSource	Medicaid Only	29	22.66%	3	15.00%
			Dual Benefits	35	27.34%	6	30.00%
Total			64	50.00%	9	45.00%	
United		Medicaid Only	39	30.47%	5	25.00%	
		Dual Benefits	25	19.53%	6	30.00%	
		Total	64	50.00%	11	55.00%	
Total			128	100.00%	20	100.00%	
North East		Buckeye	Medicaid Only	16	7.05%	0	0.00%
			Dual Benefits	14	6.17%	7	14.00%
	Total		30	13.22%	7	14.00%	
	CareSource	Medicaid Only	50	22.03%	9	18.00%	
		Dual Benefits	79	34.80%	19	38.00%	
		Total	129	56.83%	28	56.00%	
	United	Medicaid Only	41	18.06%	5	10.00%	
		Dual Benefits	27	11.89%	10	20.00%	
		Total	68	29.96%	15	30.00%	
	Total		227	100.00%	50	100.00%	
	North East Central	CareSource	Medicaid Only	13	17.81%	1	11.11%
			Dual Benefits	25	34.25%	6	66.67%
Total			38	52.05%	7	77.78%	

North East Central	United	Medicaid Only	21	28.77%	2	22.22%
		Dual Benefits	14	19.18%	0	0.00%
		Total	35	47.95%	2	22.22%
	Total		73	100.00%	9	100.00%
North West	Aetna	Medicaid Only	29	20.28%	3	18.75%
		Dual Benefits	24	16.78%	5	31.25%
		Total	53	37.06%	8	50.00%
	Buckeye	Medicaid Only	39	27.27%	2	12.50%
		Dual Benefits	51	35.66%	6	37.50%
		Total	90	62.94%	8	50.00%
	Total		143	100.00%	16	100.00%
	South West	Aetna	Medicaid Only	71	40.57%	6
Dual Benefits			40	22.86%	21	46.67%
Total			111	63.43%	27	60.00%
Molina		Medicaid Only	35	20.00%	4	8.89%
		Dual Benefits	29	16.57%	14	31.11%
		Total	64	36.57%	18	40.00%
Total			175	100.00%	45	100.00%
West Central		Buckeye	Medicaid Only	63	45.32%	2
	Dual Benefits		34	24.46%	14	60.87%
	Total		97	69.78%	16	69.57%
	Molina	Medicaid Only	28	20.14%	4	17.39%
		Dual Benefits	14	10.07%	3	13.04%
		Total	42	30.22%	7	30.43%
	Total		139	100.00%	23	100.00%
	Total		1019		212	

MyCare ASSIGNMENT BY REGION

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	85	4	Medicaid only	89
	97	555	Dual benefits	652
	182	559		741
East Central	76	2	Medicaid only	78
	71	546	Dual benefits	617
	147	548		695
North East	121	1	Medicaid only	122
	156	950	Dual benefits	1106
	277	951		1228
North East Central	37	0	Medicaid only	37
	45	305	Dual benefits	350
	82	305		387
North West	73	1	Medicaid only	74
	86	279	Dual benefits	365
	159	280		439
South West	116	1	Medicaid only	117
	104	661	Dual benefits	765
	220	662		882
West Central	97	0	Medicaid only	97
	65	412	Dual benefits	477
	162	412		574
Total For All Regions	1229	3717		4946

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 2/1/2019 - 2/28/2019
Generated: 3/4/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	52	8	2	62	8.36%
		Dual Benefits	42	32	256	330	44.47%
		(MCP) Total	94	40	258	392	52.83%
	Molina	Medicaid Only	22	3	2	27	3.64%
		Dual Benefits	18	6	299	323	43.53%
		(MCP) Total	40	9	301	350	47.17%
	(Region) Total		134	49	559	742	100.00%
East Central	CareSource	Medicaid Only	29	3	2	34	4.89%
		Dual Benefits	35	6	211	252	36.21%
		(MCP) Total	64	9	213	286	41.09%
	United	Medicaid Only	39	5	0	44	6.32%
		Dual Benefits	25	6	335	366	52.59%
		(MCP) Total	64	11	335	410	58.91%
	(Region) Total		128	20	548	696	100.00%
North East	Buckeye	Medicaid Only	16	0	1	17	1.38%
		Dual Benefits	14	7	327	348	28.34%
		(MCP) Total	30	7	328	365	29.72%
	CareSource	Medicaid Only	50	9	0	59	4.80%
		Dual Benefits	79	19	293	391	31.84%
		(MCP) Total	129	28	293	450	36.64%
	United	Medicaid Only	41	5	0	46	3.75%
		Dual Benefits	27	10	330	367	29.89%
		(MCP) Total	68	15	330	413	33.63%
	(Region) Total		227	50	951	1228	100.00%
	North East Central	CareSource	Medicaid Only	13	1	0	14
Dual Benefits			25	6	128	159	41.09%
(MCP) Total			38	7	128	173	44.70%
United		Medicaid Only	21	2	0	23	5.94%

North East Central	United	Dual Benefits	14	0	177	191	49.35%
		(MCP) Total	35	2	177	214	55.30%
	(Region) Total		73	9	305	387	100.00%
North West	Aetna	Medicaid Only	29	3	0	32	7.29%
		Dual Benefits	24	5	131	160	36.45%
		(MCP) Total	53	8	131	192	43.74%
	Buckeye	Medicaid Only	39	2	1	42	9.57%
		Dual Benefits	51	6	148	205	46.70%
		(MCP) Total	90	8	149	247	56.26%
(Region) Total		143	16	280	439	100.00%	
South West	Aetna	Medicaid Only	71	6	1	78	8.84%
		Dual Benefits	40	21	312	373	42.29%
		(MCP) Total	111	27	313	451	51.13%
	Molina	Medicaid Only	35	4	0	39	4.42%
		Dual Benefits	29	14	349	392	44.44%
		(MCP) Total	64	18	349	431	48.87%
(Region) Total		175	45	662	882	100.00%	
West Central	Buckeye	Medicaid Only	63	2	0	65	11.32%
		Dual Benefits	34	14	226	274	47.74%
		(MCP) Total	97	16	226	339	59.06%
	Molina	Medicaid Only	28	4	0	32	5.57%
		Dual Benefits	14	3	186	203	35.37%
		(MCP) Total	42	7	186	235	40.94%
(Region) Total		139	23	412	574	100.00%	
Total			1019	212	3717	4948	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	0	0	1	1	
			Dual Benefits	3	1	18	22	
			Total	3	1	19	23	
		Molina	Medicaid Only	0	2	0	2	
			Dual Benefits	0	0	19	19	
			Total	0	2	19	21	
		Total		3	3	38	44	
		Franklin	Aetna	Medicaid Only	45	8	1	54
				Dual Benefits	34	28	209	271
	Total			79	36	210	325	
	Molina		Medicaid Only	21	1	2	24	
			Dual Benefits	15	6	249	270	
			Total	36	7	251	294	
	Total			115	43	461	619	
	Madison		Aetna	Medicaid Only	4	0	0	4
				Dual Benefits	3	3	9	15
		Total		7	3	9	19	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	2	0	11	13	
			Total	3	0	11	14	
		Total		10	3	20	33	
Pickaway		Aetna	Medicaid Only	2	0	0	2	
			Dual Benefits	1	0	13	14	
	Total		3	0	13	16		
	Molina	Medicaid Only	0	0	0	0		
		Dual Benefits	0	0	9	9		
		Total	0	0	9	9		
	Total		3	0	22	25		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	1	0	7	8
			Total	2	0	7	9
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	11	12
			Total	1	0	11	12
		Total		3	0	18	21

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	52	8	2	62
			Dual Benefits	42	32	256	330
			Total	94	40	258	392
Molina			Medicaid Only	22	3	2	27
			Dual Benefits	18	6	299	323
			Total	40	9	301	350
Total				134	49	559	742

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Portage	CareSource	Medicaid Only	2	0	0	2
			Dual Benefits	1	1	28	30
			Total	3	1	28	32
		United	Medicaid Only	4	0	0	4
			Dual Benefits	1	0	49	50
			Total	5	0	49	54
	Total		8	1	77	86	
	Stark	CareSource	Medicaid Only	17	2	0	19
			Dual Benefits	14	2	78	94
			Total	31	4	78	113
		United	Medicaid Only	12	1	0	13
			Dual Benefits	6	3	108	117
			Total	18	4	108	130
	Total		49	8	186	243	
	Summit	CareSource	Medicaid Only	7	1	2	10
Dual Benefits			15	1	80	96	
Total			22	2	82	106	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	18	4	0	22
			Dual Benefits	17	3	151	171
			Total	35	7	151	193
		Total		57	9	233	299
	Wayne	CareSource	Medicaid Only	3	0	0	3
			Dual Benefits	5	2	25	32
			Total	8	2	25	35
		United	Medicaid Only	5	0	0	5
			Dual Benefits	1	0	27	28
			Total	6	0	27	33
	Total		14	2	52	68	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	29	3	2	34
			Dual Benefits	35	6	211	252
			Total	64	9	213	286
United			Medicaid Only	39	5	0	44
			Dual Benefits	25	6	335	366
			Total	64	11	335	410
Total				128	20	548	696

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	15	0	1	16
			Dual Benefits	7	6	223	236
			Total	22	6	224	252
		CareSource	Medicaid Only	33	7	0	40
			Dual Benefits	55	14	220	289
			Total	88	21	220	329
		United	Medicaid Only	34	4	0	38
			Dual Benefits	17	6	253	276
			Total	51	10	253	314
		Total		161	37	697	895
Geauga	Buckeye	Medicaid Only	1	0	0	1	
		Dual Benefits	0	0	5	5	
		Total	1	0	5	6	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	0	1	0	1	
			Dual Benefits	0	0	6	6	
			Total	0	1	6	7	
		United	Medicaid Only	2	1	0	3	
			Dual Benefits	0	0	6	6	
			Total	2	1	6	9	
		Total		3	2	17	22	
		Lake	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	1	0	38	39
	Total			1	0	38	39	
	CareSource		Medicaid Only	6	0	0	6	
			Dual Benefits	5	3	17	25	
			Total	11	3	17	31	
	United		Medicaid Only	1	0	0	1	
			Dual Benefits	2	1	18	21	
			Total	3	1	18	22	
	Total			15	4	73	92	
	Lorain		Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	6	0	40	46
				Total	6	0	40	46
			CareSource	Medicaid Only	10	1	0	11
				Dual Benefits	15	2	28	45
		Total		25	3	28	56	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	7	2	36	45	
			Total	9	2	36	47	
		Total		40	5	104	149	
		Medina	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	1	21	22
	Total			0	1	21	22	
CareSource	Medicaid Only		1	0	0	1		
	Dual Benefits		4	0	22	26		
	Total		5	0	22	27		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	2	0	0	2
			Dual Benefits	1	1	17	19
			Total	3	1	17	21
		Total		8	2	60	70
North EastRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	16	0	1	17
			Dual Benefits	14	7	327	348
			Total	30	7	328	365
CareSource			Medicaid Only	50	9	0	59
			Dual Benefits	79	19	293	391
			Total	129	28	293	450
United			Medicaid Only	41	5	0	46
			Dual Benefits	27	10	330	367
			Total	68	15	330	413
Total				227	50	951	1228

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North East Central</i>	Columbiana	CareSource	Medicaid Only	2	0	0	2	
			Dual Benefits	6	1	27	34	
			Total	8	1	27	36	
		United	Medicaid Only	0	0	0	0	
			Dual Benefits	5	0	39	44	
			Total	5	0	39	44	
		Total			13	1	66	80
		Mahoning	CareSource	Medicaid Only	5	1	0	6
				Dual Benefits	12	4	42	58
	Total			17	5	42	64	
	United		Medicaid Only	9	2	0	11	
			Dual Benefits	6	0	79	85	
			Total	15	2	79	96	
	Total			32	7	121	160	
	Trumbull	CareSource	Medicaid Only	6	0	0	6	
Dual Benefits			7	1	59	67		
Total			13	1	59	73		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	12	0	0	12
			Dual Benefits	3	0	59	62
			Total	15	0	59	74
	Total		28	1	118	147	
North East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	13	1	0	14
			Dual Benefits	25	6	128	159
			Total	38	7	128	173
United			Medicaid Only	21	2	0	23
			Dual Benefits	14	0	177	191
			Total	35	2	177	214
Total				73	9	305	387

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North West</i>	Fulton	Aetna	Medicaid Only	1	1	0	2	
			Dual Benefits	0	2	9	11	
			Total	1	3	9	13	
		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	8	10	
			Total	2	0	8	10	
		Total			3	3	17	23
		Lucas	Aetna	Medicaid Only	23	2	0	25
				Dual Benefits	16	3	92	111
	Total			39	5	92	136	
	Buckeye		Medicaid Only	35	1	1	37	
			Dual Benefits	42	5	108	155	
			Total	77	6	109	192	
	Total			116	11	201	328	
	Ottawa		Aetna	Medicaid Only	1	0	0	1
Dual Benefits				3	0	7	10	
Total		4		0	7	11		
Buckeye		Medicaid Only	2	0	0	2		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North West	Ottawa	Buckeye	Dual Benefits	0	0	9	9
			Total	2	0	9	11
		Total		6	0	16	22
	Wood	Aetna	Medicaid Only	4	0	0	4
			Dual Benefits	5	0	23	28
			Total	9	0	23	32
		Buckeye	Medicaid Only	2	1	0	3
			Dual Benefits	7	1	23	31
			Total	9	2	23	34
	Total		18	2	46	66	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	29	3	0	32
			Dual Benefits	24	5	131	160
			Total	53	8	131	192
Buckeye			Medicaid Only	39	2	1	42
			Dual Benefits	51	6	148	205
			Total	90	8	149	247
Total				143	16	280	439

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	21	2	0	23
			Dual Benefits	10	1	57	68
			Total	31	3	57	91
		Molina	Medicaid Only	11	0	0	11
			Dual Benefits	6	4	68	78
			Total	17	4	68	89
	Total		48	7	125	180	
	Clermont	Aetna	Medicaid Only	4	0	1	5
			Dual Benefits	1	2	32	35
			Total	5	2	33	40
		Molina	Medicaid Only	6	2	0	8
			Dual Benefits	2	0	46	48
			Total	8	2	46	56
Total			13	4	79	96	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	3	0	0	3	
			Dual Benefits	1	2	6	9	
			Total	4	2	6	12	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	1	1	14	16	
			Total	1	1	14	16	
		Total		5	3	20	28	
		Hamilton	Aetna	Medicaid Only	41	4	0	45
				Dual Benefits	25	12	186	223
	Total			66	16	186	268	
	Molina		Medicaid Only	16	2	0	18	
			Dual Benefits	18	9	192	219	
			Total	34	11	192	237	
	Total			100	27	378	505	
	Warren		Aetna	Medicaid Only	2	0	0	2
				Dual Benefits	3	4	31	38
		Total		5	4	31	40	
		Molina	Medicaid Only	2	0	0	2	
			Dual Benefits	2	0	29	31	
			Total	4	0	29	33	
		Total		9	4	60	73	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	71	6	1	78	
			Dual Benefits	40	21	312	373	
			Total	111	27	313	451	
Molina			Medicaid Only	35	4	0	39	
			Dual Benefits	29	14	349	392	
			Total	64	18	349	431	
Total				175	45	662	882	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	13	0	0	13	
			Dual Benefits	3	2	50	55	
			Total	16	2	50	68	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	10	0	0	10
			Dual Benefits	3	1	46	50
			Total	13	1	46	60
		Total		29	3	96	128
	Greene	Buckeye	Medicaid Only	9	0	0	9
			Dual Benefits	5	1	20	26
			Total	14	1	20	35
		Molina	Medicaid Only	2	1	0	3
			Dual Benefits	3	2	14	19
			Total	5	3	14	22
		Total		19	4	34	57
		Montgomery	Buckeye	Medicaid Only	41	2	0
	Dual Benefits			26	11	156	193
	Total			67	13	156	236
	Molina		Medicaid Only	16	3	0	19
Dual Benefits			8	0	126	134	
Total			24	3	126	153	
Total			91	16	282	389	
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	63	2	0	65
			Dual Benefits	34	14	226	274
			Total	97	16	226	339
Molina			Medicaid Only	28	4	0	32
			Dual Benefits	14	3	186	203
			Total	42	7	186	235
Total				139	23	412	574
Total				1019	212	3717	4948

**MyCare
 MEDICARE STATUS CHANGES BY
 MCP (Standalone Opt In/Opt Out)
 MCP and Region as a Percentage of Type**

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	3	2.10%	5	6.58%	8
	<i>North West</i>	7	4.90%	2	2.63%	9
	<i>South West</i>	18	12.59%	8	10.53%	26
	Total	28	19.58%	15	19.74%	43
Buckeye	<i>North East</i>	6	4.20%	1	1.32%	7
	<i>North West</i>	9	6.29%	2	2.63%	11
	<i>West Central</i>	12	8.39%	9	11.84%	21
	Total	27	18.88%	12	15.79%	39
CareSource	<i>East Central</i>	3	2.10%	6	7.89%	9
	<i>North East</i>	11	7.69%	16	21.05%	27
	<i>North East Central</i>	9	6.29%	4	5.26%	13
	Total	23	16.08%	26	34.21%	49

Molina	<i>Central</i>	12	8.39%	7	9.21%	19
	<i>South West</i>	13	9.09%	7	9.21%	20
	<i>West Central</i>	8	5.59%	3	3.95%	11
	Total	33	23.08%	17	22.37%	50
United	<i>East Central</i>	16	11.19%	3	3.95%	19
	<i>North East</i>	11	7.69%	2	2.63%	13
	<i>North East Central</i>	5	3.50%	1	1.32%	6
	Total	32	22.38%	6	7.89%	38
Total Changes		143	100.00%	76	100.00%	219

**MyCare
MEDICARE STATUS CHANGES BY
MCP (Standalone Opt In/Opt Out)
MCP and Region as a Percentage of Type**

Reporting Period: 2/1/2019 - 2/28/2019

Generated: 3/4/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	3	2.10%	5	6.58%	8
	<i>Molina</i>	12	8.39%	7	9.21%	19
	Total	15	10.49%	12	15.79%	27
North West	<i>Aetna</i>	7	4.90%	2	2.63%	9
	<i>Buckeye</i>	9	6.29%	2	2.63%	11
	Total	16	11.19%	4	5.26%	20
South West	<i>Aetna</i>	18	12.59%	8	10.53%	26
	<i>Molina</i>	13	9.09%	7	9.21%	20
	Total	31	21.68%	15	19.74%	46
North East	<i>Buckeye</i>	6	4.20%	1	1.32%	7
	<i>CareSource</i>	11	7.69%	16	21.05%	27
	<i>United</i>	11	7.69%	2	2.63%	13
	Total	28	19.58%	19	25.00%	47

West Central	<i>Buckeye</i>	12	8.39%	9	11.84%	21
	<i>Molina</i>	8	5.59%	3	3.95%	11
	Total	20	13.99%	12	15.79%	32
East Central	<i>CareSource</i>	3	2.10%	6	7.89%	9
	<i>United</i>	16	11.19%	3	3.95%	19
	Total	19	13.29%	9	11.84%	28
North East Central	<i>CareSource</i>	9	6.29%	4	5.26%	13
	<i>United</i>	5	3.50%	1	1.32%	6
	Total	14	9.79%	5	6.58%	19
Total Changes		143	100.00%	76	100.00%	219

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 2/1/2019 to 2/28/2019

Total Surveys Available for Completion: 50929

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	51	32.90%	89	57.42%	10	6.45%	5	3.23%	155	100.00%
Our answers to your questions	61	38.85%	85	54.14%	8	5.10%	3	1.91%	157	100.00%
Our courtesy to you and your family	120	75.47%	33	20.75%	5	3.14%	1	0.63%	159	100.00%
Overall, how would you rate our staff and services	87	55.77%	58	37.18%	8	5.13%	3	1.92%	156	100.00%
Total	319	50.88%	265	42.26%	31	4.94%	12	1.91%	627	100.00%

Number of Surveys Attempted: 1024

Number of Completed Customer Satisfaction Surveys: 160