



AUTOMATED HEALTH SYSTEMS

505 SOUTH HIGH STREET SUITE 200, COLUMBUS, OH 43228-PHONE 614-280-0000 FAX 614-280-0977

Ohio Medicaid Consumer Hotline Monthly Report March 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 3,898 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 34. 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 43 calls coming in through this queue for this month.

Activity Summary

- 407,781 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 300,295 Total Calls (inbound and outbound)
 - 38,873 Call Fire Campaign Calls
 - 8,147 MyCare Outreach Calls
 - 52,733 Renewal Outreach Calls
 - 3,801 MBIWD Outreach Calls
 - 3,898 Provider Calls
 - 34 Insure Kids Now/Governor's Hotline
- 9% abandonment rate
- 6 minutes 12 seconds average talk time
- 2 minutes 17 seconds average speed to answer

Ohio Consumer Hotline
March 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	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
Thurs	02/28/19	15659	14009	1715	37	15696	1650	11%	1722	17418	:38:34	:02:31	:06:11
Fri	03/01/19	13745	12267	1316	27	13772	1478	11%	1914	15686	:38:23	:02:42	:06:26
Sat	03/02/19	2171	2098	104	11	2182	73	3%	950	3132	:17:43	:02:05	:06:20
Sun	03/03/19	0	0	0	374	374	0	0%	0	374	:00:00	:00:00	:00:00
	Week end	78541	70607	8092	523	79064	7934	10%	8283	87347	:38:34	:02:37	:06:21
	Mar Only	15916	14365	1420	412	14777	1551	10%	2864	19192	:38:23	:02:24	:06:23
Mon	03/04/19	17235	15369	1765	13	17248	1866	11%	1753	19001	:41:09	:03:15	:06:26
Tues	03/05/19	14999	13429	1511	19	15018	1570	10%	2277	17295	:37:23	:03:03	:06:26
Wed	03/06/19	13589	12196	1221	13	13602	1393	10%	2620	16222	:28:00	:03:29	:06:21
Thurs	03/07/19	12264	11188	724	11	12275	1076	9%	1793	14068	:32:05	:02:09	:06:16
Fri	03/08/19	11117	10039	711	11	11128	1078	10%	1422	12550	:26:27	:02:40	:06:41
Sat	03/09/19	1421	1380	52	18	1439	41	3%	643	2082	:16:21	:01:19	:06:22
Sun	03/10/19	0	0	0	221	221	0	0%	0	221	:00:00	:00:00	:00:00
	Week end	70625	63601	5984	306	70931	7024	10%	10508	81439	:41:09	:02:39	:06:26
Mon	03/11/19	15056	13530	1384	23	15079	1526	10%	1070	16149	:23:27	:03:07	:06:14
Tues	03/12/19	12919	11721	1017	16	12935	1198	9%	1972	14907	:29:09	:02:16	:06:10
Wed	03/13/19	11756	10595	873	15	11771	1161	10%	1624	13395	:28:55	:02:28	:06:07
Thurs	03/14/19	10798	9749	786	18	10816	1049	10%	1406	12222	:25:19	:02:27	:06:18
Fri	03/15/19	8756	8163	383	14	8770	593	7%	878	9648	:21:09	:01:36	:06:19
Sat	03/16/19	1372	1328	46	8	1380	44	3%	576	1956	:12:01	:01:32	:05:52
Sun	03/17/19	0	0	0	281	281	0	0%	0	281	:00:00	:00:00	:00:00
	Week end	60657	55086	4489	375	61032	5571	9%	7526	68558	:29:09	:02:14	:06:13
Mon	03/18/19	13153	11874	1117	19	13172	1279	10%	995	14167	:27:58	:03:19	:06:08
Tues	03/19/19	12038	10835	870	19	12057	1203	10%	1949	14006	:25:05	:02:28	:06:10
Wed	03/20/19	11379	10345	790	26	11405	1034	9%	1298	12703	:30:17	:02:21	:06:08
Thurs	03/21/19	11100	10241	702	15	11115	859	8%	1336	12451	:24:20	:01:52	:05:57
Fri	03/22/19	9897	9155	560	11	9908	742	7%	1083	10991	:16:46	:01:51	:06:03
Sat	03/23/19	1676	1669	39	6	1682	7	0%	629	2311	:05:14	:00:47	:05:08
Sun	03/24/19	0	0	0	294	294	0	0%	0	294	:00:00	:00:00	:00:00
	Week end	59243	54119	4078	390	59633	5124	9%	7290	66923	:30:17	:02:06	:06:02
Mon	03/25/19	13023	11640	1072	17	13040	1383	11%	815	13855	:31:10	:02:50	:06:21
Tue	03/26/19	11575	10438	712	28	11603	1137	10%	1380	12983	:28:10	:02:35	:06:00
Wed	03/27/19	11134	10171	688	21	11155	963	9%	1117	12272	:29:16	:02:08	:05:48
Thu	03/28/19	10814	9926	613	29	10843	888	8%	1260	12103	:36:33	:02:06	:06:10
Fri	03/29/19	9726	8985	508	30	9756	741	8%	1041	10797	:24:59	:01:53	:06:13
Sat	03/30/19	1240	1236	40	13	1253	4	0%	607	1860	:03:55	:00:48	:06:13
Sun	03/31/19	0	0	0	313	313	0	0%	0	313	:00:00	:00:00	:00:00
	Week end	57512	52396	3633	451	57963	5116	9%	6220	64183	:36:33	:02:03	:06:06
	Month End	263953	239567	19604	1934	265887	24386	9%	34408	300295	:41:09	:02:17	:06:12

Ohio Consumer Hotline - Activity Summary Report

3/1/2019 to 3/31/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	1
	Governor Inquiry	1
	ODM Inquiry	20
	Web Contact	1
	Total	23
<i>FFS Billing</i>	Billing Number	461
	Claims Request	19
	General Billing Questions	495
	Received Bill (Needs Letter)	19
	Total	994
<i>General Benefits</i>	Application / Eligibility	1119
	Assisted Living	2
	Behavioral Health Redesign Questions	2
	Billing Number	91
	Certificate of Coverage	15
	Dental	211
	Equipment	54
	Family Planning	2
	Healthchek Services	10
	Home Health Care	16
	Hospice / Palliative Care	1
	Inquiry on Covered Services	832
	Long Term Care	17
	Medicaid Expansion	34
	Medlist Assist	2
	Opioid Treatment	1
	Physical / Occupational Therapy	2
	Pregnancy Related Services	12
Prescriptions	525	

	SRSP Benefits	45
	State Hearing	10
	Transportation	254
	Vision	73
	Total	3330
<i>HIPAA</i>	Information	2
	Request for Accounting for Disclosure	1
	Total	3
<i>Incident Report</i>	Billing Inquiry	168
	Reimbursement Inquiry	11
	Total	179
<i>Inquiry</i>	029 Error	131
	574 Error - Not Eligible	19
	Already Selected	294
	Called to Check on Just Cause Status	6
	CDJFS	1145
	Change in Name	103
	Change in Phone Number / Address	550
	Child Care	9
	General Questions	7216
	HEAP / PIP	2
	Hotline	1211
	Person Calling Not PIP / AG Head	277
	Referred Consumer to County Worker	726
	SNAP (Food Stamps)	416
	Social Security	19
	Status Change Request (Name, Address, Phone, Etc.)	425
	TANF (Cash Assistance)	34
	Transferred in Error	10
	WIC	9
	Total	12602
<i>Issue / Concern</i>	Issue / Concern about MCP	86
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	2

	Issue / Concern with ODM	13
	Total	102
Mailings	ABD EMP Enrollment Packet	3
	Billing Incident Letter	155
	CFC EMP Enrollment Packet	10
	JC Approval Change MCP	818
	JC Approval Change MCP - Requestor	72
	JC Approval FFS	33
	Mandatory Change MCP to MCP	370
	MBI-WD Application	6
	MBIWD_2PageStatementRequest	1
	Medicaid Application (7216)	226
	Medicaid Program Enrollment & Benefit Information	27
	MMC Mandatory	41497
	MMC Voluntary	705
	MyCare EMP Enrollment Packet	20
	MyCare Reminder Letter	3233
	MyCare TPL Approval Letter	4
	MyCare TPL Denial Letter	1
	New Mandatory	36
	New Mandatory CFC Adult	2
	OMH Mandatory MyCare Letter	55
QIT Packet	11	
Reimbursement Letter	15	
	Total	47300
Managed Care Info & Referral	Benefit Package	259
	Billing Number	415
	Called to Check on Doctors	63
	Card	1633
	Case Addition	41
	Case Closed	55
	Case Pending	250
	Category Closed	102
	Consumer Needs To Be Auto Re-Enrolled	12

	Failed Eligibility	382
	Information	2888
	Just Cause Status	66
	Open Enrollment Questions	531
	Payment	23
	Phone Numbers	629
	Provider Name	769
	Returned NME / Notice	4
	Transfer Request - Bureau of Managed Care	5
	Wanted Phone Number of MCP	714
	Total	8841
MBI-WD	AG Collections Questions	9
	Application / Eligibility	8
	Benefit Package / Covered Services	6
	Billing Number	4
	Card	5
	Premium Collection Issue - Needs Follow-Up	4
	Program Information	36
	Questions About Premiums	30
	Total	102
Medicaid (MAGI and ABD)	1095B FAQ	254
	Application Status	2457
	Behavioral Health Question / Inquiry	6
	Case Change	701
	Case Inquiry	13973
	Certificate of Coverage	44
	Citizenship/Other Verifications	562
	DDR Question / Inquiry	29
	DRC Question / Inquiry	3
	EOMB Question / Inquiry	3
	Estate Recovery	25
	Family Planning Services Question / Inquiry	12
	FFS Card	833
	General Program Information	4234

	HIPPA Question / Inquiry	3
	Home Health Care Question / Inquiry	19
	Income Guidelines/Questions	1493
	Long Term Care Question / Inquiry	35
	MBIWD Question / Inquiry	21
	Questions About Letter/NOA	876
	Re-Application on a Denied Case	111
	Renewal Application Reported	8584
	Renewal Questions	10096
	Reprint NOA or FFS Card	347
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	334
	Requested Telephone Application – Transfer to Collabor8	2182
	State Hearing	165
	Tort Question / Inquiry	7
	Veterans on Medicaid Program	2
	Total	47411
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	347
	Medicare Premium Assistance Program (Part B Payments)	1379
	On-site Facilitated Enrollment	5
	Part A Questions	251
	Part B Questions	1064
	Part C / Advantage Plan Questions	109
	Part D / PDP Questions	439
	Part D Letter Inquiry	29
	Total	3623
MyCare Ohio	General Information	1805
	Issue Accessing Services	156
	Loss of MyCare Eligibility	111
	Medicaid Only Benefit Information	226
	MyCare Ohio Card	296
	On-site facilitated enrollment	15
	Opt-In/Opt-Out Questions	1047
	Prescription Questions	131

	Transition of Care	12
	Total	3799
Ohio Benefits Self Service Portal	Access my Benefits	26
	Account Creation/Management	5
	Account Lock Out	9
	Application Assistance	5
	Apply for Benefits	21
	Call Transferred from Enterprise Help Desk to OMH	44
	County Office Location/Hours	1
	Electronic Verification	4
	Forgot Password Link	6
	Forgot User Name Link	4
	Frequently Asked Questions	2
	General Navigation	9
	How to use this Site	5
	Internet Browser Issue	1
	Message Center	11
	Provided Link to Website	53
	Renewal Packet Questions	15
	SNAP/TANF Questions	2
	Submit Error Issue	29
	Transfer Call to Tier 2/3	35
Total	287	
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	46
	Case Inquiry/Case Status	737
	Contact CDJS	194
	Did Not Give Audio Signature to Complete Telephone Application	2
	Electronic Verification Process	7
	Journal Creation & Management	268
	MAGI (Modified Adjusted Gross Income) Program Information	1
	Notice of Action Explanation	41
	Reapply on a Denied Case	4
	Reprint FFS card from Hotline	355

	Reprint NOA from Hotline	25
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	97
	Requested Telephone Application, transfer to Collobor8	623
	Total	2400
<i>Prior Authorization</i>	How to Obtain	131
	Letter	4
	Program Information	86
	Status	42
	Transfer Request - Needs Follow-Up	1
	Total	264
<i>Provider</i>	Electronic Visit Verification (EVV) Initiative Letter	15
	Fee-For-Service Provider Names	73
	Referred to MCP For Provider List	75
	Referred to ODM Website for Provider List	12
	Referred to State Board to File Complaint Against Provider	1
	Total	176
<i>Reimbursement</i>	Decision	10
	Information	85
	State Hearing	1
	Total	96
<i>State Hearings</i>	How to Request	139
	Program Information	55
	Status	26
	Total	220
<i>Surveys</i>	Call Center Survey	1172
	Total	1172
<i>Tasks</i>	Consumer Issue/Concerns	36
	MMC Contact	146
	Enrollment Research	1228
	Enrollment Issue Research	520
	Billing Research	183
	Reimbursement Letter	12
	Just Cause	1607
	Claims Request	28

	DRP Research Packet Status	3
	Further Research Needed	299
	Medicare Premium Payments Research	57
	MITS-Issue	1
	MBIWD-Overpayment Call	1
	MBIWD-Premium Issue	3
	MBIWD-Refund Research	2
	MBIWD-Research Correspondence Issues	1
	QIT-Under Income	10
	Web Contact Us-OMH Website	619
	ODM-Consumer Complaints	75
	ODM-Provider Complaints	312
	ODM-Just Cause	8
	Total	5151
<i>Third Party Liability</i>	Cannot Resolve with CDJFS - Needs Follow-Up	20
	General Information	123
	Need Medications Now	13
	Referral to Case Worker	100
	Referral to TPL Vendor	36
	Total	292
<i>Waiver</i>	Application / Eligibility	170
	Benefit Package / Covered Services	62
	Billing Number	1
	Card	12
	Change	8
	Estate Recovery	2
	Hearing	2
	Patient Evaluation	7
	Patient Liability	20
	Program Information	209
	Waiting List	5
	Total	498

Ohio Consumer Hotline - Total Number of Calls by Referral

3/1/2019 to 3/31/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	370
	ACS / First Health	44
	ADAMH	1
	Area Agency on Aging	47
	BCCP Regional Agency	1
	BCMh	1
	Case Management Agency	38
	Caseworker	731
	Child Support Enforcement Agency	5
	Complaint Department	1
	County Department of Job & Family Services	4333
	First Link	5
	Food Stamp Hotline	78
	Golden Buckeye Hotline	2
	Help Me Grow Hotline	3
	Home Health Agency	1
	Info & Refer	557
	In-House	15
	Legal Aid	7
	Managed Care Plan	1000
	Managed Care/Just Cause Section	7
	MR / DD Board	3
	ODM	9
	Ohio Department of Insurance	24
	Ohio's Best Rx	14
	Ombudsman	6
	OSHIIP	59
	Other Medical Services Agency	44

Other Social Services Agency	21
Out-of-State Medicaid Hotline	30
Pharmacy	76
Prescription Drug Plan (PDP)	49
Provider	300
Provider Services Call Center	191
Public Children's Services	9
Social Security Administration	70
State Hearing Division	164
State Medical Board	3
Supervisor	29
Tort Unit	32
Website - ODM	28
WIC Office	2

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

Reporting Period: 3/1/2019 - 3/31/2019
 Generated: 4/2/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	59	46.83%	245	84.19%	304	72.90%
Call Campaign	52	41.27%	8	2.75%	60	14.39%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	7	5.56%	12	4.12%	19	4.56%
IVR	3	2.38%	13	4.47%	16	3.84%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	5	3.97%	13	4.47%	18	4.32%
TOTAL	126	100%	291	100%	417	100%

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

Reporting Period: 3/1/2019 - 3/31/2019
 Generated: 4/2/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	59	19.41%	245	80.59%	304	100%
Call Campaign	52	86.67%	8	13.33%	60	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	7	36.84%	12	63.16%	19	100%
IVR	3	18.75%	13	81.25%	16	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	5	27.78%	13	72.22%	18	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: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	4	3.17%	11	3.78%
	North East	11	8.73%	12	4.12%
	West	4	3.17%	10	3.44%
	Total	19	15.08%	33	11.34%
CareSource	Central/South East	16	12.70%	111	38.14%
	North East	24	19.05%	39	13.40%
	West	17	13.49%	32	11.00%
	Total	57	45.24%	182	62.54%
Molina	Central/South East	5	3.97%	21	7.22%
	North East	2	1.59%	1	0.34%
	West	5	3.97%	2	0.69%
	Total	12	9.52%	24	8.25%
Paramount	Central/South East	1	0.79%	2	0.69%
	North East	6	4.76%	2	0.69%
	West	3	2.38%	15	5.15%
	Total	10	7.94%	19	6.53%
United	Central/South East	9	7.14%	16	5.50%
	North East	13	10.32%	15	5.15%
	West	6	4.76%	2	0.69%
	Total	28	22.22%	33	11.34%
Total		126	100.00%	291	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	4	11.43%	11	6.83%
	CareSource	16	45.71%	111	68.94%
	Molina	5	14.29%	21	13.04%
	Paramount	1	2.86%	2	1.24%
	United	9	25.71%	16	9.94%
	Total		35	100.00%	161
North East	Buckeye	11	19.64%	12	17.39%
	CareSource	24	42.86%	39	56.52%
	Molina	2	3.57%	1	1.45%
	Paramount	6	10.71%	2	2.90%
	United	13	23.21%	15	21.74%
	Total		56	100.00%	69
West	Buckeye	4	11.43%	10	16.39%
	CareSource	17	48.57%	32	52.46%
	Molina	5	14.29%	2	3.28%
	Paramount	3	8.57%	15	24.59%
	United	6	17.14%	2	3.28%
	Total		35	100.00%	61
Total				126	291

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

Reporting Period: 3/1/2019 - 3/31/2019
Generated: 4/3/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	196	190	386
North East	125	263	388
West	96	225	321
Total For All Regions	417	678	1095

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

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	4	11	17	32	8.29%
	CareSource	16	111	30	157	40.67%
	Molina	5	21	53	79	20.47%
	Paramount	1	2	57	60	15.54%
	United	9	16	33	58	15.03%
	(Region) Total		35	161	190	386
North East	Buckeye	11	12	46	69	17.78%
	CareSource	24	39	70	133	34.28%
	Molina	2	1	52	55	14.18%
	Paramount	6	2	50	58	14.95%
	United	13	15	45	73	18.81%
	(Region) Total		56	69	263	388
West	Buckeye	4	10	13	27	8.41%
	CareSource	17	32	47	96	29.91%
	Molina	5	2	46	53	16.51%
	Paramount	3	15	71	89	27.73%
	United	6	2	48	56	17.45%
	(Region) Total		35	61	225	321
Total		126	291	678	1095	

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

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1338	25.86%	3832	67.94%	5170	47.81%
Call Campaign	1993	38.52%	365	6.47%	2358	21.81%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	2	0.04%	1	0.02%	3	0.03%
File Transfer	1689	32.64%	216	3.83%	1905	17.62%
IVR	92	1.78%	567	10.05%	659	6.09%
Mail	0	0.00%	1	0.02%	1	0.01%
Website	60	1.16%	658	11.67%	718	6.64%
TOTAL	5174	100%	5640	100%	10814	100%

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

Reporting Period: 3/1/2019 - 3/31/2019
Generated: 4/2/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1338	25.88%	3832	74.12%	5170	100%
Call Campaign	1993	84.52%	365	15.48%	2358	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	2	66.67%	1	33.33%	3	100%
File Transfer	1689	88.66%	216	11.34%	1905	100%
IVR	92	13.96%	567	86.04%	659	100%
Mail	0	0.00%	1	100.00%	1	100%
Website	60	8.36%	658	91.64%	718	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: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	197	3.81%	78	1.38%
	North East	317	6.13%	222	3.94%
	West	159	3.07%	132	2.34%
	Total	673	13.01%	432	7.66%
CareSource	Central/South East	662	12.79%	1248	22.13%
	North East	1177	22.75%	1214	21.52%
	West	816	15.77%	1434	25.43%
	Total	2655	51.31%	3896	69.08%
Molina	Central/South East	295	5.70%	231	4.10%
	North East	154	2.98%	23	0.41%
	West	154	2.98%	75	1.33%
	Total	603	11.65%	329	5.83%
Paramount	Central/South East	99	1.91%	30	0.53%
	North East	162	3.13%	55	0.98%
	West	259	5.01%	388	6.88%
	Total	520	10.05%	473	8.39%
United	Central/South East	223	4.31%	211	3.74%
	North East	332	6.42%	229	4.06%
	West	168	3.25%	70	1.24%
	Total	723	13.97%	510	9.04%
Total		5174	100.00%	5640	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	197	13.35%	78	4.34%
	CareSource	662	44.85%	1248	69.41%
	Molina	295	19.99%	231	12.85%
	Paramount	99	6.71%	30	1.67%
	United	223	15.11%	211	11.74%
	Total	1476	100.00%	1798	100.00%
North East	Buckeye	317	14.80%	222	12.74%
	CareSource	1177	54.95%	1214	69.65%
	Molina	154	7.19%	23	1.32%
	Paramount	162	7.56%	55	3.16%
	United	332	15.50%	229	13.14%
	Total	2142	100.00%	1743	100.00%
West	Buckeye	159	10.22%	132	6.29%
	CareSource	816	52.44%	1434	68.32%
	Molina	154	9.90%	75	3.57%
	Paramount	259	16.65%	388	18.48%
	United	168	10.80%	70	3.33%
	Total	1556	100.00%	2099	100.00%
Total		5174		5640	

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

Reporting Period: 3/1/2019 - 3/31/2019
Generated: 4/3/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	3274	8391	11665
North East	3885	12145	16030
West	3655	10989	14644
Total For All Regions	10814	31525	42339

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

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	197	78	1917	2192	18.79%
	CareSource	662	1248	2411	4321	37.04%
	Molina	295	231	1717	2243	19.23%
	Paramount	99	30	1271	1400	12.00%
	United	223	211	1075	1509	12.94%
	(Region) Total		1476	1798	8391	11665
North East	Buckeye	317	222	2792	3331	20.78%
	CareSource	1177	1214	3425	5816	36.28%
	Molina	154	23	2063	2240	13.97%
	Paramount	162	55	2032	2249	14.03%
	United	332	229	1833	2394	14.93%
	(Region) Total		2142	1743	12145	16030
West	Buckeye	159	132	2368	2659	18.16%
	CareSource	816	1434	3085	5335	36.43%
	Molina	154	75	1807	2036	13.90%
	Paramount	259	388	2172	2819	19.25%
	United	168	70	1557	1795	12.26%
	(Region) Total		1556	2099	10989	14644
Total		5174	5640	31525	42339	

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

Reporting Period: 3/1/2019 - 3/31/2019
Generated: 4/2/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Dual Benefits	297	41.83%	210	75.54%	507	51.32%
Call	Medicaid Only	249	35.07%	35	12.59%	284	28.74%
	Total	546	76.90%	245	88.13%	791	80.06%
Call Campaign	Dual Benefits	17	2.39%	4	1.44%	21	2.13%
Call Campaign	Medicaid Only	11	1.55%	2	0.72%	13	1.32%
	Total	28	3.94%	6	2.16%	34	3.44%
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	13	1.83%	3	1.08%	16	1.62%
Fax	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	13	1.83%	3	1.08%	16	1.62%
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	Dual Benefits	57	8.03%	8	2.88%	65	6.58%
IVR	Medicaid Only	26	3.66%	3	1.08%	29	2.94%
	Total	83	11.69%	11	3.96%	94	9.51%
Mail	Medicaid Only	1	0.14%	0	0.00%	1	0.10%
Mail	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	1	0.14%	0	0.00%	1	0.10%
Website	Medicaid Only	9	1.27%	1	0.36%	10	1.01%
Website	Dual Benefits	30	4.23%	12	4.32%	42	4.25%
	Total	39	5.49%	13	4.68%	52	5.26%
TOTAL		710	100%	278	100%	988	100%

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

Reporting Period: 3/1/2019 - 3/31/2019
Generated: 4/2/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	249	87.68%	35	12.32%	284	100%
	Dual Benefits	297	58.58%	210	41.42%	507	100%
	Total	546	69.03%	245	30.97%	791	100%
Call Campaign	Medicaid Only	11	84.62%	2	15.38%	13	100%
	Dual Benefits	17	80.95%	4	19.05%	21	100%
	Total	28	82.35%	6	17.65%	34	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	13	81.25%	3	18.75%	16	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	13	81.25%	3	18.75%	16	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	26	89.66%	3	10.34%	29	100%
	Dual Benefits	57	87.69%	8	12.31%	65	100%
	Total	83	88.30%	11	11.70%	94	100%
Mail	Medicaid Only	1	100.00%	0	0.00%	1	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	1	100.00%	0	0.00%	1	100%
Website	Medicaid Only	9	90.00%	1	10.00%	10	100%
	Dual Benefits	30	71.43%	12	28.57%	42	100%
	Total	39	75.00%	13	25.00%	52	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	31	4.37%	13	4.68%	
		Dual Benefits	51	7.18%	96	34.53%	
		Total	82	11.55%	109	39.21%	
	North West	Medicaid Only	9	1.27%	3	1.08%	
		Dual Benefits	14	1.97%	10	3.60%	
		Total	23	3.24%	13	4.68%	
	South West	Medicaid Only	30	4.23%	4	1.44%	
		Dual Benefits	48	6.76%	9	3.24%	
		Total	78	10.99%	13	4.68%	
	Total		183	25.77%	135	48.56%	
	Buckeye	North East	Medicaid Only	8	1.13%	0	0.00%
			Dual Benefits	13	1.83%	5	1.80%
Total			21	2.96%	5	1.80%	
North West		Medicaid Only	13	1.83%	1	0.36%	
		Dual Benefits	15	2.11%	9	3.24%	
		Total	28	3.94%	10	3.60%	
West Central		Medicaid Only	32	4.51%	4	1.44%	
		Dual Benefits	30	4.23%	17	6.12%	
		Total	62	8.73%	21	7.55%	
Total			111	15.63%	36	12.95%	
CareSource		East Central	Medicaid Only	21	2.96%	1	0.36%
			Dual Benefits	16	2.25%	7	2.52%
	Total		37	5.21%	8	2.88%	
	North East	Medicaid Only	37	5.21%	5	1.80%	
		Dual Benefits	78	10.99%	24	8.63%	
		Total	115	16.20%	29	10.43%	
	North East Central	Medicaid Only	8	1.13%	0	0.00%	

CareSource	North East Central	Dual Benefits	12	1.69%	4	1.44%	
		Total	20	2.82%	4	1.44%	
	Total		172	24.23%	41	14.75%	
Molina	Central	Medicaid Only	9	1.27%	1	0.36%	
		Dual Benefits	26	3.66%	15	5.40%	
		Total	35	4.93%	16	5.76%	
	South West	Medicaid Only	31	4.37%	2	0.72%	
		Dual Benefits	28	3.94%	7	2.52%	
		Total	59	8.31%	9	3.24%	
	West Central	Medicaid Only	15	2.11%	2	0.72%	
		Dual Benefits	12	1.69%	6	2.16%	
		Total	27	3.80%	8	2.88%	
	Total		121	17.04%	33	11.87%	
	United	East Central	Medicaid Only	21	2.96%	2	0.72%
			Dual Benefits	10	1.41%	5	1.80%
Total			31	4.37%	7	2.52%	
North East		Medicaid Only	29	4.08%	6	2.16%	
		Dual Benefits	40	5.63%	9	3.24%	
		Total	69	9.72%	15	5.40%	
North East Central		Medicaid Only	15	2.11%	0	0.00%	
		Dual Benefits	8	1.13%	11	3.96%	
		Total	23	3.24%	11	3.96%	
Total			123	17.32%	33	11.87%	
Total			710	100.00%	278	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	31	26.50%	13	10.40%	
		Dual Benefits	51	43.59%	96	76.80%	
		Total	82	70.09%	109	87.20%	
	Molina	Medicaid Only	9	7.69%	1	0.80%	
		Dual Benefits	26	22.22%	15	12.00%	
		Total	35	29.91%	16	12.80%	
	Total		117	100.00%	125	100.00%	
	East Central	CareSource	Medicaid Only	21	30.88%	1	6.67%
			Dual Benefits	16	23.53%	7	46.67%
Total			37	54.41%	8	53.33%	
United		Medicaid Only	21	30.88%	2	13.33%	
		Dual Benefits	10	14.71%	5	33.33%	
		Total	31	45.59%	7	46.67%	
Total			68	100.00%	15	100.00%	
North East		Buckeye	Medicaid Only	8	3.90%	0	0.00%
			Dual Benefits	13	6.34%	5	10.20%
	Total		21	10.24%	5	10.20%	
	CareSource	Medicaid Only	37	18.05%	5	10.20%	
		Dual Benefits	78	38.05%	24	48.98%	
		Total	115	56.10%	29	59.18%	
	United	Medicaid Only	29	14.15%	6	12.24%	
		Dual Benefits	40	19.51%	9	18.37%	
		Total	69	33.66%	15	30.61%	
	Total		205	100.00%	49	100.00%	
	North East Central	CareSource	Medicaid Only	8	18.60%	0	0.00%
			Dual Benefits	12	27.91%	4	26.67%
Total			20	46.51%	4	26.67%	

North East Central	United	Medicaid Only	15	34.88%	0	0.00%
		Dual Benefits	8	18.60%	11	73.33%
		Total	23	53.49%	11	73.33%
	Total		43	100.00%	15	100.00%
North West	Aetna	Medicaid Only	9	17.65%	3	13.04%
		Dual Benefits	14	27.45%	10	43.48%
		Total	23	45.10%	13	56.52%
	Buckeye	Medicaid Only	13	25.49%	1	4.35%
		Dual Benefits	15	29.41%	9	39.13%
		Total	28	54.90%	10	43.48%
	Total		51	100.00%	23	100.00%
	South West	Aetna	Medicaid Only	30	21.90%	4
Dual Benefits			48	35.04%	9	40.91%
Total			78	56.93%	13	59.09%
Molina		Medicaid Only	31	22.63%	2	9.09%
		Dual Benefits	28	20.44%	7	31.82%
		Total	59	43.07%	9	40.91%
Total			137	100.00%	22	100.00%
West Central		Buckeye	Medicaid Only	32	35.96%	4
	Dual Benefits		30	33.71%	17	58.62%
	Total		62	69.66%	21	72.41%
	Molina	Medicaid Only	15	16.85%	2	6.90%
		Dual Benefits	12	13.48%	6	20.69%
		Total	27	30.34%	8	27.59%
	Total		89	100.00%	29	100.00%
	Total		710		278	

MyCare ASSIGNMENT BY REGION

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/3/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	54	1	Medicaid only	55
	188	465	Dual benefits	653
	242	466		708
East Central	45	2	Medicaid only	47
	38	478	Dual benefits	516
	83	480		563
North East	85	0	Medicaid only	85
	169	942	Dual benefits	1111
	254	942		1196
North East Central	23	1	Medicaid only	24
	35	226	Dual benefits	261
	58	227		285
North West	26	1	Medicaid only	27
	48	246	Dual benefits	294
	74	247		321
South West	67	1	Medicaid only	68
	92	521	Dual benefits	613
	159	522		681
West Central	53	0	Medicaid only	53
	65	258	Dual benefits	323
	118	258		376
Total For All Regions	988	3142		4130

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	31	13	1	45	6.36%
		Dual Benefits	51	96	135	282	39.83%
		(MCP) Total	82	109	136	327	46.19%
	Molina	Medicaid Only	9	1	0	10	1.41%
		Dual Benefits	26	15	330	371	52.40%
		(MCP) Total	35	16	330	381	53.81%
	(Region) Total		117	125	466	708	100.00%
East Central	CareSource	Medicaid Only	21	1	1	23	4.09%
		Dual Benefits	16	7	182	205	36.41%
		(MCP) Total	37	8	183	228	40.50%
	United	Medicaid Only	21	2	1	24	4.26%
		Dual Benefits	10	5	296	311	55.24%
		(MCP) Total	31	7	297	335	59.50%
	(Region) Total		68	15	480	563	100.00%
North East	Buckeye	Medicaid Only	8	0	0	8	0.67%
		Dual Benefits	13	5	339	357	29.85%
		(MCP) Total	21	5	339	365	30.52%
	CareSource	Medicaid Only	37	5	0	42	3.51%
		Dual Benefits	78	24	294	396	33.11%
		(MCP) Total	115	29	294	438	36.62%
	United	Medicaid Only	29	6	0	35	2.93%
		Dual Benefits	40	9	309	358	29.93%
		(MCP) Total	69	15	309	393	32.86%
	(Region) Total		205	49	942	1196	100.00%
	North East Central	CareSource	Medicaid Only	8	0	1	9
Dual Benefits			12	4	91	107	37.54%
(MCP) Total			20	4	92	116	40.70%
United		Medicaid Only	15	0	0	15	5.26%

North East Central	United	Dual Benefits	8	11	135	154	54.04%
		(MCP) Total	23	11	135	169	59.30%
	(Region) Total		43	15	227	285	100.00%
North West	Aetna	Medicaid Only	9	3	1	13	4.05%
		Dual Benefits	14	10	100	124	38.63%
		(MCP) Total	23	13	101	137	42.68%
	Buckeye	Medicaid Only	13	1	0	14	4.36%
		Dual Benefits	15	9	146	170	52.96%
		(MCP) Total	28	10	146	184	57.32%
(Region) Total		51	23	247	321	100.00%	
South West	Aetna	Medicaid Only	30	4	1	35	5.14%
		Dual Benefits	48	9	241	298	43.76%
		(MCP) Total	78	13	242	333	48.90%
	Molina	Medicaid Only	31	2	0	33	4.85%
		Dual Benefits	28	7	280	315	46.26%
		(MCP) Total	59	9	280	348	51.10%
(Region) Total		137	22	522	681	100.00%	
West Central	Buckeye	Medicaid Only	32	4	0	36	9.57%
		Dual Benefits	30	17	145	192	51.06%
		(MCP) Total	62	21	145	228	60.64%
	Molina	Medicaid Only	15	2	0	17	4.52%
		Dual Benefits	12	6	113	131	34.84%
		(MCP) Total	27	8	113	148	39.36%
(Region) Total		89	29	258	376	100.00%	
Total			710	278	3142	4130	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	2	2	0	4	
			Dual Benefits	1	14	3	18	
			Total	3	16	3	22	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	1	1	20	22	
			Total	2	1	20	23	
		Total		5	17	23	45	
		Franklin	Aetna	Medicaid Only	27	10	1	38
				Dual Benefits	49	70	115	234
	Total			76	80	116	272	
	Molina		Medicaid Only	8	0	0	8	
			Dual Benefits	23	12	277	312	
			Total	31	12	277	320	
	Total			107	92	393	592	
	Madison		Aetna	Medicaid Only	0	1	0	1
				Dual Benefits	0	4	2	6
		Total		0	5	2	7	
		Molina	Medicaid Only	0	1	0	1	
			Dual Benefits	2	1	9	12	
			Total	2	2	9	13	
		Total		2	7	11	20	
Pickaway		Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	1	2	10	13	
	Total		1	2	10	13		
	Molina	Medicaid Only	0	0	0	0		
		Dual Benefits	0	1	20	21		
		Total	0	1	20	21		
	Total		1	3	30	34		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	2	0	0	2
			Dual Benefits	0	6	5	11
			Total	2	6	5	13
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	4	4
			Total	0	0	4	4
		Total		2	6	9	17

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	31	13	1	45
			Dual Benefits	51	96	135	282
			Total	82	109	136	327
Molina			Medicaid Only	9	1	0	10
			Dual Benefits	26	15	330	371
			Total	35	16	330	381
Total				117	125	466	708

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
East Central	Portage	CareSource	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	19	20	
			Total	1	0	19	20	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	1	0	28	29	
			Total	3	0	28	31	
		Total		4	0	47	51	
		Stark	CareSource	Medicaid Only	13	1	0	14
				Dual Benefits	6	5	50	61
	Total			19	6	50	75	
	United		Medicaid Only	10	0	1	11	
			Dual Benefits	3	1	81	85	
			Total	13	1	82	96	
	Total		32	7	132	171		
	Summit	CareSource	Medicaid Only	4	0	1	5	
Dual Benefits			6	1	91	98		
Total			10	1	92	103		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	9	2	0	11
			Dual Benefits	6	3	166	175
			Total	15	5	166	186
		Total		25	6	258	289
	Wayne	CareSource	Medicaid Only	4	0	0	4
			Dual Benefits	3	1	22	26
			Total	7	1	22	30
		United	Medicaid Only	0	0	0	0
			Dual Benefits	0	1	21	22
			Total	0	1	21	22
Total		7	2	43	52		

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	21	1	1	23
			Dual Benefits	16	7	182	205
			Total	37	8	183	228
United			Medicaid Only	21	2	1	24
			Dual Benefits	10	5	296	311
			Total	31	7	297	335
Total				68	15	480	563

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	7	0	0	7
			Dual Benefits	12	4	218	234
			Total	19	4	218	241
		CareSource	Medicaid Only	30	2	0	32
			Dual Benefits	70	19	211	300
			Total	100	21	211	332
		United	Medicaid Only	25	5	0	30
			Dual Benefits	33	6	226	265
			Total	58	11	226	295
		Total		177	36	655	868
	Geauga	Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	12	12
Total			0	0	12	12	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	5	7	
			Total	2	0	5	7	
		United	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	4	5	
			Total	1	0	4	5	
		Total		3	0	21	24	
		Lake	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	1	0	34	35
	Total			1	0	34	35	
	CareSource		Medicaid Only	1	1	0	2	
			Dual Benefits	1	3	20	24	
			Total	2	4	20	26	
	United		Medicaid Only	0	0	0	0	
			Dual Benefits	2	2	19	23	
			Total	2	2	19	23	
	Total			5	6	73	84	
	Lorain		Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	0	1	55	56
				Total	1	1	55	57
			CareSource	Medicaid Only	6	2	0	8
				Dual Benefits	3	1	44	48
		Total		9	3	44	56	
		United	Medicaid Only	1	0	0	1	
			Dual Benefits	2	0	42	44	
			Total	3	0	42	45	
		Total		13	4	141	158	
Medina		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	20	20	
	Total		0	0	20	20		
	CareSource	Medicaid Only	0	0	0	0		
		Dual Benefits	2	1	14	17		
		Total	2	1	14	17		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	3	1	0	4
			Dual Benefits	2	1	18	21
			Total	5	2	18	25
		Total		7	3	52	62
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	8	0	0	8
			Dual Benefits	13	5	339	357
			Total	21	5	339	365
CareSource			Medicaid Only	37	5	0	42
			Dual Benefits	78	24	294	396
			Total	115	29	294	438
United			Medicaid Only	29	6	0	35
			Dual Benefits	40	9	309	358
			Total	69	15	309	393
Total				205	49	942	1196

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	3	1	13	17	
			Total	5	1	13	19	
		United	Medicaid Only	7	0	0	7	
			Dual Benefits	3	1	24	28	
			Total	10	1	24	35	
		Total			15	2	37	54
		Mahoning	CareSource	Medicaid Only	2	0	0	2
				Dual Benefits	7	3	47	57
	Total			9	3	47	59	
	United		Medicaid Only	5	0	0	5	
			Dual Benefits	3	0	72	75	
			Total	8	0	72	80	
	Total			17	3	119	139	
	Trumbull		CareSource	Medicaid Only	4	0	1	5
Dual Benefits				2	0	31	33	
Total		6		0	32	38		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North East Central	Trumbull	United	Medicaid Only	3	0	0	3
			Dual Benefits	2	10	39	51
			Total	5	10	39	54
	Total		11	10	71	92	
North East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	8	0	1	9
			Dual Benefits	12	4	91	107
			Total	20	4	92	116
United			Medicaid Only	15	0	0	15
			Dual Benefits	8	11	135	154
			Total	23	11	135	169
Total				43	15	227	285

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North West	Fulton	Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	2	2	
			Total	0	0	2	2	
		Buckeye	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	5	6	
			Total	2	0	5	7	
		Total			2	0	7	9
		Lucas	Aetna	Medicaid Only	8	3	1	12
				Dual Benefits	11	6	84	101
	Total			19	9	85	113	
	Buckeye		Medicaid Only	11	1	0	12	
			Dual Benefits	12	5	102	119	
			Total	23	6	102	131	
	Total			42	15	187	244	
	Ottawa		Aetna	Medicaid Only	0	0	0	0
				Dual Benefits	1	1	7	9
Total		1		1	7	9		
Buckeye		Medicaid Only	0	0	0	0		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North West	Ottawa	Buckeye	Dual Benefits	0	1	16	17
			Total	0	1	16	17
		Total		1	2	23	26
	Wood	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	2	3	7	12
			Total	3	3	7	13
		Buckeye	Medicaid Only	1	0	0	1
			Dual Benefits	2	3	23	28
			Total	3	3	23	29
	Total		6	6	30	42	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	9	3	1	13
			Dual Benefits	14	10	100	124
			Total	23	13	101	137
Buckeye			Medicaid Only	13	1	0	14
			Dual Benefits	15	9	146	170
			Total	28	10	146	184
Total				51	23	247	321

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	4	2	0	6
			Dual Benefits	15	2	52	69
			Total	19	4	52	75
		Molina	Medicaid Only	6	1	0	7
			Dual Benefits	7	0	55	62
			Total	13	1	55	69
	Total			32	5	107	144
	Clermont	Aetna	Medicaid Only	7	0	0	7
			Dual Benefits	3	2	10	15
			Total	10	2	10	22
		Molina	Medicaid Only	7	0	0	7
			Dual Benefits	2	1	24	27
Total			9	1	24	34	
Total			19	3	34	56	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Clinton	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	3	3
			Total	0	0	3	3
		Molina	Medicaid Only	2	0	0	2
			Dual Benefits	1	0	8	9
			Total	3	0	8	11
	Total		3	0	11	14	
	Hamilton	Aetna	Medicaid Only	19	2	0	21
			Dual Benefits	25	4	131	160
			Total	44	6	131	181
		Molina	Medicaid Only	13	1	0	14
			Dual Benefits	17	4	152	173
			Total	30	5	152	187
	Total		74	11	283	368	
	Warren	Aetna	Medicaid Only	0	0	1	1
			Dual Benefits	5	1	45	51
			Total	5	1	46	52
		Molina	Medicaid Only	3	0	0	3
Dual Benefits			1	2	41	44	
Total			4	2	41	47	
Total		9	3	87	99		
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	30	4	1	35
			Dual Benefits	48	9	241	298
			Total	78	13	242	333
Molina			Medicaid Only	31	2	0	33
			Dual Benefits	28	7	280	315
			Total	59	9	280	348
Total				137	22	522	681
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Buckeye	Medicaid Only	1	1	0	2
			Dual Benefits	4	2	38	44
			Total	5	3	38	46

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	3	0	0	3
			Dual Benefits	5	0	25	30
			Total	8	0	25	33
		Total		13	3	63	79
	Greene	Buckeye	Medicaid Only	3	0	0	3
			Dual Benefits	2	2	25	29
			Total	5	2	25	32
		Molina	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	18	20
			Total	4	0	18	22
		Total		9	2	43	54
		Montgomery	Buckeye	Medicaid Only	28	3	0
	Dual Benefits			24	13	82	119
	Total			52	16	82	150
	Molina		Medicaid Only	10	2	0	12
Dual Benefits			5	6	70	81	
Total			15	8	70	93	
Total			67	24	152	243	
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	32	4	0	36
			Dual Benefits	30	17	145	192
			Total	62	21	145	228
Molina			Medicaid Only	15	2	0	17
			Dual Benefits	12	6	113	131
			Total	27	8	113	148
Total				89	29	258	376
Total				710	278	3142	4130

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

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	14	8.05%	14	20.29%	28
	<i>North West</i>	8	4.60%	2	2.90%	10
	<i>South West</i>	10	5.75%	8	11.59%	18
	Total	32	18.39%	24	34.78%	56
Buckeye	<i>North East</i>	5	2.87%	2	2.90%	7
	<i>North West</i>	8	4.60%	2	2.90%	10
	<i>West Central</i>	14	8.05%	8	11.59%	22
	Total	27	15.52%	12	17.39%	39
CareSource	<i>East Central</i>	6	3.45%	3	4.35%	9
	<i>North East</i>	22	12.64%	15	21.74%	37
	<i>North East Central</i>	3	1.72%	0	0.00%	3
	Total	31	17.82%	18	26.09%	49

Molina	<i>Central</i>	8	4.60%	5	7.25%	13
	<i>South West</i>	21	12.07%	4	5.80%	25
	<i>West Central</i>	7	4.02%	2	2.90%	9
	Total	36	20.69%	11	15.94%	47
United	<i>East Central</i>	29	16.67%	1	1.45%	30
	<i>North East</i>	15	8.62%	3	4.35%	18
	<i>North East Central</i>	4	2.30%	0	0.00%	4
	Total	48	27.59%	4	5.80%	52
Total Changes		174	100.00%	69	100.00%	243

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

Reporting Period: 3/1/2019 - 3/31/2019

Generated: 4/2/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	14	8.05%	14	20.29%	28
	<i>Molina</i>	8	4.60%	5	7.25%	13
	Total	22	12.64%	19	27.54%	41
North West	<i>Aetna</i>	8	4.60%	2	2.90%	10
	<i>Buckeye</i>	8	4.60%	2	2.90%	10
	Total	16	9.20%	4	5.80%	20
South West	<i>Aetna</i>	10	5.75%	8	11.59%	18
	<i>Molina</i>	21	12.07%	4	5.80%	25
	Total	31	17.82%	12	17.39%	43
North East	<i>Buckeye</i>	5	2.87%	2	2.90%	7
	<i>CareSource</i>	22	12.64%	15	21.74%	37
	<i>United</i>	15	8.62%	3	4.35%	18
	Total	42	24.14%	20	28.99%	62

West Central	<i>Buckeye</i>	14	8.05%	8	11.59%	22
	<i>Molina</i>	7	4.02%	2	2.90%	9
	Total	21	12.07%	10	14.49%	31
East Central	<i>CareSource</i>	6	3.45%	3	4.35%	9
	<i>United</i>	29	16.67%	1	1.45%	30
	Total	35	20.11%	4	5.80%	39
North East Central	<i>CareSource</i>	3	1.72%	0	0.00%	3
	<i>United</i>	4	2.30%	0	0.00%	4
	Total	7	4.02%	0	0.00%	7
Total Changes		174	100.00%	69	100.00%	243

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 3/1/2019 to 3/31/2019

Total Surveys Available for Completion: 57593

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	34	28.33%	75	62.50%	8	6.67%	3	2.50%	120	100.00%
Our answers to your questions	51	42.86%	60	50.42%	5	4.20%	3	2.52%	119	100.00%
Our courtesy to you and your family	77	64.17%	40	33.33%	3	2.50%	0	0.00%	120	100.00%
Overall, how would you rate our staff and services	64	53.33%	52	43.33%	2	1.67%	2	1.67%	120	100.00%
Total	226	47.18%	227	47.39%	18	3.76%	8	1.67%	479	100.00%

Number of Surveys Attempted: 1172

Number of Completed Customer Satisfaction Surveys: 120