



AUTOMATED **H**EALTH **S**YSTEMS

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Ohio Medicaid Consumer Hotline Monthly Report April 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 3,843 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 37. 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 49 calls coming in through this queue for this month.

Activity Summary

- 395,718 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 268,809 Total Calls (inbound and outbound)
 - 44,099 Call Fire Campaign Calls
 - 8,212 MyCare Outreach Calls
 - 67,188 Renewal Outreach Calls
 - 3,518 MBIWD Outreach Calls
 - 3,843 Provider Calls
 - 49 Insure Kids Now/Governor's Hotline
- 9% abandonment rate
- 5 minutes 59 seconds average talk time
- 2 minutes 24 seconds average speed to answer

Ohio Consumer Hotline
April 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	04/01/19	12987	11600	901	12	12999	1387	11%	1069	14068	:29:55	:03:34	:06:30
Tue	04/02/19	10992	9991	644	13	11005	1001	9%	1237	12242	:24:34	:02:10	:06:14
Wed	04/03/19	10595	9579	701	15	10610	1016	10%	1234	11844	:28:02	:02:26	:06:26
Thurs	04/04/19	10602	9630	557	15	10617	972	9%	1269	11886	:21:24	:02:08	:06:06
Fri	04/05/19	9823	9004	524	12	9835	819	8%	1134	10969	:22:08	:02:09	:06:13
Sat	04/06/19	1396	1389	29	2	1398	7	1%	162	1560	:07:28	:00:50	:04:59
Sun	04/07/19	0	0	0	247	247	0	0%	0	247	:00:00	:00:00	:00:00
	Week end	56395	51193	3356	316	56711	5202	9%	6105	62816	:29:55	:02:13	:06:14
Mon	04/08/19	13140	11679	964	17	13157	1461	11%	1095	14252	:27:10	:03:45	:06:09
Tues	04/09/19	11176	10023	664	12	11188	1153	10%	1462	12650	:25:50	:02:47	:06:18
Wed	04/10/19	10436	9563	543	18	10454	873	8%	1174	11628	:25:28	:02:04	:06:03
Thurs	04/11/19	9712	9003	448	12	9724	709	7%	1246	10970	:25:00	:01:53	:06:06
Fri	04/12/19	8905	8108	443	16	8921	797	9%	934	9855	:24:14	:02:19	:06:00
Sat	04/13/19	1122	1118	28	6	1128	4	0%	341	1469	:09:36	:00:43	:05:23
Sun	04/14/19	0	0	0	218	218	0	0%	0	218	:00:00	:00:00	:00:00
	Week end	54491	49494	3090	299	54790	4997	9%	6252	61042	:27:10	:02:16	:06:06
Mon	04/15/19	12291	11159	770	18	12309	1132	9%	1110	13419	:29:14	:03:05	:05:57
Tues	04/16/19	10814	9983	580	11	10825	831	8%	1519	12344	:19:21	:02:41	:05:51
Wed	04/17/19	9837	9062	502	7	9844	775	8%	1014	10858	:23:40	:02:41	:05:40
Thurs	04/18/19	9427	8748	468	11	9438	679	7%	1092	10530	:20:53	:01:41	:05:52
Fri	04/19/19	6379	6166	159	9	6388	213	3%	654	7042	:13:45	:01:40	:05:38
Sat	04/20/19	1136	1130	35	5	1141	6	1%	552	1693	:07:01	:00:48	:04:47
Sun	04/21/19	0	0	0	148	148	0	0%	0	148	:00:00	:00:00	:00:00
	Week end	49884	46248	2514	209	50093	3636	7%	5941	56034	:29:14	:02:06	:05:46
Mon	04/22/19	12157	10783	825	22	12179	1374	11%	738	12917	:28:31	:02:57	:05:53
Tues	04/23/19	10508	9389	653	12	10520	1119	11%	1265	11785	:28:55	:02:30	:05:56
Wed	04/24/19	11873	10728	889	22	11895	1145	10%	1198	13093	:29:35	:03:14	:05:34
Thurs	04/25/19	10876	9943	682	28	10904	933	9%	1501	12405	:28:44	:03:02	:05:44
Fri	04/26/19	8853	8212	452	15	8868	641	7%	1015	9883	:21:33	:01:37	:05:53
Sat	04/27/19	1272	1254	40	11	1283	18	1%	374	1657	:09:07	:01:11	:05:44
Sun	04/28/19	0	0	0	286	286	0	0%	0	286	:00:00	:00:00	:00:00
	Week end	55539	50309	3541	396	55935	5230	9%	6091	62026	:29:35	:02:25	:05:48
Mon	04/29/19	12726	11396	960	16	12742	1330	10%	930	13672	:29:45	:02:36	:05:51
Tue	04/30/19	11804	10535	937	28	11832	1269	11%	1387	13219	:29:58	:02:47	:06:05
	Month End	240839	219175	14398	1264	242103	21664	9%	26706	268809	:29:58	:02:24	:05:59

Ohio Consumer Hotline - Activity Summary Report

4/1/2019 to 4/30/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	3
	Governor Inquiry	1
	ODM Inquiry	21
	Web Contact	1
	Total	26
<i>FFS Billing</i>	Billing Number	539
	Claims Request	20
	General Billing Questions	500
	Received Bill (Needs Letter)	25
	Total	1084
<i>General Benefits</i>	Application / Eligibility	862
	Assisted Living	3
	Billing Number	96
	Certificate of Coverage	9
	Dental	213
	Equipment	66
	Family Planning	1
	Healthchek Services	8
	Home Health Care	28
	Inquiry on Covered Services	794
	Long Term Care	23
	Medicaid Expansion	38
	Medlist Assist	1
	Opioid Treatment	1
	Physical / Occupational Therapy	2
	Pregnancy Related Services	5
	Prescriptions	517
	SRSP Benefits	59
	State Hearing	7
	Transportation	311

General Benefits	Vision	56
	Total	3100
HIPAA	Information	2
	Total	2
Incident Report	Billing Inquiry	157
	Reimbursement Inquiry	9
	Total	166
Inquiry	029 Error	117
	574 Error - Not Eligible	18
	Already Selected	272
	Called to Check on Just Cause Status	13
	CDJFS	1209
	Change in Name	98
	Change in Phone Number / Address	488
	Child Care	3
	Customer Survey	2
	General Questions	6837
	HEAP / PIP	2
	Hotline	1244
	Person Calling Not PIP / AG Head	312
	Referred Consumer to County Worker	899
	SNAP (Food Stamps)	417
	Social Security	28
	Status Change Request (Name, Address, Phone, Etc.)	455
	TANF (Cash Assistance)	29
	Transferred in Error	5
	WIC	5
Total	12453	
Issue / Concern	Issue / Concern about MCP	95
	Issue / Concern about Provider	4
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	18
	Total	118
Mailings	ABD EMP Enrollment Packet	1

Mailings	Billing Incident Letter	144
	CFC EMP Enrollment Packet	12
	JC Approval Change MCP	168
	JC Approval Change MCP - Requestor	68
	JC Approval FFS	18
	Mandatory Change MCP to MCP	328
	MBI-WD Application	6
	Medicaid Application (7216)	223
	Medicaid Program Enrollment & Benefit Information	23
	MMC Mandatory	42212
	MMC Voluntary	276
	MyCare EMP Enrollment Packet	44
	MyCare Reminder Letter	2278
	MyCare TPL Approval Letter	6
	MyCare TPL Denial Letter	4
	New Mandatory	33
	New Mandatory CFC Adult	1
	OMH Mandatory MyCare Letter	24
	QIT Packet	29
	Reimbursement Letter	12
TPL Approval	2	
Total	45912	
Managed Care Info & Referral	Benefit Package	216
	Billing Number	432
	Called to Check on Doctors	58
	Card	1584
	Case Addition	43
	Case Closed	45
	Case Pending	212
	Category Closed	84
	Consumer Needs To Be Auto Re-Enrolled	14
	Failed Eligibility	423
	Information	2914
	Just Cause Status	68
	Open Enrollment Questions	506

Managed Care Info & Referral	Payment	18
	Phone Numbers	684
	Provider Name	744
	Returned NME / Notice	4
	Transfer Request - Bureau of Managed Care	7
	Wanted Phone Number of MCP	728
	Total	8784
MBI-WD	AG Collections Questions	3
	Application / Eligibility	16
	Benefit Package / Covered Services	4
	Billing Number	3
	Card	2
	Premium Collection Issue - Needs Follow-Up	3
	Program Information	45
	Questions About Premiums	37
	Total	113
Medicaid (MAGI and ABD)	1095B FAQ	176
	Application Status	2212
	BCCP Question / Inquiry	8
	Behavioral Health Question / Inquiry	4
	Case Change	792
	Case Inquiry	15029
	Certificate Of Coverage	46
	Citizenship/Other Verifications	602
	DDR Question / Inquiry	44
	DRC Question / Inquiry	2
	EOMB Question / Inquiry	1
	Estate Recovery	27
	Family Planning Services Question / Inquiry	11
	FFS Card	687
	General Program Information	4227
	HIPPA Question / Inquiry	6
	Home Health Care Question / Inquiry	27
Income Guidelines/Questions	1531	

Medicaid (MAGI and ABD)	Long Term Care Question / Inquiry	33
	MBIWD Question / Inquiry	13
	Questions About Letter/NOA	943
	Re-Application on a Denied Case	132
	Renewal Application Reported	7722
	Renewal Questions	10364
	Reprint NOA or FFS Card	360
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	291
	Requested Telephone Application – Transfer to Collabor8	2228
	State Hearing	197
	Tort Question / Inquiry	7
	Total	47722
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	467
	Medicare Premium Assistance Program (Part B Payments)	1564
	On-site Facilitated Enrollment	11
	Part A Questions	275
	Part B Questions	1247
	Part C / Advantage Plan Questions	96
	Part D / PDP Questions	424
	Part D Letter Inquiry	43
	Total	4127
MyCare Ohio	General Information	1801
	Issue Accessing Services	152
	Loss of MyCare Eligibility	120
	Medicaid Only Benefit Information	256
	MyCare Ohio Card	292
	On-site facilitated enrollment	18
	Opt-In/Opt-Out Questions	1030
	Prescription Questions	130
	Transition of Care	17
	Total	3816
Ohio Benefits Self Service Portal	Access my Benefits	18

Ohio Benefits Self Service Portal	Account Creation/Management	5
	Account Lock Out	13
	Application Assistance	3
	Apply for Benefits	17
	Call Transferred from Enterprise Help Desk to OMH	47
	County Office Location/Hours	2
	Electronic Verification	1
	Forgot Password Link	3
	Forgot User Name Link	2
	Frequently Asked Questions	9
	General Navigation	7
	How to use this Site	3
	Internet Browser Issue	1
	Message Center	12
	Provided Link to Website	43
	Renewal Packet Questions	13
	SNAP/TANF Questions	2
	Submit Error Issue	31
	Transfer Call to Tier 2/3	27
	Total	259
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	57
	Case Inquiry/Case Status	999
	Contact CDJS	297
	Did Not Give Audio Signature to Complete Telephone Application	3
	Electronic Verification Process	10
	Journal Creation & Management	243
	Notice of Action Explanation	80
	Reapply on a Denied Case	3
	Reprint FFS card from Hotline	377
	Reprint NOA from Hotline	24
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	138
	Requested Telephone Application, transfer to Collobor8	681
	Total	2912

Prior Authorization	How to Obtain	107
	Letter	5
	Program Information	89
	Status	65
	Transfer Request - Needs Follow-Up	1
	Total	267
Provider	Electronic Visit Verification (EVV) Initiative Letter	25
	Fee-For-Service Provider Names	68
	Referred to MCP For Provider List	65
	Referred to ODM Website For Provider List	17
	Total	175
Reimbursement	Decision	7
	Information	73
	State Hearing	2
	Total	82
State Hearings	How to Request	164
	Program Information	78
	Status	32
	Total	274
Surveys	Call Center Survey	1365
	Total	1365
Tasks	AHS Billing Research - Letter	172
	AHS Claims Request	36
	AHS Consumer Issue/Concerns	41
	AHS Enrollment Error	1098
	AHS Enrollment Issue	410
	AHS Just Cause	762
	AHS MBIWD - Premium Issue	5
	AHS MBIWD Linking	40
	AHS Medicare Premium Payments Research	57
	AHS MMC - Final Signed Letter / Email	1
	AHS MMC Contact	142
	AHS QIT Under Income	7
	AHS Reimbursement - Letter	10

Tasks	AHS Web Contact - OMH Website	520
	ODM Complaint - Consumer	84
	ODM Complaint - Provider	302
	ODM Just Cause	6
	Total	3693
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	13
	General Information	161
	Need Medications Now	15
	Referral to Case Worker	109
	Referral to TPL Vendor	48
	Total	346
Waiver	Application / Eligibility	232
	Benefit Package / Covered Services	68
	Billing Number	3
	Card	1
	Certificate of Coverage	1
	Change	19
	Estate Recovery	6
	Hearing	1
	Independent Provider	2
	Patient Evaluation	8
	Patient Liability	27
	Program Information	252
	Waiting List	3
	Total	623

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

4/1/2019 to 4/30/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	349
	ACS / First Health	61
	ADAMH	3
	Area Agency on Aging	39
	BCCP Regional Agency	2
	BCMh	6
	Case Management Agency	38
	Caseworker	736
	Child Support Enforcement Agency	5
	Complaint Department	6
	County Department of Job & Family Services	4142
	First Link	14
	Food Stamp Hotline	84
	Golden Buckeye Hotline	2
	HomeHealthAgency	3
	Info & Refer	750
	In-House	24
	Legal Aid	2
	Managed Care Plan	1007
	Managed Care/Just Cause Section	5
	MR / DD Board	14
	ODM	9
	Ohio Department of Insurance	18
	Ohio Hospice	1
	Ohio's Best Rx	12
	Ombudsman	7
	OSHIIP	55
	Other Medical Services Agency	40

Referral	Other Social Services Agency	21
	Out-of-State Medicaid Hotline	35
	Pharmacy	92
	Prescription Drug Plan (PDP)	50
	Provider	336
	Provider Services Call Center	234
	Public Children's Services	12
	Social Security Administration	54
	StateHearingDivision	257
	StateMedicalBoard	3
	Supervisor	39
	Tort Unit	46
	Veterans Services Office	1
	Website - ODM	35
	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: 4/1/2019 - 4/30/2019
 Generated: 5/3/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	72	50.35%	152	77.95%	224	66.27%
Call Campaign	52	36.36%	16	8.21%	68	20.12%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	9	6.29%	12	6.15%	21	6.21%
IVR	5	3.50%	9	4.62%	14	4.14%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	5	3.50%	6	3.08%	11	3.25%
TOTAL	143	100%	195	100%	338	100%

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

Reporting Period: 4/1/2019 - 4/30/2019
 Generated: 5/3/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	72	32.14%	152	67.86%	224	100%
Call Campaign	52	76.47%	16	23.53%	68	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	9	42.86%	12	57.14%	21	100%
IVR	5	35.71%	9	64.29%	14	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	5	45.45%	6	54.55%	11	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: 4/1/2019 - 4/30/2019
Generated: 5/3/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	5	3.50%	9	4.62%
	North East	12	8.39%	8	4.10%
	West	4	2.80%	4	2.05%
	Total	21	14.69%	21	10.77%
CareSource	Central/South East	13	9.09%	26	13.33%
	North East	22	15.38%	50	25.64%
	West	21	14.69%	30	15.38%
	Total	56	39.16%	106	54.36%
Molina	Central/South East	14	9.79%	14	7.18%
	North East	3	2.10%	1	0.51%
	West	11	7.69%	12	6.15%
	Total	28	19.58%	27	13.85%
Paramount	Central/South East	6	4.20%	4	2.05%
	North East	3	2.10%	1	0.51%
	West	8	5.59%	10	5.13%
	Total	17	11.89%	15	7.69%
United	Central/South East	2	1.40%	5	2.56%
	North East	12	8.39%	12	6.15%
	West	7	4.90%	9	4.62%
	Total	21	14.69%	26	13.33%
Total		143	100.00%	195	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	5	12.50%	9	15.52%
	CareSource	13	32.50%	26	44.83%
	Molina	14	35.00%	14	24.14%
	Paramount	6	15.00%	4	6.90%
	United	2	5.00%	5	8.62%
	Total	40	100.00%	58	100.00%
North East	Buckeye	12	23.08%	8	11.11%
	CareSource	22	42.31%	50	69.44%
	Molina	3	5.77%	1	1.39%
	Paramount	3	5.77%	1	1.39%
	United	12	23.08%	12	16.67%
	Total	52	100.00%	72	100.00%
West	Buckeye	4	7.84%	4	6.15%
	CareSource	21	41.18%	30	46.15%
	Molina	11	21.57%	12	18.46%
	Paramount	8	15.69%	10	15.38%
	United	7	13.73%	9	13.85%
	Total	51	100.00%	65	100.00%
Total		143		195	

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

Reporting Period: 4/1/2019 - 4/30/2019
Generated: 5/3/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	98	261	359
North East	124	314	438
West	116	313	429
Total For All Regions	338	888	1226

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

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	5	9	33	47	13.09%
	<i>CareSource</i>	13	26	53	92	25.63%
	<i>Molina</i>	14	14	56	84	23.40%
	<i>Paramount</i>	6	4	73	83	23.12%
	<i>United</i>	2	5	46	53	14.76%
	<i>(Region) Total</i>	40	58	261	359	100.00%
North East	<i>Buckeye</i>	12	8	61	81	18.49%
	<i>CareSource</i>	22	50	74	146	33.33%
	<i>Molina</i>	3	1	46	50	11.42%
	<i>Paramount</i>	3	1	90	94	21.46%
	<i>United</i>	12	12	43	67	15.30%
	<i>(Region) Total</i>	52	72	314	438	100.00%
West	<i>Buckeye</i>	4	4	30	38	8.86%
	<i>CareSource</i>	21	30	62	113	26.34%
	<i>Molina</i>	11	12	71	94	21.91%
	<i>Paramount</i>	8	10	95	113	26.34%
	<i>United</i>	7	9	55	71	16.55%
	<i>(Region) Total</i>	51	65	313	429	100.00%
Total		143	195	888	1226	

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

Reporting Period: 4/1/2019 - 4/30/2019
 Generated: 5/3/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1718	28.78%	3631	67.43%	5349	47.11%
Call Campaign	2360	39.53%	504	9.36%	2864	25.22%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	2	0.03%	0	0.00%	2	0.02%
File Transfer	1588	26.60%	190	3.53%	1778	15.66%
IVR	165	2.76%	523	9.71%	688	6.06%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	137	2.29%	537	9.97%	674	5.94%
TOTAL	5970	100%	5385	100%	11355	100%

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

Reporting Period: 4/1/2019 - 4/30/2019
Generated: 5/3/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1718	32.12%	3631	67.88%	5349	100%
Call Campaign	2360	82.40%	504	17.60%	2864	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	2	100.00%	0	0.00%	2	100%
File Transfer	1588	89.31%	190	10.69%	1778	100%
IVR	165	23.98%	523	76.02%	688	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	137	20.33%	537	79.67%	674	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: 4/1/2019 - 4/30/2019
Generated: 5/3/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	238	3.99%	48	0.89%
	North East	300	5.03%	183	3.40%
	West	299	5.01%	184	3.42%
	Total	837	14.02%	415	7.71%
CareSource	Central/South East	747	12.51%	844	15.67%
	North East	1289	21.59%	1242	23.06%
	West	1029	17.24%	1529	28.39%
	Total	3065	51.34%	3615	67.13%
Molina	Central/South East	358	6.00%	193	3.58%
	North East	171	2.86%	45	0.84%
	West	185	3.10%	85	1.58%
	Total	714	11.96%	323	6.00%
Paramount	Central/South East	97	1.62%	28	0.52%
	North East	181	3.03%	58	1.08%
	West	328	5.49%	436	8.10%
	Total	606	10.15%	522	9.69%
United	Central/South East	210	3.52%	136	2.53%
	North East	370	6.20%	309	5.74%
	West	168	2.81%	65	1.21%
	Total	748	12.53%	510	9.47%
Total		5970	100.00%	5385	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	238	14.42%	48	3.84%
	CareSource	747	45.27%	844	67.57%
	Molina	358	21.70%	193	15.45%
	Paramount	97	5.88%	28	2.24%
	United	210	12.73%	136	10.89%
	Total	1650	100.00%	1249	100.00%
North East	Buckeye	300	12.98%	183	9.96%
	CareSource	1289	55.78%	1242	67.61%
	Molina	171	7.40%	45	2.45%
	Paramount	181	7.83%	58	3.16%
	United	370	16.01%	309	16.82%
	Total	2311	100.00%	1837	100.00%
West	Buckeye	299	14.88%	184	8.00%
	CareSource	1029	51.22%	1529	66.51%
	Molina	185	9.21%	85	3.70%
	Paramount	328	16.33%	436	18.96%
	United	168	8.36%	65	2.83%
	Total	2009	100.00%	2299	100.00%
Total		5970		5385	

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

Reporting Period: 4/1/2019 - 4/30/2019
Generated: 5/3/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	2899	8353	11252
North East	4148	10980	15128
West	4308	11638	15946
Total For All Regions	11355	30971	42326

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

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	238	48	2246	2532	22.50%
	CareSource	747	844	1848	3439	30.56%
	Molina	358	193	1617	2168	19.27%
	Paramount	97	28	1470	1595	14.18%
	United	210	136	1172	1518	13.49%
	(Region) Total	1650	1249	8353	11252	100.00%
North East	Buckeye	300	183	2606	3089	20.42%
	CareSource	1289	1242	2549	5080	33.58%
	Molina	171	45	1780	1996	13.19%
	Paramount	181	58	2361	2600	17.19%
	United	370	309	1684	2363	15.62%
	(Region) Total	2311	1837	10980	15128	100.00%
West	Buckeye	299	184	3235	3718	23.32%
	CareSource	1029	1529	2568	5126	32.15%
	Molina	185	85	1721	1991	12.49%
	Paramount	328	436	2361	3125	19.60%
	United	168	65	1753	1986	12.45%
	(Region) Total	2009	2299	11638	15946	100.00%
Total		5970	5385	30971	42326	

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

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	292	36.64%	31	18.02%	323	33.33%
Call	Dual Benefits	350	43.91%	110	63.95%	460	47.47%
	Total	642	80.55%	141	81.98%	783	80.80%
Call Campaign	Medicaid Only	7	0.88%	2	1.16%	9	0.93%
Call Campaign	Dual Benefits	10	1.25%	2	1.16%	12	1.24%
	Total	17	2.13%	4	2.33%	21	2.17%
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	6	0.75%	5	2.91%	11	1.14%
Fax	Dual Benefits	1	0.13%	1	0.58%	2	0.21%
	Total	7	0.88%	6	3.49%	13	1.34%
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	34	4.27%	3	1.74%	37	3.82%
IVR	Dual Benefits	53	6.65%	7	4.07%	60	6.19%
	Total	87	10.92%	10	5.81%	97	10.01%
Mail	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
Mail	Dual Benefits	2	0.25%	0	0.00%	2	0.21%
	Total	2	0.25%	0	0.00%	2	0.21%
Website	Medicaid Only	7	0.88%	1	0.58%	8	0.83%
Website	Dual Benefits	35	4.39%	10	5.81%	45	4.64%
	Total	42	5.27%	11	6.40%	53	5.47%
TOTAL		797	100%	172	100%	969	100%

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

Reporting Period: 4/1/2019 - 4/30/2019
Generated: 5/3/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	292	90.40%	31	9.60%	323	100%
	Dual Benefits	350	76.09%	110	23.91%	460	100%
	Total	642	81.99%	141	18.01%	783	100%
Call Campaign	Medicaid Only	7	77.78%	2	22.22%	9	100%
	Dual Benefits	10	83.33%	2	16.67%	12	100%
	Total	17	80.95%	4	19.05%	21	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	6	54.55%	5	45.45%	11	100%
	Dual Benefits	1	50.00%	1	50.00%	2	100%
	Total	7	53.85%	6	46.15%	13	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	34	91.89%	3	8.11%	37	100%
	Dual Benefits	53	88.33%	7	11.67%	60	100%
	Total	87	89.69%	10	10.31%	97	100%
Mail	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	2	100.00%	0	0.00%	2	100%
	Total	2	100.00%	0	0.00%	2	100%
Website	Medicaid Only	7	87.50%	1	12.50%	8	100%
	Dual Benefits	35	77.78%	10	22.22%	45	100%
	Total	42	79.25%	11	20.75%	53	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE
BY MANAGED CARE PLAN

Region and MCP as a Percentage of Type

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	18	2.26%	8	4.65%	
		Dual Benefits	34	4.27%	21	12.21%	
		Total	52	6.52%	29	16.86%	
	North West	Medicaid Only	15	1.88%	2	1.16%	
		Dual Benefits	20	2.51%	5	2.91%	
		Total	35	4.39%	7	4.07%	
	South West	Medicaid Only	33	4.14%	3	1.74%	
		Dual Benefits	46	5.77%	10	5.81%	
		Total	79	9.91%	13	7.56%	
	Total		166	20.83%	49	28.49%	
	Buckeye	North East	Medicaid Only	5	0.63%	6	3.49%
			Dual Benefits	13	1.63%	5	2.91%
Total			18	2.26%	11	6.40%	
North West		Medicaid Only	14	1.76%	2	1.16%	
		Dual Benefits	13	1.63%	2	1.16%	
		Total	27	3.39%	4	2.33%	
West Central		Medicaid Only	36	4.52%	4	2.33%	
		Dual Benefits	31	3.89%	21	12.21%	
		Total	67	8.41%	25	14.53%	
Total			112	14.05%	40	23.26%	
CareSource		East Central	Medicaid Only	18	2.26%	2	1.16%
			Dual Benefits	34	4.27%	5	2.91%
	Total		52	6.52%	7	4.07%	
	North East	Medicaid Only	43	5.40%	5	2.91%	
		Dual Benefits	103	12.92%	14	8.14%	
		Total	146	18.32%	19	11.05%	
	North East Central	Medicaid Only	15	1.88%	2	1.16%	

CareSource	North East Central	Dual Benefits	23	2.89%	3	1.74%	
		Total	38	4.77%	5	2.91%	
	Total		236	29.61%	31	18.02%	
Molina	Central	Medicaid Only	9	1.13%	1	0.58%	
		Dual Benefits	21	2.63%	13	7.56%	
		Total	30	3.76%	14	8.14%	
	South West	Medicaid Only	31	3.89%	2	1.16%	
		Dual Benefits	18	2.26%	8	4.65%	
		Total	49	6.15%	10	5.81%	
	West Central	Medicaid Only	11	1.38%	2	1.16%	
		Dual Benefits	9	1.13%	8	4.65%	
		Total	20	2.51%	10	5.81%	
	Total		99	12.42%	34	19.77%	
	United	East Central	Medicaid Only	34	4.27%	0	0.00%
			Dual Benefits	22	2.76%	6	3.49%
Total			56	7.03%	6	3.49%	
North East		Medicaid Only	45	5.65%	2	1.16%	
		Dual Benefits	45	5.65%	6	3.49%	
		Total	90	11.29%	8	4.65%	
North East Central		Medicaid Only	19	2.38%	1	0.58%	
		Dual Benefits	19	2.38%	3	1.74%	
		Total	38	4.77%	4	2.33%	
Total			184	23.09%	18	10.47%	
Total			797	100.00%	172	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments	
Central	Aetna	Medicaid Only	18	21.95%	8	18.60%
		Dual Benefits	34	41.46%	21	48.84%
		Total	52	63.41%	29	67.44%
	Molina	Medicaid Only	9	10.98%	1	2.33%
		Dual Benefits	21	25.61%	13	30.23%
		Total	30	36.59%	14	32.56%
	Total		82	100.00%	43	100.00%
East Central	CareSource	Medicaid Only	18	16.67%	2	15.38%
		Dual Benefits	34	31.48%	5	38.46%
		Total	52	48.15%	7	53.85%
	United	Medicaid Only	34	31.48%	0	0.00%
		Dual Benefits	22	20.37%	6	46.15%
		Total	56	51.85%	6	46.15%
	Total		108	100.00%	13	100.00%
North East	Buckeye	Medicaid Only	5	1.97%	6	15.79%
		Dual Benefits	13	5.12%	5	13.16%
		Total	18	7.09%	11	28.95%
	CareSource	Medicaid Only	43	16.93%	5	13.16%
		Dual Benefits	103	40.55%	14	36.84%
		Total	146	57.48%	19	50.00%
	United	Medicaid Only	45	17.72%	2	5.26%
		Dual Benefits	45	17.72%	6	15.79%
		Total	90	35.43%	8	21.05%
	Total		254	100.00%	38	100.00%
North East Central	CareSource	Medicaid Only	15	19.74%	2	22.22%
		Dual Benefits	23	30.26%	3	33.33%
		Total	38	50.00%	5	55.56%

North East Central	United	Medicaid Only	19	25.00%	1	11.11%
		Dual Benefits	19	25.00%	3	33.33%
		Total	38	50.00%	4	44.44%
	Total		76	100.00%	9	100.00%
North West	Aetna	Medicaid Only	15	24.19%	2	18.18%
		Dual Benefits	20	32.26%	5	45.45%
		Total	35	56.45%	7	63.64%
	Buckeye	Medicaid Only	14	22.58%	2	18.18%
		Dual Benefits	13	20.97%	2	18.18%
		Total	27	43.55%	4	36.36%
	Total		62	100.00%	11	100.00%
	South West	Aetna	Medicaid Only	33	25.78%	3
Dual Benefits			46	35.94%	10	43.48%
Total			79	61.72%	13	56.52%
Molina		Medicaid Only	31	24.22%	2	8.70%
		Dual Benefits	18	14.06%	8	34.78%
		Total	49	38.28%	10	43.48%
Total			128	100.00%	23	100.00%
West Central		Buckeye	Medicaid Only	36	41.38%	4
	Dual Benefits		31	35.63%	21	60.00%
	Total		67	77.01%	25	71.43%
	Molina	Medicaid Only	11	12.64%	2	5.71%
		Dual Benefits	9	10.34%	8	22.86%
		Total	20	22.99%	10	28.57%
	Total		87	100.00%	35	100.00%
	Total		797		172	

MyCare ASSIGNMENT BY REGION

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	36	0	Medicaid only	36
	89	116	Dual benefits	205
	125	116		241
East Central	54	0	Medicaid only	54
	67	202	Dual benefits	269
	121	202		323
North East	106	0	Medicaid only	106
	186	303	Dual benefits	489
	292	303		595
North East Central	37	0	Medicaid only	37
	48	102	Dual benefits	150
	85	102		187
North West	33	0	Medicaid only	33
	40	80	Dual benefits	120
	73	80		153
South West	69	0	Medicaid only	69
	82	203	Dual benefits	285
	151	203		354
West Central	53	1	Medicaid only	54
	69	139	Dual benefits	208
	122	140		262
Total For All Regions	969	1146		2115

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	18	8	0	26	10.79%
		Dual Benefits	34	21	43	98	40.66%
		(MCP) Total	52	29	43	124	51.45%
	Molina	Medicaid Only	9	1	0	10	4.15%
		Dual Benefits	21	13	73	107	44.40%
		(MCP) Total	30	14	73	117	48.55%
	(Region) Total		82	43	116	241	100.00%
East Central	CareSource	Medicaid Only	18	2	0	20	6.19%
		Dual Benefits	34	5	77	116	35.91%
		(MCP) Total	52	7	77	136	42.11%
	United	Medicaid Only	34	0	0	34	10.53%
		Dual Benefits	22	6	125	153	47.37%
		(MCP) Total	56	6	125	187	57.89%
	(Region) Total		108	13	202	323	100.00%
North East	Buckeye	Medicaid Only	5	6	0	11	1.85%
		Dual Benefits	13	5	159	177	29.75%
		(MCP) Total	18	11	159	188	31.60%
	CareSource	Medicaid Only	43	5	0	48	8.07%
		Dual Benefits	103	14	54	171	28.74%
		(MCP) Total	146	19	54	219	36.81%
	United	Medicaid Only	45	2	0	47	7.90%
		Dual Benefits	45	6	90	141	23.70%
		(MCP) Total	90	8	90	188	31.60%
	(Region) Total		254	38	303	595	100.00%
	North East Central	CareSource	Medicaid Only	15	2	0	17
Dual Benefits			23	3	38	64	34.22%
(MCP) Total			38	5	38	81	43.32%
United		Medicaid Only	19	1	0	20	10.70%

North East Central	United	Dual Benefits	19	3	64	86	45.99%
		(MCP) Total	38	4	64	106	56.68%
	(Region) Total		76	9	102	187	100.00%
North West	Aetna	Medicaid Only	15	2	0	17	11.11%
		Dual Benefits	20	5	36	61	39.87%
		(MCP) Total	35	7	36	78	50.98%
	Buckeye	Medicaid Only	14	2	0	16	10.46%
		Dual Benefits	13	2	44	59	38.56%
		(MCP) Total	27	4	44	75	49.02%
(Region) Total		62	11	80	153	100.00%	
South West	Aetna	Medicaid Only	33	3	0	36	10.17%
		Dual Benefits	46	10	94	150	42.37%
		(MCP) Total	79	13	94	186	52.54%
	Molina	Medicaid Only	31	2	0	33	9.32%
		Dual Benefits	18	8	109	135	38.14%
		(MCP) Total	49	10	109	168	47.46%
(Region) Total		128	23	203	354	100.00%	
West Central	Buckeye	Medicaid Only	36	4	1	41	15.65%
		Dual Benefits	31	21	73	125	47.71%
		(MCP) Total	67	25	74	166	63.36%
	Molina	Medicaid Only	11	2	0	13	4.96%
		Dual Benefits	9	8	66	83	31.68%
		(MCP) Total	20	10	66	96	36.64%
(Region) Total		87	35	140	262	100.00%	
Total			797	172	1146	2115	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	3	2	0	5	
			Dual Benefits	1	1	3	5	
			Total	4	3	3	10	
		Molina	Medicaid Only	2	0	0	2	
			Dual Benefits	3	2	4	9	
			Total	5	2	4	11	
		Total		9	5	7	21	
		Franklin	Aetna	Medicaid Only	13	5	0	18
				Dual Benefits	31	20	31	82
	Total			44	25	31	100	
	Molina		Medicaid Only	7	1	0	8	
			Dual Benefits	17	9	55	81	
			Total	24	10	55	89	
	Total			68	35	86	189	
	Madison		Aetna	Medicaid Only	1	0	0	1
				Dual Benefits	1	0	2	3
		Total		2	0	2	4	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	8	8	
			Total	0	0	8	8	
		Total		2	0	10	12	
Pickaway		Aetna	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	4	5	
	Total		2	0	4	6		
	Molina	Medicaid Only	0	0	0	0		
		Dual Benefits	1	0	4	5		
		Total	1	0	4	5		
	Total		3	0	8	11		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	0	1	0	1
			Dual Benefits	0	0	3	3
			Total	0	1	3	4
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	2	2	4
			Total	0	2	2	4
		Total		0	3	5	8

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	18	8	0	26
			Dual Benefits	34	21	43	98
			Total	52	29	43	124
Molina			Medicaid Only	9	1	0	10
			Dual Benefits	21	13	73	107
			Total	30	14	73	117
Total				82	43	116	241

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Portage	CareSource	Medicaid Only	1	0	0	1
			Dual Benefits	4	0	8	12
			Total	5	0	8	13
		United	Medicaid Only	2	0	0	2
			Dual Benefits	1	0	16	17
			Total	3	0	16	19
	Total		8	0	24	32	
	Stark	CareSource	Medicaid Only	9	2	0	11
			Dual Benefits	14	1	32	47
			Total	23	3	32	58
		United	Medicaid Only	7	0	0	7
			Dual Benefits	4	1	35	40
			Total	11	1	35	47
	Total		34	4	67	105	
	Summit	CareSource	Medicaid Only	7	0	0	7
Dual Benefits			10	2	30	42	
Total			17	2	30	49	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	22	0	0	22
			Dual Benefits	17	5	64	86
			Total	39	5	64	108
		Total		56	7	94	157
	Wayne	CareSource	Medicaid Only	1	0	0	1
			Dual Benefits	6	2	7	15
			Total	7	2	7	16
		United	Medicaid Only	3	0	0	3
			Dual Benefits	0	0	10	10
			Total	3	0	10	13
Total		10	2	17	29		

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	18	2	0	20
			Dual Benefits	34	5	77	116
			Total	52	7	77	136
United			Medicaid Only	34	0	0	34
			Dual Benefits	22	6	125	153
			Total	56	6	125	187
Total				108	13	202	323

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	4	5	0	9
			Dual Benefits	10	4	128	142
			Total	14	9	128	151
		CareSource	Medicaid Only	34	4	0	38
			Dual Benefits	73	8	39	120
			Total	107	12	39	158
		United	Medicaid Only	34	2	0	36
			Dual Benefits	34	6	61	101
			Total	68	8	61	137
	Total		189	29	228	446	
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	0	1	1	
		Total	0	0	1	1	

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	1	1	3	5	
			Total	1	1	3	5	
		United	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	2	3	
			Total	2	0	2	4	
		Total		3	1	6	10	
		Lake	Buckeye	Medicaid Only	0	1	0	1
				Dual Benefits	0	1	6	7
	Total			0	2	6	8	
	CareSource		Medicaid Only	4	1	0	5	
			Dual Benefits	7	1	4	12	
			Total	11	2	4	17	
	United		Medicaid Only	3	0	0	3	
			Dual Benefits	5	0	16	21	
			Total	8	0	16	24	
	Total			19	4	26	49	
	Lorain		Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	3	0	16	19
				Total	4	0	16	20
			CareSource	Medicaid Only	4	0	0	4
				Dual Benefits	17	4	4	25
		Total		21	4	4	29	
		United	Medicaid Only	5	0	0	5	
			Dual Benefits	2	0	8	10	
			Total	7	0	8	15	
		Total		32	4	28	64	
		Medina	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	0	8	8
	Total			0	0	8	8	
CareSource	Medicaid Only		1	0	0	1		
	Dual Benefits		5	0	4	9		
	Total		6	0	4	10		

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	3	0	3	6
			Total	5	0	3	8
		Total		11	0	15	26
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	5	6	0	11
			Dual Benefits	13	5	159	177
			Total	18	11	159	188
CareSource			Medicaid Only	43	5	0	48
			Dual Benefits	103	14	54	171
			Total	146	19	54	219
United			Medicaid Only	45	2	0	47
			Dual Benefits	45	6	90	141
			Total	90	8	90	188
Total				254	38	303	595

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	5	1	5	11	
			Total	7	1	5	13	
		United	Medicaid Only	6	0	0	6	
			Dual Benefits	5	1	9	15	
			Total	11	1	9	21	
		Total			18	2	14	34
		Mahoning	CareSource	Medicaid Only	11	1	0	12
				Dual Benefits	12	0	12	24
	Total			23	1	12	36	
	United		Medicaid Only	5	1	0	6	
			Dual Benefits	9	0	31	40	
			Total	14	1	31	46	
	Total			37	2	43	82	
	Trumbull	CareSource	Medicaid Only	2	1	0	3	
Dual Benefits			6	2	21	29		
Total			8	3	21	32		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	8	0	0	8
			Dual Benefits	5	2	24	31
			Total	13	2	24	39
	Total		21	5	45	71	
North East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	15	2	0	17
			Dual Benefits	23	3	38	64
			Total	38	5	38	81
United			Medicaid Only	19	1	0	20
			Dual Benefits	19	3	64	86
			Total	38	4	64	106
Total				76	9	102	187

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North West</i>	Fulton	Aetna	Medicaid Only	0	1	0	1
			Dual Benefits	2	0	1	3
			Total	2	1	1	4
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	3	4
			Total	1	0	3	4
	Total			3	1	4	8
	Lucas	Aetna	Medicaid Only	12	1	0	13
			Dual Benefits	13	5	26	44
			Total	25	6	26	57
		Buckeye	Medicaid Only	10	2	0	12
			Dual Benefits	10	2	37	49
			Total	20	4	37	61
		Total			45	10	63
Ottawa		Aetna	Medicaid Only	2	0	0	2
	Dual Benefits		2	0	2	4	
	Total		4	0	2	6	
	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	1	0	1	2
			Total	3	0	1	4
		Total		7	0	3	10
	Wood	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
			Dual Benefits	1	0	3	4
			Total	3	0	3	6
	Total		7	0	10	17	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna	Medicaid Only			15	2	0	17
	Dual Benefits			20	5	36	61
	Total			35	7	36	78
Buckeye	Medicaid Only			14	2	0	16
	Dual Benefits			13	2	44	59
	Total			27	4	44	75
Total				62	11	80	153

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	7	1	0	8
			Dual Benefits	12	2	24	38
			Total	19	3	24	46
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	2	3	24	29
			Total	5	3	24	32
	Total			24	6	48	78
	Clermont	Aetna	Medicaid Only	3	0	0	3
			Dual Benefits	6	0	8	14
			Total	9	0	8	17
		Molina	Medicaid Only	2	0	0	2
Dual Benefits			0	0	12	12	
Total			2	0	12	14	
Total			11	0	20	31	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	2	0	0	2	
			Dual Benefits	4	1	0	5	
			Total	6	1	0	7	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	1	2	3	6	
			Total	2	2	3	7	
		Total		8	3	3	14	
		Hamilton	Aetna	Medicaid Only	16	2	0	18
				Dual Benefits	18	7	52	77
	Total			34	9	52	95	
	Molina		Medicaid Only	23	1	0	24	
			Dual Benefits	15	2	58	75	
			Total	38	3	58	99	
	Total			72	12	110	194	
	Warren		Aetna	Medicaid Only	5	0	0	5
				Dual Benefits	6	0	10	16
		Total		11	0	10	21	
		Molina	Medicaid Only	2	1	0	3	
			Dual Benefits	0	1	12	13	
			Total	2	2	12	16	
		Total		13	2	22	37	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	33	3	0	36	
			Dual Benefits	46	10	94	150	
			Total	79	13	94	186	
Molina			Medicaid Only	31	2	0	33	
			Dual Benefits	18	8	109	135	
			Total	49	10	109	168	
Total				128	23	203	354	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	6	1	0	7	
			Dual Benefits	4	2	11	17	
			Total	10	3	11	24	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	2	2	0	4
			Dual Benefits	4	3	16	23
			Total	6	5	16	27
		Total		16	8	27	51
	Greene	Buckeye	Medicaid Only	8	0	0	8
			Dual Benefits	4	3	14	21
			Total	12	3	14	29
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	1	0	3	4
			Total	4	0	3	7
		Total		16	3	17	36
		Montgomery	Buckeye	Medicaid Only	22	3	1
	Dual Benefits			23	16	48	87
	Total			45	19	49	113
	Molina		Medicaid Only	6	0	0	6
			Dual Benefits	4	5	47	56
			Total	10	5	47	62
	Total			55	24	96	175
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	36	4	1	41
			Dual Benefits	31	21	73	125
			Total	67	25	74	166
Molina			Medicaid Only	11	2	0	13
			Dual Benefits	9	8	66	83
			Total	20	10	66	96
Total				87	35	140	262
Total				797	172	1146	2115

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

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	6	3.61%	9	13.43%	15
	<i>North West</i>	6	3.61%	6	8.96%	12
	<i>South West</i>	15	9.04%	9	13.43%	24
	Total	27	16.27%	24	35.82%	51
Buckeye	<i>North East</i>	7	4.22%	1	1.49%	8
	<i>North West</i>	6	3.61%	3	4.48%	9
	<i>West Central</i>	14	8.43%	8	11.94%	22
	Total	27	16.27%	12	17.91%	39
CareSource	<i>East Central</i>	11	6.63%	6	8.96%	17
	<i>North East</i>	8	4.82%	4	5.97%	12
	<i>North East Central</i>	9	5.42%	1	1.49%	10
	Total	28	16.87%	11	16.42%	39

Molina	<i>Central</i>	6	3.61%	2	2.99%	8
	<i>South West</i>	24	14.46%	10	14.93%	34
	<i>West Central</i>	10	6.02%	4	5.97%	14
	Total	40	24.10%	16	23.88%	56
United	<i>East Central</i>	23	13.86%	3	4.48%	26
	<i>North East</i>	14	8.43%	1	1.49%	15
	<i>North East Central</i>	7	4.22%	0	0.00%	7
	Total	44	26.51%	4	5.97%	48
Total Changes		166	100.00%	67	100.00%	233

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

Reporting Period: 4/1/2019 - 4/30/2019

Generated: 5/3/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	6	3.61%	9	13.43%	15
	<i>Molina</i>	6	3.61%	2	2.99%	8
	Total	12	7.23%	11	16.42%	23
North West	<i>Aetna</i>	6	3.61%	6	8.96%	12
	<i>Buckeye</i>	6	3.61%	3	4.48%	9
	Total	12	7.23%	9	13.43%	21
South West	<i>Aetna</i>	15	9.04%	9	13.43%	24
	<i>Molina</i>	24	14.46%	10	14.93%	34
	Total	39	23.49%	19	28.36%	58
North East	<i>Buckeye</i>	7	4.22%	1	1.49%	8
	<i>CareSource</i>	8	4.82%	4	5.97%	12
	<i>United</i>	14	8.43%	1	1.49%	15
	Total	29	17.47%	6	8.96%	35

West Central	<i>Buckeye</i>	14	8.43%	8	11.94%	22
	<i>Molina</i>	10	6.02%	4	5.97%	14
	Total	24	14.46%	12	17.91%	36
East Central	<i>CareSource</i>	11	6.63%	6	8.96%	17
	<i>United</i>	23	13.86%	3	4.48%	26
	Total	34	20.48%	9	13.43%	43
North East Central	<i>CareSource</i>	9	5.42%	1	1.49%	10
	<i>United</i>	7	4.22%	0	0.00%	7
	Total	16	9.64%	1	1.49%	17
Total Changes		166	100.00%	67	100.00%	233

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 4/1/2019 to 4/30/2019

Total Surveys Available for Completion: 57399

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	21	23.33%	62	68.89%	4	4.44%	3	3.33%	90	100.00%
Our answers to your questions	44	47.83%	39	42.39%	6	6.52%	3	3.26%	92	100.00%
Our courtesy to you and your family	64	69.57%	21	22.83%	4	4.35%	3	3.26%	92	100.00%
Overall, how would you rate our staff and services	45	48.91%	41	44.57%	5	5.43%	1	1.09%	92	100.00%
Total	174	47.54%	163	44.54%	19	5.19%	10	2.73%	366	100.00%

Number of Surveys Attempted: 1364

Number of Completed Customer Satisfaction Surveys: 139