



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 August 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,021 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 49. 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 54 calls coming in through this queue for this month.

Activity Summary

- 385,792 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 253,071 Total Calls (inbound and outbound)
 - 35,740 Call Fire Campaign Calls
 - 7,924 MyCare Outreach Calls
 - 83,170 Renewal Outreach Calls
 - 1,812 MBIWD Outreach Calls
 - 4,021 Provider Calls
 - 54 Insure Kids Now/Governor's Hotline
- 8% abandonment rate
- 5 minutes 55 seconds average talk time
- 1 minute 40 seconds average speed to answer
- .0037% Blockage Rate (July 2019) *
- 98% First-Call Resolution Rate
- 90% Self-Service Rate
- 100% Response Rate

*Blockage Rate is reported for the previous month due to getting report from ATT. This report is not available until 15th of each month.

Ohio Consumer Hotline August 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	07/29/19	12911	11491	620	25	12936	1420	11%	917	13853	:21:08	:02:39	:06:06
Tue	07/30/19	12602	11268	593	21	12623	1334	11%	1192	13815	:22:29	:02:19	:05:53
Wed	07/31/19	10703	9677	397	38	10741	1026	10%	1070	11811	:19:52	:02:04	:06:00
Thurs	08/01/19	9949	9175	260	29	9978	774	8%	1149	11127	:29:14	:01:48	:05:40
Fri	08/02/19	10126	9131	356	39	10165	995	10%	1080	11245	:17:44	:02:09	:05:54
Sat	08/03/19	1459	1442	35	6	1465	17	1%	210	1675	:10:15	:00:51	:05:39
Sun	08/04/19	0	0	0	300	300	0	0%	0	300	:00:00	:00:00	:00:00
	Week end	57750	52184	2261	458	58208	5566	10%	5618	63826	:29:14	:01:58	:05:54
	Aug Only	21534	19748	651	374	21908	1786	8%	2439	24347	:29:14	:01:36	:05:44
Mon	08/05/19	13071	11531	604	15	13086	1540	12%	1189	14275	:22:24	:02:39	:06:06
Tues	08/06/19	10867	9863	364	16	10883	1004	9%	1410	12293	:10:22	:01:49	:05:58
Wed	08/07/19	10138	9259	354	11	10149	879	9%	1144	11293	:19:32	:01:58	:06:02
Thurs	08/08/19	9579	8899	215	11	9590	680	7%	1094	10684	:12:12	:01:32	:06:01
Fri	08/09/19	8201	7672	175	16	8217	529	6%	913	9130	:11:35	:01:25	:05:55
Sat	08/10/19	1329	1327	34	15	1344	2	0%	1011	2355	:05:16	:00:37	:04:51
Sun	08/11/19	0	0	0	220	220	0	0%	0	220	:00:00	:00:00	:00:00
	Week end	53185	48551	1746	304	53489	4634	9%	6761	60250	:22:24	:01:40	:05:57
Mon	08/12/19	12045	10540	570	17	12062	1505	12%	1040	13102	:29:01	:02:33	:06:07
Tues	08/13/19	10155	9172	454	24	10179	983	10%	1389	11568	:22:32	:02:27	:05:54
Wed	08/14/19	9301	8738	391	14	9315	563	6%	1059	10374	:19:03	:01:28	:05:45
Thurs	08/15/19	8727	8221	314	14	8741	506	6%	1058	9799	:17:36	:01:16	:06:09
Fri	08/16/19	7398	6998	248	9	7407	400	5%	969	8376	:25:25	:01:17	:06:13
Sat	08/17/19	853	851	23	4	857	2	0%	1467	2324	:03:00	:00:41	:05:39
Sun	08/18/19	0	0	0	253	253	0	0%	0	253	:00:00	:00:00	:00:00
	Week end	48479	44520	2000	335	48814	3959	8%	6982	55796	:29:01	:01:40	:06:01
Mon	08/19/19	11097	10119	620	12	11109	978	9%	1160	12269	:28:00	:02:02	:06:06
Tues	08/20/19	8749	8283	269	9	8758	466	5%	1276	10034	:18:09	:01:13	:05:59
Wed	08/21/19	8962	8476	356	18	8980	486	5%	567	9547	:25:19	:02:23	:05:49
Thurs	08/22/19	9775	8958	481	19	9794	817	8%	1038	10832	:29:04	:01:53	:06:00
Fri	08/23/19	7770	7460	184	12	7782	310	4%	1075	8857	:27:38	:01:48	:06:06
Sat	08/24/19	1238	1235	14	19	1257	3	0%	976	2233	:05:49	:00:23	:04:50
Sun	08/25/19	0	0	0	262	262	0	0%	0	262	:00:00	:00:00	:00:00
	Week end	47591	44531	1924	351	47942	3060	6%	6092	54034	:29:04	:01:37	:05:57
Mon	08/26/19	13224	11568	581	16	13240	1656	13%	684	13924	:27:52	:02:27	:05:37
Tues	08/27/19	11318	10205	373	24	11342	1113	10%	1071	12413	:22:40	:01:59	:05:55
Wed	08/28/19	9974	9070	303	19	9993	904	9%	821	10814	:21:58	:01:49	:05:49
Thurs	08/29/19	9165	8533	270	26	9191	632	7%	1025	10216	:22:55	:01:42	:05:53
Fri	08/30/19	8589	7924	334	23	8612	665	8%	917	9529	:24:10	:01:36	:05:55
Sat	08/31/19	1202	1192	35	9	1211	10	1%	537	1748	:04:24	:00:55	:05:19
	Week end	53472	48492	1896	117	53589	4980	9%	5055	58644	:27:52	:01:45	:05:49
	Month End	224261	205842	8217	1481	225742	18419	8%	27329	253071	:29:14	:01:40	:05:55

Ohio Consumer Hotline - Activity Summary Report

8/1/2019 to 8/31/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	46
	Governor Inquiry	1
	ODM Inquiry	14
	Sent Email	1
	Sent Letter	2
	Unable to Reach - Letter Sent - Resolved	1
	Web Contact	1
	Total	66
<i>FFS Billing</i>	Billing Number	495
	Claims Request	16
	General Billing Questions	544
	Received Bill (Needs Letter)	36
	Total	1091
<i>General Benefits</i>	Application / Eligibility	2005
	Assisted Living	1
	Behavioral Health Redesign Questions	11
	Billing Number	203
	Certificate of Coverage	16
	DCC Benefits	1
	Dental	233
	Equipment	99
	Family Planning	1
	Healthchek Services	6
	Home Health Care	21
	Inquiry on Covered Services	1062
	Long Term Care	33
	Medicaid Expansion	36
	Medlist Assist	2
	Opioid Treatment	1
Physical / Occupational Therapy	5	

General Benefits	Pregnancy Related Services	20
	Prescriptions	575
	SRSP Benefits	62
	State Hearing	9
	Transportation	381
	Vision	101
	Total	4884
HIPAA [LEGACY]	Complaint	1
	Information	4
	Send PHI Brochure	1
	Total	6
Incident Report	Billing Inquiry	85
	Reimbursement Inquiry	13
	Total	98
Inquiry	029 Error	83
	574 Error - Not Eligible	14
	Already Selected	248
	Called to Check on Just Cause Status	4
	CDJFS	1171
	Change in Name	70
	Change in Phone Number / Address	623
	Child Care	14
	Customer Survey	3
	General Questions	7285
	HEAP / PIP	1
	Hotline	1655
	Person Calling Not PIP / AG Head	306
	Referred Consumer to County Worker	1083
	SNAP (Food Stamps)	440
	Social Security	35
	Status Change Request (Name, Address, Phone, Etc.)	387
	TANF (Cash Assistance)	30
	Transferred in Error	10
	WIC	8
Total	13470	

Issue / Concern	Issue / Concern about MCP	140
	Issue / Concern about Provider	7
	Issue / Concern with ODM	29
	Total	176
Mailings	ABD EMP Enrollment Packet (Large Print)	1
	Billing Incident Letter	71
	CFC EMP Enrollment Packet	3
	CFC EMP Enrollment Packet (Large Print)	2
	JC Approval Change MCP	2
	JC Approval Change MCP - Requestor	2
	JC Approval FFS	10
	MBI-WD Application	5
	Medicaid Application (7216)	225
	Medicaid Program Enrollment & Benefit Information	12
	MMC Mandatory	41583
	MMC Voluntary	254
	MyCare EMP Enrollment Packet	10
	MyCare EMP Enrollment Packet (Large Print)	2
	MyCare Reminder Letter	942
	MyCare TPL Denial Letter	3
	New Mandatory	17
	New Mandatory CFC Adult	1
	OMH Mandatory MyCare Letter	11
	QIT Packet	19
	Reimbursement Letter	12
Resolution Declined	1	
Veterans on Medicaid Program Brochure	2	
Total	43190	
Managed Care Info & Referral	Benefit Package	576
	Billing Number	483
	Called to Check on Doctors	55
	Card	1450
	Case Addition	44

Managed Care Info & Referral	Case Closed	86
	Case Pending	255
	Category Closed	125
	Consumer Needs To Be Auto Re-Enrolled	20
	CSP (formerly PACT)	1
	Failed Eligibility	486
	Information	2993
	Just Cause Status	7
	Open Enrollment Questions	474
	Payment	29
	Phone Numbers	736
	Provider Name	785
	Returned NME / Notice	4
	Transfer Request - Bureau of Managed Care	3
	Wanted Phone Number of MCP	681
Total	9293	
MBI-WD	AG Collections Questions	3
	Application / Eligibility	11
	Benefit Package / Covered Services	5
	Billing Number	3
	Card	1
	Premium Collection Issue - Needs Follow-Up	5
	Program Information	34
	Questions About Premiums	19
Total	81	
Medicaid (MAGI and ABD)	1095B FAQ	18
	Application Status	2228
	BCCP Question / Inquiry	5
	Behavioral Health Question / Inquiry	7
	Case Change	1113
	Case Inquiry	17462
	Certificate Of Coverage	46
	Citizenship/Other Verifications	712
	DDR Question / Inquiry	32

Medicaid (MAGI and ABD)	DRC Question / Inquiry	6
	EOMB Question / Inquiry	1
	Estate Recovery	32
	Family Planning Services Question / Inquiry	2
	FFS Card	634
	General Program Information	4624
	HIPPA Question / Inquiry	4
	Home Health Care Question / Inquiry	18
	Income Guidelines/Questions	1522
	Long Term Care Question / Inquiry	33
	MBIWD Question / Inquiry	16
	Questions About Letter/NOA	1003
	Re-Application on a Denied Case	85
	Renewal Application Reported	7897
	Renewal Questions	9653
	Reprint NOA or FFS Card	359
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	307
	Requested Telephone Application – Transfer to Collabor8	2535
	State Hearing	179
	Tort Question / Inquiry	7
	Veterans on Medicaid Program	6
Total	50546	
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	309
	Medicare Premium Assistance Program (Part B Payments)	1572
	On-site Facilitated Enrollment	6
	Part A Questions	287
	Part B Questions	1009
	Part C / Advantage Plan Questions	97
	Part D / PDP Questions	361
	Part D Letter Inquiry	42
Total	3683	
MyCare Ohio	General Information	1301

<i>MyCare Ohio</i>	Issue Accessing Services	114
	Loss of MyCare Eligibility	101
	Medicaid Only Benefit Information	183
	MyCare Ohio Card	250
	On-site facilitated enrollment	13
	Opt-In/Opt-Out Questions	828
	Prescription Questions	96
	Transition of Care	6
Total	2892	
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	28
	Account Creation/Management	2
	Account Lock Out	17
	Application Assistance	11
	Apply for Benefits	34
	Call Transferred from Enterprise Help Desk to OMH	84
	Electronic Verification	3
	Forgot Password Link	10
	Forgot User Name Link	6
	Frequently Asked Questions	6
	General Navigation	8
	How to use this Site	5
	Internet Browser Issue	4
	Message Center	6
	Provided Link to Website	43
	Renewal Packet Questions	16
	SNAP/TANF Questions	4
	Submit Error Issue	31
	Transfer Call to Tier 2/3	28
Total	346	
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	667
	Contact CDJS	416
	Electronic Verification Process	24
	Journal Creation & Management	205
	MAGI (Modified Adjusted Gross Income) Program Information	1
	Notice of Action Explanation	49

Ohio Integrated Eligibility System (OIES)	Reapply on a Denied Case	5
	Reprint FFS card from Hotline	249
	Reprint NOA from Hotline	33
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	149
	Requested Telephone Application, transfer to Collobor8	714
	Total	2512
Prior Authorization	How to Obtain	136
	Letter	6
	Program Information	118
	Status	57
	Total	317
Provider	Electronic Visit Verification (EVV) Initiative Letter	34
	Fee-For-Service Provider Names	104
	Referred to MCP For Provider List	63
	Referred to ODM Website For Provider List	25
	Referred to State Board To File Complaint Against Provider	1
	Total	227
QIT	Created QIT Outreach [LEGACY]	4
	Deceased	6
	Outreach Call	1
	Provided Banking Resources	24
	Provided explanation of QIT definitions	21
	Provided Information on where to send QIT completed documents-CDJFS	3
	QIT - General Program Information	98
	Reported Under Income	2
	Requested QIT packet by email	7
	Requested QIT packet by mail	2
	Total	168
Reimbursement	Decision	14
	Information	82
	State Hearing	1
	Total	97

State Hearings	How to Request	129
	Program Information	73
	Status	25
	Total	227
Surveys	Call Center Survey	6517
	Managed Care Survey	5
	Total	6522
Tasks	AHS Billing Research - Letter	93
	AHS Claims Request	25
	AHS Consumer Issue/Concerns	68
	AHS DRP - Research - Packet	1
	AHS DRP - Research Request Status	1
	AHS Enrollment Error	1278
	AHS Enrollment Issue	342
	AHS Further Research Needed	445
	AHS Just Cause	61
	AHS MBIWD - Premium Issue	3
	AHS MBIWD - Refund Research	1
	AHS MBIWD - Research Correspondence Issues	1
	AHS MBIWD - Return Check Items	1
	AHS MBIWD Linking	77
	AHS Medicare Premium Payments Research	92
	AHS MMC - Final Signed Letter / Email	1
	AHS MMC Contact	191
	AHS ODJFS Request for Consumer Contact	1
	AHS Reimbursement - Letter	13
	AHS Web Contact - OMH Website	531
	ODM Complaint - Consumer	120
	ODM Complaint - Provider	334
ODM Just Cause	6	
Total	3686	
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	19
	General Information	141
	Need Medications Now	19

<i>Third Party Liability</i>	Referral to Case Worker	87
	Referral to TPL Vendor	36
	Total	302
<i>Waiver</i>	Application / Eligibility	192
	Benefit Package / Covered Services	72
	Billing Number	4
	Card	15
	Certificate of Coverage	2
	Change	5
	Estate Recovery	8
	Hearing	3
	Independent Provider	4
	Patient Evaluation	6
	Patient Liability	23
	Program Information	257
	Waiting List	4
	Total	595

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

8/1/2019 to 8/31/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	331
	ACS / First Health	81
	ADAMH	1
	Area Agency on Aging	59
	BCCP Regional Agency	1
	BCMh	1
	Case Management Agency	28
	Caseworker	967
	Child Support Enforcement Agency	9
	Complaint Department	5
	County Department of Job & Family Services	5133
	First Link	12
	Food Stamp Hotline	74
	Golden Buckeye Hotline	2
	Help Me Grow Hotline	2
	HomeHealthAgency	10
	Info & Refer	656
	In-House	44
	Legal Aid	5
	Managed Care Plan	1109
	Managed Care/Just Cause Section	2
	MR / DD Board	6
	ODM	5
	Ohio Department of Insurance	17
	Ohio Hospice	2
	Ohio's Best Rx	10
	Ombudsman	7
	OSHIIP	47

Referral	Other Medical Services Agency	57
	Other Social Services Agency	22
	Out-of-State Medicaid Hotline	42
	Pharmacy	88
	Prescription Drug Plan (PDP)	43
	Provider	359
	Provider Services Call Center	244
	Public Children's Services	12
	Social Security Administration	49
	StateHearingDivision	135
	StateMedicalBoard	6
	Supervisor	29
	Tort Unit	49
	Veterans Services Office	1
	Website - ODM	48

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

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	73	57.94%	440	89.61%	513	83.14%
Call Campaign	40	31.75%	12	2.44%	52	8.43%
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%	3	0.61%	10	1.62%
IVR	5	3.97%	13	2.65%	18	2.92%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	1	0.79%	23	4.68%	24	3.89%
TOTAL	126	100%	491	100%	617	100%

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

Reporting Period: 8/1/2019 - 8/31/2019
 Generated: 9/4/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	73	14.23%	440	85.77%	513	100%
Call Campaign	40	76.92%	12	23.08%	52	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	7	70.00%	3	30.00%	10	100%
IVR	5	27.78%	13	72.22%	18	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	1	4.17%	23	95.83%	24	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: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	3	2.38%	17	3.46%
	North East	10	7.94%	24	4.89%
	West	5	3.97%	24	4.89%
	Total	18	14.29%	65	13.24%
CareSource	Central/South East	20	15.87%	73	14.87%
	North East	27	21.43%	109	22.20%
	West	18	14.29%	87	17.72%
	Total	65	51.59%	269	54.79%
Molina	Central/South East	7	5.56%	30	6.11%
	North East	7	5.56%	7	1.43%
	West	3	2.38%	19	3.87%
	Total	17	13.49%	56	11.41%
Paramount	Central/South East	0	0.00%	6	1.22%
	North East	0	0.00%	5	1.02%
	West	1	0.79%	17	3.46%
	Total	1	0.79%	28	5.70%
United	Central/South East	6	4.76%	17	3.46%
	North East	10	7.94%	34	6.92%
	West	9	7.14%	22	4.48%
	Total	25	19.84%	73	14.87%
Total		126	100.00%	491	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	3	8.33%	17	11.89%
	CareSource	20	55.56%	73	51.05%
	Molina	7	19.44%	30	20.98%
	Paramount	0	0.00%	6	4.20%
	United	6	16.67%	17	11.89%
	Total	36	100.00%	143	100.00%
North East	Buckeye	10	18.52%	24	13.41%
	CareSource	27	50.00%	109	60.89%
	Molina	7	12.96%	7	3.91%
	Paramount	0	0.00%	5	2.79%
	United	10	18.52%	34	18.99%
	Total	54	100.00%	179	100.00%
West	Buckeye	5	13.89%	24	14.20%
	CareSource	18	50.00%	87	51.48%
	Molina	3	8.33%	19	11.24%
	Paramount	1	2.78%	17	10.06%
	United	9	25.00%	22	13.02%
	Total	36	100.00%	169	100.00%
Total		126		491	

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

Reporting Period: 8/1/2019 - 8/31/2019
Generated: 9/4/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	179	317	496
North East	233	332	565
West	205	304	509
Total For All Regions	617	953	1570

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

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	3	17	53	73	14.72%
	CareSource	20	73	70	163	32.86%
	Molina	7	30	102	139	28.02%
	Paramount	0	6	0	6	1.21%
	United	6	17	92	115	23.19%
	(Region) Total	36	143	317	496	100.00%
North East	Buckeye	10	24	65	99	17.52%
	CareSource	27	109	53	189	33.45%
	Molina	7	7	98	112	19.82%
	Paramount	0	5	0	5	0.88%
	United	10	34	116	160	28.32%
	(Region) Total	54	179	332	565	100.00%
West	Buckeye	5	24	127	156	30.65%
	CareSource	18	87	47	152	29.86%
	Molina	3	19	50	72	14.15%
	Paramount	1	17	0	18	3.54%
	United	9	22	80	111	21.81%
	(Region) Total	36	169	304	509	100.00%
Total		126	491	953	1570	

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

Reporting Period: 8/1/2019 - 8/31/2019
 Generated: 9/4/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1814	37.86%	5238	76.48%	7052	60.58%
Call Campaign	1136	23.71%	326	4.76%	1462	12.56%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	1	0.02%	1	0.01%	2	0.02%
File Transfer	1720	35.90%	249	3.64%	1969	16.92%
IVR	59	1.23%	430	6.28%	489	4.20%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	61	1.27%	605	8.83%	666	5.72%
TOTAL	4791	100%	6849	100%	11640	100%

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

Reporting Period: 8/1/2019 - 8/31/2019
Generated: 9/4/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1814	25.72%	5238	74.28%	7052	100%
Call Campaign	1136	77.70%	326	22.30%	1462	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	1	50.00%	1	50.00%	2	100%
File Transfer	1720	87.35%	249	12.65%	1969	100%
IVR	59	12.07%	430	87.93%	489	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	61	9.16%	605	90.84%	666	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: 8/1/2019 - 8/31/2019
Generated: 9/4/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	210	4.38%	78	1.14%
	North East	317	6.62%	284	4.15%
	West	233	4.86%	439	6.41%
	Total	760	15.86%	801	11.70%
CareSource	Central/South East	789	16.47%	1195	17.45%
	North East	1090	22.75%	1539	22.47%
	West	888	18.53%	2066	30.16%
	Total	2767	57.75%	4800	70.08%
Molina	Central/South East	317	6.62%	223	3.26%
	North East	105	2.19%	75	1.10%
	West	119	2.48%	83	1.21%
	Total	541	11.29%	381	5.56%
Paramount	Central/South East	3	0.06%	29	0.42%
	North East	12	0.25%	14	0.20%
	West	65	1.36%	233	3.40%
	Total	80	1.67%	276	4.03%
United	Central/South East	188	3.92%	151	2.20%
	North East	290	6.05%	334	4.88%
	West	165	3.44%	106	1.55%
	Total	643	13.42%	591	8.63%
Total		4791	100.00%	6849	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	210	13.93%	78	4.65%
	CareSource	789	52.36%	1195	71.30%
	Molina	317	21.04%	223	13.31%
	Paramount	3	0.20%	29	1.73%
	United	188	12.48%	151	9.01%
	Total	1507	100.00%	1676	100.00%
North East	Buckeye	317	17.48%	284	12.64%
	CareSource	1090	60.09%	1539	68.52%
	Molina	105	5.79%	75	3.34%
	Paramount	12	0.66%	14	0.62%
	United	290	15.99%	334	14.87%
	Total	1814	100.00%	2246	100.00%
West	Buckeye	233	15.85%	439	15.00%
	CareSource	888	60.41%	2066	70.58%
	Molina	119	8.10%	83	2.84%
	Paramount	65	4.42%	233	7.96%
	United	165	11.22%	106	3.62%
	Total	1470	100.00%	2927	100.00%
Total		4791		6849	

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

Reporting Period: 8/1/2019 - 8/31/2019
Generated: 9/4/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	3183	8843	12026
North East	4060	10467	14527
West	4397	10757	15154
Total For All Regions	11640	30067	41707

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

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	210	78	2240	2528	21.02%
	CareSource	789	1195	2581	4565	37.96%
	Molina	317	223	2016	2556	21.25%
	Paramount	3	29	0	32	0.27%
	United	188	151	2006	2345	19.50%
	(Region) Total	1507	1676	8843	12026	100.00%
North East	Buckeye	317	284	2824	3425	23.58%
	CareSource	1090	1539	2973	5602	38.56%
	Molina	105	75	2150	2330	16.04%
	Paramount	12	14	0	26	0.18%
	United	290	334	2520	3144	21.64%
	(Region) Total	1814	2246	10467	14527	100.00%
West	Buckeye	233	439	3472	4144	27.35%
	CareSource	888	2066	2874	5828	38.46%
	Molina	119	83	2244	2446	16.14%
	Paramount	65	233	0	298	1.97%
	United	165	106	2167	2438	16.09%
	(Region) Total	1470	2927	10757	15154	100.00%
Total		4791	6849	30067	41707	

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

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Dual Benefits	222	44.94%	94	44.34%	316	44.76%
Call	Medicaid Only	209	42.31%	67	31.60%	276	39.09%
	Total	431	87.25%	161	75.94%	592	83.85%
Call Campaign	Dual Benefits	2	0.40%	5	2.36%	7	0.99%
Call Campaign	Medicaid Only	4	0.81%	3	1.42%	7	0.99%
	Total	6	1.21%	8	3.77%	14	1.98%
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	1.21%	3	1.42%	9	1.27%
Fax	Dual Benefits	0	0.00%	2	0.94%	2	0.28%
	Total	6	1.21%	5	2.36%	11	1.56%
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	19	3.85%	6	2.83%	25	3.54%
IVR	Medicaid Only	11	2.23%	4	1.89%	15	2.12%
	Total	30	6.07%	10	4.72%	40	5.67%
Mail	Medicaid Only	1	0.20%	0	0.00%	1	0.14%
Mail	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	1	0.20%	0	0.00%	1	0.14%
Website	Medicaid Only	3	0.61%	5	2.36%	8	1.13%
Website	Dual Benefits	17	3.44%	23	10.85%	40	5.67%
	Total	20	4.05%	28	13.21%	48	6.80%
TOTAL		494	100%	212	100%	706	100%

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

Reporting Period: 8/1/2019 - 8/31/2019
Generated: 9/4/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Dual Benefits	222	70.25%	94	29.75%	316	100%
	Medicaid Only	209	75.72%	67	24.28%	276	100%
	Total	431	72.80%	161	27.20%	592	100%
Call Campaign	Dual Benefits	2	28.57%	5	71.43%	7	100%
	Medicaid Only	4	57.14%	3	42.86%	7	100%
	Total	6	42.86%	8	57.14%	14	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	66.67%	3	33.33%	9	100%
	Dual Benefits	0	0.00%	2	100.00%	2	100%
	Total	6	54.55%	5	45.45%	11	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	Dual Benefits	19	76.00%	6	24.00%	25	100%
	Medicaid Only	11	73.33%	4	26.67%	15	100%
	Total	30	75.00%	10	25.00%	40	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	3	37.50%	5	62.50%	8	100%
	Dual Benefits	17	42.50%	23	57.50%	40	100%
	Total	20	41.67%	28	58.33%	48	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE
BY MANAGED CARE PLAN

Region and MCP as a Percentage of Type

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments	
Aetna	Central	Medicaid Only	13	2.63%	7	3.30%
		Dual Benefits	20	4.05%	8	3.77%
		Total	33	6.68%	15	7.08%
	North West	Medicaid Only	8	1.62%	1	0.47%
		Dual Benefits	5	1.01%	1	0.47%
		Total	13	2.63%	2	0.94%
	South West	Medicaid Only	19	3.85%	6	2.83%
		Dual Benefits	22	4.45%	6	2.83%
		Total	41	8.30%	12	5.66%
	Total		87	17.61%	29	13.68%
Buckeye	North East	Medicaid Only	12	2.43%	2	0.94%
		Dual Benefits	6	1.21%	4	1.89%
		Total	18	3.64%	6	2.83%
	North West	Medicaid Only	3	0.61%	4	1.89%
		Dual Benefits	2	0.40%	2	0.94%
		Total	5	1.01%	6	2.83%
	West Central	Medicaid Only	24	4.86%	12	5.66%
		Dual Benefits	16	3.24%	16	7.55%
		Total	40	8.10%	28	13.21%
	Total		63	12.75%	40	18.87%
CareSource	East Central	Medicaid Only	16	3.24%	7	3.30%
		Dual Benefits	18	3.64%	9	4.25%
		Total	34	6.88%	16	7.55%
	North East	Medicaid Only	22	4.45%	12	5.66%
		Dual Benefits	56	11.34%	29	13.68%
		Total	78	15.79%	41	19.34%
	North East Central	Medicaid Only	8	1.62%	1	0.47%

CareSource	North East Central	Dual Benefits	20	4.05%	8	3.77%	
		Total	28	5.67%	9	4.25%	
	Total		140	28.34%	66	31.13%	
Molina	Central	Medicaid Only	16	3.24%	1	0.47%	
		Dual Benefits	14	2.83%	3	1.42%	
		Total	30	6.07%	4	1.89%	
	South West	Medicaid Only	24	4.86%	4	1.89%	
		Dual Benefits	21	4.25%	8	3.77%	
		Total	45	9.11%	12	5.66%	
	West Central	Medicaid Only	11	2.23%	7	3.30%	
		Dual Benefits	7	1.42%	20	9.43%	
		Total	18	3.64%	27	12.74%	
	Total		93	18.83%	43	20.28%	
	United	East Central	Medicaid Only	18	3.64%	3	1.42%
			Dual Benefits	20	4.05%	1	0.47%
Total			38	7.69%	4	1.89%	
North East		Medicaid Only	28	5.67%	14	6.60%	
		Dual Benefits	22	4.45%	12	5.66%	
		Total	50	10.12%	26	12.26%	
North East Central		Medicaid Only	12	2.43%	1	0.47%	
		Dual Benefits	11	2.23%	3	1.42%	
		Total	23	4.66%	4	1.89%	
Total			111	22.47%	34	16.04%	
Total			494	100.00%	212	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	13	20.63%	7	36.84%	
		Dual Benefits	20	31.75%	8	42.11%	
		Total	33	52.38%	15	78.95%	
	Molina	Medicaid Only	16	25.40%	1	5.26%	
		Dual Benefits	14	22.22%	3	15.79%	
		Total	30	47.62%	4	21.05%	
	Total		63	100.00%	19	100.00%	
	East Central	CareSource	Medicaid Only	16	22.22%	7	35.00%
			Dual Benefits	18	25.00%	9	45.00%
Total			34	47.22%	16	80.00%	
United		Medicaid Only	18	25.00%	3	15.00%	
		Dual Benefits	20	27.78%	1	5.00%	
		Total	38	52.78%	4	20.00%	
Total			72	100.00%	20	100.00%	
North East		Buckeye	Medicaid Only	12	8.22%	2	2.74%
			Dual Benefits	6	4.11%	4	5.48%
	Total		18	12.33%	6	8.22%	
	CareSource	Medicaid Only	22	15.07%	12	16.44%	
		Dual Benefits	56	38.36%	29	39.73%	
		Total	78	53.42%	41	56.16%	
	United	Medicaid Only	28	19.18%	14	19.18%	
		Dual Benefits	22	15.07%	12	16.44%	
		Total	50	34.25%	26	35.62%	
	Total		146	100.00%	73	100.00%	
	North East Central	CareSource	Medicaid Only	8	15.69%	1	7.69%
			Dual Benefits	20	39.22%	8	61.54%
Total			28	54.90%	9	69.23%	

North East Central	United	Medicaid Only	12	23.53%	1	7.69%
		Dual Benefits	11	21.57%	3	23.08%
		Total	23	45.10%	4	30.77%
	Total		51	100.00%	13	100.00%
North West	Aetna	Medicaid Only	8	44.44%	1	12.50%
		Dual Benefits	5	27.78%	1	12.50%
		Total	13	72.22%	2	25.00%
	Buckeye	Medicaid Only	3	16.67%	4	50.00%
		Dual Benefits	2	11.11%	2	25.00%
		Total	5	27.78%	6	75.00%
	Total		18	100.00%	8	100.00%
South West	Aetna	Medicaid Only	19	22.09%	6	25.00%
		Dual Benefits	22	25.58%	6	25.00%
		Total	41	47.67%	12	50.00%
	Molina	Medicaid Only	24	27.91%	4	16.67%
		Dual Benefits	21	24.42%	8	33.33%
		Total	45	52.33%	12	50.00%
	Total		86	100.00%	24	100.00%
West Central	Buckeye	Medicaid Only	24	41.38%	12	21.82%
		Dual Benefits	16	27.59%	16	29.09%
		Total	40	68.97%	28	50.91%
	Molina	Medicaid Only	11	18.97%	7	12.73%
		Dual Benefits	7	12.07%	20	36.36%
		Total	18	31.03%	27	49.09%
	Total		58	100.00%	55	100.00%
Total		494		212		

MyCare ASSIGNMENT BY REGION

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	37	0	Medicaid only	37
	45	198	Dual benefits	243
	82	198		280
East Central	42	0	Medicaid only	42
	46	175	Dual benefits	221
	88	175		263
North East	87	0	Medicaid only	87
	128	306	Dual benefits	434
	215	306		521
North East Central	22	0	Medicaid only	22
	42	104	Dual benefits	146
	64	104		168
North West	16	0	Medicaid only	16
	10	93	Dual benefits	103
	26	93		119
South West	53	0	Medicaid only	53
	57	216	Dual benefits	273
	110	216		326
West Central	54	0	Medicaid only	54
	59	139	Dual benefits	198
	113	139		252
Total For All Regions	698	1231		1929

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	13	7	0	20	7.14%
		Dual Benefits	20	8	72	100	35.71%
		(MCP) Total	33	15	72	120	42.86%
	Molina	Medicaid Only	16	1	0	17	6.07%
		Dual Benefits	14	3	126	143	51.07%
		(MCP) Total	30	4	126	160	57.14%
	(Region) Total		63	19	198	280	100.00%
East Central	CareSource	Medicaid Only	16	7	0	23	8.61%
		Dual Benefits	18	9	57	84	31.46%
		(MCP) Total	34	16	57	107	40.07%
	United	Medicaid Only	18	3	0	21	7.87%
		Dual Benefits	20	1	118	139	52.06%
		(MCP) Total	38	4	118	160	59.93%
	(Region) Total		72	20	175	267	100.00%
North East	Buckeye	Medicaid Only	12	2	0	14	2.66%
		Dual Benefits	6	4	139	149	28.33%
		(MCP) Total	18	6	139	163	30.99%
	CareSource	Medicaid Only	22	12	0	34	6.46%
		Dual Benefits	56	29	71	156	29.66%
		(MCP) Total	78	41	71	190	36.12%
	United	Medicaid Only	28	14	0	42	7.98%
		Dual Benefits	22	12	97	131	24.90%
		(MCP) Total	50	26	97	173	32.89%
	(Region) Total		146	73	307	526	100.00%
North East Central	CareSource	Medicaid Only	8	1	0	9	5.36%
		Dual Benefits	20	8	34	62	36.90%
		(MCP) Total	28	9	34	71	42.26%

North East Central	United	Medicaid Only	12	1	0	13	7.74%
		Dual Benefits	11	3	70	84	50.00%
		(MCP) Total	23	4	70	97	57.74%
	(Region) Total		51	13	104	168	100.00%
North West	Aetna	Medicaid Only	8	1	0	9	7.56%
		Dual Benefits	5	1	33	39	32.77%
		(MCP) Total	13	2	33	48	40.34%
	Buckeye	Medicaid Only	3	4	0	7	5.88%
		Dual Benefits	2	2	60	64	53.78%
		(MCP) Total	5	6	60	71	59.66%
(Region) Total		18	8	93	119	100.00%	
South West	Aetna	Medicaid Only	19	6	0	25	7.67%
		Dual Benefits	22	6	84	112	34.36%
		(MCP) Total	41	12	84	137	42.02%
	Molina	Medicaid Only	24	4	0	28	8.59%
		Dual Benefits	21	8	132	161	49.39%
		(MCP) Total	45	12	132	189	57.98%
(Region) Total		86	24	216	326	100.00%	
West Central	Buckeye	Medicaid Only	24	12	0	36	14.29%
		Dual Benefits	16	16	90	122	48.41%
		(MCP) Total	40	28	90	158	62.70%
	Molina	Medicaid Only	11	7	0	18	7.14%
		Dual Benefits	7	20	49	76	30.16%
		(MCP) Total	18	27	49	94	37.30%
(Region) Total		58	55	139	252	100.00%	
Total			494	212	1232	1938	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	2	0	0	2	
			Dual Benefits	3	0	1	4	
			Total	5	0	1	6	
		Molina	Medicaid Only	0	1	0	1	
			Dual Benefits	0	1	5	6	
			Total	0	2	5	7	
		Total		5	2	6	13	
		Franklin	Aetna	Medicaid Only	11	7	0	18
				Dual Benefits	17	7	65	89
	Total			28	14	65	107	
	Molina		Medicaid Only	16	0	0	16	
			Dual Benefits	13	2	110	125	
			Total	29	2	110	141	
	Total			57	16	175	248	
	Madison		Aetna	Medicaid Only	0	0	0	0
				Dual Benefits	0	0	3	3
		Total		0	0	3	3	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	2	2	
			Total	0	0	2	2	
		Total		0	0	5	5	
Pickaway		Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	0	1	3	4	
	Total		0	1	3	4		
	Molina	Medicaid Only	0	0	0	0		
		Dual Benefits	1	0	5	6		
		Total	1	0	5	6		
	Total		1	1	8	10		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>Central</i>	Union	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	0	0
			Total	0	0	0	0
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	4	4
			Total	0	0	4	4
		Total		0	0	4	4

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	13	7	0	20
			Dual Benefits	20	8	72	100
			Total	33	15	72	120
Molina			Medicaid Only	16	1	0	17
			Dual Benefits	14	3	126	143
			Total	30	4	126	160
Total				63	19	198	280

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Portage	CareSource	Medicaid Only	0	0	0	0
			Dual Benefits	6	0	3	9
			Total	6	0	3	9
		United	Medicaid Only	4	0	0	4
			Dual Benefits	1	1	10	12
			Total	5	1	10	16
	Total			11	1	13	25
	Stark	CareSource	Medicaid Only	8	5	0	13
			Dual Benefits	4	5	22	31
			Total	12	10	22	44
		United	Medicaid Only	6	1	0	7
			Dual Benefits	5	0	44	49
			Total	11	1	44	56
	Total			23	11	66	100
	Summit	CareSource	Medicaid Only	8	2	0	10
Dual Benefits			6	3	24	33	
Total			14	5	24	43	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	8	2	0	10
			Dual Benefits	14	0	55	69
			Total	22	2	55	79
		Total		36	7	79	122
	Wayne	CareSource	Medicaid Only	0	0	0	0
			Dual Benefits	2	1	8	11
			Total	2	1	8	11
		United	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	9	9
			Total	0	0	9	9
Total		2	1	17	20		

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	16	7	0	23
			Dual Benefits	18	9	57	84
			Total	34	16	57	107
United			Medicaid Only	18	3	0	21
			Dual Benefits	20	1	118	139
			Total	38	4	118	160
Total				72	20	175	267

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	10	2	0	12
			Dual Benefits	5	4	99	108
			Total	15	6	99	120
		CareSource	Medicaid Only	17	10	0	27
			Dual Benefits	44	24	42	110
			Total	61	34	42	137
		United	Medicaid Only	21	11	0	32
			Dual Benefits	15	11	76	102
			Total	36	22	76	134
		Total		112	62	217	391
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	0	2	2	
		Total	0	0	2	2	

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	0	0	3	3	
			Total	0	0	3	3	
		United	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	0	0	
			Total	1	0	0	1	
		Total		1	0	5	6	
		Lake	Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	1	0	17	18
	Total			2	0	17	19	
	CareSource		Medicaid Only	0	0	0	0	
			Dual Benefits	7	2	3	12	
			Total	7	2	3	12	
	United		Medicaid Only	0	2	0	2	
			Dual Benefits	1	0	6	7	
			Total	1	2	6	9	
	Total			10	4	26	40	
	Lorain		Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	15	15
				Total	1	0	15	16
			CareSource	Medicaid Only	5	1	0	6
				Dual Benefits	5	3	18	26
		Total		10	4	18	32	
		United	Medicaid Only	4	1	0	5	
			Dual Benefits	5	1	12	18	
			Total	9	2	12	23	
		Total		20	6	45	71	
Medina		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	6	6	
	Total		0	0	6	6		
	CareSource	Medicaid Only	0	1	0	1		
		Dual Benefits	0	0	5	5		
		Total	0	1	5	6		

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	0	3	4
			Total	3	0	3	6
		Total		3	1	14	18
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	12	2	0	14
			Dual Benefits	6	4	139	149
			Total	18	6	139	163
CareSource			Medicaid Only	22	12	0	34
			Dual Benefits	56	29	71	156
			Total	78	41	71	190
United			Medicaid Only	28	14	0	42
			Dual Benefits	22	12	97	131
			Total	50	26	97	173
Total				146	73	307	526

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	2	1	2	5	
			Total	4	1	2	7	
		United	Medicaid Only	4	0	0	4	
			Dual Benefits	3	1	9	13	
			Total	7	1	9	17	
		Total			11	2	11	24
		Mahoning	CareSource	Medicaid Only	3	0	0	3
				Dual Benefits	15	4	20	39
	Total			18	4	20	42	
	United		Medicaid Only	5	0	0	5	
			Dual Benefits	6	2	41	49	
			Total	11	2	41	54	
	Total			29	6	61	96	
	Trumbull	CareSource	Medicaid Only	3	1	0	4	
Dual Benefits			3	3	12	18		
Total			6	4	12	22		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	3	1	0	4
			Dual Benefits	2	0	20	22
			Total	5	1	20	26
		Total		11	5	32	48

North East CentralRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	8	1	0	9
			Dual Benefits	20	8	34	62
			Total	28	9	34	71
United			Medicaid Only	12	1	0	13
			Dual Benefits	11	3	70	84
			Total	23	4	70	97
Total				51	13	104	168

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North West</i>	Fulton	Aetna	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	2	2	
			Total	1	0	2	3	
		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	3	3	
			Total	0	0	3	3	
		Total			1	0	5	6
		Lucas	Aetna	Medicaid Only	6	1	0	7
				Dual Benefits	3	1	27	31
	Total			9	2	27	38	
	Buckeye		Medicaid Only	2	4	0	6	
			Dual Benefits	2	1	48	51	
			Total	4	5	48	57	
	Total			13	7	75	95	
	Ottawa		Aetna	Medicaid Only	1	0	0	1
Dual Benefits				1	0	2	3	
Total		2		0	2	4		
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	5	6
			Total	0	1	5	6
		Total		2	1	7	10
	Wood	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	2	3
			Total	1	0	2	3
		Buckeye	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	4	4
			Total	1	0	4	5
	Total		2	0	6	8	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	8	1	0	9
			Dual Benefits	5	1	33	39
			Total	13	2	33	48
Buckeye			Medicaid Only	3	4	0	7
			Dual Benefits	2	2	60	64
			Total	5	6	60	71
Total				18	8	93	119

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Butler	Aetna	Medicaid Only	4	1	0	5	
			Dual Benefits	3	2	24	29	
			Total	7	3	24	34	
		Molina	Medicaid Only	0	3	0	3	
			Dual Benefits	6	3	29	38	
			Total	6	6	29	41	
		Total		13	9	53	75	
		Clermont	Aetna	Medicaid Only	3	0	0	3
				Dual Benefits	2	0	8	10
	Total			5	0	8	13	
	Molina		Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	9	9	
			Total	1	0	9	10	
Total		6	0	17	23			

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	5	5	
			Total	0	0	5	5	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	2	0	1	3	
			Total	3	0	1	4	
		Total		3	0	6	9	
		Hamilton	Aetna	Medicaid Only	12	4	0	16
				Dual Benefits	16	3	40	59
	Total			28	7	40	75	
	Molina		Medicaid Only	22	1	0	23	
			Dual Benefits	11	5	86	102	
			Total	33	6	86	125	
	Total			61	13	126	200	
	Warren		Aetna	Medicaid Only	0	1	0	1
				Dual Benefits	1	1	7	9
		Total		1	2	7	10	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	7	9	
			Total	2	0	7	9	
		Total		3	2	14	19	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	19	6	0	25	
			Dual Benefits	22	6	84	112	
			Total	41	12	84	137	
Molina			Medicaid Only	24	4	0	28	
			Dual Benefits	21	8	132	161	
			Total	45	12	132	189	
Total				86	24	216	326	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	7	2	0	9	
			Dual Benefits	3	1	11	15	
			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	3	0	0	3
			Dual Benefits	1	1	9	11
			Total	4	1	9	14
		Total		14	4	20	38
	Greene	Buckeye	Medicaid Only	5	2	0	7
			Dual Benefits	2	5	14	21
			Total	7	7	14	28
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	8	9
			Total	1	0	8	9
		Total		8	7	22	37
		Montgomery	Buckeye	Medicaid Only	12	8	0
	Dual Benefits			11	10	65	86
	Total			23	18	65	106
	Molina		Medicaid Only	8	7	0	15
			Dual Benefits	5	19	32	56
			Total	13	26	32	71
	Total			36	44	97	177
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	24	12	0	36
			Dual Benefits	16	16	90	122
			Total	40	28	90	158
Molina			Medicaid Only	11	7	0	18
			Dual Benefits	7	20	49	76
			Total	18	27	49	94
Total				58	55	139	252
Total				494	212	1232	1938

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

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	7	5.11%	8	10.26%	15
	<i>North West</i>	4	2.92%	5	6.41%	9
	<i>South West</i>	8	5.84%	10	12.82%	18
	Total	19	13.87%	23	29.49%	42
Buckeye	<i>North East</i>	8	5.84%	7	8.97%	15
	<i>North West</i>	3	2.19%	1	1.28%	4
	<i>West Central</i>	10	7.30%	5	6.41%	15
	Total	21	15.33%	13	16.67%	34
CareSource	<i>East Central</i>	6	4.38%	9	11.54%	15
	<i>North East</i>	13	9.49%	7	8.97%	20
	<i>North East Central</i>	3	2.19%	3	3.85%	6
	Total	22	16.06%	19	24.36%	41

Molina	<i>Central</i>	6	4.38%	7	8.97%	13
	<i>South West</i>	12	8.76%	7	8.97%	19
	<i>West Central</i>	8	5.84%	1	1.28%	9
	Total	26	18.98%	15	19.23%	41
United	<i>East Central</i>	27	19.71%	5	6.41%	32
	<i>North East</i>	16	11.68%	0	0.00%	16
	<i>North East Central</i>	6	4.38%	3	3.85%	9
	Total	49	35.77%	8	10.26%	57
Total Changes		137	100.00%	78	100.00%	215

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

Reporting Period: 8/1/2019 - 8/31/2019

Generated: 9/4/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	7	5.11%	8	10.26%	15
	<i>Molina</i>	6	4.38%	7	8.97%	13
	Total	13	9.49%	15	19.23%	28
North West	<i>Aetna</i>	4	2.92%	5	6.41%	9
	<i>Buckeye</i>	3	2.19%	1	1.28%	4
	Total	7	5.11%	6	7.69%	13
South West	<i>Aetna</i>	8	5.84%	10	12.82%	18
	<i>Molina</i>	12	8.76%	7	8.97%	19
	Total	20	14.60%	17	21.79%	37
North East	<i>Buckeye</i>	8	5.84%	7	8.97%	15
	<i>CareSource</i>	13	9.49%	7	8.97%	20
	<i>United</i>	16	11.68%	0	0.00%	16
	Total	37	27.01%	14	17.95%	51

West Central	<i>Buckeye</i>	10	7.30%	5	6.41%	15
	<i>Molina</i>	8	5.84%	1	1.28%	9
	Total	18	13.14%	6	7.69%	24
East Central	<i>CareSource</i>	6	4.38%	9	11.54%	15
	<i>United</i>	27	19.71%	5	6.41%	32
	Total	33	24.09%	14	17.95%	47
North East Central	<i>CareSource</i>	3	2.19%	3	3.85%	6
	<i>United</i>	6	4.38%	3	3.85%	9
	Total	9	6.57%	6	7.69%	15
Total Changes		137	100.00%	78	100.00%	215

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 8/1/2019 to 8/31/2019

Total Surveys Available for Completion: 59822

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	217	40.19%	273	50.56%	33	6.11%	17	3.15%	540	100.00%
Our answers to your questions	298	54.48%	212	38.76%	28	5.12%	9	1.65%	547	100.00%
Our courtesy to you and your family	358	65.57%	169	30.95%	13	2.38%	6	1.10%	546	100.00%
Overall, how would you rate our staff and services	278	50.82%	242	44.24%	24	4.39%	3	0.55%	547	100.00%
Total	1151	52.80%	896	41.10%	98	4.50%	35	1.61%	2180	100.00%

Number of Surveys Attempted: 6518

Number of Completed Customer Satisfaction Surveys: 557