



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

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Ohio Medicaid Consumer Hotline Monthly Report January 2020

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,984 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 21. 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 63 calls coming in through this queue for this month.

Activity Summary

- 481,665 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 381,059 Total Calls (inbound and outbound)
 - 35,645 Call Fire Campaign Calls
 - 2,718 MyCare Outreach Calls
 - 55,389 Renewal Outreach Calls
 - 1,807 MBIWD Outreach Calls
 - 4,984 Provider Calls
 - 63 Insure Kids Now/Governor's Hotline
- 12% abandonment rate
- 6 minutes 13 seconds average talk time
- 3 minutes 31 seconds average speed to answer
- .014% Blockage Rate (December 2019) *
- 97.05% 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
January 2020
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	12/30/19	16078	13881	1234	27	16105	2197	14%	1175	17280	:33:25	:03:17	:05:57
Tue	12/31/19	6796	6287	230	8	6804	509	7%	1259	8063	:15:37	:01:44	:05:52
Wed	01/01/20	0	0	0	614	614	0	0%	0	614	:00:00	:00:00	:00:00
Thurs	01/02/20	16260	13933	1261	42	16302	2327	14%	809	17111	:35:21	:03:27	:06:21
Fri	01/03/20	14128	12199	985	20	14148	1929	14%	366	14514	:29:53	:03:26	:06:06
Sat	01/04/20	2472	2346	88	16	2488	126	5%	216	2704	:10:03	:01:29	:06:18
Sun	01/05/20	0	0	0	384	384	0	0%	0	384	:00:00	:00:00	:00:00
	Week end	55734	48646	3798	1111	56845	7088	13%	2650	59495	:35:21	:02:41	:06:05
	Jan Only	32860	28478	2334	1076	33936	4382	13%	1391	35327	:35:21	:02:47	:06:15
Mon	01/06/20	23343	20500	3089	26	23369	2843	12%	2392	25761	:44:43	:03:10	:05:54
Tues	01/07/20	18794	16895	2364	28	18822	1899	10%	3341	22163	:54:10	:03:02	:06:04
Wed	01/08/20	18590	15981	1903	11	18601	2609	14%	2557	21158	:50:46	:02:52	:06:06
Thurs	01/09/20	16565	14308	1523	18	16583	2257	14%	1738	18321	:42:01	:03:00	:06:34
Fri	01/10/20	13288	11454	867	12	13300	1834	14%	2264	15564	:37:53	:03:18	:06:14
Sat	01/11/20	1905	1784	57	10	1915	121	6%	338	2253	:10:48	:01:27	:06:05
Sun	01/12/20	0	0	0	316	316	0	0%	0	316	:00:00	:00:00	:00:00
	Week end	92485	80922	9803	421	92906	11563	13%	12630	105536	:54:10	:02:48	:06:10
Mon	01/13/20	17730	15270	1618	11	17741	2460	14%	1755	19496	:42:05	:02:55	:06:22
Tues	01/14/20	14496	12574	1102	16	14512	1922	13%	1696	16208	:34:51	:03:10	:06:23
Wed	01/15/20	13691	12165	1302	19	13710	1526	11%	1677	15387	:47:29	:03:51	:06:18
Thurs	01/16/20	14653	12442	877	18	14671	2211	15%	1762	16433	:39:04	:03:38	:06:25
Fri	01/17/20	12269	10928	992	14	12283	1341	11%	1585	13868	:34:21	:04:06	:06:27
Sat	01/18/20	1391	1363	44	7	1398	28	2%	360	1758	:20:22	:01:26	:06:18
Sun	01/19/20	0	0	0	251	251	0	0%	0	251	:00:00	:00:00	:00:00
	Week end	74230	64742	5935	336	74566	9488	13%	8835	83401	:47:29	:03:11	:06:23
Mon	01/20/20	0	0	0	2173	2173	0	0%	0	2173	:00:00	:00:00	:00:00
Tues	01/21/20	17041	15193	1779	13	17054	1848	11%	1607	18661	:43:24	:03:53	:06:11
Wed	01/22/20	15165	13480	1567	15	15180	1685	11%	2148	17328	:37:03	:03:15	:06:22
Thurs	01/23/20	15866	14121	1866	17	15883	1745	11%	1793	17676	:35:04	:03:18	:06:29
Fri	01/24/20	14291	12655	1491	15	14306	1636	11%	2199	16505	:40:41	:03:40	:06:05
Sat	01/25/20	2347	2248	145	7	2354	99	4%	993	3347	:35:49	:02:52	:06:14
Sun	01/26/20	0	0	0	373	373	0	0%	0	373	:00:00	:00:00	:00:00
	Week end	64710	57697	6848	2613	67323	7013	11%	8740	76063	:43:24	:03:24	:06:16
Mon	01/27/20	17120	15133	1716	15	17135	1987	12%	1260	18395	:41:35	:03:22	:05:55
Tue	01/28/20	14985	13382	1522	25	15010	1603	11%	2072	17082	:39:12	:03:45	:05:58
Wed	01/29/20	14013	12341	1148	25	14038	1672	12%	1939	15977	:40:52	:03:46	:06:06
Thu	01/30/20	13497	11997	1052	153	13650	1500	11%	1293	14943	:43:17	:04:26	:06:11
Fri	01/31/20	12701	11343	948	41	12742	1358	11%	1629	14371	:40:13	:04:13	:06:07
	Month End	336601	296035	31306	4705	341306	40566	12%	39789	381095	:54:10	:03:31	:06:13

Ohio Consumer Hotline - Activity Summary Report

1/1/2020 to 1/31/2020

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	2
	ODM Inquiry	11
	Unable to Reach - Letter Sent - Resolved	2
	Total	15
<i>FFS Billing</i>	Billing Number	325
	Claims Request	11
	General Billing Questions	346
	Received Bill (Needs Letter)	20
	Total	702
<i>General Benefits</i>	Application / Eligibility	1158
	Assisted Living	2
	Behavioral Health Redesign Questions	4
	Billing Number	106
	Certificate of Coverage	4
	DCC Benefits	1
	Dental	167
	Equipment	55
	Healthchek Services	5
	Home Health Care	16
	Inquiry on Covered Services	1067
	Long Term Care	8
	Medicaid Expansion	3
	Medicaid School Program	2
	Medlist Assist	1
	Opioid Treatment	1
	Physical / Occupational Therapy	3
	Pregnancy Related Services	22
	Prescriptions	689
	SRSP Benefits	57
State Hearing	11	

General Benefits	Transportation	224
	Vision	73
	Total	3679
HIPAA [LEGACY]	Information	1
	Total	1
Incident Report	Billing Inquiry	95
	Reimbursement Inquiry	7
	Total	102
Inquiry	029 Error	55
	574 Error - Not Eligible	11
	Already Selected	267
	Called to Check on Just Cause Status	7
	CDJFS	992
	Change in Name	81
	Change in Phone Number / Address	545
	Child Care	5
	Customer Survey	5
	General Questions	5625
	HEAP / PIP	1
	Hotline	1214
	Person Calling Not PIP / AG Head	276
	Referred Consumer to County Worker	1102
	SNAP (Food Stamps)	218
	Social Security	30
	Status Change Request (Name, Address, Phone, Etc.)	243
	TANF (Cash Assistance)	7
	Transferred in Error	6
	WIC	3
Total	10693	
Issue / Concern	Issue / Concern about MCP	111
	Issue / Concern about Provider	4
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	11
	Total	127
Mailings	Billing Incident Letter	95

Mailings	CFC EMP Enrollment Packet	5
	CFC EMP Enrollment Packet (Large Print)	1
	CFC EMP Enrollment Packet (Spanish)	3
	JC Approval Change MCP	302
	JC Approval Change MCP - Requestor	95
	JC Approval FFS	29
	JC Approval FFS - Requestor	3
	Mandatory Change MCP to MCP	520
	MBI-WD Application	11
	Medicaid Application (7216)	246
	Medicaid Program Enrollment & Benefit Information	46
	MMC Mandatory	50613
	MMC Voluntary	590
	MyCare EMP Enrollment Packet	33
	MyCare EMP Enrollment Packet (Large Print)	4
	MyCare EMP Enrollment Packet (Spanish & Large Print)	1
	MyCare EMP Enrollment Packet (Spanish)	1
	MyCare Reminder Letter	3553
	MyCare TPL Approval Letter	8
	MyCare TPL Denial Letter	13
	New Mandatory	30
	No Contact	2
	OMH Mandatory MyCare Letter	50
	QIT Packet	10
	Reimbursement Letter	6
	Resolution	2
	TPL Approval	1
	Veterans on Medicaid Program Brochure	3
	Total	56276
Managed Care Info & Referral	Benefit Package	216
	Billing Number	481
	Called to Check on Doctors	33
	Card	1367

Managed Care Info & Referral	Case Addition	22
	Case Closed	42
	Case Pending	253
	Category Closed	93
	Consumer Needs To Be Auto Re-Enrolled	9
	Failed Eligibility	393
	Information	2539
	Just Cause Status	53
	Open Enrollment Questions	410
	Payment	20
	Phone Numbers	551
	Provider Name	732
	Transfer Request - Bureau of Managed Care	19
	Wanted Phone Number of MCP	618
	Total	7851
MBI-WD	AG Collections Questions	8
	Application / Eligibility	14
	Benefit Package / Covered Services	7
	Billing Number	4
	Card	1
	Premium Collection Issue - Needs Follow-Up	8
	Program Information	42
	Questions About Premiums	42
	Total	126
Medicaid (MAGI and ABD)	1095B FAQ	301
	Application Status	1870
	BCCP Question / Inquiry	2
	Behavioral Health Question / Inquiry	8
	Case Change	580
	Case Inquiry	14525
	Certificate Of Coverage	30
	Citizenship/Other Verifications	628
	DDR Question / Inquiry	18
	DRC Question / Inquiry	1

Medicaid (MAGI and ABD)	EOMB Question / Inquiry	1
	Estate Recovery	18
	Family Planning Services Question / Inquiry	9
	FFS Card	524
	General Program Information	3991
	HIPPA Question / Inquiry	4
	Home Health Care Question / Inquiry	19
	Income Guidelines/Questions	1050
	Long Term Care Question / Inquiry	29
	MBIWD Question / Inquiry	8
	Questions About Letter/NOA	979
	Re-Application on a Denied Case	123
	Renewal Application Reported	7049
	Renewal Questions	8627
	Reprint NOA or FFS Card	261
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	222
	Requested Telephone Application – Transfer to Collabor8	1720
	State Hearing	123
	Tort Question / Inquiry	3
	Total	42723
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	263
	Medicare Premium Assistance Program (Part B Payments)	1224
	On-site Facilitated Enrollment	8
	Part A Questions	267
	Part B Questions	942
	Part C / Advantage Plan Questions	125
	Part D / PDP Questions	603
	Part D Letter Inquiry	38
	Total	3470
MyCare Ohio	General Information	1692
	Issue Accessing Services	109
	Loss of MyCare Eligibility	99

<i>MyCare Ohio</i>	Medicaid Only Benefit Information	226
	MyCare Ohio Card	391
	On-site facilitated enrollment	16
	Opt-In/Opt-Out Questions	1220
	Prescription Questions	156
	Transition of Care	5
	Total	3914
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	16
	Account Creation/Management	4
	Account Lock Out	6
	Application Assistance	12
	Apply for Benefits	26
	Call Transferred from Enterprise Help Desk to OMH	31
	County Office Location/Hours	1
	Forgot Password Link	3
	Forgot User Name Link	1
	Frequently Asked Questions	3
	General Navigation	11
	How to use this Site	11
	Internet Browser Issue	3
	Message Center	6
	Provided Link to Website	39
	Renewal Packet Questions	11
	SNAP/TANF Questions	1
	Submit Error Issue	21
	Transfer Call to Tier 2/3	27
	Total	233
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	256
	Contact CDJS	115
	Electronic Verification Process	7
	Journal Creation & Management	246
	MAGI (Modified Adjusted Gross Income) Program Information	1
	Notice of Action Explanation	13
	Reapply on a Denied Case	3
	Reprint FFS card from Hotline	240

Ohio Integrated Eligibility System (OIES)	Reprint NOA from Hotline	19
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	121
	Requested Telephone Application, transfer to Collobor8	338
	Total	1359
Prior Authorization	How to Obtain	133
	Letter	4
	Program Information	101
	Status	51
	Total	289
Provider	Electronic Visit Verification (EVV) Initiative Letter	5
	Fee-For-Service Provider Names	41
	Referred to MCP For Provider List	67
	Referred to ODM Website For Provider List	27
	Referred to State Board To File Complaint Against Provider	1
	Total	141
QIT	Created QIT Outreach [LEGACY]	2
	Deceased	8
	Outreach Call	1
	Provided Banking Resources	12
	Provided explanation of QIT definitions	15
	Provided Information on where to send QIT completed documents-CDJFS	4
	QIT - General Program Information	69
	Requested QIT packet by email	2
	Requested QIT packet by mail	1
	Total	114
Reimbursement	Decision	10
	Information	69
	State Hearing	2
	Total	81
State Hearings	How to Request	135
	Program Information	52

State Hearings	Status	23
	Total	210
Surveys	Call Center Survey	377
	MyCare Interview Survey Letter	1
	Total	378
Tasks	AHS Billing Research - Letter	97
	AHS Claims Request	10
	AHS Consumer Issue/Concerns	45
	AHS Enrollment Error	5607
	AHS Enrollment Issue	2802
	AHS Further Research Needed	2
	AHS Just Cause	1026
	AHS MBIWD - Premium Issue	3
	AHS MBIWD Linking	135
	AHS Medicare Premium Payments Research	53
	AHS MMC - Final Signed Letter / Email	1
	AHS MMC Contact	258
	AHS ODJFS Request for Consumer Contact	2
	AHS Reimbursement - Letter	7
	AHS Web Contact - OMH Website	924
	ODM Complaint - Consumer	91
	ODM Complaint - Provider	185
	ODM Just Cause	17
Total	11265	
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	13
	General Information	151
	Need Medications Now	12
	Referral to Case Worker	96
	Referral to TPL Vendor	43
	Total	315
Waiver	Application / Eligibility	155
	Benefit Package / Covered Services	41
	Billing Number	6

Waiver	Card	11
	Change	6
	Estate Recovery	6
	Independent Provider	1
	Patient Evaluation	6
	Patient Liability	18
	Program Information	204
	Total	454

Ohio Consumer Hotline - Total Number of Calls by Referral

1/1/2020 to 1/31/2020

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	404
	ACS / First Health	36
	ADAMH	6
	Area Agency on Aging	31
	BCMh	2
	Case Management Agency	26
	Caseworker	508
	Child Support Enforcement Agency	6
	Complaint Department	3
	County Department of Job & Family Services	3396
	First Link	7
	Food Stamp Hotline	30
	Golden Buckeye Hotline	1
	HomeHealthAgency	1
	Info & Refer	331
	Managed Care Plan	820
	Managed Care/Just Cause Section	6
	MR / DD Board	6
	ODM	2
	Ohio Department of Insurance	11
	Ohio Hospice	1
	Ohio's Best Rx	3
	Ombudsman	4
	OSHIIP	27
	Other Medical Services Agency	42
	Other Social Services Agency	6
Out-of-State Medicaid Hotline	18	
Pharmacy	90	

Referral	Prescription Drug Plan (PDP)	77
	Provider	300
	Provider Services Call Center	136
	Public Children's Services	10
	Social Security Administration	72
	StateHearingDivision	64
	StateMedicalBoard	8
	Supervisor	37
	Tort Unit	28
	Website - ODM	27
	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: 1/1/2020 - 1/31/2020
 Generated: 2/4/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	59	44.03%	335	82.92%	394	73.23%
Call Campaign	55	41.04%	12	2.97%	67	12.45%
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	6.72%	5	1.24%	14	2.60%
IVR	9	6.72%	38	9.41%	47	8.74%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	2	1.49%	14	3.47%	16	2.97%
TOTAL	134	100%	404	100%	538	100%

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

Reporting Period: 1/1/2020 - 1/31/2020
 Generated: 2/4/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	59	14.97%	335	85.03%	394	100%
Call Campaign	55	82.09%	12	17.91%	67	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	9	64.29%	5	35.71%	14	100%
IVR	9	19.15%	38	80.85%	47	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	2	12.50%	14	87.50%	16	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: 1/1/2020 - 1/31/2020
Generated: 2/4/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	13	9.70%	39	9.70%
	North East	10	7.46%	16	3.98%
	West	5	3.73%	12	2.99%
	Total	28	20.90%	67	16.67%
CareSource	Central/South East	18	13.43%	116	28.86%
	North East	28	20.90%	30	7.46%
	West	14	10.45%	51	12.69%
	Total	60	44.78%	197	49.00%
Molina	Central/South East	9	6.72%	47	11.69%
	North East	3	2.24%	2	0.50%
	West	7	5.22%	3	0.75%
	Total	19	14.18%	52	12.94%
Paramount	North East	3	2.24%	3	0.75%
	West	4	2.99%	10	2.49%
	Total	7	5.22%	13	3.23%
United	Central/South East	5	3.73%	36	8.96%
	North East	10	7.46%	32	7.96%
	West	5	3.73%	5	1.24%
	Total	20	14.93%	73	18.16%
Total		134	100.00%	402	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 1/1/2020 - 1/31/2020

Generated: 2/4/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	13	28.89%	39	16.25%
	CareSource	18	40.00%	116	48.33%
	Molina	9	20.00%	47	19.58%
	United	5	11.11%	36	15.00%
	Total	45	100.00%	238	100.00%
North East	Buckeye	10	18.52%	16	19.28%
	CareSource	28	51.85%	30	36.14%
	Molina	3	5.56%	2	2.41%
	Paramount	3	5.56%	3	3.61%
	United	10	18.52%	32	38.55%
	Total	54	100.00%	83	100.00%
West	Buckeye	5	14.29%	12	14.81%
	CareSource	14	40.00%	51	62.96%
	Molina	7	20.00%	3	3.70%
	Paramount	4	11.43%	10	12.35%
	United	5	14.29%	5	6.17%
	Total	35	100.00%	81	100.00%
Total		134		402	

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

Reporting Period: 1/1/2020 - 1/31/2020
Generated: 2/4/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	283	328	611
North East	137	357	494
West	116	302	418
Total For All Regions	536	987	1523

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

Reporting Period: 1/1/2020 - 1/31/2020

Generated: 2/4/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	13	39	104	156	25.53%
	<i>CareSource</i>	18	116	90	224	36.66%
	<i>Molina</i>	9	47	66	122	19.97%
	<i>United</i>	5	36	68	109	17.84%
	(Region) Total	45	238	328	611	100.00%
North East	<i>Buckeye</i>	10	16	104	130	26.32%
	<i>CareSource</i>	28	30	69	127	25.71%
	<i>Molina</i>	3	2	59	64	12.96%
	<i>Paramount</i>	3	3	66	72	14.57%
	<i>United</i>	10	32	59	101	20.45%
	(Region) Total	54	83	357	494	100.00%
West	<i>Buckeye</i>	5	12	99	116	27.75%
	<i>CareSource</i>	14	51	63	128	30.62%
	<i>Molina</i>	7	3	42	52	12.44%
	<i>Paramount</i>	4	10	51	65	15.55%
	<i>United</i>	5	5	47	57	13.64%
	(Region) Total	35	81	302	418	100.00%
Total		134	402	987	1523	

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

Reporting Period: 1/1/2020 - 1/31/2020
 Generated: 2/4/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1353	25.01%	3940	63.68%	5293	45.64%
Call Campaign	1973	36.47%	397	6.42%	2370	20.44%
Face-To-Face	1	0.02%	0	0.00%	1	0.01%
Fax	0	0.00%	2	0.03%	2	0.02%
File Transfer	1763	32.59%	215	3.48%	1978	17.06%
IVR	221	4.09%	985	15.92%	1206	10.40%
Mail	0	0.00%	2	0.03%	2	0.02%
Website	99	1.83%	646	10.44%	745	6.42%
TOTAL	5410	100%	6187	100%	11597	100%

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

Reporting Period: 1/1/2020 - 1/31/2020
Generated: 2/4/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1353	25.56%	3940	74.44%	5293	100%
Call Campaign	1973	83.25%	397	16.75%	2370	100%
Face-To-Face	1	100.00%	0	0.00%	1	100%
Fax	0	0.00%	2	100.00%	2	100%
File Transfer	1763	89.13%	215	10.87%	1978	100%
IVR	221	18.33%	985	81.67%	1206	100%
Mail	0	0.00%	2	100.00%	2	100%
Website	99	13.29%	646	86.71%	745	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: 1/1/2020 - 1/31/2020
Generated: 2/4/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	299	5.53%	218	3.54%
	North East	358	6.62%	298	4.84%
	West	303	5.61%	217	3.52%
	Total	960	17.76%	733	11.89%
CareSource	Central/South East	876	16.21%	1490	24.18%
	North East	1073	19.85%	973	15.79%
	West	862	15.95%	1341	21.76%
	Total	2811	52.01%	3804	61.72%
Molina	Central/South East	292	5.40%	400	6.49%
	North East	120	2.22%	44	0.71%
	West	121	2.24%	57	0.92%
	Total	533	9.86%	501	8.13%
Paramount	North East	121	2.24%	44	0.71%
	West	227	4.20%	316	5.13%
	Total	348	6.44%	360	5.84%
United	Central/South East	246	4.55%	343	5.57%
	North East	337	6.23%	340	5.52%
	West	170	3.15%	82	1.33%
	Total	753	13.93%	765	12.41%
Total		5405	100.00%	6163	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 1/1/2020 - 1/31/2020

Generated: 2/4/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	299	17.40%	218	8.81%
	CareSource	876	50.99%	1490	60.20%
	Molina	292	17.00%	400	16.16%
	United	246	14.32%	343	13.86%
	Total	1713	100.00%	2451	100.00%
North East	Buckeye	358	17.82%	298	17.54%
	CareSource	1073	53.41%	973	57.27%
	Molina	120	5.97%	44	2.59%
	Paramount	121	6.02%	44	2.59%
	United	337	16.77%	340	20.01%
	Total	2009	100.00%	1699	100.00%
West	Buckeye	303	18.00%	217	10.78%
	CareSource	862	51.22%	1341	66.62%
	Molina	121	7.19%	57	2.83%
	Paramount	227	13.49%	316	15.70%
	United	170	10.10%	82	4.07%
	Total	1683	100.00%	2013	100.00%
Total		5405		6163	

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

Reporting Period: 1/1/2020 - 1/31/2020
Generated: 2/4/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	4164	9749	13913
North East	3708	11809	15517
West	3696	10617	14313
Total For All Regions	11568	32175	43743

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

Reporting Period: 1/1/2020 - 1/31/2020

Generated: 2/4/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	299	218	2917	3434	24.68%
	<i>CareSource</i>	876	1490	2887	5253	37.76%
	<i>Molina</i>	292	400	1769	2461	17.69%
	<i>United</i>	246	343	2176	2765	19.87%
	(Region) Total	1713	2451	9749	13913	100.00%
North East	<i>Buckeye</i>	358	298	2946	3602	23.21%
	<i>CareSource</i>	1073	973	2806	4852	31.27%
	<i>Molina</i>	120	44	1545	1709	11.01%
	<i>Paramount</i>	121	44	2393	2558	16.49%
	<i>United</i>	337	340	2119	2796	18.02%
	(Region) Total	2009	1699	11809	15517	100.00%
West	<i>Buckeye</i>	303	217	2629	3149	22.00%
	<i>CareSource</i>	862	1341	2536	4739	33.11%
	<i>Molina</i>	121	57	1416	1594	11.14%
	<i>Paramount</i>	227	316	2165	2708	18.92%
	<i>United</i>	170	82	1871	2123	14.83%
	(Region) Total	1683	2013	10617	14313	100.00%
Total		5405	6163	32175	43743	

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

Reporting Period: 1/1/2020 - 1/31/2020
Generated: 2/4/2020

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	407	40.78%	10	12.20%	417	38.61%
Call	Dual Benefits	495	49.60%	63	76.83%	558	51.67%
	Total	902	90.38%	73	89.02%	975	90.28%
Call Campaign	Medicaid Only	21	2.10%	0	0.00%	21	1.94%
Call Campaign	Dual Benefits	21	2.10%	2	2.44%	23	2.13%
	Total	42	4.21%	2	2.44%	44	4.07%
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	9	0.90%	1	1.22%	10	0.93%
Fax	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	9	0.90%	1	1.22%	10	0.93%
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	6	0.60%	0	0.00%	6	0.56%
IVR	Dual Benefits	18	1.80%	3	3.66%	21	1.94%
	Total	24	2.40%	3	3.66%	27	2.50%
Mail	Medicaid Only	1	0.10%	0	0.00%	1	0.09%
Mail	Dual Benefits	2	0.20%	0	0.00%	2	0.19%
	Total	3	0.30%	0	0.00%	3	0.28%
Website	Medicaid Only	2	0.20%	1	1.22%	3	0.28%
Website	Dual Benefits	16	1.60%	2	2.44%	18	1.67%
	Total	18	1.80%	3	3.66%	21	1.94%
TOTAL		998	100%	82	100%	1080	100%

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

Reporting Period: 1/1/2020 - 1/31/2020
Generated: 2/4/2020

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	407	97.60%	10	2.40%	417	100%
	Dual Benefits	495	88.71%	63	11.29%	558	100%
	Total	902	92.51%	73	7.49%	975	100%
Call Campaign	Medicaid Only	21	100.00%	0	0.00%	21	100%
	Dual Benefits	21	91.30%	2	8.70%	23	100%
	Total	42	95.45%	2	4.55%	44	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	9	90.00%	1	10.00%	10	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	9	90.00%	1	10.00%	10	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	6	100.00%	0	0.00%	6	100%
	Dual Benefits	18	85.71%	3	14.29%	21	100%
	Total	24	88.89%	3	11.11%	27	100%
Mail	Medicaid Only	1	100.00%	0	0.00%	1	100%
	Dual Benefits	2	100.00%	0	0.00%	2	100%
	Total	3	100.00%	0	0.00%	3	100%
Website	Medicaid Only	2	66.67%	1	33.33%	3	100%
	Dual Benefits	16	88.89%	2	11.11%	18	100%
	Total	18	85.71%	3	14.29%	21	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 1/1/2020 - 1/31/2020

Generated: 2/4/2020

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	52	5.21%	3	3.66%	
		Dual Benefits	57	5.71%	9	10.98%	
		Total	109	10.92%	12	14.63%	
	North West	Medicaid Only	22	2.20%	1	1.22%	
		Dual Benefits	32	3.21%	1	1.22%	
		Total	54	5.41%	2	2.44%	
	South West	Medicaid Only	49	4.91%	1	1.22%	
		Dual Benefits	34	3.41%	6	7.32%	
		Total	83	8.32%	7	8.54%	
	Total		246	24.65%	21	25.61%	
	Buckeye	North East	Medicaid Only	6	0.60%	1	1.22%
			Dual Benefits	13	1.30%	3	3.66%
Total			19	1.90%	4	4.88%	
North West		Medicaid Only	11	1.10%	0	0.00%	
		Dual Benefits	13	1.30%	2	2.44%	
		Total	24	2.40%	2	2.44%	
West Central		Medicaid Only	44	4.41%	1	1.22%	
		Dual Benefits	30	3.01%	11	13.41%	
		Total	74	7.41%	12	14.63%	
Total			117	11.72%	18	21.95%	
CareSource		East Central	Medicaid Only	28	2.81%	1	1.22%
			Dual Benefits	32	3.21%	4	4.88%
	Total		60	6.01%	5	6.10%	
	North East	Medicaid Only	58	5.81%	2	2.44%	
		Dual Benefits	104	10.42%	13	15.85%	
		Total	162	16.23%	15	18.29%	
	North East Central	Medicaid Only	19	1.90%	1	1.22%	

CareSource	North East Central	Dual Benefits	46	4.61%	2	2.44%	
		Total	65	6.51%	3	3.66%	
	Total		287	28.76%	23	28.05%	
Molina	Central	Medicaid Only	19	1.90%	0	0.00%	
		Dual Benefits	28	2.81%	3	3.66%	
		Total	47	4.71%	3	3.66%	
	South West	Medicaid Only	26	2.61%	0	0.00%	
		Dual Benefits	25	2.51%	1	1.22%	
		Total	51	5.11%	1	1.22%	
	West Central	Medicaid Only	17	1.70%	0	0.00%	
		Dual Benefits	21	2.10%	3	3.66%	
		Total	38	3.81%	3	3.66%	
	Total		136	13.63%	7	8.54%	
	United	East Central	Medicaid Only	32	3.21%	0	0.00%
			Dual Benefits	38	3.81%	8	9.76%
Total			70	7.01%	8	9.76%	
North East		Medicaid Only	45	4.51%	0	0.00%	
		Dual Benefits	61	6.11%	3	3.66%	
		Total	106	10.62%	3	3.66%	
North East Central		Medicaid Only	18	1.80%	1	1.22%	
		Dual Benefits	18	1.80%	1	1.22%	
		Total	36	3.61%	2	2.44%	
Total			212	21.24%	13	15.85%	
Total			998	100.00%	82	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 1/1/2020 - 1/31/2020

Generated: 2/4/2020

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	52	33.33%	3	20.00%	
		Dual Benefits	57	36.54%	9	60.00%	
		Total	109	69.87%	12	80.00%	
	Molina	Medicaid Only	19	12.18%	0	0.00%	
		Dual Benefits	28	17.95%	3	20.00%	
		Total	47	30.13%	3	20.00%	
	Total		156	100.00%	15	100.00%	
	East Central	CareSource	Medicaid Only	28	21.54%	1	7.69%
			Dual Benefits	32	24.62%	4	30.77%
Total			60	46.15%	5	38.46%	
United		Medicaid Only	32	24.62%	0	0.00%	
		Dual Benefits	38	29.23%	8	61.54%	
		Total	70	53.85%	8	61.54%	
Total			130	100.00%	13	100.00%	
North East		Buckeye	Medicaid Only	6	2.09%	1	4.55%
			Dual Benefits	13	4.53%	3	13.64%
	Total		19	6.62%	4	18.18%	
	CareSource	Medicaid Only	58	20.21%	2	9.09%	
		Dual Benefits	104	36.24%	13	59.09%	
		Total	162	56.45%	15	68.18%	
	United	Medicaid Only	45	15.68%	0	0.00%	
		Dual Benefits	61	21.25%	3	13.64%	
		Total	106	36.93%	3	13.64%	
	Total		287	100.00%	22	100.00%	
	North East Central	CareSource	Medicaid Only	19	18.81%	1	20.00%
			Dual Benefits	46	45.54%	2	40.00%
Total			65	64.36%	3	60.00%	

North East Central	United	Medicaid Only	18	17.82%	1	20.00%
		Dual Benefits	18	17.82%	1	20.00%
		Total	36	35.64%	2	40.00%
	Total		101	100.00%	5	100.00%
North West	Aetna	Medicaid Only	22	28.21%	1	25.00%
		Dual Benefits	32	41.03%	1	25.00%
		Total	54	69.23%	2	50.00%
	Buckeye	Medicaid Only	11	14.10%	0	0.00%
		Dual Benefits	13	16.67%	2	50.00%
		Total	24	30.77%	2	50.00%
	Total		78	100.00%	4	100.00%
	South West	Aetna	Medicaid Only	49	36.57%	1
Dual Benefits			34	25.37%	6	75.00%
Total			83	61.94%	7	87.50%
Molina		Medicaid Only	26	19.40%	0	0.00%
		Dual Benefits	25	18.66%	1	12.50%
		Total	51	38.06%	1	12.50%
Total			134	100.00%	8	100.00%
West Central		Buckeye	Medicaid Only	44	39.29%	1
	Dual Benefits		30	26.79%	11	73.33%
	Total		74	66.07%	12	80.00%
	Molina	Medicaid Only	17	15.18%	0	0.00%
		Dual Benefits	21	18.75%	3	20.00%
		Total	38	33.93%	3	20.00%
	Total		112	100.00%	15	100.00%
	Total		998		82	

MyCare ASSIGNMENT BY REGION

Reporting Period: 1/1/2020 - 1/31/2020
Generated: 2/4/2020

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	74	0	Medicaid only	74
	97	874	Dual benefits	971
	171	874		1045
East Central	61	0	Medicaid only	61
	82	680	Dual benefits	762
	143	680		823
North East	112	0	Medicaid only	112
	197	1258	Dual benefits	1455
	309	1258		1567
North East Central	39	0	Medicaid only	39
	67	430	Dual benefits	497
	106	430		536
North West	34	0	Medicaid only	34
	48	359	Dual benefits	407
	82	359		441
South West	76	0	Medicaid only	76
	66	895	Dual benefits	961
	142	895		1037
West Central	62	0	Medicaid only	62
	65	500	Dual benefits	565
	127	500		627
Total For All Regions	1080	4996		6076

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 1/1/2020 - 1/31/2020
 Generated: 2/4/2020

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	52	3	0	55	5.26%
		Dual Benefits	57	9	192	258	24.69%
		(MCP) Total	109	12	192	313	29.95%
	Molina	Medicaid Only	19	0	0	19	1.82%
		Dual Benefits	28	3	682	713	68.23%
		(MCP) Total	47	3	682	732	70.05%
	(Region) Total		156	15	874	1045	100.00%
East Central	CareSource	Medicaid Only	28	1	0	29	3.52%
		Dual Benefits	32	4	189	225	27.34%
		(MCP) Total	60	5	189	254	30.86%
	United	Medicaid Only	32	0	0	32	3.89%
		Dual Benefits	38	8	491	537	65.25%
		(MCP) Total	70	8	491	569	69.14%
	(Region) Total		130	13	680	823	100.00%
North East	Buckeye	Medicaid Only	6	1	0	7	0.45%
		Dual Benefits	13	3	812	828	52.84%
		(MCP) Total	19	4	812	835	53.29%
	CareSource	Medicaid Only	58	2	0	60	3.83%
		Dual Benefits	104	13	166	283	18.06%
		(MCP) Total	162	15	166	343	21.89%
	United	Medicaid Only	45	0	0	45	2.87%
		Dual Benefits	61	3	280	344	21.95%
		(MCP) Total	106	3	280	389	24.82%
	(Region) Total		287	22	1258	1567	100.00%
	North East Central	CareSource	Medicaid Only	19	1	0	20
Dual Benefits			46	2	121	169	31.53%
(MCP) Total			65	3	121	189	35.26%
United		Medicaid Only	18	1	0	19	3.54%

North East Central	United	Dual Benefits	18	1	309	328	61.19%
		(MCP) Total	36	2	309	347	64.74%
	(Region) Total		101	5	430	536	100.00%
North West	Aetna	Medicaid Only	22	1	0	23	5.22%
		Dual Benefits	32	1	91	124	28.12%
		(MCP) Total	54	2	91	147	33.33%
	Buckeye	Medicaid Only	11	0	0	11	2.49%
		Dual Benefits	13	2	268	283	64.17%
		(MCP) Total	24	2	268	294	66.67%
(Region) Total		78	4	359	441	100.00%	
South West	Aetna	Medicaid Only	49	1	0	50	4.82%
		Dual Benefits	34	6	306	346	33.37%
		(MCP) Total	83	7	306	396	38.19%
	Molina	Medicaid Only	26	0	0	26	2.51%
		Dual Benefits	25	1	589	615	59.31%
		(MCP) Total	51	1	589	641	61.81%
(Region) Total		134	8	895	1037	100.00%	
West Central	Buckeye	Medicaid Only	44	1	0	45	7.18%
		Dual Benefits	30	11	354	395	63.00%
		(MCP) Total	74	12	354	440	70.18%
	Molina	Medicaid Only	17	0	0	17	2.71%
		Dual Benefits	21	3	146	170	27.11%
		(MCP) Total	38	3	146	187	29.82%
(Region) Total		112	15	500	627	100.00%	
Total			998	82	4996	6076	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 1/1/2020 - 1/31/2020
 Generated: 2/4/2020

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	5	0	16	21	
			Total	7	0	16	23	
		Molina	Medicaid Only	2	0	0	2	
			Dual Benefits	1	0	30	31	
			Total	3	0	30	33	
		Total		10	0	46	56	
		Franklin	Aetna	Medicaid Only	49	2	0	51
				Dual Benefits	46	9	157	212
	Total			95	11	157	263	
	Molina		Medicaid Only	17	0	0	17	
			Dual Benefits	25	2	609	636	
			Total	42	2	609	653	
	Total			137	13	766	916	
	Madison		Aetna	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	6	6
		Total		1	0	6	7	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	12	12	
			Total	0	0	12	12	
		Total		1	0	18	19	
Pickaway		Aetna	Medicaid Only	0	1	0	1	
			Dual Benefits	6	0	6	12	
	Total		6	1	6	13		
	Molina	Medicaid Only	0	0	0	0		
		Dual Benefits	1	0	21	22		
		Total	1	0	21	22		
	Total		7	1	27	35		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	7	7
			Total	0	0	7	7
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	1	1	10	12
			Total	1	1	10	12
		Total		1	1	17	19

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	52	3	0	55
			Dual Benefits	57	9	192	258
			Total	109	12	192	313
Molina			Medicaid Only	19	0	0	19
			Dual Benefits	28	3	682	713
			Total	47	3	682	732
Total				156	15	874	1045

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Portage	CareSource	Medicaid Only	5	0	0	5
			Dual Benefits	2	1	15	18
			Total	7	1	15	23
		United	Medicaid Only	3	0	0	3
			Dual Benefits	4	0	54	58
			Total	7	0	54	61
		Total		14	1	69	84
	Stark	CareSource	Medicaid Only	12	1	0	13
			Dual Benefits	19	2	64	85
			Total	31	3	64	98
		United	Medicaid Only	8	0	0	8
			Dual Benefits	9	2	161	172
			Total	17	2	161	180
		Total		48	5	225	278
	Summit	CareSource	Medicaid Only	7	0	0	7
Dual Benefits			6	1	90	97	
Total			13	1	90	104	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	18	0	0	18
			Dual Benefits	19	3	238	260
			Total	37	3	238	278
		Total		50	4	328	382
	Wayne	CareSource	Medicaid Only	4	0	0	4
			Dual Benefits	5	0	20	25
			Total	9	0	20	29
		United	Medicaid Only	3	0	0	3
			Dual Benefits	6	3	38	47
			Total	9	3	38	50
	Total		18	3	58	79	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	28	1	0	29
			Dual Benefits	32	4	189	225
			Total	60	5	189	254
United			Medicaid Only	32	0	0	32
			Dual Benefits	38	8	491	537
			Total	70	8	491	569
Total				130	13	680	823

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	4	1	0	5
			Dual Benefits	10	2	578	590
			Total	14	3	578	595
		CareSource	Medicaid Only	42	2	0	44
			Dual Benefits	67	11	118	196
			Total	109	13	118	240
		United	Medicaid Only	33	0	0	33
			Dual Benefits	41	3	189	233
			Total	74	3	189	266
		Total		197	19	885	1101
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	0	20	20	
		Total	0	0	20	20	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	1	0	0	1	
			Dual Benefits	4	0	3	7	
			Total	5	0	3	8	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	2	0	10	12	
			Total	4	0	10	14	
		Total		9	0	33	42	
		Lake	Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	1	0	76	77
	Total			2	0	76	78	
	CareSource		Medicaid Only	4	0	0	4	
			Dual Benefits	9	1	14	24	
			Total	13	1	14	28	
	United		Medicaid Only	6	0	0	6	
			Dual Benefits	5	0	16	21	
			Total	11	0	16	27	
	Total			26	1	106	133	
	Lorain		Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	2	1	98	101
				Total	3	1	98	102
			CareSource	Medicaid Only	9	0	0	9
				Dual Benefits	22	0	20	42
		Total		31	0	20	51	
		United	Medicaid Only	3	0	0	3	
			Dual Benefits	11	0	51	62	
			Total	14	0	51	65	
		Total		48	1	169	218	
		Medina	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	0	40	40
	Total			0	0	40	40	
CareSource	Medicaid Only		2	0	0	2		
	Dual Benefits		2	1	11	14		
	Total		4	1	11	16		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	1	0	0	1
			Dual Benefits	2	0	14	16
			Total	3	0	14	17
		Total		7	1	65	73
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	6	1	0	7
			Dual Benefits	13	3	812	828
			Total	19	4	812	835
CareSource			Medicaid Only	58	2	0	60
			Dual Benefits	104	13	166	283
			Total	162	15	166	343
United			Medicaid Only	45	0	0	45
			Dual Benefits	61	3	280	344
			Total	106	3	280	389
Total				287	22	1258	1567

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North East Central</i>	Columbiana	CareSource	Medicaid Only	2	1	0	3	
			Dual Benefits	10	0	18	28	
			Total	12	1	18	31	
		United	Medicaid Only	1	0	0	1	
			Dual Benefits	2	0	72	74	
			Total	3	0	72	75	
		Total			15	1	90	106
		Mahoning	CareSource	Medicaid Only	12	0	0	12
				Dual Benefits	15	2	55	72
	Total			27	2	55	84	
	United		Medicaid Only	9	1	0	10	
			Dual Benefits	8	1	138	147	
			Total	17	2	138	157	
	Total			44	4	193	241	
	Trumbull	CareSource	Medicaid Only	5	0	0	5	
Dual Benefits			21	0	48	69		
Total			26	0	48	74		

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	8	0	99	107
			Total	16	0	99	115
	Total		42	0	147	189	
North East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	19	1	0	20
			Dual Benefits	46	2	121	169
			Total	65	3	121	189
United			Medicaid Only	18	1	0	19
			Dual Benefits	18	1	309	328
			Total	36	2	309	347
Total				101	5	430	536

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	3	0	4	7
			Total	4	0	4	8
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	17	18
			Total	1	0	17	18
	Total			5	0	21	26
	Lucas	Aetna	Medicaid Only	17	1	0	18
			Dual Benefits	18	1	66	85
			Total	35	2	66	103
		Buckeye	Medicaid Only	10	0	0	10
			Dual Benefits	8	2	205	215
			Total	18	2	205	225
	Total			53	4	271	328
Ottawa	Aetna	Medicaid Only	3	0	0	3	
		Dual Benefits	7	0	10	17	
		Total	10	0	10	20	
	Buckeye	Medicaid Only	1	0	0	1	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North West	Ottawa	Buckeye	Dual Benefits	0	0	8	8
			Total	1	0	8	9
		Total		11	0	18	29
	Wood	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	4	0	11	15
			Total	5	0	11	16
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	4	0	38	42
			Total	4	0	38	42
	Total		9	0	49	58	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	22	1	0	23
			Dual Benefits	32	1	91	124
			Total	54	2	91	147
Buckeye			Medicaid Only	11	0	0	11
			Dual Benefits	13	2	268	283
			Total	24	2	268	294
Total				78	4	359	441

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	11	1	0	12
			Dual Benefits	9	1	66	76
			Total	20	2	66	88
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	9	0	119	128
			Total	12	0	119	131
	Total		32	2	185	219	
	Clermont	Aetna	Medicaid Only	6	0	0	6
			Dual Benefits	2	1	27	30
			Total	8	1	27	36
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	3	0	80	83
			Total	6	0	80	86
Total			14	1	107	122	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Clinton	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	12	12
			Total	1	0	12	13
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	1	0	14	15
			Total	2	0	14	16
	Total		3	0	26	29	
	Hamilton	Aetna	Medicaid Only	29	0	0	29
			Dual Benefits	19	2	171	192
			Total	48	2	171	221
		Molina	Medicaid Only	17	0	0	17
			Dual Benefits	12	1	336	349
			Total	29	1	336	366
	Total		77	3	507	587	
	Warren	Aetna	Medicaid Only	2	0	0	2
			Dual Benefits	4	2	30	36
			Total	6	2	30	38
		Molina	Medicaid Only	2	0	0	2
Dual Benefits			0	0	40	40	
Total			2	0	40	42	
Total		8	2	70	80		
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	49	1	0	50
			Dual Benefits	34	6	306	346
			Total	83	7	306	396
Molina			Medicaid Only	26	0	0	26
			Dual Benefits	25	1	589	615
			Total	51	1	589	641
Total				134	8	895	1037
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	6	3	65	74
			Total	12	4	65	81

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	7	0	0	7
			Dual Benefits	8	0	33	41
			Total	15	0	33	48
		Total		27	4	98	129
	Greene	Buckeye	Medicaid Only	4	0	0	4
			Dual Benefits	9	1	49	59
			Total	13	1	49	63
		Molina	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	13	15
			Total	4	0	13	17
		Total		17	1	62	80
		Montgomery	Buckeye	Medicaid Only	34	0	0
	Dual Benefits			15	7	240	262
	Total			49	7	240	296
	Molina		Medicaid Only	8	0	0	8
			Dual Benefits	11	3	100	114
			Total	19	3	100	122
	Total			68	10	340	418
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	44	1	0	45
			Dual Benefits	30	11	354	395
			Total	74	12	354	440
Molina			Medicaid Only	17	0	0	17
			Dual Benefits	21	3	146	170
			Total	38	3	146	187
Total				112	15	500	627
Total				998	82	4996	6076

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

Reporting Period: 1/1/2020 - 1/31/2020

Generated: 2/4/2020

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	7	3.89%	4	8.16%	11
	<i>North West</i>	9	5.00%	1	2.04%	10
	<i>South West</i>	17	9.44%	7	14.29%	24
	Total	33	18.33%	12	24.49%	45
Buckeye	<i>North East</i>	6	3.33%	4	8.16%	10
	<i>North West</i>	6	3.33%	1	2.04%	7
	<i>West Central</i>	10	5.56%	3	6.12%	13
	Total	22	12.22%	8	16.33%	30
CareSource	<i>East Central</i>	2	1.11%	2	4.08%	4
	<i>North East</i>	17	9.44%	5	10.20%	22
	<i>North East Central</i>	6	3.33%	1	2.04%	7
	Total	25	13.89%	8	16.33%	33

Molina	<i>Central</i>	8	4.44%	6	12.24%	14
	<i>South West</i>	17	9.44%	0	0.00%	17
	<i>West Central</i>	8	4.44%	7	14.29%	15
	Total	33	18.33%	13	26.53%	46
United	<i>East Central</i>	31	17.22%	3	6.12%	34
	<i>North East</i>	20	11.11%	3	6.12%	23
	<i>North East Central</i>	16	8.89%	2	4.08%	18
	Total	67	37.22%	8	16.33%	75
Total Changes		180	100.00%	49	100.00%	229

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

Reporting Period: 1/1/2020 - 1/31/2020

Generated: 2/4/2020

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	7	3.89%	4	8.16%	11
	<i>Molina</i>	8	4.44%	6	12.24%	14
	Total	15	8.33%	10	20.41%	25
North West	<i>Aetna</i>	9	5.00%	1	2.04%	10
	<i>Buckeye</i>	6	3.33%	1	2.04%	7
	Total	15	8.33%	2	4.08%	17
South West	<i>Aetna</i>	17	9.44%	7	14.29%	24
	<i>Molina</i>	17	9.44%	0	0.00%	17
	Total	34	18.89%	7	14.29%	41
North East	<i>Buckeye</i>	6	3.33%	4	8.16%	10
	<i>CareSource</i>	17	9.44%	5	10.20%	22
	<i>United</i>	20	11.11%	3	6.12%	23
	Total	43	23.89%	12	24.49%	55

West Central	<i>Buckeye</i>	10	5.56%	3	6.12%	13
	<i>Molina</i>	8	4.44%	7	14.29%	15
	Total	18	10.00%	10	20.41%	28
East Central	<i>CareSource</i>	2	1.11%	2	4.08%	4
	<i>United</i>	31	17.22%	3	6.12%	34
	Total	33	18.33%	5	10.20%	38
North East Central	<i>CareSource</i>	6	3.33%	1	2.04%	7
	<i>United</i>	16	8.89%	2	4.08%	18
	Total	22	12.22%	3	6.12%	25
Total Changes		180	100.00%	49	100.00%	229

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 1/1/2020 to 1/31/2020

Total Surveys Available for Completion: 49694

Questions	Customer Response								Total	
	Great		Good		Fair		Poor			
The time you had to wait for help	9	32.14%	17	60.71%	2	7.14%	0	0.00%	28	100.00%
Our answers to your questions	13	46.43%	14	50.00%	1	3.57%	0	0.00%	28	100.00%
Our courtesy to you and your family	15	53.57%	13	46.43%	0	0.00%	0	0.00%	28	100.00%
Overall, how would you rate our staff and services	9	32.14%	18	64.29%	1	3.57%	0	0.00%	28	100.00%
Total	46	41.07%	62	55.36%	4	3.57%	0	0.00%	112	100.00%

Number of Surveys Attempted: 376

Number of Completed Customer Satisfaction Surveys: 29