



AUTOMATED HEALTH SYSTEMS

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# **Ohio Medicaid Consumer Hotline Monthly Report February 2020**

*"The Enlightened Choice in Health Service Management"*

## **Call Center Analysis**

Provider Calls: There were 4,165 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 30. 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 55 calls coming in through this queue for this month.

## **Activity Summary**

- 426,252 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 306,516 Total Calls (inbound and outbound)
  - 42,228 Call Fire Campaign Calls
  - 2,796 MyCare Outreach Calls
  - 68,685 Renewal Outreach Calls
  - 1,807 MBIWD Outreach Calls
  - 4,165 Provider Calls
  - 55 Insure Kids Now/Governor's Hotline
- 12% abandonment rate
- 6 minutes 07 seconds average talk time
- 2 minutes 58 seconds average speed to answer
- .017% Blockage Rate\* (January 2020)
- 97.1% First-Call Resolution Rate
- 91% 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 15<sup>th</sup> of each month.

**Ohio Consumer Hotline**  
**February 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	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
Thurs	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
Sat	02/01/20	2075	2015	111	6	2081	60	3%	221	2302	:11:18	:01:45	:06:49
Sun	02/02/20	0	0	0	341	341	0	0%	0	341	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>74391</b>	<b>66211</b>	<b>6497</b>	<b>606</b>	<b>74997</b>	<b>8180</b>	<b>11%</b>	<b>7154</b>	<b>82151</b>	<b>:43:17</b>	<b>:03:33</b>	<b>:06:06</b>
	<b>Feb Only</b>	<b>2075</b>	<b>2015</b>	<b>111</b>	<b>347</b>	<b>2422</b>	<b>60</b>	<b>3%</b>	<b>221</b>	<b>2643</b>	<b>:11:18</b>	<b>:01:45</b>	<b>:06:49</b>
Mon	02/03/20	16274	14500	1808	26	16300	1774	11%	1338	17638	:58:53	:03:31	:06:26
Tues	02/04/20	14578	12606	1267	8	14586	1972	14%	2240	16826	:42:16	:03:43	:06:28
Wed	02/05/20	17704	15116	1661	21	17725	2588	15%	2026	19751	:42:25	:03:06	:05:56
Thurs	02/06/20	13825	11862	887	24	13849	1963	14%	1312	15161	:35:51	:03:28	:06:07
Fri	02/07/20	11640	10165	863	14	11654	1475	13%	1591	13245	:40:44	:04:23	:06:14
Sat	02/08/20	1680	1613	59	14	1694	67	4%	309	2003	:15:11	:01:48	:06:17
Sun	02/09/20	0	0	0	297	297	0	0%	0	297	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>75701</b>	<b>65862</b>	<b>6545</b>	<b>404</b>	<b>76105</b>	<b>9839</b>	<b>13%</b>	<b>8816</b>	<b>84921</b>	<b>:58:53</b>	<b>:03:19</b>	<b>:06:14</b>
Mon	02/10/20	15757	13376	1004	11	15768	2381	15%	1039	16807	:32:53	:03:33	:06:18
Tues	02/11/20	13273	11625	1059	13	13286	1648	12%	1541	14827	:39:16	:03:52	:06:37
Wed	02/12/20	11601	10271	838	11	11612	1330	11%	1367	12979	:42:16	:04:20	:06:30
Thurs	02/13/20	10811	9721	776	17	10828	1090	10%	1388	12216	:33:37	:03:44	:06:29
Fri	02/14/20	9027	8181	380	10	9037	846	9%	1115	10152	:38:24	:03:29	:05:58
Sat	02/15/20	1362	1347	19	5	1367	15	1%	309	1676	:17:31	:00:57	:05:39
Sun	02/16/20	0	0	0	245	245	0	0%	0	245	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>61831</b>	<b>54521</b>	<b>4076</b>	<b>312</b>	<b>62143</b>	<b>7310</b>	<b>12%</b>	<b>6759</b>	<b>68902</b>	<b>:42:16</b>	<b>:03:19</b>	<b>:06:20</b>
Mon	02/17/20	0	0	0	2228	2228	0	0%	0	2228	:00:00	:00:00	:00:00
Tues	02/18/20	16054	14382	1533	16	16070	1672	10%	1683	17753	:41:06	:03:23	:06:05
Wed	02/19/20	14656	13177	1402	8	14664	1479	10%	2465	17129	:51:14	:03:06	:06:09
Thurs	02/20/20	14432	12904	1305	21	14453	1528	11%	1959	16412	:36:39	:03:31	:05:55
Fri	02/21/20	14120	12488	1225	22	14142	1632	12%	1797	15939	:55:41	:03:50	:05:50
Sat	02/22/20	3139	2848	172	9	3148	291	9%	119	3267	:31:06	:02:31	:05:39
Sun	02/23/20	0	0	0	354	354	0	0%	0	354	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>62401</b>	<b>55799</b>	<b>5637</b>	<b>2658</b>	<b>65059</b>	<b>6602</b>	<b>11%</b>	<b>8023</b>	<b>73082</b>	<b>:55:41</b>	<b>:03:18</b>	<b>:05:58</b>
Mon	02/24/20	16174	14023	1324	24	16198	2151	13%	1394	17592	:58:34	:03:43	:05:55
Tue	02/25/20	13887	12042	759	23	13910	1845	13%	2009	15919	:32:21	:03:05	:05:49
Wed	02/26/20	12157	10870	894	21	12178	1287	11%	1127	13305	:42:47	:03:50	:05:55
Thu	02/27/20	13179	11503	902	35	13214	1676	13%	1129	14343	:50:19	:03:46	:05:55
Fri	02/28/20	12082	10700	922	25	12107	1382	11%	1486	13593	:43:53	:03:11	:06:03
Sat	02/29/20	1813	1775	77	15	1828	38	2%	388	2216	:08:57	:01:16	:06:01
	<b>Week end</b>	<b>69292</b>	<b>60913</b>	<b>4878</b>	<b>143</b>	<b>69435</b>	<b>8379</b>	<b>12%</b>	<b>7533</b>	<b>76968</b>	<b>:58:34</b>	<b>:03:09</b>	<b>:05:56</b>
	<b>Month End</b>	<b>271300</b>	<b>239110</b>	<b>21247</b>	<b>3864</b>	<b>275164</b>	<b>32190</b>	<b>12%</b>	<b>31352</b>	<b>306516</b>	<b>:58:34</b>	<b>:02:58</b>	<b>:06:07</b>

## Ohio Consumer Hotline - Activity Summary Report

**2/1/2020 to 2/29/2020**

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	1
	ODM Inquiry	14
	<b>Total</b>	<b>15</b>
<i>FFS Billing</i>	Billing Number	337
	Claims Request	24
	General Billing Questions	385
	Received Bill (Needs Letter)	25
	<b>Total</b>	<b>771</b>
<i>General Benefits</i>	Application / Eligibility	1150
	Assisted Living	4
	Behavioral Health Redesign Questions	3
	Billing Number	117
	Certificate of Coverage	2
	Dental	166
	Equipment	56
	Family Planning	2
	Healthchek Services	3
	Home Health Care	24
	Hospice / Palliative Care	1
	Inquiry on Covered Services	1281
	Long Term Care	12
	Medicaid Expansion	5
	Medicaid School Program	1
	Medlist Assist	2
	Physical / Occupational Therapy	3
	Pregnancy Related Services	19
	Prescriptions	485
	SRSP Benefits	52
State Hearing	10	
Transportation	184	

<b>General Benefits</b>	Vision	74
	<b>Total</b>	<b>3656</b>
<b>HIPAA [LEGACY]</b>	Information	4
	<b>Total</b>	<b>4</b>
<b>Incident Report</b>	Billing Inquiry	127
	Reimbursement Inquiry	10
	<b>Total</b>	<b>137</b>
<b>Inquiry</b>	029 Error	53
	574 Error - Not Eligible	11
	Already Selected	262
	Called to Check on Just Cause Status	5
	CDJFS	1014
	Change in Name	56
	Change in Phone Number / Address	518
	Child Care	3
	General Questions	5879
	Hotline	1056
	Person Calling Not PIP / AG Head	271
	Referred Consumer to County Worker	1038
	SNAP (Food Stamps)	225
	Social Security	34
	Status Change Request (Name, Address, Phone, Etc.)	211
	TANF (Cash Assistance)	11
	Transferred in Error	14
	WIC	1
<b>Total</b>	<b>10662</b>	
<b>Issue / Concern</b>	Issue / Concern about MCP	95
	Issue / Concern about Provider	3
	Issue / Concern with Caseworker	3
	Issue / Concern with ODM	11
	<b>Total</b>	<b>112</b>
<b>Mailings</b>	Billing Incident Letter	113
	CFC EMP Enrollment Packet	2
	JC Approval Change MCP	169

<b>Mailings</b>	JC Approval Change MCP - Requestor	73
	JC Approval FFS	20
	JC Approval FFS - Requestor	3
	Mandatory Change MCP to MCP	363
	MBI-WD Application	8
	Medicaid Application (7216)	169
	Medicaid Application (Spanish)	3
	Medicaid Program Enrollment & Benefit Information	17
	MMC Mandatory	37782
	MMC Voluntary	842
	MyCare EMP Enrollment Packet	24
	MyCare EMP Enrollment Packet (Large Print)	11
	MyCare Reminder Letter	6241
	MyCare TPL Approval Letter	8
	MyCare TPL Denial Letter	8
	New Mandatory	18
	New Mandatory CFC Adult	2
	OMH Mandatory MyCare Letter	36
	QIT Packet	7
	Reimbursement Letter	9
	Resolution	1
TPL Approval	2	
<b>Total</b>	<b>45931</b>	
<b>Managed Care Info &amp; Referral</b>	Benefit Package	190
	Billing Number	385
	Called to Check on Doctors	40
	Card	1379
	Case Addition	18
	Case Closed	40
	Case Pending	157
	Category Closed	69
	Consumer Needs To Be Auto Re-Enrolled	11
	Failed Eligibility	366
	Information	2532

<b>Managed Care Info &amp; Referral</b>	<b>Just Cause Status</b>	68
	<b>Open Enrollment Questions</b>	447
	<b>Payment</b>	27
	<b>Phone Numbers</b>	609
	<b>Provider Name</b>	719
	<b>Returned NME / Notice</b>	2
	<b>Transfer Request - Bureau of Managed Care</b>	12
	<b>Wanted Phone Number of MCP</b>	552
	<b>Total</b>	<b>7623</b>
<b>MBI-WD</b>	<b>AG Collections Questions</b>	8
	<b>Application / Eligibility</b>	13
	<b>Benefit Package / Covered Services</b>	7
	<b>Card</b>	1
	<b>Premium Collection Issue - Needs Follow-Up</b>	9
	<b>Program Information</b>	23
	<b>Questions About Premiums</b>	25
	<b>Total</b>	<b>86</b>
<b>Medicaid (MAGI and ABD)</b>	<b>1095B FAQ</b>	110
	<b>Application Status</b>	1635
	<b>BCCP Question / Inquiry</b>	1
	<b>Behavioral Health Question / Inquiry</b>	1
	<b>Case Change</b>	549
	<b>Case Inquiry</b>	13685
	<b>Certificate Of Coverage</b>	37
	<b>Citizenship/Other Verifications</b>	705
	<b>DDR Question / Inquiry</b>	26
	<b>Estate Recovery</b>	20
	<b>Family Planning Services Question / Inquiry</b>	10
	<b>FFS Card</b>	502
	<b>General Program Information</b>	3587
	<b>HIPPA Question / Inquiry</b>	1
	<b>Home Health Care Question / Inquiry</b>	21
	<b>Income Guidelines/Questions</b>	1045
<b>Long Term Care Question / Inquiry</b>	24	

<b>Medicaid (MAGI and ABD)</b>	MBIWD Question / Inquiry	9
	Questions About Letter/NOA	1143
	Re-Application on a Denied Case	176
	Renewal Application Reported	7450
	Renewal Questions	9283
	Reprint NOA or FFS Card	219
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	217
	Requested Telephone Application – Transfer to Collabor8	1573
	State Hearing	138
	Tort Question / Inquiry	5
	Veterans on Medicaid Program	2
	<b>Total</b>	<b>42174</b>
<b>Medicare</b>	Extra Help / Low Income Subsidy (LIS) Questions	285
	Medicare Premium Assistance Program (Part B Payments)	1132
	On-site Facilitated Enrollment	5
	Part A Questions	284
	Part B Questions	795
	Part C / Advantage Plan Questions	100
	Part D / PDP Questions	424
	Part D Letter Inquiry	24
	<b>Total</b>	<b>3049</b>
<b>MyCare Ohio</b>	General Information	1549
	Issue Accessing Services	129
	Loss of MyCare Eligibility	70
	Medicaid Only Benefit Information	269
	MyCare Ohio Card	304
	On-site facilitated enrollment	22
	Opt-In/Opt-Out Questions	1129
	Prescription Questions	133
	Transition of Care	8
	<b>Total</b>	<b>3613</b>
<b>Ohio Benefits Self Service Portal</b>	Access my Benefits	14



<b>Ohio Benefits Self Service Portal</b>	Account Creation/Management	2
	Account Lock Out	7
	Application Assistance	8
	Apply for Benefits	20
	Call Transferred from Enterprise Help Desk to OMH	2
	Electronic Verification	2
	Forgot Password Link	2
	Forgot User Name Link	2
	Frequently Asked Questions	3
	General Navigation	5
	How to use this Site	11
	Message Center	5
	Provided Link to Website	35
	Renewal Packet Questions	3
	Submit Error Issue	21
	Transfer Call to Tier 2/3	28
	<b>Total</b>	<b>170</b>
<b>Ohio Integrated Eligibility System (OIES)</b>	Case Inquiry/Case Status	271
	Contact CDJS	145
	Electronic Verification Process	3
	Journal Creation & Management	248
	MAGI (Modified Adjusted Gross Income) Program Information	1
	Notice of Action Explanation	15
	Reapply on a Denied Case	4
	Reprint FFS card from Hotline	209
	Reprint NOA from Hotline	26
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	88
	Requested Telephone Application, transfer to Collobor8	259
	<b>Total</b>	<b>1269</b>
	<b>Prior Authorization</b>	How to Obtain
Letter		5
Program Information		85

<b>Prior Authorization</b>	Status	43
	<b>Total</b>	<b>259</b>
<b>Provider</b>	Fee-For-Service Provider Names	53
	Referred to MCP For Provider List	63
	Referred to ODM Website For Provider List	16
	Referred to State Board To File Complaint Against Provider	1
	<b>Total</b>	<b>133</b>
<b>QIT</b>	Created QIT Outreach [LEGACY]	1
	Deceased	10
	Provided Banking Resources	8
	Provided explanation of QIT definitions	16
	Provided Information on where to send QIT completed documents-CDJFS	1
	QIT - General Program Information	53
	Referred to Legal Aid/Personal Attorney	1
	Reported Under Income	2
	Requested QIT packet by mail	1
	<b>Total</b>	<b>93</b>
<b>Reimbursement</b>	Decision	8
	Information	86
	State Hearing	2
	<b>Total</b>	<b>96</b>
<b>State Hearings</b>	How to Request	116
	Program Information	61
	Status	19
	<b>Total</b>	<b>196</b>
<b>Surveys</b>	Call Center Survey	1064
	<b>Total</b>	<b>1064</b>
<b>Tasks</b>	AHS Billing Research - Letter	137
	AHS Claims Request	27
	AHS Consumer Issue/Concerns	38
	AHS DRP - Research Request Status	2
	AHS Enrollment Error	5812

<b>Tasks</b>	AHS Enrollment Issue	647
	AHS Further Research Needed	8
	AHS Just Cause	788
	AHS MBIWD - Premium Issue	6
	AHS MBIWD - Refund Research	1
	AHS MBIWD - Research Correspondence Issues	1
	AHS MBIWD Linking	216
	AHS Medicare Premium Payments Research	40
	AHS MMC Contact	270
	AHS ODJFS Request for Consumer Contact	1
	AHS Reimbursement - Letter	11
	AHS Web Contact - OMH Website	586
	ODM Complaint - Consumer	89
	ODM Complaint - Provider	287
	ODM Just Cause	17
	<b>Total</b>	<b>8984</b>
<b>Third Party Liability</b>	Cannot Resolve with CDJFS - Needs Follow-Up	13
	General Information	134
	Need Medications Now	12
	Referral to Case Worker	73
	Referral to TPL Vendor	45
	<b>Total</b>	<b>277</b>
<b>Waiver</b>	Application / Eligibility	121
	Benefit Package / Covered Services	51
	Billing Number	4
	Card	10
	Change	6
	Estate Recovery	6
	Hearing	3
	Patient Evaluation	4
	Patient Liability	20
	Program Information	162
	Waiting List	3
<b>Total</b>	<b>390</b>	

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

**2/1/2020 to 2/29/2020**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	325
	ACS / First Health	50
	Area Agency on Aging	34
	BCMh	1
	Case Management Agency	15
	Caseworker	222
	Child Support Enforcement Agency	4
	Complaint Department	4
	County Department of Job & Family Services	3070
	First Link	7
	Food Stamp Hotline	17
	Golden Buckeye Hotline	1
	HomeHealthAgency	3
	Info & Refer	324
	In-House	1
	Legal Aid	3
	Managed Care Plan	714
	Managed Care/Just Cause Section	7
	MR / DD Board	5
	ODM	8
	Ohio Department of Insurance	12
	Ohio's Best Rx	5
	Ombudsman	4
	OSHIIP	35
	Other Medical Services Agency	34
	Other Social Services Agency	8
Out-of-State Medicaid Hotline	19	
Pharmacy	78	

<b>Referral</b>	<b>Prescription Drug Plan (PDP)</b>	30
	<b>Provider</b>	179
	<b>Provider Services Call Center</b>	113
	<b>Public Children's Services</b>	7
	<b>Social Security Administration</b>	55
	<b>StateHearingDivision</b>	58
	<b>StateMedicalBoard</b>	4
	<b>Supervisor</b>	16
	<b>Tort Unit</b>	26
	<b>Website - ODM</b>	27
	<b>WIC Office</b>	1

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

Reporting Period: 2/1/2020 - 2/29/2020  
 Generated: 3/3/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	64	43.24%	301	83.84%	365	71.99%
Call Campaign	70	47.30%	10	2.79%	80	15.78%
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	6.08%	11	3.06%	20	3.94%
IVR	5	3.38%	24	6.69%	29	5.72%
Mail	0	0.00%	1	0.28%	1	0.20%
Website	0	0.00%	12	3.34%	12	2.37%
<b>TOTAL</b>	<b>148</b>	<b>100%</b>	<b>359</b>	<b>100%</b>	<b>507</b>	<b>100%</b>

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

Reporting Period: 2/1/2020 - 2/29/2020  
 Generated: 3/3/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	64	17.53%	301	82.47%	365	100%
Call Campaign	70	87.50%	10	12.50%	80	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	9	45.00%	11	55.00%	20	100%
IVR	5	17.24%	24	82.76%	29	100%
Mail	0	0.00%	1	100.00%	1	100%
Website	0	0.00%	12	100.00%	12	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Buckeye</b>	Central/South East	8	5.41%	38	10.58%
	North East	13	8.78%	18	5.01%
	West	6	4.05%	6	1.67%
	<b>Total</b>	<b>27</b>	<b>18.24%</b>	<b>62</b>	<b>17.27%</b>
<b>CareSource</b>	Central/South East	26	17.57%	101	28.13%
	North East	26	17.57%	43	11.98%
	West	17	11.49%	16	4.46%
	<b>Total</b>	<b>69</b>	<b>46.62%</b>	<b>160</b>	<b>44.57%</b>
<b>Molina</b>	Central/South East	7	4.73%	49	13.65%
	North East	3	2.03%	2	0.56%
	West	4	2.70%	4	1.11%
	<b>Total</b>	<b>14</b>	<b>9.46%</b>	<b>55</b>	<b>15.32%</b>
<b>Paramount</b>	North East	3	2.03%	2	0.56%
	West	8	5.41%	9	2.51%
	<b>Total</b>	<b>11</b>	<b>7.43%</b>	<b>11</b>	<b>3.06%</b>
<b>United</b>	Central/South East	8	5.41%	41	11.42%
	North East	12	8.11%	23	6.41%
	West	7	4.73%	7	1.95%
	<b>Total</b>	<b>27</b>	<b>18.24%</b>	<b>71</b>	<b>19.78%</b>
<b>Total</b>		<b>148</b>	<b>100.00%</b>	<b>359</b>	<b>100.00%</b>



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

Region and MCP as a Percentage of Type

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Central/South East</b>	<b>Buckeye</b>	8	16.33%	38	16.59%
	<b>CareSource</b>	26	53.06%	101	44.10%
	<b>Molina</b>	7	14.29%	49	21.40%
	<b>United</b>	8	16.33%	41	17.90%
	<b>Total</b>	<b>49</b>	<b>100.00%</b>	<b>229</b>	<b>100.00%</b>
<b>North East</b>	<b>Buckeye</b>	13	22.81%	18	20.45%
	<b>CareSource</b>	26	45.61%	43	48.86%
	<b>Molina</b>	3	5.26%	2	2.27%
	<b>Paramount</b>	3	5.26%	2	2.27%
	<b>United</b>	12	21.05%	23	26.14%
	<b>Total</b>	<b>57</b>	<b>100.00%</b>	<b>88</b>	<b>100.00%</b>
<b>West</b>	<b>Buckeye</b>	6	14.29%	6	14.29%
	<b>CareSource</b>	17	40.48%	16	38.10%
	<b>Molina</b>	4	9.52%	4	9.52%
	<b>Paramount</b>	8	19.05%	9	21.43%
	<b>United</b>	7	16.67%	7	16.67%
	<b>Total</b>	<b>42</b>	<b>100.00%</b>	<b>42</b>	<b>100.00%</b>
<b>Total</b>		<b>148</b>		<b>359</b>	

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

**Reporting Period: 2/1/2020 - 2/29/2020**  
Generated: 3/3/2020

<b>Region</b>	<b>New/Change MCP Enrollments</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	278	234	<b>512</b>
North East	145	319	<b>464</b>
West	84	272	<b>356</b>
<b>Total For All Regions</b>	<b>507</b>	<b>825</b>	<b>1332</b>

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

**Reporting Period: 2/1/2020 - 2/29/2020**

Generated: 3/3/2020

<b>Region</b>	<b>MCP</b>	<b>New Voluntary Enrollments</b>	<b>Change of Plan Enrollments</b>	<b>Assignments</b>	<b>Total</b>	<b>Percentage</b>
<b>Central/South East</b>	<i>Buckeye</i>	8	38	76	122	23.83%
	<i>CareSource</i>	26	101	52	179	34.96%
	<i>Molina</i>	7	49	55	111	21.68%
	<i>United</i>	8	41	51	100	19.53%
	<b>(Region) Total</b>	49	229	234	512	100.00%
<b>North East</b>	<i>Buckeye</i>	13	18	113	144	31.03%
	<i>CareSource</i>	26	43	57	126	27.16%
	<i>Molina</i>	3	2	45	50	10.78%
	<i>Paramount</i>	3	2	53	58	12.50%
	<i>United</i>	12	23	51	86	18.53%
	<b>(Region) Total</b>	57	88	319	464	100.00%
<b>West</b>	<i>Buckeye</i>	6	6	91	103	28.93%
	<i>CareSource</i>	17	16	54	87	24.44%
	<i>Molina</i>	4	4	40	48	13.48%
	<i>Paramount</i>	8	9	47	64	17.98%
	<i>United</i>	7	7	40	54	15.17%
	<b>(Region) Total</b>	42	42	272	356	100.00%
<b>Total</b>		<b>148</b>	<b>359</b>	<b>825</b>	<b>1332</b>	

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

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1574	28.23%	4131	64.41%	5705	47.58%
Call Campaign	2077	37.25%	442	6.89%	2519	21.01%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	1	0.02%	1	0.02%	2	0.02%
File Transfer	1698	30.45%	214	3.34%	1912	15.95%
IVR	144	2.58%	995	15.51%	1139	9.50%
Mail	0	0.00%	8	0.12%	8	0.07%
Website	82	1.47%	623	9.71%	705	5.88%
<b>TOTAL</b>	<b>5576</b>	<b>100%</b>	<b>6414</b>	<b>100%</b>	<b>11990</b>	<b>100%</b>

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

Reporting Period: 2/1/2020 - 2/29/2020  
Generated: 3/3/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1574	27.59%	4131	72.41%	5705	100%
Call Campaign	2077	82.45%	442	17.55%	2519	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	1	50.00%	1	50.00%	2	100%
File Transfer	1698	88.81%	214	11.19%	1912	100%
IVR	144	12.64%	995	87.36%	1139	100%
Mail	0	0.00%	8	100.00%	8	100%
Website	82	11.63%	623	88.37%	705	100%

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

Reporting Period: 2/1/2020 - 2/29/2020  
Generated: 3/3/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Buckeye</b>	Central/South East	329	5.90%	255	3.98%
	North East	405	7.26%	234	3.65%
	West	256	4.59%	189	2.95%
	<b>Total</b>	<b>990</b>	<b>17.75%</b>	<b>678</b>	<b>10.57%</b>
<b>CareSource</b>	Central/South East	926	16.61%	1523	23.74%
	North East	1059	18.99%	1242	19.36%
	West	903	16.19%	1268	19.77%
	<b>Total</b>	<b>2888</b>	<b>51.79%</b>	<b>4033</b>	<b>62.88%</b>
<b>Molina</b>	Central/South East	241	4.32%	431	6.72%
	North East	127	2.28%	45	0.70%
	West	86	1.54%	60	0.94%
	<b>Total</b>	<b>454</b>	<b>8.14%</b>	<b>536</b>	<b>8.36%</b>
<b>Paramount</b>	North East	205	3.68%	76	1.18%
	West	284	5.09%	320	4.99%
	<b>Total</b>	<b>489</b>	<b>8.77%</b>	<b>396</b>	<b>6.17%</b>
<b>United</b>	Central/South East	235	4.21%	362	5.64%
	North East	345	6.19%	316	4.93%
	West	175	3.14%	93	1.45%
	<b>Total</b>	<b>755</b>	<b>13.54%</b>	<b>771</b>	<b>12.02%</b>
<b>Total</b>		<b>5576</b>	<b>100.00%</b>	<b>6414</b>	<b>100.00%</b>

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

Region and MCP as a Percentage of Type

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Central/South East</b>	<b>Buckeye</b>	329	19.01%	255	9.92%
	<b>CareSource</b>	926	53.50%	1523	59.24%
	<b>Molina</b>	241	13.92%	431	16.76%
	<b>United</b>	235	13.58%	362	14.08%
	<b>Total</b>	<b>1731</b>	<b>100.00%</b>	<b>2571</b>	<b>100.00%</b>
<b>North East</b>	<b>Buckeye</b>	405	18.92%	234	12.23%
	<b>CareSource</b>	1059	49.46%	1242	64.92%
	<b>Molina</b>	127	5.93%	45	2.35%
	<b>Paramount</b>	205	9.57%	76	3.97%
	<b>United</b>	345	16.11%	316	16.52%
	<b>Total</b>	<b>2141</b>	<b>100.00%</b>	<b>1913</b>	<b>100.00%</b>
<b>West</b>	<b>Buckeye</b>	256	15.02%	189	9.79%
	<b>CareSource</b>	903	52.99%	1268	65.70%
	<b>Molina</b>	86	5.05%	60	3.11%
	<b>Paramount</b>	284	16.67%	320	16.58%
	<b>United</b>	175	10.27%	93	4.82%
	<b>Total</b>	<b>1704</b>	<b>100.00%</b>	<b>1930</b>	<b>100.00%</b>
<b>Total</b>		<b>5576</b>		<b>6414</b>	

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

**Reporting Period: 2/1/2020 - 2/29/2020**  
Generated: 3/3/2020

<b>Region</b>	<b>New/Change MCP Enrollments</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	4302	9170	<b>13472</b>
North East	4054	10961	<b>15015</b>
West	3634	10434	<b>14068</b>
<b>Total For All Regions</b>	<b>11990</b>	<b>30565</b>	<b>42555</b>



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

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	<i>Buckeye</i>	329	255	2731	3315	24.61%
	<i>CareSource</i>	926	1523	2758	5207	38.65%
	<i>Molina</i>	241	431	1589	2261	16.78%
	<i>United</i>	235	362	2092	2689	19.96%
	<b>(Region) Total</b>	1731	2571	9170	13472	100.00%
<b>North East</b>	<i>Buckeye</i>	405	234	2715	3354	22.34%
	<i>CareSource</i>	1059	1242	2651	4952	32.98%
	<i>Molina</i>	127	45	1373	1545	10.29%
	<i>Paramount</i>	205	76	2218	2499	16.64%
	<i>United</i>	345	316	2004	2665	17.75%
	<b>(Region) Total</b>	2141	1913	10961	15015	100.00%
<b>West</b>	<i>Buckeye</i>	256	189	2571	3016	21.44%
	<i>CareSource</i>	903	1268	2556	4727	33.60%
	<i>Molina</i>	86	60	1319	1465	10.41%
	<i>Paramount</i>	284	320	2153	2757	19.60%
	<i>United</i>	175	93	1835	2103	14.95%
	<b>(Region) Total</b>	1704	1930	10434	14068	100.00%
<b>Total</b>		<b>5576</b>	<b>6414</b>	<b>30565</b>	<b>42555</b>	

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

Reporting Period: 2/1/2020 - 2/29/2020  
Generated: 3/3/2020

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	397	13.73%	30	27.27%	427	14.22%
Call	Dual Benefits	434	15.01%	76	69.09%	510	16.99%
	<b>Total</b>	831	28.73%	106	96.36%	937	31.21%
Call Campaign	Medicaid Only	15	0.52%	1	0.91%	16	0.53%
Call Campaign	Dual Benefits	13	0.45%	0	0.00%	13	0.43%
	<b>Total</b>	28	0.97%	1	0.91%	29	0.97%
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%
	<b>Total</b>	0	0.00%	0	0.00%	0	0.00%
Fax	Medicaid Only	19	0.66%	0	0.00%	19	0.63%
Fax	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	<b>Total</b>	19	0.66%	0	0.00%	19	0.63%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
File Transfer	Dual Benefits	1997	69.05%	0	0.00%	1997	66.52%
	<b>Total</b>	1997	69.05%	0	0.00%	1997	66.52%
IVR	Medicaid Only	2	0.07%	0	0.00%	2	0.07%
IVR	Dual Benefits	2	0.07%	0	0.00%	2	0.07%
	<b>Total</b>	4	0.14%	0	0.00%	4	0.13%
Mail	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
Mail	Dual Benefits	2	0.07%	0	0.00%	2	0.07%
	<b>Total</b>	2	0.07%	0	0.00%	2	0.07%
Website	Medicaid Only	6	0.21%	1	0.91%	7	0.23%
Website	Dual Benefits	5	0.17%	2	1.82%	7	0.23%
	<b>Total</b>	11	0.38%	3	2.73%	14	0.47%
<b>TOTAL</b>		<b>2892</b>	<b>100%</b>	<b>110</b>	<b>100%</b>	<b>3002</b>	<b>100%</b>

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

Reporting Period: 2/1/2020 - 2/29/2020  
Generated: 3/3/2020

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	397	92.97%	30	7.03%	427	100%
	Dual Benefits	434	85.10%	76	14.90%	510	100%
	<b>Total</b>	831	88.69%	106	11.31%	937	100%
Call Campaign	Medicaid Only	15	93.75%	1	6.25%	16	100%
	Dual Benefits	13	100.00%	0	0.00%	13	100%
	<b>Total</b>	28	96.55%	1	3.45%	29	100%
Face-To-Face	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	<b>Total</b>	0	0.00%	0	0.00%	0	100%
Fax	Medicaid Only	19	100.00%	0	0.00%	19	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	<b>Total</b>	19	100.00%	0	0.00%	19	100%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	1997	100.00%	0	0.00%	1997	100%
	<b>Total</b>	1997	100.00%	0	0.00%	1997	100%
IVR	Medicaid Only	2	100.00%	0	0.00%	2	100%
	Dual Benefits	2	100.00%	0	0.00%	2	100%
	<b>Total</b>	4	100.00%	0	0.00%	4	100%
Mail	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	2	100.00%	0	0.00%	2	100%
	<b>Total</b>	2	100.00%	0	0.00%	2	100%
Website	Medicaid Only	6	85.71%	1	14.29%	7	100%
	Dual Benefits	5	71.43%	2	28.57%	7	100%
	<b>Total</b>	11	78.57%	3	21.43%	14	100%

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

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments	
Aetna	Central	Medicaid Only	40	1.38%	4	3.64%
		Dual Benefits	119	4.11%	9	8.18%
		<b>Total</b>	159	5.50%	13	11.82%
	North West	Medicaid Only	12	0.41%	1	0.91%
		Dual Benefits	54	1.87%	2	1.82%
		<b>Total</b>	66	2.28%	3	2.73%
	South West	Medicaid Only	43	1.49%	3	2.73%
		Dual Benefits	154	5.33%	6	5.45%
		<b>Total</b>	197	6.81%	9	8.18%
	<b>Total</b>		<b>422</b>	<b>14.59%</b>	<b>25</b>	<b>22.73%</b>
Buckeye	North East	Medicaid Only	15	0.52%	1	0.91%
		Dual Benefits	346	11.96%	1	0.91%
		<b>Total</b>	361	12.48%	2	1.82%
	North West	Medicaid Only	10	0.35%	0	0.00%
		Dual Benefits	139	4.81%	1	0.91%
		<b>Total</b>	149	5.15%	1	0.91%
	West Central	Medicaid Only	31	1.07%	3	2.73%
		Dual Benefits	181	6.26%	6	5.45%
		<b>Total</b>	212	7.33%	9	8.18%
	<b>Total</b>		<b>722</b>	<b>24.97%</b>	<b>12</b>	<b>10.91%</b>
CareSource	East Central	Medicaid Only	22	0.76%	3	2.73%
		Dual Benefits	89	3.08%	8	7.27%
		<b>Total</b>	111	3.84%	11	10.00%
	North East	Medicaid Only	59	2.04%	1	0.91%
		Dual Benefits	148	5.12%	17	15.45%
		<b>Total</b>	207	7.16%	18	16.36%
	North East Central	Medicaid Only	22	0.76%	2	1.82%

<b>CareSource</b>	North East Central	Dual Benefits	81	2.80%	2	1.82%	
		<b>Total</b>	103	3.56%	4	3.64%	
	<b>Total</b>		<b>421</b>	<b>14.56%</b>	<b>33</b>	<b>30.00%</b>	
<b>Molina</b>	Central	Medicaid Only	19	0.66%	2	1.82%	
		Dual Benefits	268	9.27%	2	1.82%	
		<b>Total</b>	287	9.92%	4	3.64%	
	South West	Medicaid Only	28	0.97%	2	1.82%	
		Dual Benefits	285	9.85%	2	1.82%	
		<b>Total</b>	313	10.82%	4	3.64%	
	West Central	Medicaid Only	21	0.73%	3	2.73%	
		Dual Benefits	77	2.66%	10	9.09%	
		<b>Total</b>	98	3.39%	13	11.82%	
	<b>Total</b>		<b>698</b>	<b>24.14%</b>	<b>21</b>	<b>19.09%</b>	
	<b>United</b>	East Central	Medicaid Only	38	1.31%	3	2.73%
			Dual Benefits	231	7.99%	3	2.73%
<b>Total</b>			269	9.30%	6	5.45%	
North East		Medicaid Only	48	1.66%	2	1.82%	
		Dual Benefits	153	5.29%	9	8.18%	
		<b>Total</b>	201	6.95%	11	10.00%	
North East Central		Medicaid Only	31	1.07%	2	1.82%	
		Dual Benefits	128	4.43%	0	0.00%	
		<b>Total</b>	159	5.50%	2	1.82%	
<b>Total</b>			<b>629</b>	<b>21.75%</b>	<b>19</b>	<b>17.27%</b>	
<b>Total</b>			<b>2892</b>	<b>100.00%</b>	<b>110</b>	<b>100.00%</b>	

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

Region and MCP as a Percentage of Type

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
<b>Central</b>	<b>Aetna</b>	Medicaid Only	40	8.97%	4	23.53%	
		Dual Benefits	119	26.68%	9	52.94%	
		<b>Total</b>	159	35.65%	13	76.47%	
	<b>Molina</b>	Medicaid Only	19	4.26%	2	11.76%	
		Dual Benefits	268	60.09%	2	11.76%	
		<b>Total</b>	287	64.35%	4	23.53%	
	<b>Total</b>		<b>446</b>	<b>100.00%</b>	<b>17</b>	<b>100.00%</b>	
	<b>East Central</b>	<b>CareSource</b>	Medicaid Only	22	5.79%	3	17.65%
			Dual Benefits	89	23.42%	8	47.06%
<b>Total</b>			111	29.21%	11	64.71%	
<b>United</b>		Medicaid Only	38	10.00%	3	17.65%	
		Dual Benefits	231	60.79%	3	17.65%	
		<b>Total</b>	269	70.79%	6	35.29%	
<b>Total</b>			<b>380</b>	<b>100.00%</b>	<b>17</b>	<b>100.00%</b>	
<b>North East</b>		<b>Buckeye</b>	Medicaid Only	15	1.95%	1	3.23%
			Dual Benefits	346	44.99%	1	3.23%
	<b>Total</b>		361	46.94%	2	6.45%	
	<b>CareSource</b>	Medicaid Only	59	7.67%	1	3.23%	
		Dual Benefits	148	19.25%	17	54.84%	
		<b>Total</b>	207	26.92%	18	58.06%	
	<b>United</b>	Medicaid Only	48	6.24%	2	6.45%	
		Dual Benefits	153	19.90%	9	29.03%	
		<b>Total</b>	201	26.14%	11	35.48%	
	<b>Total</b>		<b>769</b>	<b>100.00%</b>	<b>31</b>	<b>100.00%</b>	
	<b>North East Central</b>	<b>CareSource</b>	Medicaid Only	22	8.40%	2	33.33%
			Dual Benefits	81	30.92%	2	33.33%
<b>Total</b>			103	39.31%	4	66.67%	

<b>North East Central</b>	<b>United</b>	Medicaid Only	31	11.83%	2	33.33%
		Dual Benefits	128	48.85%	0	0.00%
		<b>Total</b>	159	60.69%	2	33.33%
	<b>Total</b>		<b>262</b>	<b>100.00%</b>	<b>6</b>	<b>100.00%</b>
<b>North West</b>	<b>Aetna</b>	Medicaid Only	12	5.58%	1	25.00%
		Dual Benefits	54	25.12%	2	50.00%
		<b>Total</b>	66	30.70%	3	75.00%
	<b>Buckeye</b>	Medicaid Only	10	4.65%	0	0.00%
		Dual Benefits	139	64.65%	1	25.00%
		<b>Total</b>	149	69.30%	1	25.00%
	<b>Total</b>		<b>215</b>	<b>100.00%</b>	<b>4</b>	<b>100.00%</b>
<b>South West</b>	<b>Aetna</b>	Medicaid Only	43	8.43%	3	23.08%
		Dual Benefits	154	30.20%	6	46.15%
		<b>Total</b>	197	38.63%	9	69.23%
	<b>Molina</b>	Medicaid Only	28	5.49%	2	15.38%
		Dual Benefits	285	55.88%	2	15.38%
		<b>Total</b>	313	61.37%	4	30.77%
	<b>Total</b>		<b>510</b>	<b>100.00%</b>	<b>13</b>	<b>100.00%</b>
<b>West Central</b>	<b>Buckeye</b>	Medicaid Only	31	10.00%	3	13.64%
		Dual Benefits	181	58.39%	6	27.27%
		<b>Total</b>	212	68.39%	9	40.91%
	<b>Molina</b>	Medicaid Only	21	6.77%	3	13.64%
		Dual Benefits	77	24.84%	10	45.45%
		<b>Total</b>	98	31.61%	13	59.09%
	<b>Total</b>		<b>310</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>
<b>Total</b>		<b>2892</b>		<b>110</b>		

## MyCare ASSIGNMENT BY REGION

Reporting Period: 2/1/2020 - 2/29/2020  
Generated: 3/3/2020

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	65	0	Medicaid only	<b>65</b>
	398	596	Dual benefits	<b>994</b>
	463	596		<b>1059</b>
East Central	66	0	Medicaid only	<b>66</b>
	331	466	Dual benefits	<b>797</b>
	397	466		<b>863</b>
North East	126	0	Medicaid only	<b>126</b>
	674	932	Dual benefits	<b>1606</b>
	800	932		<b>1732</b>
North East Central	57	0	Medicaid only	<b>57</b>
	211	297	Dual benefits	<b>508</b>
	267	297		<b>565</b>
North West	23	0	Medicaid only	<b>23</b>
	196	300	Dual benefits	<b>496</b>
	219	300		<b>519</b>
South West	76	0	Medicaid only	<b>76</b>
	447	644	Dual benefits	<b>1091</b>
	522	644		<b>1167</b>
West Central	58	0	Medicaid only	<b>58</b>
	274	404	Dual benefits	<b>678</b>
	331	404		<b>736</b>
<b>Total For All Regions</b>	<b>3002</b>	<b>3639</b>		<b>6641</b>



**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**

Reporting Period: 2/1/2020 - 2/29/2020  
 Generated: 3/3/2020

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
<b>Central</b>	<b>Aetna</b>	Medicaid Only	40	4	0	44	4.15%
		Dual Benefits	119	9	176	304	28.71%
		<b>(MCP) Total</b>	159	13	176	348	32.86%
	<b>Molina</b>	Medicaid Only	19	2	0	21	1.98%
		Dual Benefits	268	2	420	690	65.16%
		<b>(MCP) Total</b>	287	4	420	711	67.14%
	<b>(Region) Total</b>		446	17	596	1059	100.00%
<b>East Central</b>	<b>CareSource</b>	Medicaid Only	22	3	0	25	2.90%
		Dual Benefits	89	8	142	239	27.69%
		<b>(MCP) Total</b>	111	11	142	264	30.59%
	<b>United</b>	Medicaid Only	38	3	0	41	4.75%
		Dual Benefits	231	3	324	558	64.66%
		<b>(MCP) Total</b>	269	6	324	599	69.41%
	<b>(Region) Total</b>		380	17	466	863	100.00%
<b>North East</b>	<b>Buckeye</b>	Medicaid Only	15	1	0	16	0.92%
		Dual Benefits	346	1	520	867	50.06%
		<b>(MCP) Total</b>	361	2	520	883	50.98%
	<b>CareSource</b>	Medicaid Only	59	1	0	60	3.46%
		Dual Benefits	148	17	181	346	19.98%
		<b>(MCP) Total</b>	207	18	181	406	23.44%
	<b>United</b>	Medicaid Only	48	2	0	50	2.89%
		Dual Benefits	153	9	231	393	22.69%
		<b>(MCP) Total</b>	201	11	231	443	25.58%
	<b>(Region) Total</b>		769	31	932	1732	100.00%
	<b>North East Central</b>	<b>CareSource</b>	Medicaid Only	22	2	0	24
Dual Benefits			81	2	91	174	30.80%
<b>(MCP) Total</b>			103	4	91	198	35.04%
<b>United</b>		Medicaid Only	31	2	0	33	5.84%

<b>North East Central</b>	<b>United</b>	Dual Benefits	128	0	206	334	59.12%
		<b>(MCP) Total</b>	159	2	206	367	64.96%
	<b>(Region) Total</b>		262	6	297	565	100.00%
<b>North West</b>	<b>Aetna</b>	Medicaid Only	12	1	0	13	2.50%
		Dual Benefits	54	2	91	147	28.32%
		<b>(MCP) Total</b>	66	3	91	160	30.83%
	<b>Buckeye</b>	Medicaid Only	10	0	0	10	1.93%
		Dual Benefits	139	1	209	349	67.24%
		<b>(MCP) Total</b>	149	1	209	359	69.17%
<b>(Region) Total</b>		215	4	300	519	100.00%	
<b>South West</b>	<b>Aetna</b>	Medicaid Only	43	3	0	46	3.94%
		Dual Benefits	154	6	242	402	34.45%
		<b>(MCP) Total</b>	197	9	242	448	38.39%
	<b>Molina</b>	Medicaid Only	28	2	0	30	2.57%
		Dual Benefits	285	2	402	689	59.04%
		<b>(MCP) Total</b>	313	4	402	719	61.61%
<b>(Region) Total</b>		510	13	644	1167	100.00%	
<b>West Central</b>	<b>Buckeye</b>	Medicaid Only	31	3	0	34	4.62%
		Dual Benefits	181	6	257	444	60.33%
		<b>(MCP) Total</b>	212	9	257	478	64.95%
	<b>Molina</b>	Medicaid Only	21	3	0	24	3.26%
		Dual Benefits	77	10	147	234	31.79%
		<b>(MCP) Total</b>	98	13	147	258	35.05%
<b>(Region) Total</b>		310	22	404	736	100.00%	
<b>Total</b>			<b>2892</b>	<b>110</b>	<b>3639</b>	<b>6641</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<b>Central</b>	<b>Delaware</b>	<b>Aetna</b>	Medicaid Only	3	0	0	3	
			Dual Benefits	6	1	15	22	
			<b>Total</b>	9	1	15	25	
		<b>Molina</b>	Medicaid Only	2	0	0	2	
			Dual Benefits	15	0	26	41	
			<b>Total</b>	17	0	26	43	
		<b>Total</b>		26	1	41	68	
		<b>Franklin</b>	<b>Aetna</b>	Medicaid Only	34	4	0	38
				Dual Benefits	105	8	146	259
	<b>Total</b>			139	12	146	297	
	<b>Molina</b>		Medicaid Only	17	2	0	19	
			Dual Benefits	231	2	357	590	
			<b>Total</b>	248	4	357	609	
	<b>Total</b>			387	16	503	906	
	<b>Madison</b>		<b>Aetna</b>	Medicaid Only	1	0	0	1
				Dual Benefits	1	0	6	7
		<b>Total</b>		2	0	6	8	
		<b>Molina</b>	Medicaid Only	0	0	0	0	
			Dual Benefits	5	0	7	12	
			<b>Total</b>	5	0	7	12	
		<b>Total</b>		7	0	13	20	
<b>Pickaway</b>		<b>Aetna</b>	Medicaid Only	0	0	0	0	
			Dual Benefits	5	0	6	11	
	<b>Total</b>		5	0	6	11		
	<b>Molina</b>	Medicaid Only	0	0	0	0		
		Dual Benefits	11	0	23	34		
		<b>Total</b>	11	0	23	34		
	<b>Total</b>		16	0	29	45		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	3	5
			<b>Total</b>	4	0	3	7
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	6	0	7	13
			<b>Total</b>	6	0	7	13
		<b>Total</b>		10	0	10	20

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	40	4	0	44
			Dual Benefits	119	9	176	304
			<b>Total</b>	159	13	176	348
Molina			Medicaid Only	19	2	0	21
			Dual Benefits	268	2	420	690
			<b>Total</b>	287	4	420	711
<b>Total</b>				446	17	596	1059

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	14	1	18	33	
			<b>Total</b>	15	1	18	34	
		United	Medicaid Only	4	1	0	5	
			Dual Benefits	18	2	31	51	
			<b>Total</b>	22	3	31	56	
		<b>Total</b>			37	4	49	90
		Stark	CareSource	Medicaid Only	10	0	0	10
				Dual Benefits	37	2	43	82
	<b>Total</b>			47	2	43	92	
	United		Medicaid Only	13	1	0	14	
			Dual Benefits	73	0	122	195	
			<b>Total</b>	86	1	122	209	
	<b>Total</b>			133	3	165	301	
	Summit	CareSource	Medicaid Only	10	2	0	12	
Dual Benefits			26	5	70	101		
<b>Total</b>			36	7	70	113		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	17	1	0	18
			Dual Benefits	119	1	146	266
			<b>Total</b>	136	2	146	284
		<b>Total</b>		172	9	216	397
	Wayne	CareSource	Medicaid Only	1	1	0	2
			Dual Benefits	12	0	11	23
			<b>Total</b>	13	1	11	25
		United	Medicaid Only	4	0	0	4
			Dual Benefits	21	0	25	46
			<b>Total</b>	25	0	25	50
<b>Total</b>		38	1	36	75		

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	22	3	0	25
			Dual Benefits	89	8	142	239
			<b>Total</b>	111	11	142	264
United			Medicaid Only	38	3	0	41
			Dual Benefits	231	3	324	558
			<b>Total</b>	269	6	324	599
<b>Total</b>				380	17	466	863

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	5	0	0	5
			Dual Benefits	252	1	378	631
			<b>Total</b>	257	1	378	636
		CareSource	Medicaid Only	38	1	0	39
			Dual Benefits	107	14	120	241
			<b>Total</b>	145	15	120	280
		United	Medicaid Only	28	1	0	29
			Dual Benefits	108	6	152	266
			<b>Total</b>	136	7	152	295
		<b>Total</b>		538	23	650	1211
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	9	0	14	23	
		<b>Total</b>	9	0	14	23	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	2	0	0	2	
			Dual Benefits	1	0	5	6	
			<b>Total</b>	3	0	5	8	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	4	1	9	14	
			<b>Total</b>	6	1	9	16	
		<b>Total</b>		18	1	28	47	
		Lake	Buckeye	Medicaid Only	6	0	0	6
				Dual Benefits	41	0	37	78
	<b>Total</b>			47	0	37	84	
	CareSource		Medicaid Only	6	0	0	6	
			Dual Benefits	8	0	23	31	
			<b>Total</b>	14	0	23	37	
	United		Medicaid Only	4	0	0	4	
			Dual Benefits	13	0	24	37	
			<b>Total</b>	17	0	24	41	
	<b>Total</b>			78	0	84	162	
	Lorain		Buckeye	Medicaid Only	2	1	0	3
				Dual Benefits	32	0	62	94
				<b>Total</b>	34	1	62	97
			CareSource	Medicaid Only	10	0	0	10
				Dual Benefits	23	3	24	50
		<b>Total</b>		33	3	24	60	
		United	Medicaid Only	9	1	0	10	
			Dual Benefits	16	2	30	48	
			<b>Total</b>	25	3	30	58	
		<b>Total</b>		92	7	116	215	
		Medina	Buckeye	Medicaid Only	2	0	0	2
				Dual Benefits	12	0	29	41
	<b>Total</b>			14	0	29	43	
CareSource	Medicaid Only		3	0	0	3		
	Dual Benefits		9	0	9	18		
	<b>Total</b>		12	0	9	21		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	5	0	0	5
			Dual Benefits	12	0	16	28
			<b>Total</b>	17	0	16	33
		<b>Total</b>		43	0	54	97
<b>North East Region Totals</b>			<b>Medicare Status</b>	<b>New Voluntary Enrollments</b>	<b>Change of Plan Enrollments</b>	<b>Assignments</b>	<b>Total</b>
Buckeye			Medicaid Only	15	1	0	16
			Dual Benefits	346	1	520	867
			<b>Total</b>	361	2	520	883
CareSource			Medicaid Only	59	1	0	60
			Dual Benefits	148	17	181	346
			<b>Total</b>	207	18	181	406
United			Medicaid Only	48	2	0	50
			Dual Benefits	153	9	231	393
			<b>Total</b>	201	11	231	443
<b>Total</b>				769	31	932	1732

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total		
<i>North East Central</i>	Columbiana	CareSource	Medicaid Only	5	0	0	5		
			Dual Benefits	11	0	17	28		
			<b>Total</b>	16	0	17	33		
		United	Medicaid Only	5	0	0	5		
			Dual Benefits	27	0	34	61		
			<b>Total</b>	32	0	34	66		
		<b>Total</b>				48	0	51	99
		Mahoning	CareSource	Medicaid Only	10	2	0	12	
				Dual Benefits	39	2	40	81	
	<b>Total</b>			49	4	40	93		
	United		Medicaid Only	17	1	0	18		
			Dual Benefits	65	0	92	157		
			<b>Total</b>	82	1	92	175		
	<b>Total</b>				131	5	132	268	
	Trumbull	CareSource	Medicaid Only	7	0	0	7		
Dual Benefits			31	0	34	65			
<b>Total</b>			38	0	34	72			

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<b>North East Central</b>	Trumbull	United	Medicaid Only	9	1	0	10
			Dual Benefits	36	0	80	116
			<b>Total</b>	45	1	80	126
	<b>Total</b>		83	1	114	198	

North East CentralRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	22	2	0	24
			Dual Benefits	81	2	91	174
			<b>Total</b>	103	4	91	198
United			Medicaid Only	31	2	0	33
			Dual Benefits	128	0	206	334
			<b>Total</b>	159	2	206	367
<b>Total</b>				262	6	297	565

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<b>North West</b>	Fulton	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	7	8
			<b>Total</b>	1	0	7	8
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	9	0	14	23
			<b>Total</b>	9	0	14	23
	<b>Total</b>			10	0	21	31
	Lucas	Aetna	Medicaid Only	10	1	0	11
			Dual Benefits	40	2	61	103
			<b>Total</b>	50	3	61	114
		Buckeye	Medicaid Only	9	0	0	9
			Dual Benefits	105	1	163	269
			<b>Total</b>	114	1	163	278
		<b>Total</b>			164	4	224
Ottawa		Aetna	Medicaid Only	2	0	0	2
	Dual Benefits		4	0	7	11	
	<b>Total</b>		6	0	7	13	
	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	6	0	9	15
			<b>Total</b>	6	0	9	15
		<b>Total</b>		12	0	16	28
	Wood	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	9	0	16	25
			<b>Total</b>	9	0	16	25
		Buckeye	Medicaid Only	1	0	0	1
			Dual Benefits	19	0	23	42
			<b>Total</b>	20	0	23	43
	<b>Total</b>		29	0	39	68	

North West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	12	1	0	13
			Dual Benefits	54	2	91	147
			<b>Total</b>	66	3	91	160
Buckeye			Medicaid Only	10	0	0	10
			Dual Benefits	139	1	209	349
			<b>Total</b>	149	1	209	359
<b>Total</b>				215	4	300	519

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	12	2	0	14
			Dual Benefits	46	1	56	103
			<b>Total</b>	58	3	56	117
		Molina	Medicaid Only	8	1	0	9
			Dual Benefits	59	0	83	142
			<b>Total</b>	67	1	83	151
	<b>Total</b>		125	4	139	268	
	Clermont	Aetna	Medicaid Only	6	0	0	6
			Dual Benefits	11	0	24	35
			<b>Total</b>	17	0	24	41
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	26	1	61	88
<b>Total</b>			27	1	61	89	
<b>Total</b>		44	1	85	130		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	3	0	0	3	
			Dual Benefits	13	0	12	25	
			<b>Total</b>	16	0	12	28	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	5	0	12	17	
			<b>Total</b>	5	0	12	17	
		<b>Total</b>		21	0	24	45	
		Hamilton	Aetna	Medicaid Only	17	0	0	17
				Dual Benefits	76	3	132	211
	<b>Total</b>			93	3	132	228	
	Molina		Medicaid Only	19	1	0	20	
			Dual Benefits	172	1	201	374	
			<b>Total</b>	191	2	201	394	
	<b>Total</b>			284	5	333	622	
	Warren		Aetna	Medicaid Only	5	1	0	6
				Dual Benefits	8	2	18	28
		<b>Total</b>		13	3	18	34	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	23	0	45	68	
			<b>Total</b>	23	0	45	68	
		<b>Total</b>		36	3	63	102	
<b>South West Region Totals</b>			<b>Medicare Status</b>	<b>New Voluntary Enrollments</b>	<b>Change of Plan Enrollments</b>	<b>Assignments</b>	<b>Total</b>	
Aetna			Medicaid Only	43	3	0	46	
			Dual Benefits	154	6	242	402	
			<b>Total</b>	197	9	242	448	
Molina			Medicaid Only	28	2	0	30	
			Dual Benefits	285	2	402	689	
			<b>Total</b>	313	4	402	719	
<b>Total</b>				510	13	644	1167	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	4	1	0	5	
			Dual Benefits	38	0	43	81	
			<b>Total</b>	42	1	43	86	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<b>West Central</b>	<b>Clark</b>	<b>Molina</b>	Medicaid Only	6	2	0	8
			Dual Benefits	17	0	28	45
			<b>Total</b>	23	2	28	53
		<b>Total</b>		65	3	71	139
	<b>Greene</b>	<b>Buckeye</b>	Medicaid Only	4	0	0	4
			Dual Benefits	18	2	28	48
			<b>Total</b>	22	2	28	52
		<b>Molina</b>	Medicaid Only	1	0	0	1
			Dual Benefits	7	0	20	27
			<b>Total</b>	8	0	20	28
		<b>Total</b>		30	2	48	80
		<b>Montgomery</b>	<b>Buckeye</b>	Medicaid Only	23	2	0
	Dual Benefits			125	4	186	315
	<b>Total</b>			148	6	186	340
	<b>Molina</b>		Medicaid Only	14	1	0	15
			Dual Benefits	53	10	99	162
			<b>Total</b>	67	11	99	177
	<b>Total</b>			215	17	285	517
<b>West Central Region Totals</b>			<b>Medicare Status</b>	<b>New Voluntary Enrollments</b>	<b>Change of Plan Enrollments</b>	<b>Assignments</b>	<b>Total</b>
Buckeye			Medicaid Only	31	3	0	34
			Dual Benefits	181	6	257	444
			<b>Total</b>	212	9	257	478
Molina			Medicaid Only	21	3	0	24
			Dual Benefits	77	10	147	234
			<b>Total</b>	98	13	147	258
<b>Total</b>				310	22	404	736
<b>Total</b>				<b>2892</b>	<b>110</b>	<b>3639</b>	<b>6641</b>

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

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

<b>MCP</b>	<b>Region</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>Aetna</b>	<i>Central</i>	5	2.39%	2	9.09%	7
	<i>North West</i>	1	0.48%	2	9.09%	3
	<i>South West</i>	20	9.57%	2	9.09%	22
	<b>Total</b>	<b>26</b>	<b>12.44%</b>	<b>6</b>	<b>27.27%</b>	<b>32</b>
<b>Buckeye</b>	<i>North East</i>	15	7.18%	2	9.09%	17
	<i>North West</i>	15	7.18%	2	9.09%	17
	<i>West Central</i>	28	13.40%	1	4.55%	29
	<b>Total</b>	<b>58</b>	<b>27.75%</b>	<b>5</b>	<b>22.73%</b>	<b>63</b>
<b>CareSource</b>	<i>East Central</i>	11	5.26%	0	0.00%	11
	<i>North East</i>	8	3.83%	1	4.55%	9
	<i>North East Central</i>	7	3.35%	1	4.55%	8
	<b>Total</b>	<b>26</b>	<b>12.44%</b>	<b>2</b>	<b>9.09%</b>	<b>28</b>

<b>Molina</b>	<i>Central</i>	20	9.57%	3	13.64%	23
	<i>South West</i>	24	11.48%	1	4.55%	25
	<i>West Central</i>	9	4.31%	0	0.00%	9
	<b>Total</b>	<b>53</b>	<b>25.36%</b>	<b>4</b>	<b>18.18%</b>	<b>57</b>
<b>United</b>	<i>East Central</i>	23	11.00%	4	18.18%	27
	<i>North East</i>	12	5.74%	1	4.55%	13
	<i>North East Central</i>	11	5.26%	0	0.00%	11
	<b>Total</b>	<b>46</b>	<b>22.01%</b>	<b>5</b>	<b>22.73%</b>	<b>51</b>
<b>Total Changes</b>		<b>209</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>	<b>231</b>

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

Reporting Period: 2/1/2020 - 2/29/2020

Generated: 3/3/2020

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
<b>Central</b>	<i>Aetna</i>	5	2.39%	2	9.09%	7
	<i>Molina</i>	20	9.57%	3	13.64%	23
	<b>Total</b>	<b>25</b>	<b>11.96%</b>	<b>5</b>	<b>22.73%</b>	<b>30</b>
<b>North West</b>	<i>Aetna</i>	1	0.48%	2	9.09%	3
	<i>Buckeye</i>	15	7.18%	2	9.09%	17
	<b>Total</b>	<b>16</b>	<b>7.66%</b>	<b>4</b>	<b>18.18%</b>	<b>20</b>
<b>South West</b>	<i>Aetna</i>	20	9.57%	2	9.09%	22
	<i>Molina</i>	24	11.48%	1	4.55%	25
	<b>Total</b>	<b>44</b>	<b>21.05%</b>	<b>3</b>	<b>13.64%</b>	<b>47</b>
<b>North East</b>	<i>Buckeye</i>	15	7.18%	2	9.09%	17
	<i>CareSource</i>	8	3.83%	1	4.55%	9
	<i>United</i>	12	5.74%	1	4.55%	13
	<b>Total</b>	<b>35</b>	<b>16.75%</b>	<b>4</b>	<b>18.18%</b>	<b>39</b>

<b>West Central</b>	<i>Buckeye</i>	28	13.40%	1	4.55%	29
	<i>Molina</i>	9	4.31%	0	0.00%	9
	<b>Total</b>	<b>37</b>	<b>17.70%</b>	<b>1</b>	<b>4.55%</b>	<b>38</b>
<b>East Central</b>	<i>CareSource</i>	11	5.26%	0	0.00%	11
	<i>United</i>	23	11.00%	4	18.18%	27
	<b>Total</b>	<b>34</b>	<b>16.27%</b>	<b>4</b>	<b>18.18%</b>	<b>38</b>
<b>North East Central</b>	<i>CareSource</i>	7	3.35%	1	4.55%	8
	<i>United</i>	11	5.26%	0	0.00%	11
	<b>Total</b>	<b>18</b>	<b>8.61%</b>	<b>1</b>	<b>4.55%</b>	<b>19</b>
<b>Total Changes</b>		<b>209</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>	<b>231</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 2/1/2020 to 2/29/2020

Total Surveys Available for Completion: 47577

Questions	Customer Response								Total	
	Great		Good		Fair		Poor			
The time you had to wait for help	39	35.78%	59	54.13%	7	6.42%	4	3.67%	109	100.00%
Our answers to your questions	79	71.17%	29	26.13%	3	2.70%	0	0.00%	111	100.00%
Our courtesy to you and your family	91	81.98%	17	15.32%	3	2.70%	0	0.00%	111	100.00%
Overall, how would you rate our staff and services	58	52.25%	50	45.05%	3	2.70%	0	0.00%	111	100.00%
<b>Total</b>	<b>267</b>	<b>60.41%</b>	<b>155</b>	<b>35.07%</b>	<b>16</b>	<b>3.62%</b>	<b>4</b>	<b>0.90%</b>	<b>442</b>	<b>100.00%</b>

Number of Surveys Attempted: 1063

Number of Completed Customer Satisfaction Surveys: 111