



AUTOMATED HEALTH SYSTEMS

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Ohio Medicaid Consumer Hotline Monthly Report April 2020

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 1,891 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 67. 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 23 calls coming in through this queue for this month.

Activity Summary

- 357,758 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 188,319 Total Calls (inbound and outbound)
 - 74,202 Call Fire Campaign Calls
 - 19,460 Paramount Central/South East Region Outreach Calls
 - 2,471 MyCare Outreach Calls
 - 69,585 Renewal Outreach Calls
 - 1,807 MBIWD Outreach Calls
 - 1,891 Provider Calls
 - 23 Insure Kids Now/Governor's Hotline
- 3% abandonment rate
- 5 minutes 53 seconds average talk time
- 1 minute 40 seconds average speed to answer
- .009% Blockage Rate* (March 2020)
- 98% First-Call Resolution Rate
- 96% 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
April 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	03/30/20	9150	8460	212	6	9156	690	8%	139	9295	:23:46	:02:10	:06:15
Tue	03/31/20	7911	7548	104	12	7923	363	5%	491	8414	:30:07	:02:33	:06:04
Wed	04/01/20	7947	7661	112	16	7963	286	4%	496	8459	:17:08	:01:55	:06:12
Thurs	04/02/20	8564	8071	102	6	8570	493	6%	383	8953	:37:06	:03:29	:06:07
Fri	04/03/20	7281	6933	89	9	7290	348	5%	703	7993	:24:52	:03:22	:06:12
Sat	04/04/20	969	962	25	2	971	7	1%	307	1278	:03:11	:00:33	:06:19
Sun	04/05/20	0	0	0	193	193	0	0%	0	193	:00:00	:00:00	:00:00
	Week end	41822	39635	644	244	42066	2187	5%	2519	44585	:37:06	:02:20	:06:12
	Apr Only	24761	23627	328	226	24987	1134	5%	1889	26876	:37:06	:02:20	:06:13
Mon	04/06/20	9643	8945	163	10	9653	698	7%	463	10116	:39:11	:04:30	:06:15
Tues	04/07/20	8014	7803	102	12	8026	211	3%	423	8449	:36:29	:01:35	:06:02
Wed	04/08/20	7320	7219	101	10	7330	101	1%	793	8123	:35:28	:00:53	:06:12
Thurs	04/09/20	7453	7383	88	7	7460	70	1%	811	8271	:09:49	:00:44	:05:46
Fri	04/10/20	7048	6949	101	7	7055	99	1%	368	7423	:09:23	:01:04	:05:40
Sat	04/11/20	948	943	21	5	953	5	1%	196	1149	:03:11	:00:35	:06:28
Sun	04/12/20	0	0	0	121	121	0	0%	0	121	:00:00	:00:00	:00:00
	Week end	40426	39242	576	172	40598	1184	3%	3054	43652	:39:11	:01:19	:06:04
Mon	04/13/20	9456	8957	135	6	9462	499	5%	526	9988	:38:16	:02:57	:05:43
Tues	04/14/20	8680	8404	113	9	8689	276	3%	449	9138	:24:38	:01:43	:05:56
Wed	04/15/20	8173	7883	121	8	8181	290	4%	416	8597	:20:44	:02:01	:06:03
Thurs	04/16/20	7582	7491	76	9	7591	91	1%	699	8290	:21:10	:00:58	:05:45
Fri	04/17/20	6588	6508	70	9	6597	80	1%	555	7152	:19:28	:00:52	:05:33
Sat	04/18/20	850	847	8	11	861	3	0%	188	1049	:02:58	:00:33	:06:03
Sun	04/19/20	0	0	0	132	132	0	0%	0	132	:00:00	:00:00	:00:00
	Week end	41329	40090	523	184	41513	1239	3%	2833	44346	:38:16	:01:31	:05:51
Mon	04/20/20	8925	8520	106	9	8934	405	5%	461	9395	:32:49	:02:14	:05:25
Tues	04/21/20	7372	7312	94	9	7381	60	1%	750	8131	:19:23	:00:42	:05:28
Wed	04/22/20	6636	6535	67	5	6641	101	2%	434	7075	:15:20	:00:52	:06:18
Thurs	04/23/20	6896	6430	102	9	6905	466	7%	412	7317	:21:00	:00:44	:05:37
Fri	04/24/20	6365	6109	61	7	6372	256	4%	560	6932	:30:38	:02:56	:06:10
Sat	04/25/20	815	809	17	5	820	6	1%	422	1242	:17:28	:00:34	:06:10
Sun	04/26/20	0	0	0	142	142	0	0%	0	142	:00:00	:00:00	:00:00
	Week end	37009	35715	447	186	37195	1294	3%	3039	40234	:32:49	:01:20	:05:51
Mon	04/27/20	9094	8564	129	6	9100	530	6%	477	9577	:24:35	:03:19	:05:47
Tues	04/28/20	7495	7366	99	4	7499	129	2%	612	8111	:19:23	:01:09	:05:39
Wed	04/29/20	6837	6758	78	6	6843	79	1%	742	7585	:12:14	:00:59	:05:51
Thurs	04/30/20	7507	7354	73	11	7518	153	2%	420	7938	:19:38	:01:26	:05:44
	Month End	174458	168716	2253	795	175253	5742	3%	13066	188319	:39:11	:01:40	:05:53

Ohio Consumer Hotline - Activity Summary Report

4/1/2020 to 4/30/2020

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	ODM Inquiry	9
	Sent Email	3
	Total	12
<i>FFS Billing</i>	Billing Number	587
	Claims Request	10
	General Billing Questions	569
	Received Bill (Needs Letter)	45
	Total	1211
<i>General Benefits</i>	Application / Eligibility	1619
	Assisted Living	5
	Billing Number	199
	Certificate of Coverage	7
	Dental	91
	Equipment	80
	Family Planning	2
	Healthchek Services	10
	Home Health Care	15
	Inquiry on Covered Services	1275
	Long Term Care	26
	Medicaid Expansion	8
	Medicaid School Program	1
	Opioid Treatment	1
	Physical / Occupational Therapy	3
	Pregnancy Related Services	22
	Prescriptions	708
	SRSP Benefits	41
	State Hearing	12
	Transportation	146
Vision	31	
Total	4302	

HIPAA [LEGACY]	Information	7
	Total	7
Incident Report	Billing Inquiry	100
	Reimbursement Inquiry	3
	Total	103
Inquiry	029 Error	104
	574 Error - Not Eligible	18
	Already Selected	372
	Called to Check on Just Cause Status	1
	CDJFS	736
	Change in Name	104
	Change in Phone Number / Address	463
	Child Care	7
	Customer Survey	2
	General Questions	7194
	HEAP / PIP	1
	Hotline	827
	Person Calling Not PIP / AG Head	275
	Referred Consumer to County Worker	1143
	SNAP (Food Stamps)	785
	Social Security	59
	Status Change Request (Name, Address, Phone, Etc.)	379
	TANF (Cash Assistance)	43
	Transferred in Error	22
	WIC	1
Total	12536	
Issue / Concern	Issue / Concern about MCP	91
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	14
	Total	107
Mailings	ABD EMP Enrollment Packet	1
	Billing Incident Letter	82
	CFC EMP Enrollment Packet	1

Mailings	CFC EMP Enrollment Packet (Large Print)	1
	JC Approval Change MCP	41
	JC Approval Change MCP - Requestor	17
	JC Approval FFS	24
	JC Approval FFS - Requestor	1
	Mandatory Change MCP to MCP	171
	MBI-WD Application	6
	Medicaid Application (7216)	522
	Medicaid Application (Spanish)	7
	Medicaid Program Enrollment & Benefit Information	8
	MMC Mandatory	79065
	MMC Voluntary	329
	MyCare EMP Enrollment Packet	13
	MyCare EMP Enrollment Packet (Large Print)	4
	MyCare Reminder Letter	2563
	MyCare TPL Approval Letter	6
	MyCare TPL Denial Letter	4
	New Mandatory	18
	New Mandatory CFC Adult	1
	No Contact	1
	OMH Mandatory MyCare Letter	23
	QIT Packet	9
	Reimbursement Letter	3
	Resolution	2
TPL Approval	1	
Total	82924	
Managed Care Info & Referral	Benefit Package	433
	Billing Number	718
	Called to Check on Doctors	40
	Card	2121
	Case Addition	89
	Case Closed	49
	Case Pending	151
	Category Closed	44

Managed Care Info & Referral	Consumer Needs To Be Auto Re-Enrolled	17
	CSP (formerly PACT)	1
	Failed Eligibility	190
	Information	3491
	Just Cause Status	38
	Open Enrollment Questions	391
	Payment	21
	Phone Numbers	859
	Provider Name	884
	Returned NME / Notice	1
	Transfer Request - Bureau of Managed Care	3
	Wanted Phone Number of MCP	925
	Total	10466
MBI-WD	AG Collections Questions	5
	Application / Eligibility	5
	Benefit Package / Covered Services	1
	Billing Number	1
	Card	2
	Premium Collection Issue - Needs Follow-Up	3
	Program Information	23
	Questions About Premiums	15
	Total	55
Medicaid (MAGI and ABD)	1095B FAQ	95
	Application Status	2291
	BCCP Question / Inquiry	1
	Behavioral Health Question / Inquiry	5
	Case Change	1062
	Case Inquiry	13959
	Certificate Of Coverage	42
	Citizenship/Other Verifications	552
	DDR Question / Inquiry	20
	DRC Question / Inquiry	4
	EOMB Question / Inquiry	1
Estate Recovery	18	

Medicaid (MAGI and ABD)	Family Planning Services Question / Inquiry	12
	FFS Card	509
	General Program Information	4166
	HIPPA Question / Inquiry	2
	Home Health Care Question / Inquiry	24
	Income Guidelines/Questions	1232
	Long Term Care Question / Inquiry	38
	MBIWD Question / Inquiry	5
	Questions About Letter/NOA	582
	Re-Application on a Denied Case	113
	Renewal Application Reported	392
	Renewal Questions	1267
	Reprint NOA or FFS Card	154
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	450
	Requested Telephone Application – Transfer to Collabor8	1335
	State Hearing	70
	Tort Question / Inquiry	5
Total	28406	
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	291
	Medicare Premium Assistance Program (Part B Payments)	1566
	On-site Facilitated Enrollment	11
	Part A Questions	353
	Part B Questions	987
	Part C / Advantage Plan Questions	93
	Part D / PDP Questions	551
	Part D Letter Inquiry	34
Total	3886	
MyCare Ohio	General Information	1264
	Issue Accessing Services	117
	Loss of MyCare Eligibility	41
	Medicaid Only Benefit Information	209
	MyCare Ohio Card	279

<i>MyCare Ohio</i>	On-site facilitated enrollment	23
	Opt-In/Opt-Out Questions	763
	Prescription Questions	123
	Transition of Care	6
	Total	2825
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	28
	Account Creation/Management	19
	Account Lock Out	28
	Application Assistance	31
	Apply for Benefits	40
	Call Transferred from Enterprise Help Desk to OMH	7
	County Office Location/Hours	2
	Electronic Verification	2
	Forgot Password Link	10
	Forgot User Name Link	10
	Frequently Asked Questions	7
	General Navigation	11
	How to use this Site	11
	Internet Browser Issue	2
	Message Center	11
	Provided Link to Website	87
	SNAP/TANF Questions	10
	Transfer Call to Tier 2/3	1
	Total	317
	<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status
Contact CDJS		236
Electronic Verification Process		9
Journal Creation & Management		13
MAGI (Modified Adjusted Gross Income) Program Information		5
Notice of Action Explanation		14
Reapply on a Denied Case		3
Reprint FFS card from Hotline		129
Reprint NOA from Hotline		9

Ohio Integrated Eligibility System (OIES)	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	69
	Requested Telephone Application, transfer to Collobor8	641
	Total	1486
Prior Authorization	How to Obtain	97
	Letter	5
	Program Information	81
	Status	46
	Transfer Request - Needs Follow-Up	2
	Total	231
Provider	Electronic Visit Verification (EVV) Initiative Letter	7
	Fee-For-Service Provider Names	29
	Referred to MCP For Provider List	43
	Referred to ODM Website For Provider List	17
	Referred to State Board To File Complaint Against Provider	1
	Total	97
QIT	Complaint	1
	Deceased	6
	Outreach Call	5
	Provided Banking Resources	3
	Provided explanation of QIT definitions	4
	Provided Information on where to send QIT completed documents-CDJFS	3
	QIT - General Program Information	46
	Referred to Legal Aid/Personal Attorney	2
	Requested QIT packet by email	2
	Requested QIT packet by mail	5
	Total	77
Reimbursement	Decision	5
	Information	103
	Total	108
State Hearings	How to Request	80
	Program Information	41

State Hearings	Status	12
	Total	133
Surveys	Call Center Survey	3044
	Managed Care Survey	3
	OMAS Survey	1
	Total	3048
Tasks	AHS Billing Research - Letter	113
	AHS Claims Request	3
	AHS Consumer Issue/Concerns	49
	AHS Enrollment Error	1696
	AHS Enrollment Form Callback	1
	AHS Enrollment Issue	610
	AHS Further Research Needed	2
	AHS Just Cause	352
	AHS MBIWD - Premium Issue	3
	AHS MBIWD - Refund Research	1
	AHS MBIWD Linking	42
	AHS Medicare Premium Payments Research	56
	AHS MITS Issue - Daily List	1
	AHS MMC - Final Signed Letter / Email	1
	AHS MMC Contact	277
	AHS Reimbursement - Letter	3
	AHS Service Now(Remedy Ticket)	2
	AHS Web Contact - OMH Website	571
	ODM Complaint - Consumer	73
	ODM Complaint - Provider	259
ODM Just Cause	16	
Total	4131	
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	21
	General Information	211
	Need Medications Now	18
	Referral to Case Worker	137
	Referral to TPL Vendor	62
	Total	449

Waiver	Application / Eligibility	187
	Benefit Package / Covered Services	64
	Billing Number	7
	Card	22
	Change	18
	Estate Recovery	8
	Hearing	1
	Independent Provider	4
	Patient Evaluation	8
	Patient Liability	22
	Program Information	240
	Waiting List	3
	Total	584

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

4/1/2020 to 4/30/2020

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	389
	ACS / First Health	71
	ADAMH	1
	Area Agency on Aging	49
	BCCP Regional Agency	2
	BCMh	3
	Case Management Agency	16
	Caseworker	339
	Child Support Enforcement Agency	10
	Complaint Department	5
	County Department of Job & Family Services	3645
	First Link	12
	Food Stamp Hotline	132
	Golden Buckeye Hotline	2
	Help Me Grow Hotline	2
	HomeHealthAgency	4
	Info & Refer	460
	In-House	2
	Legal Aid	4
	Managed Care Plan	1069
	Managed Care/Just Cause Section	4
	MR / DD Board	6
	ODM	5
	Ohio Department of Insurance	10
	Ohio Hospice	1
	Ohio's Best Rx	7
	Ombudsman	5
	OSHIIP	28

Referral	Other Medical Services Agency	45
	Other Social Services Agency	17
	Out-of-State Medicaid Hotline	28
	Pharmacy	76
	Prescription Drug Plan (PDP)	53
	Provider	201
	Provider Services Call Center	229
	Public Children's Services	20
	Social Security Administration	63
	StateHearingDivision	60
	StateMedicalBoard	6
	Supervisor	41
	Tort Unit	35
	Veterans Services Office	1
	Website - ODM	52

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

Reporting Period: 4/1/2020 - 4/30/2020
 Generated: 5/4/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	36	24.00%	393	79.72%	429	66.72%
Call Campaign	110	73.33%	14	2.84%	124	19.28%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	3	2.00%	4	0.81%	7	1.09%
IVR	0	0.00%	5	1.01%	5	0.78%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	1	0.67%	77	15.62%	78	12.13%
TOTAL	150	100%	493	100%	643	100%

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

Reporting Period: 4/1/2020 - 4/30/2020
 Generated: 5/4/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	36	8.39%	393	91.61%	429	100%
Call Campaign	110	88.71%	14	11.29%	124	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	3	42.86%	4	57.14%	7	100%
IVR	0	0.00%	5	100.00%	5	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	1	1.28%	77	98.72%	78	100%

**Aged, Blind and Disabled (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type**

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	9	6.00%	76	15.42%
	North East	15	10.00%	6	1.22%
	West	13	8.67%	7	1.42%
	Total	37	24.67%	89	18.05%
CareSource	Central/South East	22	14.67%	155	31.44%
	North East	20	13.33%	22	4.46%
	West	15	10.00%	24	4.87%
	Total	57	38.00%	201	40.77%
Molina	Central/South East	5	3.33%	106	21.50%
	North East	1	0.67%	4	0.81%
	West	3	2.00%	4	0.81%
	Total	9	6.00%	114	23.12%
Paramount	North East	7	4.67%	0	0.00%
	West	11	7.33%	9	1.83%
	Total	18	12.00%	9	1.83%
United	Central/South East	8	5.33%	62	12.58%
	North East	10	6.67%	13	2.64%
	West	11	7.33%	5	1.01%
	Total	29	19.33%	80	16.23%
Total		150	100.00%	493	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	9	20.45%	76	19.05%
	CareSource	22	50.00%	155	38.85%
	Molina	5	11.36%	106	26.57%
	United	8	18.18%	62	15.54%
	Total	44	100.00%	399	100.00%
North East	Buckeye	15	28.30%	6	13.33%
	CareSource	20	37.74%	22	48.89%
	Molina	1	1.89%	4	8.89%
	Paramount	7	13.21%	0	0.00%
	United	10	18.87%	13	28.89%
	Total	53	100.00%	45	100.00%
West	Buckeye	13	24.53%	7	14.29%
	CareSource	15	28.30%	24	48.98%
	Molina	3	5.66%	4	8.16%
	Paramount	11	20.75%	9	18.37%
	United	11	20.75%	5	10.20%
	Total	53	100.00%	49	100.00%
Total		150		493	

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

Reporting Period: 4/1/2020 - 4/30/2020
Generated: 5/4/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	443	192	633
North East	98	333	431
West	102	251	353
Total For All Regions	643	776	1417

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

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	9	76	63	148	23.31%
	CareSource	22	155	57	234	36.85%
	Molina	5	106	33	144	22.68%
	United	8	62	39	109	17.17%
	(Region) Total	44	399	192	635	100.00%
North East	Buckeye	15	6	88	109	25.29%
	CareSource	20	22	80	122	28.31%
	Molina	1	4	48	53	12.30%
	Paramount	7	0	64	71	16.47%
	United	10	13	53	76	17.63%
	(Region) Total	53	45	333	431	100.00%
West	Buckeye	13	7	63	83	23.51%
	CareSource	15	24	68	107	30.31%
	Molina	3	4	30	37	10.48%
	Paramount	11	9	49	69	19.55%
	United	11	5	41	57	16.15%
	(Region) Total	53	49	251	353	100.00%
Total		150	493	776	1419	

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

Reporting Period: 4/1/2020 - 4/30/2020
 Generated: 5/4/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1466	17.42%	6648	62.57%	8114	42.61%
Call Campaign	5966	70.89%	1106	10.41%	7072	37.14%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	2	0.02%	3	0.03%	5	0.03%
File Transfer	749	8.90%	181	1.70%	930	4.88%
IVR	9	0.11%	73	0.69%	82	0.43%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	224	2.66%	2614	24.60%	2838	14.90%
TOTAL	8416	100%	10625	100%	19041	100%

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

Reporting Period: 4/1/2020 - 4/30/2020
 Generated: 5/4/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1466	18.07%	6648	81.93%	8114	100%
Call Campaign	5966	84.36%	1106	15.64%	7072	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	2	40.00%	3	60.00%	5	100%
File Transfer	749	80.54%	181	19.46%	930	100%
IVR	9	10.98%	73	89.02%	82	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	224	7.89%	2614	92.11%	2838	100%

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

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	600	7.13%	507	4.77%
	North East	655	7.78%	385	3.62%
	West	577	6.86%	269	2.53%
	Total	1832	21.77%	1161	10.93%
CareSource	Central/South East	986	11.72%	2664	25.07%
	North East	1276	15.16%	1693	15.93%
	West	982	11.67%	2012	18.94%
	Total	3244	38.55%	6369	59.94%
Molina	Central/South East	293	3.48%	762	7.17%
	North East	193	2.29%	57	0.54%
	West	180	2.14%	105	0.99%
	Total	666	7.91%	924	8.70%
Paramount	North East	470	5.58%	73	0.69%
	West	655	7.78%	743	6.99%
	Total	1125	13.37%	816	7.68%
United	Central/South East	533	6.33%	808	7.60%
	North East	539	6.40%	410	3.86%
	West	477	5.67%	137	1.29%
	Total	1549	18.41%	1355	12.75%
Total		8416	100.00%	10625	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	600	24.88%	507	10.69%
	CareSource	986	40.88%	2664	56.19%
	Molina	293	12.15%	762	16.07%
	United	533	22.10%	808	17.04%
	Total	2412	100.00%	4741	100.00%
North East	Buckeye	655	20.91%	385	14.71%
	CareSource	1276	40.73%	1693	64.67%
	Molina	193	6.16%	57	2.18%
	Paramount	470	15.00%	73	2.79%
	United	539	17.20%	410	15.66%
	Total	3133	100.00%	2618	100.00%
West	Buckeye	577	20.10%	269	8.24%
	CareSource	982	34.20%	2012	61.60%
	Molina	180	6.27%	105	3.21%
	Paramount	655	22.81%	743	22.75%
	United	477	16.61%	137	4.19%
	Total	2871	100.00%	3266	100.00%
Total		8416		10625	

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

Reporting Period: 4/1/2020 - 4/30/2020
Generated: 5/4/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	7153	17121	24274
North East	5751	26806	32557
West	6137	26015	32152
Total For All Regions	19041	69942	88983

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

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	600	507	4825	5932	24.44%
	CareSource	986	2664	5842	9492	39.10%
	Molina	293	762	3190	4245	17.49%
	United	533	808	3264	4605	18.97%
	(Region) Total	2412	4741	17121	24274	100.00%
North East	Buckeye	655	385	5980	7020	21.56%
	CareSource	1276	1693	7173	10142	31.15%
	Molina	193	57	3864	4114	12.64%
	Paramount	470	73	5829	6372	19.57%
	United	539	410	3960	4909	15.08%
	(Region) Total	3133	2618	26806	32557	100.00%
West	Buckeye	577	269	5827	6673	20.75%
	CareSource	982	2012	7030	10024	31.18%
	Molina	180	105	3751	4036	12.55%
	Paramount	655	743	5648	7046	21.91%
	United	477	137	3759	4373	13.60%
	(Region) Total	2871	3266	26015	32152	100.00%
Total		8416	10625	69942	88983	

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

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	372	46.50%	53	32.52%	425	44.13%
Call	Dual Benefits	381	47.63%	101	61.96%	482	50.05%
	Total	753	94.13%	154	94.48%	907	94.18%
Call Campaign	Medicaid Only	3	0.38%	0	0.00%	3	0.31%
Call Campaign	Dual Benefits	3	0.38%	1	0.61%	4	0.42%
	Total	6	0.75%	1	0.61%	7	0.73%
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	20	2.50%	2	1.23%	22	2.28%
Fax	Dual Benefits	1	0.13%	1	0.61%	2	0.21%
	Total	21	2.63%	3	1.84%	24	2.49%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
File Transfer	Dual Benefits	1	0.13%	0	0.00%	1	0.10%
	Total	1	0.13%	0	0.00%	1	0.10%
IVR	Medicaid Only	1	0.13%	0	0.00%	1	0.10%
IVR	Dual Benefits	2	0.25%	0	0.00%	2	0.21%
	Total	3	0.38%	0	0.00%	3	0.31%
Mail	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
Mail	Dual Benefits	2	0.25%	0	0.00%	2	0.21%
	Total	2	0.25%	0	0.00%	2	0.21%
Website	Medicaid Only	5	0.63%	1	0.61%	6	0.62%
Website	Dual Benefits	9	1.13%	4	2.45%	13	1.35%
	Total	14	1.75%	5	3.07%	19	1.97%
TOTAL		800	100%	163	100%	963	100%

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

Reporting Period: 4/1/2020 - 4/30/2020
Generated: 5/4/2020

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	372	87.53%	53	12.47%	425	100%
	Dual Benefits	381	79.05%	101	20.95%	482	100%
	Total	753	83.02%	154	16.98%	907	100%
Call Campaign	Medicaid Only	3	100.00%	0	0.00%	3	100%
	Dual Benefits	3	75.00%	1	25.00%	4	100%
	Total	6	85.71%	1	14.29%	7	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	20	90.91%	2	9.09%	22	100%
	Dual Benefits	1	50.00%	1	50.00%	2	100%
	Total	21	87.50%	3	12.50%	24	100%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	1	100.00%	0	0.00%	1	100%
	Total	1	100.00%	0	0.00%	1	100%
IVR	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%
Mail	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	2	100.00%	0	0.00%	2	100%
	Total	2	100.00%	0	0.00%	2	100%
Website	Medicaid Only	5	83.33%	1	16.67%	6	100%
	Dual Benefits	9	69.23%	4	30.77%	13	100%
	Total	14	73.68%	5	26.32%	19	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	41	5.13%	10	6.13%	
		Dual Benefits	37	4.63%	25	15.34%	
		Total	78	9.75%	35	21.47%	
	North West	Medicaid Only	9	1.13%	5	3.07%	
		Dual Benefits	19	2.38%	4	2.45%	
		Total	28	3.50%	9	5.52%	
	South West	Medicaid Only	37	4.63%	5	3.07%	
		Dual Benefits	27	3.38%	7	4.29%	
		Total	64	8.00%	12	7.36%	
	Total		170	21.25%	56	34.36%	
	Buckeye	North East	Medicaid Only	24	3.00%	2	1.23%
			Dual Benefits	13	1.63%	6	3.68%
Total			37	4.63%	8	4.91%	
North West		Medicaid Only	9	1.13%	0	0.00%	
		Dual Benefits	14	1.75%	2	1.23%	
		Total	23	2.88%	2	1.23%	
West Central		Medicaid Only	37	4.63%	5	3.07%	
		Dual Benefits	34	4.25%	11	6.75%	
		Total	71	8.88%	16	9.82%	
Total			131	16.38%	26	15.95%	
CareSource		East Central	Medicaid Only	29	3.63%	3	1.84%
			Dual Benefits	25	3.13%	2	1.23%
	Total		54	6.75%	5	3.07%	
	North East	Medicaid Only	49	6.13%	6	3.68%	
		Dual Benefits	94	11.75%	11	6.75%	
		Total	143	17.88%	17	10.43%	
	North East Central	Medicaid Only	14	1.75%	2	1.23%	

CareSource	North East Central	Dual Benefits	18	2.25%	12	7.36%	
		Total	32	4.00%	14	8.59%	
	Total		229	28.63%	36	22.09%	
Molina	Central	Medicaid Only	10	1.25%	0	0.00%	
		Dual Benefits	15	1.88%	4	2.45%	
		Total	25	3.13%	4	2.45%	
	South West	Medicaid Only	23	2.88%	3	1.84%	
		Dual Benefits	21	2.63%	7	4.29%	
		Total	44	5.50%	10	6.13%	
	West Central	Medicaid Only	13	1.63%	1	0.61%	
		Dual Benefits	5	0.63%	3	1.84%	
		Total	18	2.25%	4	2.45%	
	Total		87	10.88%	18	11.04%	
	United	East Central	Medicaid Only	29	3.63%	6	3.68%
			Dual Benefits	23	2.88%	3	1.84%
Total			52	6.50%	9	5.52%	
North East		Medicaid Only	54	6.75%	6	3.68%	
		Dual Benefits	42	5.25%	10	6.13%	
		Total	96	12.00%	16	9.82%	
North East Central		Medicaid Only	23	2.88%	2	1.23%	
		Dual Benefits	12	1.50%	0	0.00%	
		Total	35	4.38%	2	1.23%	
Total			183	22.88%	27	16.56%	
Total			800	100.00%	163	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	41	39.81%	10	25.64%	
		Dual Benefits	37	35.92%	25	64.10%	
		Total	78	75.73%	35	89.74%	
	Molina	Medicaid Only	10	9.71%	0	0.00%	
		Dual Benefits	15	14.56%	4	10.26%	
		Total	25	24.27%	4	10.26%	
	Total		103	100.00%	39	100.00%	
	East Central	CareSource	Medicaid Only	29	27.36%	3	21.43%
			Dual Benefits	25	23.58%	2	14.29%
Total			54	50.94%	5	35.71%	
United		Medicaid Only	29	27.36%	6	42.86%	
		Dual Benefits	23	21.70%	3	21.43%	
		Total	52	49.06%	9	64.29%	
Total			106	100.00%	14	100.00%	
North East		Buckeye	Medicaid Only	24	8.70%	2	4.88%
			Dual Benefits	13	4.71%	6	14.63%
	Total		37	13.41%	8	19.51%	
	CareSource	Medicaid Only	49	17.75%	6	14.63%	
		Dual Benefits	94	34.06%	11	26.83%	
		Total	143	51.81%	17	41.46%	
	United	Medicaid Only	54	19.57%	6	14.63%	
		Dual Benefits	42	15.22%	10	24.39%	
		Total	96	34.78%	16	39.02%	
	Total		276	100.00%	41	100.00%	
	North East Central	CareSource	Medicaid Only	14	20.90%	2	12.50%
			Dual Benefits	18	26.87%	12	75.00%
Total			32	47.76%	14	87.50%	

North East Central	United	Medicaid Only	23	34.33%	2	12.50%
		Dual Benefits	12	17.91%	0	0.00%
		Total	35	52.24%	2	12.50%
	Total		67	100.00%	16	100.00%
North West	Aetna	Medicaid Only	9	17.65%	5	45.45%
		Dual Benefits	19	37.25%	4	36.36%
		Total	28	54.90%	9	81.82%
	Buckeye	Medicaid Only	9	17.65%	0	0.00%
		Dual Benefits	14	27.45%	2	18.18%
		Total	23	45.10%	2	18.18%
	Total		51	100.00%	11	100.00%
	South West	Aetna	Medicaid Only	37	34.26%	5
Dual Benefits			27	25.00%	7	31.82%
Total			64	59.26%	12	54.55%
Molina		Medicaid Only	23	21.30%	3	13.64%
		Dual Benefits	21	19.44%	7	31.82%
		Total	44	40.74%	10	45.45%
Total			108	100.00%	22	100.00%
West Central		Buckeye	Medicaid Only	37	41.57%	5
	Dual Benefits		34	38.20%	11	55.00%
	Total		71	79.78%	16	80.00%
	Molina	Medicaid Only	13	14.61%	1	5.00%
		Dual Benefits	5	5.62%	3	15.00%
		Total	18	20.22%	4	20.00%
	Total		89	100.00%	20	100.00%
	Total		800		163	

MyCare ASSIGNMENT BY REGION

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	61	1	Medicaid only	62
	81	460	Dual benefits	541
	142	461		603
East Central	67	0	Medicaid only	67
	53	520	Dual benefits	573
	120	520		640
North East	141	0	Medicaid only	141
	176	962	Dual benefits	1138
	317	962		1279
North East Central	41	0	Medicaid only	41
	42	231	Dual benefits	273
	83	231		314
North West	23	0	Medicaid only	23
	39	282	Dual benefits	321
	62	282		344
South West	68	0	Medicaid only	68
	62	614	Dual benefits	676
	130	614		744
West Central	56	0	Medicaid only	56
	53	355	Dual benefits	408
	109	355		464
Total For All Regions	963	3425		4388

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 4/1/2020 - 4/30/2020
 Generated: 5/4/2020

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage	
Central	Aetna	Medicaid Only	41	10	1	52	8.62%	
		Dual Benefits	37	25	156	218	36.15%	
		(MCP) Total	78	35	157	270	44.78%	
	Molina	Medicaid Only	10	0	0	10	1.66%	
		Dual Benefits	15	4	304	323	53.57%	
		(MCP) Total	25	4	304	333	55.22%	
	(Region) Total		103	39	461	603	100.00%	
	East Central	CareSource	Medicaid Only	29	3	0	32	5.00%
			Dual Benefits	25	2	259	286	44.69%
(MCP) Total			54	5	259	318	49.69%	
United		Medicaid Only	29	6	0	35	5.47%	
		Dual Benefits	23	3	261	287	44.84%	
		(MCP) Total	52	9	261	322	50.31%	
(Region) Total			106	14	520	640	100.00%	
North East		Buckeye	Medicaid Only	24	2	0	26	2.03%
			Dual Benefits	13	6	365	384	30.02%
	(MCP) Total		37	8	365	410	32.06%	
	CareSource	Medicaid Only	49	6	0	55	4.30%	
		Dual Benefits	94	11	271	376	29.40%	
		(MCP) Total	143	17	271	431	33.70%	
	United	Medicaid Only	54	6	0	60	4.69%	
		Dual Benefits	42	10	326	378	29.55%	
		(MCP) Total	96	16	326	438	34.25%	
	(Region) Total		276	41	962	1279	100.00%	
	North East Central	CareSource	Medicaid Only	14	2	0	16	5.10%
			Dual Benefits	18	12	122	152	48.41%
(MCP) Total			32	14	122	168	53.50%	

North East Central	United	Medicaid Only	23	2	0	25	7.96%
		Dual Benefits	12	0	109	121	38.54%
		(MCP) Total	35	2	109	146	46.50%
	(Region) Total		67	16	231	314	100.00%
North West	Aetna	Medicaid Only	9	5	0	14	4.07%
		Dual Benefits	19	4	95	118	34.30%
		(MCP) Total	28	9	95	132	38.37%
	Buckeye	Medicaid Only	9	0	0	9	2.62%
		Dual Benefits	14	2	187	203	59.01%
		(MCP) Total	23	2	187	212	61.63%
(Region) Total		51	11	282	344	100.00%	
South West	Aetna	Medicaid Only	37	5	0	42	5.65%
		Dual Benefits	27	7	251	285	38.31%
		(MCP) Total	64	12	251	327	43.95%
	Molina	Medicaid Only	23	3	0	26	3.49%
		Dual Benefits	21	7	363	391	52.55%
		(MCP) Total	44	10	363	417	56.05%
(Region) Total		108	22	614	744	100.00%	
West Central	Buckeye	Medicaid Only	37	5	0	42	9.05%
		Dual Benefits	34	11	233	278	59.91%
		(MCP) Total	71	16	233	320	68.97%
	Molina	Medicaid Only	13	1	0	14	3.02%
		Dual Benefits	5	3	122	130	28.02%
		(MCP) Total	18	4	122	144	31.03%
(Region) Total		89	20	355	464	100.00%	
Total			800	163	3425	4388	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	4	0	0	4	
			Dual Benefits	6	2	9	17	
			Total	10	2	9	21	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	28	30	
			Total	2	0	28	30	
		Total		12	2	37	51	
		Franklin	Aetna	Medicaid Only	34	10	1	45
				Dual Benefits	29	19	133	181
	Total			63	29	134	226	
	Molina		Medicaid Only	8	0	0	8	
			Dual Benefits	12	4	239	255	
			Total	20	4	239	263	
	Total			83	33	373	489	
	Madison		Aetna	Medicaid Only	2	0	0	2
				Dual Benefits	1	2	5	8
		Total		3	2	5	10	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	9	10	
			Total	2	0	9	11	
		Total		5	2	14	21	
Pickaway		Aetna	Medicaid Only	1	0	0	1	
			Dual Benefits	1	2	5	8	
	Total		2	2	5	9		
	Molina	Medicaid Only	0	0	0	0		
		Dual Benefits	0	0	22	22		
		Total	0	0	22	22		
	Total		2	2	27	31		

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	4	4
			Total	0	0	4	4
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	6	6
			Total	1	0	6	7
		Total		1	0	10	11

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	41	10	1	52
			Dual Benefits	37	25	156	218
			Total	78	35	157	270
Molina			Medicaid Only	10	0	0	10
			Dual Benefits	15	4	304	323
			Total	25	4	304	333
Total				103	39	461	603

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Portage	CareSource	Medicaid Only	2	0	0	2
			Dual Benefits	2	1	38	41
			Total	4	1	38	43
		United	Medicaid Only	3	1	0	4
			Dual Benefits	4	0	34	38
			Total	7	1	34	42
		Total		11	2	72	85
	Stark	CareSource	Medicaid Only	13	1	0	14
			Dual Benefits	12	0	93	105
			Total	25	1	93	119
		United	Medicaid Only	7	4	0	11
			Dual Benefits	4	0	95	99
			Total	11	4	95	110
		Total		36	5	188	229
	Summit	CareSource	Medicaid Only	9	0	0	9
Dual Benefits			7	0	98	105	
Total			16	0	98	114	

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	14	3	112	129
			Total	31	4	112	147
		Total		47	4	210	261
	Wayne	CareSource	Medicaid Only	5	2	0	7
			Dual Benefits	4	1	30	35
			Total	9	3	30	42
		United	Medicaid Only	2	0	0	2
			Dual Benefits	1	0	20	21
			Total	3	0	20	23
	Total		12	3	50	65	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	29	3	0	32
			Dual Benefits	25	2	259	286
			Total	54	5	259	318
United			Medicaid Only	29	6	0	35
			Dual Benefits	23	3	261	287
			Total	52	9	261	322
Total				106	14	520	640

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	16	2	0	18
			Dual Benefits	9	5	256	270
			Total	25	7	256	288
		CareSource	Medicaid Only	34	6	0	40
			Dual Benefits	63	9	203	275
			Total	97	15	203	315
		United	Medicaid Only	42	6	0	48
			Dual Benefits	27	7	235	269
			Total	69	13	235	317
		Total		191	35	694	920
Geauga	Buckeye	Medicaid Only	1	0	0	1	
		Dual Benefits	0	0	7	7	
		Total	1	0	7	8	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	0	0	0	0	
			Dual Benefits	3	0	7	10	
			Total	3	0	7	10	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	1	1	11	13	
			Total	3	1	11	15	
		Total		7	1	25	33	
		Lake	Buckeye	Medicaid Only	5	0	0	5
				Dual Benefits	1	0	37	38
	Total			6	0	37	43	
	CareSource		Medicaid Only	6	0	0	6	
			Dual Benefits	11	0	17	28	
			Total	17	0	17	34	
	United		Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	30	30	
			Total	1	0	30	31	
	Total			24	0	84	108	
	Lorain		Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	3	1	50	54
				Total	4	1	50	55
			CareSource	Medicaid Only	6	0	0	6
				Dual Benefits	14	2	32	48
		Total		20	2	32	54	
		United	Medicaid Only	6	0	0	6	
			Dual Benefits	8	2	38	48	
			Total	14	2	38	54	
		Total		38	5	120	163	
		Medina	Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	15	15
	Total			1	0	15	16	
	CareSource		Medicaid Only	3	0	0	3	
			Dual Benefits	3	0	12	15	
			Total	6	0	12	18	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	3	0	0	3
			Dual Benefits	6	0	12	18
			Total	9	0	12	21
		Total		16	0	39	55
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	24	2	0	26
			Dual Benefits	13	6	365	384
			Total	37	8	365	410
CareSource			Medicaid Only	49	6	0	55
			Dual Benefits	94	11	271	376
			Total	143	17	271	431
United			Medicaid Only	54	6	0	60
			Dual Benefits	42	10	326	378
			Total	96	16	326	438
Total				276	41	962	1279

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North East Central</i>	Columbiana	CareSource	Medicaid Only	1	0	0	1	
			Dual Benefits	1	5	25	31	
			Total	2	5	25	32	
		United	Medicaid Only	3	1	0	4	
			Dual Benefits	5	0	16	21	
			Total	8	1	16	25	
		Total			10	6	41	57
		Mahoning	CareSource	Medicaid Only	6	1	0	7
				Dual Benefits	6	5	64	75
	Total			12	6	64	82	
	United		Medicaid Only	14	1	0	15	
			Dual Benefits	3	0	61	64	
			Total	17	1	61	79	
	Total			29	7	125	161	
	Trumbull	CareSource	Medicaid Only	7	1	0	8	
Dual Benefits			11	2	33	46		
Total			18	3	33	54		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	6	0	0	6
			Dual Benefits	4	0	32	36
			Total	10	0	32	42
		Total		28	3	65	96

North East CentralRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	14	2	0	16
			Dual Benefits	18	12	122	152
			Total	32	14	122	168
United			Medicaid Only	23	2	0	25
			Dual Benefits	12	0	109	121
			Total	35	2	109	146
Total				67	16	231	314

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North West</i>	Fulton	Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	4	4	
			Total	0	0	4	4	
		Buckeye	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	8	8	
			Total	1	0	8	9	
		Total			1	0	12	13
		Lucas	Aetna	Medicaid Only	6	5	0	11
				Dual Benefits	14	3	70	87
	Total			20	8	70	98	
	Buckeye		Medicaid Only	7	0	0	7	
			Dual Benefits	11	1	140	152	
			Total	18	1	140	159	
	Total			38	9	210	257	
	Ottawa		Aetna	Medicaid Only	0	0	0	0
Dual Benefits				2	0	3	5	
Total		2		0	3	5		
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	1	0	10	11
			Total	1	0	10	11
		Total		3	0	13	16
	Wood	Aetna	Medicaid Only	3	0	0	3
			Dual Benefits	3	1	18	22
			Total	6	1	18	25
		Buckeye	Medicaid Only	1	0	0	1
			Dual Benefits	2	1	29	32
			Total	3	1	29	33
	Total		9	2	47	58	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	9	5	0	14
			Dual Benefits	19	4	95	118
			Total	28	9	95	132
Buckeye			Medicaid Only	9	0	0	9
			Dual Benefits	14	2	187	203
			Total	23	2	187	212
Total				51	11	282	344

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	10	0	0	10
			Dual Benefits	8	5	56	69
			Total	18	5	56	79
		Molina	Medicaid Only	2	1	0	3
			Dual Benefits	2	5	58	65
			Total	4	6	58	68
		Total		22	11	114	147
	Clermont	Aetna	Medicaid Only	4	1	0	5
			Dual Benefits	5	0	22	27
			Total	9	1	22	32
		Molina	Medicaid Only	5	0	0	5
			Dual Benefits	3	0	42	45
Total			8	0	42	50	
Total			17	1	64	82	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	7	8	
			Total	1	0	7	8	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	16	16	
			Total	1	0	16	17	
		Total		2	0	23	25	
		Hamilton	Aetna	Medicaid Only	20	3	0	23
				Dual Benefits	8	2	156	166
	Total			28	5	156	189	
	Molina		Medicaid Only	14	1	0	15	
			Dual Benefits	14	2	222	238	
			Total	28	3	222	253	
	Total			56	8	378	442	
	Warren		Aetna	Medicaid Only	3	1	0	4
				Dual Benefits	5	0	10	15
		Total		8	1	10	19	
		Molina	Medicaid Only	1	1	0	2	
			Dual Benefits	2	0	25	27	
			Total	3	1	25	29	
		Total		11	2	35	48	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	37	5	0	42	
			Dual Benefits	27	7	251	285	
			Total	64	12	251	327	
Molina			Medicaid Only	23	3	0	26	
			Dual Benefits	21	7	363	391	
			Total	44	10	363	417	
Total				108	22	614	744	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	5	0	0	5	
			Dual Benefits	3	2	37	42	
			Total	8	2	37	47	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	4	0	0	4
			Dual Benefits	2	3	33	38
			Total	6	3	33	42
		Total		14	5	70	89
	Greene	Buckeye	Medicaid Only	5	0	0	5
			Dual Benefits	5	0	27	32
			Total	10	0	27	37
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	19	19
			Total	0	0	19	19
		Total		10	0	46	56
		Montgomery	Buckeye	Medicaid Only	27	5	0
	Dual Benefits			26	9	169	204
	Total			53	14	169	236
	Molina		Medicaid Only	9	1	0	10
Dual Benefits			3	0	70	73	
Total			12	1	70	83	
Total			65	15	239	319	
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	37	5	0	42
			Dual Benefits	34	11	233	278
			Total	71	16	233	320
Molina			Medicaid Only	13	1	0	14
			Dual Benefits	5	3	122	130
			Total	18	4	122	144
Total				89	20	355	464
Total				800	163	3425	4388

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

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	10	6.67%	2	5.71%	12
	<i>North West</i>	3	2.00%	1	2.86%	4
	<i>South West</i>	15	10.00%	5	14.29%	20
	Total	28	18.67%	8	22.86%	36
Buckeye	<i>North East</i>	17	11.33%	5	14.29%	22
	<i>North West</i>	13	8.67%	2	5.71%	15
	<i>West Central</i>	15	10.00%	4	11.43%	19
	Total	45	30.00%	11	31.43%	56
CareSource	<i>East Central</i>	7	4.67%	7	20.00%	14
	<i>North East</i>	7	4.67%	1	2.86%	8
	<i>North East Central</i>	3	2.00%	1	2.86%	4
	Total	17	11.33%	9	25.71%	26

Molina	<i>Central</i>	10	6.67%	4	11.43%	14
	<i>South West</i>	24	16.00%	1	2.86%	25
	<i>West Central</i>	5	3.33%	1	2.86%	6
	Total	39	26.00%	6	17.14%	45
United	<i>East Central</i>	10	6.67%	0	0.00%	10
	<i>North East</i>	5	3.33%	0	0.00%	5
	<i>North East Central</i>	6	4.00%	1	2.86%	7
	Total	21	14.00%	1	2.86%	22
Total Changes		150	100.00%	35	100.00%	185

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

Reporting Period: 4/1/2020 - 4/30/2020

Generated: 5/4/2020

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
North West	<i>Aetna</i>	3	2.00%	1	2.86%	4
	<i>Buckeye</i>	13	8.67%	2	5.71%	15
	Total	16	10.67%	3	8.57%	19
South West	<i>Aetna</i>	15	10.00%	5	14.29%	20
	<i>Molina</i>	24	16.00%	1	2.86%	25
	Total	39	26.00%	6	17.14%	45
Central	<i>Aetna</i>	10	6.67%	2	5.71%	12
	<i>Molina</i>	10	6.67%	4	11.43%	14
	Total	20	13.33%	6	17.14%	26
North East Central	<i>CareSource</i>	3	2.00%	1	2.86%	4
	<i>United</i>	6	4.00%	1	2.86%	7
	Total	9	6.00%	2	5.71%	11
East Central	<i>CareSource</i>	7	4.67%	7	20.00%	14

East Central	<i>United</i>	10	6.67%	0	0.00%	10
	Total	17	11.33%	7	20.00%	24
West Central	<i>Molina</i>	5	3.33%	1	2.86%	6
	<i>Buckeye</i>	15	10.00%	4	11.43%	19
	Total	20	13.33%	5	14.29%	25
North East	<i>United</i>	5	3.33%	0	0.00%	5
	<i>Buckeye</i>	17	11.33%	5	14.29%	22
	<i>CareSource</i>	7	4.67%	1	2.86%	8
	Total	29	19.33%	6	17.14%	35
Total Changes		150	100.00%	35	100.00%	185

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 4/1/2020 to 4/30/2020

Total Surveys Available for Completion: 47302

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	74	13.50%	445	81.20%	20	3.65%	9	1.64%	548	100.00%
Our answers to your questions	94	17.15%	430	78.47%	10	1.82%	14	2.55%	548	100.00%
Our courtesy to you and your family	118	21.53%	419	76.46%	6	1.09%	5	0.91%	548	100.00%
Overall, how would you rate our staff and services	104	19.08%	422	77.43%	16	2.94%	3	0.55%	545	100.00%
Total	390	17.82%	1716	78.39%	52	2.38%	31	1.42%	2189	100.00%

Number of Surveys Attempted: 3042

Number of Completed Customer Satisfaction Surveys: 548