



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

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Ohio Medicaid Consumer Hotline Monthly Report June 2020

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 1,822 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 62. 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 34 calls coming in through this queue for this month.

Activity Summary

- 255,862 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 199,344 Total Calls (inbound and outbound)
 - 47,955 Call Fire Campaign Calls
 - 2,723 MyCare Outreach Calls
 - 3,984 MBIWD Outreach Calls
 - 1,822 Provider Calls
 - 34 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5 minutes 21 seconds average talk time
- 1 minute 59 seconds average speed to answer
- .006% Blockage Rate* (May 2020)
- 96% First-Call Resolution Rate
- 94% 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
June 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	06/01/20	8697	8121	137	6	8703	576	7%	499	9202	:39:24	:03:43	:05:40
Tue	06/02/20	7332	7017	129	7	7339	315	4%	600	7939	:27:43	:02:16	:05:40
Wed	06/03/20	6672	6545	99	11	6683	127	2%	479	7162	:24:54	:01:32	:05:22
Thurs	06/04/20	6963	6801	88	6	6969	162	2%	476	7445	:12:59	:01:31	:05:41
Fri	06/05/20	6274	6189	67	4	6278	85	1%	749	7027	:10:17	:01:09	:05:39
Sat	06/06/20	714	711	12	3	717	3	0%	1488	2205	:03:30	:00:32	:05:31
Sun	06/07/20	0	0	0	151	151	0	0%	0	151	:00:00	:00:00	:00:00
	Week end	36652	35384	532	188	36840	1268	3%	3792	40632	:39:24	:01:47	:05:36
Mon	06/08/20	9990	9339	158	3	9993	651	7%	475	10468	:28:19	:03:33	:05:42
Tues	06/09/20	8011	7653	129	11	8022	358	4%	546	8568	:16:13	:02:12	:05:34
Wed	06/10/20	7439	7304	117	4	7443	135	2%	689	8132	:18:02	:01:21	:05:29
Thurs	06/11/20	7159	7089	78	6	7165	70	1%	758	7923	:13:37	:00:54	:05:19
Fri	06/12/20	6843	6645	71	7	6850	198	3%	625	7475	:14:39	:01:57	:05:10
Sat	06/13/20	966	961	34	5	971	5	1%	1058	2029	:11:58	:00:38	:04:59
Sun	06/14/20	0	0	0	161	161	0	0%	0	161	:00:00	:00:00	:00:00
	Week end	40408	38991	587	197	40605	1417	4%	4151	44756	:28:19	:01:46	:05:16
Mon	06/15/20	9041	8393	111	15	9056	648	7%	470	9526	:17:00	:03:42	:05:51
Tues	06/16/20	7941	7691	108	11	7952	250	3%	573	8525	:12:43	:02:01	:05:15
Wed	06/17/20	7065	6943	85	3	7068	122	2%	698	7766	:16:48	:01:31	:05:27
Thurs	06/18/20	6930	6888	81	7	6937	42	1%	692	7629	:05:36	:00:47	:05:10
Fri	06/19/20	6246	6160	65	7	6253	86	1%	686	6939	:10:23	:01:09	:05:27
Sat	06/20/20	734	734	14	6	740	0	0%	919	1659	:03:38	:00:33	:04:27
Sun	06/21/20	0	0	0	94	94	0	0%	0	94	:00:00	:00:00	:00:00
	Week end	37957	36809	464	143	38100	1148	3%	4038	42138	:17:00	:01:37	:05:16
Mon	06/22/20	8615	8146	139	9	8624	469	5%	599	9223	:21:00	:02:21	:05:40
Tues	06/23/20	7763	7551	116	13	7776	212	3%	631	8407	:28:00	:01:50	:05:24
Wed	06/24/20	10328	9884	307	27	10355	444	4%	675	11030	:40:44	:03:04	:05:01
Thurs	06/25/20	9950	9685	195	21	9971	265	3%	1034	11005	:20:24	:01:40	:04:49
Fri	06/26/20	8225	7843	111	11	8236	382	5%	803	9039	:15:34	:01:43	:05:05
Sat	06/27/20	1379	1373	32	4	1383	6	0%	49	1432	:05:11	:00:38	:04:30
Sun	06/28/20	0	0	0	250	250	0	0%	0	250	:00:00	:00:00	:00:00
	Week end	46260	44482	900	335	46595	1778	4%	3791	50386	:40:44	:01:52	:05:05
Mon	06/29/20	10800	9819	239	25	10825	981	9%	648	11473	:34:21	:02:49	:05:42
Tue	06/30/20	9195	8744	162	18	9213	451	5%	746	9959	:18:26	:02:00	:05:11
	Month End	181272	174229	2884	906	182178	7043	4%	17166	199344	:40:44	:01:59	:05:21

Ohio Consumer Hotline - Activity Summary Report

6/1/2020 to 6/30/2020

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	6
	ODM Inquiry	12
	Sent Email	1
	Total	19
<i>FFS Billing</i>	Billing Number	454
	Claims Request	19
	General Billing Questions	572
	Received Bill (Needs Letter)	63
	Total	1108
<i>General Benefits</i>	Application / Eligibility	1965
	Assisted Living	7
	Behavioral Health Redesign Questions	3
	Billing Number	154
	Certificate of Coverage	6
	Dental	211
	Equipment	67
	Family Planning	1
	Healthchek Services	17
	Home Health Care	21
	Inquiry on Covered Services	1186
	Long Term Care	16
	Medicaid Expansion	15
	Medlist Assist	2
	Opioid Treatment	2
	Physical / Occupational Therapy	4
	Pregnancy Related Services	17
	Prescriptions	430
	SRSP Benefits	57
	State Hearing	13
Transportation	246	

General Benefits	Vision	87
	Total	4527
HIPAA [LEGACY]	Complaint	1
	Information	5
	Total	6
Incident Report	Billing Inquiry	141
	Reimbursement Inquiry	12
	Total	153
Inquiry	029 Error	68
	574 Error - Not Eligible	8
	Already Selected	275
	Called to Check on Just Cause Status	2
	CDJFS	893
	Change in Name	103
	Change in Phone Number / Address	507
	Child Care	20
	Customer Survey	4
	General Questions	7219
	HEAP / PIP	3
	Hotline	1008
	Person Calling Not PIP / AG Head	300
	Referred Consumer to County Worker	1379
	SNAP (Food Stamps)	460
	Social Security	25
	Status Change Request (Name, Address, Phone, Etc.)	513
	TANF (Cash Assistance)	25
	Transferred in Error	14
	WIC	3
Total	12829	
Issue / Concern	Issue / Concern about MCP	113
	Issue / Concern about Provider	10
	Issue / Concern with Caseworker	3
	Issue / Concern with ODM	21
	Total	147

Mailings	ABD EMP Enrollment Packet	5
	ABD EMP Enrollment Packet (Large Print)	3
	Billing Incident Letter	129
	Call Me Letter	2
	CFC EMP Enrollment Packet	6
	CFC EMP Enrollment Packet (Spanish & Large Print)	1
	CFC EMP Enrollment Packet (Spanish)	1
	JC Approval Change MCP	33
	JC Approval Change MCP - Requestor	27
	JC Approval FFS	23
	JC Approval FFS - Requestor	5
	Mandatory Change MCP to MCP	277
	MBI-WD Application	4
	MBIWD_1PageStatementRequest	1
	MBIWD_3PageStatementRequest	1
	Medicaid Application (7216)	420
	Medicaid Application (Spanish)	6
	Medicaid Program Enrollment & Benefit Information	24
	MMC Mandatory	38799
	MMC Voluntary	317
	MyCare EMP Enrollment Packet	10
	MyCare EMP Enrollment Packet (Large Print)	8
	MyCare Reminder Letter	3011
	MyCare TPL Approval Letter	1
	New Mandatory	22
	OMH Mandatory MyCare Letter	7
	QIT Packet	9
	Reimbursement Letter	11
TPL Approval	1	
Total	43164	
Managed Care Info & Referral	Benefit Package	373
	Billing Number	779
	Called to Check on Doctors	42
	Card	1865

Managed Care Info & Referral	Case Addition	95
	Case Closed	93
	Case Pending	102
	Category Closed	40
	Consumer Needs To Be Auto Re-Enrolled	2
	Failed Eligibility	113
	Information	3352
	Just Cause Status	35
	Open Enrollment Questions	512
	Payment	30
	Phone Numbers	943
	Provider Name	814
	Returned NME / Notice	1
	Transfer Request - Bureau of Managed Care	5
	Wanted Phone Number of MCP	740
Total	9936	
MBI-WD	AG Collections Questions	3
	Application / Eligibility	8
	Benefit Package / Covered Services	4
	Billing Number	4
	Card	2
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	1
	Program Information	19
	Questions About Premiums	24
	Total	66
Medicaid (MAGI and ABD)	1095B FAQ	79
	Application Status	1653
	BCCP Question / Inquiry	1
	Behavioral Health Question / Inquiry	6
	Case Change	926
	Case Inquiry	13764
	Certificate Of Coverage	28
	Citizenship/Other Verifications	494

Medicaid (MAGI and ABD)	DDR Question / Inquiry	16
	EOMB Question / Inquiry	1
	Estate Recovery	37
	Family Planning Services Question / Inquiry	12
	FFS Card	534
	General Program Information	4210
	Home Health Care Question / Inquiry	28
	Income Guidelines/Questions	1283
	Long Term Care Question / Inquiry	43
	MBIWD Question / Inquiry	9
	Questions About Letter/NOA	841
	Re-Application on a Denied Case	83
	Renewal Application Reported	3493
	Renewal Questions	4487
	Reprint NOA or FFS Card	211
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	455
	Requested Telephone Application – Transfer to Collabor8	1979
	State Hearing	50
	Tort Question / Inquiry	4
	Total	34727
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	202
	Medicare Premium Assistance Program (Part B Payments)	1397
	On-site Facilitated Enrollment	6
	Part A Questions	312
	Part B Questions	847
	Part C / Advantage Plan Questions	88
	Part D / PDP Questions	486
	Part D Letter Inquiry	24
Total	3362	
MyCare Ohio	General Information	1176
	Issue Accessing Services	140
	Loss of MyCare Eligibility	43

<i>MyCare Ohio</i>	Medicaid Only Benefit Information	192
	MyCare Ohio Card	320
	On-site facilitated enrollment	27
	Opt-In/Opt-Out Questions	717
	Prescription Questions	98
	Transition of Care	14
	Total	2727
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	29
	Account Creation/Management	15
	Account Lock Out	15
	Application Assistance	29
	Apply for Benefits	42
	Call Transferred from Enterprise Help Desk to OMH	3
	County Office Location/Hours	1
	Electronic Verification	5
	Forgot Password Link	15
	Forgot User Name Link	4
	Frequently Asked Questions	6
	General Navigation	11
	How to use this Site	13
	Message Center	1
	Provided Link to Website	86
	Renewal Packet Questions	13
	SNAP/TANF Questions	2
	Transfer Call to Tier 2/3	9
Total	299	
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	338
	Contact CDJS	236
	Journal Creation & Management	40
	MAGI (Modified Adjusted Gross Income) Program Information	1
	Notice of Action Explanation	14
	Reapply on a Denied Case	2
	Reprint FFS card from Hotline	203
	Reprint NOA from Hotline	14

Ohio Integrated Eligibility System (OIES)	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	75
	Requested Telephone Application, transfer to Collobor8	591
	Transfer to Service Now to complete Remedy Ticket	36
	Total	1550
Prior Authorization	How to Obtain	114
	Letter	4
	Program Information	80
	Status	40
	Transfer Request - Needs Follow-Up	1
	Total	239
Provider	Electronic Visit Verification (EVV) Initiative Letter	2
	Fee-For-Service Provider Names	89
	Referred to MCP For Provider List	86
	Referred to ODM Website For Provider List	22
	Referred to State Board To File Complaint Against Provider	1
	Total	200
QIT	Created QIT Outreach [LEGACY]	3
	Deceased	3
	Outreach Call	1
	Provided explanation of QIT definitions	3
	QIT - General Program Information	35
	Requested QIT packet by mail	1
	Total	46
Reimbursement	Decision	3
	Information	72
	Total	75
State Hearings	How to Request	42
	Program Information	29
	Status	9
	Total	80
Surveys	Call Center Survey	5758
	Managed Care Survey	3

Surveys	OMAS Survey	2
	Total	5763
Tasks	AHS Billing Research - Letter	158
	AHS Claims Request	26
	AHS Consumer Issue/Concerns	52
	AHS Enrollment Error	4910
	AHS Enrollment Issue	497
	AHS Further Research Needed	322
	AHS Just Cause	499
	AHS MBIWD - Overpayment Call	1
	AHS MBIWD - Premium Issue	1
	AHS MBIWD - Refund Research	2
	AHS MBIWD - Research Correspondence Issues	1
	AHS MBIWD Linking	51
	AHS Medicaid No Span Match	2
	AHS Medicare Premium Payments Research	36
	AHS MITS Issue - Daily List	1
	AHS MMC - Final Signed Letter / Email	3
	AHS MMC Contact	247
	AHS Mom On MCP	1
	AHS Reimbursement - Letter	12
	AHS Service Now(Remedy Ticket)	197
	AHS Web Contact - OMH Website	392
	ODM Complaint - Consumer	110
	ODM Complaint - Provider	502
ODM Just Cause	6	
Total	8029	
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	16
	General Information	201
	Need Medications Now	15
	Referral to Case Worker	143
	Referral to TPL Vendor	71
Total	446	

Waiver	Application / Eligibility	164
	Benefit Package / Covered Services	42
	Billing Number	17
	Card	12
	Change	16
	Estate Recovery	4
	Independent Provider	3
	Patient Evaluation	9
	Patient Liability	25
	Program Information	265
	Waiting List	3
	Total	560

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

6/1/2020 to 6/30/2020

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	380
	ACS / First Health	49
	ADAMH	4
	Area Agency on Aging	66
	Bureau of Home and Community Services	3
	Case Management Agency	22
	Caseworker	375
	Child Support Enforcement Agency	16
	Complaint Department	3
	County Department of Job & Family Services	3623
	First Link	15
	Food Stamp Hotline	82
	Golden Buckeye Hotline	1
	HomeHealthAgency	4
	Info & Refer	634
	In-House	2
	Legal Aid	2
	Managed Care Plan	1161
	Managed Care/Just Cause Section	3
	MR / DD Board	6
	ODM	3
	Ohio Department of Insurance	12
	Ohio's Best Rx	2
	Ombudsman	7
	OSHIIP	39
	Other Medical Services Agency	45
Other Social Services Agency	23	
Out-of-State Medicaid Hotline	31	

Referral	Pharmacy	47
	Prescription Drug Plan (PDP)	37
	Provider	227
	Provider Services Call Center	231
	Public Children's Services	15
	Social Security Administration	64
	StateHearingDivision	30
	StateMedicalBoard	6
	Supervisor	21
	Tort Unit	37
	Website - ODM	32
	Welfare Fraud Hotline	3
	WIC Office	2

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

Reporting Period: 6/1/2020 - 6/30/2020
 Generated: 7/6/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	29	32.58%	85	79.44%	114	58.16%
Call Campaign	56	62.92%	3	2.80%	59	30.10%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	2	2.25%	6	5.61%	8	4.08%
IVR	0	0.00%	1	0.93%	1	0.51%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	2	2.25%	12	11.21%	14	7.14%
TOTAL	89	100%	107	100%	196	100%

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

Reporting Period: 6/1/2020 - 6/30/2020
 Generated: 7/6/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	29	25.44%	85	74.56%	114	100%
Call Campaign	56	94.92%	3	5.08%	59	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	2	25.00%	6	75.00%	8	100%
IVR	0	0.00%	1	100.00%	1	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	2	14.29%	12	85.71%	14	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: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	1	1.12%	5	4.67%
	North East	5	5.62%	6	5.61%
	West	5	5.62%	2	1.87%
	Total	11	12.36%	13	12.15%
CareSource	Central/South East	19	21.35%	15	14.02%
	North East	14	15.73%	14	13.08%
	West	10	11.24%	18	16.82%
	Total	43	48.31%	47	43.93%
Molina	Central/South East	9	10.11%	20	18.69%
	North East	1	1.12%	0	0.00%
	West	4	4.49%	4	3.74%
	Total	14	15.73%	24	22.43%
Paramount	North East	4	4.49%	2	1.87%
	West	6	6.74%	7	6.54%
	Total	10	11.24%	9	8.41%
United	Central/South East	5	5.62%	3	2.80%
	North East	4	4.49%	10	9.35%
	West	2	2.25%	1	0.93%
	Total	11	12.36%	14	13.08%
Total		89	100.00%	107	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	1	2.94%	5	11.63%
	CareSource	19	55.88%	15	34.88%
	Molina	9	26.47%	20	46.51%
	United	5	14.71%	3	6.98%
	Total	34	100.00%	43	100.00%
North East	Buckeye	5	17.86%	6	18.75%
	CareSource	14	50.00%	14	43.75%
	Molina	1	3.57%	0	0.00%
	Paramount	4	14.29%	2	6.25%
	United	4	14.29%	10	31.25%
	Total	28	100.00%	32	100.00%
West	Buckeye	5	18.52%	2	6.25%
	CareSource	10	37.04%	18	56.25%
	Molina	4	14.81%	4	12.50%
	Paramount	6	22.22%	7	21.88%
	United	2	7.41%	1	3.13%
	Total	27	100.00%	32	100.00%
Total		89		107	

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

Reporting Period: 6/1/2020 - 6/30/2020
Generated: 7/6/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	77	156	233
North East	60	208	268
West	59	187	246
Total For All Regions	196	551	747

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

Reporting Period: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	1	5	44	50	21.46%
	<i>CareSource</i>	19	15	54	88	37.77%
	<i>Molina</i>	9	20	34	63	27.04%
	<i>United</i>	5	3	24	32	13.73%
	(Region) Total	34	43	156	233	100.00%
North East	<i>Buckeye</i>	5	6	62	73	27.24%
	<i>CareSource</i>	14	14	45	73	27.24%
	<i>Molina</i>	1	0	41	42	15.67%
	<i>Paramount</i>	4	2	31	37	13.81%
	<i>United</i>	4	10	29	43	16.04%
	(Region) Total	28	32	208	268	100.00%
West	<i>Buckeye</i>	5	2	41	48	19.51%
	<i>CareSource</i>	10	18	38	66	26.83%
	<i>Molina</i>	4	4	36	44	17.89%
	<i>Paramount</i>	6	7	46	59	23.98%
	<i>United</i>	2	1	26	29	11.79%
	(Region) Total	27	32	187	246	100.00%
Total		89	107	551	747	

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

Reporting Period: 6/1/2020 - 6/30/2020
 Generated: 7/6/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	863	13.29%	3272	61.16%	4135	34.92%
Call Campaign	4183	64.42%	545	10.19%	4728	39.92%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	1	0.02%	2	0.04%	3	0.03%
File Transfer	1274	19.62%	166	3.10%	1440	12.16%
IVR	1	0.02%	20	0.37%	21	0.18%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	171	2.63%	1345	25.14%	1516	12.80%
TOTAL	6493	100%	5350	100%	11843	100%

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

Reporting Period: 6/1/2020 - 6/30/2020
Generated: 7/6/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	863	20.87%	3272	79.13%	4135	100%
Call Campaign	4183	88.47%	545	11.53%	4728	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	1	33.33%	2	66.67%	3	100%
File Transfer	1274	88.47%	166	11.53%	1440	100%
IVR	1	4.76%	20	95.24%	21	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	171	11.28%	1345	88.72%	1516	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: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	440	6.78%	65	1.21%
	North East	395	6.08%	232	4.34%
	West	379	5.84%	179	3.35%
	Total	1214	18.70%	476	8.90%
CareSource	Central/South East	899	13.85%	803	15.01%
	North East	997	15.35%	1115	20.84%
	West	982	15.12%	1594	29.79%
	Total	2878	44.32%	3512	65.64%
Molina	Central/South East	278	4.28%	217	4.06%
	North East	152	2.34%	52	0.97%
	West	179	2.76%	76	1.42%
	Total	609	9.38%	345	6.45%
Paramount	North East	342	5.27%	50	0.93%
	West	510	7.85%	432	8.07%
	Total	852	13.12%	482	9.01%
United	Central/South East	295	4.54%	181	3.38%
	North East	359	5.53%	238	4.45%
	West	286	4.40%	116	2.17%
	Total	940	14.48%	535	10.00%
Total		6493	100.00%	5350	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	440	23.01%	65	5.13%
	CareSource	899	47.02%	803	63.43%
	Molina	278	14.54%	217	17.14%
	United	295	15.43%	181	14.30%
	Total	1912	100.00%	1266	100.00%
North East	Buckeye	395	17.59%	232	13.75%
	CareSource	997	44.41%	1115	66.09%
	Molina	152	6.77%	52	3.08%
	Paramount	342	15.23%	50	2.96%
	United	359	15.99%	238	14.11%
	Total	2245	100.00%	1687	100.00%
West	Buckeye	379	16.22%	179	7.47%
	CareSource	982	42.04%	1594	66.50%
	Molina	179	7.66%	76	3.17%
	Paramount	510	21.83%	432	18.02%
	United	286	12.24%	116	4.84%
	Total	2336	100.00%	2397	100.00%
Total		6493		5350	

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

Reporting Period: 6/1/2020 - 6/30/2020
Generated: 7/6/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	3178	8011	11189
North East	3932	9827	13759
West	4733	10715	15448
Total For All Regions	11843	28553	40396

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

Reporting Period: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	440	65	2267	2772	24.77%
	<i>CareSource</i>	899	803	2795	4497	40.19%
	<i>Molina</i>	278	217	1483	1978	17.68%
	<i>United</i>	295	181	1466	1942	17.36%
	(Region) Total	1912	1266	8011	11189	100.00%
North East	<i>Buckeye</i>	395	232	2207	2834	20.60%
	<i>CareSource</i>	997	1115	2640	4752	34.54%
	<i>Molina</i>	152	52	1410	1614	11.73%
	<i>Paramount</i>	342	50	2157	2549	18.53%
	<i>United</i>	359	238	1413	2010	14.61%
	(Region) Total	2245	1687	9827	13759	100.00%
West	<i>Buckeye</i>	379	179	2400	2958	19.15%
	<i>CareSource</i>	982	1594	2924	5500	35.60%
	<i>Molina</i>	179	76	1532	1787	11.57%
	<i>Paramount</i>	510	432	2355	3297	21.34%
	<i>United</i>	286	116	1504	1906	12.34%
	(Region) Total	2336	2397	10715	15448	100.00%
Total		6493	5350	28553	40396	

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

Reporting Period: 6/1/2020 - 6/30/2020
Generated: 7/6/2020

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	218	45.51%	19	14.96%	237	39.11%
Call	Dual Benefits	202	42.17%	94	74.02%	296	48.84%
	Total	420	87.68%	113	88.98%	533	87.95%
Call Campaign	Medicaid Only	3	0.63%	0	0.00%	3	0.50%
Call Campaign	Dual Benefits	4	0.84%	0	0.00%	4	0.66%
	Total	7	1.46%	0	0.00%	7	1.16%
Face-To-Face	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
Face-To-Face	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	0	0.00%	0	0.00%	0	0.00%
Fax	Medicaid Only	6	1.25%	1	0.79%	7	1.16%
Fax	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	6	1.25%	1	0.79%	7	1.16%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
File Transfer	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	0	0.00%	0	0.00%	0	0.00%
IVR	Medicaid Only	3	0.63%	0	0.00%	3	0.50%
IVR	Dual Benefits	1	0.21%	1	0.79%	2	0.33%
	Total	4	0.84%	1	0.79%	5	0.83%
Mail	Medicaid Only	2	0.42%	1	0.79%	3	0.50%
Mail	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	2	0.42%	1	0.79%	3	0.50%
Website	Medicaid Only	10	2.09%	4	3.15%	14	2.31%
Website	Dual Benefits	30	6.26%	7	5.51%	37	6.11%
	Total	40	8.35%	11	8.66%	51	8.42%
TOTAL		479	100%	127	100%	606	100%

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

Reporting Period: 6/1/2020 - 6/30/2020
Generated: 7/6/2020

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	218	91.98%	19	8.02%	237	100%
	Dual Benefits	202	68.24%	94	31.76%	296	100%
	Total	420	78.80%	113	21.20%	533	100%
Call Campaign	Medicaid Only	3	100.00%	0	0.00%	3	100%
	Dual Benefits	4	100.00%	0	0.00%	4	100%
	Total	7	100.00%	0	0.00%	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	6	85.71%	1	14.29%	7	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	6	85.71%	1	14.29%	7	100%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	0	0.00%	0	0.00%	0	100%
IVR	Medicaid Only	3	100.00%	0	0.00%	3	100%
	Dual Benefits	1	50.00%	1	50.00%	2	100%
	Total	4	80.00%	1	20.00%	5	100%
Mail	Medicaid Only	2	66.67%	1	33.33%	3	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	2	66.67%	1	33.33%	3	100%
Website	Medicaid Only	10	71.43%	4	28.57%	14	100%
	Dual Benefits	30	81.08%	7	18.92%	37	100%
	Total	40	78.43%	11	21.57%	51	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	17	3.55%	2	1.57%	
		Dual Benefits	17	3.55%	20	15.75%	
		Total	34	7.10%	22	17.32%	
	North West	Medicaid Only	9	1.88%	1	0.79%	
		Dual Benefits	6	1.25%	4	3.15%	
		Total	15	3.13%	5	3.94%	
	South West	Medicaid Only	22	4.59%	2	1.57%	
		Dual Benefits	19	3.97%	9	7.09%	
		Total	41	8.56%	11	8.66%	
	Total		90	18.79%	38	29.92%	
	Buckeye	North East	Medicaid Only	13	2.71%	0	0.00%
			Dual Benefits	5	1.04%	2	1.57%
Total			18	3.76%	2	1.57%	
North West		Medicaid Only	7	1.46%	1	0.79%	
		Dual Benefits	5	1.04%	1	0.79%	
		Total	12	2.51%	2	1.57%	
West Central		Medicaid Only	22	4.59%	2	1.57%	
		Dual Benefits	12	2.51%	8	6.30%	
		Total	34	7.10%	10	7.87%	
Total			64	13.36%	14	11.02%	
CareSource		East Central	Medicaid Only	11	2.30%	1	0.79%
			Dual Benefits	18	3.76%	8	6.30%
	Total		29	6.05%	9	7.09%	
	North East	Medicaid Only	22	4.59%	7	5.51%	
		Dual Benefits	62	12.94%	19	14.96%	
		Total	84	17.54%	26	20.47%	
	North East Central	Medicaid Only	15	3.13%	1	0.79%	

CareSource	North East Central	Dual Benefits	13	2.71%	2	1.57%	
		Total	28	5.85%	3	2.36%	
	Total		141	29.44%	38	29.92%	
Molina	Central	Medicaid Only	7	1.46%	1	0.79%	
		Dual Benefits	15	3.13%	5	3.94%	
		Total	22	4.59%	6	4.72%	
	South West	Medicaid Only	13	2.71%	1	0.79%	
		Dual Benefits	14	2.92%	3	2.36%	
		Total	27	5.64%	4	3.15%	
	West Central	Medicaid Only	8	1.67%	1	0.79%	
		Dual Benefits	5	1.04%	4	3.15%	
		Total	13	2.71%	5	3.94%	
	Total		62	12.94%	15	11.81%	
	United	East Central	Medicaid Only	28	5.85%	1	0.79%
			Dual Benefits	17	3.55%	6	4.72%
Total			45	9.39%	7	5.51%	
North East		Medicaid Only	42	8.77%	3	2.36%	
		Dual Benefits	22	4.59%	9	7.09%	
		Total	64	13.36%	12	9.45%	
North East Central		Medicaid Only	6	1.25%	1	0.79%	
		Dual Benefits	7	1.46%	2	1.57%	
		Total	13	2.71%	3	2.36%	
Total			122	25.47%	22	17.32%	
Total			479	100.00%	127	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	17	30.36%	2	7.14%	
		Dual Benefits	17	30.36%	20	71.43%	
		Total	34	60.71%	22	78.57%	
	Molina	Medicaid Only	7	12.50%	1	3.57%	
		Dual Benefits	15	26.79%	5	17.86%	
		Total	22	39.29%	6	21.43%	
	Total		56	100.00%	28	100.00%	
	East Central	CareSource	Medicaid Only	11	14.86%	1	6.25%
			Dual Benefits	18	24.32%	8	50.00%
Total			29	39.19%	9	56.25%	
United		Medicaid Only	28	37.84%	1	6.25%	
		Dual Benefits	17	22.97%	6	37.50%	
		Total	45	60.81%	7	43.75%	
Total			74	100.00%	16	100.00%	
North East		Buckeye	Medicaid Only	13	7.83%	0	0.00%
			Dual Benefits	5	3.01%	2	5.00%
	Total		18	10.84%	2	5.00%	
	CareSource	Medicaid Only	22	13.25%	7	17.50%	
		Dual Benefits	62	37.35%	19	47.50%	
		Total	84	50.60%	26	65.00%	
	United	Medicaid Only	42	25.30%	3	7.50%	
		Dual Benefits	22	13.25%	9	22.50%	
		Total	64	38.55%	12	30.00%	
	Total		166	100.00%	40	100.00%	
	North East Central	CareSource	Medicaid Only	15	36.59%	1	16.67%
			Dual Benefits	13	31.71%	2	33.33%
Total			28	68.29%	3	50.00%	

North East Central	United	Medicaid Only	6	14.63%	1	16.67%
		Dual Benefits	7	17.07%	2	33.33%
		Total	13	31.71%	3	50.00%
	Total		41	100.00%	6	100.00%
North West	Aetna	Medicaid Only	9	33.33%	1	14.29%
		Dual Benefits	6	22.22%	4	57.14%
		Total	15	55.56%	5	71.43%
	Buckeye	Medicaid Only	7	25.93%	1	14.29%
		Dual Benefits	5	18.52%	1	14.29%
		Total	12	44.44%	2	28.57%
	Total		27	100.00%	7	100.00%
South West	Aetna	Medicaid Only	22	32.35%	2	13.33%
		Dual Benefits	19	27.94%	9	60.00%
		Total	41	60.29%	11	73.33%
	Molina	Medicaid Only	13	19.12%	1	6.67%
		Dual Benefits	14	20.59%	3	20.00%
		Total	27	39.71%	4	26.67%
	Total		68	100.00%	15	100.00%
West Central	Buckeye	Medicaid Only	22	46.81%	2	13.33%
		Dual Benefits	12	25.53%	8	53.33%
		Total	34	72.34%	10	66.67%
	Molina	Medicaid Only	8	17.02%	1	6.67%
		Dual Benefits	5	10.64%	4	26.67%
		Total	13	27.66%	5	33.33%
	Total		47	100.00%	15	100.00%
Total		479		127		

MyCare ASSIGNMENT BY REGION

Reporting Period: 6/1/2020 - 6/30/2020

Generated: 7/7/2020

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	27	0	Medicaid only	27
	57	506	Dual benefits	563
	84	506		590
East Central	41	0	Medicaid only	41
	49	369	Dual benefits	418
	90	369		459
North East	87	0	Medicaid only	87
	119	539	Dual benefits	658
	206	539		745
North East Central	23	0	Medicaid only	23
	24	185	Dual benefits	209
	47	185		232
North West	18	0	Medicaid only	18
	16	173	Dual benefits	189
	34	173		207
South West	38	0	Medicaid only	38
	45	458	Dual benefits	503
	83	458		541
West Central	33	0	Medicaid only	33
	29	369	Dual benefits	398
	62	369		431
Total For All Regions	606	2599		3205

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 6/1/2020 - 6/30/2020
 Generated: 7/6/2020

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	17	2	0	19	3.22%
		Dual Benefits	17	20	152	189	32.03%
		(MCP) Total	34	22	152	208	35.25%
	Molina	Medicaid Only	7	1	0	8	1.36%
		Dual Benefits	15	5	354	374	63.39%
		(MCP) Total	22	6	354	382	64.75%
	(Region) Total		56	28	506	590	100.00%
East Central	CareSource	Medicaid Only	11	1	0	12	2.61%
		Dual Benefits	18	8	218	244	53.16%
		(MCP) Total	29	9	218	256	55.77%
	United	Medicaid Only	28	1	0	29	6.32%
		Dual Benefits	17	6	151	174	37.91%
		(MCP) Total	45	7	151	203	44.23%
	(Region) Total		74	16	369	459	100.00%
North East	Buckeye	Medicaid Only	13	0	0	13	1.74%
		Dual Benefits	5	2	195	202	27.11%
		(MCP) Total	18	2	195	215	28.86%
	CareSource	Medicaid Only	22	7	0	29	3.89%
		Dual Benefits	62	19	179	260	34.90%
		(MCP) Total	84	26	179	289	38.79%
	United	Medicaid Only	42	3	0	45	6.04%
		Dual Benefits	22	9	165	196	26.31%
		(MCP) Total	64	12	165	241	32.35%
	(Region) Total		166	40	539	745	100.00%
North East Central	CareSource	Medicaid Only	15	1	0	16	6.90%
		Dual Benefits	13	2	101	116	50.00%
		(MCP) Total	28	3	101	132	56.90%
	United	Medicaid Only	6	1	0	7	3.02%

North East Central	United	Dual Benefits	7	2	84	93	40.09%
		(MCP) Total	13	3	84	100	43.10%
	(Region) Total		41	6	185	232	100.00%
North West	Aetna	Medicaid Only	9	1	0	10	4.83%
		Dual Benefits	6	4	57	67	32.37%
		(MCP) Total	15	5	57	77	37.20%
	Buckeye	Medicaid Only	7	1	0	8	3.86%
		Dual Benefits	5	1	116	122	58.94%
		(MCP) Total	12	2	116	130	62.80%
(Region) Total		27	7	173	207	100.00%	
South West	Aetna	Medicaid Only	22	2	0	24	4.44%
		Dual Benefits	19	9	187	215	39.74%
		(MCP) Total	41	11	187	239	44.18%
	Molina	Medicaid Only	13	1	0	14	2.59%
		Dual Benefits	14	3	271	288	53.23%
		(MCP) Total	27	4	271	302	55.82%
(Region) Total		68	15	458	541	100.00%	
West Central	Buckeye	Medicaid Only	22	2	0	24	5.57%
		Dual Benefits	12	8	254	274	63.57%
		(MCP) Total	34	10	254	298	69.14%
	Molina	Medicaid Only	8	1	0	9	2.09%
		Dual Benefits	5	4	115	124	28.77%
		(MCP) Total	13	5	115	133	30.86%
(Region) Total		47	15	369	431	100.00%	
Total			479	127	2599	3205	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 6/1/2020 - 6/30/2020
 Generated: 7/6/2020

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	1	0	0	1	
			Dual Benefits	0	2	10	12	
			Total	1	2	10	13	
		Molina	Medicaid Only	0	1	0	1	
			Dual Benefits	0	0	10	10	
			Total	0	1	10	11	
		Total		1	3	20	24	
		Franklin	Aetna	Medicaid Only	14	1	0	15
				Dual Benefits	17	18	125	160
	Total			31	19	125	175	
	Molina		Medicaid Only	6	0	0	6	
			Dual Benefits	15	5	322	342	
			Total	21	5	322	348	
	Total			52	24	447	523	
	Madison		Aetna	Medicaid Only	0	0	0	0
				Dual Benefits	0	0	5	5
		Total		0	0	5	5	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	7	7	
			Total	0	0	7	7	
		Total		0	0	12	12	
Pickaway		Aetna	Medicaid Only	1	1	0	2	
			Dual Benefits	0	0	7	7	
	Total		1	1	7	9		
	Molina	Medicaid Only	1	0	0	1		
		Dual Benefits	0	0	8	8		
		Total	1	0	8	9		
	Total		2	1	15	18		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	5	5
			Total	1	0	5	6
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	7	7
			Total	0	0	7	7
		Total		1	0	12	13

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	17	2	0	19
			Dual Benefits	17	20	152	189
			Total	34	22	152	208
Molina			Medicaid Only	7	1	0	8
			Dual Benefits	15	5	354	374
			Total	22	6	354	382
Total				56	28	506	590

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Portage	CareSource	Medicaid Only	0	0	0	0
			Dual Benefits	2	1	18	21
			Total	2	1	18	21
		United	Medicaid Only	4	0	0	4
			Dual Benefits	3	0	17	20
			Total	7	0	17	24
	Total			9	1	35	45
	Stark	CareSource	Medicaid Only	5	0	0	5
			Dual Benefits	6	3	87	96
			Total	11	3	87	101
		United	Medicaid Only	7	0	0	7
			Dual Benefits	5	3	59	67
			Total	12	3	59	74
	Total			23	6	146	175
	Summit	CareSource	Medicaid Only	5	0	0	5
Dual Benefits			8	3	96	107	
Total			13	3	96	112	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	15	1	0	16
			Dual Benefits	7	2	64	73
			Total	22	3	64	89
		Total		35	6	160	201
	Wayne	CareSource	Medicaid Only	1	1	0	2
			Dual Benefits	2	1	17	20
			Total	3	2	17	22
		United	Medicaid Only	2	0	0	2
			Dual Benefits	2	1	11	14
			Total	4	1	11	16
	Total		7	3	28	38	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	11	1	0	12
			Dual Benefits	18	8	218	244
			Total	29	9	218	256
United			Medicaid Only	28	1	0	29
			Dual Benefits	17	6	151	174
			Total	45	7	151	203
Total				74	16	369	459

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	6	0	0	6
			Dual Benefits	4	1	125	130
			Total	10	1	125	136
		CareSource	Medicaid Only	14	4	0	18
			Dual Benefits	47	15	130	192
			Total	61	19	130	210
		United	Medicaid Only	34	3	0	37
			Dual Benefits	16	6	120	142
			Total	50	9	120	179
		Total		121	29	375	525
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	0	6	6	
		Total	0	0	6	6	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	4	5	
			Total	1	0	4	5	
		United	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	5	6	
			Total	1	0	5	6	
		Total		2	0	15	17	
		Lake	Buckeye	Medicaid Only	3	0	0	3
				Dual Benefits	0	1	16	17
	Total			3	1	16	20	
	CareSource		Medicaid Only	4	0	0	4	
			Dual Benefits	4	3	9	16	
			Total	8	3	9	20	
	United		Medicaid Only	1	0	0	1	
			Dual Benefits	1	1	8	10	
			Total	2	1	8	11	
	Total			13	5	33	51	
	Lorain		Buckeye	Medicaid Only	3	0	0	3
				Dual Benefits	1	0	34	35
				Total	4	0	34	38
			CareSource	Medicaid Only	3	3	0	6
				Dual Benefits	8	1	22	31
		Total		11	4	22	37	
		United	Medicaid Only	7	0	0	7	
			Dual Benefits	3	2	21	26	
			Total	10	2	21	33	
		Total		25	6	77	108	
		Medina	Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	14	14
	Total			1	0	14	15	
CareSource	Medicaid Only		1	0	0	1		
	Dual Benefits		2	0	14	16		
	Total		3	0	14	17		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	11	12
			Total	1	0	11	12
		Total		5	0	39	44
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	13	0	0	13
			Dual Benefits	5	2	195	202
			Total	18	2	195	215
CareSource			Medicaid Only	22	7	0	29
			Dual Benefits	62	19	179	260
			Total	84	26	179	289
United			Medicaid Only	42	3	0	45
			Dual Benefits	22	9	165	196
			Total	64	12	165	241
Total				166	40	539	745

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	0	13	14	
			Total	2	0	13	15	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	3	0	19	22	
			Total	5	0	19	24	
		Total			7	0	32	39
		Mahoning	CareSource	Medicaid Only	9	0	0	9
				Dual Benefits	7	1	47	55
	Total			16	1	47	64	
	United		Medicaid Only	1	1	0	2	
			Dual Benefits	3	2	42	47	
			Total	4	3	42	49	
	Total			20	4	89	113	
	Trumbull		CareSource	Medicaid Only	5	1	0	6
Dual Benefits				5	1	41	47	
Total		10		2	41	53		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North East Central	Trumbull	United	Medicaid Only	3	0	0	3
			Dual Benefits	1	0	23	24
			Total	4	0	23	27
	Total		14	2	64	80	

North East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	15	1	0	16
			Dual Benefits	13	2	101	116
			Total	28	3	101	132
United			Medicaid Only	6	1	0	7
			Dual Benefits	7	2	84	93
			Total	13	3	84	100
Total				41	6	185	232

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North West	Fulton	Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	4	5	
			Total	1	0	4	5	
		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	10	10	
			Total	0	0	10	10	
		Total			1	0	14	15
		Lucas	Aetna	Medicaid Only	4	0	0	4
				Dual Benefits	5	3	45	53
	Total			9	3	45	57	
	Buckeye		Medicaid Only	5	1	0	6	
			Dual Benefits	4	1	92	97	
			Total	9	2	92	103	
	Total			18	5	137	160	
	Ottawa		Aetna	Medicaid Only	3	0	0	3
Dual Benefits				0	0	0	0	
Total		3		0	0	3		
Buckeye		Medicaid Only	0	0	0	0		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North West	Ottawa	Buckeye	Dual Benefits	0	0	4	4
			Total	0	0	4	4
		Total		3	0	4	7
	Wood	Aetna	Medicaid Only	2	1	0	3
			Dual Benefits	0	1	8	9
			Total	2	2	8	12
		Buckeye	Medicaid Only	2	0	0	2
			Dual Benefits	1	0	10	11
			Total	3	0	10	13
	Total		5	2	18	25	

North West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	9	1	0	10
			Dual Benefits	6	4	57	67
			Total	15	5	57	77
Buckeye			Medicaid Only	7	1	0	8
			Dual Benefits	5	1	116	122
			Total	12	2	116	130
Total				27	7	173	207

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	5	1	0	6
			Dual Benefits	3	3	31	37
			Total	8	4	31	43
		Molina	Medicaid Only	3	1	0	4
			Dual Benefits	2	2	45	49
			Total	5	3	45	53
	Total		13	7	76	96	
	Clermont	Aetna	Medicaid Only	3	0	0	3
			Dual Benefits	1	3	16	20
			Total	4	3	16	23
		Molina	Medicaid Only	2	0	0	2
			Dual Benefits	0	0	27	27
			Total	2	0	27	29
Total			6	3	43	52	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Clinton	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	2	2
			Total	1	0	2	3
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	8	8
			Total	0	0	8	8
	Total		1	0	10	11	
	Hamilton	Aetna	Medicaid Only	12	1	0	13
			Dual Benefits	15	2	125	142
			Total	27	3	125	155
		Molina	Medicaid Only	7	0	0	7
			Dual Benefits	10	1	170	181
			Total	17	1	170	188
	Total		44	4	295	343	
	Warren	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	0	1	13	14
			Total	1	1	13	15
		Molina	Medicaid Only	1	0	0	1
Dual Benefits			2	0	21	23	
Total			3	0	21	24	
Total		4	1	34	39		
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	22	2	0	24
			Dual Benefits	19	9	187	215
			Total	41	11	187	239
Molina			Medicaid Only	13	1	0	14
			Dual Benefits	14	3	271	288
			Total	27	4	271	302
Total				68	15	458	541
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Buckeye	Medicaid Only	1	0	0	1
			Dual Benefits	2	1	25	28
			Total	3	1	25	29

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	4	1	0	5
			Dual Benefits	0	1	15	16
			Total	4	2	15	21
		Total		7	3	40	50
	Greene	Buckeye	Medicaid Only	5	0	0	5
			Dual Benefits	2	1	44	47
			Total	7	1	44	52
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	2	0	17	19
			Total	3	0	17	20
		Total		10	1	61	72
		Montgomery	Buckeye	Medicaid Only	16	2	0
	Dual Benefits			8	6	185	199
	Total			24	8	185	217
	Molina		Medicaid Only	3	0	0	3
Dual Benefits			3	3	83	89	
Total			6	3	83	92	
Total			30	11	268	309	
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	22	2	0	24
			Dual Benefits	12	8	254	274
			Total	34	10	254	298
Molina			Medicaid Only	8	1	0	9
			Dual Benefits	5	4	115	124
			Total	13	5	115	133
Total				47	15	369	431
Total				479	127	2599	3205

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

Reporting Period: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	7	4.79%	5	12.50%	12
	<i>North West</i>	6	4.11%	0	0.00%	6
	<i>South West</i>	14	9.59%	3	7.50%	17
	Total	27	18.49%	8	20.00%	35
Buckeye	<i>North East</i>	7	4.79%	4	10.00%	11
	<i>North West</i>	7	4.79%	6	15.00%	13
	<i>West Central</i>	12	8.22%	5	12.50%	17
	Total	26	17.81%	15	37.50%	41
CareSource	<i>East Central</i>	8	5.48%	1	2.50%	9
	<i>North East</i>	5	3.42%	5	12.50%	10
	<i>North East Central</i>	3	2.05%	1	2.50%	4
	Total	16	10.96%	7	17.50%	23

Molina	<i>Central</i>	14	9.59%	5	12.50%	19
	<i>South West</i>	18	12.33%	3	7.50%	21
	<i>West Central</i>	2	1.37%	0	0.00%	2
	Total	34	23.29%	8	20.00%	42
United	<i>East Central</i>	18	12.33%	1	2.50%	19
	<i>North East</i>	22	15.07%	1	2.50%	23
	<i>North East Central</i>	3	2.05%	0	0.00%	3
	Total	43	29.45%	2	5.00%	45
Total Changes		146	100.00%	40	100.00%	186

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

Reporting Period: 6/1/2020 - 6/30/2020

Generated: 7/6/2020

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
North West	<i>Aetna</i>	6	4.11%	0	0.00%	6
	<i>Buckeye</i>	7	4.79%	6	15.00%	13
	Total	13	8.90%	6	15.00%	19
South West	<i>Aetna</i>	14	9.59%	3	7.50%	17
	<i>Molina</i>	18	12.33%	3	7.50%	21
	Total	32	21.92%	6	15.00%	38
Central	<i>Aetna</i>	7	4.79%	5	12.50%	12
	<i>Molina</i>	14	9.59%	5	12.50%	19
	Total	21	14.38%	10	25.00%	31
North East Central	<i>CareSource</i>	3	2.05%	1	2.50%	4
	<i>United</i>	3	2.05%	0	0.00%	3
	Total	6	4.11%	1	2.50%	7
East Central	<i>CareSource</i>	8	5.48%	1	2.50%	9

East Central	<i>United</i>	18	12.33%	1	2.50%	19
	Total	26	17.81%	2	5.00%	28
West Central	<i>Molina</i>	2	1.37%	0	0.00%	2
	<i>Buckeye</i>	12	8.22%	5	12.50%	17
	Total	14	9.59%	5	12.50%	19
North East	<i>United</i>	22	15.07%	1	2.50%	23
	<i>Buckeye</i>	7	4.79%	4	10.00%	11
	<i>CareSource</i>	5	3.42%	5	12.50%	10
	Total	34	23.29%	10	25.00%	44
Total Changes		146	100.00%	40	100.00%	186

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 6/1/2020 to 6/30/2020

Total Surveys Available for Completion: 48472

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	141	21.01%	481	71.68%	42	6.26%	7	1.04%	671	100.00%
Our answers to your questions	178	26.49%	462	68.75%	26	3.87%	6	0.89%	672	100.00%
Our courtesy to you and your family	234	34.82%	408	60.71%	27	4.02%	3	0.45%	672	100.00%
Overall, how would you rate our staff and services	197	29.32%	449	66.82%	23	3.42%	3	0.45%	672	100.00%
Total	750	27.91%	1800	66.99%	118	4.39%	19	0.71%	2687	100.00%

Number of Surveys Attempted: 5759

Number of Completed Customer Satisfaction Surveys: 871