



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

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Ohio Medicaid Consumer Hotline Monthly Report January 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,804 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 59. 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 76 calls coming in through this queue for this month.

Activity Summary

- 484,725 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 415,285 Total Calls (inbound and outbound)
 - 24,335 Call Fire Campaign Calls
 - 10,617 MyCare Outreach Calls
 - 27,539 Renewal Outreach Calls
 - 2,069 MBIWD Outreach Calls
 - 4,804 Provider Calls
 - 76 Insure Kids Now/Governor's Hotline
- 10% abandonment rate
- 6 minutes 28 seconds average talk time
- 3 minutes 03 seconds average speed to answer

Ohio Consumer Hotline
January 2019
Call Center Activity Report

Day of the week	Date	Bus Hrs Calls Received (#)	Bus Hrs Calls Answered (#)	Call-Backs Bus Hrs (#)	Call-Backs Non-Bus Hrs (#)	Total Calls & Call-Backs (#)	Total Calls Abandoned (#)	Abandon Rate (%)	Total Outbound Calls (#)	Total Call Activity (Inbound-Outbound)	Maximum Queue Time	Queue Time (Minutes)	Avg Talk Time (ATT) (Minutes)
Mon	12/31/18	8051	7424	419	9	8060	627	8%	1224	9284	:22:22	:03:04	:06:03
Tue	01/01/19	0	0	0	239	239	0	0%	0	239	:00:00	:00:00	:00:00
Wed	01/02/19	19682	17501	2597	37	19719	2181	11%	1231	20950	:30:01	:02:59	:06:54
Thurs	01/03/19	19832	17595	2485	36	19868	2237	11%	2809	22677	:39:50	:03:11	:06:38
Fri	01/04/19	18963	16772	2393	42	19005	2191	12%	2743	21748	:48:17	:03:01	:06:31
Sat	01/05/19	3066	2840	197	14	3080	226	7%	479	3559	:33:31	:03:06	:06:31
Sun	01/06/19	0	0	0	353	353	0	0%	0	353	:00:00	:00:00	:00:00
	Week end	69594	62132	8091	730	70324	7462	11%	7262	77586	:48:17	:03:04	:06:31
	Jan Only	61543	54708	7672	721	62264	6835	11%	7262	69526	:48:17	:03:04	:06:38
Mon	01/07/19	21846	19549	2937	22	21868	2297	11%	2925	24793	:34:54	:02:49	:06:46
Tues	01/08/19	19109	17026	2529	23	19132	2083	11%	3176	22308	:41:22	:03:02	:07:02
Wed	01/09/19	17059	15309	2035	32	17091	1750	10%	2997	20088	:29:24	:02:50	:06:41
Thurs	01/10/19	15691	14153	1645	27	15718	1538	10%	2170	17888	:26:39	:02:52	:06:34
Fri	01/11/19	13238	12061	1144	14	13252	1177	9%	2192	15444	:25:22	:03:01	:06:27
Sat	01/12/19	1675	1652	47	15	1690	23	1%	1131	2821	:18:08	:01:17	:06:25
Sun	01/13/19	0	0	0	328	328	0	0%	0	328	:00:00	:00:00	:00:00
	Week end	88618	79750	10337	461	89079	8868	10%	14591	103670	:41:22	:02:39	:06:41
Mon	01/14/19	18836	17018	2090	25	18861	1818	10%	1919	20780	:32:30	:02:40	:06:10
Tues	01/15/19	17036	15140	1895	19	17055	1896	11%	2615	19670	:31:51	:02:44	:06:24
Wed	01/16/19	15460	14007	1629	19	15479	1453	9%	2260	17739	:33:05	:02:46	:06:17
Thurs	01/17/19	14413	12928	1173	23	14436	1485	10%	2101	16537	:36:15	:03:13	:06:37
Fri	01/18/19	11736	10569	882	12	11748	1167	10%	2080	13828	:30:58	:03:41	:06:28
Sat	01/19/19	1556	1490	46	7	1563	66	4%	219	1782	:19:04	:01:48	:06:11
Sun	01/20/19	0	0	0	227	227	0	0%	0	227	:00:00	:00:00	:00:00
	Week end	79037	71152	7715	332	79369	7885	10%	11194	90563	:36:15	:02:49	:06:19
Mon	01/21/19	0	0	0	1419	1419	0	0%	0	1419	:00:00	:00:00	:00:00
Tues	01/22/19	19415	17549	2488	28	19443	1866	10%	2798	22241	:31:42	:02:42	:06:29
Wed	01/23/19	18642	16949	2368	20	18662	1693	9%	2722	21384	:36:19	:02:41	:06:12
Thurs	01/24/19	15540	14120	1607	19	15559	1420	9%	2610	18169	:30:25	:03:01	:06:13
Fri	01/25/19	13496	12158	1362	24	13520	1338	10%	2024	15544	:32:37	:03:13	:06:48
Sat	01/26/19	2653	2361	210	13	2666	292	11%	1121	3787	:44:39	:03:50	:06:32
Sun	01/27/19	0	0	0	317	317	0	0%	0	317	:00:00	:00:00	:00:00
	Week end	69746	63137	8035	1840	71586	6609	9%	11275	82861	:44:39	:03:05	:06:25
Mon	01/28/19	18742	16991	2379	23	18765	1751	9%	2063	20828	:37:57	:02:40	:06:21
Tue	01/29/19	15115	13726	1604	25	15140	1389	9%	1913	17053	:33:14	:03:05	:06:21
Wed	01/30/19	13041	11792	1214	19	13060	1249	10%	2044	15104	:37:27	:03:26	:06:16
Thu	01/31/19	13811	12402	1366	37	13848	1409	10%	1832	15680	:33:58	:03:36	:06:16
	Month End	359653	323658	40322	3458	363111	35995	10%	52174	415285	:48:17	:03:03	:06:28

Ohio Consumer Hotline - Activity Summary Report

1/1/2019 to 1/31/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	15
	Governor Inquiry	1
	ODM Inquiry	39
	Total	55
<i>FFS Billing</i>	Billing Number	493
	Claims Request	13
	General Billing Questions	331
	Received Bill (Needs Letter)	26
	Total	863
<i>General Benefits</i>	Application / Eligibility	1032
	Assisted Living	2
	Behavioral Health Redesign Questions	2
	Billing Number	72
	Certificate of Coverage	9
	DCC Benefits	1
	Dental	159
	Equipment	34
	Family Planning	2
	Healthchek Services	5
	Home Health Care	12
	Hospice / Palliative Care	3
	Inquiry on Covered Services	1121
	Long Term Care	11
	Medicaid Expansion	62
	Medlist Assist	4
	Opioid Treatment	4
	Physical / Occupational Therapy	4
	Pregnancy Related Services	12
	Prescriptions	645

	SRSP Benefits	58
	State Hearing	6
	Transportation	283
	Vision	63
	Total	3606
HIPAA	Information	4
	Request for Accounting for Disclosure	1
	Total	5
Incident Report	Billing Inquiry	110
	Reimbursement Inquiry	17
	Total	127
Inquiry	029 Error	155
	574 Error - Not Eligible	36
	Already Selected	259
	Called to Check on Just Cause Status	15
	CDJFS	1211
	Change in Name	83
	Change in Phone Number / Address	583
	Child Care	5
	Customer Survey	1
	General Questions	6903
	HEAP / PIP	2
	Hotline	1246
	Person Calling Not PIP / AG Head	304
	Referred Consumer to County Worker	733
	SNAP (Food Stamps)	501
	Social Security	20
	Status Change Request (Name, Address, Phone, Etc.)	437
	TANF (Cash Assistance)	28
	Transferred in Error	8
	WIC	2
	Total	12532
Issue / Concern	Issue / Concern about MCP	169
	Issue / Concern about Provider	3

	Issue / Concern with Caseworker	5
	Issue / Concern with ODM	26
	Total	203
<i>Mailings</i>	ABD EMP Enrollment Packet	2
	Billing Incident Letter	98
	CFC EMP Enrollment Packet	20
	JC Approval Change MCP	53
	JC Approval Change MCP - Requestor	10
	JC Approval FFS	19
	Mandatory Change MCP to MCP	340
	MBI-WD Application	6
	MBIWD_1PageStatementRequest	5
	Medicaid Application (7216)	335
	Medicaid Program Enrollment & Benefit Information	25
	MMC Mandatory	28590
	MMC Voluntary	580
	MyCare EMP Enrollment Packet	42
	MyCare Reminder Letter	5566
	MyCare TPL Approval Letter	5
	MyCare TPL Denial Letter	6
	New Mandatory	51
	New Mandatory CFC Adult	8
	OMH Mandatory MyCare Letter	61
Reimbursement Letter	16	
Resolution	1	
Single Page Invoice	1	
Total	35840	
<i>Managed Care Info & Referral</i>	Benefit Package	209
	Billing Number	293
	Called to Check on Doctors	48
	Card	1221
	Case Addition	22
	Case Closed	51
	Case Pending	352

	Category Closed	106
	Consumer Needs To Be Auto Re-Enrolled	12
	CSP (formerly PACT)	1
	Failed Eligibility	413
	Information	2265
	Just Cause Status	42
	Open Enrollment Questions	394
	Payment	25
	Phone Numbers	480
	Provider Name	607
	Returned NME / Notice	1
	Transfer Request - Bureau of Managed Care	3
	Wanted Phone Number of MCP	471
	Total	7016
MBI-WD	AG Collections Questions	7
	Application / Eligibility	8
	Benefit Package / Covered Services	7
	Billing Number	3
	Card	13
	Premium Collection Issue - Needs Follow-Up	5
	Program Information	34
	Questions About Premiums	35
	Total	112
Medicaid (MAGI and ABD)	1095B FAQ	452
	Application Status	2605
	Behavioral Health Question / Inquiry	5
	Case Change	517
	Case Inquiry	13276
	Certificate of Coverage	43
	Citizenship/Other Verifications	547
	DDR Question / Inquiry	25
	DRC Question / Inquiry	2
	EOMB Question / Inquiry	1
	Estate Recovery	18

	Family Planning Services Question / Inquiry	11
	FFS Card	914
	General Program Information	4111
	HIPPA Question / Inquiry	7
	Home Health Care Question / Inquiry	16
	Income Guidelines/Questions	1164
	Long Term Care Question / Inquiry	32
	MBIWD Question / Inquiry	8
	Questions About Letter/NOA	964
	Re-Application on a Denied Case	103
	Renewal Application Reported	8714
	Renewal Questions	10543
	Reprint NOA or FFS Card	293
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	292
	Requested Telephone Application – Transfer to Collabor8	2249
	State Hearing	209
	Tort Question / Inquiry	5
	Veterans on Medicaid Program	2
	Total	47128
<i>Medicare</i>	Extra Help / Low Income Subsidy (LIS) Questions	396
	Medicare Premium Assistance Program (Part B Payments)	1225
	On-site Facilitated Enrollment	8
	Part A Questions	231
	Part B Questions	952
	Part C / Advantage Plan Questions	60
	Part D / PDP Questions	564
	Part D Letter Inquiry	41
	Total	3477
<i>MyCare Ohio</i>	General Information	1929
	Issue Accessing Services	164
	Loss of MyCare Eligibility	122
	Medicaid Only Benefit Information	253
	MyCare Ohio Card	261

	On-site facilitated enrollment	18
	Opt-In/Opt-Out Questions	1006
	Prescription Questions	155
	Transition of Care	11
	Total	3919
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	17
	Account Creation/Management	7
	Account Lock Out	16
	Application Assistance	17
	Apply for Benefits	25
	Call Transferred from Enterprise Help Desk to OMH	32
	Electronic Verification	1
	Forgot Password Link	9
	Forgot User Name Link	8
	Frequently Asked Questions	4
	General Navigation	2
	How to use this Site	8
	Message Center	8
	Provided Link to Website	24
	Renewal Packet Questions	15
	SNAP/TANF Questions	6
	Submit Error Issue	34
	Transfer Call to Tier 2/3	19
	Total	252
<i>Ohio Integrated Eligibility System (OIES)</i>	Business Hours (8am to 4pm) Telephone Application Intake	39
	Case Inquiry/Case Status	884
	Contact CDJS	232
	Did Not Give Audio Signature to Complete Telephone Application	3
	Electronic Verification Process	12
	Journal Creation & Management	201
	MAGI (Modified Adjusted Gross Income) Program Information	1
	Notice of Action Explanation	59
	Reapply on a Denied Case	12

	Reprint FFS card from Hotline	492
	Reprint NOA from Hotline	29
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	100
	Requested Telephone Application, transfer to Collobor8	697
	Total	2761
<i>Prior Authorization</i>	How to Obtain	106
	Letter	8
	Program Information	76
	Status	57
	Total	247
<i>Provider</i>	Fee-For-Service Provider Names	76
	Referred to MCP For Provider List	43
	Referred to ODM Website for Provider List	16
	Total	135
<i>Reimbursement</i>	Decision	4
	Information	63
	State Hearing	6
	Total	73
<i>State Hearings</i>	How to Request	203
	Program Information	81
	Status	44
	Total	328
<i>Surveys</i>	Call Center Survey	215
	Total	215
<i>Tasks</i>	Consumer Issue/Concerns	116
	Medicaid Medicaid Contacts-Final Signed Letter/Email	1
	Medicaid Medicaid Contacts	358
	Enrollment Research	2654
	Enrollment Issue Research	961
	Billing Research	119
	Reimbursement Letter	18
	Just Cause	754
	Claims Request	23

	Further Research Needed	3
	Medicare Premium Payments Research	26
	ODJFS Request for Consumer Contact	1
	MBIWD-Premium Issue	4
	MBIWD-Refund Research	1
	MBIWD-Research Correspondence Issues	1
	QIT Under Income	5
	Web Contact Us-OMH Website	996
	ODM-Consumer Complaints	96
	ODM-Provider Complaints	522
	ODM-Just Cause	13
	Total	6672
	<i>Third Party Liability</i>	Cannot Resolve with CDJFS - Needs Follow-Up
General Information		124
Need Medications Now		10
Referral to Case Worker		67
Referral to TPL Vendor		37
Total		256
<i>Waiver</i>	Application / Eligibility	142
	Benefit Package / Covered Services	41
	Billing Number	4
	Card	14
	Change	5
	Estate Recovery	7
	Independent Provider	2
	Patient Evaluation	2
	Patient Liability	16
	Program Information	181
	Waiting List	7
	Total	421

Ohio Consumer Hotline - Total Number of Calls by Referral

1/1/2019 to 1/31/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	399
	ACS / First Health	56
	ADAMH	2
	Area Agency on Aging	36
	BCMh	2
	Case Management Agency	23
	Caseworker	946
	Child Support Enforcement Agency	6
	Complaint Department	7
	County Department of Job & Family Services	4629
	First Link	5
	Food Stamp Hotline	132
	Golden Buckeye Hotline	2
	Help Me Grow Hotline	1
	Home Health Agency	3
	Info & Refer	484
	In-House	21
	Legal Aid	4
	Managed Care Plan	821
	Managed Care/Just Cause Section	9
	MR / DD Board	8
	ODM	7
	Ohio Department of Insurance	16
	Ohio's Best Rx	15
	Ombudsman	8
	OSHIIP	102
	Other Medical Services Agency	54
Other Social Services Agency	20	

Out-of-State Medicaid Hotline	39
Pharmacy	67
Prescription Drug Plan (PDP)	81
Provider	275
Provider Services Call Center	163
Public Children's Services	14
Social Security Administration	69
State Hearing Division	274
State Medical Board	6
Supervisor	36
Tort Unit	33
Veterans Services Office	3
Website - ODM	32
Welfare Fraud Hotline	2

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

Reporting Period: 1/1/2019 - 1/31/2019
 Generated: 2/5/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	184	50.55%	130	67.36%	314	56.37%
Call Campaign	156	42.86%	11	5.70%	167	29.98%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	4	1.10%	8	4.15%	12	2.15%
IVR	17	4.67%	22	11.40%	39	7.00%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	3	0.82%	22	11.40%	25	4.49%
TOTAL	364	100%	193	100%	557	100%

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

Reporting Period: 1/1/2019 - 1/31/2019
 Generated: 2/5/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	184	58.60%	130	41.40%	314	100%
Call Campaign	156	93.41%	11	6.59%	167	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	4	33.33%	8	66.67%	12	100%
IVR	17	43.59%	22	56.41%	39	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	3	12.00%	22	88.00%	25	100%

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

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

Generated: 2/5/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	7	1.92%	7	3.63%
	North East	27	7.42%	15	7.77%
	West	9	2.47%	14	7.25%
	Total	43	11.81%	36	18.65%
CareSource	Central/South East	42	11.54%	20	10.36%
	North East	79	21.70%	39	20.21%
	West	67	18.41%	41	21.24%
	Total	188	51.65%	100	51.81%
Molina	Central/South East	18	4.95%	9	4.66%
	North East	14	3.85%	5	2.59%
	West	13	3.57%	6	3.11%
	Total	45	12.36%	20	10.36%
Paramount	Central/South East	6	1.65%	1	0.52%
	North East	5	1.37%	3	1.55%
	West	29	7.97%	8	4.15%
	Total	40	10.99%	12	6.22%
United	Central/South East	12	3.30%	10	5.18%
	North East	21	5.77%	10	5.18%
	West	15	4.12%	5	2.59%
	Total	48	13.19%	25	12.95%
Total		364	100.00%	193	100.00%

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

Region and MCP as a Percentage of Type

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

Generated: 2/5/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	7	8.24%	7	14.89%
	CareSource	42	49.41%	20	42.55%
	Molina	18	21.18%	9	19.15%
	Paramount	6	7.06%	1	2.13%
	United	12	14.12%	10	21.28%
	Total	85	100.00%	47	100.00%
North East	Buckeye	27	18.49%	15	20.83%
	CareSource	79	54.11%	39	54.17%
	Molina	14	9.59%	5	6.94%
	Paramount	5	3.42%	3	4.17%
	United	21	14.38%	10	13.89%
	Total	146	100.00%	72	100.00%
West	Buckeye	9	6.77%	14	18.92%
	CareSource	67	50.38%	41	55.41%
	Molina	13	9.77%	6	8.11%
	Paramount	29	21.80%	8	10.81%
	United	15	11.28%	5	6.76%
	Total	133	100.00%	74	100.00%
Total		364		193	

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

Reporting Period: 1/1/2019 - 1/31/2019
Generated: 2/5/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	132	416	548
North East	218	554	772
West	207	459	666
Total For All Regions	557	1429	1986

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

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

Generated: 2/5/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	7	7	34	48	8.76%
	<i>CareSource</i>	42	20	153	215	39.23%
	<i>Molina</i>	18	9	111	138	25.18%
	<i>Paramount</i>	6	1	59	66	12.04%
	<i>United</i>	12	10	59	81	14.78%
	<i>(Region) Total</i>	85	47	416	548	100.00%
North East	<i>Buckeye</i>	27	15	84	126	16.32%
	<i>CareSource</i>	79	39	239	357	46.24%
	<i>Molina</i>	14	5	77	96	12.44%
	<i>Paramount</i>	5	3	73	81	10.49%
	<i>United</i>	21	10	81	112	14.51%
	<i>(Region) Total</i>	146	72	554	772	100.00%
West	<i>Buckeye</i>	9	14	55	78	11.71%
	<i>CareSource</i>	67	41	176	284	42.64%
	<i>Molina</i>	13	6	63	82	12.31%
	<i>Paramount</i>	29	8	107	144	21.62%
	<i>United</i>	15	5	58	78	11.71%
	<i>(Region) Total</i>	133	74	459	666	100.00%
Total		364	193	1429	1986	

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

Reporting Period: 1/1/2019 - 1/31/2019
 Generated: 2/5/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	2901	51.31%	1702	51.80%	4603	51.49%
Call Campaign	1329	23.51%	155	4.72%	1484	16.60%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	1225	21.67%	790	24.04%	2015	22.54%
IVR	117	2.07%	250	7.61%	367	4.11%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	82	1.45%	389	11.84%	471	5.27%
TOTAL	5654	100%	3286	100%	8940	100%

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

Reporting Period: 1/1/2019 - 1/31/2019
Generated: 2/5/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	2901	63.02%	1702	36.98%	4603	100%
Call Campaign	1329	89.56%	155	10.44%	1484	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	1225	60.79%	790	39.21%	2015	100%
IVR	117	31.88%	250	68.12%	367	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	82	17.41%	389	82.59%	471	100%

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

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

Generated: 2/5/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	187	3.31%	42	1.28%
	North East	296	5.24%	165	5.02%
	West	217	3.84%	107	3.26%
	Total	700	12.38%	314	9.56%
CareSource	Central/South East	785	13.88%	572	17.41%
	North East	1290	22.82%	726	22.09%
	West	1162	20.55%	924	28.12%
	Total	3237	57.25%	2222	67.62%
Molina	Central/South East	304	5.38%	155	4.72%
	North East	126	2.23%	31	0.94%
	West	132	2.33%	52	1.58%
	Total	562	9.94%	238	7.24%
Paramount	Central/South East	66	1.17%	21	0.64%
	North East	117	2.07%	29	0.88%
	West	318	5.62%	162	4.93%
	Total	501	8.86%	212	6.45%
United	Central/South East	163	2.88%	75	2.28%
	North East	336	5.94%	153	4.66%
	West	155	2.74%	72	2.19%
	Total	654	11.57%	300	9.13%
Total		5654	100.00%	3286	100.00%

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

Region and MCP as a Percentage of Type

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

Generated: 2/5/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	187	12.43%	42	4.86%
	CareSource	785	52.16%	572	66.13%
	Molina	304	20.20%	155	17.92%
	Paramount	66	4.39%	21	2.43%
	United	163	10.83%	75	8.67%
	Total	1505	100.00%	865	100.00%
North East	Buckeye	296	13.67%	165	14.95%
	CareSource	1290	59.58%	726	65.76%
	Molina	126	5.82%	31	2.81%
	Paramount	117	5.40%	29	2.63%
	United	336	15.52%	153	13.86%
	Total	2165	100.00%	1104	100.00%
West	Buckeye	217	10.94%	107	8.12%
	CareSource	1162	58.57%	924	70.16%
	Molina	132	6.65%	52	3.95%
	Paramount	318	16.03%	162	12.30%
	United	155	7.81%	72	5.47%
	Total	1984	100.00%	1317	100.00%
Total		5654		3286	

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

Reporting Period: 1/1/2019 - 1/31/2019
Generated: 2/5/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	2370	9599	11969
North East	3269	11704	14973
West	3301	11509	14810
Total For All Regions	8940	32812	41752

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

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

Generated: 2/5/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	187	42	2028	2257	18.86%
	CareSource	785	572	2767	4124	34.46%
	Molina	304	155	1980	2439	20.38%
	Paramount	66	21	1479	1566	13.08%
	United	163	75	1345	1583	13.23%
	(Region) Total	1505	865	9599	11969	100.00%
North East	Buckeye	296	165	2534	2995	20.00%
	CareSource	1290	726	3516	5532	36.95%
	Molina	126	31	1908	2065	13.79%
	Paramount	117	29	1993	2139	14.29%
	United	336	153	1753	2242	14.97%
	(Region) Total	2165	1104	11704	14973	100.00%
West	Buckeye	217	107	2677	3001	20.26%
	CareSource	1162	924	3365	5451	36.81%
	Molina	132	52	1765	1949	13.16%
	Paramount	318	162	2111	2591	17.49%
	United	155	72	1591	1818	12.28%
	(Region) Total	1984	1317	11509	14810	100.00%
Total		5654	3286	32812	41752	

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

Reporting Period: 1/1/2019 - 1/31/2019
 Generated: 2/5/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	389	37.73%	43	23.12%	432	35.50%
Call	Dual Benefits	428	41.51%	104	55.91%	532	43.71%
	Total	817	79.24%	147	79.03%	964	79.21%
Call Campaign	Medicaid Only	15	1.45%	1	0.54%	16	1.31%
Call Campaign	Dual Benefits	34	3.30%	2	1.08%	36	2.96%
	Total	49	4.75%	3	1.61%	52	4.27%
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	4	0.39%	2	1.08%	6	0.49%
Fax	Dual Benefits	1	0.10%	0	0.00%	1	0.08%
	Total	5	0.48%	2	1.08%	7	0.58%
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	27	2.62%	7	3.76%	34	2.79%
IVR	Dual Benefits	74	7.18%	11	5.91%	85	6.98%
	Total	101	9.80%	18	9.68%	119	9.78%
Mail	Medicaid Only	4	0.39%	0	0.00%	4	0.33%
Mail	Dual Benefits	4	0.39%	0	0.00%	4	0.33%
	Total	8	0.78%	0	0.00%	8	0.66%
Website	Medicaid Only	14	1.36%	5	2.69%	19	1.56%
Website	Dual Benefits	37	3.59%	11	5.91%	48	3.94%
	Total	51	4.95%	16	8.60%	67	5.51%
TOTAL		1031	100%	186	100%	1217	100%

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

Reporting Period: 1/1/2019 - 1/31/2019
Generated: 2/5/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	389	90.05%	43	9.95%	432	100%
	Dual Benefits	428	80.45%	104	19.55%	532	100%
	Total	817	84.75%	147	15.25%	964	100%
Call Campaign	Medicaid Only	15	93.75%	1	6.25%	16	100%
	Dual Benefits	34	94.44%	2	5.56%	36	100%
	Total	49	94.23%	3	5.77%	52	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	4	66.67%	2	33.33%	6	100%
	Dual Benefits	1	100.00%	0	0.00%	1	100%
	Total	5	71.43%	2	28.57%	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	27	79.41%	7	20.59%	34	100%
	Dual Benefits	74	87.06%	11	12.94%	85	100%
	Total	101	84.87%	18	15.13%	119	100%
Mail	Medicaid Only	4	100.00%	0	0.00%	4	100%
	Dual Benefits	4	100.00%	0	0.00%	4	100%
	Total	8	100.00%	0	0.00%	8	100%
Website	Medicaid Only	14	73.68%	5	26.32%	19	100%
	Dual Benefits	37	77.08%	11	22.92%	48	100%
	Total	51	76.12%	16	23.88%	67	100%

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

Region and MCP as a Percentage of Type

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

Generated: 2/5/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	48	4.66%	3	1.61%	
		Dual Benefits	67	6.50%	16	8.60%	
		Total	115	11.15%	19	10.22%	
	North West	Medicaid Only	22	2.13%	0	0.00%	
		Dual Benefits	48	4.66%	8	4.30%	
		Total	70	6.79%	8	4.30%	
	South West	Medicaid Only	57	5.53%	8	4.30%	
		Dual Benefits	51	4.95%	7	3.76%	
		Total	108	10.48%	15	8.06%	
	Total		293	28.42%	42	22.58%	
	Buckeye	North East	Medicaid Only	16	1.55%	1	0.54%
			Dual Benefits	13	1.26%	5	2.69%
Total			29	2.81%	6	3.23%	
North West		Medicaid Only	30	2.91%	4	2.15%	
		Dual Benefits	40	3.88%	6	3.23%	
		Total	70	6.79%	10	5.38%	
West Central		Medicaid Only	38	3.69%	10	5.38%	
		Dual Benefits	51	4.95%	12	6.45%	
		Total	89	8.63%	22	11.83%	
Total			188	18.23%	38	20.43%	
CareSource		East Central	Medicaid Only	11	1.07%	2	1.08%
			Dual Benefits	23	2.23%	11	5.91%
	Total		34	3.30%	13	6.99%	
	North East	Medicaid Only	66	6.40%	6	3.23%	
		Dual Benefits	87	8.44%	20	10.75%	
		Total	153	14.84%	26	13.98%	
	North East Central	Medicaid Only	13	1.26%	2	1.08%	

CareSource	North East Central	Dual Benefits	29	2.81%	6	3.23%	
		Total	42	4.07%	8	4.30%	
	Total		229	22.21%	47	25.27%	
Molina	Central	Medicaid Only	25	2.42%	3	1.61%	
		Dual Benefits	27	2.62%	9	4.84%	
		Total	52	5.04%	12	6.45%	
	South West	Medicaid Only	36	3.49%	2	1.08%	
		Dual Benefits	41	3.98%	5	2.69%	
		Total	77	7.47%	7	3.76%	
	West Central	Medicaid Only	18	1.75%	3	1.61%	
		Dual Benefits	17	1.65%	2	1.08%	
		Total	35	3.39%	5	2.69%	
	Total		164	15.91%	24	12.90%	
	United	East Central	Medicaid Only	31	3.01%	3	1.61%
			Dual Benefits	32	3.10%	9	4.84%
Total			63	6.11%	12	6.45%	
North East		Medicaid Only	28	2.72%	11	5.91%	
		Dual Benefits	39	3.78%	7	3.76%	
		Total	67	6.50%	18	9.68%	
North East Central		Medicaid Only	14	1.36%	0	0.00%	
		Dual Benefits	13	1.26%	5	2.69%	
		Total	27	2.62%	5	2.69%	
Total			157	15.23%	35	18.82%	
Total			1031	100.00%	186	100.00%	

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

Region and MCP as a Percentage of Type

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

Generated: 2/5/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	48	28.74%	3	9.68%	
		Dual Benefits	67	40.12%	16	51.61%	
		Total	115	68.86%	19	61.29%	
	Molina	Medicaid Only	25	14.97%	3	9.68%	
		Dual Benefits	27	16.17%	9	29.03%	
		Total	52	31.14%	12	38.71%	
	Total		167	100.00%	31	100.00%	
	East Central	CareSource	Medicaid Only	11	11.34%	2	8.00%
			Dual Benefits	23	23.71%	11	44.00%
Total			34	35.05%	13	52.00%	
United		Medicaid Only	31	31.96%	3	12.00%	
		Dual Benefits	32	32.99%	9	36.00%	
		Total	63	64.95%	12	48.00%	
Total			97	100.00%	25	100.00%	
North East		Buckeye	Medicaid Only	16	6.43%	1	2.00%
			Dual Benefits	13	5.22%	5	10.00%
	Total		29	11.65%	6	12.00%	
	CareSource	Medicaid Only	66	26.51%	6	12.00%	
		Dual Benefits	87	34.94%	20	40.00%	
		Total	153	61.45%	26	52.00%	
	United	Medicaid Only	28	11.24%	11	22.00%	
		Dual Benefits	39	15.66%	7	14.00%	
		Total	67	26.91%	18	36.00%	
	Total		249	100.00%	50	100.00%	
	North East Central	CareSource	Medicaid Only	13	18.84%	2	15.38%
			Dual Benefits	29	42.03%	6	46.15%
Total			42	60.87%	8	61.54%	

North East Central	United	Medicaid Only	14	20.29%	0	0.00%
		Dual Benefits	13	18.84%	5	38.46%
		Total	27	39.13%	5	38.46%
	Total		69	100.00%	13	100.00%
North West	Aetna	Medicaid Only	22	15.71%	0	0.00%
		Dual Benefits	48	34.29%	8	44.44%
		Total	70	50.00%	8	44.44%
	Buckeye	Medicaid Only	30	21.43%	4	22.22%
		Dual Benefits	40	28.57%	6	33.33%
		Total	70	50.00%	10	55.56%
	Total		140	100.00%	18	100.00%
	South West	Aetna	Medicaid Only	57	30.81%	8
Dual Benefits			51	27.57%	7	31.82%
Total			108	58.38%	15	68.18%
Molina		Medicaid Only	36	19.46%	2	9.09%
		Dual Benefits	41	22.16%	5	22.73%
		Total	77	41.62%	7	31.82%
Total			185	100.00%	22	100.00%
West Central		Buckeye	Medicaid Only	38	30.65%	10
	Dual Benefits		51	41.13%	12	44.44%
	Total		89	71.77%	22	81.48%
	Molina	Medicaid Only	18	14.52%	3	11.11%
		Dual Benefits	17	13.71%	2	7.41%
		Total	35	28.23%	5	18.52%
	Total		124	100.00%	27	100.00%
	Total		1031		186	

MyCare ASSIGNMENT BY REGION

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

Generated: 2/5/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	79	3	Medicaid only	82
	119	472	Dual benefits	591
	198	475		673
East Central	47	2	Medicaid only	49
	75	508	Dual benefits	583
	122	510		632
North East	128	0	Medicaid only	128
	171	801	Dual benefits	972
	299	801		1100
North East Central	29	3	Medicaid only	32
	53	293	Dual benefits	346
	82	296		378
North West	56	1	Medicaid only	57
	102	323	Dual benefits	425
	158	324		482
South West	103	1	Medicaid only	104
	104	689	Dual benefits	793
	207	690		897
West Central	69	3	Medicaid only	72
	82	363	Dual benefits	445
	151	366		517
Total For All Regions	1217	3462		4679

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

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

Generated: 2/5/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage	
Central	Aetna	Medicaid Only	48	3	1	52	7.73%	
		Dual Benefits	67	16	213	296	43.98%	
		(MCP) Total	115	19	214	348	51.71%	
	Molina	Medicaid Only	25	3	2	30	4.46%	
		Dual Benefits	27	9	259	295	43.83%	
		(MCP) Total	52	12	261	325	48.29%	
	(Region) Total		167	31	475	673	100.00%	
	East Central	CareSource	Medicaid Only	11	2	1	14	2.22%
			Dual Benefits	23	11	206	240	37.97%
(MCP) Total			34	13	207	254	40.19%	
United		Medicaid Only	31	3	1	35	5.54%	
		Dual Benefits	32	9	302	343	54.27%	
		(MCP) Total	63	12	303	378	59.81%	
(Region) Total			97	25	510	632	100.00%	
North East		Buckeye	Medicaid Only	16	1	0	17	1.55%
			Dual Benefits	13	5	284	302	27.45%
	(MCP) Total		29	6	284	319	29.00%	
	CareSource	Medicaid Only	66	6	0	72	6.55%	
		Dual Benefits	87	20	259	366	33.27%	
		(MCP) Total	153	26	259	438	39.82%	
	United	Medicaid Only	28	11	0	39	3.55%	
		Dual Benefits	39	7	258	304	27.64%	
		(MCP) Total	67	18	258	343	31.18%	
	(Region) Total		249	50	801	1100	100.00%	
	North East Central	CareSource	Medicaid Only	13	2	1	16	4.23%
			Dual Benefits	29	6	112	147	38.89%
(MCP) Total			42	8	113	163	43.12%	
United		Medicaid Only	14	0	2	16	4.23%	

North East Central	United	Dual Benefits	13	5	181	199	52.65%
		(MCP) Total	27	5	183	215	56.88%
	(Region) Total		69	13	296	378	100.00%
North West	Aetna	Medicaid Only	22	0	1	23	4.77%
		Dual Benefits	48	8	149	205	42.53%
		(MCP) Total	70	8	150	228	47.30%
	Buckeye	Medicaid Only	30	4	0	34	7.05%
		Dual Benefits	40	6	174	220	45.64%
		(MCP) Total	70	10	174	254	52.70%
(Region) Total		140	18	324	482	100.00%	
South West	Aetna	Medicaid Only	57	8	1	66	7.36%
		Dual Benefits	51	7	346	404	45.04%
		(MCP) Total	108	15	347	470	52.40%
	Molina	Medicaid Only	36	2	0	38	4.24%
		Dual Benefits	41	5	343	389	43.37%
		(MCP) Total	77	7	343	427	47.60%
(Region) Total		185	22	690	897	100.00%	
West Central	Buckeye	Medicaid Only	38	10	1	49	9.48%
		Dual Benefits	51	12	200	263	50.87%
		(MCP) Total	89	22	201	312	60.35%
	Molina	Medicaid Only	18	3	2	23	4.45%
		Dual Benefits	17	2	163	182	35.20%
		(MCP) Total	35	5	165	205	39.65%
(Region) Total		124	27	366	517	100.00%	
Total			1031	186	3462	4679	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 1/1/2019 - 1/31/2019
 Generated: 2/5/2019

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	4	3	11	18	
			Total	5	3	11	19	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	14	15	
			Total	2	0	14	16	
		Total		7	3	25	35	
		Franklin	Aetna	Medicaid Only	39	3	1	43
				Dual Benefits	56	13	183	252
	Total			95	16	184	295	
	Molina		Medicaid Only	22	3	2	27	
			Dual Benefits	24	9	226	259	
			Total	46	12	228	286	
	Total			141	28	412	581	
	Madison		Aetna	Medicaid Only	4	0	0	4
				Dual Benefits	4	0	6	10
		Total		8	0	6	14	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	9	10	
			Total	2	0	9	11	
		Total		10	0	15	25	
Pickaway		Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	9	11	
	Total		2	0	9	11		
	Molina	Medicaid Only	1	0	0	1		
		Dual Benefits	0	0	7	7		
		Total	1	0	7	8		
	Total		3	0	16	19		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	4	0	0	4
			Dual Benefits	1	0	4	5
			Total	5	0	4	9
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	3	4
			Total	1	0	3	4
		Total		6	0	7	13

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	48	3	1	52
			Dual Benefits	67	16	213	296
			Total	115	19	214	348
Molina			Medicaid Only	25	3	2	30
			Dual Benefits	27	9	259	295
			Total	52	12	261	325
Total				167	31	475	673

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	0	0	17	17
			Total	0	0	17	17
		United	Medicaid Only	3	1	0	4
			Dual Benefits	4	0	22	26
			Total	7	1	22	30
		Total		7	1	39	47
	Stark	CareSource	Medicaid Only	7	1	1	9
			Dual Benefits	9	4	74	87
			Total	16	5	75	96
		United	Medicaid Only	8	1	1	10
			Dual Benefits	6	3	89	98
			Total	14	4	90	108
		Total		30	9	165	204
	Summit	CareSource	Medicaid Only	4	1	0	5
Dual Benefits			9	4	98	111	
Total			13	5	98	116	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	16	1	0	17
			Dual Benefits	18	4	174	196
			Total	34	5	174	213
		Total		47	10	272	329
	Wayne	CareSource	Medicaid Only	0	0	0	0
			Dual Benefits	5	3	17	25
			Total	5	3	17	25
		United	Medicaid Only	4	0	0	4
			Dual Benefits	4	2	17	23
			Total	8	2	17	27
Total		13	5	34	52		

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	11	2	1	14
			Dual Benefits	23	11	206	240
			Total	34	13	207	254
United			Medicaid Only	31	3	1	35
			Dual Benefits	32	9	302	343
			Total	63	12	303	378
Total				97	25	510	632

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	15	1	0	16
			Dual Benefits	12	3	188	203
			Total	27	4	188	219
		CareSource	Medicaid Only	51	2	0	53
			Dual Benefits	62	14	192	268
			Total	113	16	192	321
		United	Medicaid Only	19	9	0	28
			Dual Benefits	29	6	182	217
			Total	48	15	182	245
	Total		188	35	562	785	
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	0	9	9	
		Total	0	0	9	9	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	5	6	
			Total	2	0	5	7	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	0	0	1	1	
			Total	2	0	1	3	
		Total		4	0	15	19	
		Lake	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	1	40	41
	Total			0	1	40	41	
	CareSource		Medicaid Only	8	2	0	10	
			Dual Benefits	4	4	15	23	
			Total	12	6	15	33	
	United		Medicaid Only	6	1	0	7	
			Dual Benefits	4	0	19	23	
			Total	10	1	19	30	
	Total			22	8	74	104	
	Lorain		Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	1	0	34	35
				Total	2	0	34	36
			CareSource	Medicaid Only	3	2	0	5
				Dual Benefits	18	2	36	56
		Total		21	4	36	61	
		United	Medicaid Only	0	1	0	1	
			Dual Benefits	3	1	42	46	
			Total	3	2	42	47	
		Total		26	6	112	144	
		Medina	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	1	13	14
	Total			0	1	13	14	
CareSource	Medicaid Only		3	0	0	3		
	Dual Benefits		2	0	11	13		
	Total		5	0	11	16		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	1	0	0	1
			Dual Benefits	3	0	14	17
			Total	4	0	14	18
		Total		9	1	38	48
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	16	1	0	17
			Dual Benefits	13	5	284	302
			Total	29	6	284	319
CareSource			Medicaid Only	66	6	0	72
			Dual Benefits	87	20	259	366
			Total	153	26	259	438
United			Medicaid Only	28	11	0	39
			Dual Benefits	39	7	258	304
			Total	67	18	258	343
Total				249	50	801	1100

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North East Central</i>	Columbiana	CareSource	Medicaid Only	0	0	0	0	
			Dual Benefits	3	1	19	23	
			Total	3	1	19	23	
		United	Medicaid Only	1	0	1	2	
			Dual Benefits	5	3	33	41	
			Total	6	3	34	43	
		Total			9	4	53	66
		Mahoning	CareSource	Medicaid Only	8	0	0	8
				Dual Benefits	13	3	52	68
	Total			21	3	52	76	
	United		Medicaid Only	8	0	1	9	
			Dual Benefits	3	1	83	87	
			Total	11	1	84	96	
	Total			32	4	136	172	
	Trumbull	CareSource	Medicaid Only	5	2	1	8	
Dual Benefits			13	2	41	56		
Total			18	4	42	64		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North East Central	Trumbull	United	Medicaid Only	5	0	0	5
			Dual Benefits	5	1	65	71
			Total	10	1	65	76
	Total		28	5	107	140	

North East CentralRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	13	2	1	16
			Dual Benefits	29	6	112	147
			Total	42	8	113	163
United			Medicaid Only	14	0	2	16
			Dual Benefits	13	5	181	199
			Total	27	5	183	215
Total				69	13	296	378

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	2	0	9	11	
			Total	2	0	9	11	
		Buckeye	Medicaid Only	1	0	0	1	
			Dual Benefits	2	2	11	15	
			Total	3	2	11	16	
		Total			5	2	20	27
		Lucas	Aetna	Medicaid Only	17	0	1	18
				Dual Benefits	36	6	112	154
	Total			53	6	113	172	
	Buckeye		Medicaid Only	29	4	0	33	
			Dual Benefits	34	4	122	160	
			Total	63	8	122	193	
	Total			116	14	235	365	
	Ottawa		Aetna	Medicaid Only	1	0	0	1
Dual Benefits				2	0	5	7	
Total		3		0	5	8		
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	11	12
			Total	1	0	11	12
		Total		4	0	16	20
	Wood	Aetna	Medicaid Only	4	0	0	4
			Dual Benefits	8	2	23	33
			Total	12	2	23	37
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	3	0	30	33
			Total	3	0	30	33
	Total		15	2	53	70	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	22	0	1	23
			Dual Benefits	48	8	149	205
			Total	70	8	150	228
Buckeye			Medicaid Only	30	4	0	34
			Dual Benefits	40	6	174	220
			Total	70	10	174	254
Total				140	18	324	482

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	15	0	1	16
			Dual Benefits	8	4	88	100
			Total	23	4	89	116
		Molina	Medicaid Only	4	0	0	4
			Dual Benefits	7	4	83	94
			Total	11	4	83	98
	Total		34	8	172	214	
	Clermont	Aetna	Medicaid Only	7	1	0	8
			Dual Benefits	6	0	20	26
			Total	13	1	20	34
		Molina	Medicaid Only	2	0	0	2
			Dual Benefits	6	0	32	38
Total			8	0	32	40	
Total		21	1	52	74		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Clinton	Aetna	Medicaid Only	2	1	0	3
			Dual Benefits	2	0	11	13
			Total	4	1	11	16
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	0	0	11	11
			Total	3	0	11	14
	Total		7	1	22	30	
	Hamilton	Aetna	Medicaid Only	25	6	0	31
			Dual Benefits	29	2	204	235
			Total	54	8	204	266
		Molina	Medicaid Only	23	2	0	25
			Dual Benefits	23	1	187	211
			Total	46	3	187	236
	Total		100	11	391	502	
	Warren	Aetna	Medicaid Only	8	0	0	8
			Dual Benefits	6	1	23	30
			Total	14	1	23	38
		Molina	Medicaid Only	4	0	0	4
Dual Benefits			5	0	30	35	
Total			9	0	30	39	
Total		23	1	53	77		
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	57	8	1	66
			Dual Benefits	51	7	346	404
			Total	108	15	347	470
Molina			Medicaid Only	36	2	0	38
			Dual Benefits	41	5	343	389
			Total	77	7	343	427
Total				185	22	690	897
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	8	1	29	38
			Total	13	1	29	43

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	27	29
			Total	4	0	27	31
		Total		17	1	56	74
	Greene	Buckeye	Medicaid Only	4	2	0	6
			Dual Benefits	6	3	24	33
			Total	10	5	24	39
		Molina	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	22	24
			Total	4	0	22	26
		Total		14	5	46	65
		Montgomery	Buckeye	Medicaid Only	29	8	1
	Dual Benefits			37	8	147	192
	Total			66	16	148	230
	Molina		Medicaid Only	14	3	2	19
Dual Benefits			13	2	114	129	
Total			27	5	116	148	
Total			93	21	264	378	
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	38	10	1	49
			Dual Benefits	51	12	200	263
			Total	89	22	201	312
Molina			Medicaid Only	18	3	2	23
			Dual Benefits	17	2	163	182
			Total	35	5	165	205
Total				124	27	366	517
Total				1031	186	3462	4679

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

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

Generated: 2/5/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	4	5.19%	8	10.26%	12
	<i>North West</i>	1	1.30%	6	7.69%	7
	<i>South West</i>	5	6.49%	5	6.41%	10
	Total	10	12.99%	19	24.36%	29
Buckeye	<i>North East</i>	2	2.60%	4	5.13%	6
	<i>North West</i>	0	0.00%	3	3.85%	3
	<i>West Central</i>	1	1.30%	7	8.97%	8
	Total	3	3.90%	14	17.95%	17
CareSource	<i>East Central</i>	2	2.60%	5	6.41%	7
	<i>North East</i>	8	10.39%	11	14.10%	19
	<i>North East Central</i>	3	3.90%	4	5.13%	7
	Total	13	16.88%	20	25.64%	33

Molina	<i>Central</i>	2	2.60%	4	5.13%	6
	<i>South West</i>	8	10.39%	8	10.26%	16
	<i>West Central</i>	4	5.19%	5	6.41%	9
	Total	14	18.18%	17	21.79%	31
United	<i>East Central</i>	19	24.68%	1	1.28%	20
	<i>North East</i>	12	15.58%	5	6.41%	17
	<i>North East Central</i>	6	7.79%	2	2.56%	8
	Total	37	48.05%	8	10.26%	45
Total Changes		77	100.00%	78	100.00%	155

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

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

Generated: 2/5/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	4	5.19%	8	10.26%	12
	<i>Molina</i>	2	2.60%	4	5.13%	6
	Total	6	7.79%	12	15.38%	18
North West	<i>Aetna</i>	1	1.30%	6	7.69%	7
	<i>Buckeye</i>	0	0.00%	3	3.85%	3
	Total	1	1.30%	9	11.54%	10
South West	<i>Aetna</i>	5	6.49%	5	6.41%	10
	<i>Molina</i>	8	10.39%	8	10.26%	16
	Total	13	16.88%	13	16.67%	26
North East	<i>Buckeye</i>	2	2.60%	4	5.13%	6
	<i>CareSource</i>	8	10.39%	11	14.10%	19
	<i>United</i>	12	15.58%	5	6.41%	17
	Total	22	28.57%	20	25.64%	42

West Central	<i>Buckeye</i>	1	1.30%	7	8.97%	8
	<i>Molina</i>	4	5.19%	5	6.41%	9
	Total	5	6.49%	12	15.38%	17
East Central	<i>CareSource</i>	2	2.60%	5	6.41%	7
	<i>United</i>	19	24.68%	1	1.28%	20
	Total	21	27.27%	6	7.69%	27
North East Central	<i>CareSource</i>	3	3.90%	4	5.13%	7
	<i>United</i>	6	7.79%	2	2.56%	8
	Total	9	11.69%	6	7.69%	15
Total Changes		77	100.00%	78	100.00%	155

Ohio Medicaid Hotline - Customer Satisfaction Survey

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

Total Surveys Available for Completion: 56972

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	0	0.00%	9	90.00%	0	0.00%	1	10.00%	10	100.00%
Our answers to your questions	1	10.00%	9	90.00%	0	0.00%	0	0.00%	10	100.00%
Our courtesy to you and your family	1	10.00%	9	90.00%	0	0.00%	0	0.00%	10	100.00%
Overall, how would you rate our staff and services	1	10.00%	9	90.00%	0	0.00%	0	0.00%	10	100.00%
Total	3	7.50%	36	90.00%	0	0.00%	1	2.50%	40	100.00%

Number of Surveys Attempted: 215

Number of Completed Customer Satisfaction Surveys: 10