



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

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Ohio Medicaid Consumer Hotline Monthly Report May 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 3,764 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 32. 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 51 calls coming in through this queue for this month.

Activity Summary

- 375,781 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 260,712 Total Calls (inbound and outbound)
 - 39,642 Call Fire Campaign Calls
 - 8,077 MyCare Outreach Calls
 - 60,017 Renewal Outreach Calls
 - 3,518 MBIWD Outreach Calls
 - 3,764 Provider Calls
 - 51 Insure Kids Now/Governor's Hotline
- 9% abandonment rate
- 6 minutes 01 seconds average talk time
- 2 minutes 15 seconds average speed to answer
- .0045% Blockage Rate (April 2019) *
- 98% First-Call Resolution Rate
- 89% 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
May 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	04/29/19	12726	11396	960	16	12742	1330	10%	930	13672	:29:45	:02:36	:05:51
Tue	04/30/19	11804	10535	937	28	11832	1269	11%	1387	13219	:29:58	:02:47	:06:05
Wed	05/01/19	11469	10246	803	28	11497	1223	11%	1711	13208	:28:08	:02:49	:06:00
Thurs	05/02/19	12517	11100	939	28	12545	1417	11%	984	13529	:29:48	:02:57	:06:00
Fri	05/03/19	11626	10272	903	34	11660	1354	12%	1619	13279	:29:59	:03:09	:06:08
Sat	05/04/19	1663	1636	70	7	1670	27	2%	844	2514	:08:29	:01:19	:05:40
Sun	05/05/19	0	0	0	270	270	0	0%	0	270	:00:00	:00:00	:00:00
	Week end	61805	55185	4612	411	62216	6620	11%	7475	69691	:29:59	:02:14	:06:00
	May Only	37275	33254	2715	367	37642	4021	11%	5158	42800	:29:59	:02:34	:06:00
Mon	05/06/19	12962	11633	1093	14	12976	1329	10%	1009	13985	:27:21	:02:30	:06:04
Tues	05/07/19	11572	10332	814	17	11589	1240	11%	1595	13184	:29:54	:02:51	:06:10
Wed	05/08/19	10100	8936	700	12	10112	1164	12%	1179	11291	:28:25	:03:09	:06:14
Thurs	05/09/19	9209	8446	506	12	9221	763	8%	1191	10412	:28:25	:01:58	:06:07
Fri	05/10/19	7595	7027	322	11	7606	568	7%	889	8495	:20:35	:01:51	:06:16
Sat	05/11/19	1201	1190	29	6	1207	11	1%	233	1440	:04:42	:00:49	:04:43
Sun	05/12/19	0	0	0	157	157	0	0%	0	157	:00:00	:00:00	:00:00
	Week end	52639	47564	3464	229	52868	5075	10%	6096	58964	:29:54	:02:11	:06:06
Mon	05/13/19	11657	10611	680	16	11673	1046	9%	1101	12774	:21:59	:02:26	:05:55
Tues	05/14/19	10223	9435	527	11	10234	788	8%	866	11100	:20:42	:01:53	:05:52
Wed	05/15/19	9631	8869	528	12	9643	762	8%	1541	11184	:24:55	:01:54	:05:50
Thurs	05/16/19	8542	7982	405	9	8551	560	7%	911	9462	:15:57	:01:30	:05:59
Fri	05/17/19	7765	7309	343	13	7778	456	6%	769	8547	:17:59	:01:21	:06:04
Sat	05/18/19	1601	1564	41	12	1613	37	2%	335	1948	:18:55	:01:03	:04:11
Sun	05/19/19	0	0	0	206	206	0	0%	0	206	:00:00	:00:00	:00:00
	Week end	49419	45770	2524	279	49698	3649	7%	5523	55221	:24:55	:01:41	:05:50
Mon	05/20/19	11428	10209	752	19	11447	1219	11%	956	12403	:26:51	:02:27	:06:01
Tues	05/21/19	9880	8931	562	11	9891	949	10%	1032	10923	:23:04	:02:28	:06:10
Wed	05/22/19	10325	9266	705	12	10337	1059	10%	919	11256	:23:55	:02:40	:06:09
Thurs	05/23/19	10125	9197	631	24	10149	928	9%	1282	11431	:26:13	:02:33	:05:57
Fri	05/24/19	7994	7228	501	18	8012	766	10%	766	8778	:26:35	:02:40	:06:38
Sat	05/25/19	1308	1297	31	8	1316	11	1%	462	1778	:08:00	:00:57	:05:31
Sun	05/26/19	0	0	0	263	263	0	0%	0	263	:00:00	:00:00	:00:00
	Week end	51060	46128	3182	355	51415	4932	10%	5417	56832	:26:51	:02:18	:06:08
Mon	05/27/19	0	0	0	269	269	0	0%	0	269	:00:00	:00:00	:00:00
Tues	05/28/19	11537	10426	826	26	11563	1111	10%	1083	12646	:29:21	:02:31	:06:08
Wed	05/29/19	10878	9991	652	30	10908	887	8%	1201	12109	:20:18	:02:04	:05:58
Thurs	05/30/19	10360	9363	589	45	10405	997	10%	1044	11449	:29:44	:02:34	:05:59
Fri	05/31/19	9277	8482	510	38	9315	795	9%	1107	10422	:28:20	:01:55	:06:19
	Week end	42052	38262	2577	408	42460	3790	9%	4435	46895	:29:44	:02:31	:06:05
	Month End	232445	210978	14462	1283	233728	21467	9%	26629	260712	:29:59	:02:15	:06:01

Ohio Consumer Hotline - Activity Summary Report

5/1/2019 to 5/31/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	1
	Legislative Inquiry	1
	ODM Inquiry	6
	Total	8
<i>FFS Billing</i>	Billing Number	536
	Claims Request	19
	General Billing Questions	443
	Received Bill (Needs Letter)	25
	Total	1023
<i>General Benefits</i>	Application / Eligibility	1243
	Assisted Living	4
	Behavioral Health Redesign Questions	1
	Billing Number	94
	Certificate of Coverage	9
	Dental	156
	Equipment	62
	Family Planning	1
	Healthchek Services	8
	Home Health Care	15
	Hospice / Palliative Care	2
	Inquiry on Covered Services	775
	Long Term Care	9
	Medicaid Expansion	24
	Medicaid School Program	1
	Medlist Assist	5
	Opioid Treatment	4
	Physical / Occupational Therapy	5
	Pregnancy Related Services	14
	Prescriptions	522
SRSP Benefits	70	

General Benefits	State Hearing	13
	Transportation	270
	Vision	71
	Total	3378
HIPAA	Information	2
	Total	2
Incident Report	Billing Inquiry	134
	Reimbursement Inquiry	10
	Total	144
Inquiry	029 Error	92
	574 Error - Not Eligible	18
	Already Selected	266
	Called to Check on Just Cause Status	12
	CDJFS	1110
	Change in Name	79
	Change in Phone Number / Address	532
	Child Care	5
	Customer Survey	1
	General Questions	6597
	Hotline	1395
	Person Calling Not PIP / AG Head	319
	Referred Consumer to County Worker	910
	SNAP (Food Stamps)	421
	Social Security	38
	Status Change Request (Name, Address, Phone, Etc.)	343
	TANF (Cash Assistance)	24
	Transferred in Error	4
	WIC	6
	Total	12172
Issue / Concern	Issue / Concern about MCP	105
	Issue / Concern about Provider	3
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	19
	Total	128
Mailings	ABD EMP Enrollment Packet	1

Mailings	Billing Incident Letter	68
	CFC EMP Enrollment Packet	4
	JC Approval Change MCP	79
	JC Approval Change MCP - Requestor	42
	JC Approval FFS	23
	Mandatory Change MCP to MCP	290
	MBI-WD Application	5
	Medicaid Application (7216)	185
	Medicaid Program Enrollment & Benefit Information	12
	MMC Mandatory	35675
	MMC Voluntary	181
	MyCare EMP Enrollment Packet	26
	MyCare Reminder Letter	3
	MyCare TPL Approval Letter	2
	MyCare TPL Denial Letter	4
	New Mandatory	28
	New Mandatory CFC Adult	1
	OMH Mandatory MyCare Letter	29
	QIT Packet	26
	Reimbursement Letter	9
TPL Approval	1	
Total	36694	
Managed Care Info & Referral	Benefit Package	208
	Billing Number	349
	Called to Check on Doctors	34
	Card	1314
	Case Addition	33
	Case Closed	40
	Case Pending	180
	Category Closed	105
	Consumer Needs To Be Auto Re-Enrolled	9
	CSP (formerly PACT)	2
	Failed Eligibility	341
	Information	2499
	Just Cause Status	49

Managed Care Info & Referral	Open Enrollment Questions	429
	Payment	11
	Phone Numbers	641
	Provider Name	660
	Returned NME / Notice	4
	Transfer Request - Bureau of Managed Care	12
	Wanted Phone Number of MCP	626
	Total	7546
MBI-WD	AG Collections Questions	1
	Application / Eligibility	15
	Benefit Package / Covered Services	3
	Billing Number	2
	Card	3
	Premium Collection Issue - Needs Follow-Up	5
	Program Information	44
	Questions About Premiums	36
Total	109	
Medicaid (MAGI and ABD)	1095B FAQ	48
	Application Status	2104
	BCCP Question / Inquiry	2
	Behavioral Health Question / Inquiry	6
	Case Change	726
	Case Inquiry	13294
	Certificate Of Coverage	32
	Citizenship/Other Verifications	639
	DDR Question / Inquiry	21
	DRC Question / Inquiry	2
	EOMB Question / Inquiry	2
	Estate Recovery	28
	Family Planning Services Question / Inquiry	9
	FFS Card	648
	General Program Information	4190
	HIPPA Question / Inquiry	2
Home Health Care Question / Inquiry	29	

Medicaid (MAGI and ABD)	Income Guidelines/Questions	1326
	Long Term Care Question / Inquiry	22
	MBIWD Question / Inquiry	10
	Questions About Letter/NOA	986
	Re-Application on a Denied Case	127
	Renewal Application Reported	8156
	Renewal Questions	9991
	Reprint NOA or FFS Card	344
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	305
	Requested Telephone Application – Transfer to Collabor8	2068
	State Hearing	205
	Tort Question / Inquiry	8
	Veterans on Medicaid Program	1
	Total	45331
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	304
	Medicare Premium Assistance Program (Part B Payments)	1368
	On-site Facilitated Enrollment	6
	Part A Questions	222
	Part B Questions	964
	Part C / Advantage Plan Questions	82
	Part D / PDP Questions	411
	Part D Letter Inquiry	48
	Total	3405
MyCare Ohio	General Information	1333
	Issue Accessing Services	150
	Loss of MyCare Eligibility	101
	Medicaid Only Benefit Information	174
	MyCare Ohio Card	250
	On-site facilitated enrollment	20
	Opt-In/Opt-Out Questions	761
	Prescription Questions	108

<i>MyCare Ohio</i>	Transition of Care	14
	Total	2911
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	27
	Account Creation/Management	5
	Account Lock Out	16
	Application Assistance	7
	Apply for Benefits	35
	Call Transferred from Enterprise Help Desk to OMH	66
	Electronic Verification	1
	Forgot Password Link	9
	Forgot User Name Link	4
	Frequently Asked Questions	4
	General Navigation	4
	How to use this Site	8
	Internet Browser Issue	5
	Message Center	6
	Provided Link to Website	61
	Renewal Packet Questions	16
	SNAP/TANF Questions	2
	Submit Error Issue	31
	Transfer Call to Tier 2/3	17
	Total	324
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	742
	Contact CDJS	470
	Electronic Verification Process	5
	Journal Creation & Management	221
	MAGI (Modified Adjusted Gross Income) Program Information	7
	Notice of Action Explanation	88
	Reapply on a Denied Case	6
	Reprint FFS card from Hotline	305
	Reprint NOA from Hotline	24
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	117

Ohio Integrated Eligibility System (OIES)	Requested Telephone Application, transfer to Collobor8	545
	Total	2530
Prior Authorization	How to Obtain	114
	Letter	10
	Program Information	103
	Status	56
	Total	283
Provider	Electronic Visit Verification (EVV) Initiative Letter	6
	Fee-For-Service Provider Names	53
	Referred to MCP For Provider List	64
	Referred to ODM Website For Provider List	8
	Total	131
Reimbursement	Decision	5
	Information	66
	State Hearing	1
	Total	72
State Hearings	How to Request	144
	Program Information	74
	Status	21
	Total	239
Surveys	Call Center Survey	719
	Total	719
Tasks	AHS Billing Research - Letter	139
	AHS Claims Request	20
	AHS Consumer Issue/Concerns	46
	AHS Enrollment Error	1098
	AHS Enrollment Issue	441
	AHS Further Research Needed	1
	AHS Just Cause	719
	AHS MBIWD - Premium Issue	3
	AHS MBIWD - Refund Research	1
	AHS MBIWD Linking	82
	AHS Medicare Premium Payments Research	60

Tasks	AHS MITS Issue - Daily List	1
	AHS MMC - Final Signed Letter / Email	1
	AHS MMC Contact	116
	AHS ODJFS Request for Consumer Contact	1
	AHS QIT Under Income	5
	AHS Reimbursement - Letter	10
	AHS TPL Issues	1
	AHS Web Contact - OMH Website	531
	ODM Complaint - Consumer	99
	ODM Complaint - Provider	382
	ODM Just Cause	11
	Total	3768
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	11
	General Information	130
	Need Medications Now	10
	Referral to Case Worker	107
	Referral to TPL Vendor	39
	Total	297
Waiver	Application / Eligibility	170
	Benefit Package / Covered Services	49
	Billing Number	3
	Card	16
	Certificate of Coverage	1
	Change	9
	Estate Recovery	6
	Hearing	3
	Patient Evaluation	2
	Patient Liability	24
	Program Information	175
	Waiting List	5
Total	463	

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

5/1/2019 to 5/31/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	322
	ACS / First Health	58
	ADAMH	3
	Area Agency on Aging	45
	BCCP Regional Agency	1
	BCMh	2
	Bureau of Home and Community Services	2
	Case Management Agency	21
	Caseworker	749
	Child Support Enforcement Agency	10
	Complaint Department	5
	County Department of Job & Family Services	3667
	First Link	13
	Food Stamp Hotline	85
	Help Me Grow Hotline	1
	HomeHealthAgency	3
	Info & Refer	669
	In-House	8
	Legal Aid	2
	Managed Care Plan	807
	Managed Care/Just Cause Section	2
	MR / DD Board	3
	ODM	3
	Ohio Department of Insurance	11
	Ohio's Best Rx	7
	Ombudsman	6
	OSHIIP	44
Other Medical Services Agency	35	

Referral	Other Social Services Agency	10
	Out-of-State Medicaid Hotline	35
	PACT	1
	Pharmacy	87
	Prescription Drug Plan (PDP)	36
	Provider	315
	Provider Services Call Center	201
	Public Children's Services	14
	Social Security Administration	45
	StateHearingDivision	167
	StateMedicalBoard	2
	Supervisor	24
	Tort Unit	22
	Website - ODM	33
	Welfare Fraud Hotline	1
	WIC Office	3

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

Reporting Period: 5/1/2019 - 5/31/2019
 Generated: 6/7/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	49	40.83%	145	79.67%	194	64.24%
Call Campaign	58	48.33%	14	7.69%	72	23.84%
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	3.33%	4	2.20%	8	2.65%
IVR	7	5.83%	11	6.04%	18	5.96%
Mail	0	0.00%	1	0.55%	1	0.33%
Website	2	1.67%	7	3.85%	9	2.98%
TOTAL	120	100%	182	100%	302	100%

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

Reporting Period: 5/1/2019 - 5/31/2019
 Generated: 6/7/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	49	25.26%	145	74.74%	194	100%
Call Campaign	58	80.56%	14	19.44%	72	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	4	50.00%	4	50.00%	8	100%
IVR	7	38.89%	11	61.11%	18	100%
Mail	0	0.00%	1	100.00%	1	100%
Website	2	22.22%	7	77.78%	9	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: 5/1/2019 - 5/31/2019

Generated: 6/7/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	1	0.83%	4	2.20%
	North East	8	6.67%	6	3.30%
	West	5	4.17%	5	2.75%
	Total	14	11.67%	15	8.24%
CareSource	Central/South East	11	9.17%	27	14.84%
	North East	26	21.67%	40	21.98%
	West	20	16.67%	33	18.13%
	Total	57	47.50%	100	54.95%
Molina	Central/South East	6	5.00%	23	12.64%
	North East	6	5.00%	2	1.10%
	West	7	5.83%	4	2.20%
	Total	19	15.83%	29	15.93%
Paramount	Central/South East	3	2.50%	0	0.00%
	North East	2	1.67%	2	1.10%
	West	4	3.33%	11	6.04%
	Total	9	7.50%	13	7.14%
United	Central/South East	6	5.00%	8	4.40%
	North East	10	8.33%	12	6.59%
	West	5	4.17%	5	2.75%
	Total	21	17.50%	25	13.74%
Total		120	100.00%	182	100.00%

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

Region and MCP as a Percentage of Type

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

Generated: 6/7/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	1	3.70%	4	6.45%
	CareSource	11	40.74%	27	43.55%
	Molina	6	22.22%	23	37.10%
	Paramount	3	11.11%	0	0.00%
	United	6	22.22%	8	12.90%
	Total		27	100.00%	62
North East	Buckeye	8	15.38%	6	9.68%
	CareSource	26	50.00%	40	64.52%
	Molina	6	11.54%	2	3.23%
	Paramount	2	3.85%	2	3.23%
	United	10	19.23%	12	19.35%
	Total		52	100.00%	62
West	Buckeye	5	12.20%	5	8.62%
	CareSource	20	48.78%	33	56.90%
	Molina	7	17.07%	4	6.90%
	Paramount	4	9.76%	11	18.97%
	United	5	12.20%	5	8.62%
	Total		41	100.00%	58
Total			120		182

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

Reporting Period: 5/1/2019 - 5/31/2019
Generated: 6/7/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	89	240	329
North East	114	306	420
West	99	277	376
Total For All Regions	302	823	1125

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

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

Generated: 6/7/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	1	4	21	26	7.90%
	<i>CareSource</i>	11	27	39	77	23.40%
	<i>Molina</i>	6	23	58	87	26.44%
	<i>Paramount</i>	3	0	81	84	25.53%
	<i>United</i>	6	8	41	55	16.72%
	<i>(Region) Total</i>	27	62	240	329	100.00%
North East	<i>Buckeye</i>	8	6	46	60	14.29%
	<i>CareSource</i>	26	40	49	115	27.38%
	<i>Molina</i>	6	2	70	78	18.57%
	<i>Paramount</i>	2	2	84	88	20.95%
	<i>United</i>	10	12	57	79	18.81%
	<i>(Region) Total</i>	52	62	306	420	100.00%
West	<i>Buckeye</i>	5	5	51	61	16.22%
	<i>CareSource</i>	20	33	28	81	21.54%
	<i>Molina</i>	7	4	63	74	19.68%
	<i>Paramount</i>	4	11	90	105	27.93%
	<i>United</i>	5	5	45	55	14.63%
	<i>(Region) Total</i>	41	58	277	376	100.00%
Total		120	182	823	1125	

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

Reporting Period: 5/1/2019 - 5/31/2019
 Generated: 6/7/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1167	23.12%	3326	64.39%	4493	43.99%
Call Campaign	2009	39.80%	470	9.10%	2479	24.27%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	1742	34.51%	253	4.90%	1995	19.53%
IVR	84	1.66%	564	10.92%	648	6.34%
Mail	0	0.00%	1	0.02%	1	0.01%
Website	46	0.91%	551	10.67%	597	5.85%
TOTAL	5048	100%	5165	100%	10213	100%

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

Reporting Period: 5/1/2019 - 5/31/2019
Generated: 6/7/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1167	25.97%	3326	74.03%	4493	100%
Call Campaign	2009	81.04%	470	18.96%	2479	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	1742	87.32%	253	12.68%	1995	100%
IVR	84	12.96%	564	87.04%	648	100%
Mail	0	0.00%	1	100.00%	1	100%
Website	46	7.71%	551	92.29%	597	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: 5/1/2019 - 5/31/2019
Generated: 6/7/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	268	5.31%	65	1.26%
	North East	274	5.43%	213	4.12%
	West	253	5.01%	181	3.50%
	Total	795	15.75%	459	8.89%
CareSource	Central/South East	667	13.21%	707	13.69%
	North East	1119	22.17%	1250	24.20%
	West	812	16.09%	1501	29.06%
	Total	2598	51.47%	3458	66.95%
Molina	Central/South East	246	4.87%	197	3.81%
	North East	144	2.85%	51	0.99%
	West	136	2.69%	66	1.28%
	Total	526	10.42%	314	6.08%
Paramount	Central/South East	71	1.41%	29	0.56%
	North East	138	2.73%	51	0.99%
	West	236	4.68%	418	8.09%
	Total	445	8.82%	498	9.64%
United	Central/South East	174	3.45%	116	2.25%
	North East	334	6.62%	236	4.57%
	West	176	3.49%	84	1.63%
	Total	684	13.55%	436	8.44%
Total		5048	100.00%	5165	100.00%

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

Region and MCP as a Percentage of Type

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

Generated: 6/7/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	268	18.79%	65	5.83%
	CareSource	667	46.77%	707	63.46%
	Molina	246	17.25%	197	17.68%
	Paramount	71	4.98%	29	2.60%
	United	174	12.20%	116	10.41%
	Total	1426	100.00%	1114	100.00%
North East	Buckeye	274	13.64%	213	11.83%
	CareSource	1119	55.70%	1250	69.41%
	Molina	144	7.17%	51	2.83%
	Paramount	138	6.87%	51	2.83%
	United	334	16.63%	236	13.10%
	Total	2009	100.00%	1801	100.00%
West	Buckeye	253	15.69%	181	8.04%
	CareSource	812	50.34%	1501	66.71%
	Molina	136	8.43%	66	2.93%
	Paramount	236	14.63%	418	18.58%
	United	176	10.91%	84	3.73%
	Total	1613	100.00%	2250	100.00%
Total		5048		5165	

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

Reporting Period: 5/1/2019 - 5/31/2019
Generated: 6/7/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	2540	7566	10106
North East	3810	11232	15042
West	3863	10914	14777
Total For All Regions	10213	29712	39925

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

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

Generated: 6/7/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	268	65	2104	2437	24.11%
	CareSource	667	707	1738	3112	30.79%
	Molina	246	197	1297	1740	17.22%
	Paramount	71	29	1341	1441	14.26%
	United	174	116	1086	1376	13.62%
	(Region) Total	1426	1114	7566	10106	100.00%
North East	Buckeye	274	213	2662	3149	20.93%
	CareSource	1119	1250	2446	4815	32.01%
	Molina	144	51	2008	2203	14.65%
	Paramount	138	51	2407	2596	17.26%
	United	334	236	1709	2279	15.15%
	(Region) Total	2009	1801	11232	15042	100.00%
West	Buckeye	253	181	2983	3417	23.12%
	CareSource	812	1501	2543	4856	32.86%
	Molina	136	66	1627	1829	12.38%
	Paramount	236	418	2110	2764	18.70%
	United	176	84	1651	1911	12.93%
	(Region) Total	1613	2250	10914	14777	100.00%
Total		5048	5165	29712	39925	

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

Reporting Period: 5/1/2019 - 5/31/2019
Generated: 6/7/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	175	31.14%	23	16.91%	198	28.37%
Call	Dual Benefits	270	48.04%	90	66.18%	360	51.58%
	Total	445	79.18%	113	83.09%	558	79.94%
Call Campaign	Medicaid Only	14	2.49%	0	0.00%	14	2.01%
Call Campaign	Dual Benefits	12	2.14%	2	1.47%	14	2.01%
	Total	26	4.63%	2	1.47%	28	4.01%
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	7	1.25%	4	2.94%	11	1.58%
Fax	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	7	1.25%	4	2.94%	11	1.58%
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	18	3.20%	1	0.74%	19	2.72%
IVR	Dual Benefits	37	6.58%	7	5.15%	44	6.30%
	Total	55	9.79%	8	5.88%	63	9.03%
Mail	Medicaid Only	1	0.18%	0	0.00%	1	0.14%
Mail	Dual Benefits	1	0.18%	0	0.00%	1	0.14%
	Total	2	0.36%	0	0.00%	2	0.29%
Website	Medicaid Only	4	0.71%	1	0.74%	5	0.72%
Website	Dual Benefits	23	4.09%	8	5.88%	31	4.44%
	Total	27	4.80%	9	6.62%	36	5.16%
TOTAL		562	100%	136	100%	698	100%

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

Reporting Period: 5/1/2019 - 5/31/2019
Generated: 6/7/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	175	88.38%	23	11.62%	198	100%
	Dual Benefits	270	75.00%	90	25.00%	360	100%
	Total	445	79.75%	113	20.25%	558	100%
Call Campaign	Medicaid Only	14	100.00%	0	0.00%	14	100%
	Dual Benefits	12	85.71%	2	14.29%	14	100%
	Total	26	92.86%	2	7.14%	28	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	7	63.64%	4	36.36%	11	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	7	63.64%	4	36.36%	11	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	18	94.74%	1	5.26%	19	100%
	Dual Benefits	37	84.09%	7	15.91%	44	100%
	Total	55	87.30%	8	12.70%	63	100%
Mail	Medicaid Only	1	100.00%	0	0.00%	1	100%
	Dual Benefits	1	100.00%	0	0.00%	1	100%
	Total	2	100.00%	0	0.00%	2	100%
Website	Medicaid Only	4	80.00%	1	20.00%	5	100%
	Dual Benefits	23	74.19%	8	25.81%	31	100%
	Total	27	75.00%	9	25.00%	36	100%

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

Region and MCP as a Percentage of Type

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

Generated: 6/7/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	16	2.85%	6	4.41%	
		Dual Benefits	31	5.52%	13	9.56%	
		Total	47	8.36%	19	13.97%	
	North West	Medicaid Only	5	0.89%	0	0.00%	
		Dual Benefits	20	3.56%	4	2.94%	
		Total	25	4.45%	4	2.94%	
	South West	Medicaid Only	13	2.31%	2	1.47%	
		Dual Benefits	26	4.63%	10	7.35%	
		Total	39	6.94%	12	8.82%	
	Total		111	19.75%	35	25.74%	
	Buckeye	North East	Medicaid Only	8	1.42%	0	0.00%
			Dual Benefits	16	2.85%	2	1.47%
Total			24	4.27%	2	1.47%	
North West		Medicaid Only	8	1.42%	1	0.74%	
		Dual Benefits	13	2.31%	1	0.74%	
		Total	21	3.74%	2	1.47%	
West Central		Medicaid Only	17	3.02%	2	1.47%	
		Dual Benefits	24	4.27%	8	5.88%	
		Total	41	7.30%	10	7.35%	
Total			86	15.30%	14	10.29%	
CareSource		East Central	Medicaid Only	12	2.14%	2	1.47%
			Dual Benefits	25	4.45%	5	3.68%
	Total		37	6.58%	7	5.15%	
	North East	Medicaid Only	33	5.87%	5	3.68%	
		Dual Benefits	68	12.10%	21	15.44%	
		Total	101	17.97%	26	19.12%	
	North East Central	Medicaid Only	8	1.42%	0	0.00%	

CareSource	North East Central	Dual Benefits	18	3.20%	6	4.41%	
		Total	26	4.63%	6	4.41%	
	Total		164	29.18%	39	28.68%	
Molina	Central	Medicaid Only	11	1.96%	2	1.47%	
		Dual Benefits	8	1.42%	10	7.35%	
		Total	19	3.38%	12	8.82%	
	South West	Medicaid Only	14	2.49%	2	1.47%	
		Dual Benefits	18	3.20%	3	2.21%	
		Total	32	5.69%	5	3.68%	
	West Central	Medicaid Only	10	1.78%	2	1.47%	
		Dual Benefits	8	1.42%	5	3.68%	
		Total	18	3.20%	7	5.15%	
	Total		69	12.28%	24	17.65%	
	United	East Central	Medicaid Only	25	4.45%	2	1.47%
			Dual Benefits	24	4.27%	5	3.68%
Total			49	8.72%	7	5.15%	
North East		Medicaid Only	25	4.45%	3	2.21%	
		Dual Benefits	36	6.41%	7	5.15%	
		Total	61	10.85%	10	7.35%	
North East Central		Medicaid Only	14	2.49%	0	0.00%	
		Dual Benefits	8	1.42%	7	5.15%	
		Total	22	3.91%	7	5.15%	
Total			132	23.49%	24	17.65%	
Total			562	100.00%	136	100.00%	

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

Region and MCP as a Percentage of Type

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

Generated: 6/7/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	16	24.24%	6	19.35%	
		Dual Benefits	31	46.97%	13	41.94%	
		Total	47	71.21%	19	61.29%	
	Molina	Medicaid Only	11	16.67%	2	6.45%	
		Dual Benefits	8	12.12%	10	32.26%	
		Total	19	28.79%	12	38.71%	
	Total		66	100.00%	31	100.00%	
	East Central	CareSource	Medicaid Only	12	13.95%	2	14.29%
			Dual Benefits	25	29.07%	5	35.71%
Total			37	43.02%	7	50.00%	
United		Medicaid Only	25	29.07%	2	14.29%	
		Dual Benefits	24	27.91%	5	35.71%	
		Total	49	56.98%	7	50.00%	
Total			86	100.00%	14	100.00%	
North East		Buckeye	Medicaid Only	8	4.30%	0	0.00%
			Dual Benefits	16	8.60%	2	5.26%
	Total		24	12.90%	2	5.26%	
	CareSource	Medicaid Only	33	17.74%	5	13.16%	
		Dual Benefits	68	36.56%	21	55.26%	
		Total	101	54.30%	26	68.42%	
	United	Medicaid Only	25	13.44%	3	7.89%	
		Dual Benefits	36	19.35%	7	18.42%	
		Total	61	32.80%	10	26.32%	
	Total		186	100.00%	38	100.00%	
	North East Central	CareSource	Medicaid Only	8	16.67%	0	0.00%
			Dual Benefits	18	37.50%	6	46.15%
Total			26	54.17%	6	46.15%	

North East Central	United	Medicaid Only	14	29.17%	0	0.00%
		Dual Benefits	8	16.67%	7	53.85%
		Total	22	45.83%	7	53.85%
	Total		48	100.00%	13	100.00%
North West	Aetna	Medicaid Only	5	10.87%	0	0.00%
		Dual Benefits	20	43.48%	4	66.67%
		Total	25	54.35%	4	66.67%
	Buckeye	Medicaid Only	8	17.39%	1	16.67%
		Dual Benefits	13	28.26%	1	16.67%
		Total	21	45.65%	2	33.33%
	Total		46	100.00%	6	100.00%
	South West	Aetna	Medicaid Only	13	18.31%	2
Dual Benefits			26	36.62%	10	58.82%
Total			39	54.93%	12	70.59%
Molina		Medicaid Only	14	19.72%	2	11.76%
		Dual Benefits	18	25.35%	3	17.65%
		Total	32	45.07%	5	29.41%
Total			71	100.00%	17	100.00%
West Central		Buckeye	Medicaid Only	17	28.81%	2
	Dual Benefits		24	40.68%	8	47.06%
	Total		41	69.49%	10	58.82%
	Molina	Medicaid Only	10	16.95%	2	11.76%
		Dual Benefits	8	13.56%	5	29.41%
		Total	18	30.51%	7	41.18%
	Total		59	100.00%	17	100.00%
Total		562		136		

MyCare ASSIGNMENT BY REGION

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

Generated: 6/7/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	35	0	Medicaid only	35
	62	223	Dual benefits	285
	97	223		320
East Central	41	0	Medicaid only	41
	59	251	Dual benefits	310
	100	251		351
North East	74	0	Medicaid only	74
	150	459	Dual benefits	609
	224	459		683
North East Central	22	0	Medicaid only	22
	39	155	Dual benefits	194
	61	155		216
North West	14	0	Medicaid only	14
	38	126	Dual benefits	164
	52	126		178
South West	31	0	Medicaid only	31
	57	273	Dual benefits	330
	88	273		361
West Central	31	0	Medicaid only	31
	45	186	Dual benefits	231
	76	186		262
Total For All Regions	698	1673		2371

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 5/1/2019 - 5/31/2019
 Generated: 6/7/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	16	6	0	22	6.88%
		Dual Benefits	31	13	80	124	38.75%
		(MCP) Total	47	19	80	146	45.63%
	Molina	Medicaid Only	11	2	0	13	4.06%
		Dual Benefits	8	10	143	161	50.31%
		(MCP) Total	19	12	143	174	54.38%
	(Region) Total		66	31	223	320	100.00%
East Central	CareSource	Medicaid Only	12	2	0	14	3.99%
		Dual Benefits	25	5	87	117	33.33%
		(MCP) Total	37	7	87	131	37.32%
	United	Medicaid Only	25	2	0	27	7.69%
		Dual Benefits	24	5	164	193	54.99%
		(MCP) Total	49	7	164	220	62.68%
	(Region) Total		86	14	251	351	100.00%
North East	Buckeye	Medicaid Only	8	0	0	8	1.17%
		Dual Benefits	16	2	263	281	41.14%
		(MCP) Total	24	2	263	289	42.31%
	CareSource	Medicaid Only	33	5	0	38	5.56%
		Dual Benefits	68	21	89	178	26.06%
		(MCP) Total	101	26	89	216	31.63%
	United	Medicaid Only	25	3	0	28	4.10%
		Dual Benefits	36	7	107	150	21.96%
		(MCP) Total	61	10	107	178	26.06%
	(Region) Total		186	38	459	683	100.00%
	North East Central	CareSource	Medicaid Only	8	0	0	8
Dual Benefits			18	6	52	76	35.19%
(MCP) Total			26	6	52	84	38.89%
United		Medicaid Only	14	0	0	14	6.48%

North East Central	United	Dual Benefits	8	7	103	118	54.63%
		(MCP) Total	22	7	103	132	61.11%
	(Region) Total		48	13	155	216	100.00%
North West	Aetna	Medicaid Only	5	0	0	5	2.81%
		Dual Benefits	20	4	49	73	41.01%
		(MCP) Total	25	4	49	78	43.82%
	Buckeye	Medicaid Only	8	1	0	9	5.06%
		Dual Benefits	13	1	77	91	51.12%
		(MCP) Total	21	2	77	100	56.18%
(Region) Total		46	6	126	178	100.00%	
South West	Aetna	Medicaid Only	13	2	0	15	4.16%
		Dual Benefits	26	10	131	167	46.26%
		(MCP) Total	39	12	131	182	50.42%
	Molina	Medicaid Only	14	2	0	16	4.43%
		Dual Benefits	18	3	142	163	45.15%
		(MCP) Total	32	5	142	179	49.58%
(Region) Total		71	17	273	361	100.00%	
West Central	Buckeye	Medicaid Only	17	2	0	19	7.25%
		Dual Benefits	24	8	114	146	55.73%
		(MCP) Total	41	10	114	165	62.98%
	Molina	Medicaid Only	10	2	0	12	4.58%
		Dual Benefits	8	5	72	85	32.44%
		(MCP) Total	18	7	72	97	37.02%
(Region) Total		59	17	186	262	100.00%	
Total			562	136	1673	2371	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

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

Generated: 6/7/2019

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	3	0	2	5	
			Total	4	0	2	6	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	1	10	11	
			Total	0	1	10	11	
		Total		4	1	12	17	
		Franklin	Aetna	Medicaid Only	15	6	0	21
				Dual Benefits	24	13	74	111
	Total			39	19	74	132	
	Molina		Medicaid Only	8	1	0	9	
			Dual Benefits	7	6	125	138	
			Total	15	7	125	147	
	Total			54	26	199	279	
	Madison		Aetna	Medicaid Only	0	0	0	0
				Dual Benefits	2	0	2	4
		Total		2	0	2	4	
		Molina	Medicaid Only	1	1	0	2	
			Dual Benefits	0	1	0	1	
			Total	1	2	0	3	
		Total		3	2	2	7	
Pickaway		Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	2	4	
	Total		2	0	2	4		
	Molina	Medicaid Only	2	0	0	2		
		Dual Benefits	0	1	7	8		
		Total	2	1	7	10		
	Total		4	1	9	14		

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	0	0
			Total	0	0	0	0
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	1	1	1	3
			Total	1	1	1	3
		Total		1	1	1	3

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	16	6	0	22
			Dual Benefits	31	13	80	124
			Total	47	19	80	146
Molina			Medicaid Only	11	2	0	13
			Dual Benefits	8	10	143	161
			Total	19	12	143	174
Total				66	31	223	320

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	4	1	8	13	
			Total	4	1	8	13	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	4	0	14	18	
			Total	6	0	14	20	
		Total		10	1	22	33	
		Stark	CareSource	Medicaid Only	9	0	0	9
				Dual Benefits	14	2	28	44
	Total			23	2	28	53	
	United		Medicaid Only	7	0	0	7	
			Dual Benefits	5	2	58	65	
			Total	12	2	58	72	
	Total		35	4	86	125		
	Summit	CareSource	Medicaid Only	3	2	0	5	
Dual Benefits			6	1	48	55		
Total			9	3	48	60		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	14	1	0	15
			Dual Benefits	15	3	80	98
			Total	29	4	80	113
		Total		38	7	128	173
	Wayne	CareSource	Medicaid Only	0	0	0	0
			Dual Benefits	1	1	3	5
			Total	1	1	3	5
		United	Medicaid Only	2	1	0	3
			Dual Benefits	0	0	12	12
			Total	2	1	12	15
Total		3	2	15	20		

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	12	2	0	14
			Dual Benefits	25	5	87	117
			Total	37	7	87	131
United			Medicaid Only	25	2	0	27
			Dual Benefits	24	5	164	193
			Total	49	7	164	220
Total				86	14	251	351

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	4	0	0	4
			Dual Benefits	11	1	196	208
			Total	15	1	196	212
		CareSource	Medicaid Only	22	4	0	26
			Dual Benefits	49	14	59	122
			Total	71	18	59	148
		United	Medicaid Only	16	2	0	18
			Dual Benefits	29	2	82	113
			Total	45	4	82	131
		Total		131	23	337	491
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	1	0	6	7	
		Total	1	0	6	7	

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	0	0	2	2	
			Total	0	0	2	2	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	1	0	1	2	
			Total	3	0	1	4	
		Total		4	0	9	13	
		Lake	Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	2	0	18	20
	Total			3	0	18	21	
	CareSource		Medicaid Only	4	0	0	4	
			Dual Benefits	3	4	7	14	
			Total	7	4	7	18	
	United		Medicaid Only	4	1	0	5	
			Dual Benefits	3	3	8	14	
			Total	7	4	8	19	
	Total			17	8	33	58	
	Lorain		Buckeye	Medicaid Only	2	0	0	2
				Dual Benefits	2	1	36	39
				Total	4	1	36	41
			CareSource	Medicaid Only	7	1	0	8
				Dual Benefits	11	3	16	30
		Total		18	4	16	38	
		United	Medicaid Only	3	0	0	3	
			Dual Benefits	3	0	10	13	
			Total	6	0	10	16	
		Total		28	5	62	95	
		Medina	Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	7	7
	Total			1	0	7	8	
CareSource	Medicaid Only		0	0	0	0		
	Dual Benefits		5	0	5	10		
	Total		5	0	5	10		

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	0	2	6	8
			Total	0	2	6	8
		Total		6	2	18	26
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	8	0	0	8
			Dual Benefits	16	2	263	281
			Total	24	2	263	289
CareSource			Medicaid Only	33	5	0	38
			Dual Benefits	68	21	89	178
			Total	101	26	89	216
United			Medicaid Only	25	3	0	28
			Dual Benefits	36	7	107	150
			Total	61	10	107	178
Total				186	38	459	683

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	2	0	8	10	
			Total	2	0	8	10	
		United	Medicaid Only	4	0	0	4	
			Dual Benefits	3	3	24	30	
			Total	7	3	24	34	
		Total			9	3	32	44
		Mahoning	CareSource	Medicaid Only	3	0	0	3
				Dual Benefits	10	4	29	43
	Total			13	4	29	46	
	United		Medicaid Only	7	0	0	7	
			Dual Benefits	4	3	58	65	
			Total	11	3	58	72	
	Total			24	7	87	118	
	Trumbull	CareSource	Medicaid Only	5	0	0	5	
Dual Benefits			6	2	15	23		
Total			11	2	15	28		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	3	0	0	3
			Dual Benefits	1	1	21	23
			Total	4	1	21	26
	Total		15	3	36	54	
North East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	8	0	0	8
			Dual Benefits	18	6	52	76
			Total	26	6	52	84
United			Medicaid Only	14	0	0	14
			Dual Benefits	8	7	103	118
			Total	22	7	103	132
Total				48	13	155	216

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	1	1	
			Total	0	0	1	1	
		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	4	5	
			Total	1	0	4	5	
	Total			1	0	5	6	
	Lucas	Aetna	Medicaid Only	4	0	0	4	
			Dual Benefits	16	4	42	62	
			Total	20	4	42	66	
		Buckeye	Medicaid Only	8	1	0	9	
			Dual Benefits	8	0	66	74	
			Total	16	1	66	83	
		Total			36	5	108	149
		Ottawa	Aetna	Medicaid Only	0	0	0	0
				Dual Benefits	2	0	2	4
Total	2			0	2	4		
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	3	0	1	4
			Total	3	0	1	4
		Total		5	0	3	8
	Wood	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	2	0	4	6
			Total	3	0	4	7
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	1	1	6	8
			Total	1	1	6	8
	Total		4	1	10	15	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	5	0	0	5
			Dual Benefits	20	4	49	73
			Total	25	4	49	78
Buckeye			Medicaid Only	8	1	0	9
			Dual Benefits	13	1	77	91
			Total	21	2	77	100
Total				46	6	126	178

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	6	4	29	39
			Total	7	4	29	40
		Molina	Medicaid Only	1	1	0	2
			Dual Benefits	6	1	21	28
			Total	7	2	21	30
		Total		14	6	50	70
	Clermont	Aetna	Medicaid Only	2	0	0	2
			Dual Benefits	2	1	17	20
			Total	4	1	17	22
		Molina	Medicaid Only	4	0	0	4
			Dual Benefits	0	0	17	17
			Total	4	0	17	21
Total		8	1	34	43		

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	2	1	6	9	
			Total	2	1	6	9	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	4	4	
			Total	1	0	4	5	
		Total		3	1	10	14	
		Hamilton	Aetna	Medicaid Only	10	1	0	11
				Dual Benefits	11	3	69	83
	Total			21	4	69	94	
	Molina		Medicaid Only	6	1	0	7	
			Dual Benefits	10	2	85	97	
			Total	16	3	85	104	
	Total			37	7	154	198	
	Warren		Aetna	Medicaid Only	0	1	0	1
				Dual Benefits	5	1	10	16
		Total		5	2	10	17	
		Molina	Medicaid Only	2	0	0	2	
			Dual Benefits	2	0	15	17	
			Total	4	0	15	19	
		Total		9	2	25	36	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	13	2	0	15	
			Dual Benefits	26	10	131	167	
			Total	39	12	131	182	
Molina			Medicaid Only	14	2	0	16	
			Dual Benefits	18	3	142	163	
			Total	32	5	142	179	
Total				71	17	273	361	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	4	2	0	6	
			Dual Benefits	3	0	15	18	
			Total	7	2	15	24	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	3	0	0	3
			Dual Benefits	3	1	16	20
			Total	6	1	16	23
		Total		13	3	31	47
	Greene	Buckeye	Medicaid Only	3	0	0	3
			Dual Benefits	2	2	15	19
			Total	5	2	15	22
		Molina	Medicaid Only	2	1	0	3
			Dual Benefits	2	0	12	14
			Total	4	1	12	17
		Total		9	3	27	39
		Montgomery	Buckeye	Medicaid Only	10	0	0
	Dual Benefits			19	6	84	109
	Total			29	6	84	119
	Molina		Medicaid Only	5	1	0	6
			Dual Benefits	3	4	44	51
			Total	8	5	44	57
	Total			37	11	128	176
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	17	2	0	19
			Dual Benefits	24	8	114	146
			Total	41	10	114	165
Molina			Medicaid Only	10	2	0	12
			Dual Benefits	8	5	72	85
			Total	18	7	72	97
Total				59	17	186	262
Total				562	136	1673	2371

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

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

Generated: 6/7/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	1	0.80%	8	10.39%	9
	<i>North West</i>	8	6.40%	2	2.60%	10
	<i>South West</i>	7	5.60%	14	18.18%	21
	Total	16	12.80%	24	31.17%	40
Buckeye	<i>North East</i>	4	3.20%	7	9.09%	11
	<i>North West</i>	4	3.20%	2	2.60%	6
	<i>West Central</i>	12	9.60%	8	10.39%	20
	Total	20	16.00%	17	22.08%	37
CareSource	<i>East Central</i>	4	3.20%	2	2.60%	6
	<i>North East</i>	13	10.40%	16	20.78%	29
	<i>North East Central</i>	2	1.60%	4	5.19%	6
	Total	19	15.20%	22	28.57%	41

Molina	<i>Central</i>	7	5.60%	3	3.90%	10
	<i>South West</i>	16	12.80%	5	6.49%	21
	<i>West Central</i>	7	5.60%	5	6.49%	12
	Total	30	24.00%	13	16.88%	43
United	<i>East Central</i>	13	10.40%	1	1.30%	14
	<i>North East</i>	20	16.00%	0	0.00%	20
	<i>North East Central</i>	7	5.60%	0	0.00%	7
	Total	40	32.00%	1	1.30%	41
Total Changes		125	100.00%	77	100.00%	202

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

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

Generated: 6/7/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	1	0.80%	8	10.39%	9
	<i>Molina</i>	7	5.60%	3	3.90%	10
	Total	8	6.40%	11	14.29%	19
North West	<i>Aetna</i>	8	6.40%	2	2.60%	10
	<i>Buckeye</i>	4	3.20%	2	2.60%	6
	Total	12	9.60%	4	5.19%	16
South West	<i>Aetna</i>	7	5.60%	14	18.18%	21
	<i>Molina</i>	16	12.80%	5	6.49%	21
	Total	23	18.40%	19	24.68%	42
North East	<i>Buckeye</i>	4	3.20%	7	9.09%	11
	<i>CareSource</i>	13	10.40%	16	20.78%	29
	<i>United</i>	20	16.00%	0	0.00%	20
	Total	37	29.60%	23	29.87%	60

West Central	<i>Buckeye</i>	12	9.60%	8	10.39%	20
	<i>Molina</i>	7	5.60%	5	6.49%	12
	Total	19	15.20%	13	16.88%	32
East Central	<i>CareSource</i>	4	3.20%	2	2.60%	6
	<i>United</i>	13	10.40%	1	1.30%	14
	Total	17	13.60%	3	3.90%	20
North East Central	<i>CareSource</i>	2	1.60%	4	5.19%	6
	<i>United</i>	7	5.60%	0	0.00%	7
	Total	9	7.20%	4	5.19%	13
Total Changes		125	100.00%	77	100.00%	202

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 5/1/2019 to 5/31/2019

Total Surveys Available for Completion: 53615

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	3	12.00%	19	76.00%	2	8.00%	1	4.00%	25	100.00%
Our answers to your questions	8	32.00%	15	60.00%	0	0.00%	2	8.00%	25	100.00%
Our courtesy to you and your family	17	68.00%	8	32.00%	0	0.00%	0	0.00%	25	100.00%
Overall, how would you rate our staff and services	11	44.00%	11	44.00%	1	4.00%	2	8.00%	25	100.00%
Total	39	39.00%	53	53.00%	3	3.00%	5	5.00%	100	100.00%

Number of Surveys Attempted: 719

Number of Completed Customer Satisfaction Surveys: 40