



AUTOMATED HEALTH SYSTEMS

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Ohio Medicaid Consumer Hotline Monthly Report June 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 3,498 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 27. 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

- 332,644 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 230,950 Total Calls (inbound and outbound)
 - 28,776 Call Fire Campaign Calls
 - 7,216 MyCare Outreach Calls
 - 60,358 Renewal Outreach Calls
 - 1,812 MBIWD Outreach Calls
 - 3,498 Provider Calls
 - 34 Insure Kids Now/Governor's Hotline
- 8% abandonment rate
- 6 minutes 07 seconds average talk time
- 1 minutes 25 seconds average speed to answer
- .0046% Blockage Rate (May 2019) *
- 98.5% First-Call Resolution Rate
- 89.5% 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 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	05/27/19	0	0	0	269	269	0	0%	0	269	:00:00	:00:00	:00:00
Tue	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
Sat	06/01/19	1084	1079	6	28	1112	5	0%	325	1437	:01:50	:00:11	:05:45
Sun	06/02/19	0	0	0	270	270	0	0%	0	270	:00:00	:00:00	:00:00
	Week end	43136	39341	2583	706	43842	3795	9%	4760	48602	:29:44	:02:03	:06:05
	June Only	1084	1079	6	298	1382	5	0%	325	1707	:01:50	:00:11	:05:45
Mon	06/03/19	11976	10787	696	91	12067	1189	10%	1297	13364	:26:37	:02:59	:06:14
Tues	06/04/19	10464	9420	610	58	10522	1044	10%	1114	11636	:24:00	:02:03	:06:24
Wed	06/05/19	9971	9111	587	60	10031	860	9%	1430	11461	:24:22	:02:18	:06:22
Thurs	06/06/19	9532	8808	447	12	9544	724	8%	1040	10584	:20:51	:01:45	:06:01
Fri	06/07/19	9127	8353	433	11	9138	774	8%	1200	10338	:18:00	:02:03	:06:18
Sat	06/08/19	1621	1601	20	11	1632	20	1%	663	2295	:12:59	:01:02	:05:12
Sun	06/09/19	0	0	0	195	195	0	0%	0	195	:00:00	:00:00	:00:00
	Week end	52691	48080	2793	438	53129	4611	9%	6744	59873	:26:37	:02:02	:06:12
Mon	06/10/19	12951	11567	930	21	12972	1384	11%	1033	14005	:28:06	:02:36	:06:05
Tues	06/11/19	10454	9594	584	21	10475	860	8%	1107	11582	:27:35	:01:52	:06:06
Wed	06/12/19	9364	8771	437	15	9379	593	6%	1162	10541	:17:52	:01:21	:05:53
Thurs	06/13/19	9098	8563	389	15	9113	535	6%	928	10041	:15:04	:01:13	:05:53
Fri	06/14/19	8537	7857	402	13	8550	680	8%	800	9350	:22:03	:01:40	:06:08
Sat	06/15/19	1004	998	14	76	1080	6	1%	650	1730	:05:57	:00:42	:06:20
Sun	06/16/19	0	0	0	177	177	0	0%	0	177	:00:00	:00:00	:00:00
	Week end	51408	47350	2756	338	51746	4058	8%	5680	57426	:28:06	:01:34	:06:01
Mon	06/17/19	12537	11041	930	25	12562	1496	12%	926	13488	:28:06	:03:09	:06:15
Tues	06/18/19	11066	9883	734	19	11085	1183	11%	1394	12479	:26:51	:02:39	:06:14
Wed	06/19/19	9753	8837	523	15	9768	916	9%	1108	10876	:23:00	:02:06	:06:21
Thurs	06/20/19	10046	9123	539	18	10064	923	9%	953	11017	:21:12	:02:07	:06:17
Fri	06/21/19	7988	7515	268	10	7998	473	6%	981	8979	:14:42	:01:08	:06:13
Sat	06/22/19	892	888	11	17	909	4	0%	664	1573	:06:59	:00:44	:05:15
Sun	06/23/19	0	0	0	188	188	0	0%	0	188	:00:00	:00:00	:00:00
	Week end	52282	47287	3005	292	52574	4995	10%	6026	58600	:28:06	:01:59	:06:14
Mon	06/24/19	11107	10139	561	19	11126	968	9%	1035	12161	:21:22	:02:04	:06:02
Tue	06/25/19	8712	8315	273	18	8730	397	5%	1090	9820	:13:25	:01:00	:06:05
Wed	06/26/19	9333	8796	381	26	9359	537	6%	1039	10398	:25:44	:01:20	:05:56
Thu	06/27/19	9183	8562	436	26	9209	621	7%	1004	10213	:24:15	:01:38	:06:09
Fri	06/28/19	7956	7513	257	11	7967	443	6%	809	8776	:16:22	:01:14	:06:11
Sat	06/29/19	1238	1235	10	29	1267	3	0%	404	1671	:04:00	:00:39	:04:45
Sun	06/30/19	0	0	0	305	305	0	0%	0	305	:00:00	:00:00	:00:00
	Week end	47529	44560	1918	434	47963	2969	6%	5381	53344	:25:44	:01:19	:06:02
	Month End	204994	188356	10478	1800	206794	16638	8%	24156	230950	:28:06	:01:25	:06:07

Ohio Consumer Hotline - Activity Summary Report

6/1/2019 to 6/30/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	11
	ODM Inquiry	8
	Total	19
<i>FFS Billing</i>	Billing Number	504
	Claims Request	15
	General Billing Questions	474
	Received Bill (Needs Letter)	37
	Total	1030
<i>General Benefits</i>	Application / Eligibility	1221
	Assisted Living	2
	Behavioral Health Redesign Questions	1
	Billing Number	158
	Certificate of Coverage	7
	DCC Benefits	1
	Dental	245
	Equipment	94
	Healthchek Services	9
	Home Health Care	19
	Hospice / Palliative Care	2
	Inquiry on Covered Services	875
	Long Term Care	21
	Medicaid Expansion	57
	Medicaid School Program	1
	Opioid Treatment	3
	Physical / Occupational Therapy	6
	Pregnancy Related Services	10
	Prescriptions	600
	SRSP Benefits	53
State Hearing	11	
Transportation	304	

General Benefits	Vision	75
	Total	3775
HIPAA	Information	4
	Total	4
Incident Report	Billing Inquiry	136
	Reimbursement Inquiry	10
	Total	146
Inquiry	029 Error	116
	574 Error - Not Eligible	14
	Already Selected	245
	Called to Check on Just Cause Status	10
	CDJFS	1121
	Change in Name	84
	Change in Phone Number / Address	482
	Child Care	10
	Customer Survey	4
	General Questions	6411
	Hotline	1318
	Person Calling Not PIP / AG Head	263
	Referred Consumer to County Worker	910
	SNAP (Food Stamps)	485
	Social Security	24
	Status Change Request (Name, Address, Phone, Etc.)	317
	TANF (Cash Assistance)	30
	Transferred in Error	2
	WIC	8
	Total	11854
Issue / Concern	Issue / Concern about MCP	115
	Issue / Concern about Provider	9
	Issue / Concern with Caseworker	5
	Issue / Concern with ODM	13
	Total	142
Mailings	ABD EMP Enrollment Packet	3
	Billing Incident Letter	150

Mailings	CFC EMP Enrollment Packet	20
	JC Approval Change MCP	77
	JC Approval Change MCP - Requestor	52
	JC Approval FFS	26
	Mandatory Change MCP to MCP	443
	MBI-WD Application	7
	Medicaid Application (7216)	287
	Medicaid Program Enrollment & Benefit Information	28
	MMC Mandatory	37454
	MMC Voluntary	295
	MyCare EMP Enrollment Packet	40
	MyCare Reminder Letter	2219
	MyCare TPL Approval Letter	1
	MyCare TPL Denial Letter	2
	New Mandatory	38
	New Mandatory CFC Adult	1
	OMH Mandatory MyCare Letter	22
	QIT Packet	39
	Reimbursement Letter	11
	Resolution	2
Veterans on Medicaid Program Brochure	1	
Total	41218	
Managed Care Info & Referral	Benefit Package	239
	Billing Number	376
	Called to Check on Doctors	48
	Card	1296
	Case Addition	34
	Case Closed	35
	Case Pending	211
	Category Closed	97
	Consumer Needs To Be Auto Re-Enrolled	13
	CSP (formerly PACT)	1
	Failed Eligibility Information	468
		2655

Managed Care Info & Referral	Just Cause Status	84
	Open Enrollment Questions	513
	Payment	19
	Phone Numbers	638
	Provider Name	591
	Returned NME / Notice	8
	Transfer Request - Bureau of Managed Care	11
	Wanted Phone Number of MCP	590
	Total	7927
MBI-WD	AG Collections Questions	3
	Application / Eligibility	12
	Benefit Package / Covered Services	9
	Premium Collection Issue - Needs Follow-Up	1
	Program Information	41
	Questions About Premiums	32
	Total	98
Medicaid (MAGI and ABD)	1095B FAQ	23
	Application Status	1931
	Behavioral Health Question / Inquiry	5
	Case Change	924
	Case Inquiry	14193
	Certificate Of Coverage	57
	Citizenship/Other Verifications	823
	DDR Question / Inquiry	42
	DRC Question / Inquiry	3
	EOMB Question / Inquiry	3
	Estate Recovery	25
	Family Planning Services Question / Inquiry	7
	FFS Card	650
	General Program Information	3700
	HIPPA Question / Inquiry	7
	Home Health Care Question / Inquiry	24
	Income Guidelines/Questions	1439
	Long Term Care Question / Inquiry	26

Medicaid (MAGI and ABD)	MBIWD Question / Inquiry	14
	Questions About Letter/NOA	1029
	Re-Application on a Denied Case	120
	Renewal Application Reported	6420
	Renewal Questions	8469
	Reprint NOA or FFS Card	325
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	353
	Requested Telephone Application – Transfer to Collabor8	1986
	State Hearing	171
	Tort Question / Inquiry	6
	Veterans on Medicaid Program	3
	Total	42778
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	307
	Medicare Premium Assistance Program (Part B Payments)	1466
	On-site Facilitated Enrollment	5
	Part A Questions	191
	Part B Questions	1064
	Part C / Advantage Plan Questions	98
	Part D / PDP Questions	348
	Part D Letter Inquiry	27
	Total	3506
MyCare Ohio	General Information	1387
	Issue Accessing Services	124
	Loss of MyCare Eligibility	92
	Medicaid Only Benefit Information	189
	MyCare Ohio Card	222
	On-site facilitated enrollment	16
	Opt-In/Opt-Out Questions	814
	Prescription Questions	97
	Transition of Care	8
	Total	2949
Ohio Benefits Self Service Portal	Access my Benefits	24

Ohio Benefits Self Service Portal	Account Creation/Management	3
	Account Lock Out	18
	Application Assistance	13
	Apply for Benefits	18
	Call Transferred from Enterprise Help Desk to OMH	116
	County Office Location/Hours	5
	Electronic Verification	2
	Forgot Password Link	9
	Forgot User Name Link	3
	Frequently Asked Questions	5
	General Navigation	6
	How to use this Site	7
	Message Center	8
	Provided Link to Website	36
	Renewal Packet Questions	8
	SNAP/TANF Questions	2
	Submit Error Issue	21
	Transfer Call to Tier 2/3	17
	Total	321
	Ohio Integrated Eligibility System (OIES)	Case Inquiry/Case Status
Contact CDJS		348
Electronic Verification Process		30
Journal Creation & Management		214
MAGI (Modified Adjusted Gross Income) Program Information		4
Notice of Action Explanation		58
Reapply on a Denied Case		5
Reprint FFS card from Hotline		282
Reprint NOA from Hotline		35
Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back		132
Requested Telephone Application, transfer to Collobor8		658
Total		2471
Prior Authorization		How to Obtain
	Letter	7

Prior Authorization	Program Information	100
	Status	56
	Total	285
Provider	Electronic Visit Verification (EVV) Initiative Letter	69
	Fee-For-Service Provider Names	75
	Referred to MCP For Provider List	72
	Referred to ODM Website For Provider List	30
	Total	246
QIT	Created QIT Outreach [LEGACY]	12
	Deceased	4
	Outreach Call	1
	Provided Banking Resources	10
	Provided explanation of QIT definitions	13
	QIT - General Program Information	233
	Reported Under Income	4
	Requested QIT packet by email	6
	Requested QIT packet by mail	5
	Total	288
Reimbursement	Decision	6
	Information	106
	State Hearing	1
	Total	113
State Hearings	How to Request	137
	Program Information	57
	Status	26
	Total	220
Surveys	Call Center Survey	2453
	Managed Care Survey	3
	OMAS Survey	136
	Total	2592
Tasks	AHS Billing Research - Letter	145
	AHS Claims Request	23
	AHS Consumer Issue/Concerns	46
	AHS Enrollment Error	944

Tasks	AHS Enrollment Issue	360
	AHS Further Research Needed	2
	AHS Just Cause	689
	AHS MBIWD - Premium Issue	2
	AHS MBIWD - Refund Research	2
	AHS MBIWD Linking	60
	AHS Medicare Premium Payments Research	96
	AHS MITS Issue - Daily List	1
	AHS MMC - Final Signed Letter / Email	3
	AHS MMC Contact	180
	AHS Reimbursement - Letter	11
	AHS Web Contact - OMH Website	515
	ODM Complaint - Consumer	105
	ODM Complaint - Provider	377
	ODM Just Cause	14
Total	3575	
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	19
	General Information	111
	Need Medications Now	6
	Referral to Case Worker	92
	Referral to TPL Vendor	33
	Total	261
Waiver	Application / Eligibility	178
	Benefit Package / Covered Services	68
	Billing Number	3
	Card	13
	Change	7
	Estate Recovery	8
	Hearing	3
	Independent Provider	2
	Patient Evaluation	13
	Patient Liability	20
	Program Information	244
	Waiting List	4
	Total	563

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

6/1/2019 to 6/30/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	270
	ACS / First Health	62
	ADAMH	1
	Area Agency on Aging	55
	BCCP Regional Agency	4
	BCMh	2
	Bureau of Home and Community Services	2
	Case Management Agency	42
	Caseworker	916
	Child Support Enforcement Agency	4
	Complaint Department	6
	County Department of Job & Family Services	4306
	First Link	11
	Food Stamp Hotline	73
	Golden Buckeye Hotline	3
	HomeHealthAgency	5
	Info & Refer	739
	In-House	15
	Legal Aid	5
	Managed Care Plan	901
	Managed Care/Just Cause Section	5
	MR / DD Board	7
	ODM	2
	Ohio Department of Insurance	14
	Ohio Hospice	1
	Ohio's Best Rx	9
	Ombudsman	6
OSHIIP	54	

Referral	Other Medical Services Agency	51
	Other Social Services Agency	14
	Out-of-State Medicaid Hotline	44
	PACT	1
	Pharmacy	90
	Prescription Drug Plan (PDP)	49
	Provider	352
	Provider Services Call Center	198
	Public Children's Services	7
	Social Security Administration	59
	StateHearingDivision	184
	StateMedicalBoard	4
	Supervisor	33
	Tort Unit	41
	Website - ODM	32
WIC Office	1	

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

Reporting Period: 6/1/2019 - 6/30/2019
 Generated: 7/3/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	35	52.24%	141	81.03%	176	73.03%
Call Campaign	29	43.28%	12	6.90%	41	17.01%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	1	1.49%	0	0.00%	1	0.41%
IVR	2	2.99%	9	5.17%	11	4.56%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	0	0.00%	12	6.90%	12	4.98%
TOTAL	67	100%	174	100%	241	100%

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

Reporting Period: 6/1/2019 - 6/30/2019
 Generated: 7/3/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	35	19.89%	141	80.11%	176	100%
Call Campaign	29	70.73%	12	29.27%	41	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	1	100.00%	0	0.00%	1	100%
IVR	2	18.18%	9	81.82%	11	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	0	0.00%	12	100.00%	12	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	3	4.48%	5	2.87%
	North East	1	1.49%	9	5.17%
	West	4	5.97%	4	2.30%
	Total	8	11.94%	18	10.34%
CareSource	Central/South East	10	14.93%	23	13.22%
	North East	13	19.40%	34	19.54%
	West	12	17.91%	41	23.56%
	Total	35	52.24%	98	56.32%
Molina	Central/South East	4	5.97%	14	8.05%
	North East	3	4.48%	2	1.15%
	West	3	4.48%	8	4.60%
	Total	10	14.93%	24	13.79%
Paramount	Central/South East	2	2.99%	3	1.72%
	North East	1	1.49%	1	0.57%
	West	1	1.49%	10	5.75%
	Total	4	5.97%	14	8.05%
United	Central/South East	2	2.99%	7	4.02%
	North East	6	8.96%	10	5.75%
	West	2	2.99%	3	1.72%
	Total	10	14.93%	20	11.49%
Total		67	100.00%	174	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	3	14.29%	5	9.62%
	CareSource	10	47.62%	23	44.23%
	Molina	4	19.05%	14	26.92%
	Paramount	2	9.52%	3	5.77%
	United	2	9.52%	7	13.46%
	Total		21	100.00%	52
North East	Buckeye	1	4.17%	9	16.07%
	CareSource	13	54.17%	34	60.71%
	Molina	3	12.50%	2	3.57%
	Paramount	1	4.17%	1	1.79%
	United	6	25.00%	10	17.86%
	Total		24	100.00%	56
West	Buckeye	4	18.18%	4	6.06%
	CareSource	12	54.55%	41	62.12%
	Molina	3	13.64%	8	12.12%
	Paramount	1	4.55%	10	15.15%
	United	2	9.09%	3	4.55%
	Total		22	100.00%	66
Total			67		174

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

Reporting Period: 6/1/2019 - 6/30/2019
Generated: 7/3/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	73	238	311
North East	80	276	356
West	88	230	318
Total For All Regions	241	744	985

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

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	3	5	22	30	9.65%
	<i>CareSource</i>	10	23	37	70	22.51%
	<i>Molina</i>	4	14	71	89	28.62%
	<i>Paramount</i>	2	3	52	57	18.33%
	<i>United</i>	2	7	56	65	20.90%
	<i>(Region) Total</i>	21	52	238	311	100.00%
North East	<i>Buckeye</i>	1	9	58	68	19.10%
	<i>CareSource</i>	13	34	38	85	23.88%
	<i>Molina</i>	3	2	50	55	15.45%
	<i>Paramount</i>	1	1	68	70	19.66%
	<i>United</i>	6	10	62	78	21.91%
	<i>(Region) Total</i>	24	56	276	356	100.00%
West	<i>Buckeye</i>	4	4	78	86	27.04%
	<i>CareSource</i>	12	41	39	92	28.93%
	<i>Molina</i>	3	8	43	54	16.98%
	<i>Paramount</i>	1	10	47	58	18.24%
	<i>United</i>	2	3	23	28	8.81%
	<i>(Region) Total</i>	22	66	230	318	100.00%
Total		67	174	744	985	

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

Reporting Period: 6/1/2019 - 6/30/2019
 Generated: 7/3/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1181	29.41%	3518	68.13%	4699	51.19%
Call Campaign	1330	33.12%	378	7.32%	1708	18.61%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	1	0.02%	1	0.02%	2	0.02%
File Transfer	1384	34.46%	375	7.26%	1759	19.16%
IVR	70	1.74%	398	7.71%	468	5.10%
Mail	0	0.00%	1	0.02%	1	0.01%
Website	50	1.25%	493	9.55%	543	5.92%
TOTAL	4016	100%	5164	100%	9180	100%

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

Reporting Period: 6/1/2019 - 6/30/2019
Generated: 7/3/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1181	25.13%	3518	74.87%	4699	100%
Call Campaign	1330	77.87%	378	22.13%	1708	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	1	50.00%	1	50.00%	2	100%
File Transfer	1384	78.68%	375	21.32%	1759	100%
IVR	70	14.96%	398	85.04%	468	100%
Mail	0	0.00%	1	100.00%	1	100%
Website	50	9.21%	493	90.79%	543	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: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	173	4.31%	37	0.72%
	North East	232	5.78%	216	4.18%
	West	193	4.81%	157	3.04%
	Total	598	14.89%	410	7.94%
CareSource	Central/South East	549	13.67%	862	16.69%
	North East	796	19.82%	1227	23.76%
	West	708	17.63%	1466	28.39%
	Total	2053	51.12%	3555	68.84%
Molina	Central/South East	227	5.65%	158	3.06%
	North East	85	2.12%	29	0.56%
	West	135	3.36%	48	0.93%
	Total	447	11.13%	235	4.55%
Paramount	Central/South East	72	1.79%	23	0.45%
	North East	109	2.71%	54	1.05%
	West	203	5.05%	387	7.49%
	Total	384	9.56%	464	8.99%
United	Central/South East	147	3.66%	155	3.00%
	North East	251	6.25%	255	4.94%
	West	136	3.39%	90	1.74%
	Total	534	13.30%	500	9.68%
Total		4016	100.00%	5164	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	173	14.81%	37	3.00%
	CareSource	549	47.00%	862	69.80%
	Molina	227	19.43%	158	12.79%
	Paramount	72	6.16%	23	1.86%
	United	147	12.59%	155	12.55%
	Total	1168	100.00%	1235	100.00%
North East	Buckeye	232	15.75%	216	12.13%
	CareSource	796	54.04%	1227	68.89%
	Molina	85	5.77%	29	1.63%
	Paramount	109	7.40%	54	3.03%
	United	251	17.04%	255	14.32%
	Total	1473	100.00%	1781	100.00%
West	Buckeye	193	14.04%	157	7.31%
	CareSource	708	51.49%	1466	68.25%
	Molina	135	9.82%	48	2.23%
	Paramount	203	14.76%	387	18.02%
	United	136	9.89%	90	4.19%
	Total	1375	100.00%	2148	100.00%
Total		4016		5164	

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

Reporting Period: 6/1/2019 - 6/30/2019
Generated: 7/3/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	2403	7171	9574
North East	3254	10813	14067
West	3523	10018	13541
Total For All Regions	9180	28002	37182

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

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	173	37	1901	2111	22.05%
	CareSource	549	862	1631	3042	31.77%
	Molina	227	158	1279	1664	17.38%
	Paramount	72	23	1286	1381	14.42%
	United	147	155	1074	1376	14.37%
	(Region) Total	1168	1235	7171	9574	100.00%
North East	Buckeye	232	216	2742	3190	22.68%
	CareSource	796	1227	2422	4445	31.60%
	Molina	85	29	1819	1933	13.74%
	Paramount	109	54	2162	2325	16.53%
	United	251	255	1668	2174	15.45%
	(Region) Total	1473	1781	10813	14067	100.00%
West	Buckeye	193	157	2653	3003	22.18%
	CareSource	708	1466	2379	4553	33.62%
	Molina	135	48	1573	1756	12.97%
	Paramount	203	387	1929	2519	18.60%
	United	136	90	1484	1710	12.63%
	(Region) Total	1375	2148	10018	13541	100.00%
Total		4016	5164	28002	37182	

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

Reporting Period: 6/1/2019 - 6/30/2019
 Generated: 7/3/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	139	29.45%	25	19.38%	164	27.29%
Call	Dual Benefits	264	55.93%	83	64.34%	347	57.74%
	Total	403	85.38%	108	83.72%	511	85.02%
Call Campaign	Medicaid Only	4	0.85%	0	0.00%	4	0.67%
Call Campaign	Dual Benefits	8	1.69%	1	0.78%	9	1.50%
	Total	12	2.54%	1	0.78%	13	2.16%
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	1	0.21%	1	0.78%	2	0.33%
Fax	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	1	0.21%	1	0.78%	2	0.33%
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	8	1.69%	2	1.55%	10	1.66%
IVR	Dual Benefits	29	6.14%	6	4.65%	35	5.82%
	Total	37	7.84%	8	6.20%	45	7.49%
Mail	Medicaid Only	1	0.21%	0	0.00%	1	0.17%
Mail	Dual Benefits	2	0.42%	0	0.00%	2	0.33%
	Total	3	0.64%	0	0.00%	3	0.50%
Website	Medicaid Only	5	1.06%	0	0.00%	5	0.83%
Website	Dual Benefits	11	2.33%	11	8.53%	22	3.66%
	Total	16	3.39%	11	8.53%	27	4.49%
TOTAL		472	100%	129	100%	601	100%

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

Reporting Period: 6/1/2019 - 6/30/2019
Generated: 7/3/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	139	84.76%	25	15.24%	164	100%
	Dual Benefits	264	76.08%	83	23.92%	347	100%
	Total	403	78.86%	108	21.14%	511	100%
Call Campaign	Medicaid Only	4	100.00%	0	0.00%	4	100%
	Dual Benefits	8	88.89%	1	11.11%	9	100%
	Total	12	92.31%	1	7.69%	13	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	1	50.00%	1	50.00%	2	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	1	50.00%	1	50.00%	2	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	8	80.00%	2	20.00%	10	100%
	Dual Benefits	29	82.86%	6	17.14%	35	100%
	Total	37	82.22%	8	17.78%	45	100%
Mail	Medicaid Only	1	100.00%	0	0.00%	1	100%
	Dual Benefits	2	100.00%	0	0.00%	2	100%
	Total	3	100.00%	0	0.00%	3	100%
Website	Medicaid Only	5	100.00%	0	0.00%	5	100%
	Dual Benefits	11	50.00%	11	50.00%	22	100%
	Total	16	59.26%	11	40.74%	27	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE
BY MANAGED CARE PLAN

Region and MCP as a Percentage of Type

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	7	1.48%	4	3.10%	
		Dual Benefits	28	5.93%	15	11.63%	
		Total	35	7.42%	19	14.73%	
	North West	Medicaid Only	5	1.06%	3	2.33%	
		Dual Benefits	11	2.33%	3	2.33%	
		Total	16	3.39%	6	4.65%	
	South West	Medicaid Only	13	2.75%	2	1.55%	
		Dual Benefits	18	3.81%	4	3.10%	
		Total	31	6.57%	6	4.65%	
	Total		82	17.37%	31	24.03%	
	Buckeye	North East	Medicaid Only	10	2.12%	0	0.00%
			Dual Benefits	9	1.91%	3	2.33%
Total			19	4.03%	3	2.33%	
North West		Medicaid Only	5	1.06%	0	0.00%	
		Dual Benefits	9	1.91%	4	3.10%	
		Total	14	2.97%	4	3.10%	
West Central		Medicaid Only	18	3.81%	3	2.33%	
		Dual Benefits	21	4.45%	14	10.85%	
		Total	39	8.26%	17	13.18%	
Total			72	15.25%	24	18.60%	
CareSource		East Central	Medicaid Only	10	2.12%	1	0.78%
			Dual Benefits	20	4.24%	6	4.65%
	Total		30	6.36%	7	5.43%	
	North East	Medicaid Only	20	4.24%	6	4.65%	
		Dual Benefits	70	14.83%	12	9.30%	
		Total	90	19.07%	18	13.95%	
	North East Central	Medicaid Only	7	1.48%	1	0.78%	

CareSource	North East Central	Dual Benefits	15	3.18%	4	3.10%	
		Total	22	4.66%	5	3.88%	
	Total		142	30.08%	30	23.26%	
Molina	Central	Medicaid Only	7	1.48%	0	0.00%	
		Dual Benefits	19	4.03%	4	3.10%	
		Total	26	5.51%	4	3.10%	
	South West	Medicaid Only	8	1.69%	2	1.55%	
		Dual Benefits	19	4.03%	13	10.08%	
		Total	27	5.72%	15	11.63%	
	West Central	Medicaid Only	1	0.21%	2	1.55%	
		Dual Benefits	10	2.12%	5	3.88%	
		Total	11	2.33%	7	5.43%	
	Total		64	13.56%	26	20.16%	
	United	East Central	Medicaid Only	23	4.87%	1	0.78%
			Dual Benefits	14	2.97%	9	6.98%
Total			37	7.84%	10	7.75%	
North East		Medicaid Only	19	4.03%	2	1.55%	
		Dual Benefits	41	8.69%	3	2.33%	
		Total	60	12.71%	5	3.88%	
North East Central		Medicaid Only	5	1.06%	1	0.78%	
		Dual Benefits	10	2.12%	2	1.55%	
		Total	15	3.18%	3	2.33%	
Total			112	23.73%	18	13.95%	
Total			472	100.00%	129	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	7	11.48%	4	17.39%	
		Dual Benefits	28	45.90%	15	65.22%	
		Total	35	57.38%	19	82.61%	
	Molina	Medicaid Only	7	11.48%	0	0.00%	
		Dual Benefits	19	31.15%	4	17.39%	
		Total	26	42.62%	4	17.39%	
	Total		61	100.00%	23	100.00%	
	East Central	CareSource	Medicaid Only	10	14.93%	1	5.88%
			Dual Benefits	20	29.85%	6	35.29%
Total			30	44.78%	7	41.18%	
United		Medicaid Only	23	34.33%	1	5.88%	
		Dual Benefits	14	20.90%	9	52.94%	
		Total	37	55.22%	10	58.82%	
Total			67	100.00%	17	100.00%	
North East		Buckeye	Medicaid Only	10	5.92%	0	0.00%
			Dual Benefits	9	5.33%	3	11.54%
	Total		19	11.24%	3	11.54%	
	CareSource	Medicaid Only	20	11.83%	6	23.08%	
		Dual Benefits	70	41.42%	12	46.15%	
		Total	90	53.25%	18	69.23%	
	United	Medicaid Only	19	11.24%	2	7.69%	
		Dual Benefits	41	24.26%	3	11.54%	
		Total	60	35.50%	5	19.23%	
	Total		169	100.00%	26	100.00%	
	North East Central	CareSource	Medicaid Only	7	18.92%	1	12.50%
			Dual Benefits	15	40.54%	4	50.00%
Total			22	59.46%	5	62.50%	

North East Central	United	Medicaid Only	5	13.51%	1	12.50%
		Dual Benefits	10	27.03%	2	25.00%
		Total	15	40.54%	3	37.50%
	Total		37	100.00%	8	100.00%
North West	Aetna	Medicaid Only	5	16.67%	3	30.00%
		Dual Benefits	11	36.67%	3	30.00%
		Total	16	53.33%	6	60.00%
	Buckeye	Medicaid Only	5	16.67%	0	0.00%
		Dual Benefits	9	30.00%	4	40.00%
		Total	14	46.67%	4	40.00%
	Total		30	100.00%	10	100.00%
	South West	Aetna	Medicaid Only	13	22.41%	2
Dual Benefits			18	31.03%	4	19.05%
Total			31	53.45%	6	28.57%
Molina		Medicaid Only	8	13.79%	2	9.52%
		Dual Benefits	19	32.76%	13	61.90%
		Total	27	46.55%	15	71.43%
Total			58	100.00%	21	100.00%
West Central		Buckeye	Medicaid Only	18	36.00%	3
	Dual Benefits		21	42.00%	14	58.33%
	Total		39	78.00%	17	70.83%
	Molina	Medicaid Only	1	2.00%	2	8.33%
		Dual Benefits	10	20.00%	5	20.83%
		Total	11	22.00%	7	29.17%
	Total		50	100.00%	24	100.00%
	Total		472		129	

MyCare ASSIGNMENT BY REGION

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	18	0	Medicaid only	18
	66	157	Dual benefits	223
	84	157		241
East Central	35	0	Medicaid only	35
	48	204	Dual benefits	252
	83	204		287
North East	57	0	Medicaid only	57
	138	324	Dual benefits	462
	195	324		519
North East Central	14	0	Medicaid only	14
	31	98	Dual benefits	129
	45	98		143
North West	13	0	Medicaid only	13
	27	94	Dual benefits	121
	40	94		134
South West	25	0	Medicaid only	25
	54	214	Dual benefits	268
	79	214		293
West Central	24	0	Medicaid only	24
	50	148	Dual benefits	198
	74	148		222
Total For All Regions	600	1239		1839

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 6/1/2019 - 6/30/2019
Generated: 7/3/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	7	4	0	11	4.56%
		Dual Benefits	28	15	46	89	36.93%
		(MCP) Total	35	19	46	100	41.49%
	Molina	Medicaid Only	7	0	0	7	2.90%
		Dual Benefits	19	4	111	134	55.60%
		(MCP) Total	26	4	111	141	58.51%
	(Region) Total		61	23	157	241	100.00%
East Central	CareSource	Medicaid Only	10	1	0	11	3.82%
		Dual Benefits	20	6	75	101	35.07%
		(MCP) Total	30	7	75	112	38.89%
	United	Medicaid Only	23	1	0	24	8.33%
		Dual Benefits	14	9	129	152	52.78%
		(MCP) Total	37	10	129	176	61.11%
	(Region) Total		67	17	204	288	100.00%
North East	Buckeye	Medicaid Only	10	0	0	10	1.93%
		Dual Benefits	9	3	169	181	34.87%
		(MCP) Total	19	3	169	191	36.80%
	CareSource	Medicaid Only	20	6	0	26	5.01%
		Dual Benefits	70	12	70	152	29.29%
		(MCP) Total	90	18	70	178	34.30%
	United	Medicaid Only	19	2	0	21	4.05%
		Dual Benefits	41	3	85	129	24.86%
		(MCP) Total	60	5	85	150	28.90%
	(Region) Total		169	26	324	519	100.00%
	North East Central	CareSource	Medicaid Only	7	1	0	8
Dual Benefits			15	4	33	52	36.36%
(MCP) Total			22	5	33	60	41.96%
United		Medicaid Only	5	1	0	6	4.20%

North East Central	United	Dual Benefits	10	2	65	77	53.85%
		(MCP) Total	15	3	65	83	58.04%
	(Region) Total		37	8	98	143	100.00%
North West	Aetna	Medicaid Only	5	3	0	8	5.97%
		Dual Benefits	11	3	34	48	35.82%
		(MCP) Total	16	6	34	56	41.79%
	Buckeye	Medicaid Only	5	0	0	5	3.73%
		Dual Benefits	9	4	60	73	54.48%
		(MCP) Total	14	4	60	78	58.21%
(Region) Total		30	10	94	134	100.00%	
South West	Aetna	Medicaid Only	13	2	0	15	5.12%
		Dual Benefits	18	4	81	103	35.15%
		(MCP) Total	31	6	81	118	40.27%
	Molina	Medicaid Only	8	2	0	10	3.41%
		Dual Benefits	19	13	133	165	56.31%
		(MCP) Total	27	15	133	175	59.73%
(Region) Total		58	21	214	293	100.00%	
West Central	Buckeye	Medicaid Only	18	3	0	21	9.46%
		Dual Benefits	21	14	92	127	57.21%
		(MCP) Total	39	17	92	148	66.67%
	Molina	Medicaid Only	1	2	0	3	1.35%
		Dual Benefits	10	5	56	71	31.98%
		(MCP) Total	11	7	56	74	33.33%
(Region) Total		50	24	148	222	100.00%	
Total			472	129	1239	1840	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 6/1/2019 - 6/30/2019
 Generated: 7/3/2019

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	3	0	1	4	
			Total	3	0	1	4	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	4	0	6	10	
			Total	4	0	6	10	
		Total		7	0	7	14	
		Franklin	Aetna	Medicaid Only	6	3	0	9
				Dual Benefits	25	14	36	75
	Total			31	17	36	84	
	Molina		Medicaid Only	7	0	0	7	
			Dual Benefits	11	4	91	106	
			Total	18	4	91	113	
	Total			49	21	127	197	
	Madison		Aetna	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	3	3
		Total		1	0	3	4	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	3	4	
			Total	1	0	3	4	
		Total		2	0	6	8	
Pickaway		Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	4	4	
	Total		0	0	4	4		
	Molina	Medicaid Only	0	0	0	0		
		Dual Benefits	3	0	8	11		
		Total	3	0	8	11		
	Total		3	0	12	15		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	0	1	0	1
			Dual Benefits	0	1	2	3
			Total	0	2	2	4
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	3	3
			Total	0	0	3	3
		Total		0	2	5	7

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	7	4	0	11
			Dual Benefits	28	15	46	89
			Total	35	19	46	100
Molina			Medicaid Only	7	0	0	7
			Dual Benefits	19	4	111	134
			Total	26	4	111	141
Total				61	23	157	241

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Portage	CareSource	Medicaid Only	1	0	0	1
			Dual Benefits	5	0	6	11
			Total	6	0	6	12
		United	Medicaid Only	3	1	0	4
			Dual Benefits	2	1	15	18
			Total	5	2	15	22
	Total		11	2	21	34	
	Stark	CareSource	Medicaid Only	5	0	0	5
			Dual Benefits	6	2	27	35
			Total	11	2	27	40
		United	Medicaid Only	5	0	0	5
			Dual Benefits	4	2	41	47
			Total	9	2	41	52
	Total		20	4	68	92	
	Summit	CareSource	Medicaid Only	4	1	0	5
Dual Benefits			9	4	37	50	
Total			13	5	37	55	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	15	0	0	15
			Dual Benefits	8	6	69	83
			Total	23	6	69	98
		Total		36	11	106	153
	Wayne	CareSource	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	5	5
			Total	0	0	5	5
		United	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	4	4
			Total	0	0	4	4
	Total		0	0	9	9	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	10	1	0	11
			Dual Benefits	20	6	75	101
			Total	30	7	75	112
United			Medicaid Only	23	1	0	24
			Dual Benefits	14	9	129	152
			Total	37	10	129	176
Total				67	17	204	288

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	7	0	0	7
			Dual Benefits	7	2	117	126
			Total	14	2	117	133
		CareSource	Medicaid Only	17	3	0	20
			Dual Benefits	42	7	46	95
			Total	59	10	46	115
		United	Medicaid Only	14	1	0	15
			Dual Benefits	32	2	64	98
			Total	46	3	64	113
		Total		119	15	227	361
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	0	3	3	
		Total	0	0	3	3	

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	2	3	
			Total	1	0	2	3	
		United	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	3	3	
			Total	0	0	3	3	
		Total		1	0	8	9	
		Lake	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	1	18	19
	Total			0	1	18	19	
	CareSource		Medicaid Only	1	2	0	3	
			Dual Benefits	10	1	7	18	
			Total	11	3	7	21	
	United		Medicaid Only	3	0	0	3	
			Dual Benefits	3	0	6	9	
			Total	6	0	6	12	
	Total			17	4	31	52	
	Lorain		Buckeye	Medicaid Only	2	0	0	2
				Dual Benefits	2	0	23	25
				Total	4	0	23	27
			CareSource	Medicaid Only	2	0	0	2
				Dual Benefits	12	3	13	28
		Total		14	3	13	30	
		United	Medicaid Only	2	1	0	3	
			Dual Benefits	4	0	9	13	
			Total	6	1	9	16	
		Total		24	4	45	73	
		Medina	Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	8	8
	Total			1	0	8	9	
CareSource	Medicaid Only		0	1	0	1		
	Dual Benefits		5	1	2	8		
	Total		5	2	2	9		

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	2	1	3	6
			Total	2	1	3	6
		Total		8	3	13	24
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	10	0	0	10
			Dual Benefits	9	3	169	181
			Total	19	3	169	191
CareSource			Medicaid Only	20	6	0	26
			Dual Benefits	70	12	70	152
			Total	90	18	70	178
United			Medicaid Only	19	2	0	21
			Dual Benefits	41	3	85	129
			Total	60	5	85	150
Total				169	26	324	519

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North East Central</i>	Columbiana	CareSource	Medicaid Only	2	0	0	2	
			Dual Benefits	1	0	9	10	
			Total	3	0	9	12	
		United	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	12	13	
			Total	1	0	12	13	
		Total			4	0	21	25
		Mahoning	CareSource	Medicaid Only	2	0	0	2
				Dual Benefits	6	2	11	19
	Total			8	2	11	21	
	United		Medicaid Only	4	1	0	5	
			Dual Benefits	3	1	30	34	
			Total	7	2	30	39	
	Total			15	4	41	60	
	Trumbull	CareSource	Medicaid Only	3	1	0	4	
Dual Benefits			8	2	13	23		
Total			11	3	13	27		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	1	0	0	1
			Dual Benefits	6	1	23	30
			Total	7	1	23	31
	Total		18	4	36	58	
North East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	7	1	0	8
			Dual Benefits	15	4	33	52
			Total	22	5	33	60
United			Medicaid Only	5	1	0	6
			Dual Benefits	10	2	65	77
			Total	15	3	65	83
Total				37	8	98	143

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	0	0	
			Total	0	0	0	0	
		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	5	7	
			Total	2	0	5	7	
		Total			2	0	5	7
		Lucas	Aetna	Medicaid Only	5	3	0	8
				Dual Benefits	9	2	26	37
	Total			14	5	26	45	
	Buckeye		Medicaid Only	5	0	0	5	
			Dual Benefits	7	4	44	55	
			Total	12	4	44	60	
	Total			26	9	70	105	
	Ottawa		Aetna	Medicaid Only	0	0	0	0
				Dual Benefits	1	1	1	3
Total		1		1	1	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	2	2
			Total	0	0	2	2
		Total		1	1	3	5
	Wood	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	7	8
			Total	1	0	7	8
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	9	9
			Total	0	0	9	9
	Total		1	0	16	17	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	5	3	0	8
			Dual Benefits	11	3	34	48
			Total	16	6	34	56
Buckeye			Medicaid Only	5	0	0	5
			Dual Benefits	9	4	60	73
			Total	14	4	60	78
Total				30	10	94	134

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	3	0	0	3
			Dual Benefits	6	0	24	30
			Total	9	0	24	33
		Molina	Medicaid Only	2	1	0	3
			Dual Benefits	4	3	30	37
			Total	6	4	30	40
	Total		15	4	54	73	
	Clermont	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	0	1	8	9
			Total	0	1	8	9
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	3	0	15	18
Total			4	0	15	19	
Total		4	1	23	28		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	4	5	
			Total	1	0	4	5	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	1	1	3	5	
			Total	1	1	3	5	
		Total		2	1	7	10	
		Hamilton	Aetna	Medicaid Only	10	1	0	11
				Dual Benefits	10	3	42	55
	Total			20	4	42	66	
	Molina		Medicaid Only	5	1	0	6	
			Dual Benefits	11	7	78	96	
			Total	16	8	78	102	
	Total			36	12	120	168	
	Warren		Aetna	Medicaid Only	0	1	0	1
				Dual Benefits	1	0	3	4
		Total		1	1	3	5	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	2	7	9	
			Total	0	2	7	9	
		Total		1	3	10	14	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	13	2	0	15	
			Dual Benefits	18	4	81	103	
			Total	31	6	81	118	
Molina			Medicaid Only	8	2	0	10	
			Dual Benefits	19	13	133	165	
			Total	27	15	133	175	
Total				58	21	214	293	
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	3	5	18	26	
			Total	4	5	18	27	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	0	1	0	1
			Dual Benefits	3	0	11	14
			Total	3	1	11	15
		Total		7	6	29	42
	Greene	Buckeye	Medicaid Only	4	0	0	4
			Dual Benefits	2	0	13	15
			Total	6	0	13	19
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	1	4	5
			Total	0	1	4	5
		Total		6	1	17	24
		Montgomery	Buckeye	Medicaid Only	13	3	0
	Dual Benefits			16	9	61	86
	Total			29	12	61	102
	Molina		Medicaid Only	1	1	0	2
Dual Benefits			7	4	41	52	
Total			8	5	41	54	
Total			37	17	102	156	
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	18	3	0	21
			Dual Benefits	21	14	92	127
			Total	39	17	92	148
Molina			Medicaid Only	1	2	0	3
			Dual Benefits	10	5	56	71
			Total	11	7	56	74
Total				50	24	148	222
Total				472	129	1239	1840

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

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	2	1.75%	8	12.12%	10
	<i>North West</i>	1	0.88%	0	0.00%	1
	<i>South West</i>	9	7.89%	3	4.55%	12
	Total	12	10.53%	11	16.67%	23
Buckeye	<i>North East</i>	10	8.77%	2	3.03%	12
	<i>North West</i>	4	3.51%	1	1.52%	5
	<i>West Central</i>	9	7.89%	4	6.06%	13
	Total	23	20.18%	7	10.61%	30
CareSource	<i>East Central</i>	8	7.02%	6	9.09%	14
	<i>North East</i>	7	6.14%	15	22.73%	22
	<i>North East Central</i>	1	0.88%	3	4.55%	4
	Total	16	14.04%	24	36.36%	40

Molina	<i>Central</i>	6	5.26%	6	9.09%	12
	<i>South West</i>	9	7.89%	8	12.12%	17
	<i>West Central</i>	4	3.51%	3	4.55%	7
	Total	19	16.67%	17	25.76%	36
United	<i>East Central</i>	13	11.40%	1	1.52%	14
	<i>North East</i>	23	20.18%	3	4.55%	26
	<i>North East Central</i>	8	7.02%	3	4.55%	11
	Total	44	38.60%	7	10.61%	51
Total Changes		114	100.00%	66	100.00%	180

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

Reporting Period: 6/1/2019 - 6/30/2019

Generated: 7/3/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	2	1.75%	8	12.12%	10
	<i>Molina</i>	6	5.26%	6	9.09%	12
	Total	8	7.02%	14	21.21%	22
North West	<i>Aetna</i>	1	0.88%	0	0.00%	1
	<i>Buckeye</i>	4	3.51%	1	1.52%	5
	Total	5	4.39%	1	1.52%	6
South West	<i>Aetna</i>	9	7.89%	3	4.55%	12
	<i>Molina</i>	9	7.89%	8	12.12%	17
	Total	18	15.79%	11	16.67%	29
North East	<i>Buckeye</i>	10	8.77%	2	3.03%	12
	<i>CareSource</i>	7	6.14%	15	22.73%	22
	<i>United</i>	23	20.18%	3	4.55%	26
	Total	40	35.09%	20	30.30%	60

West Central	<i>Buckeye</i>	9	7.89%	4	6.06%	13
	<i>Molina</i>	4	3.51%	3	4.55%	7
	Total	13	11.40%	7	10.61%	20
East Central	<i>CareSource</i>	8	7.02%	6	9.09%	14
	<i>United</i>	13	11.40%	1	1.52%	14
	Total	21	18.42%	7	10.61%	28
North East Central	<i>CareSource</i>	1	0.88%	3	4.55%	4
	<i>United</i>	8	7.02%	3	4.55%	11
	Total	9	7.89%	6	9.09%	15
Total Changes		114	100.00%	66	100.00%	180

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 6/1/2019 to 6/30/2019

Total Surveys Available for Completion: 53076

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	55	22.18%	170	68.55%	14	5.65%	9	3.63%	248	100.00%
Our answers to your questions	72	28.92%	164	65.86%	11	4.42%	2	0.80%	249	100.00%
Our courtesy to you and your family	131	52.40%	113	45.20%	5	2.00%	1	0.40%	250	100.00%
Overall, how would you rate our staff and services	96	38.40%	149	59.60%	4	1.60%	1	0.40%	250	100.00%
Total	354	35.51%	596	59.78%	34	3.41%	13	1.30%	997	100.00%

Number of Surveys Attempted: 2455

Number of Completed Customer Satisfaction Surveys: 255