



AUTOMATED HEALTH SYSTEMS

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Ohio Medicaid Consumer Hotline Monthly Report July 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,160 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 41. 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

- 395,953 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 278,144 Total Calls (inbound and outbound)
 - 42,107 Call Fire Campaign Calls
 - 7,611 MyCare Outreach Calls
 - 62,068 Renewal Outreach Calls
 - 1,812 MBIWD Outreach Calls
 - 4,160 Provider Calls
 - 51 Insure Kids Now/Governor's Hotline
- 9% abandonment rate
- 5 minutes 59 seconds average talk time
- 2 minutes 06 seconds average speed to answer
- .0045% Blockage Rate (June 2019) *
- 98% First-Call Resolution Rate
- 89.4% 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
July 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	07/01/19	12630	11289	749	32	12662	1341	11%	1226	13888	:29:14	:02:47	:06:25
Tues	07/02/19	10608	9722	569	17	10625	886	8%	1420	12045	:23:32	:02:13	:06:20
Wed	07/03/19	9504	8796	426	21	9525	708	7%	812	10337	:25:10	:01:54	:06:08
Thurs	07/04/19	0	0	0	338	338	0	0%	0	338	:00:00	:00:00	:00:00
Fri	07/05/19	11262	9921	685	33	11295	1341	12%	1161	12456	:27:31	:02:59	:05:58
Sat	07/06/19	2030	2019	39	13	2043	11	1%	249	2292	:05:41	:00:39	:04:21
Sun	07/07/19	0	0	0	278	278	0	0%	0	278	:00:00	:00:00	:00:00
	Week end	46034	41747	2468	732	46766	4287	9%	4868	51634	:29:14	:02:06	:06:03
Mon	07/08/19	17148	14740	1223	23	17171	2408	14%	1282	18453	:25:59	:03:02	:06:11
Tues	07/09/19	13001	11302	719	21	13022	1699	13%	1574	14596	:21:15	:02:48	:06:06
Wed	07/10/19	11180	9991	582	9	11189	1189	11%	1348	12537	:18:28	:02:35	:06:04
Thurs	07/11/19	10436	9367	338	16	10452	1069	10%	995	11447	:16:04	:01:54	:06:01
Fri	07/12/19	9850	8908	415	7	9857	942	10%	938	10795	:25:42	:02:02	:06:12
Sat	07/13/19	1773	1767	41	3	1776	6	0%	489	2265	:03:40	:00:39	:04:50
Sun	07/14/19	0	0	0	283	283	0	0%	0	283	:00:00	:00:00	:00:00
	Week end	63388	56075	3318	362	63750	7313	12%	6626	70376	:25:59	:02:10	:06:02
Mon	07/15/19	12752	11165	591	7	12759	1587	12%	1154	13913	:20:02	:02:36	:06:02
Tues	07/16/19	10654	9699	419	11	10665	955	9%	1149	11814	:16:54	:01:58	:05:55
Wed	07/17/19	8866	8234	245	13	8879	632	7%	1220	10099	:13:08	:01:35	:06:02
Thurs	07/18/19	8125	7637	160	19	8144	488	6%	1097	9241	:08:31	:01:24	:06:08
Fri	07/19/19	7599	7169	242	14	7613	430	6%	942	8555	:12:38	:01:55	:06:19
Sat	07/20/19	844	843	25	6	850	1	0%	631	1481	:03:41	:00:39	:05:26
Sun	07/21/19	0	0	0	213	213	0	0%	0	213	:00:00	:00:00	:00:00
	Week end	48840	44747	1682	283	49123	4093	8%	6193	55316	:20:02	:01:46	:06:04
Mon	07/22/19	12245	11122	796	17	12262	1123	9%	1179	13441	:29:02	:02:24	:05:55
Tues	07/23/19	10581	9712	597	24	10605	869	8%	1268	11873	:21:37	:01:55	:06:12
Wed	07/24/19	10246	9554	320	28	10274	692	7%	1484	11758	:15:06	:01:34	:05:40
Thurs	07/25/19	10640	9785	307	13	10653	855	8%	1033	11686	:13:54	:01:45	:05:37
Fri	07/26/19	8725	8186	254	25	8750	539	6%	1051	9801	:13:02	:01:33	:05:48
Sat	07/27/19	1380	1372	13	5	1385	8	1%	1101	2486	:02:24	:00:42	:04:41
Sun	07/28/19	0	0	0	294	294	0	0%	0	294	:00:00	:00:00	:00:00
	Week end	53817	49731	2287	406	54223	4086	8%	7116	61339	:29:02	:01:41	:05:47
Mon	07/29/19	12911	11491	620	25	12936	1420	11%	917	13853	:21:08	:02:39	:06:06
Tue	07/30/19	12602	11268	593	21	12623	1334	11%	1192	13815	:22:29	:02:19	:05:53
Wed	07/31/19	10703	9677	397	38	10741	1026	10%	1070	11811	:19:52	:02:04	:06:00
	Month End	248295	224736	11365	1867	250162	23559	9%	27982	278144	:29:14	:02:06	:05:59

Ohio Consumer Hotline - Activity Summary Report

7/1/2019 to 7/31/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	63
	Governor Inquiry	1
	Legislative Inquiry	2
	ODM Inquiry	4
	Sent Email	1
	Total	71
<i>FFS Billing</i>	Billing Number	458
	Claims Request	19
	General Billing Questions	469
	Received Bill (Needs Letter)	35
	Total	981
<i>General Benefits</i>	Application / Eligibility	1607
	Assisted Living	4
	Behavioral Health Redesign Questions	2
	Billing Number	227
	Certificate of Coverage	7
	Dental	236
	Equipment	87
	Family Planning	3
	Healthchek Services	18
	Home Health Care	21
	Hospice / Palliative Care	2
	Inquiry on Covered Services	844
	Long Term Care	23
	Medicaid Expansion	66
	Medicaid School Program	1
	Medlist Assist	1
	Opioid Treatment	1
	Physical / Occupational Therapy	2
Pregnancy Related Services	14	

General Benefits	Prescriptions	569
	SRSP Benefits	61
	State Hearing	5
	Transportation	279
	Vision	82
	Total	4162
HIPAA [LEGACY]	Complaint	1
	Information	3
	Request for Accounting for Disclosure	1
	Total	5
Incident Report	Billing Inquiry	107
	Reimbursement Inquiry	16
	Total	123
Inquiry	029 Error	100
	574 Error - Not Eligible	23
	Already Selected	245
	Called to Check on Just Cause Status	6
	CDJFS	1184
	Change in Name	90
	Change in Phone Number / Address	587
	Child Care	5
	General Questions	6614
	Hotline	1555
	Person Calling Not PIP / AG Head	303
	Referred Consumer to County Worker	730
	SNAP (Food Stamps)	407
	Social Security	31
	Status Change Request (Name, Address, Phone, Etc.)	399
	TANF (Cash Assistance)	19
	Transferred in Error	6
	WIC	12
	Total	12316
Issue / Concern	Issue / Concern about MCP	121
	Issue / Concern about Provider	7
	Issue / Concern with Caseworker	2

Issue / Concern	Issue / Concern with ODM	22
	Total	152
Mailings	ABD EMP Enrollment Packet	1
	Billing Incident Letter	125
	CFC EMP Enrollment Packet	10
	JC Approval Change MCP	36
	JC Approval Change MCP - Requestor	21
	JC Approval FFS	13
	Mandatory Change MCP to MCP	233
	MBI-WD Application	12
	Medicaid Application (7216)	244
	Medicaid Program Enrollment & Benefit Information	15
	MMC Mandatory	40916
	MMC Voluntary	1996
	MyCare EMP Enrollment Packet	12
	MyCare EMP Enrollment Packet (Large Print)	2
	MyCare Reminder Letter	1032
	MyCare TPL Approval Letter	2
	New Mandatory	31
	New Mandatory CFC Adult	3
	OMH Mandatory MyCare Letter	15
	QIT Packet	25
Reimbursement Letter	17	
Resolution	1	
Total	44762	
Managed Care Info & Referral	Benefit Package	251
	Billing Number	429
	Called to Check on Doctors	58
	Card	1352
	Case Addition	38
	Case Closed	60
	Case Pending	248
	Category Closed	120

Managed Care Info & Referral	Consumer Needs To Be Auto Re-Enrolled	16
	CSP (formerly PACT)	1
	Failed Eligibility	482
	Information	2862
	Just Cause Status	42
	Open Enrollment Questions	584
	Payment	24
	Phone Numbers	726
	Provider Name	671
	Returned NME / Notice	2
	Transfer Request - Bureau of Managed Care	13
	Wanted Phone Number of MCP	637
	Total	8616
MBI-WD	AG Collections Questions	3
	Application / Eligibility	13
	Benefit Package / Covered Services	8
	Billing Number	1
	Card	3
	Premium Collection Issue - Needs Follow-Up	5
	Program Information	27
	Questions About Premiums	23
	Total	83
Medicaid (MAGI and ABD)	1095B FAQ	21
	Application Status	2235
	BCCP Question / Inquiry	5
	Behavioral Health Question / Inquiry	6
	Case Change	1038
	Case Inquiry	17504
	Certificate Of Coverage	50
	Citizenship/Other Verifications	781
	DDR Question / Inquiry	34
	DRC Question / Inquiry	3
	EOMB Question / Inquiry	1
Estate Recovery	22	

Medicaid (MAGI and ABD)	Family Planning Services Question / Inquiry	7
	FFS Card	650
	General Program Information	4380
	HIPPA Question / Inquiry	5
	Home Health Care Question / Inquiry	31
	Income Guidelines/Questions	1541
	Long Term Care Question / Inquiry	29
	MBIWD Question / Inquiry	13
	Questions About Letter/NOA	1017
	Re-Application on a Denied Case	151
	Renewal Application Reported	9230
	Renewal Questions	10424
	Reprint NOA or FFS Card	311
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	339
	Requested Telephone Application – Transfer to Collabor8	2538
	State Hearing	223
	Tort Question / Inquiry	6
	Veterans on Medicaid Program	5
	Total	52600
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	255
	Medicare Premium Assistance Program (Part B Payments)	1547
	On-site Facilitated Enrollment	9
	Part A Questions	250
	Part B Questions	935
	Part C / Advantage Plan Questions	84
	Part D / PDP Questions	383
	Part D Letter Inquiry	30
Total	3493	
MyCare Ohio	General Information	1358
	Issue Accessing Services	105
	Loss of MyCare Eligibility	82
	Medicaid Only Benefit Information	208

<i>MyCare Ohio</i>	MyCare Ohio Card	251
	On-site facilitated enrollment	16
	Opt-In/Opt-Out Questions	818
	Prescription Questions	103
	Transition of Care	15
	Total	2956
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	20
	Account Creation/Management	3
	Account Lock Out	22
	Application Assistance	9
	Apply for Benefits	28
	Call Transferred from Enterprise Help Desk to OMH	193
	County Office Location/Hours	2
	Electronic Verification	3
	Forgot Password Link	5
	Forgot User Name Link	2
	Frequently Asked Questions	1
	General Navigation	12
	How to use this Site	5
	Internet Browser Issue	5
	Message Center	4
	Provided Link to Website	43
	Renewal Packet Questions	18
	SNAP/TANF Questions	6
	Submit Error Issue	24
	Transfer Call to Tier 2/3	29
Total	434	
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	562
	Contact CDJS	335
	Electronic Verification Process	16
	Journal Creation & Management	359
	MAGI (Modified Adjusted Gross Income) Program Information	1
	Notice of Action Explanation	48
	Reapply on a Denied Case	9
	Reprint FFS card from Hotline	269

Ohio Integrated Eligibility System (OIES)	Reprint NOA from Hotline	36
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	117
	Requested Telephone Application, transfer to Collobor8	647
	Total	2399
Prior Authorization	How to Obtain	129
	Letter	13
	Program Information	94
	Status	74
	Transfer Request - Needs Follow-Up	4
	Total	314
Provider	Electronic Visit Verification (EVV) Initiative Letter	33
	Fee-For-Service Provider Names	72
	Referred to MCP For Provider List	84
	Referred to ODM Website For Provider List	17
	Referred to State Board To File Complaint Against Provider	1
	Total	207
QIT	Created QIT Outreach [LEGACY]	2
	Deceased	14
	Outreach Call	1
	Provided Banking Resources	6
	Provided explanation of QIT definitions	19
	Provided Information on where to send QIT completed documents-CDJFS	6
	QIT - General Program Information	107
	Reported Under Income	3
	Requested QIT packet by email	3
	Requested QIT packet by mail	2
	Total	163
Reimbursement	Decision	12
	Information	102
	State Hearing	2
	Total	116

State Hearings	How to Request	137
	Program Information	60
	Status	30
	Total	227
Surveys	Call Center Survey	2327
	Managed Care Survey	8
	Total	2335
Tasks	AHS Billing Research - Letter	119
	AHS Claims Request	27
	AHS Consumer Issue/Concerns	54
	AHS Enrollment Error	1007
	AHS Enrollment Form Callback	1
	AHS Enrollment Issue	314
	AHS Further Research Needed	1
	AHS Just Cause	389
	AHS MBIWD - Premium Issue	4
	AHS MBIWD - Refund Research	1
	AHS MBIWD Linking	39
	AHS Medicare Premium Payments Research	118
	AHS MITS Issue - Daily List	1
	AHS MMC - Final Signed Letter / Email	3
	AHS MMC Contact	166
	AHS Reimbursement - Letter	16
	AHS Web Contact - OMH Website	536
	ODM Complaint - Consumer	106
	ODM Complaint - Provider	354
	ODM Just Cause	18
Total	3274	
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	12
	General Information	155
	Need Medications Now	15
	Referral to Case Worker	82
	Referral to TPL Vendor	43
	Total	307
Waiver	Application / Eligibility	147

Waiver	Benefit Package / Covered Services	72
	Billing Number	4
	Card	11
	Change	4
	Estate Recovery	10
	Hearing	3
	Independent Provider	4
	Patient Evaluation	5
	Patient Liability	12
	Program Information	253
	Waiting List	2
	Total	527

Ohio Consumer Hotline - Total Number of Calls by Referral

7/1/2019 to 7/31/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	340
	ACS / First Health	81
	ADAMH	3
	Area Agency on Aging	59
	BCMh	6
	Bureau of Home and Community Services	2
	Case Management Agency	26
	Caseworker	1001
	Child Support Enforcement Agency	13
	Complaint Department	6
	County Department of Job & Family Services	4793
	First Link	10
	Food Stamp Hotline	69
	Golden Buckeye Hotline	2
	HomeHealthAgency	5
	Info & Refer	680
	In-House	22
	Legal Aid	3
	Managed Care Plan	979
	Managed Care/Just Cause Section	12
	MR / DD Board	1
	ODM	2
	Ohio Department of Insurance	17
	Ohio Hospice	1
	Ohio's Best Rx	10
	Ombudsman	7
	OSHIIP	42
Other Medical Services Agency	55	

Referral	Other Social Services Agency	32
	Out-of-State Medicaid Hotline	42
	Pharmacy	103
	Prescription Drug Plan (PDP)	37
	Provider	382
	Provider Services Call Center	202
	Public Children's Services	7
	Social Security Administration	52
	StateHearingDivision	158
	StateMedicalBoard	6
	Supervisor	39
	Tort Unit	47
	Veterans Services Office	1
	Website - ODM	49
	Welfare Fraud Hotline	3

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

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	47	48.45%	221	80.07%	268	71.85%
Call Campaign	44	45.36%	14	5.07%	58	15.55%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	2	2.06%	2	0.72%	4	1.07%
IVR	2	2.06%	16	5.80%	18	4.83%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	2	2.06%	23	8.33%	25	6.70%
TOTAL	97	100%	276	100%	373	100%

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

Reporting Period: 7/1/2019 - 7/31/2019
 Generated: 8/2/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	47	17.54%	221	82.46%	268	100%
Call Campaign	44	75.86%	14	24.14%	58	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	2	50.00%	2	50.00%	4	100%
IVR	2	11.11%	16	88.89%	18	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	2	8.00%	23	92.00%	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: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	5	5.56%	13	4.81%
	North East	7	7.78%	8	2.96%
	West	3	3.33%	19	7.04%
	Total	15	16.67%	40	14.81%
CareSource	Central/South East	12	13.33%	37	13.70%
	North East	16	17.78%	62	22.96%
	West	21	23.33%	50	18.52%
	Total	49	54.44%	149	55.19%
Molina	Central/South East	9	10.00%	33	12.22%
	North East	1	1.11%	2	0.74%
	West	4	4.44%	8	2.96%
	Total	14	15.56%	43	15.93%
United	Central/South East	5	5.56%	10	3.70%
	North East	3	3.33%	22	8.15%
	West	4	4.44%	6	2.22%
	Total	12	13.33%	38	14.07%
Total		90	100.00%	270	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	5	15.63%	13	13.83%
	CareSource	12	37.50%	37	39.36%
	Molina	9	28.13%	33	35.11%
	United	5	15.63%	10	10.64%
	Total	31	100.00%	93	100.00%
North East	Buckeye	7	24.14%	8	8.42%
	CareSource	16	55.17%	62	65.26%
	Molina	1	3.45%	2	2.11%
	United	3	10.34%	22	23.16%
	Total	27	100.00%	94	100.00%
West	Buckeye	3	8.33%	19	21.84%
	CareSource	21	58.33%	50	57.47%
	Molina	4	11.11%	8	9.20%
	United	4	11.11%	6	6.90%
	Total	32	100.00%	83	100.00%
Total		90		270	

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

Reporting Period: 7/1/2019 - 7/31/2019
Generated: 8/2/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	124	256	380
North East	121	287	408
West	115	248	363
Total For All Regions	360	791	1151

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

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	5	13	52	70	18.42%
	<i>CareSource</i>	12	37	35	84	22.11%
	<i>Molina</i>	9	33	102	144	37.89%
	<i>United</i>	5	10	67	82	21.58%
	<i>(Region) Total</i>	31	93	256	380	100.00%
North East	<i>Buckeye</i>	7	8	77	92	22.55%
	<i>CareSource</i>	16	62	50	128	31.37%
	<i>Molina</i>	1	2	98	101	24.75%
	<i>United</i>	3	22	62	87	21.32%
	<i>(Region) Total</i>	27	94	287	408	100.00%
West	<i>Buckeye</i>	3	19	89	111	30.58%
	<i>CareSource</i>	21	50	24	95	26.17%
	<i>Molina</i>	4	8	84	96	26.45%
	<i>United</i>	4	6	51	61	16.80%
	<i>(Region) Total</i>	32	83	248	363	100.00%
Total		90	270	791	1151	

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

Reporting Period: 7/1/2019 - 7/31/2019
 Generated: 8/2/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1341	30.18%	3963	70.87%	5304	52.85%
Call Campaign	1570	35.33%	378	6.76%	1948	19.41%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	1	0.02%	1	0.01%
File Transfer	1429	32.16%	213	3.81%	1642	16.36%
IVR	77	1.73%	405	7.24%	482	4.80%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	27	0.61%	632	11.30%	659	6.57%
TOTAL	4444	100%	5592	100%	10036	100%

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

Reporting Period: 7/1/2019 - 7/31/2019
Generated: 8/2/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1341	25.28%	3963	74.72%	5304	100%
Call Campaign	1570	80.60%	378	19.40%	1948	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	1	100.00%	1	100%
File Transfer	1429	87.03%	213	12.97%	1642	100%
IVR	77	15.98%	405	84.02%	482	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	27	4.10%	632	95.90%	659	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: 7/1/2019 - 7/31/2019
Generated: 8/2/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	235	5.58%	71	1.31%
	North East	282	6.69%	204	3.75%
	West	205	4.86%	289	5.31%
	Total	722	17.13%	564	10.37%
CareSource	Central/South East	633	15.02%	900	16.54%
	North East	1029	24.42%	1408	25.88%
	West	784	18.60%	1639	30.13%
	Total	2446	58.04%	3947	72.56%
Molina	Central/South East	250	5.93%	223	4.10%
	North East	119	2.82%	39	0.72%
	West	144	3.42%	85	1.56%
	Total	513	12.17%	347	6.38%
United	Central/South East	171	4.06%	146	2.68%
	North East	227	5.39%	332	6.10%
	West	135	3.20%	104	1.91%
	Total	533	12.65%	582	10.70%
Total		4214	100.00%	5440	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	235	17.60%	71	5.28%
	CareSource	633	47.42%	900	66.96%
	Molina	250	18.73%	223	16.59%
	United	171	12.81%	146	10.86%
	Total	1289	100.00%	1340	100.00%
North East	Buckeye	282	16.11%	204	10.18%
	CareSource	1029	58.77%	1408	70.29%
	Molina	119	6.80%	39	1.95%
	United	227	12.96%	332	16.58%
	Total	1657	100.00%	1983	100.00%
West	Buckeye	205	15.10%	289	12.87%
	CareSource	784	57.73%	1639	73.01%
	Molina	144	10.60%	85	3.79%
	United	135	9.94%	104	4.63%
	Total	1268	100.00%	2117	100.00%
Total		4214		5440	

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

Reporting Period: 7/1/2019 - 7/31/2019
Generated: 8/2/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	2629	8621	11250
North East	3640	10343	13983
West	3385	10332	13717
Total For All Regions	9654	29296	38950

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

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	235	71	2303	2609	23.19%
	<i>CareSource</i>	633	900	2517	4050	36.00%
	<i>Molina</i>	250	223	1958	2431	21.61%
	<i>United</i>	171	146	1843	2160	19.20%
	<i>(Region) Total</i>	1289	1340	8621	11250	100.00%
North East	<i>Buckeye</i>	282	204	2910	3396	24.29%
	<i>CareSource</i>	1029	1408	2892	5329	38.11%
	<i>Molina</i>	119	39	2187	2345	16.77%
	<i>United</i>	227	332	2354	2913	20.83%
	<i>(Region) Total</i>	1657	1983	10343	13983	100.00%
West	<i>Buckeye</i>	205	289	2991	3485	25.41%
	<i>CareSource</i>	784	1639	2906	5329	38.85%
	<i>Molina</i>	144	85	2246	2475	18.04%
	<i>United</i>	135	104	2189	2428	17.70%
	<i>(Region) Total</i>	1268	2117	10332	13717	100.00%
Total		4214	5440	29296	38950	

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

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	271	43.15%	30	20.83%	301	38.99%
Call	Dual Benefits	264	42.04%	93	64.58%	357	46.24%
	Total	535	85.19%	123	85.42%	658	85.23%
Call Campaign	Medicaid Only	15	2.39%	0	0.00%	15	1.94%
Call Campaign	Dual Benefits	6	0.96%	2	1.39%	8	1.04%
	Total	21	3.34%	2	1.39%	23	2.98%
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	10	1.59%	0	0.00%	10	1.30%
Fax	Dual Benefits	1	0.16%	0	0.00%	1	0.13%
	Total	11	1.75%	0	0.00%	11	1.42%
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	11	1.75%	1	0.69%	12	1.55%
IVR	Dual Benefits	29	4.62%	7	4.86%	36	4.66%
	Total	40	6.37%	8	5.56%	48	6.22%
Mail	Medicaid Only	3	0.48%	0	0.00%	3	0.39%
Mail	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	3	0.48%	0	0.00%	3	0.39%
Website	Medicaid Only	7	1.11%	6	4.17%	13	1.68%
Website	Dual Benefits	11	1.75%	5	3.47%	16	2.07%
	Total	18	2.87%	11	7.64%	29	3.76%
TOTAL		628	100%	144	100%	772	100%

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

Reporting Period: 7/1/2019 - 7/31/2019
Generated: 8/2/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	271	90.03%	30	9.97%	301	100%
	Dual Benefits	264	73.95%	93	26.05%	357	100%
	Total	535	81.31%	123	18.69%	658	100%
Call Campaign	Medicaid Only	15	100.00%	0	0.00%	15	100%
	Dual Benefits	6	75.00%	2	25.00%	8	100%
	Total	21	91.30%	2	8.70%	23	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	10	100.00%	0	0.00%	10	100%
	Dual Benefits	1	100.00%	0	0.00%	1	100%
	Total	11	100.00%	0	0.00%	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	11	91.67%	1	8.33%	12	100%
	Dual Benefits	29	80.56%	7	19.44%	36	100%
	Total	40	83.33%	8	16.67%	48	100%
Mail	Medicaid Only	3	100.00%	0	0.00%	3	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	3	100.00%	0	0.00%	3	100%
Website	Medicaid Only	7	53.85%	6	46.15%	13	100%
	Dual Benefits	11	68.75%	5	31.25%	16	100%
	Total	18	62.07%	11	37.93%	29	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments	
Aetna	Central	Medicaid Only	28	4.46%	7	4.86%
		Dual Benefits	14	2.23%	18	12.50%
		Total	42	6.69%	25	17.36%
	North West	Medicaid Only	15	2.39%	1	0.69%
		Dual Benefits	8	1.27%	1	0.69%
		Total	23	3.66%	2	1.39%
	South West	Medicaid Only	28	4.46%	7	4.86%
		Dual Benefits	24	3.82%	6	4.17%
		Total	52	8.28%	13	9.03%
	Total		117	18.63%	40	27.78%
Buckeye	North East	Medicaid Only	19	3.03%	0	0.00%
		Dual Benefits	10	1.59%	3	2.08%
		Total	29	4.62%	3	2.08%
	North West	Medicaid Only	11	1.75%	0	0.00%
		Dual Benefits	7	1.11%	4	2.78%
		Total	18	2.87%	4	2.78%
	West Central	Medicaid Only	15	2.39%	2	1.39%
		Dual Benefits	25	3.98%	4	2.78%
		Total	40	6.37%	6	4.17%
	Total		87	13.85%	13	9.03%
CareSource	East Central	Medicaid Only	14	2.23%	4	2.78%
		Dual Benefits	24	3.82%	6	4.17%
		Total	38	6.05%	10	6.94%
	North East	Medicaid Only	41	6.53%	1	0.69%
		Dual Benefits	56	8.92%	16	11.11%
		Total	97	15.45%	17	11.81%
	North East Central	Medicaid Only	13	2.07%	2	1.39%

CareSource	North East Central	Dual Benefits	21	3.34%	9	6.25%	
		Total	34	5.41%	11	7.64%	
	Total		169	26.91%	38	26.39%	
Molina	Central	Medicaid Only	19	3.03%	1	0.69%	
		Dual Benefits	19	3.03%	6	4.17%	
		Total	38	6.05%	7	4.86%	
	South West	Medicaid Only	23	3.66%	0	0.00%	
		Dual Benefits	18	2.87%	6	4.17%	
		Total	41	6.53%	6	4.17%	
	West Central	Medicaid Only	13	2.07%	6	4.17%	
		Dual Benefits	9	1.43%	3	2.08%	
		Total	22	3.50%	9	6.25%	
	Total		101	16.08%	22	15.28%	
	United	East Central	Medicaid Only	31	4.94%	2	1.39%
			Dual Benefits	21	3.34%	5	3.47%
Total			52	8.28%	7	4.86%	
North East		Medicaid Only	39	6.21%	4	2.78%	
		Dual Benefits	45	7.17%	18	12.50%	
		Total	84	13.38%	22	15.28%	
North East Central		Medicaid Only	8	1.27%	0	0.00%	
		Dual Benefits	10	1.59%	2	1.39%	
		Total	18	2.87%	2	1.39%	
Total			154	24.52%	31	21.53%	
Total			628	100.00%	144	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	28	35.00%	7	21.88%	
		Dual Benefits	14	17.50%	18	56.25%	
		Total	42	52.50%	25	78.13%	
	Molina	Medicaid Only	19	23.75%	1	3.13%	
		Dual Benefits	19	23.75%	6	18.75%	
		Total	38	47.50%	7	21.88%	
	Total		80	100.00%	32	100.00%	
	East Central	CareSource	Medicaid Only	14	15.56%	4	23.53%
			Dual Benefits	24	26.67%	6	35.29%
Total			38	42.22%	10	58.82%	
United		Medicaid Only	31	34.44%	2	11.76%	
		Dual Benefits	21	23.33%	5	29.41%	
		Total	52	57.78%	7	41.18%	
Total			90	100.00%	17	100.00%	
North East		Buckeye	Medicaid Only	19	9.05%	0	0.00%
			Dual Benefits	10	4.76%	3	7.14%
	Total		29	13.81%	3	7.14%	
	CareSource	Medicaid Only	41	19.52%	1	2.38%	
		Dual Benefits	56	26.67%	16	38.10%	
		Total	97	46.19%	17	40.48%	
	United	Medicaid Only	39	18.57%	4	9.52%	
		Dual Benefits	45	21.43%	18	42.86%	
		Total	84	40.00%	22	52.38%	
	Total		210	100.00%	42	100.00%	
	North East Central	CareSource	Medicaid Only	13	25.00%	2	15.38%
			Dual Benefits	21	40.38%	9	69.23%
Total			34	65.38%	11	84.62%	

North East Central	United	Medicaid Only	8	15.38%	0	0.00%
		Dual Benefits	10	19.23%	2	15.38%
		Total	18	34.62%	2	15.38%
	Total		52	100.00%	13	100.00%
North West	Aetna	Medicaid Only	15	36.59%	1	16.67%
		Dual Benefits	8	19.51%	1	16.67%
		Total	23	56.10%	2	33.33%
	Buckeye	Medicaid Only	11	26.83%	0	0.00%
		Dual Benefits	7	17.07%	4	66.67%
		Total	18	43.90%	4	66.67%
	Total		41	100.00%	6	100.00%
	South West	Aetna	Medicaid Only	28	30.11%	7
Dual Benefits			24	25.81%	6	31.58%
Total			52	55.91%	13	68.42%
Molina		Medicaid Only	23	24.73%	0	0.00%
		Dual Benefits	18	19.35%	6	31.58%
		Total	41	44.09%	6	31.58%
Total			93	100.00%	19	100.00%
West Central		Buckeye	Medicaid Only	15	24.19%	2
	Dual Benefits		25	40.32%	4	26.67%
	Total		40	64.52%	6	40.00%
	Molina	Medicaid Only	13	20.97%	6	40.00%
		Dual Benefits	9	14.52%	3	20.00%
		Total	22	35.48%	9	60.00%
	Total		62	100.00%	15	100.00%
	Total		628		144	

MyCare ASSIGNMENT BY REGION

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	55	0	Medicaid only	55
	57	177	Dual benefits	234
	112	177		289
East Central	51	0	Medicaid only	51
	56	197	Dual benefits	253
	107	197		304
North East	104	0	Medicaid only	104
	148	269	Dual benefits	417
	252	269		521
North East Central	23	0	Medicaid only	23
	42	81	Dual benefits	123
	65	81		146
North West	27	1	Medicaid only	28
	20	80	Dual benefits	100
	47	81		128
South West	58	0	Medicaid only	58
	54	205	Dual benefits	259
	112	205		317
West Central	36	0	Medicaid only	36
	41	126	Dual benefits	167
	77	126		203
Total For All Regions	772	1136		1908

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 7/1/2019 - 7/31/2019
 Generated: 8/2/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage	
Central	Aetna	Medicaid Only	28	7	0	35	12.11%	
		Dual Benefits	14	18	61	93	32.18%	
		(MCP) Total	42	25	61	128	44.29%	
	Molina	Medicaid Only	19	1	0	20	6.92%	
		Dual Benefits	19	6	116	141	48.79%	
		(MCP) Total	38	7	116	161	55.71%	
	(Region) Total		80	32	177	289	100.00%	
	East Central	CareSource	Medicaid Only	14	4	0	18	5.92%
Dual Benefits			24	6	69	99	32.57%	
(MCP) Total			38	10	69	117	38.49%	
United		Medicaid Only	31	2	0	33	10.86%	
		Dual Benefits	21	5	128	154	50.66%	
		(MCP) Total	52	7	128	187	61.51%	
(Region) Total			90	17	197	304	100.00%	
North East		Buckeye	Medicaid Only	19	0	0	19	3.65%
	Dual Benefits		10	3	139	152	29.17%	
	(MCP) Total		29	3	139	171	32.82%	
	CareSource	Medicaid Only	41	1	0	42	8.06%	
		Dual Benefits	56	16	50	122	23.42%	
		(MCP) Total	97	17	50	164	31.48%	
	United	Medicaid Only	39	4	0	43	8.25%	
		Dual Benefits	45	18	80	143	27.45%	
		(MCP) Total	84	22	80	186	35.70%	
	(Region) Total		210	42	269	521	100.00%	
	North East Central	CareSource	Medicaid Only	13	2	0	15	10.27%
			Dual Benefits	21	9	38	68	46.58%
(MCP) Total			34	11	38	83	56.85%	
United		Medicaid Only	8	0	0	8	5.48%	

North East Central	United	Dual Benefits	10	2	43	55	37.67%
		(MCP) Total	18	2	43	63	43.15%
	(Region) Total		52	13	81	146	100.00%
North West	Aetna	Medicaid Only	15	1	1	17	13.28%
		Dual Benefits	8	1	30	39	30.47%
		(MCP) Total	23	2	31	56	43.75%
	Buckeye	Medicaid Only	11	0	0	11	8.59%
		Dual Benefits	7	4	50	61	47.66%
		(MCP) Total	18	4	50	72	56.25%
(Region) Total		41	6	81	128	100.00%	
South West	Aetna	Medicaid Only	28	7	0	35	11.04%
		Dual Benefits	24	6	90	120	37.85%
		(MCP) Total	52	13	90	155	48.90%
	Molina	Medicaid Only	23	0	0	23	7.26%
		Dual Benefits	18	6	115	139	43.85%
		(MCP) Total	41	6	115	162	51.10%
(Region) Total		93	19	205	317	100.00%	
West Central	Buckeye	Medicaid Only	15	2	0	17	8.37%
		Dual Benefits	25	4	83	112	55.17%
		(MCP) Total	40	6	83	129	63.55%
	Molina	Medicaid Only	13	6	0	19	9.36%
		Dual Benefits	9	3	43	55	27.09%
		(MCP) Total	22	9	43	74	36.45%
(Region) Total		62	15	126	203	100.00%	
Total			628	144	1136	1908	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	2	0	0	2	
			Dual Benefits	2	4	3	9	
			Total	4	4	3	11	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	12	13	
			Total	2	0	12	14	
		Total		6	4	15	25	
		Franklin	Aetna	Medicaid Only	24	7	0	31
				Dual Benefits	11	14	49	74
	Total			35	21	49	105	
	Molina		Medicaid Only	16	1	0	17	
			Dual Benefits	18	6	99	123	
			Total	34	7	99	140	
	Total			69	28	148	245	
	Madison		Aetna	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	5	5
		Total		1	0	5	6	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	1	1	
			Total	1	0	1	2	
		Total		2	0	6	8	
Pickaway		Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	1	2	
	Total		1	0	1	2		
	Molina	Medicaid Only	1	0	0	1		
		Dual Benefits	0	0	4	4		
		Total	1	0	4	5		
	Total		2	0	5	7		

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

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	28	7	0	35
			Dual Benefits	14	18	61	93
			Total	42	25	61	128
Molina			Medicaid Only	19	1	0	20
			Dual Benefits	19	6	116	141
			Total	38	7	116	161
Total				80	32	177	289

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	2	0	8	10	
			Total	3	0	8	11	
		United	Medicaid Only	7	0	0	7	
			Dual Benefits	5	0	10	15	
			Total	12	0	10	22	
		Total			15	0	18	33
		Stark	CareSource	Medicaid Only	8	2	0	10
				Dual Benefits	11	1	20	32
	Total			19	3	20	42	
	United		Medicaid Only	6	0	0	6	
			Dual Benefits	5	2	41	48	
			Total	11	2	41	54	
	Total			30	5	61	96	
	Summit	CareSource	Medicaid Only	4	1	0	5	
Dual Benefits			11	2	32	45		
Total			15	3	32	50		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	18	2	0	20
			Dual Benefits	11	2	69	82
			Total	29	4	69	102
		Total		44	7	101	152
	Wayne	CareSource	Medicaid Only	1	1	0	2
			Dual Benefits	0	3	9	12
			Total	1	4	9	14
		United	Medicaid Only	0	0	0	0
			Dual Benefits	0	1	8	9
			Total	0	1	8	9
Total		1	5	17	23		

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	14	4	0	18
			Dual Benefits	24	6	69	99
			Total	38	10	69	117
United			Medicaid Only	31	2	0	33
			Dual Benefits	21	5	128	154
			Total	52	7	128	187
Total				90	17	197	304

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	13	0	0	13
			Dual Benefits	7	3	104	114
			Total	20	3	104	127
		CareSource	Medicaid Only	26	1	0	27
			Dual Benefits	39	12	38	89
			Total	65	13	38	116
		United	Medicaid Only	28	2	0	30
			Dual Benefits	31	13	57	101
			Total	59	15	57	131
		Total		144	31	199	374
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	1	0	2	3	
		Total	1	0	2	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	0	0	0	0	
			Total	0	0	0	0	
		United	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	2	3	
			Total	1	0	2	3	
		Total		2	0	4	6	
		Lake	Buckeye	Medicaid Only	2	0	0	2
				Dual Benefits	0	0	11	11
	Total			2	0	11	13	
	CareSource		Medicaid Only	9	0	0	9	
			Dual Benefits	4	1	3	8	
			Total	13	1	3	17	
	United		Medicaid Only	3	1	0	4	
			Dual Benefits	5	1	5	11	
			Total	8	2	5	15	
	Total			23	3	19	45	
	Lorain		Buckeye	Medicaid Only	4	0	0	4
				Dual Benefits	2	0	19	21
				Total	6	0	19	25
			CareSource	Medicaid Only	6	0	0	6
				Dual Benefits	12	2	8	22
		Total		18	2	8	28	
		United	Medicaid Only	7	1	0	8	
			Dual Benefits	5	4	11	20	
			Total	12	5	11	28	
		Total		36	7	38	81	
Medina		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	3	3	
	Total		0	0	3	3		
	CareSource	Medicaid Only	0	0	0	0		
		Dual Benefits	1	1	1	3		
		Total	1	1	1	3		

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	5	8
			Total	4	0	5	9
		Total		5	1	9	15
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	19	0	0	19
			Dual Benefits	10	3	139	152
			Total	29	3	139	171
CareSource			Medicaid Only	41	1	0	42
			Dual Benefits	56	16	50	122
			Total	97	17	50	164
United			Medicaid Only	39	4	0	43
			Dual Benefits	45	18	80	143
			Total	84	22	80	186
Total				210	42	269	521

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	5	0	9	14	
			Total	7	0	9	16	
		United	Medicaid Only	3	0	0	3	
			Dual Benefits	0	1	4	5	
			Total	3	1	4	8	
		Total			10	1	13	24
		Mahoning	CareSource	Medicaid Only	9	1	0	10
				Dual Benefits	8	3	19	30
	Total			17	4	19	40	
	United		Medicaid Only	4	0	0	4	
			Dual Benefits	8	0	20	28	
			Total	12	0	20	32	
	Total			29	4	39	72	
	Trumbull	CareSource	Medicaid Only	2	1	0	3	
Dual Benefits			8	6	10	24		
Total			10	7	10	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	2	1	19	22
			Total	3	1	19	23
	Total		13	8	29	50	

North East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	13	2	0	15
			Dual Benefits	21	9	38	68
			Total	34	11	38	83
United			Medicaid Only	8	0	0	8
			Dual Benefits	10	2	43	55
			Total	18	2	43	63
Total				52	13	81	146

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	0	0	5	5
			Total	0	0	5	5
	Total			0	0	6	6
	Lucas	Aetna	Medicaid Only	12	1	1	14
			Dual Benefits	6	0	28	34
			Total	18	1	29	48
		Buckeye	Medicaid Only	8	0	0	8
			Dual Benefits	6	4	38	48
			Total	14	4	38	56
		Total			32	5	67
Ottawa		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	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North West	Ottawa	Buckeye	Dual Benefits	0	0	4	4
			Total	0	0	4	4
		Total		0	0	4	4
	Wood	Aetna	Medicaid Only	3	0	0	3
			Dual Benefits	2	1	1	4
			Total	5	1	1	7
		Buckeye	Medicaid Only	3	0	0	3
			Dual Benefits	1	0	3	4
			Total	4	0	3	7
	Total		9	1	4	14	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	15	1	1	17
			Dual Benefits	8	1	30	39
			Total	23	2	31	56
Buckeye			Medicaid Only	11	0	0	11
			Dual Benefits	7	4	50	61
			Total	18	4	50	72
Total				41	6	81	128

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Butler	Aetna	Medicaid Only	11	3	0	14	
			Dual Benefits	5	2	25	32	
			Total	16	5	25	46	
		Molina	Medicaid Only	6	0	0	6	
			Dual Benefits	1	2	21	24	
			Total	7	2	21	30	
	Total				23	7	46	76
	Clermont	Aetna	Medicaid Only	4	0	0	4	
			Dual Benefits	2	0	4	6	
			Total	6	0	4	10	
		Molina	Medicaid Only	5	0	0	5	
			Dual Benefits	3	0	13	16	
			Total	8	0	13	21	
Total				14	0	17	31	

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	0	3	5	
			Total	2	0	3	5	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	3	3	
			Total	0	0	3	3	
		Total		2	0	6	8	
		Hamilton	Aetna	Medicaid Only	10	3	0	13
				Dual Benefits	12	4	53	69
	Total			22	7	53	82	
	Molina		Medicaid Only	11	0	0	11	
			Dual Benefits	13	3	72	88	
			Total	24	3	72	99	
	Total			46	10	125	181	
	Warren		Aetna	Medicaid Only	3	1	0	4
				Dual Benefits	3	0	5	8
		Total		6	1	5	12	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	1	1	6	8	
			Total	2	1	6	9	
		Total		8	2	11	21	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	28	7	0	35	
			Dual Benefits	24	6	90	120	
			Total	52	13	90	155	
Molina			Medicaid Only	23	0	0	23	
			Dual Benefits	18	6	115	139	
			Total	41	6	115	162	
Total				93	19	205	317	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	2	0	0	2	
			Dual Benefits	4	1	11	16	
			Total	6	1	11	18	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	5	0	0	5
			Dual Benefits	1	0	10	11
			Total	6	0	10	16
		Total		12	1	21	34
	Greene	Buckeye	Medicaid Only	1	0	0	1
			Dual Benefits	3	1	12	16
			Total	4	1	12	17
		Molina	Medicaid Only	0	1	0	1
			Dual Benefits	0	2	10	12
			Total	0	3	10	13
		Total		4	4	22	30
		Montgomery	Buckeye	Medicaid Only	12	2	0
	Dual Benefits			18	2	60	80
	Total			30	4	60	94
	Molina		Medicaid Only	8	5	0	13
			Dual Benefits	8	1	23	32
			Total	16	6	23	45
	Total			46	10	83	139
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	15	2	0	17
			Dual Benefits	25	4	83	112
			Total	40	6	83	129
Molina			Medicaid Only	13	6	0	19
			Dual Benefits	9	3	43	55
			Total	22	9	43	74
Total				62	15	126	203
Total				628	144	1136	1908

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

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	6	4.23%	12	21.43%	18
	<i>North West</i>	2	1.41%	2	3.57%	4
	<i>South West</i>	9	6.34%	10	17.86%	19
	Total	17	11.97%	24	42.86%	41
Buckeye	<i>North East</i>	10	7.04%	3	5.36%	13
	<i>North West</i>	5	3.52%	1	1.79%	6
	<i>West Central</i>	12	8.45%	7	12.50%	19
	Total	27	19.01%	11	19.64%	38
CareSource	<i>East Central</i>	7	4.93%	0	0.00%	7
	<i>North East</i>	10	7.04%	6	10.71%	16
	<i>North East Central</i>	7	4.93%	2	3.57%	9
	Total	24	16.90%	8	14.29%	32

Molina	<i>Central</i>	4	2.82%	4	7.14%	8
	<i>South West</i>	13	9.15%	2	3.57%	15
	<i>West Central</i>	10	7.04%	5	8.93%	15
	Total	27	19.01%	11	19.64%	38
United	<i>East Central</i>	23	16.20%	2	3.57%	25
	<i>North East</i>	16	11.27%	0	0.00%	16
	<i>North East Central</i>	8	5.63%	0	0.00%	8
	Total	47	33.10%	2	3.57%	49
Total Changes		142	100.00%	56	100.00%	198

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

Reporting Period: 7/1/2019 - 7/31/2019

Generated: 8/2/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	6	4.23%	12	21.43%	18
	<i>Molina</i>	4	2.82%	4	7.14%	8
	Total	10	7.04%	16	28.57%	26
North West	<i>Aetna</i>	2	1.41%	2	3.57%	4
	<i>Buckeye</i>	5	3.52%	1	1.79%	6
	Total	7	4.93%	3	5.36%	10
South West	<i>Aetna</i>	9	6.34%	10	17.86%	19
	<i>Molina</i>	13	9.15%	2	3.57%	15
	Total	22	15.49%	12	21.43%	34
North East	<i>Buckeye</i>	10	7.04%	3	5.36%	13
	<i>CareSource</i>	10	7.04%	6	10.71%	16
	<i>United</i>	16	11.27%	0	0.00%	16
	Total	36	25.35%	9	16.07%	45

West Central	<i>Buckeye</i>	12	8.45%	7	12.50%	19
	<i>Molina</i>	10	7.04%	5	8.93%	15
	Total	22	15.49%	12	21.43%	34
East Central	<i>CareSource</i>	7	4.93%	0	0.00%	7
	<i>United</i>	23	16.20%	2	3.57%	25
	Total	30	21.13%	2	3.57%	32
North East Central	<i>CareSource</i>	7	4.93%	2	3.57%	9
	<i>United</i>	8	5.63%	0	0.00%	8
	Total	15	10.56%	2	3.57%	17
Total Changes		142	100.00%	56	100.00%	198

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 7/1/2019 to 7/31/2019

Total Surveys Available for Completion: 58860

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	74	34.42%	129	60.00%	7	3.26%	5	2.33%	215	100.00%
Our answers to your questions	90	41.86%	116	53.95%	7	3.26%	2	0.93%	215	100.00%
Our courtesy to you and your family	101	46.98%	104	48.37%	8	3.72%	2	0.93%	215	100.00%
Overall, how would you rate our staff and services	103	47.91%	103	47.91%	8	3.72%	1	0.47%	215	100.00%
Total	368	42.79%	452	52.56%	30	3.49%	10	1.16%	860	100.00%

Number of Surveys Attempted: 2323

Number of Completed Customer Satisfaction Surveys: 216