



AUTOMATED HEALTH SYSTEMS

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Ohio Medicaid Consumer Hotline Monthly Report September 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 3,648 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 37. 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 52 calls coming in through this queue for this month.

Activity Summary

- 412,291 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 257,259 Total Calls (inbound and outbound)
 - 44,729 Call Fire Campaign Calls
 - 7,625 MyCare Outreach Calls
 - 97,796 Renewal Outreach Calls
 - 1,812 MBIWD Outreach Calls
 - 3,648 Provider Calls
 - 52 Insure Kids Now/Governor's Hotline
- 9% abandonment rate
- 5 minutes 47 seconds average talk time
- 1 minutes 20 seconds average speed to answer
- .0023% Blockage Rate (August 2019) *
- 99% First-Call Resolution Rate
- 90% 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
September 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)
Sun	09/01/19	0	0	0	236	236	0	0%	0	236	:00:00	:00:00	:00:00
Mon	09/02/19	0	0	0	264	264	0	0%	0	264	:00:00	:00:00	:00:00
Tue	09/03/19	12282	11066	667	20	12302	1216	10%	948	13250	:27:22	:02:30	:05:52
Wed	09/04/19	10217	9520	470	12	10229	697	7%	1420	11649	:16:11	:02:39	:05:55
Thurs	09/05/19	9848	9182	429	24	9872	666	7%	812	10684	:24:08	:02:25	:05:57
Fri	09/06/19	9466	8809	380	13	9479	657	7%	1198	10677	:23:24	:02:29	:05:57
Sat	09/07/19	1903	1898	38	14	1917	5	0%	296	2213	:04:16	:00:41	:05:07
Sun	09/08/19	0	0	0	271	271	0	0%	0	271	:00:00	:00:00	:00:00
	Week end	43716	40475	1984	854	44570	3241	7%	4674	49244	:27:22	:02:09	:05:52
Mon	09/09/19	14659	13218	1091	15	14674	1441	10%	1398	16072	:31:24	:03:10	:05:56
Tues	09/10/19	11472	10478	631	24	11496	994	9%	1609	13105	:22:26	:02:10	:06:04
Wed	09/11/19	10646	9829	526	16	10662	817	8%	919	11581	:28:27	:02:41	:05:38
Thurs	09/12/19	10745	9913	565	23	10768	832	8%	1189	11957	:22:42	:02:47	:05:58
Fri	09/13/19	10122	9216	286	15	10137	906	9%	1112	11249	:10:02	:01:45	:05:59
Sat	09/14/19	2062	2011	72	9	2071	51	2%	659	2730	:07:46	:00:54	:05:20
Sun	09/15/19	0	0	0	284	284	0	0%	0	284	:00:00	:00:00	:00:00
	Week end	59706	54665	3171	386	60092	5041	8%	6886	66978	:31:24	:02:15	:05:58
Mon	09/16/19	13613	11562	750	14	13627	2051	15%	981	14608	:25:59	:03:00	:06:08
Tues	09/17/19	10952	9835	418	14	10966	1117	10%	1178	12144	:12:42	:01:50	:05:48
Wed	09/18/19	9398	8780	216	12	9410	618	7%	944	10354	:18:03	:01:28	:05:45
Thurs	09/19/19	9330	8638	227	8	9338	692	7%	998	10336	:10:33	:01:30	:05:48
Fri	09/20/19	8294	7839	158	8	8302	455	5%	1073	9375	:07:42	:01:17	:05:37
Sat	09/21/19	938	937	27	3	941	1	0%	969	1910	:03:18	:00:40	:04:54
Sun	09/22/19	0	0	0	225	225	0	0%	0	225	:00:00	:00:00	:00:00
	Week end	52525	47591	1796	284	52809	4934	9%	6143	58952	:25:59	:01:38	:05:47
Mon	09/23/19	12633	11068	538	8	12641	1565	12%	938	13579	:16:14	:02:20	:05:39
Tues	09/24/19	11269	9924	529	15	11284	1345	12%	1109	12393	:18:45	:02:26	:05:46
Wed	09/25/19	11300	10080	470	20	11320	1220	11%	918	12238	:28:27	:02:11	:05:40
Thurs	09/26/19	10755	10002	445	25	10780	753	7%	1269	12049	:25:34	:02:03	:05:33
Fri	09/27/19	12623	11573	1064	12	12635	1050	8%	1418	14053	:23:36	:02:41	:05:44
Sat	09/28/19	1545	1543	38	11	1556	2	0%	307	1863	:03:27	:00:43	:05:18
Sun	09/29/19	0	0	0	278	278	0	0%	0	278	:00:00	:00:00	:00:00
	Week end	60125	54190	3084	369	60494	5935	10%	5959	66453	:28:27	:02:04	:05:39
Mon	09/30/19	14513	12959	1167	21	14534	1554	11%	1098	15632	:29:47	:03:32	:05:46
	Month End	230585	209880	11202	1914	232499	20705	9%	24760	257259	:31:24	:02:20	:05:47

Ohio Consumer Hotline - Activity Summary Report

9/1/2019 to 9/30/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	44
	Governor Inquiry	1
	ODM Inquiry	14
	Sent Letter	1
	Unable to Reach - Letter Sent - Resolved	3
	Total	63
<i>FFS Billing</i>	Billing Number	562
	Claims Request	23
	General Billing Questions	471
	Received Bill (Needs Letter)	33
	Total	1089
<i>General Benefits</i>	Application / Eligibility	1596
	Assisted Living	3
	Behavioral Health Redesign Questions	6
	Billing Number	157
	Certificate of Coverage	10
	Dental	210
	Equipment	72
	Healthchek Services	9
	Home Health Care	23
	Inquiry on Covered Services	905
	Long Term Care	37
	Medicaid Expansion	36
	Medicaid School Program	4
	Medlist Assist	1
	Physical / Occupational Therapy	6
	Pregnancy Related Services	18
	Prescriptions	557
	SRSP Benefits	65
	State Hearing	21

General Benefits	Transportation	372
	Vision	92
	Total	4200
HIPAA [LEGACY]	Information	1
	Total	1
Incident Report	Billing Inquiry	131
	Reimbursement Inquiry	7
	Total	138
Inquiry	029 Error	127
	574 Error - Not Eligible	16
	Already Selected	303
	Called to Check on Just Cause Status	2
	CDJFS	981
	Change in Name	84
	Change in Phone Number / Address	564
	Child Care	10
	General Questions	6972
	HEAP / PIP	5
	Hotline	1297
	Person Calling Not PIP / AG Head	339
	Referred Consumer to County Worker	1112
	SNAP (Food Stamps)	444
	Social Security	25
	Status Change Request (Name, Address, Phone, Etc.)	331
	TANF (Cash Assistance)	21
	Transferred in Error	10
	WIC	5
	Total	12648
Issue / Concern	Issue / Concern about MCP	105
	Issue / Concern about Provider	4
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	11
	Total	121
Mailings	ABD EMP Enrollment Packet	1
	ABD EMP Enrollment Packet (Large Print)	1

Mailings	Billing Incident Letter	110
	CFC EMP Enrollment Packet	7
	CFC EMP Enrollment Packet (Large Print)	1
	JC Approval FFS	11
	JC Approval FFS - Requestor	1
	MBI-WD Application	7
	Medicaid Application (7216)	270
	Medicaid Program Enrollment & Benefit Information	13
	MMC Mandatory	38359
	MMC Voluntary	265
	MyCare EMP Enrollment Packet	18
	MyCare EMP Enrollment Packet (Large Print)	2
	MyCare Reminder Letter	1047
	New Mandatory	20
	New Mandatory CFC Adult	1
	OMH Mandatory MyCare Letter	15
	QIT Packet	6
	Reimbursement Letter	10
	TPL Approval	1
	Total	40166
Managed Care Info & Referral	Benefit Package	389
	Billing Number	494
	Called to Check on Doctors	63
	Card	1627
	Case Addition	43
	Case Closed	55
	Case Pending	224
	Category Closed	99
	Consumer Needs To Be Auto Re-Enrolled	26
	CSP (formerly PACT)	2
	Failed Eligibility	505
	Information	3115
	Just Cause Status	8
	Open Enrollment Questions	601

Managed Care Info & Referral	Payment	33
	Phone Numbers	680
	Provider Name	751
	Returned NME / Notice	3
	Transfer Request - Bureau of Managed Care	9
	Wanted Phone Number of MCP	836
	Total	9563
MBI-WD	AG Collections Questions	3
	Application / Eligibility	8
	Benefit Package / Covered Services	3
	Card	2
	Premium Collection Issue - Needs Follow-Up	1
	Program Information	25
	Questions About Premiums	16
Total	58	
Medicaid (MAGI and ABD)	1095B FAQ	18
	Application Status	1809
	BCCP Question / Inquiry	4
	Behavioral Health Question / Inquiry	4
	Case Change	875
	Case Inquiry	16283
	Certificate Of Coverage	33
	Citizenship/Other Verifications	698
	DDR Question / Inquiry	36
	DRC Question / Inquiry	2
	EOMB Question / Inquiry	2
	Estate Recovery	14
	Family Planning Services Question / Inquiry	11
	FFS Card	607
	General Program Information	4151
	HIPPA Question / Inquiry	3
	Home Health Care Question / Inquiry	25
	Income Guidelines/Questions	1299
	Long Term Care Question / Inquiry	30

Medicaid (MAGI and ABD)	MBIWD Question / Inquiry	16
	Questions About Letter/NOA	1040
	Re-Application on a Denied Case	92
	Renewal Application Reported	7521
	Renewal Questions	9249
	Reprint NOA or FFS Card	304
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	300
	Requested Telephone Application – Transfer to Collabor8	2206
	State Hearing	154
	Tort Question / Inquiry	4
	Veterans on Medicaid Program	5
	Total	46795
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	331
	Medicare Premium Assistance Program (Part B Payments)	1517
	On-site Facilitated Enrollment	4
	Part A Questions	298
	Part B Questions	971
	Part C / Advantage Plan Questions	97
	Part D / PDP Questions	383
	Part D Letter Inquiry	34
	Total	3635
MyCare Ohio	General Information	1209
	Issue Accessing Services	89
	Loss of MyCare Eligibility	88
	Medicaid Only Benefit Information	218
	MyCare Ohio Card	246
	On-site facilitated enrollment	14
	Opt-In/Opt-Out Questions	776
	Prescription Questions	103
	Transition of Care	6
	Total	2749
Ohio Benefits Self Service Portal	Access my Benefits	32

Ohio Benefits Self Service Portal	Account Creation/Management	10
	Account Lock Out	19
	Application Assistance	15
	Apply for Benefits	37
	Call Transferred from Enterprise Help Desk to OMH	63
	Forgot Password Link	7
	Forgot User Name Link	5
	Frequently Asked Questions	8
	General Navigation	13
	How to use this Site	8
	Internet Browser Issue	4
	Message Center	9
	Provided Link to Website	21
	Renewal Packet Questions	15
	SNAP/TANF Questions	4
	Submit Error Issue	17
	Transfer Call to Tier 2/3	22
	Total	309
Ohio Integrated Eligibility System (OIES)	Case Inquiry/Case Status	532
	Contact CDJS	317
	Electronic Verification Process	1
	Journal Creation & Management	239
	MAGI (Modified Adjusted Gross Income) Program Information	1
	Notice of Action Explanation	24
	Reapply on a Denied Case	2
	Reprint FFS card from Hotline	240
	Reprint NOA from Hotline	25
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	102
	Requested Telephone Application, transfer to Collobor8	590
	Total	2073
	Prior Authorization	How to Obtain
Letter		11
Program Information		133

Prior Authorization	Status	60
	Transfer Request - Needs Follow-Up	1
	Total	343
Provider	Electronic Visit Verification (EVV) Initiative Letter	17
	Fee-For-Service Provider Names	63
	Referred to MCP For Provider List	61
	Referred to ODM Website For Provider List	16
	Total	157
QIT	Created QIT Outreach [LEGACY]	2
	Deceased	9
	Outreach Call	1
	Provided Banking Resources	14
	Provided explanation of QIT definitions	15
	Provided Information on where to send QIT completed documents-CDJFS	6
	QIT - General Program Information	95
	Referred to Legal Aid/Personal Attorney	1
	Requested QIT packet by email	3
	Total	146
Reimbursement	Decision	9
	Information	98
	Total	107
State Hearings	How to Request	109
	Program Information	49
	Status	25
	Total	183
Surveys	BCMh/CIC Survey Letter	1
	Call Center Survey	4006
	Managed Care Survey	1
	Total	4008
Tasks	AHS Billing Research - Letter	133
	AHS Claims Request	19
	AHS Consumer Issue/Concerns	39
	AHS Enrollment Error	1204

Tasks	AHS Enrollment Issue	260
	AHS Further Research Needed	61
	AHS Just Cause	53
	AHS MBIWD - Overpayment Call	1
	AHS MBIWD - Premium Issue	3
	AHS MBIWD - Refund Research	1
	AHS MBIWD Linking	153
	AHS Medicare Premium Payments Research	73
	AHS MMC Contact	149
	AHS Prior Authorization Research	1
	AHS Reimbursement - Letter	8
	AHS Web Contact - OMH Website	545
	ODM Complaint - Consumer	95
	ODM Complaint - Provider	299
	ODM Just Cause	9
Total	3106	
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	15
	General Information	127
	Need Medications Now	21
	Referral to Case Worker	88
	Referral to TPL Vendor	45
	Total	296
Waiver	Application / Eligibility	188
	Benefit Package / Covered Services	74
	Billing Number	2
	Card	14
	Certificate of Coverage	2
	Change	7
	Estate Recovery	5
	Hearing	2
	Independent Provider	2
	Patient Evaluation	6
	Patient Liability	27
	Program Information	222

<i>Waiver</i>	Waiting List	3
	Total	554

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

9/1/2019 to 9/30/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	348
	ACS / First Health	65
	ADAMH	2
	Area Agency on Aging	53
	BCCP Regional Agency	3
	BCMh	4
	Case Management Agency	35
	Caseworker	752
	Child Support Enforcement Agency	12
	Complaint Department	7
	County Department of Job & Family Services	4745
	First Link	10
	Food Stamp Hotline	57
	Help Me Grow Hotline	1
	HomeHealthAgency	6
	Info & Refer	648
	In-House	21
	Legal Aid	2
	Managed Care Plan	1162
	Managed Care/Just Cause Section	3
	MR / DD Board	5
	ODM	9
	Ohio Department of Insurance	16
	Ohio Hospice	2
	Ohio's Best Rx	5
	Ombudsman	5
	OSHIIP	52
Other Medical Services Agency	59	

Referral	Other Social Services Agency	26
	Out-of-State Medicaid Hotline	36
	Pharmacy	65
	Prescription Drug Plan (PDP)	34
	Provider	312
	Provider Services Call Center	205
	Public Children's Services	11
	Social Security Administration	60
	StateHearingDivision	117
	StateMedicalBoard	9
	Supervisor	27
	Tort Unit	36
	Veterans Services Office	1
	Website - ODM	47
	Welfare Fraud Hotline	1
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: 9/1/2019 - 9/30/2019
 Generated: 10/7/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	78	59.09%	457	84.16%	535	79.26%
Call Campaign	47	35.61%	19	3.50%	66	9.78%
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	1.52%	2	0.37%	4	0.59%
IVR	2	1.52%	18	3.31%	20	2.96%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	3	2.27%	47	8.66%	50	7.41%
TOTAL	132	100%	543	100%	675	100%

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

Reporting Period: 9/1/2019 - 9/30/2019
Generated: 10/7/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	78	14.58%	457	85.42%	535	100%
Call Campaign	47	71.21%	19	28.79%	66	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	10.00%	18	90.00%	20	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	3	6.00%	47	94.00%	50	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: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	2	1.52%	30	5.52%
	North East	4	3.03%	26	4.79%
	West	7	5.30%	26	4.79%
	Total	13	9.85%	82	15.10%
CareSource	Central/South East	16	12.12%	70	12.89%
	North East	33	25.00%	117	21.55%
	West	23	17.42%	77	14.18%
	Total	72	54.55%	264	48.62%
Molina	Central/South East	8	6.06%	33	6.08%
	North East	5	3.79%	11	2.03%
	West	5	3.79%	10	1.84%
	Total	18	13.64%	54	9.94%
Paramount	Central/South East	2	1.52%	20	3.68%
	North East	1	0.76%	6	1.10%
	West	8	6.06%	35	6.45%
	Total	11	8.33%	61	11.23%
United	Central/South East	5	3.79%	18	3.31%
	North East	4	3.03%	46	8.47%
	West	9	6.82%	18	3.31%
	Total	18	13.64%	82	15.10%
Total		132	100.00%	543	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	2	6.06%	30	17.54%
	CareSource	16	48.48%	70	40.94%
	Molina	8	24.24%	33	19.30%
	Paramount	2	6.06%	20	11.70%
	United	5	15.15%	18	10.53%
	Total		33	100.00%	171
North East	Buckeye	4	8.51%	26	12.62%
	CareSource	33	70.21%	117	56.80%
	Molina	5	10.64%	11	5.34%
	Paramount	1	2.13%	6	2.91%
	United	4	8.51%	46	22.33%
	Total		47	100.00%	206
West	Buckeye	7	13.46%	26	15.66%
	CareSource	23	44.23%	77	46.39%
	Molina	5	9.62%	10	6.02%
	Paramount	8	15.38%	35	21.08%
	United	9	17.31%	18	10.84%
	Total		52	100.00%	166
Total				132	
				543	

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

Reporting Period: 9/1/2019 - 9/30/2019
Generated: 10/7/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	204	357	561
North East	253	408	661
West	218	355	573
Total For All Regions	675	1120	1795

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

Reporting Period: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	2	30	79	111	19.79%
	CareSource	16	70	56	142	25.31%
	Molina	8	33	127	168	29.95%
	Paramount	2	20	0	22	3.92%
	United	5	18	95	118	21.03%
	(Region) Total	33	171	357	561	100.00%
North East	Buckeye	4	26	104	134	20.27%
	CareSource	33	117	68	218	32.98%
	Molina	5	11	133	149	22.54%
	Paramount	1	6	0	7	1.06%
	United	4	46	103	153	23.15%
	(Region) Total	47	206	408	661	100.00%
West	Buckeye	7	26	127	160	27.92%
	CareSource	23	77	48	148	25.83%
	Molina	5	10	108	123	21.47%
	Paramount	8	35	0	43	7.50%
	United	9	18	72	99	17.28%
	(Region) Total	52	166	355	573	100.00%
Total		132	543	1120	1795	

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

Reporting Period: 9/1/2019 - 9/30/2019
 Generated: 10/7/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1657	36.01%	5483	72.78%	7140	58.84%
Call Campaign	1470	31.95%	514	6.82%	1984	16.35%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	1	0.01%	1	0.01%
File Transfer	1336	29.04%	347	4.61%	1683	13.87%
IVR	94	2.04%	431	5.72%	525	4.33%
Mail	1	0.02%	3	0.04%	4	0.03%
Website	43	0.93%	755	10.02%	798	6.58%
TOTAL	4601	100%	7534	100%	12135	100%

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

Reporting Period: 9/1/2019 - 9/30/2019
 Generated: 10/7/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1657	23.21%	5483	76.79%	7140	100%
Call Campaign	1470	74.09%	514	25.91%	1984	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	1	100.00%	1	100%
File Transfer	1336	79.38%	347	20.62%	1683	100%
IVR	94	17.90%	431	82.10%	525	100%
Mail	1	25.00%	3	75.00%	4	100%
Website	43	5.39%	755	94.61%	798	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: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	211	4.59%	176	2.34%
	North East	287	6.24%	259	3.44%
	West	239	5.19%	290	3.85%
	Total	737	16.02%	725	9.62%
CareSource	Central/South East	632	13.74%	1252	16.62%
	North East	1109	24.10%	1791	23.77%
	West	825	17.93%	1926	25.56%
	Total	2566	55.77%	4969	65.95%
Molina	Central/South East	230	5.00%	356	4.73%
	North East	120	2.61%	64	0.85%
	West	135	2.93%	106	1.41%
	Total	485	10.54%	526	6.98%
Paramount	Central/South East	18	0.39%	56	0.74%
	North East	30	0.65%	58	0.77%
	West	146	3.17%	509	6.76%
	Total	194	4.22%	623	8.27%
United	Central/South East	154	3.35%	222	2.95%
	North East	304	6.61%	339	4.50%
	West	161	3.50%	130	1.73%
	Total	619	13.45%	691	9.17%
Total		4601	100.00%	7534	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	211	16.95%	176	8.54%
	CareSource	632	50.76%	1252	60.72%
	Molina	230	18.47%	356	17.26%
	Paramount	18	1.45%	56	2.72%
	United	154	12.37%	222	10.77%
	Total	1245	100.00%	2062	100.00%
North East	Buckeye	287	15.51%	259	10.31%
	CareSource	1109	59.95%	1791	71.33%
	Molina	120	6.49%	64	2.55%
	Paramount	30	1.62%	58	2.31%
	United	304	16.43%	339	13.50%
	Total	1850	100.00%	2511	100.00%
West	Buckeye	239	15.87%	290	9.79%
	CareSource	825	54.78%	1926	65.05%
	Molina	135	8.96%	106	3.58%
	Paramount	146	9.69%	509	17.19%
	United	161	10.69%	130	4.39%
	Total	1506	100.00%	2961	100.00%
Total		4601		7534	

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

Reporting Period: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	211	176	2516	2903	23.98%
	CareSource	632	1252	2477	4361	36.03%
	Molina	230	356	1933	2519	20.81%
	Paramount	18	56	0	74	0.61%
	United	154	222	1872	2248	18.57%
	(Region) Total	1245	2062	8798	12105	100.00%
North East	Buckeye	287	259	3020	3566	23.75%
	CareSource	1109	1791	2874	5774	38.46%
	Molina	120	64	2184	2368	15.77%
	Paramount	30	58	0	88	0.59%
	United	304	339	2574	3217	21.43%
	(Region) Total	1850	2511	10652	15013	100.00%
West	Buckeye	239	290	3199	3728	24.16%
	CareSource	825	1926	3084	5835	37.81%
	Molina	135	106	2405	2646	17.15%
	Paramount	146	509	0	655	4.24%
	United	161	130	2278	2569	16.65%
	(Region) Total	1506	2961	10966	15433	100.00%
Total		4601	7534	30416	42551	

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

Reporting Period: 9/1/2019 - 9/30/2019
Generated: 10/7/2019

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	3307	8798	12105
North East	4361	10652	15013
West	4467	10966	15433
Total For All Regions	12135	30416	42551

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

Reporting Period: 9/1/2019 - 9/30/2019
Generated: 10/7/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Dual Benefits	211	46.89%	108	55.38%	319	49.46%
Call	Medicaid Only	176	39.11%	48	24.62%	224	34.73%
	Total	387	86.00%	156	80.00%	543	84.19%
Call Campaign	Dual Benefits	6	1.33%	4	2.05%	10	1.55%
Call Campaign	Medicaid Only	6	1.33%	2	1.03%	8	1.24%
	Total	12	2.67%	6	3.08%	18	2.79%
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	2	0.44%	2	1.03%	4	0.62%
Fax	Dual Benefits	0	0.00%	1	0.51%	1	0.16%
	Total	2	0.44%	3	1.54%	5	0.78%
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	Dual Benefits	22	4.89%	7	3.59%	29	4.50%
IVR	Medicaid Only	10	2.22%	2	1.03%	12	1.86%
	Total	32	7.11%	9	4.62%	41	6.36%
Mail	Medicaid Only	2	0.44%	1	0.51%	3	0.47%
Mail	Dual Benefits	2	0.44%	1	0.51%	3	0.47%
	Total	4	0.89%	2	1.03%	6	0.93%
Website	Medicaid Only	1	0.22%	5	2.56%	6	0.93%
Website	Dual Benefits	12	2.67%	14	7.18%	26	4.03%
	Total	13	2.89%	19	9.74%	32	4.96%
TOTAL		450	100%	195	100%	645	100%

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

Reporting Period: 9/1/2019 - 9/30/2019
Generated: 10/7/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Dual Benefits	211	66.14%	108	33.86%	319	100%
	Medicaid Only	176	78.57%	48	21.43%	224	100%
	Total	387	71.27%	156	28.73%	543	100%
Call Campaign	Dual Benefits	6	60.00%	4	40.00%	10	100%
	Medicaid Only	6	75.00%	2	25.00%	8	100%
	Total	12	66.67%	6	33.33%	18	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	2	50.00%	2	50.00%	4	100%
	Dual Benefits	0	0.00%	1	100.00%	1	100%
	Total	2	40.00%	3	60.00%	5	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	Dual Benefits	22	75.86%	7	24.14%	29	100%
	Medicaid Only	10	83.33%	2	16.67%	12	100%
	Total	32	78.05%	9	21.95%	41	100%
Mail	Medicaid Only	2	66.67%	1	33.33%	3	100%
	Dual Benefits	2	66.67%	1	33.33%	3	100%
	Total	4	66.67%	2	33.33%	6	100%
Website	Medicaid Only	1	16.67%	5	83.33%	6	100%
	Dual Benefits	12	46.15%	14	53.85%	26	100%
	Total	13	40.63%	19	59.38%	32	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments	
Aetna	Central	Medicaid Only	9	2.00%	4	2.05%
		Dual Benefits	15	3.33%	16	8.21%
		Total	24	5.33%	20	10.26%
	North West	Medicaid Only	3	0.67%	2	1.03%
		Dual Benefits	3	0.67%	6	3.08%
		Total	6	1.33%	8	4.10%
	South West	Medicaid Only	21	4.67%	11	5.64%
		Dual Benefits	23	5.11%	4	2.05%
		Total	44	9.78%	15	7.69%
	Total		74	16.44%	43	22.05%
Buckeye	North East	Medicaid Only	3	0.67%	0	0.00%
		Dual Benefits	7	1.56%	7	3.59%
		Total	10	2.22%	7	3.59%
	North West	Medicaid Only	5	1.11%	1	0.51%
		Dual Benefits	12	2.67%	1	0.51%
		Total	17	3.78%	2	1.03%
	West Central	Medicaid Only	16	3.56%	7	3.59%
		Dual Benefits	13	2.89%	12	6.15%
		Total	29	6.44%	19	9.74%
	Total		56	12.44%	28	14.36%
CareSource	East Central	Medicaid Only	20	4.44%	3	1.54%
		Dual Benefits	13	2.89%	4	2.05%
		Total	33	7.33%	7	3.59%
	North East	Medicaid Only	29	6.44%	8	4.10%
		Dual Benefits	54	12.00%	34	17.44%
		Total	83	18.44%	42	21.54%
	North East Central	Medicaid Only	8	1.78%	0	0.00%

CareSource	North East Central	Dual Benefits	16	3.56%	8	4.10%	
		Total	24	5.33%	8	4.10%	
	Total		140	31.11%	57	29.23%	
Molina	Central	Medicaid Only	12	2.67%	3	1.54%	
		Dual Benefits	21	4.67%	6	3.08%	
		Total	33	7.33%	9	4.62%	
	South West	Medicaid Only	11	2.44%	1	0.51%	
		Dual Benefits	11	2.44%	6	3.08%	
		Total	22	4.89%	7	3.59%	
	West Central	Medicaid Only	5	1.11%	3	1.54%	
		Dual Benefits	4	0.89%	8	4.10%	
		Total	9	2.00%	11	5.64%	
	Total		64	14.22%	27	13.85%	
	United	East Central	Medicaid Only	22	4.89%	8	4.10%
			Dual Benefits	18	4.00%	8	4.10%
Total			40	8.89%	16	8.21%	
North East		Medicaid Only	28	6.22%	8	4.10%	
		Dual Benefits	26	5.78%	11	5.64%	
		Total	54	12.00%	19	9.74%	
North East Central		Medicaid Only	5	1.11%	1	0.51%	
		Dual Benefits	17	3.78%	4	2.05%	
		Total	22	4.89%	5	2.56%	
Total			116	25.78%	40	20.51%	
Total			450	100.00%	195	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	9	15.79%	4	13.79%	
		Dual Benefits	15	26.32%	16	55.17%	
		Total	24	42.11%	20	68.97%	
	Molina	Medicaid Only	12	21.05%	3	10.34%	
		Dual Benefits	21	36.84%	6	20.69%	
		Total	33	57.89%	9	31.03%	
	Total		57	100.00%	29	100.00%	
	East Central	CareSource	Medicaid Only	20	27.40%	3	13.04%
			Dual Benefits	13	17.81%	4	17.39%
Total			33	45.21%	7	30.43%	
United		Medicaid Only	22	30.14%	8	34.78%	
		Dual Benefits	18	24.66%	8	34.78%	
		Total	40	54.79%	16	69.57%	
Total			73	100.00%	23	100.00%	
North East		Buckeye	Medicaid Only	3	2.04%	0	0.00%
			Dual Benefits	7	4.76%	7	10.29%
	Total		10	6.80%	7	10.29%	
	CareSource	Medicaid Only	29	19.73%	8	11.76%	
		Dual Benefits	54	36.73%	34	50.00%	
		Total	83	56.46%	42	61.76%	
	United	Medicaid Only	28	19.05%	8	11.76%	
		Dual Benefits	26	17.69%	11	16.18%	
		Total	54	36.73%	19	27.94%	
	Total		147	100.00%	68	100.00%	
	North East Central	CareSource	Medicaid Only	8	17.39%	0	0.00%
			Dual Benefits	16	34.78%	8	61.54%
Total			24	52.17%	8	61.54%	

North East Central	United	Medicaid Only	5	10.87%	1	7.69%
		Dual Benefits	17	36.96%	4	30.77%
		Total	22	47.83%	5	38.46%
	Total		46	100.00%	13	100.00%
North West	Aetna	Medicaid Only	3	13.04%	2	20.00%
		Dual Benefits	3	13.04%	6	60.00%
		Total	6	26.09%	8	80.00%
	Buckeye	Medicaid Only	5	21.74%	1	10.00%
		Dual Benefits	12	52.17%	1	10.00%
		Total	17	73.91%	2	20.00%
	Total		23	100.00%	10	100.00%
	South West	Aetna	Medicaid Only	21	31.82%	11
Dual Benefits			23	34.85%	4	18.18%
Total			44	66.67%	15	68.18%
Molina		Medicaid Only	11	16.67%	1	4.55%
		Dual Benefits	11	16.67%	6	27.27%
		Total	22	33.33%	7	31.82%
Total			66	100.00%	22	100.00%
West Central		Buckeye	Medicaid Only	16	42.11%	7
	Dual Benefits		13	34.21%	12	40.00%
	Total		29	76.32%	19	63.33%
	Molina	Medicaid Only	5	13.16%	3	10.00%
		Dual Benefits	4	10.53%	8	26.67%
		Total	9	23.68%	11	36.67%
	Total		38	100.00%	30	100.00%
	Total		450		195	

MyCare ASSIGNMENT BY REGION

Reporting Period: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	28	0	Medicaid only	28
	58	4	Dual benefits	62
	86	4		90
East Central	52	0	Medicaid only	52
	43	0	Dual benefits	43
	95	0		95
North East	76	0	Medicaid only	76
	139	2	Dual benefits	141
	215	2		217
North East Central	14	0	Medicaid only	14
	45	0	Dual benefits	45
	59	0		59
North West	11	0	Medicaid only	11
	22	0	Dual benefits	22
	33	0		33
South West	44	0	Medicaid only	44
	44	2	Dual benefits	46
	88	2		90
West Central	29	0	Medicaid only	29
	37	4	Dual benefits	41
	66	4		70
Total For All Regions	642	12		654

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 9/1/2019 - 9/30/2019

Generated: 10/7/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	9	4	0	13	14.44%
		Dual Benefits	15	16	2	33	36.67%
		(MCP) Total	24	20	2	46	51.11%
	Molina	Medicaid Only	12	3	0	15	16.67%
		Dual Benefits	21	6	2	29	32.22%
		(MCP) Total	33	9	2	44	48.89%
	(Region) Total		57	29	4	90	100.00%
East Central	CareSource	Medicaid Only	20	3	0	23	23.96%
		Dual Benefits	13	4	0	17	17.71%
		(MCP) Total	33	7	0	40	41.67%
	United	Medicaid Only	22	8	0	30	31.25%
		Dual Benefits	18	8	0	26	27.08%
		(MCP) Total	40	16	0	56	58.33%
	(Region) Total		73	23	0	96	100.00%
North East	Buckeye	Medicaid Only	3	0	0	3	1.38%
		Dual Benefits	7	7	2	16	7.37%
		(MCP) Total	10	7	2	19	8.76%
	CareSource	Medicaid Only	29	8	0	37	17.05%
		Dual Benefits	54	34	0	88	40.55%
		(MCP) Total	83	42	0	125	57.60%
	United	Medicaid Only	28	8	0	36	16.59%
		Dual Benefits	26	11	0	37	17.05%
		(MCP) Total	54	19	0	73	33.64%
	(Region) Total		147	68	2	217	100.00%
North East Central	CareSource	Medicaid Only	8	0	0	8	13.56%
		Dual Benefits	16	8	0	24	40.68%
		(MCP) Total	24	8	0	32	54.24%

North East Central	United	Medicaid Only	5	1	0	6	10.17%
		Dual Benefits	17	4	0	21	35.59%
		(MCP) Total	22	5	0	27	45.76%
	(Region) Total		46	13	0	59	100.00%
North West	Aetna	Medicaid Only	3	2	0	5	15.15%
		Dual Benefits	3	6	0	9	27.27%
		(MCP) Total	6	8	0	14	42.42%
	Buckeye	Medicaid Only	5	1	0	6	18.18%
		Dual Benefits	12	1	0	13	39.39%
		(MCP) Total	17	2	0	19	57.58%
(Region) Total		23	10	0	33	100.00%	
South West	Aetna	Medicaid Only	21	11	0	32	35.56%
		Dual Benefits	23	4	2	29	32.22%
		(MCP) Total	44	15	2	61	67.78%
	Molina	Medicaid Only	11	1	0	12	13.33%
		Dual Benefits	11	6	0	17	18.89%
		(MCP) Total	22	7	0	29	32.22%
(Region) Total		66	22	2	90	100.00%	
West Central	Buckeye	Medicaid Only	16	7	0	23	31.94%
		Dual Benefits	13	12	1	26	36.11%
		(MCP) Total	29	19	1	49	68.06%
	Molina	Medicaid Only	5	3	0	8	11.11%
		Dual Benefits	4	8	3	15	20.83%
		(MCP) Total	9	11	3	23	31.94%
(Region) Total		38	30	4	72	100.00%	
Total			450	195	12	657	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 9/1/2019 - 9/30/2019
 Generated: 10/7/2019

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	1	0	0	1	
			Total	1	0	0	1	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	0	0	
			Total	0	0	0	0	
		Total		1	0	0	1	
		Franklin	Aetna	Medicaid Only	8	3	0	11
				Dual Benefits	14	16	2	32
	Total			22	19	2	43	
	Molina		Medicaid Only	12	3	0	15	
			Dual Benefits	19	6	2	27	
			Total	31	9	2	42	
	Total			53	28	4	85	
	Madison		Aetna	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	0	0
		Total		1	0	0	1	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	0	0	
			Total	0	0	0	0	
		Total		1	0	0	1	
Pickaway		Aetna	Medicaid Only	0	1	0	1	
			Dual Benefits	0	0	0	0	
	Total		0	1	0	1		
	Molina	Medicaid Only	0	0	0	0		
		Dual Benefits	2	0	0	2		
		Total	2	0	0	2		
	Total		2	1	0	3		

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	0	0	0	0
			Total	0	0	0	0
		Total		0	0	0	0

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	9	4	0	13
			Dual Benefits	15	16	2	33
			Total	24	20	2	46
Molina			Medicaid Only	12	3	0	15
			Dual Benefits	21	6	2	29
			Total	33	9	2	44
Total				57	29	4	90

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	0	2
			Total	3	0	0	3
		United	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	0	2
			Total	4	0	0	4
		Total		7	0	0	7
	Stark	CareSource	Medicaid Only	7	1	0	8
			Dual Benefits	8	1	0	9
			Total	15	2	0	17
		United	Medicaid Only	6	2	0	8
			Dual Benefits	3	4	0	7
			Total	9	6	0	15
		Total		24	8	0	32
	Summit	CareSource	Medicaid Only	9	2	0	11
Dual Benefits			2	2	0	4	
Total			11	4	0	15	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	12	4	0	16
			Dual Benefits	12	3	0	15
			Total	24	7	0	31
		Total		35	11	0	46
	Wayne	CareSource	Medicaid Only	3	0	0	3
			Dual Benefits	1	1	0	2
			Total	4	1	0	5
		United	Medicaid Only	2	2	0	4
			Dual Benefits	1	1	0	2
			Total	3	3	0	6
Total		7	4	0	11		

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	20	3	0	23
			Dual Benefits	13	4	0	17
			Total	33	7	0	40
United			Medicaid Only	22	8	0	30
			Dual Benefits	18	8	0	26
			Total	40	16	0	56
Total				73	23	0	96

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	2	0	0	2
			Dual Benefits	3	6	1	10
			Total	5	6	1	12
		CareSource	Medicaid Only	22	6	0	28
			Dual Benefits	41	25	0	66
			Total	63	31	0	94
		United	Medicaid Only	24	5	0	29
			Dual Benefits	20	8	0	28
			Total	44	13	0	57
		Total		112	50	1	163
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	0	0	0	
		Total	0	0	0	0	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	0	1	0	1	
			Dual Benefits	1	0	0	1	
			Total	1	1	0	2	
		United	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	0	0	
			Total	0	0	0	0	
		Total		1	1	0	2	
		Lake	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	2	0	0	2
	Total			2	0	0	2	
	CareSource		Medicaid Only	1	0	0	1	
			Dual Benefits	6	3	0	9	
			Total	7	3	0	10	
	United		Medicaid Only	2	0	0	2	
			Dual Benefits	1	0	0	1	
			Total	3	0	0	3	
	Total			12	3	0	15	
	Lorain		Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	1	1	2
				Total	0	1	1	2
			CareSource	Medicaid Only	4	1	0	5
				Dual Benefits	4	5	0	9
		Total		8	6	0	14	
		United	Medicaid Only	1	2	0	3	
			Dual Benefits	3	3	0	6	
			Total	4	5	0	9	
		Total		12	12	1	25	
Medina		Buckeye	Medicaid Only	1	0	0	1	
			Dual Benefits	2	0	0	2	
	Total		3	0	0	3		
	CareSource	Medicaid Only	2	0	0	2		
		Dual Benefits	2	1	0	3		
		Total	4	1	0	5		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	1	1	0	2
			Dual Benefits	2	0	0	2
			Total	3	1	0	4
		Total		10	2	0	12
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	3	0	0	3
			Dual Benefits	7	7	2	16
			Total	10	7	2	19
CareSource			Medicaid Only	29	8	0	37
			Dual Benefits	54	34	0	88
			Total	83	42	0	125
United			Medicaid Only	28	8	0	36
			Dual Benefits	26	11	0	37
			Total	54	19	0	73
Total				147	68	2	217

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	0	0	0	0	
			Total	0	0	0	0	
		United	Medicaid Only	1	0	0	1	
			Dual Benefits	9	1	0	10	
			Total	10	1	0	11	
		Total			10	1	0	11
		Mahoning	CareSource	Medicaid Only	6	0	0	6
				Dual Benefits	9	5	0	14
	Total			15	5	0	20	
	United		Medicaid Only	4	1	0	5	
			Dual Benefits	3	2	0	5	
			Total	7	3	0	10	
	Total			22	8	0	30	
	Trumbull	CareSource	Medicaid Only	2	0	0	2	
Dual Benefits			7	3	0	10		
Total			9	3	0	12		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	0	0	0	0
			Dual Benefits	5	1	0	6
			Total	5	1	0	6
		Total		14	4	0	18

North East CentralRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	8	0	0	8
			Dual Benefits	16	8	0	24
			Total	24	8	0	32
United			Medicaid Only	5	1	0	6
			Dual Benefits	17	4	0	21
			Total	22	5	0	27
Total				46	13	0	59

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North West</i>	Fulton	Aetna	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	0	1	
			Total	2	0	0	2	
		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	4	0	0	4	
			Total	4	0	0	4	
		Total			6	0	0	6
		Lucas	Aetna	Medicaid Only	1	2	0	3
				Dual Benefits	1	4	0	5
	Total			2	6	0	8	
	Buckeye		Medicaid Only	5	1	0	6	
			Dual Benefits	7	1	0	8	
			Total	12	2	0	14	
	Total			14	8	0	22	
	Ottawa		Aetna	Medicaid Only	1	0	0	1
				Dual Benefits	0	2	0	2
Total		1		2	0	3		
Buckeye		Medicaid Only	0	0	0	0		

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

North West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	3	2	0	5
			Dual Benefits	3	6	0	9
			Total	6	8	0	14
Buckeye			Medicaid Only	5	1	0	6
			Dual Benefits	12	1	0	13
			Total	17	2	0	19
Total				23	10	0	33

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	4	1	0	5
			Dual Benefits	5	2	0	7
			Total	9	3	0	12
		Molina	Medicaid Only	2	0	0	2
			Dual Benefits	3	1	0	4
			Total	5	1	0	6
	Total		14	4	0	18	
	Clermont	Aetna	Medicaid Only	3	2	0	5
			Dual Benefits	2	0	1	3
			Total	5	2	1	8
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	1	0	1
Total			0	1	0	1	
Total		5	3	1	9		

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	0	0	0	0	
			Total	0	0	0	0	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	0	0	
			Total	0	0	0	0	
		Total		0	0	0	0	
		Hamilton	Aetna	Medicaid Only	11	5	0	16
				Dual Benefits	14	1	1	16
	Total			25	6	1	32	
	Molina		Medicaid Only	6	1	0	7	
			Dual Benefits	7	4	0	11	
			Total	13	5	0	18	
	Total			38	11	1	50	
	Warren		Aetna	Medicaid Only	3	3	0	6
				Dual Benefits	2	1	0	3
		Total		5	4	0	9	
		Molina	Medicaid Only	3	0	0	3	
			Dual Benefits	1	0	0	1	
			Total	4	0	0	4	
		Total		9	4	0	13	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	21	11	0	32	
			Dual Benefits	23	4	2	29	
			Total	44	15	2	61	
Molina			Medicaid Only	11	1	0	12	
			Dual Benefits	11	6	0	17	
			Total	22	7	0	29	
Total				66	22	2	90	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	4	0	0	4	
			Dual Benefits	1	0	0	1	
			Total	5	0	0	5	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	1	0	0	1
			Dual Benefits	1	1	1	3
			Total	2	1	1	4
		Total		7	1	1	9
	Greene	Buckeye	Medicaid Only	3	1	0	4
			Dual Benefits	2	3	0	5
			Total	5	4	0	9
		Molina	Medicaid Only	1	1	0	2
			Dual Benefits	0	0	0	0
			Total	1	1	0	2
		Total		6	5	0	11
		Montgomery	Buckeye	Medicaid Only	9	6	0
	Dual Benefits			10	9	1	20
	Total			19	15	1	35
	Molina		Medicaid Only	3	2	0	5
Dual Benefits			3	7	2	12	
Total			6	9	2	17	
Total			25	24	3	52	
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	16	7	0	23
			Dual Benefits	13	12	1	26
			Total	29	19	1	49
Molina			Medicaid Only	5	3	0	8
			Dual Benefits	4	8	3	15
			Total	9	11	3	23
Total				38	30	4	72
Total				450	195	12	657

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

Reporting Period: 9/1/2019 - 9/30/2019
Generated: 10/7/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	5	2.75%	8	13.33%	13
	<i>North West</i>	10	5.49%	4	6.67%	14
	<i>South West</i>	11	6.04%	4	6.67%	15
	Total	26	14.29%	16	26.67%	42
Buckeye	<i>North East</i>	4	2.20%	1	1.67%	5
	<i>North West</i>	18	9.89%	4	6.67%	22
	<i>West Central</i>	6	3.30%	4	6.67%	10
	Total	28	15.38%	9	15.00%	37
CareSource	<i>East Central</i>	3	1.65%	5	8.33%	8
	<i>North East</i>	64	35.16%	8	13.33%	72
	<i>North East Central</i>	2	1.10%	4	6.67%	6
	Total	69	37.91%	17	28.33%	86

Molina	<i>Central</i>	9	4.95%	4	6.67%	13
	<i>South West</i>	9	4.95%	6	10.00%	15
	<i>West Central</i>	7	3.85%	4	6.67%	11
	Total	25	13.74%	14	23.33%	39
United	<i>East Central</i>	13	7.14%	1	1.67%	14
	<i>North East</i>	15	8.24%	2	3.33%	17
	<i>North East Central</i>	6	3.30%	1	1.67%	7
	Total	34	18.68%	4	6.67%	38
Total Changes		182	100.00%	60	100.00%	242

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

Reporting Period: 9/1/2019 - 9/30/2019
Generated: 10/7/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	5	2.75%	8	13.33%	13
	<i>Molina</i>	9	4.95%	4	6.67%	13
	Total	14	7.69%	12	20.00%	26
North West	<i>Aetna</i>	10	5.49%	4	6.67%	14
	<i>Buckeye</i>	18	9.89%	4	6.67%	22
	Total	28	15.38%	8	13.33%	36
South West	<i>Aetna</i>	11	6.04%	4	6.67%	15
	<i>Molina</i>	9	4.95%	6	10.00%	15
	Total	20	10.99%	10	16.67%	30
North East	<i>Buckeye</i>	4	2.20%	1	1.67%	5
	<i>CareSource</i>	64	35.16%	8	13.33%	72
	<i>United</i>	15	8.24%	2	3.33%	17
	Total	83	45.60%	11	18.33%	94

West Central	<i>Buckeye</i>	6	3.30%	4	6.67%	10
	<i>Molina</i>	7	3.85%	4	6.67%	11
	Total	13	7.14%	8	13.33%	21
East Central	<i>CareSource</i>	3	1.65%	5	8.33%	8
	<i>United</i>	13	7.14%	1	1.67%	14
	Total	16	8.79%	6	10.00%	22
North East Central	<i>CareSource</i>	2	1.10%	4	6.67%	6
	<i>United</i>	6	3.30%	1	1.67%	7
	Total	8	4.40%	5	8.33%	13
Total Changes		182	100.00%	60	100.00%	242

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 9/1/2019 to 9/30/2019

Total Surveys Available for Completion: 56722

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	123	36.18%	184	54.12%	26	7.65%	7	2.06%	340	100.00%
Our answers to your questions	181	51.86%	142	40.69%	20	5.73%	6	1.72%	349	100.00%
Our courtesy to you and your family	215	61.60%	123	35.24%	7	2.01%	4	1.15%	349	100.00%
Overall, how would you rate our staff and services	178	51.15%	153	43.97%	14	4.02%	3	0.86%	348	100.00%
Total	697	50.29%	602	43.43%	67	4.83%	20	1.44%	1386	100.00%

Number of Surveys Attempted: 4004

Number of Completed Customer Satisfaction Surveys: 508