



AUTOMATED HEALTH SYSTEMS

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# **Ohio Medicaid Consumer Hotline Monthly Report October 2019**

*"The Enlightened Choice in Health Service Management"*

## ***Call Center Analysis***

*Provider Calls:* There were 4,370 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 30. 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 36 calls coming in through this queue for this month.

## ***Activity Summary***

- 479,176 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 336,179 Total Calls (inbound and outbound)
  - 42,883 Call Fire Campaign Calls
  - 911 MyCare Outreach Calls
  - 92,985 Renewal Outreach Calls
  - 1,812 MBIWD Outreach Calls
  - 4,370 Provider Calls
  - 36 Insure Kids Now/Governor's Hotline
- 10% abandonment rate
- 5 minutes 55 seconds average talk time
- 3 minutes 08 seconds average speed to answer
- .0055% Blockage Rate (September 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 15<sup>th</sup> of each month.

**Ohio Consumer Hotline**  
**October 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	09/30/19	14513	12959	1167	21	14534	1554	11%	1098	15632	:29:47	:03:32	:05:46
Tue	10/01/19	12171	10801	881	29	12200	1370	11%	1456	13656	:29:48	:03:04	:06:17
Wed	10/02/19	11418	10561	677	19	11437	857	8%	1036	12473	:22:35	:03:01	:05:59
Thurs	10/03/19	11643	10647	728	27	11670	996	9%	1178	12848	:28:06	:03:19	:05:52
Fri	10/04/19	10072	9285	499	20	10092	787	8%	1356	11448	:21:10	:03:14	:05:55
Sat	10/05/19	2026	1940	62	7	2033	86	4%	310	2343	:12:27	:01:14	:05:46
Sun	10/06/19	0	0	0	245	245	0	0%	0	245	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>61843</b>	<b>56193</b>	<b>4014</b>	<b>368</b>	<b>62211</b>	<b>5650</b>	<b>9%</b>	<b>6434</b>	<b>68645</b>	<b>:29:48</b>	<b>:02:54</b>	<b>:05:56</b>
	<b>Oct Only</b>	<b>47330</b>	<b>43234</b>	<b>2847</b>	<b>347</b>	<b>47677</b>	<b>4096</b>	<b>9%</b>	<b>5336</b>	<b>68645</b>	<b>:29:48</b>	<b>:02:46</b>	<b>:05:58</b>
Mon	10/07/19	15152	12962	944	28	15180	2190	14%	936	16116	:31:31	:03:17	:06:14
Tues	10/08/19	13952	12192	859	14	13966	1760	13%	1544	15510	:26:46	:02:44	:06:04
Wed	10/09/19	12498	11074	646	19	12517	1424	11%	1371	13888	:22:09	:02:34	:05:55
Thurs	10/10/19	10351	9382	360	14	10365	969	9%	1005	11370	:13:20	:01:48	:05:41
Fri	10/11/19	9326	8335	312	13	9339	991	11%	882	10221	:17:27	:02:01	:05:57
Sat	10/12/19	1966	1859	97	5	1971	107	5%	455	2426	:22:17	:01:58	:05:16
Sun	10/13/19	0	0	0	204	204	0	0%	0	204	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>63245</b>	<b>55804</b>	<b>3218</b>	<b>297</b>	<b>63542</b>	<b>7441</b>	<b>12%</b>	<b>6193</b>	<b>69735</b>	<b>:31:31</b>	<b>:02:24</b>	<b>:05:55</b>
Mon	10/14/19	0	0	0	0	3236	0	0%	0	3236	:00:00	:00:00	:00:00
Tues	10/15/19	15475	13754	1383	5	15480	1721	11%	1759	17239	:29:56	:03:20	:05:59
Wed	10/16/19	11735	10521	743	13	11748	1214	10%	1558	13306	:26:19	:03:23	:05:50
Thurs	10/17/19	13250	11929	981	18	13268	1321	10%	1412	14680	:23:04	:02:29	:05:51
Fri	10/18/19	11835	10650	714	12	11847	1185	10%	1636	13483	:22:31	:03:20	:05:46
Sat	10/19/19	1661	1630	42	4	1665	31	2%	638	2303	:08:54	:01:04	:05:30
Sun	10/20/19	0	0	0	298	298	0	0%	0	298	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>53956</b>	<b>48484</b>	<b>3863</b>	<b>350</b>	<b>54306</b>	<b>5472</b>	<b>10%</b>	<b>7003</b>	<b>61309</b>	<b>:29:56</b>	<b>:02:43</b>	<b>:05:50</b>
Mon	10/21/19	14364	12868	1207	12	14376	1496	10%	1007	15383	:28:10	:03:31	:06:08
Tues	10/22/19	13133	11797	1176	10	13143	1336	10%	1060	14203	:30:29	:03:24	:06:15
Wed	10/23/19	11183	10090	727	13	11196	1093	10%	1411	12607	:24:39	:03:23	:06:08
Thurs	10/24/19	13856	12414	1236	26	13882	1442	10%	1361	15243	:28:48	:03:23	:05:50
Fri	10/25/19	12346	11146	840	13	12359	1200	10%	2094	14453	:29:12	:03:53	:05:38
Sat	10/26/19	2081	2056	48	11	2092	25	1%	512	2604	:06:48	:01:28	:05:13
Sun	10/27/19	0	0	0	392	392	0	0%	0	392	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>66963</b>	<b>60371</b>	<b>5234</b>	<b>477</b>	<b>67440</b>	<b>6592</b>	<b>10%</b>	<b>7445</b>	<b>74885</b>	<b>:30:29</b>	<b>:03:10</b>	<b>:05:56</b>
Mon	10/28/19	15783	14203	1352	33	15816	1580	10%	1033	16849	:29:22	:03:20	:05:54
Tue	10/29/19	13634	12231	1144	25	13659	1403	10%	1672	15331	:28:23	:03:17	:05:52
Wed	10/30/19	13171	11669	1010	25	13196	1502	11%	1456	14652	:29:00	:03:37	:05:53
Thurs	10/31/19	13180	11619	1094	54	13234	1561	12%	1539	14773	:38:04	:03:49	:05:52
	<b>Month End</b>	<b>287262</b>	<b>257615</b>	<b>19762</b>	<b>1608</b>	<b>288870</b>	<b>29647</b>	<b>10%</b>	<b>31677</b>	<b>336179</b>	<b>:28:04</b>	<b>:03:08</b>	<b>:05:55</b>

## Ohio Consumer Hotline - Activity Summary Report

10/1/2019 to 10/31/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	10
	ODM Inquiry	14
	Sent Email	1
	Unable to Reach - Letter Sent - Resolved	20
	<b>Total</b>	<b>45</b>
<i>FFS Billing</i>	Billing Number	472
	Claims Request	23
	General Billing Questions	433
	Received Bill (Needs Letter)	27
	<b>Total</b>	<b>955</b>
<i>General Benefits</i>	Application / Eligibility	1207
	Behavioral Health Redesign Questions	4
	Billing Number	126
	Certificate of Coverage	4
	DCC Benefits	1
	Dental	181
	Equipment	63
	Family Planning	1
	Healthchek Services	3
	Home Health Care	20
	Inquiry on Covered Services	817
	Long Term Care	25
	Medicaid Expansion	26
	Medicaid School Program	1
	Medlist Assist	3
	Opioid Treatment	1
	Physical / Occupational Therapy	5
	Pregnancy Related Services	19
	Prescriptions	546
	SRSP Benefits	76

<b>General Benefits</b>	State Hearing	10
	Transportation	302
	Vision	96
	<b>Total</b>	<b>3537</b>
<b>HIPAA [LEGACY]</b>	Information	2
	<b>Total</b>	<b>2</b>
<b>Incident Report</b>	Billing Inquiry	87
	Reimbursement Inquiry	12
	<b>Total</b>	<b>99</b>
<b>Inquiry</b>	029 Error	108
	574 Error - Not Eligible	16
	Already Selected	291
	Called to Check on Just Cause Status	3
	CDJFS	1047
	Change in Name	99
	Change in Phone Number / Address	623
	Child Care	8
	Customer Survey	1
	General Questions	7041
	HEAP / PIP	1
	Hotline	1286
	Person Calling Not PIP / AG Head	320
	Referred Consumer to County Worker	998
	SNAP (Food Stamps)	396
	Social Security	25
	Status Change Request (Name, Address, Phone, Etc.)	434
	TANF (Cash Assistance)	27
	Transferred in Error	7
	WIC	1
<b>Total</b>	<b>12732</b>	
<b>Issue / Concern</b>	Issue / Concern about MCP	101
	Issue / Concern about Provider	4
	Issue / Concern with Caseworker	4
	Issue / Concern with ODM	15
	<b>Total</b>	<b>124</b>

<b>Mailings</b>	<b>ABD EMP Enrollment Packet</b>	1
	<b>Billing Incident Letter</b>	80
	<b>CFC EMP Enrollment Packet</b>	5
	<b>CFC EMP Enrollment Packet (Spanish)</b>	1
	<b>JC Approval Change MCP</b>	1
	<b>JC Approval FFS</b>	20
	<b>MBI-WD Application</b>	8
	<b>Medicaid Application (7216)</b>	320
	<b>Medicaid Program Enrollment &amp; Benefit Information</b>	24
	<b>MMC Mandatory</b>	45640
	<b>MMC Voluntary</b>	247
	<b>MyCare EMP Enrollment Packet</b>	24
	<b>MyCare EMP Enrollment Packet (Large Print)</b>	1
	<b>MyCare EMP Enrollment Packet (Spanish &amp; Large Print)</b>	1
	<b>MyCare EMP Enrollment Packet (Spanish)</b>	1
	<b>MyCare Reminder Letter</b>	5
	<b>MyCare TPL Approval Letter</b>	1
	<b>MyCare TPL Denial Letter</b>	1
	<b>New Mandatory</b>	19
	<b>New Mandatory CFC Adult</b>	1
	<b>OMH Mandatory MyCare Letter</b>	14
	<b>QIT Packet</b>	15
	<b>Reimbursement Letter</b>	12
<b>TPL Approval</b>	2	
<b>Total</b>	<b>46444</b>	
<b>Managed Care Info &amp; Referral</b>	<b>Benefit Package</b>	237
	<b>Billing Number</b>	459
	<b>Called to Check on Doctors</b>	41
	<b>Card</b>	1618
	<b>Case Addition</b>	39
	<b>Case Closed</b>	58
	<b>Case Pending</b>	165
	<b>Category Closed</b>	90

<b>Managed Care Info &amp; Referral</b>	<b>Consumer Needs To Be Auto Re-Enrolled</b>	24
	<b>CSP (formerly PACT)</b>	1
	<b>Failed Eligibility</b>	443
	<b>Information</b>	2988
	<b>Just Cause Status</b>	4
	<b>Open Enrollment Questions</b>	725
	<b>Payment</b>	12
	<b>Phone Numbers</b>	599
	<b>Provider Name</b>	725
	<b>Returned NME / Notice</b>	5
	<b>Transfer Request - Bureau of Managed Care</b>	8
	<b>Wanted Phone Number of MCP</b>	684
	<b>Total</b>	<b>8925</b>
<b>MBI-WD</b>	<b>AG Collections Questions</b>	7
	<b>Application / Eligibility</b>	6
	<b>Benefit Package / Covered Services</b>	4
	<b>Billing Number</b>	2
	<b>Card</b>	1
	<b>Premium Collection Issue - Needs Follow-Up</b>	9
	<b>Program Information</b>	36
	<b>Questions About Premiums</b>	24
	<b>Total</b>	<b>89</b>
<b>Medicaid (MAGI and ABD)</b>	<b>1095B FAQ</b>	20
	<b>Application Status</b>	1697
	<b>BCCP Question / Inquiry</b>	2
	<b>Behavioral Health Question / Inquiry</b>	7
	<b>Case Change</b>	877
	<b>Case Inquiry</b>	17049
	<b>Certificate Of Coverage</b>	39
	<b>Citizenship/Other Verifications</b>	761
	<b>DDR Question / Inquiry</b>	35
	<b>EOMB Question / Inquiry</b>	1
	<b>Estate Recovery</b>	25
<b>Family Planning Services Question / Inquiry</b>	5	

<b>Medicaid (MAGI and ABD)</b>	FFS Card	613
	General Program Information	4350
	HIPPA Question / Inquiry	6
	Home Health Care Question / Inquiry	18
	Income Guidelines/Questions	1498
	Long Term Care Question / Inquiry	26
	MBIWD Question / Inquiry	12
	Questions About Letter/NOA	1210
	Re-Application on a Denied Case	87
	Renewal Application Reported	9423
	Renewal Questions	12439
	Reprint NOA or FFS Card	291
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	231
	Requested Telephone Application – Transfer to Collabor8	2076
	State Hearing	141
	Tort Question / Inquiry	7
	Veterans on Medicaid Program	1
<b>Total</b>	<b>52947</b>	
<b>Medicare</b>	Extra Help / Low Income Subsidy (LIS) Questions	380
	Medicare Premium Assistance Program (Part B Payments)	1471
	On-site Facilitated Enrollment	12
	Part A Questions	312
	Part B Questions	1090
	Part C / Advantage Plan Questions	93
	Part D / PDP Questions	445
	Part D Letter Inquiry	36
	<b>Total</b>	<b>3839</b>
<b>MyCare Ohio</b>	General Information	1370
	Issue Accessing Services	142
	Loss of MyCare Eligibility	81
	Medicaid Only Benefit Information	196
	MyCare Ohio Card	291



<b><i>MyCare Ohio</i></b>	On-site facilitated enrollment	19
	Opt-In/Opt-Out Questions	865
	Prescription Questions	108
	Transition of Care	7
	<b>Total</b>	<b>3079</b>
<b><i>Ohio Benefits Self Service Portal</i></b>	Access my Benefits	20
	Account Creation/Management	5
	Account Lock Out	15
	Application Assistance	9
	Apply for Benefits	17
	Call Transferred from Enterprise Help Desk to OMH	47
	Electronic Verification	1
	Forgot Password Link	2
	Forgot User Name Link	4
	Frequently Asked Questions	5
	General Navigation	12
	How to use this Site	11
	Internet Browser Issue	6
	Message Center	2
	Provided Link to Website	28
	Renewal Packet Questions	12
	SNAP/TANF Questions	3
	Submit Error Issue	27
	Transfer Call to Tier 2/3	9
	<b>Total</b>	<b>235</b>
<b><i>Ohio Integrated Eligibility System (OIES)</i></b>	Case Inquiry/Case Status	498
	Contact CDJS	308
	Electronic Verification Process	10
	Journal Creation & Management	317
	Notice of Action Explanation	22
	Reapply on a Denied Case	5
	Reprint FFS card from Hotline	249
	Reprint NOA from Hotline	38
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	132

<b>Ohio Integrated Eligibility System (OIES)</b>	Requested Telephone Application, transfer to Collobor8	503
	<b>Total</b>	<b>2082</b>
<b>Prior Authorization</b>	How to Obtain	131
	Letter	11
	Program Information	120
	Status	65
	<b>Total</b>	<b>327</b>
<b>Provider</b>	Electronic Visit Verification (EVV) Initiative Letter	6
	Fee-For-Service Provider Names	85
	Referred to MCP For Provider List	64
	Referred to ODM Website For Provider List	16
	<b>Total</b>	<b>171</b>
<b>QIT</b>	Complaint	1
	Created QIT Outreach [LEGACY]	2
	Deceased	12
	Outreach Call	1
	Provided Banking Resources	16
	Provided explanation of QIT definitions	34
	Provided Information on where to send QIT completed documents-CDJFS	6
	Provided Transportation Resources (CDJFS)	1
	QIT - General Program Information	105
	Reported Under Income	1
	Requested QIT packet by email	3
	Requested QIT packet by mail	2
	<b>Total</b>	<b>184</b>
<b>Reimbursement</b>	Decision	11
	Information	63
	<b>Total</b>	<b>74</b>
<b>State Hearings</b>	How to Request	115
	Program Information	58
	Status	23
	<b>Total</b>	<b>196</b>

<b>Surveys</b>	Call Center Survey	1149
	<b>Total</b>	<b>1149</b>
<b>Tasks</b>	AHS Billing Research - Letter	90
	AHS Claims Request	12
	AHS Consumer Issue/Concerns	51
	AHS Enrollment Error	1278
	AHS Enrollment Form Callback	1
	AHS Enrollment Issue	359
	AHS Further Research Needed	2
	AHS Just Cause	65
	AHS MBIWD - Premium Issue	4
	AHS MBIWD - Refund Research	2
	AHS MBIWD - Research Correspondence Issues	1
	AHS MBIWD Linking	209
	AHS Medicare Premium Payments Research	51
	AHS MMC - Final Signed Letter / Email	3
	AHS MMC Contact	187
	AHS Reimbursement - Letter	12
	AHS TPL Issues	1
	AHS Web Contact - OMH Website	661
	ODM Complaint - Consumer	87
	ODM Complaint - Provider	383
ODM Just Cause	13	
<b>Total</b>	<b>3472</b>	
<b>Third Party Liability</b>	Cannot Resolve with CDJFS - Needs Follow-Up	13
	General Information	106
	Need Medications Now	16
	Referral to Case Worker	73
	Referral to TPL Vendor	37
	<b>Total</b>	<b>245</b>
<b>Waiver</b>	Application / Eligibility	178
	Benefit Package / Covered Services	81
	Billing Number	4

<b>Waiver</b>	<b>Card</b>	18
	<b>Change</b>	12
	<b>Estate Recovery</b>	8
	<b>Hearing</b>	3
	<b>Independent Provider</b>	5
	<b>Patient Evaluation</b>	12
	<b>Patient Liability</b>	23
	<b>Program Information</b>	258
	<b>Waiting List</b>	3
	<b>Total</b>	<b>605</b>

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

**10/1/2019 to 10/31/2019**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	352
	ACS / First Health	68
	ADAMH	2
	Area Agency on Aging	51
	BCCP Regional Agency	2
	BCMh	1
	Bureau of Home and Community Services	1
	Case Management Agency	46
	Caseworker	790
	Child Support Enforcement Agency	8
	Complaint Department	3
	County Department of Job & Family Services	4243
	First Link	7
	Food Stamp Hotline	42
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	1
	HomeHealthAgency	1
	Info & Refer	399
	In-House	14
	Legal Aid	3
	Managed Care Plan	938
	Managed Care/Just Cause Section	2
	MR / DD Board	7
	ODM	2
	Ohio Department of Insurance	16
	Ohio's Best Rx	10
	Ombudsman	6
OSHIIP	46	

<b>Referral</b>	<b>Other Medical Services Agency</b>	59
	<b>Other Social Services Agency</b>	23
	<b>Out-of-State Medicaid Hotline</b>	19
	<b>PACT</b>	1
	<b>Pharmacy</b>	74
	<b>Prescription Drug Plan (PDP)</b>	31
	<b>Provider</b>	330
	<b>Provider Services Call Center</b>	163
	<b>Public Children's Services</b>	10
	<b>Social Security Administration</b>	54
	<b>StateHearingDivision</b>	112
	<b>StateMedicalBoard</b>	4
	<b>Supervisor</b>	18
	<b>Tort Unit</b>	32
	<b>Website - ODM</b>	36
	<b>Welfare Fraud Hotline</b>	2
<b>WIC Office</b>	2	

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

Reporting Period: 10/1/2019 - 10/31/2019  
 Generated: 11/5/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	91	53.22%	631	83.14%	722	77.63%
Call Campaign	70	40.94%	14	1.84%	84	9.03%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	3	1.75%	2	0.26%	5	0.54%
IVR	6	3.51%	45	5.93%	51	5.48%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	1	0.58%	67	8.83%	68	7.31%
<b>TOTAL</b>	<b>171</b>	<b>100%</b>	<b>759</b>	<b>100%</b>	<b>930</b>	<b>100%</b>

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

Reporting Period: 10/1/2019 - 10/31/2019  
 Generated: 11/5/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	91	12.60%	631	87.40%	722	100%
Call Campaign	70	83.33%	14	16.67%	84	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	3	60.00%	2	40.00%	5	100%
IVR	6	11.76%	45	88.24%	51	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	1	1.47%	67	98.53%	68	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: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Buckeye</b>	Central/South East	7	4.09%	20	2.64%
	North East	9	5.26%	46	6.06%
	West	12	7.02%	49	6.46%
	<b>Total</b>	<b>28</b>	<b>16.37%</b>	<b>115</b>	<b>15.15%</b>
<b>CareSource</b>	Central/South East	14	8.19%	105	13.83%
	North East	39	22.81%	168	22.13%
	West	22	12.87%	122	16.07%
	<b>Total</b>	<b>75</b>	<b>43.86%</b>	<b>395</b>	<b>52.04%</b>
<b>Molina</b>	Central/South East	13	7.60%	28	3.69%
	North East	7	4.09%	7	0.92%
	West	6	3.51%	10	1.32%
	<b>Total</b>	<b>26</b>	<b>15.20%</b>	<b>45</b>	<b>5.93%</b>
<b>Paramount</b>	Central/South East	1	0.58%	47	6.19%
	North East	0	0.00%	9	1.19%
	West	7	4.09%	46	6.06%
	<b>Total</b>	<b>8</b>	<b>4.68%</b>	<b>102</b>	<b>13.44%</b>
<b>United</b>	Central/South East	9	5.26%	40	5.27%
	North East	18	10.53%	40	5.27%
	West	7	4.09%	22	2.90%
	<b>Total</b>	<b>34</b>	<b>19.88%</b>	<b>102</b>	<b>13.44%</b>
<b>Total</b>		<b>171</b>	<b>100.00%</b>	<b>759</b>	<b>100.00%</b>

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

Region and MCP as a Percentage of Type

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Central/South East</b>	<b>Buckeye</b>	7	15.91%	20	8.33%
	<b>CareSource</b>	14	31.82%	105	43.75%
	<b>Molina</b>	13	29.55%	28	11.67%
	<b>Paramount</b>	1	2.27%	47	19.58%
	<b>United</b>	9	20.45%	40	16.67%
	<b>Total</b>		<b>44</b>	<b>100.00%</b>	<b>240</b>
<b>North East</b>	<b>Buckeye</b>	9	12.33%	46	17.04%
	<b>CareSource</b>	39	53.42%	168	62.22%
	<b>Molina</b>	7	9.59%	7	2.59%
	<b>Paramount</b>	0	0.00%	9	3.33%
	<b>United</b>	18	24.66%	40	14.81%
	<b>Total</b>		<b>73</b>	<b>100.00%</b>	<b>270</b>
<b>West</b>	<b>Buckeye</b>	12	22.22%	49	19.68%
	<b>CareSource</b>	22	40.74%	122	49.00%
	<b>Molina</b>	6	11.11%	10	4.02%
	<b>Paramount</b>	7	12.96%	46	18.47%
	<b>United</b>	7	12.96%	22	8.84%
	<b>Total</b>		<b>54</b>	<b>100.00%</b>	<b>249</b>
<b>Total</b>			<b>171</b>		<b>759</b>

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

**Reporting Period: 10/1/2019 - 10/31/2019**  
Generated: 11/5/2019

<b>Region</b>	<b>New/Change MCP Enrollments</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	284	318	<b>602</b>
North East	343	457	<b>800</b>
West	303	449	<b>752</b>
<b>Total For All Regions</b>	<b>930</b>	<b>1224</b>	<b>2154</b>

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

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	<b>Buckeye</b>	7	20	32	59	9.80%
	<b>CareSource</b>	14	105	28	147	24.42%
	<b>Molina</b>	13	28	141	182	30.23%
	<b>Paramount</b>	1	47	0	48	7.97%
	<b>United</b>	9	40	117	166	27.57%
	<b>(Region) Total</b>	44	240	318	602	100.00%
<b>North East</b>	<b>Buckeye</b>	9	46	72	127	15.88%
	<b>CareSource</b>	39	168	42	249	31.13%
	<b>Molina</b>	7	7	179	193	24.13%
	<b>Paramount</b>	0	9	0	9	1.13%
	<b>United</b>	18	40	164	222	27.75%
	<b>(Region) Total</b>	73	270	457	800	100.00%
<b>West</b>	<b>Buckeye</b>	12	49	115	176	23.40%
	<b>CareSource</b>	22	122	54	198	26.33%
	<b>Molina</b>	6	10	140	156	20.74%
	<b>Paramount</b>	7	46	0	53	7.05%
	<b>United</b>	7	22	140	169	22.47%
	<b>(Region) Total</b>	54	249	449	752	100.00%
<b>Total</b>		<b>171</b>	<b>759</b>	<b>1224</b>	<b>2154</b>	

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

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1581	29.75%	6502	72.84%	8083	56.75%
Call Campaign	1835	34.52%	473	5.30%	2308	16.21%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	5	0.09%	2	0.02%	7	0.05%
File Transfer	1701	32.00%	178	1.99%	1879	13.19%
IVR	134	2.52%	729	8.17%	863	6.06%
Mail	0	0.00%	3	0.03%	3	0.02%
Website	59	1.11%	1040	11.65%	1099	7.72%
<b>TOTAL</b>	<b>5315</b>	<b>100%</b>	<b>8927</b>	<b>100%</b>	<b>14242</b>	<b>100%</b>

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

Reporting Period: 10/1/2019 - 10/31/2019  
Generated: 11/5/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1581	19.56%	6502	80.44%	8083	100%
Call Campaign	1835	79.51%	473	20.49%	2308	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	5	71.43%	2	28.57%	7	100%
File Transfer	1701	90.53%	178	9.47%	1879	100%
IVR	134	15.53%	729	84.47%	863	100%
Mail	0	0.00%	3	100.00%	3	100%
Website	59	5.37%	1040	94.63%	1099	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: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Buckeye</b>	Central/South East	276	5.19%	140	1.57%
	North East	331	6.23%	437	4.90%
	West	301	5.66%	420	4.70%
	<b>Total</b>	<b>908</b>	<b>17.08%</b>	<b>997</b>	<b>11.17%</b>
<b>CareSource</b>	Central/South East	741	13.94%	1346	15.08%
	North East	1141	21.47%	2068	23.17%
	West	902	16.97%	2336	26.17%
	<b>Total</b>	<b>2784</b>	<b>52.38%</b>	<b>5750</b>	<b>64.41%</b>
<b>Molina</b>	Central/South East	323	6.08%	317	3.55%
	North East	149	2.80%	67	0.75%
	West	140	2.63%	111	1.24%
	<b>Total</b>	<b>612</b>	<b>11.51%</b>	<b>495</b>	<b>5.54%</b>
<b>Paramount</b>	Central/South East	15	0.28%	70	0.78%
	North East	27	0.51%	57	0.64%
	West	207	3.89%	674	7.55%
	<b>Total</b>	<b>249</b>	<b>4.68%</b>	<b>801</b>	<b>8.97%</b>
<b>United</b>	Central/South East	172	3.24%	275	3.08%
	North East	407	7.66%	472	5.29%
	West	183	3.44%	137	1.53%
	<b>Total</b>	<b>762</b>	<b>14.34%</b>	<b>884</b>	<b>9.90%</b>
<b>Total</b>		<b>5315</b>	<b>100.00%</b>	<b>8927</b>	<b>100.00%</b>

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

Region and MCP as a Percentage of Type

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Central/South East</b>	<b>Buckeye</b>	276	18.07%	140	6.52%
	<b>CareSource</b>	741	48.53%	1346	62.66%
	<b>Molina</b>	323	21.15%	317	14.76%
	<b>Paramount</b>	15	0.98%	70	3.26%
	<b>United</b>	172	11.26%	275	12.80%
	<b>Total</b>	<b>1527</b>	<b>100.00%</b>	<b>2148</b>	<b>100.00%</b>
<b>North East</b>	<b>Buckeye</b>	331	16.11%	437	14.09%
	<b>CareSource</b>	1141	55.52%	2068	66.69%
	<b>Molina</b>	149	7.25%	67	2.16%
	<b>Paramount</b>	27	1.31%	57	1.84%
	<b>United</b>	407	19.81%	472	15.22%
	<b>Total</b>	<b>2055</b>	<b>100.00%</b>	<b>3101</b>	<b>100.00%</b>
<b>West</b>	<b>Buckeye</b>	301	17.37%	420	11.42%
	<b>CareSource</b>	902	52.05%	2336	63.51%
	<b>Molina</b>	140	8.08%	111	3.02%
	<b>Paramount</b>	207	11.94%	674	18.33%
	<b>United</b>	183	10.56%	137	3.72%
	<b>Total</b>	<b>1733</b>	<b>100.00%</b>	<b>3678</b>	<b>100.00%</b>
<b>Total</b>		<b>5315</b>		<b>8927</b>	



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

Reporting Period: 10/1/2019 - 10/31/2019  
Generated: 11/5/2019

<b>Region</b>	<b>New/Change MCP Enrollments</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	3675	9600	<b>13275</b>
North East	5156	12014	<b>17170</b>
West	5411	12294	<b>17705</b>
<b>Total For All Regions</b>	<b>14242</b>	<b>33908</b>	<b>48150</b>

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

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	<b>Buckeye</b>	276	140	2754	3170	23.88%
	<b>CareSource</b>	741	1346	2636	4723	35.58%
	<b>Molina</b>	323	317	1989	2629	19.80%
	<b>Paramount</b>	15	70	0	85	0.64%
	<b>United</b>	172	275	2221	2668	20.10%
	<b>(Region) Total</b>	1527	2148	9600	13275	100.00%
<b>North East</b>	<b>Buckeye</b>	331	437	3090	3858	22.47%
	<b>CareSource</b>	1141	2068	3506	6715	39.11%
	<b>Molina</b>	149	67	2579	2795	16.28%
	<b>Paramount</b>	27	57	0	84	0.49%
	<b>United</b>	407	472	2839	3718	21.65%
	<b>(Region) Total</b>	2055	3101	12014	17170	100.00%
<b>West</b>	<b>Buckeye</b>	301	420	3926	4647	26.25%
	<b>CareSource</b>	902	2336	3481	6719	37.95%
	<b>Molina</b>	140	111	2397	2648	14.96%
	<b>Paramount</b>	207	674	0	881	4.98%
	<b>United</b>	183	137	2490	2810	15.87%
	<b>(Region) Total</b>	1733	3678	12294	17705	100.00%
<b>Total</b>		<b>5315</b>	<b>8927</b>	<b>33908</b>	<b>48150</b>	

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

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	150	35.71%	38	16.96%	188	29.19%
Call	Dual Benefits	218	51.90%	140	62.50%	358	55.59%
	<b>Total</b>	368	87.62%	178	79.46%	546	84.78%
Call Campaign	Medicaid Only	5	1.19%	1	0.45%	6	0.93%
Call Campaign	Dual Benefits	8	1.90%	3	1.34%	11	1.71%
	<b>Total</b>	13	3.10%	4	1.79%	17	2.64%
Face-To-Face	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
Face-To-Face	Dual Benefits	1	0.24%	0	0.00%	1	0.16%
	<b>Total</b>	1	0.24%	0	0.00%	1	0.16%
Fax	Medicaid Only	1	0.24%	6	2.68%	7	1.09%
Fax	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	<b>Total</b>	1	0.24%	6	2.68%	7	1.09%
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%
	<b>Total</b>	0	0.00%	0	0.00%	0	0.00%
IVR	Medicaid Only	5	1.19%	4	1.79%	9	1.40%
IVR	Dual Benefits	16	3.81%	6	2.68%	22	3.42%
	<b>Total</b>	21	5.00%	10	4.46%	31	4.81%
Mail	Medicaid Only	3	0.71%	3	1.34%	6	0.93%
Mail	Dual Benefits	2	0.48%	0	0.00%	2	0.31%
	<b>Total</b>	5	1.19%	3	1.34%	8	1.24%
Website	Medicaid Only	1	0.24%	9	4.02%	10	1.55%
Website	Dual Benefits	10	2.38%	14	6.25%	24	3.73%
	<b>Total</b>	11	2.62%	23	10.27%	34	5.28%
<b>TOTAL</b>		<b>420</b>	<b>100%</b>	<b>224</b>	<b>100%</b>	<b>644</b>	<b>100%</b>

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

Reporting Period: 10/1/2019 - 10/31/2019  
Generated: 11/5/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	150	79.79%	38	20.21%	188	100%
	Dual Benefits	218	60.89%	140	39.11%	358	100%
	<b>Total</b>	368	67.40%	178	32.60%	546	100%
Call Campaign	Medicaid Only	5	83.33%	1	16.67%	6	100%
	Dual Benefits	8	72.73%	3	27.27%	11	100%
	<b>Total</b>	13	76.47%	4	23.53%	17	100%
Face-To-Face	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	1	100.00%	0	0.00%	1	100%
	<b>Total</b>	1	100.00%	0	0.00%	1	100%
Fax	Medicaid Only	1	14.29%	6	85.71%	7	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	<b>Total</b>	1	14.29%	6	85.71%	7	100%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	<b>Total</b>	0	0.00%	0	0.00%	0	100%
IVR	Medicaid Only	5	55.56%	4	44.44%	9	100%
	Dual Benefits	16	72.73%	6	27.27%	22	100%
	<b>Total</b>	21	67.74%	10	32.26%	31	100%
Mail	Medicaid Only	3	50.00%	3	50.00%	6	100%
	Dual Benefits	2	100.00%	0	0.00%	2	100%
	<b>Total</b>	5	62.50%	3	37.50%	8	100%
Website	Medicaid Only	1	10.00%	9	90.00%	10	100%
	Dual Benefits	10	41.67%	14	58.33%	24	100%
	<b>Total</b>	11	32.35%	23	67.65%	34	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments	
Aetna	Central	Medicaid Only	10	2.38%	8	3.57%
		Dual Benefits	17	4.05%	16	7.14%
		<b>Total</b>	<b>27</b>	<b>6.43%</b>	<b>24</b>	<b>10.71%</b>
	North West	Medicaid Only	8	1.90%	3	1.34%
		Dual Benefits	12	2.86%	7	3.13%
		<b>Total</b>	<b>20</b>	<b>4.76%</b>	<b>10</b>	<b>4.46%</b>
	South West	Medicaid Only	9	2.14%	13	5.80%
		Dual Benefits	14	3.33%	16	7.14%
		<b>Total</b>	<b>23</b>	<b>5.48%</b>	<b>29</b>	<b>12.95%</b>
	<b>Total</b>		<b>70</b>	<b>16.67%</b>	<b>63</b>	<b>28.13%</b>
Buckeye	North East	Medicaid Only	1	0.24%	1	0.45%
		Dual Benefits	5	1.19%	6	2.68%
		<b>Total</b>	<b>6</b>	<b>1.43%</b>	<b>7</b>	<b>3.13%</b>
	North West	Medicaid Only	5	1.19%	3	1.34%
		Dual Benefits	16	3.81%	0	0.00%
		<b>Total</b>	<b>21</b>	<b>5.00%</b>	<b>3</b>	<b>1.34%</b>
	West Central	Medicaid Only	21	5.00%	3	1.34%
		Dual Benefits	16	3.81%	14	6.25%
		<b>Total</b>	<b>37</b>	<b>8.81%</b>	<b>17</b>	<b>7.59%</b>
	<b>Total</b>		<b>64</b>	<b>15.24%</b>	<b>27</b>	<b>12.05%</b>
CareSource	East Central	Medicaid Only	6	1.43%	2	0.89%
		Dual Benefits	20	4.76%	10	4.46%
		<b>Total</b>	<b>26</b>	<b>6.19%</b>	<b>12</b>	<b>5.36%</b>
	North East	Medicaid Only	19	4.52%	12	5.36%
		Dual Benefits	53	12.62%	38	16.96%
		<b>Total</b>	<b>72</b>	<b>17.14%</b>	<b>50</b>	<b>22.32%</b>
	North East Central	Medicaid Only	6	1.43%	1	0.45%

<b>CareSource</b>	North East Central	Dual Benefits	15	3.57%	6	2.68%	
		<b>Total</b>	21	5.00%	7	3.13%	
	<b>Total</b>		<b>119</b>	<b>28.33%</b>	<b>69</b>	<b>30.80%</b>	
<b>Molina</b>	Central	Medicaid Only	13	3.10%	0	0.00%	
		Dual Benefits	21	5.00%	11	4.91%	
		<b>Total</b>	34	8.10%	11	4.91%	
	South West	Medicaid Only	16	3.81%	2	0.89%	
		Dual Benefits	18	4.29%	2	0.89%	
		<b>Total</b>	34	8.10%	4	1.79%	
	West Central	Medicaid Only	7	1.67%	0	0.00%	
		Dual Benefits	12	2.86%	5	2.23%	
		<b>Total</b>	19	4.52%	5	2.23%	
	<b>Total</b>		<b>87</b>	<b>20.71%</b>	<b>20</b>	<b>8.93%</b>	
	<b>United</b>	East Central	Medicaid Only	13	3.10%	5	2.23%
			Dual Benefits	8	1.90%	16	7.14%
<b>Total</b>			21	5.00%	21	9.38%	
North East		Medicaid Only	25	5.95%	8	3.57%	
		Dual Benefits	24	5.71%	11	4.91%	
		<b>Total</b>	49	11.67%	19	8.48%	
North East Central		Medicaid Only	6	1.43%	0	0.00%	
		Dual Benefits	4	0.95%	5	2.23%	
		<b>Total</b>	10	2.38%	5	2.23%	
<b>Total</b>			<b>80</b>	<b>19.05%</b>	<b>45</b>	<b>20.09%</b>	
<b>Total</b>			<b>420</b>	<b>100.00%</b>	<b>224</b>	<b>100.00%</b>	

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

Region and MCP as a Percentage of Type

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
<b>Central</b>	<b>Aetna</b>	Medicaid Only	10	16.39%	8	22.86%	
		Dual Benefits	17	27.87%	16	45.71%	
		<b>Total</b>	27	44.26%	24	68.57%	
	<b>Molina</b>	Medicaid Only	13	21.31%	0	0.00%	
		Dual Benefits	21	34.43%	11	31.43%	
		<b>Total</b>	34	55.74%	11	31.43%	
	<b>Total</b>		<b>61</b>	<b>100.00%</b>	<b>35</b>	<b>100.00%</b>	
	<b>East Central</b>	<b>CareSource</b>	Medicaid Only	6	12.77%	2	6.06%
			Dual Benefits	20	42.55%	10	30.30%
<b>Total</b>			26	55.32%	12	36.36%	
<b>United</b>		Medicaid Only	13	27.66%	5	15.15%	
		Dual Benefits	8	17.02%	16	48.48%	
		<b>Total</b>	21	44.68%	21	63.64%	
<b>Total</b>			<b>47</b>	<b>100.00%</b>	<b>33</b>	<b>100.00%</b>	
<b>North East</b>		<b>Buckeye</b>	Medicaid Only	1	0.79%	1	1.32%
			Dual Benefits	5	3.94%	6	7.89%
	<b>Total</b>		6	4.72%	7	9.21%	
	<b>CareSource</b>	Medicaid Only	19	14.96%	12	15.79%	
		Dual Benefits	53	41.73%	38	50.00%	
		<b>Total</b>	72	56.69%	50	65.79%	
	<b>United</b>	Medicaid Only	25	19.69%	8	10.53%	
		Dual Benefits	24	18.90%	11	14.47%	
		<b>Total</b>	49	38.58%	19	25.00%	
	<b>Total</b>		<b>127</b>	<b>100.00%</b>	<b>76</b>	<b>100.00%</b>	
	<b>North East Central</b>	<b>CareSource</b>	Medicaid Only	6	19.35%	1	8.33%
			Dual Benefits	15	48.39%	6	50.00%
<b>Total</b>			21	67.74%	7	58.33%	

<b>North East Central</b>	<b>United</b>	Medicaid Only	6	19.35%	0	0.00%
		Dual Benefits	4	12.90%	5	41.67%
		<b>Total</b>	10	32.26%	5	41.67%
	<b>Total</b>		<b>31</b>	<b>100.00%</b>	<b>12</b>	<b>100.00%</b>
<b>North West</b>	<b>Aetna</b>	Medicaid Only	8	19.51%	3	23.08%
		Dual Benefits	12	29.27%	7	53.85%
		<b>Total</b>	20	48.78%	10	76.92%
	<b>Buckeye</b>	Medicaid Only	5	12.20%	3	23.08%
		Dual Benefits	16	39.02%	0	0.00%
		<b>Total</b>	21	51.22%	3	23.08%
	<b>Total</b>		<b>41</b>	<b>100.00%</b>	<b>13</b>	<b>100.00%</b>
	<b>South West</b>	<b>Aetna</b>	Medicaid Only	9	15.79%	13
Dual Benefits			14	24.56%	16	48.48%
<b>Total</b>			23	40.35%	29	87.88%
<b>Molina</b>		Medicaid Only	16	28.07%	2	6.06%
		Dual Benefits	18	31.58%	2	6.06%
		<b>Total</b>	34	59.65%	4	12.12%
<b>Total</b>			<b>57</b>	<b>100.00%</b>	<b>33</b>	<b>100.00%</b>
<b>West Central</b>		<b>Buckeye</b>	Medicaid Only	21	37.50%	3
	Dual Benefits		16	28.57%	14	63.64%
	<b>Total</b>		37	66.07%	17	77.27%
	<b>Molina</b>	Medicaid Only	7	12.50%	0	0.00%
		Dual Benefits	12	21.43%	5	22.73%
		<b>Total</b>	19	33.93%	5	22.73%
	<b>Total</b>		<b>56</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>
	<b>Total</b>		<b>420</b>		<b>224</b>	



## MyCare ASSIGNMENT BY REGION

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	31	0	Medicaid only	<b>31</b>
	65	207	Dual benefits	<b>272</b>
	96	207		<b>303</b>
East Central	26	0	Medicaid only	<b>26</b>
	54	242	Dual benefits	<b>296</b>
	80	242		<b>322</b>
North East	66	0	Medicaid only	<b>66</b>
	137	371	Dual benefits	<b>508</b>
	203	371		<b>574</b>
North East Central	13	0	Medicaid only	<b>13</b>
	30	154	Dual benefits	<b>184</b>
	43	154		<b>197</b>
North West	19	0	Medicaid only	<b>19</b>
	35	102	Dual benefits	<b>137</b>
	54	102		<b>156</b>
South West	40	0	Medicaid only	<b>40</b>
	50	258	Dual benefits	<b>308</b>
	90	258		<b>348</b>
West Central	31	0	Medicaid only	<b>31</b>
	47	207	Dual benefits	<b>254</b>
	78	207		<b>285</b>
<b>Total For All Regions</b>	<b>644</b>	<b>1541</b>		<b>2185</b>

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**

Reporting Period: 10/1/2019 - 10/31/2019

Generated: 11/5/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage	
<b>Central</b>	<b>Aetna</b>	Medicaid Only	10	8	0	18	5.92%	
		Dual Benefits	17	16	84	117	38.49%	
		<b>(MCP) Total</b>	27	24	84	135	44.41%	
	<b>Molina</b>	Medicaid Only	13	0	0	13	4.28%	
		Dual Benefits	21	11	124	156	51.32%	
		<b>(MCP) Total</b>	34	11	124	169	55.59%	
	<b>(Region) Total</b>		61	35	208	304	100.00%	
	<b>East Central</b>	<b>CareSource</b>	Medicaid Only	6	2	0	8	2.48%
			Dual Benefits	20	10	95	125	38.82%
<b>(MCP) Total</b>			26	12	95	133	41.30%	
<b>United</b>		Medicaid Only	13	5	0	18	5.59%	
		Dual Benefits	8	16	147	171	53.11%	
		<b>(MCP) Total</b>	21	21	147	189	58.70%	
<b>(Region) Total</b>			47	33	242	322	100.00%	
<b>North East</b>		<b>Buckeye</b>	Medicaid Only	1	1	0	2	0.35%
			Dual Benefits	5	6	190	201	35.02%
	<b>(MCP) Total</b>		6	7	190	203	35.37%	
	<b>CareSource</b>	Medicaid Only	19	12	0	31	5.40%	
		Dual Benefits	53	38	71	162	28.22%	
		<b>(MCP) Total</b>	72	50	71	193	33.62%	
	<b>United</b>	Medicaid Only	25	8	0	33	5.75%	
		Dual Benefits	24	11	110	145	25.26%	
		<b>(MCP) Total</b>	49	19	110	178	31.01%	
	<b>(Region) Total</b>		127	76	371	574	100.00%	
	<b>North East Central</b>	<b>CareSource</b>	Medicaid Only	6	1	0	7	3.55%
			Dual Benefits	15	6	50	71	36.04%
<b>(MCP) Total</b>			21	7	50	78	39.59%	

<b>North East Central</b>	<b>United</b>	Medicaid Only	6	0	0	6	3.05%
		Dual Benefits	4	5	104	113	57.36%
		<b>(MCP) Total</b>	10	5	104	119	60.41%
	<b>(Region) Total</b>		31	12	154	197	100.00%
<b>North West</b>	<b>Aetna</b>	Medicaid Only	8	3	0	11	7.05%
		Dual Benefits	12	7	42	61	39.10%
		<b>(MCP) Total</b>	20	10	42	72	46.15%
	<b>Buckeye</b>	Medicaid Only	5	3	0	8	5.13%
		Dual Benefits	16	0	60	76	48.72%
		<b>(MCP) Total</b>	21	3	60	84	53.85%
<b>(Region) Total</b>		41	13	102	156	100.00%	
<b>South West</b>	<b>Aetna</b>	Medicaid Only	9	13	0	22	6.32%
		Dual Benefits	14	16	114	144	41.38%
		<b>(MCP) Total</b>	23	29	114	166	47.70%
	<b>Molina</b>	Medicaid Only	16	2	0	18	5.17%
		Dual Benefits	18	2	144	164	47.13%
		<b>(MCP) Total</b>	34	4	144	182	52.30%
<b>(Region) Total</b>		57	33	258	348	100.00%	
<b>West Central</b>	<b>Buckeye</b>	Medicaid Only	21	3	0	24	8.42%
		Dual Benefits	16	14	132	162	56.84%
		<b>(MCP) Total</b>	37	17	132	186	65.26%
	<b>Molina</b>	Medicaid Only	7	0	0	7	2.46%
		Dual Benefits	12	5	75	92	32.28%
		<b>(MCP) Total</b>	19	5	75	99	34.74%
<b>(Region) Total</b>		56	22	207	285	100.00%	
<b>Total</b>			<b>420</b>	<b>224</b>	<b>1542</b>	<b>2186</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**

Reporting Period: 10/1/2019 - 10/31/2019  
 Generated: 11/5/2019

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<b>Central</b>	<b>Delaware</b>	<b>Aetna</b>	Medicaid Only	0	1	0	1	
			Dual Benefits	0	1	4	5	
			<b>Total</b>	0	2	4	6	
		<b>Molina</b>	Medicaid Only	0	0	0	0	
			Dual Benefits	4	0	1	5	
			<b>Total</b>	4	0	1	5	
		<b>Total</b>		4	2	5	11	
		<b>Franklin</b>	<b>Aetna</b>	Medicaid Only	10	6	0	16
				Dual Benefits	15	12	68	95
	<b>Total</b>			25	18	68	111	
	<b>Molina</b>		Medicaid Only	12	0	0	12	
			Dual Benefits	14	11	113	138	
			<b>Total</b>	26	11	113	150	
	<b>Total</b>			51	29	181	261	
	<b>Madison</b>		<b>Aetna</b>	Medicaid Only	0	0	0	0
				Dual Benefits	1	3	4	8
		<b>Total</b>		1	3	4	8	
		<b>Molina</b>	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	4	4	
			<b>Total</b>	0	0	4	4	
		<b>Total</b>		1	3	8	12	
<b>Pickaway</b>		<b>Aetna</b>	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	5	6	
	<b>Total</b>		1	0	5	6		
	<b>Molina</b>	Medicaid Only	0	0	0	0		
		Dual Benefits	3	0	4	7		
		<b>Total</b>	3	0	4	7		
	<b>Total</b>		4	0	9	13		

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	0	3	3
			<b>Total</b>	0	1	3	4
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	2	2
			<b>Total</b>	1	0	2	3
		<b>Total</b>		1	1	5	7

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	10	8	0	18
			Dual Benefits	17	16	84	117
			<b>Total</b>	27	24	84	135
Molina			Medicaid Only	13	0	0	13
			Dual Benefits	21	11	124	156
			<b>Total</b>	34	11	124	169
<b>Total</b>				61	35	208	304

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	3	1	12	16
			<b>Total</b>	4	1	12	17
		United	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	15	15
			<b>Total</b>	0	0	15	15
		<b>Total</b>		4	1	27	32
	Stark	CareSource	Medicaid Only	0	1	0	1
			Dual Benefits	11	4	39	54
			<b>Total</b>	11	5	39	55
		United	Medicaid Only	2	2	0	4
			Dual Benefits	2	9	56	67
			<b>Total</b>	4	11	56	71
		<b>Total</b>		15	16	95	126
	Summit	CareSource	Medicaid Only	4	1	0	5
Dual Benefits			6	4	39	49	
<b>Total</b>			10	5	39	54	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	10	1	0	11
			Dual Benefits	4	4	68	76
			<b>Total</b>	14	5	68	87
		<b>Total</b>		24	10	107	141
	Wayne	CareSource	Medicaid Only	1	0	0	1
			Dual Benefits	0	1	5	6
			<b>Total</b>	1	1	5	7
		United	Medicaid Only	1	2	0	3
			Dual Benefits	2	3	8	13
			<b>Total</b>	3	5	8	16
	<b>Total</b>		4	6	13	23	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	6	2	0	8
			Dual Benefits	20	10	95	125
			<b>Total</b>	26	12	95	133
United			Medicaid Only	13	5	0	18
			Dual Benefits	8	16	147	171
			<b>Total</b>	21	21	147	189
<b>Total</b>				47	33	242	322

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	1	1	0	2
			Dual Benefits	5	5	134	144
			<b>Total</b>	6	6	134	146
		CareSource	Medicaid Only	13	8	0	21
			Dual Benefits	32	29	53	114
			<b>Total</b>	45	37	53	135
		United	Medicaid Only	18	6	0	24
			Dual Benefits	17	8	72	97
			<b>Total</b>	35	14	72	121
		<b>Total</b>		86	57	259	402
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	0	3	3	
		<b>Total</b>	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	0	0	1	1	
			<b>Total</b>	0	0	1	1	
		United	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	3	3	
			<b>Total</b>	0	0	3	3	
		<b>Total</b>		0	0	7	7	
		Lake	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	0	14	14
	<b>Total</b>			0	0	14	14	
	CareSource		Medicaid Only	2	3	0	5	
			Dual Benefits	7	1	4	12	
			<b>Total</b>	9	4	4	17	
	United		Medicaid Only	2	0	0	2	
			Dual Benefits	2	0	12	14	
			<b>Total</b>	4	0	12	16	
	<b>Total</b>			13	4	30	47	
	Lorain		Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	1	30	31
		<b>Total</b>		0	1	30	31	
		CareSource	Medicaid Only	2	1	0	3	
			Dual Benefits	10	7	10	27	
			<b>Total</b>	12	8	10	30	
		United	Medicaid Only	2	1	0	3	
			Dual Benefits	4	1	16	21	
			<b>Total</b>	6	2	16	24	
		<b>Total</b>		18	11	56	85	
Medina		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	9	9	
	<b>Total</b>		0	0	9	9		
	CareSource	Medicaid Only	2	0	0	2		
		Dual Benefits	4	1	3	8		
		<b>Total</b>	6	1	3	10		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	3	1	0	4
			Dual Benefits	1	2	7	10
			<b>Total</b>	4	3	7	14
		<b>Total</b>		10	4	19	33
<b>North East Region Totals</b>			<b>Medicare Status</b>	<b>New Voluntary Enrollments</b>	<b>Change of Plan Enrollments</b>	<b>Assignments</b>	<b>Total</b>
Buckeye			Medicaid Only	1	1	0	2
			Dual Benefits	5	6	190	201
			<b>Total</b>	6	7	190	203
CareSource			Medicaid Only	19	12	0	31
			Dual Benefits	53	38	71	162
			<b>Total</b>	72	50	71	193
United			Medicaid Only	25	8	0	33
			Dual Benefits	24	11	110	145
			<b>Total</b>	49	19	110	178
<b>Total</b>				127	76	371	574

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	4	1	8	13	
			<b>Total</b>	4	1	8	13	
		United	Medicaid Only	1	0	0	1	
			Dual Benefits	0	2	15	17	
			<b>Total</b>	1	2	15	18	
		<b>Total</b>			5	3	23	31
		Mahoning	CareSource	Medicaid Only	5	0	0	5
				Dual Benefits	9	3	18	30
	<b>Total</b>			14	3	18	35	
	United		Medicaid Only	2	0	0	2	
			Dual Benefits	2	3	49	54	
			<b>Total</b>	4	3	49	56	
	<b>Total</b>			18	6	67	91	
	Trumbull	CareSource	Medicaid Only	1	1	0	2	
Dual Benefits			2	2	24	28		
<b>Total</b>			3	3	24	30		



Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	3	0	0	3
			Dual Benefits	2	0	40	42
			<b>Total</b>	5	0	40	45
		<b>Total</b>		8	3	64	75

North East CentralRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	6	1	0	7
			Dual Benefits	15	6	50	71
			<b>Total</b>	21	7	50	78
United			Medicaid Only	6	0	0	6
			Dual Benefits	4	5	104	113
			<b>Total</b>	10	5	104	119
<b>Total</b>				31	12	154	197

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	1	2	0	3	
			<b>Total</b>	1	2	0	3	
		Buckeye	Medicaid Only	1	0	0	1	
			Dual Benefits	4	0	0	4	
			<b>Total</b>	5	0	0	5	
		<b>Total</b>			6	2	0	8
		Lucas	Aetna	Medicaid Only	7	2	0	9
				Dual Benefits	10	3	29	42
	<b>Total</b>			17	5	29	51	
	Buckeye		Medicaid Only	4	3	0	7	
			Dual Benefits	10	0	51	61	
			<b>Total</b>	14	3	51	68	
	<b>Total</b>			31	8	80	119	
Ottawa	Aetna		Medicaid Only	1	0	0	1	
			Dual Benefits	0	2	2	4	
		<b>Total</b>	1	2	2	5		
	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	5	5
			<b>Total</b>	0	0	5	5
		<b>Total</b>		1	2	7	10
	Wood	Aetna	Medicaid Only	0	1	0	1
			Dual Benefits	1	0	11	12
			<b>Total</b>	1	1	11	13
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	2	0	4	6
			<b>Total</b>	2	0	4	6
	<b>Total</b>		3	1	15	19	

North West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	8	3	0	11
			Dual Benefits	12	7	42	61
			<b>Total</b>	20	10	42	72
Buckeye			Medicaid Only	5	3	0	8
			Dual Benefits	16	0	60	76
			<b>Total</b>	21	3	60	84
<b>Total</b>				41	13	102	156

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	2	4	20	26
			<b>Total</b>	2	4	20	26
		Molina	Medicaid Only	4	1	0	5
			Dual Benefits	3	0	35	38
			<b>Total</b>	7	1	35	43
	<b>Total</b>		9	5	55	69	
	Clermont	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	1	2	8	11
			<b>Total</b>	2	2	8	12
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	9	10
<b>Total</b>			1	0	9	10	
<b>Total</b>		3	2	17	22		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	1	0	0	1	
			Dual Benefits	0	1	2	3	
			<b>Total</b>	1	1	2	4	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	1	1	5	7	
			<b>Total</b>	1	1	5	7	
		<b>Total</b>		2	2	7	11	
		Hamilton	Aetna	Medicaid Only	7	4	0	11
				Dual Benefits	10	8	73	91
	<b>Total</b>			17	12	73	102	
	Molina		Medicaid Only	12	1	0	13	
			Dual Benefits	13	1	87	101	
			<b>Total</b>	25	2	87	114	
	<b>Total</b>			42	14	160	216	
	Warren		Aetna	Medicaid Only	0	9	0	9
				Dual Benefits	1	1	11	13
		<b>Total</b>		1	10	11	22	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	8	8	
			<b>Total</b>	0	0	8	8	
		<b>Total</b>		1	10	19	30	
<b>South West Region Totals</b>			<b>Medicare Status</b>	<b>New Voluntary Enrollments</b>	<b>Change of Plan Enrollments</b>	<b>Assignments</b>	<b>Total</b>	
Aetna			Medicaid Only	9	13	0	22	
			Dual Benefits	14	16	114	144	
			<b>Total</b>	23	29	114	166	
Molina			Medicaid Only	16	2	0	18	
			Dual Benefits	18	2	144	164	
			<b>Total</b>	34	4	144	182	
<b>Total</b>				57	33	258	348	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	4	1	0	5	
			Dual Benefits	1	4	15	20	
			<b>Total</b>	5	5	15	25	

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	4	1	13	18
			<b>Total</b>	5	1	13	19
		<b>Total</b>		10	6	28	44
	Greene	Buckeye	Medicaid Only	2	0	0	2
			Dual Benefits	2	1	17	20
			<b>Total</b>	4	1	17	22
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	9	9
			<b>Total</b>	1	0	9	10
		<b>Total</b>		5	1	26	32
		Montgomery	Buckeye	Medicaid Only	15	2	0
	Dual Benefits			13	9	100	122
	<b>Total</b>			28	11	100	139
	Molina		Medicaid Only	5	0	0	5
Dual Benefits			8	4	53	65	
<b>Total</b>			13	4	53	70	
<b>Total</b>			41	15	153	209	
<b>West Central Region Totals</b>			<b>Medicare Status</b>	<b>New Voluntary Enrollments</b>	<b>Change of Plan Enrollments</b>	<b>Assignments</b>	<b>Total</b>
Buckeye			Medicaid Only	21	3	0	24
			Dual Benefits	16	14	132	162
			<b>Total</b>	37	17	132	186
Molina			Medicaid Only	7	0	0	7
			Dual Benefits	12	5	75	92
			<b>Total</b>	19	5	75	99
<b>Total</b>				56	22	207	285
<b>Total</b>				<b>420</b>	<b>224</b>	<b>1542</b>	<b>2186</b>

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

Reporting Period: 10/1/2019 - 10/31/2019  
Generated: 11/5/2019

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
<b>Aetna</b>	<i>Central</i>	4	3.03%	7	19.44%	11
	<i>North West</i>	5	3.79%	1	2.78%	6
	<i>South West</i>	5	3.79%	2	5.56%	7
	<b>Total</b>	<b>14</b>	<b>10.61%</b>	<b>10</b>	<b>27.78%</b>	<b>24</b>
<b>Buckeye</b>	<i>North East</i>	9	6.82%	2	5.56%	11
	<i>North West</i>	7	5.30%	4	11.11%	11
	<i>West Central</i>	11	8.33%	5	13.89%	16
	<b>Total</b>	<b>27</b>	<b>20.45%</b>	<b>11</b>	<b>30.56%</b>	<b>38</b>
<b>CareSource</b>	<i>East Central</i>	3	2.27%	1	2.78%	4
	<i>North East</i>	19	14.39%	3	8.33%	22
	<i>North East Central</i>	4	3.03%	2	5.56%	6
	<b>Total</b>	<b>26</b>	<b>19.70%</b>	<b>6</b>	<b>16.67%</b>	<b>32</b>

<b>Molina</b>	<i>Central</i>	7	5.30%	2	5.56%	9
	<i>South West</i>	12	9.09%	2	5.56%	14
	<i>West Central</i>	3	2.27%	0	0.00%	3
	<b>Total</b>	<b>22</b>	<b>16.67%</b>	<b>4</b>	<b>11.11%</b>	<b>26</b>
<b>United</b>	<i>East Central</i>	19	14.39%	5	13.89%	24
	<i>North East</i>	15	11.36%	0	0.00%	15
	<i>North East Central</i>	9	6.82%	0	0.00%	9
	<b>Total</b>	<b>43</b>	<b>32.58%</b>	<b>5</b>	<b>13.89%</b>	<b>48</b>
<b>Total Changes</b>		<b>132</b>	<b>100.00%</b>	<b>36</b>	<b>100.00%</b>	<b>168</b>

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

Reporting Period: 10/1/2019 - 10/31/2019  
Generated: 11/5/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
<b>Central</b>	<i>Aetna</i>	4	3.03%	7	19.44%	11
	<i>Molina</i>	7	5.30%	2	5.56%	9
	<b>Total</b>	<b>11</b>	<b>8.33%</b>	<b>9</b>	<b>25.00%</b>	<b>20</b>
<b>North West</b>	<i>Aetna</i>	5	3.79%	1	2.78%	6
	<i>Buckeye</i>	7	5.30%	4	11.11%	11
	<b>Total</b>	<b>12</b>	<b>9.09%</b>	<b>5</b>	<b>13.89%</b>	<b>17</b>
<b>South West</b>	<i>Aetna</i>	5	3.79%	2	5.56%	7
	<i>Molina</i>	12	9.09%	2	5.56%	14
	<b>Total</b>	<b>17</b>	<b>12.88%</b>	<b>4</b>	<b>11.11%</b>	<b>21</b>
<b>North East</b>	<i>Buckeye</i>	9	6.82%	2	5.56%	11
	<i>CareSource</i>	19	14.39%	3	8.33%	22
	<i>United</i>	15	11.36%	0	0.00%	15
	<b>Total</b>	<b>43</b>	<b>32.58%</b>	<b>5</b>	<b>13.89%</b>	<b>48</b>

<b>West Central</b>	<i>Buckeye</i>	11	8.33%	5	13.89%	16
	<i>Molina</i>	3	2.27%	0	0.00%	3
	<b>Total</b>	<b>14</b>	<b>10.61%</b>	<b>5</b>	<b>13.89%</b>	<b>19</b>
<b>East Central</b>	<i>CareSource</i>	3	2.27%	1	2.78%	4
	<i>United</i>	19	14.39%	5	13.89%	24
	<b>Total</b>	<b>22</b>	<b>16.67%</b>	<b>6</b>	<b>16.67%</b>	<b>28</b>
<b>North East Central</b>	<i>CareSource</i>	4	3.03%	2	5.56%	6
	<i>United</i>	9	6.82%	0	0.00%	9
	<b>Total</b>	<b>13</b>	<b>9.85%</b>	<b>2</b>	<b>5.56%</b>	<b>15</b>
<b>Total Changes</b>		<b>132</b>	<b>100.00%</b>	<b>36</b>	<b>100.00%</b>	<b>168</b>



## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 10/1/2019 to 10/31/2019

Total Surveys Available for Completion: 57581

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	33	46.48%	31	43.66%	4	5.63%	3	4.23%	71	100.00%
Our answers to your questions	38	51.35%	31	41.89%	2	2.70%	3	4.05%	74	100.00%
Our courtesy to you and your family	50	67.57%	19	25.68%	4	5.41%	1	1.35%	74	100.00%
Overall, how would you rate our staff and services	42	57.53%	24	32.88%	7	9.59%	0	0.00%	73	100.00%
<b>Total</b>	<b>163</b>	<b>55.82%</b>	<b>105</b>	<b>35.96%</b>	<b>17</b>	<b>5.82%</b>	<b>7</b>	<b>2.40%</b>	<b>292</b>	<b>100.00%</b>

Number of Surveys Attempted: 1150

Number of Completed Customer Satisfaction Surveys: 80