



AUTOMATED HEALTH SYSTEMS

---

505 SOUTH HIGH STREET SUITE 200, COLUMBUS, OH 43228-PHONE 614-280-0000 FAX 614-280-0977

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

*"The Enlightened Choice in Health Service Management"*

## **Call Center Analysis**

Provider Calls: There were 4,168 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 13. 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 44 calls coming in through this queue for this month.

## **Activity Summary**

- 464,939 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 398,498 Total Calls (inbound and outbound)
  - 35,115 Call Fire Campaign Calls
  - 273 MyCare Outreach Calls
  - 25,029 Renewal Outreach Calls
  - 1,812 MBIWD Outreach Calls
  - 4,168 Provider Calls
  - 44 Insure Kids Now/Governor's Hotline
- 12% abandonment rate
- 6 minutes 20 seconds average talk time
- 3 minutes 17 seconds average speed to answer
- .0067% Blockage Rate (October 2019) \*
- 98.9% 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**  
**November 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	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
Fri	11/01/19	17721	15456	2069	24	17745	2265	13%	1712	19457	:37:42	:03:47	:06:26
Sat	11/02/19	2973	2824	156	12	2985	149	5%	122	3107	:15:15	:02:02	:06:14
Sun	11/03/19	0	0	0	447	447	0	0%	0	447	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>76462</b>	<b>68002</b>	<b>6825</b>	<b>620</b>	<b>77082</b>	<b>8460</b>	<b>11%</b>	<b>6501</b>	<b>83583</b>	<b>:38:04</b>	<b>:03:19</b>	<b>:05:59</b>
	<b>Nov Only</b>	<b>20694</b>	<b>18280</b>	<b>2225</b>	<b>483</b>	<b>21177</b>	<b>2414</b>	<b>12%</b>	<b>1834</b>	<b>23011</b>	<b>:37:42</b>	<b>:02:55</b>	<b>:06:20</b>
Mon	11/04/19	21559	18910	2382	19	21578	2649	12%	1646	23224	:43:50	:03:26	:06:29
Tues	11/05/19	19486	16936	2284	10	19496	2550	13%	3110	22606	:41:46	:03:23	:06:17
Wed	11/06/19	17964	15750	1997	26	17990	2214	12%	2902	20892	:39:28	:03:20	:06:11
Thurs	11/07/19	16420	14248	1674	18	16438	2172	13%	2960	19398	:40:22	:03:37	:06:26
Fri	11/08/19	16303	14308	1767	13	16316	1995	12%	2647	18963	:43:55	:03:37	:06:24
Sat	11/09/19	2374	2217	113	8	2382	157	7%	128	2510	:36:27	:02:34	:05:56
Sun	11/10/19	0	0	0	440	440	0	0%	0	440	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>94106</b>	<b>82369</b>	<b>10217</b>	<b>534</b>	<b>94640</b>	<b>11737</b>	<b>12%</b>	<b>13393</b>	<b>108033</b>	<b>:43:55</b>	<b>:03:00</b>	<b>:06:20</b>
Mon	11/11/19	0	0	0	3394	3394	0	0%	0	3394	:00:00	:00:00	:00:00
Tues	11/12/19	22040	19370	2944	17	22057	2670	12%	2820	24877	:41:17	:03:02	:06:21
Wed	11/13/19	19300	16869	2419	11	19311	2431	13%	3182	22493	:42:36	:03:12	:06:47
Thurs	11/14/19	16689	14716	1721	21	16710	1973	12%	2833	19543	:31:43	:03:27	:06:31
Fri	11/15/19	15074	13078	1564	19	15093	1996	13%	2886	17979	:41:43	:04:00	:06:27
Sat	11/16/19	2708	2407	170	9	2717	301	11%	88	2805	:43:45	:03:49	:05:33
Sun	11/17/19	0	0	0	361	361	0	0%	0	361	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>75811</b>	<b>66440</b>	<b>8818</b>	<b>3832</b>	<b>79643</b>	<b>9371</b>	<b>12%</b>	<b>11809</b>	<b>91452</b>	<b>:43:45</b>	<b>:03:30</b>	<b>:06:27</b>
Mon	11/18/19	19812	16614	1864	17	19829	3198	16%	1824	21653	:47:10	:03:18	:06:14
Tues	11/19/19	16715	14815	1799	18	16733	1900	11%	1925	18658	:33:41	:03:13	:06:23
Wed	11/20/19	17068	15150	1900	24	17092	1918	11%	2058	19150	:34:45	:03:23	:06:18
Thurs	11/21/19	17826	15662	2037	29	17855	2164	12%	2607	20462	:38:57	:03:38	:06:29
Fri	11/22/19	15871	13866	1745	14	15885	2005	13%	2138	18023	:40:03	:03:35	:06:26
Sat	11/23/19	2899	2650	200	8	2907	249	9%	863	3770	:40:09	:03:39	:06:14
Sun	11/24/19	0	0	0	402	402	0	0%	0	402	:00:00	:00:00	:00:00
	<b>Week end</b>	<b>90191</b>	<b>78757</b>	<b>9545</b>	<b>512</b>	<b>90703</b>	<b>11434</b>	<b>13%</b>	<b>11415</b>	<b>102118</b>	<b>:47:10</b>	<b>:03:28</b>	<b>:06:22</b>
Mon	11/25/19	19786	17415	2231	21	19807	2371	12%	1759	21566	:43:43	:03:28	:06:04
Tue	11/26/19	17838	15121	1355	24	17862	2717	15%	2271	20133	:34:45	:03:28	:06:22
Wed	11/27/19	12357	10825	1036	24	12381	1532	12%	2105	14486	:39:47	:04:26	:06:24
Thu	11/28/19	0	0	0	242	242	0	0%	0	242	:00:00	:00:00	:00:00
Fri	11/29/19	12602	11400	1230	35	12637	1202	10%	1305	13942	:37:31	:03:48	:05:32
Sat	11/30/19	2991	2796	199	35	3026	195	7%	489	3515	:21:34	:02:26	:07:25
	<b>Week end</b>	<b>65574</b>	<b>57557</b>	<b>6051</b>	<b>381</b>	<b>65955</b>	<b>8017</b>	<b>12%</b>	<b>7929</b>	<b>73884</b>	<b>:43:43</b>	<b>:03:31</b>	<b>:06:12</b>
	<b>Month End</b>	<b>346376</b>	<b>303403</b>	<b>36856</b>	<b>5742</b>	<b>352118</b>	<b>42973</b>	<b>12%</b>	<b>46380</b>	<b>398498</b>	<b>:47:10</b>	<b>:03:17</b>	<b>:06:20</b>

## Ohio Consumer Hotline - Activity Summary Report

11/1/2019 to 11/30/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	6
	Legislative Inquiry	1
	ODM Inquiry	22
	Sent Email	1
	Unable to Reach - Letter Sent - Resolved	19
	<b>Total</b>	<b>49</b>
<i>FFS Billing</i>	Billing Number	236
	Claims Request	9
	General Billing Questions	272
	Received Bill (Needs Letter)	13
	<b>Total</b>	<b>530</b>
<i>General Benefits</i>	Application / Eligibility	987
	Assisted Living	1
	Billing Number	68
	Certificate of Coverage	5
	DCC Benefits	1
	Dental	107
	Equipment	37
	Healthchek Services	8
	Home Health Care	6
	Hospice / Palliative Care	1
	Inquiry on Covered Services	679
	Long Term Care	9
	Medicaid Expansion	11
	Medlist Assist	1
	Physical / Occupational Therapy	1
	Pregnancy Related Services	8
	Prescriptions	360
	SRSP Benefits	41
	State Hearing	3

<b>General Benefits</b>	Transportation	168
	Vision	47
	<b>Total</b>	<b>2549</b>
<b>HIPAA [LEGACY]</b>	Information	1
	<b>Total</b>	<b>1</b>
<b>Incident Report</b>	Billing Inquiry	50
	Reimbursement Inquiry	4
	<b>Total</b>	<b>54</b>
<b>Inquiry</b>	029 Error	98
	574 Error - Not Eligible	11
	Already Selected	238
	CDJFS	762
	Change in Name	79
	Change in Phone Number / Address	429
	Child Care	3
	Customer Survey	3
	General Questions	5604
	HEAP / PIP	5
	Hotline	994
	Person Calling Not PIP / AG Head	258
	Referred Consumer to County Worker	852
	SNAP (Food Stamps)	233
	Social Security	17
	Status Change Request (Name, Address, Phone, Etc.)	210
	TANF (Cash Assistance)	8
	Transferred in Error	5
	WIC	1
	<b>Total</b>	<b>9810</b>
<b>Issue / Concern</b>	Issue / Concern about MCP	69
	Issue / Concern about Provider	3
	Issue / Concern with Caseworker	2
	Issue / Concern with ODM	17
	<b>Total</b>	<b>91</b>
<b>Mailings</b>	ABD EMP Enrollment Packet	1
	Billing Incident Letter	43

<b>Mailings</b>	CFC EMP Enrollment Packet	3
	CFC EMP Enrollment Packet (Spanish)	2
	JC Approval FFS	28
	JC Approval FFS - Requestor	2
	Mandatory Change MCP to MCP	1
	MBI-WD Application	6
	Medicaid Application (7216)	208
	Medicaid Program Enrollment & Benefit Information	38
	MMC Mandatory	34494
	MMC Voluntary	655
	MyCare EMP Enrollment Packet	16
	MyCare EMP Enrollment Packet (Spanish)	1
	MyCare Reminder Letter	1326
	MyCare TPL Denial Letter	1
	New Mandatory	22
	OMH Mandatory MyCare Letter	9
	QIT Packet	10
	Reimbursement Letter	2
	<b>Total</b>	<b>36868</b>
<b>Managed Care Info &amp; Referral</b>	Benefit Package	178
	Billing Number	316
	Called to Check on Doctors	30
	Card	1289
	Case Addition	25
	Case Closed	41
	Case Pending	161
	Category Closed	63
	Consumer Needs To Be Auto Re-Enrolled	12
	CSP (formerly PACT)	1
	Failed Eligibility	351
	Information	2688
	Just Cause Status	5
	Open Enrollment Questions	1166
	Payment	18

<b>Managed Care Info &amp; Referral</b>	Phone Numbers	455
	Provider Name	574
	Returned NME / Notice	3
	Transfer Request - Bureau of Managed Care	5
	Wanted Phone Number of MCP	489
	<b>Total</b>	<b>7870</b>
<b>MBI-WD</b>	AG Collections Questions	1
	Application / Eligibility	5
	Benefit Package / Covered Services	8
	Billing Number	1
	Card	3
	Premium Collection Issue - Needs Follow-Up	3
	Program Information	18
	Questions About Premiums	20
	<b>Total</b>	<b>59</b>
<b>Medicaid (MAGI and ABD)</b>	1095B FAQ	4
	Application Status	1324
	Behavioral Health Question / Inquiry	2
	Case Change	659
	Case Inquiry	11642
	Certificate Of Coverage	19
	Citizenship/Other Verifications	589
	DDR Question / Inquiry	20
	DRC Question / Inquiry	3
	Estate Recovery	10
	Family Planning Services Question / Inquiry	5
	FFS Card	409
	General Program Information	3731
	HIPPA Question / Inquiry	3
	Home Health Care Question / Inquiry	16
	Income Guidelines/Questions	949
	Long Term Care Question / Inquiry	13
	MBIWD Question / Inquiry	7
Questions About Letter/NOA	727	

<b>Medicaid (MAGI and ABD)</b>	Re-Application on a Denied Case	52
	Renewal Application Reported	5886
	Renewal Questions	7681
	Reprint NOA or FFS Card	200
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	267
	Requested Telephone Application – Transfer to Collabor8	1652
	State Hearing	70
	Tort Question / Inquiry	5
	Veterans on Medicaid Program	1
	<b>Total</b>	<b>35946</b>
<b>Medicare</b>	Extra Help / Low Income Subsidy (LIS) Questions	208
	Medicare Premium Assistance Program (Part B Payments)	1020
	On-site Facilitated Enrollment	4
	Part A Questions	238
	Part B Questions	858
	Part C / Advantage Plan Questions	90
	Part D / PDP Questions	349
	Part D Letter Inquiry	37
	<b>Total</b>	<b>2804</b>
<b>MyCare Ohio</b>	General Information	915
	Issue Accessing Services	76
	Loss of MyCare Eligibility	62
	Medicaid Only Benefit Information	112
	MyCare Ohio Card	168
	On-site facilitated enrollment	8
	Opt-In/Opt-Out Questions	552
	Prescription Questions	87
	Transition of Care	6
	<b>Total</b>	<b>1986</b>
<b>Ohio Benefits Self Service Portal</b>	Access my Benefits	17
	Account Creation/Management	4
	Account Lock Out	5



<b>Ohio Benefits Self Service Portal</b>	Application Assistance	3
	Apply for Benefits	23
	Call Transferred from Enterprise Help Desk to OMH	6
	County Office Location/Hours	3
	Forgot Password Link	2
	Frequently Asked Questions	1
	General Navigation	3
	How to use this Site	6
	Internet Browser Issue	2
	Message Center	2
	Provided Link to Website	28
	Renewal Packet Questions	16
	SNAP/TANF Questions	1
	Submit Error Issue	22
	Transfer Call to Tier 2/3	6
<b>Total</b>	<b>150</b>	
<b>Ohio Integrated Eligibility System (OIES)</b>	Case Inquiry/Case Status	303
	Contact CDJS	166
	Electronic Verification Process	2
	Journal Creation & Management	206
	MAGI (Modified Adjusted Gross Income) Program Information	2
	Notice of Action Explanation	11
	Reapply on a Denied Case	1
	Reprint FFS card from Hotline	164
	Reprint NOA from Hotline	20
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	89
	Requested Telephone Application, transfer to Collobor8	300
	<b>Total</b>	<b>1264</b>
<b>Prior Authorization</b>	How to Obtain	74
	Letter	9
	Program Information	65
	Status	31
	<b>Total</b>	<b>179</b>

<i>Provider</i>	Electronic Visit Verification (EVV) Initiative Letter	5
	Fee-For-Service Provider Names	34
	Referred to MCP For Provider List	37
	Referred to ODM Website For Provider List	10
	Referred to State Board To File Complaint Against Provider	1
	<b>Total</b>	<b>87</b>
<i>QIT</i>	Created QIT Outreach [LEGACY]	3
	Deceased	9
	Provided Banking Resources	12
	Provided explanation of QIT definitions	14
	Provided Information on where to send QIT completed documents-CDJFS	1
	QIT - General Program Information	53
	Reported Under Income	3
<b>Total</b>	<b>95</b>	
<i>Reimbursement</i>	Decision	7
	Information	57
	State Hearing	1
	<b>Total</b>	<b>65</b>
<i>State Hearings</i>	How to Request	91
	Program Information	42
	Status	6
	<b>Total</b>	<b>139</b>
<i>Surveys</i>	Call Center Survey	554
	<b>Total</b>	<b>554</b>
<i>Tasks</i>	AHS Billing Research - Letter	58
	AHS Claims Request	11
	AHS Consumer Issue/Concerns	41
	AHS Enrollment Error	1479
	AHS Enrollment Issue	189
	AHS Further Research Needed	2
	AHS Just Cause	77
	AHS MBIWD - Premium Issue	4
	AHS MBIWD Linking	539

<b>Tasks</b>	AHS Medicare Premium Payments Research	36
	AHS MMC - Final Signed Letter / Email	3
	AHS MMC Contact	169
	AHS ODJFS Request for Consumer Contact	2
	AHS Reimbursement - Letter	3
	AHS Web Contact - OMH Website	772
	ODM Complaint - Consumer	57
	ODM Complaint - Provider	346
	ODM Just Cause	5
	<b>Total</b>	<b>3793</b>
<b>Third Party Liability</b>	Cannot Resolve with CDJFS - Needs Follow-Up	9
	General Information	73
	Need Medications Now	5
	Referral to Case Worker	51
	Referral to TPL Vendor	25
	<b>Total</b>	<b>163</b>
<b>Waiver</b>	Application / Eligibility	116
	Benefit Package / Covered Services	37
	Billing Number	4
	Card	14
	Change	11
	Estate Recovery	5
	Hearing	2
	Independent Provider	1
	Patient Evaluation	5
	Patient Liability	7
	Program Information	152
Waiting List	1	
<b>Total</b>	<b>355</b>	

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

11/1/2019 to 11/30/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	274
	ACS / First Health	30
	ADAMH	1
	Area Agency on Aging	31
	BCCP Regional Agency	1
	BCMh	2
	Case Management Agency	25
	Caseworker	347
	Child Support Enforcement Agency	6
	Complaint Department	1
	County Department of Job & Family Services	2777
	First Link	9
	Food Stamp Hotline	25
	HomeHealthAgency	1
	Info & Refer	263
	In-House	1
	Legal Aid	3
	Managed Care Plan	553
	Managed Care/Just Cause Section	2
	MR / DD Board	3
	ODM	3
	Ohio Department of Insurance	9
	Ohio's Best Rx	6
	Ombudsman	4
	OSHIIP	48
	Other Medical Services Agency	26
Other Social Services Agency	12	
Out-of-State Medicaid Hotline	20	

<b>Referral</b>	<b>Pharmacy</b>	41
	<b>Prescription Drug Plan (PDP)</b>	30
	<b>Provider</b>	165
	<b>Provider Services Call Center</b>	92
	<b>Public Children's Services</b>	16
	<b>Social Security Administration</b>	46
	<b>StateHearingDivision</b>	51
	<b>Supervisor</b>	18
	<b>Tort Unit</b>	18
	<b>Website - ODM</b>	22

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

Reporting Period: 11/1/2019 - 11/30/2019  
 Generated: 12/2/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	99	62.66%	1511	76.47%	1610	75.45%
Call Campaign	46	29.11%	45	2.28%	91	4.26%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	3	0.15%	3	0.14%
File Transfer	5	3.16%	7	0.35%	12	0.56%
IVR	5	3.16%	159	8.05%	164	7.69%
Mail	0	0.00%	15	0.76%	15	0.70%
Website	3	1.90%	236	11.94%	239	11.20%
<b>TOTAL</b>	<b>158</b>	<b>100%</b>	<b>1976</b>	<b>100%</b>	<b>2134</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: 11/1/2019 - 11/30/2019  
 Generated: 12/2/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	99	6.15%	1511	93.85%	1610	100%
Call Campaign	46	50.55%	45	49.45%	91	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	3	100.00%	3	100%
File Transfer	5	41.67%	7	58.33%	12	100%
IVR	5	3.05%	159	96.95%	164	100%
Mail	0	0.00%	15	100.00%	15	100%
Website	3	1.26%	236	98.74%	239	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: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Buckeye</b>	Central/South East	5	3.16%	85	4.30%
	North East	7	4.43%	148	7.49%
	West	10	6.33%	128	6.48%
	<b>Total</b>	<b>22</b>	<b>13.92%</b>	<b>361</b>	<b>18.27%</b>
<b>CareSource</b>	Central/South East	16	10.13%	216	10.93%
	North East	20	12.66%	366	18.52%
	West	23	14.56%	267	13.51%
	<b>Total</b>	<b>59</b>	<b>37.34%</b>	<b>849</b>	<b>42.97%</b>
<b>Molina</b>	Central/South East	13	8.23%	94	4.76%
	North East	6	3.80%	17	0.86%
	West	4	2.53%	26	1.32%
	<b>Total</b>	<b>23</b>	<b>14.56%</b>	<b>137</b>	<b>6.93%</b>
<b>Paramount</b>	Central/South East	2	1.27%	90	4.55%
	North East	1	0.63%	37	1.87%
	West	13	8.23%	125	6.33%
	<b>Total</b>	<b>16</b>	<b>10.13%</b>	<b>252</b>	<b>12.75%</b>
<b>United</b>	Central/South East	10	6.33%	111	5.62%
	North East	22	13.92%	212	10.73%
	West	6	3.80%	54	2.73%
	<b>Total</b>	<b>38</b>	<b>24.05%</b>	<b>377</b>	<b>19.08%</b>
<b>Total</b>		<b>158</b>	<b>100.00%</b>	<b>1976</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: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Central/South East</b>	<b>Buckeye</b>	5	10.87%	85	14.26%
	<b>CareSource</b>	16	34.78%	216	36.24%
	<b>Molina</b>	13	28.26%	94	15.77%
	<b>Paramount</b>	2	4.35%	90	15.10%
	<b>United</b>	10	21.74%	111	18.62%
	<b>Total</b>	<b>46</b>	<b>100.00%</b>	<b>596</b>	<b>100.00%</b>
<b>North East</b>	<b>Buckeye</b>	7	12.50%	148	18.97%
	<b>CareSource</b>	20	35.71%	366	46.92%
	<b>Molina</b>	6	10.71%	17	2.18%
	<b>Paramount</b>	1	1.79%	37	4.74%
	<b>United</b>	22	39.29%	212	27.18%
	<b>Total</b>	<b>56</b>	<b>100.00%</b>	<b>780</b>	<b>100.00%</b>
<b>West</b>	<b>Buckeye</b>	10	17.86%	128	21.33%
	<b>CareSource</b>	23	41.07%	267	44.50%
	<b>Molina</b>	4	7.14%	26	4.33%
	<b>Paramount</b>	13	23.21%	125	20.83%
	<b>United</b>	6	10.71%	54	9.00%
	<b>Total</b>	<b>56</b>	<b>100.00%</b>	<b>600</b>	<b>100.00%</b>
<b>Total</b>		<b>158</b>		<b>1976</b>	

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

**Reporting Period: 11/1/2019 - 11/30/2019**  
Generated: 12/2/2019

<b>Region</b>	<b>New/Change MCP Enrollments</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	642	319	<b>961</b>
North East	836	331	<b>1167</b>
West	656	338	<b>994</b>
<b>Total For All Regions</b>	<b>2134</b>	<b>988</b>	<b>3122</b>

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

Reporting Period: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	<b>Buckeye</b>	5	85	47	137	14.26%
	<b>CareSource</b>	16	216	42	274	28.51%
	<b>Molina</b>	13	94	92	199	20.71%
	<b>Paramount</b>	2	90	0	92	9.57%
	<b>United</b>	10	111	138	259	26.95%
	<b>(Region) Total</b>	46	596	319	961	100.00%
<b>North East</b>	<b>Buckeye</b>	7	148	69	224	19.19%
	<b>CareSource</b>	20	366	50	436	37.36%
	<b>Molina</b>	6	17	83	106	9.08%
	<b>Paramount</b>	1	37	0	38	3.26%
	<b>United</b>	22	212	129	363	31.11%
	<b>(Region) Total</b>	56	780	331	1167	100.00%
<b>West</b>	<b>Buckeye</b>	10	128	107	245	24.62%
	<b>CareSource</b>	23	267	42	332	33.37%
	<b>Molina</b>	4	26	70	100	10.05%
	<b>Paramount</b>	13	125	0	138	13.87%
	<b>United</b>	6	54	120	180	18.09%
	<b>(Region) Total</b>	56	600	339	995	100.00%
<b>Total</b>		<b>158</b>	<b>1976</b>	<b>989</b>	<b>3123</b>	

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

Reporting Period: 11/1/2019 - 11/30/2019  
 Generated: 12/2/2019

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1217	25.50%	13746	65.94%	14963	58.41%
Call Campaign	1583	33.17%	663	3.18%	2246	8.77%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	29	0.14%	29	0.11%
File Transfer	1792	37.55%	543	2.60%	2335	9.12%
IVR	108	2.26%	1992	9.56%	2100	8.20%
Mail	0	0.00%	87	0.42%	87	0.34%
Website	72	1.51%	3785	18.16%	3857	15.06%
<b>TOTAL</b>	<b>4772</b>	<b>100%</b>	<b>20845</b>	<b>100%</b>	<b>25617</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: 11/1/2019 - 11/30/2019  
Generated: 12/2/2019

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1217	8.13%	13746	91.87%	14963	100%
Call Campaign	1583	70.48%	663	29.52%	2246	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	29	100.00%	29	100%
File Transfer	1792	76.75%	543	23.25%	2335	100%
IVR	108	5.14%	1992	94.86%	2100	100%
Mail	0	0.00%	87	100.00%	87	100%
Website	72	1.87%	3785	98.13%	3857	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: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

<b>MCP</b>	<b>Region</b>	<b>New Voluntary Enrollments</b>		<b>Change of Plan Enrollments</b>	
<b>Buckeye</b>	Central/South East	262	5.49%	430	2.06%
	North East	242	5.07%	1317	6.32%
	West	271	5.68%	1041	4.99%
	<b>Total</b>	<b>775</b>	<b>16.24%</b>	<b>2788</b>	<b>13.37%</b>
<b>CareSource</b>	Central/South East	730	15.30%	3279	15.73%
	North East	984	20.62%	4644	22.28%
	West	855	17.92%	4800	23.03%
	<b>Total</b>	<b>2569</b>	<b>53.83%</b>	<b>12723</b>	<b>61.04%</b>
<b>Molina</b>	Central/South East	247	5.18%	656	3.15%
	North East	150	3.14%	166	0.80%
	West	136	2.85%	211	1.01%
	<b>Total</b>	<b>533</b>	<b>11.17%</b>	<b>1033</b>	<b>4.96%</b>
<b>Paramount</b>	Central/South East	22	0.46%	142	0.68%
	North East	34	0.71%	217	1.04%
	West	138	2.89%	1452	6.97%
	<b>Total</b>	<b>194</b>	<b>4.07%</b>	<b>1811</b>	<b>8.69%</b>
<b>United</b>	Central/South East	190	3.98%	901	4.32%
	North East	335	7.02%	1255	6.02%
	West	176	3.69%	334	1.60%
	<b>Total</b>	<b>701</b>	<b>14.69%</b>	<b>2490</b>	<b>11.95%</b>
<b>Total</b>		<b>4772</b>	<b>100.00%</b>	<b>20845</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: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
<b>Central/South East</b>	<b>Buckeye</b>	262	18.06%	430	7.95%
	<b>CareSource</b>	730	50.31%	3279	60.63%
	<b>Molina</b>	247	17.02%	656	12.13%
	<b>Paramount</b>	22	1.52%	142	2.63%
	<b>United</b>	190	13.09%	901	16.66%
	<b>Total</b>	<b>1451</b>	<b>100.00%</b>	<b>5408</b>	<b>100.00%</b>
<b>North East</b>	<b>Buckeye</b>	242	13.87%	1317	17.33%
	<b>CareSource</b>	984	56.39%	4644	61.11%
	<b>Molina</b>	150	8.60%	166	2.18%
	<b>Paramount</b>	34	1.95%	217	2.86%
	<b>United</b>	335	19.20%	1255	16.52%
	<b>Total</b>	<b>1745</b>	<b>100.00%</b>	<b>7599</b>	<b>100.00%</b>
<b>West</b>	<b>Buckeye</b>	271	17.20%	1041	13.28%
	<b>CareSource</b>	855	54.25%	4800	61.24%
	<b>Molina</b>	136	8.63%	211	2.69%
	<b>Paramount</b>	138	8.76%	1452	18.53%
	<b>United</b>	176	11.17%	334	4.26%
	<b>Total</b>	<b>1576</b>	<b>100.00%</b>	<b>7838</b>	<b>100.00%</b>
<b>Total</b>		<b>4772</b>		<b>20845</b>	

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

Reporting Period: 11/1/2019 - 11/30/2019  
Generated: 12/2/2019

<b>Region</b>	<b>New/Change MCP Enrollments</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	6859	8979	<b>15838</b>
North East	9344	10093	<b>19437</b>
West	9414	10489	<b>19903</b>
<b>Total For All Regions</b>	<b>25617</b>	<b>29561</b>	<b>55178</b>



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

Reporting Period: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	<b>Buckeye</b>	262	430	2515	3207	20.25%
	<b>CareSource</b>	730	3279	2744	6753	42.64%
	<b>Molina</b>	247	656	1827	2730	17.24%
	<b>Paramount</b>	22	142	0	164	1.04%
	<b>United</b>	190	901	1893	2984	18.84%
	<b>(Region) Total</b>	1451	5408	8979	15838	100.00%
<b>North East</b>	<b>Buckeye</b>	242	1317	2419	3978	20.47%
	<b>CareSource</b>	984	4644	3011	8639	44.45%
	<b>Molina</b>	150	166	2249	2565	13.20%
	<b>Paramount</b>	34	217	0	251	1.29%
	<b>United</b>	335	1255	2414	4004	20.60%
	<b>(Region) Total</b>	1745	7599	10093	19437	100.00%
<b>West</b>	<b>Buckeye</b>	271	1041	3384	4696	23.59%
	<b>CareSource</b>	855	4800	2940	8595	43.18%
	<b>Molina</b>	136	211	2033	2380	11.96%
	<b>Paramount</b>	138	1452	0	1590	7.99%
	<b>United</b>	176	334	2132	2642	13.27%
	<b>(Region) Total</b>	1576	7838	10489	19903	100.00%
<b>Total</b>		<b>4772</b>	<b>20845</b>	<b>29561</b>	<b>55178</b>	

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

Reporting Period: 11/1/2019 - 11/30/2019  
Generated: 12/2/2019

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	85	29.93%	82	24.40%	167	26.94%
Call	Dual Benefits	163	57.39%	162	48.21%	325	52.42%
	<b>Total</b>	248	87.32%	244	72.62%	492	79.35%
Call Campaign	Medicaid Only	1	0.35%	0	0.00%	1	0.16%
Call Campaign	Dual Benefits	7	2.46%	6	1.79%	13	2.10%
	<b>Total</b>	8	2.82%	6	1.79%	14	2.26%
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%
	<b>Total</b>	0	0.00%	0	0.00%	0	0.00%
Fax	Medicaid Only	1	0.35%	4	1.19%	5	0.81%
Fax	Dual Benefits	0	0.00%	5	1.49%	5	0.81%
	<b>Total</b>	1	0.35%	9	2.68%	10	1.61%
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	3	1.06%	10	2.98%	13	2.10%
IVR	Dual Benefits	13	4.58%	22	6.55%	35	5.65%
	<b>Total</b>	16	5.63%	32	9.52%	48	7.74%
Mail	Medicaid Only	0	0.00%	2	0.60%	2	0.32%
Mail	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	<b>Total</b>	0	0.00%	2	0.60%	2	0.32%
Website	Medicaid Only	2	0.70%	23	6.85%	25	4.03%
Website	Dual Benefits	9	3.17%	20	5.95%	29	4.68%
	<b>Total</b>	11	3.87%	43	12.80%	54	8.71%
<b>TOTAL</b>		<b>284</b>	<b>100%</b>	<b>336</b>	<b>100%</b>	<b>620</b>	<b>100%</b>

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

Reporting Period: 11/1/2019 - 11/30/2019  
Generated: 12/2/2019

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	85	50.90%	82	49.10%	167	100%
	Dual Benefits	163	50.15%	162	49.85%	325	100%
	<b>Total</b>	248	50.41%	244	49.59%	492	100%
Call Campaign	Medicaid Only	1	100.00%	0	0.00%	1	100%
	Dual Benefits	7	53.85%	6	46.15%	13	100%
	<b>Total</b>	8	57.14%	6	42.86%	14	100%
Face-To-Face	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%
Fax	Medicaid Only	1	20.00%	4	80.00%	5	100%
	Dual Benefits	0	0.00%	5	100.00%	5	100%
	<b>Total</b>	1	10.00%	9	90.00%	10	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	3	23.08%	10	76.92%	13	100%
	Dual Benefits	13	37.14%	22	62.86%	35	100%
	<b>Total</b>	16	33.33%	32	66.67%	48	100%
Mail	Medicaid Only	0	0.00%	2	100.00%	2	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	<b>Total</b>	0	0.00%	2	100.00%	2	100%
Website	Medicaid Only	2	8.00%	23	92.00%	25	100%
	Dual Benefits	9	31.03%	20	68.97%	29	100%
	<b>Total</b>	11	20.37%	43	79.63%	54	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments	
Aetna	Central	Medicaid Only	7	2.46%	11	3.27%
		Dual Benefits	17	5.99%	17	5.06%
		<b>Total</b>	<b>24</b>	<b>8.45%</b>	<b>28</b>	<b>8.33%</b>
	North West	Medicaid Only	1	0.35%	4	1.19%
		Dual Benefits	7	2.46%	7	2.08%
		<b>Total</b>	<b>8</b>	<b>2.82%</b>	<b>11</b>	<b>3.27%</b>
	South West	Medicaid Only	4	1.41%	21	6.25%
		Dual Benefits	14	4.93%	23	6.85%
		<b>Total</b>	<b>18</b>	<b>6.34%</b>	<b>44</b>	<b>13.10%</b>
	<b>Total</b>		<b>50</b>	<b>17.61%</b>	<b>83</b>	<b>24.70%</b>
Buckeye	North East	Medicaid Only	2	0.70%	6	1.79%
		Dual Benefits	11	3.87%	14	4.17%
		<b>Total</b>	<b>13</b>	<b>4.58%</b>	<b>20</b>	<b>5.95%</b>
	North West	Medicaid Only	4	1.41%	3	0.89%
		Dual Benefits	12	4.23%	8	2.38%
		<b>Total</b>	<b>16</b>	<b>5.63%</b>	<b>11</b>	<b>3.27%</b>
	West Central	Medicaid Only	7	2.46%	13	3.87%
		Dual Benefits	8	2.82%	24	7.14%
		<b>Total</b>	<b>15</b>	<b>5.28%</b>	<b>37</b>	<b>11.01%</b>
	<b>Total</b>		<b>44</b>	<b>15.49%</b>	<b>68</b>	<b>20.24%</b>
CareSource	East Central	Medicaid Only	10	3.52%	6	1.79%
		Dual Benefits	9	3.17%	8	2.38%
		<b>Total</b>	<b>19</b>	<b>6.69%</b>	<b>14</b>	<b>4.17%</b>
	North East	Medicaid Only	11	3.87%	21	6.25%
		Dual Benefits	49	17.25%	47	13.99%
		<b>Total</b>	<b>60</b>	<b>21.13%</b>	<b>68</b>	<b>20.24%</b>
	North East Central	Medicaid Only	3	1.06%	1	0.30%

<b>CareSource</b>	North East Central	Dual Benefits	9	3.17%	13	3.87%	
		<b>Total</b>	12	4.23%	14	4.17%	
	<b>Total</b>		<b>91</b>	<b>32.04%</b>	<b>96</b>	<b>28.57%</b>	
<b>Molina</b>	Central	Medicaid Only	11	3.87%	2	0.60%	
		Dual Benefits	16	5.63%	8	2.38%	
		<b>Total</b>	27	9.51%	10	2.98%	
	South West	Medicaid Only	7	2.46%	6	1.79%	
		Dual Benefits	8	2.82%	7	2.08%	
		<b>Total</b>	15	5.28%	13	3.87%	
	West Central	Medicaid Only	2	0.70%	6	1.79%	
		Dual Benefits	10	3.52%	5	1.49%	
		<b>Total</b>	12	4.23%	11	3.27%	
	<b>Total</b>		<b>54</b>	<b>19.01%</b>	<b>34</b>	<b>10.12%</b>	
	<b>United</b>	East Central	Medicaid Only	10	3.52%	6	1.79%
			Dual Benefits	3	1.06%	8	2.38%
<b>Total</b>			13	4.58%	14	4.17%	
North East		Medicaid Only	7	2.46%	12	3.57%	
		Dual Benefits	13	4.58%	18	5.36%	
		<b>Total</b>	20	7.04%	30	8.93%	
North East Central		Medicaid Only	6	2.11%	3	0.89%	
		Dual Benefits	6	2.11%	8	2.38%	
		<b>Total</b>	12	4.23%	11	3.27%	
<b>Total</b>			<b>45</b>	<b>15.85%</b>	<b>55</b>	<b>16.37%</b>	
<b>Total</b>			<b>284</b>	<b>100.00%</b>	<b>336</b>	<b>100.00%</b>	

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

Region and MCP as a Percentage of Type

Reporting Period: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
<b>Central</b>	<b>Aetna</b>	Medicaid Only	7	13.73%	11	28.95%	
		Dual Benefits	17	33.33%	17	44.74%	
		<b>Total</b>	24	47.06%	28	73.68%	
	<b>Molina</b>	Medicaid Only	11	21.57%	2	5.26%	
		Dual Benefits	16	31.37%	8	21.05%	
		<b>Total</b>	27	52.94%	10	26.32%	
	<b>Total</b>		<b>51</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>	
	<b>East Central</b>	<b>CareSource</b>	Medicaid Only	10	31.25%	6	21.43%
			Dual Benefits	9	28.13%	8	28.57%
<b>Total</b>			19	59.38%	14	50.00%	
<b>United</b>		Medicaid Only	10	31.25%	6	21.43%	
		Dual Benefits	3	9.38%	8	28.57%	
		<b>Total</b>	13	40.63%	14	50.00%	
<b>Total</b>			<b>32</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	
<b>North East</b>		<b>Buckeye</b>	Medicaid Only	2	2.15%	6	5.08%
			Dual Benefits	11	11.83%	14	11.86%
	<b>Total</b>		13	13.98%	20	16.95%	
	<b>CareSource</b>	Medicaid Only	11	11.83%	21	17.80%	
		Dual Benefits	49	52.69%	47	39.83%	
		<b>Total</b>	60	64.52%	68	57.63%	
	<b>United</b>	Medicaid Only	7	7.53%	12	10.17%	
		Dual Benefits	13	13.98%	18	15.25%	
		<b>Total</b>	20	21.51%	30	25.42%	
	<b>Total</b>		<b>93</b>	<b>100.00%</b>	<b>118</b>	<b>100.00%</b>	
	<b>North East Central</b>	<b>CareSource</b>	Medicaid Only	3	12.50%	1	4.00%
			Dual Benefits	9	37.50%	13	52.00%
<b>Total</b>			12	50.00%	14	56.00%	

<b>North East Central</b>	<b>United</b>	Medicaid Only	6	25.00%	3	12.00%
		Dual Benefits	6	25.00%	8	32.00%
		<b>Total</b>	12	50.00%	11	44.00%
	<b>Total</b>		<b>24</b>	<b>100.00%</b>	<b>25</b>	<b>100.00%</b>
<b>North West</b>	<b>Aetna</b>	Medicaid Only	1	4.17%	4	18.18%
		Dual Benefits	7	29.17%	7	31.82%
		<b>Total</b>	8	33.33%	11	50.00%
	<b>Buckeye</b>	Medicaid Only	4	16.67%	3	13.64%
		Dual Benefits	12	50.00%	8	36.36%
		<b>Total</b>	16	66.67%	11	50.00%
	<b>Total</b>		<b>24</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>
	<b>South West</b>	<b>Aetna</b>	Medicaid Only	4	12.12%	21
Dual Benefits			14	42.42%	23	40.35%
<b>Total</b>			18	54.55%	44	77.19%
<b>Molina</b>		Medicaid Only	7	21.21%	6	10.53%
		Dual Benefits	8	24.24%	7	12.28%
		<b>Total</b>	15	45.45%	13	22.81%
<b>Total</b>			<b>33</b>	<b>100.00%</b>	<b>57</b>	<b>100.00%</b>
<b>West Central</b>		<b>Buckeye</b>	Medicaid Only	7	25.93%	13
	Dual Benefits		8	29.63%	24	50.00%
	<b>Total</b>		15	55.56%	37	77.08%
	<b>Molina</b>	Medicaid Only	2	7.41%	6	12.50%
		Dual Benefits	10	37.04%	5	10.42%
		<b>Total</b>	12	44.44%	11	22.92%
	<b>Total</b>		<b>27</b>	<b>100.00%</b>	<b>48</b>	<b>100.00%</b>
	<b>Total</b>		<b>284</b>		<b>336</b>	

## MyCare ASSIGNMENT BY REGION

Reporting Period: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	31	0	Medicaid only	<b>31</b>
	58	694	Dual benefits	<b>752</b>
	89	694		<b>783</b>
East Central	32	0	Medicaid only	<b>32</b>
	28	566	Dual benefits	<b>594</b>
	60	566		<b>626</b>
North East	59	0	Medicaid only	<b>59</b>
	152	1108	Dual benefits	<b>1260</b>
	211	1108		<b>1319</b>
North East Central	13	0	Medicaid only	<b>13</b>
	36	348	Dual benefits	<b>384</b>
	49	348		<b>397</b>
North West	12	0	Medicaid only	<b>12</b>
	34	335	Dual benefits	<b>369</b>
	46	335		<b>381</b>
South West	38	0	Medicaid only	<b>38</b>
	52	730	Dual benefits	<b>782</b>
	90	730		<b>820</b>
West Central	28	0	Medicaid only	<b>28</b>
	47	462	Dual benefits	<b>509</b>
	75	462		<b>537</b>
<b>Total For All Regions</b>	<b>620</b>	<b>4243</b>		<b>4863</b>



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

Reporting Period: 11/1/2019 - 11/30/2019

Generated: 12/2/2019

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
<b>Central</b>	<b>Aetna</b>	Medicaid Only	7	11	0	18	2.30%
		Dual Benefits	17	17	177	211	26.95%
		<b>(MCP) Total</b>	24	28	177	229	29.25%
	<b>Molina</b>	Medicaid Only	11	2	0	13	1.66%
		Dual Benefits	16	8	517	541	69.09%
		<b>(MCP) Total</b>	27	10	517	554	70.75%
	<b>(Region) Total</b>		51	38	694	783	100.00%
<b>East Central</b>	<b>CareSource</b>	Medicaid Only	10	6	0	16	2.56%
		Dual Benefits	9	8	168	185	29.55%
		<b>(MCP) Total</b>	19	14	168	201	32.11%
	<b>United</b>	Medicaid Only	10	6	0	16	2.56%
		Dual Benefits	3	8	398	409	65.34%
		<b>(MCP) Total</b>	13	14	398	425	67.89%
	<b>(Region) Total</b>		32	28	566	626	100.00%
<b>North East</b>	<b>Buckeye</b>	Medicaid Only	2	6	0	8	0.61%
		Dual Benefits	11	14	692	717	54.36%
		<b>(MCP) Total</b>	13	20	692	725	54.97%
	<b>CareSource</b>	Medicaid Only	11	21	0	32	2.43%
		Dual Benefits	49	47	159	255	19.33%
		<b>(MCP) Total</b>	60	68	159	287	21.76%
	<b>United</b>	Medicaid Only	7	12	0	19	1.44%
		Dual Benefits	13	18	257	288	21.83%
		<b>(MCP) Total</b>	20	30	257	307	23.28%
	<b>(Region) Total</b>		93	118	1108	1319	100.00%
	<b>North East Central</b>	<b>CareSource</b>	Medicaid Only	3	1	0	4
Dual Benefits			9	13	83	105	26.45%
<b>(MCP) Total</b>			12	14	83	109	27.46%
<b>United</b>		Medicaid Only	6	3	0	9	2.27%

<b>North East Central</b>	<b>United</b>	Dual Benefits	6	8	265	279	70.28%
		<b>(MCP) Total</b>	12	11	265	288	72.54%
	<b>(Region) Total</b>		24	25	348	397	100.00%
<b>North West</b>	<b>Aetna</b>	Medicaid Only	1	4	0	5	1.31%
		Dual Benefits	7	7	73	87	22.83%
		<b>(MCP) Total</b>	8	11	73	92	24.15%
	<b>Buckeye</b>	Medicaid Only	4	3	0	7	1.84%
		Dual Benefits	12	8	262	282	74.02%
		<b>(MCP) Total</b>	16	11	262	289	75.85%
	<b>(Region) Total</b>		24	22	335	381	100.00%
<b>South West</b>	<b>Aetna</b>	Medicaid Only	4	21	0	25	3.05%
		Dual Benefits	14	23	240	277	33.78%
		<b>(MCP) Total</b>	18	44	240	302	36.83%
	<b>Molina</b>	Medicaid Only	7	6	0	13	1.59%
		Dual Benefits	8	7	490	505	61.59%
		<b>(MCP) Total</b>	15	13	490	518	63.17%
	<b>(Region) Total</b>		33	57	730	820	100.00%
<b>West Central</b>	<b>Buckeye</b>	Medicaid Only	7	13	0	20	3.72%
		Dual Benefits	8	24	303	335	62.38%
		<b>(MCP) Total</b>	15	37	303	355	66.11%
	<b>Molina</b>	Medicaid Only	2	6	0	8	1.49%
		Dual Benefits	10	5	159	174	32.40%
		<b>(MCP) Total</b>	12	11	159	182	33.89%
	<b>(Region) Total</b>		27	48	462	537	100.00%
<b>Total</b>			<b>284</b>	<b>336</b>	<b>4243</b>	<b>4863</b>	

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

Reporting Period: 11/1/2019 - 11/30/2019  
 Generated: 12/2/2019

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	1	0	0	1	
			Dual Benefits	1	0	16	17	
			<b>Total</b>	2	0	16	18	
		<b>Molina</b>	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	18	18	
			<b>Total</b>	1	0	18	19	
		<b>Total</b>		3	0	34	37	
		<b>Franklin</b>	<b>Aetna</b>	Medicaid Only	5	10	0	15
				Dual Benefits	16	16	143	175
	<b>Total</b>			21	26	143	190	
	<b>Molina</b>		Medicaid Only	9	2	0	11	
			Dual Benefits	15	4	452	471	
			<b>Total</b>	24	6	452	482	
	<b>Total</b>			45	32	595	672	
	<b>Madison</b>		<b>Aetna</b>	Medicaid Only	0	0	0	0
				Dual Benefits	0	0	4	4
		<b>Total</b>		0	0	4	4	
		<b>Molina</b>	Medicaid Only	0	0	0	0	
			Dual Benefits	0	1	7	8	
			<b>Total</b>	0	1	7	8	
		<b>Total</b>		0	1	11	12	
<b>Pickaway</b>		<b>Aetna</b>	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	8	8	
	<b>Total</b>		1	0	8	9		
	<b>Molina</b>	Medicaid Only	1	0	0	1		
		Dual Benefits	1	1	22	24		
		<b>Total</b>	2	1	22	25		
	<b>Total</b>		3	1	30	34		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	0	1	0	1
			Dual Benefits	0	1	6	7
			<b>Total</b>	0	2	6	8
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	2	18	20
			<b>Total</b>	0	2	18	20
		<b>Total</b>		0	4	24	28

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	7	11	0	18
			Dual Benefits	17	17	177	211
			<b>Total</b>	24	28	177	229
Molina			Medicaid Only	11	2	0	13
			Dual Benefits	16	8	517	541
			<b>Total</b>	27	10	517	554
<b>Total</b>				51	38	694	783

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	0	1	17	18
			<b>Total</b>	1	1	17	19
		United	Medicaid Only	1	0	0	1
			Dual Benefits	1	0	50	51
			<b>Total</b>	2	0	50	52
		<b>Total</b>		3	1	67	71
	Stark	CareSource	Medicaid Only	5	3	0	8
			Dual Benefits	3	2	45	50
			<b>Total</b>	8	5	45	58
		United	Medicaid Only	4	2	0	6
			Dual Benefits	0	3	131	134
			<b>Total</b>	4	5	131	140
		<b>Total</b>		12	10	176	198
	Summit	CareSource	Medicaid Only	4	3	0	7
Dual Benefits			6	3	77	86	
<b>Total</b>			10	6	77	93	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	4	3	0	7
			Dual Benefits	2	4	175	181
			<b>Total</b>	6	7	175	188
		<b>Total</b>		16	13	252	281
	Wayne	CareSource	Medicaid Only	0	0	0	0
			Dual Benefits	0	2	29	31
			<b>Total</b>	0	2	29	31
		United	Medicaid Only	1	1	0	2
			Dual Benefits	0	1	42	43
			<b>Total</b>	1	2	42	45
	<b>Total</b>		1	4	71	76	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	10	6	0	16
			Dual Benefits	9	8	168	185
			<b>Total</b>	19	14	168	201
United			Medicaid Only	10	6	0	16
			Dual Benefits	3	8	398	409
			<b>Total</b>	13	14	398	425
<b>Total</b>				32	28	566	626

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	1	5	0	6
			Dual Benefits	8	13	486	507
			<b>Total</b>	9	18	486	513
		CareSource	Medicaid Only	8	14	0	22
			Dual Benefits	39	34	108	181
			<b>Total</b>	47	48	108	203
		United	Medicaid Only	3	11	0	14
			Dual Benefits	7	14	185	206
			<b>Total</b>	10	25	185	220
		<b>Total</b>		66	91	779	936
	Geauga	Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	23	23
<b>Total</b>			0	0	23	23	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	4	5	
			<b>Total</b>	1	0	4	5	
		United	Medicaid Only	1	0	0	1	
			Dual Benefits	2	0	5	7	
			<b>Total</b>	3	0	5	8	
		<b>Total</b>		4	0	32	36	
		Lake	Buckeye	Medicaid Only	0	1	0	1
				Dual Benefits	0	1	58	59
	<b>Total</b>			0	2	58	60	
	CareSource		Medicaid Only	0	2	0	2	
			Dual Benefits	3	3	16	22	
			<b>Total</b>	3	5	16	24	
	United		Medicaid Only	2	1	0	3	
			Dual Benefits	1	2	24	27	
			<b>Total</b>	3	3	24	30	
	<b>Total</b>			6	10	98	114	
	Lorain		Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	1	0	98	99
				<b>Total</b>	1	0	98	99
			CareSource	Medicaid Only	3	5	0	8
				Dual Benefits	6	6	23	35
		<b>Total</b>		9	11	23	43	
		United	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	29	29	
			<b>Total</b>	1	0	29	30	
		<b>Total</b>		11	11	150	172	
Medina		Buckeye	Medicaid Only	1	0	0	1	
			Dual Benefits	2	0	27	29	
	<b>Total</b>		3	0	27	30		
	CareSource	Medicaid Only	0	0	0	0		
		Dual Benefits	0	4	8	12		
		<b>Total</b>	0	4	8	12		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	0	0	0	0
			Dual Benefits	3	2	14	19
			<b>Total</b>	3	2	14	19
		<b>Total</b>		6	6	49	61
<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	2	6	0	8
			Dual Benefits	11	14	692	717
			<b>Total</b>	13	20	692	725
CareSource			Medicaid Only	11	21	0	32
			Dual Benefits	49	47	159	255
			<b>Total</b>	60	68	159	287
United			Medicaid Only	7	12	0	19
			Dual Benefits	13	18	257	288
			<b>Total</b>	20	30	257	307
<b>Total</b>				93	118	1108	1319

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	1	1	12	14	
			<b>Total</b>	1	1	12	14	
		United	Medicaid Only	1	1	0	2	
			Dual Benefits	2	2	49	53	
			<b>Total</b>	3	3	49	55	
		<b>Total</b>			4	4	61	69
		Mahoning	CareSource	Medicaid Only	2	1	0	3
				Dual Benefits	5	8	38	51
	<b>Total</b>			7	9	38	54	
	United		Medicaid Only	0	1	0	1	
			Dual Benefits	1	4	134	139	
			<b>Total</b>	1	5	134	140	
	<b>Total</b>			8	14	172	194	
	Trumbull	CareSource	Medicaid Only	1	0	0	1	
Dual Benefits			3	4	33	40		
<b>Total</b>			4	4	33	41		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	5	1	0	6
			Dual Benefits	3	2	82	87
			<b>Total</b>	8	3	82	93
	<b>Total</b>		12	7	115	134	
<b>North East 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>
CareSource			Medicaid Only	3	1	0	4
			Dual Benefits	9	13	83	105
			<b>Total</b>	12	14	83	109
United			Medicaid Only	6	3	0	9
			Dual Benefits	6	8	265	279
			<b>Total</b>	12	11	265	288
<b>Total</b>				24	25	348	397

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North West</i>	Fulton	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	8	8
			<b>Total</b>	0	0	8	8
		Buckeye	Medicaid Only	1	0	0	1
			Dual Benefits	1	0	10	11
			<b>Total</b>	2	0	10	12
	<b>Total</b>		2	0	18	20	
	Lucas	Aetna	Medicaid Only	1	4	0	5
			Dual Benefits	7	7	50	64
			<b>Total</b>	8	11	50	69
		Buckeye	Medicaid Only	2	2	0	4
			Dual Benefits	10	8	197	215
			<b>Total</b>	12	10	197	219
	<b>Total</b>		20	21	247	288	
	Ottawa	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	5	5
<b>Total</b>			0	0	5	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	19	19
			<b>Total</b>	0	0	19	19
		<b>Total</b>		0	0	24	24
	Wood	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	10	10
			<b>Total</b>	0	0	10	10
		Buckeye	Medicaid Only	1	1	0	2
			Dual Benefits	1	0	36	37
			<b>Total</b>	2	1	36	39
	<b>Total</b>		2	1	46	49	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	1	4	0	5
			Dual Benefits	7	7	73	87
			<b>Total</b>	8	11	73	92
Buckeye			Medicaid Only	4	3	0	7
			Dual Benefits	12	8	262	282
			<b>Total</b>	16	11	262	289
<b>Total</b>				24	22	335	381

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	0	2	0	2
			Dual Benefits	3	7	63	73
			<b>Total</b>	3	9	63	75
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	1	1	88	90
			<b>Total</b>	4	1	88	93
	<b>Total</b>		7	10	151	168	
	Clermont	Aetna	Medicaid Only	0	1	0	1
			Dual Benefits	2	1	25	28
			<b>Total</b>	2	2	25	29
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	73	73
			<b>Total</b>	0	0	73	73
<b>Total</b>			2	2	98	102	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	0	4	0	4	
			Dual Benefits	0	7	2	9	
			<b>Total</b>	0	11	2	13	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	14	14	
			<b>Total</b>	0	0	14	14	
		<b>Total</b>		0	11	16	27	
		Hamilton	Aetna	Medicaid Only	2	8	0	10
				Dual Benefits	8	7	127	142
	<b>Total</b>			10	15	127	152	
	Molina		Medicaid Only	4	3	0	7	
			Dual Benefits	7	6	283	296	
			<b>Total</b>	11	9	283	303	
	<b>Total</b>			21	24	410	455	
	Warren		Aetna	Medicaid Only	2	6	0	8
				Dual Benefits	1	1	23	25
		<b>Total</b>		3	7	23	33	
		Molina	Medicaid Only	0	3	0	3	
			Dual Benefits	0	0	32	32	
			<b>Total</b>	0	3	32	35	
		<b>Total</b>		3	10	55	68	
<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	4	21	0	25	
			Dual Benefits	14	23	240	277	
			<b>Total</b>	18	44	240	302	
Molina			Medicaid Only	7	6	0	13	
			Dual Benefits	8	7	490	505	
			<b>Total</b>	15	13	490	518	
<b>Total</b>				33	57	730	820	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	1	2	0	3	
			Dual Benefits	1	2	65	68	
			<b>Total</b>	2	4	65	71	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<b>West Central</b>	<b>Clark</b>	<b>Molina</b>	Medicaid Only	1	0	0	1
			Dual Benefits	3	0	37	40
			<b>Total</b>	4	0	37	41
		<b>Total</b>		6	4	102	112
	<b>Greene</b>	<b>Buckeye</b>	Medicaid Only	2	0	0	2
			Dual Benefits	1	5	19	25
			<b>Total</b>	3	5	19	27
		<b>Molina</b>	Medicaid Only	0	1	0	1
			Dual Benefits	0	2	21	23
			<b>Total</b>	0	3	21	24
		<b>Total</b>		3	8	40	51
		<b>Montgomery</b>	<b>Buckeye</b>	Medicaid Only	4	11	0
	Dual Benefits			6	17	219	242
	<b>Total</b>			10	28	219	257
	<b>Molina</b>		Medicaid Only	1	5	0	6
			Dual Benefits	7	3	101	111
			<b>Total</b>	8	8	101	117
	<b>Total</b>			18	36	320	374
<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	7	13	0	20
			Dual Benefits	8	24	303	335
			<b>Total</b>	15	37	303	355
Molina			Medicaid Only	2	6	0	8
			Dual Benefits	10	5	159	174
			<b>Total</b>	12	11	159	182
<b>Total</b>				27	48	462	537
<b>Total</b>				<b>284</b>	<b>336</b>	<b>4243</b>	<b>4863</b>

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

Reporting Period: 11/1/2019 - 11/30/2019  
Generated: 12/2/2019

<b>MCP</b>	<b>Region</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>Aetna</b>	<i>Central</i>	3	4.48%	7	14.29%	10
	<i>North West</i>	1	1.49%	3	6.12%	4
	<i>South West</i>	1	1.49%	1	2.04%	2
	<b>Total</b>	<b>5</b>	<b>7.46%</b>	<b>11</b>	<b>22.45%</b>	<b>16</b>
<b>Buckeye</b>	<i>North East</i>	2	2.99%	3	6.12%	5
	<i>North West</i>	3	4.48%	5	10.20%	8
	<i>West Central</i>	4	5.97%	4	8.16%	8
	<b>Total</b>	<b>9</b>	<b>13.43%</b>	<b>12</b>	<b>24.49%</b>	<b>21</b>
<b>CareSource</b>	<i>East Central</i>	5	7.46%	9	18.37%	14
	<i>North East</i>	13	19.40%	5	10.20%	18
	<i>North East Central</i>	3	4.48%	1	2.04%	4
	<b>Total</b>	<b>21</b>	<b>31.34%</b>	<b>15</b>	<b>30.61%</b>	<b>36</b>

<b>Molina</b>	<i>Central</i>	1	1.49%	4	8.16%	5
	<i>South West</i>	5	7.46%	2	4.08%	7
	<i>West Central</i>	3	4.48%	0	0.00%	3
	<b>Total</b>	<b>9</b>	<b>13.43%</b>	<b>6</b>	<b>12.24%</b>	<b>15</b>
<b>United</b>	<i>East Central</i>	5	7.46%	1	2.04%	6
	<i>North East</i>	10	14.93%	3	6.12%	13
	<i>North East Central</i>	8	11.94%	1	2.04%	9
	<b>Total</b>	<b>23</b>	<b>34.33%</b>	<b>5</b>	<b>10.20%</b>	<b>28</b>
<b>Total Changes</b>		<b>67</b>	<b>100.00%</b>	<b>49</b>	<b>100.00%</b>	<b>116</b>

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

Reporting Period: 11/1/2019 - 11/30/2019  
Generated: 12/2/2019

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
<b>Central</b>	<i>Aetna</i>	3	4.48%	7	14.29%	10
	<i>Molina</i>	1	1.49%	4	8.16%	5
	<b>Total</b>	<b>4</b>	<b>5.97%</b>	<b>11</b>	<b>22.45%</b>	<b>15</b>
<b>North West</b>	<i>Aetna</i>	1	1.49%	3	6.12%	4
	<i>Buckeye</i>	3	4.48%	5	10.20%	8
	<b>Total</b>	<b>4</b>	<b>5.97%</b>	<b>8</b>	<b>16.33%</b>	<b>12</b>
<b>South West</b>	<i>Aetna</i>	1	1.49%	1	2.04%	2
	<i>Molina</i>	5	7.46%	2	4.08%	7
	<b>Total</b>	<b>6</b>	<b>8.96%</b>	<b>3</b>	<b>6.12%</b>	<b>9</b>
<b>North East</b>	<i>Buckeye</i>	2	2.99%	3	6.12%	5
	<i>CareSource</i>	13	19.40%	5	10.20%	18
	<i>United</i>	10	14.93%	3	6.12%	13
	<b>Total</b>	<b>25</b>	<b>37.31%</b>	<b>11</b>	<b>22.45%</b>	<b>36</b>

<b>West Central</b>	<i>Buckeye</i>	4	5.97%	4	8.16%	8
	<i>Molina</i>	3	4.48%	0	0.00%	3
	<b>Total</b>	<b>7</b>	<b>10.45%</b>	<b>4</b>	<b>8.16%</b>	<b>11</b>
<b>East Central</b>	<i>CareSource</i>	5	7.46%	9	18.37%	14
	<i>United</i>	5	7.46%	1	2.04%	6
	<b>Total</b>	<b>10</b>	<b>14.93%</b>	<b>10</b>	<b>20.41%</b>	<b>20</b>
<b>North East Central</b>	<i>CareSource</i>	3	4.48%	1	2.04%	4
	<i>United</i>	8	11.94%	1	2.04%	9
	<b>Total</b>	<b>11</b>	<b>16.42%</b>	<b>2</b>	<b>4.08%</b>	<b>13</b>
<b>Total Changes</b>		<b>67</b>	<b>100.00%</b>	<b>49</b>	<b>100.00%</b>	<b>116</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 11/1/2019 to 11/30/2019

Total Surveys Available for Completion: 46320

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	38	43.68%	37	42.53%	10	11.49%	2	2.30%	87	100.00%
Our answers to your questions	75	82.42%	12	13.19%	3	3.30%	1	1.10%	91	100.00%
Our courtesy to you and your family	78	85.71%	12	13.19%	0	0.00%	1	1.10%	91	100.00%
Overall, how would you rate our staff and services	52	59.09%	34	38.64%	2	2.27%	0	0.00%	88	100.00%
<b>Total</b>	<b>243</b>	<b>68.07%</b>	<b>95</b>	<b>26.61%</b>	<b>15</b>	<b>4.20%</b>	<b>4</b>	<b>1.12%</b>	<b>357</b>	<b>100.00%</b>

Number of Surveys Attempted: 554

Number of Completed Customer Satisfaction Surveys: 92