



AUTOMATED **H**EALTH **S**YSTEMS

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

Ohio Medicaid Consumer Hotline Monthly Report December 2019

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 3,795 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 14. 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 48 calls coming in through this queue for this month.

Activity Summary

- 439,964 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 332,639 Total Calls (inbound and outbound)
 - 43,364 Call Fire Campaign Calls
 - 1,084 MyCare Outreach Calls
 - 57,227 Renewal Outreach Calls
 - 1,807 MBIWD Outreach Calls
 - 3,795 Provider Calls
 - 48 Insure Kids Now/Governor's Hotline
- 11% abandonment rate
- 6 minutes 12 seconds average talk time
- 2 minutes 55 seconds average speed to answer
- .0013% Blockage Rate (November 2019) *
- 98.4% First-Call Resolution Rate
- 89% Self-Service Rate
- 100% Response Rate

*Blockage Rate is reported for the previous month due to getting report from ATT. This report is not available until 15th of each month.

Ohio Consumer Hotline
December 2019
Call Center Activity Report

Day of the week	Date	Bus Hrs Calls Received (#)	Bus Hrs Calls Answered (#)	Call-Backs Bus Hrs (#)	Call-Backs Non-Bus Hrs (#)	Total Calls & Call-Backs (#)	Total Calls Abandoned (#)	Abandon Rate (%)	Total Outbound Calls (#)	Total Call Activity (Inbound-Outbound)	Maximum Queue Time	Queue Time (Minutes)	Avg Talk Time (ATT) (Minutes)
Sun	12/01/19	0	0	0	461	461	0	0%	0	461	:00:00	:00:00	:00:00
Mon	12/02/19	20118	17855	2721	33	20151	2263	11%	2264	22415	:40:48	:03:25	:06:12
Tue	12/03/19	20390	18250	2581	32	20422	2140	10%	2989	23411	:44:59	:03:11	:06:33
Wed	12/04/19	19404	17315	2434	25	19429	2089	11%	3118	22547	:35:07	:03:22	:06:13
Thurs	12/05/19	18801	16739	2366	27	18828	2062	11%	2193	21021	:38:25	:03:24	:06:17
Fri	12/06/19	17344	15296	1970	20	17364	2048	12%	2685	20049	:44:20	:03:35	:06:31
Sat	12/07/19	4012	3632	338	15	4027	380	9%	45	4072	:48:07	:04:17	:06:37
Sun	12/08/19	0	0	0	354	354	0	0%	0	354	:00:00	:00:00	:00:00
Week end		100069	89087	12410	967	101036	10982	11%	11030	112066	:48:07	:03:32	:06:22
Mon	12/09/19	17943	15915	2295	13	17956	2028	11%	2585	20541	:43:11	:03:09	:06:19
Tues	12/10/19	15779	14055	1854	22	15801	1724	11%	3103	18904	:44:51	:03:21	:06:27
Wed	12/11/19	14133	12353	1472	20	14153	1780	13%	3095	17248	:40:31	:03:31	:06:43
Thurs	12/12/19	14355	12455	1019	18	14373	1900	13%	1677	16050	:38:04	:03:11	:06:26
Fri	12/13/19	12649	11013	749	13	12662	1636	13%	1998	14660	:36:43	:03:33	:06:13
Sat	12/14/19	2448	2278	109	12	2460	170	7%	252	2712	:20:12	:02:17	:06:22
Sun	12/15/19	0	0	0	0	624	0	0%	0	624	:00:00	:00:00	:00:00
Week end		77307	68069	7498	98	77405	9238	12%	12710	90115	:44:51	:03:10	:06:25
Mon	12/16/19	14370	12620	1723	19	14389	1750	12%	1259	15648	:47:53	:03:33	:06:16
Tues	12/17/19	14777	13155	1741	23	14800	1622	11%	2028	16828	:43:02	:03:24	:06:02
Wed	12/18/19	12215	10828	1218	14	12229	1387	11%	2010	14239	:41:42	:03:40	:06:12
Thurs	12/19/19	10636	9552	874	19	10655	1084	10%	1834	12489	:36:33	:03:02	:06:19
Fri	12/20/19	8209	7620	448	18	8227	589	7%	868	9095	:31:49	:03:17	:06:05
Sat	12/21/19	1558	1520	50	6	1564	38	2%	294	1858	:10:55	:01:17	:05:34
Sun	12/22/19	0	0	0	237	237	0	0%	0	237	:00:00	:00:00	:00:00
Week end		61765	55295	6054	336	62101	6470	10%	8293	70394	:47:53	:03:39	:06:08
Mon	12/23/19	9001	8317	538	13	9014	684	8%	816	9830	:35:46	:03:56	:06:17
Tues	12/24/19	2111	2110	40	7	2118	1	0%	828	2946	:02:54	:00:40	:05:23
Wed	12/25/19	0	0	0	58	58	0	0%	0	58	:00:00	:00:00	:00:00
Thurs	12/26/19	8078	7618	384	19	8097	460	6%	450	8547	:34:06	:01:55	:05:38
Fri	12/27/19	9596	8896	709	16	9612	700	7%	975	10587	:33:48	:02:55	:05:47
Sat	12/28/19	1992	1960	63	9	2001	32	2%	404	2405	:08:59	:01:23	:05:34
Sun	12/29/19	0	0	0	348	348	0	0%	0	348	:00:00	:00:00	:00:00
Week end		30778	28901	1734	470	31248	1877	6%	3473	34721	:35:46	:02:10	:05:48
Mon	12/30/19	16078	13881	1234	27	16105	2197	14%	1175	17280	:33:25	:03:17	:05:57
Tues	12/31/19	6796	6287	230	8	6804	509	7%	1259	8063	:15:37	:01:44	:05:52
Month End		292793	261520	29160	1906	294699	31273	11%	37940	332639	:48:07	:02:55	:06:12

Ohio Consumer Hotline - Activity Summary Report

12/1/2019 to 12/31/2019

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	1
	Legislative Inquiry	1
	ODM Inquiry	20
	Unable to Reach - Letter Sent - Resolved	12
	Total	34
<i>FFS Billing</i>	Billing Number	306
	Claims Request	12
	General Billing Questions	324
	Received Bill (Needs Letter)	14
	Total	656
<i>General Benefits</i>	Application / Eligibility	1151
	Assisted Living	2
	Behavioral Health Redesign Questions	1
	Billing Number	73
	Certificate of Coverage	4
	Dental	99
	Equipment	42
	Healthchek Services	3
	Home Health Care	9
	Inquiry on Covered Services	852
	Long Term Care	11
	Medicaid Expansion	7
	Medlist Assist	1
	Opioid Treatment	4
	Physical / Occupational Therapy	3
	Pregnancy Related Services	18
	Prescriptions	462
	SRSP Benefits	52
	State Hearing	9
	Transportation	187

General Benefits	Vision	49
	Total	3039
HIPAA [LEGACY]	Information	1
	Request for Accounting for Disclosure	1
	Total	2
Incident Report	Billing Inquiry	71
	Reimbursement Inquiry	1
	Total	72
Inquiry	029 Error	68
	574 Error - Not Eligible	13
	Already Selected	335
	Called to Check on Just Cause Status	4
	CDJFS	834
	Change in Name	80
	Change in Phone Number / Address	451
	Child Care	3
	General Questions	5578
	HEAP / PIP	3
	Hotline	1075
	Person Calling Not PIP / AG Head	244
	Referred Consumer to County Worker	968
	SNAP (Food Stamps)	298
	Social Security	30
	Status Change Request (Name, Address, Phone, Etc.)	293
	TANF (Cash Assistance)	11
	Transferred in Error	6
	Total	10294
Issue / Concern	Issue / Concern about MCP	117
	Issue / Concern about Provider	3
	Issue / Concern with ODM	9
	Total	129
Mailings	ABD EMP Enrollment Packet	1
	Billing Incident Letter	46
	CFC EMP Enrollment Packet	6

Mailings	JC Approval Change MCP	321
	JC Approval Change MCP - Requestor	80
	JC Approval FFS	30
	JC Approval FFS - Requestor	5
	Mandatory Change MCP to MCP	449
	MBI-WD Application	3
	Medicaid Application (7216)	185
	Medicaid Program Enrollment & Benefit Information	23
	MMC Mandatory	30033
	MMC Voluntary	15003
	MyCare EMP Enrollment Packet	17
	MyCare EMP Enrollment Packet (Large Print)	1
	MyCare EMP Enrollment Packet (Spanish)	1
	MyCare Reminder Letter	18
	MyCare TPL Approval Letter	1
	New Mandatory	21
	New Mandatory CFC Adult	1
	OMH Mandatory MyCare Letter	27
	QIT Packet	4
	Reimbursement Letter	3
TPL Approval	1	
Total	46280	
Managed Care Info & Referral	Benefit Package	193
	Billing Number	310
	Called to Check on Doctors	38
	Card	1379
	Case Addition	35
	Case Closed	42
	Case Pending	236
	Category Closed	97
	Consumer Needs To Be Auto Re-Enrolled	6
	CSP (formerly PACT)	1
	Failed Eligibility	404
	Information	2632

Managed Care Info & Referral	Just Cause Status	57
	Open Enrollment Questions	737
	Payment	20
	Phone Numbers	438
	Provider Name	603
	Transfer Request - Bureau of Managed Care	17
	Wanted Phone Number of MCP	541
	Total	7786
MBI-WD	AG Collections Questions	3
	Application / Eligibility	8
	Benefit Package / Covered Services	9
	Billing Number	1
	Card	3
	Premium Collection Issue - Needs Follow-Up	5
	Program Information	49
	Questions About Premiums	48
Total	126	
Medicaid (MAGI and ABD)	1095B FAQ	42
	Application Status	2014
	BCCP Question / Inquiry	1
	Behavioral Health Question / Inquiry	7
	Case Change	517
	Case Inquiry	13686
	Certificate Of Coverage	26
	Citizenship/Other Verifications	595
	DDR Question / Inquiry	18
	DRC Question / Inquiry	3
	EOMB Question / Inquiry	2
	Estate Recovery	7
	Family Planning Services Question / Inquiry	6
	FFS Card	433
	General Program Information	3429
	HIPPA Question / Inquiry	2
Home Health Care Question / Inquiry	29	

Medicaid (MAGI and ABD)	Income Guidelines/Questions	1051
	Long Term Care Question / Inquiry	24
	MBIWD Question / Inquiry	5
	Questions About Letter/NOA	741
	Re-Application on a Denied Case	69
	Renewal Application Reported	5840
	Renewal Questions	8024
	Reprint NOA or FFS Card	187
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	300
	Requested Telephone Application – Transfer to Collabor8	1789
	State Hearing	133
	Tort Question / Inquiry	3
	Veterans on Medicaid Program	1
	Total	38984
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	238
	Medicare Premium Assistance Program (Part B Payments)	1004
	On-site Facilitated Enrollment	5
	Part A Questions	230
	Part B Questions	818
	Part C / Advantage Plan Questions	81
	Part D / PDP Questions	315
	Part D Letter Inquiry	42
	Total	2733
MyCare Ohio	General Information	1401
	Issue Accessing Services	72
	Loss of MyCare Eligibility	79
	Medicaid Only Benefit Information	196
	MyCare Ohio Card	326
	On-site facilitated enrollment	12
	Opt-In/Opt-Out Questions	924
	Prescription Questions	104

<i>MyCare Ohio</i>	Transition of Care	5
	Total	3119
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	19
	Account Creation/Management	4
	Account Lock Out	3
	Application Assistance	8
	Apply for Benefits	23
	Call Transferred from Enterprise Help Desk to OMH	7
	County Office Location/Hours	2
	Electronic Verification	1
	Forgot Password Link	6
	Forgot User Name Link	3
	Frequently Asked Questions	2
	General Navigation	9
	How to use this Site	8
	Internet Browser Issue	2
	Message Center	2
	Provided Link to Website	15
	Renewal Packet Questions	7
	SNAP/TANF Questions	1
	Submit Error Issue	17
	Transfer Call to Tier 2/3	4
Total	143	
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	149
	Contact CDJS	68
	Electronic Verification Process	5
	Journal Creation & Management	185
	MAGI (Modified Adjusted Gross Income) Program Information	1
	Notice of Action Explanation	10
	Reapply on a Denied Case	2
	Reprint FFS card from Hotline	169
	Reprint NOA from Hotline	19

Ohio Integrated Eligibility System (OIES)	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	120
	Requested Telephone Application, transfer to Collobor8	272
	Total	1000
Prior Authorization	How to Obtain	98
	Letter	6
	Program Information	81
	Status	40
	Total	225
Provider	Electronic Visit Verification (EVV) Initiative Letter	1
	Fee-For-Service Provider Names	28
	Referred to MCP For Provider List	64
	Referred to ODM Website For Provider List	22
	Total	115
QIT	Created QIT Outreach [LEGACY]	4
	Deceased	6
	Outreach Call	1
	Provided Banking Resources	7
	Provided explanation of QIT definitions	11
	Provided Information on where to send QIT completed documents-CDJFS	3
	QIT - General Program Information	48
	Referred to Legal Aid/Personal Attorney	1
	Requested QIT packet by mail	2
	Total	83
Reimbursement	Decision	4
	Information	59
	State Hearing	2
	Total	65
State Hearings	How to Request	118
	Program Information	51
	Status	15
	Total	184

Surveys	Call Center Survey	623
	Total	623
Tasks	AHS Billing Research - Letter	75
	AHS Claims Request	17
	AHS Consumer Issue/Concerns	34
	AHS Enrollment Error	1764
	AHS Enrollment Issue	427
	AHS Just Cause	1379
	AHS MBIWD Linking	182
	AHS Medicare Premium Payments Research	31
	AHS MMC - Final Signed Letter / Email	2
	AHS MMC Contact	284
	AHS ODJFS Request for Consumer Contact	1
	AHS Reimbursement - Letter	2
	AHS Web Contact - OMH Website	786
	ODM Complaint - Consumer	108
	ODM Complaint - Provider	328
	ODM Just Cause	15
	Total	5435
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	18
	General Information	113
	Need Medications Now	15
	Referral to Case Worker	61
	Referral to TPL Vendor	38
	Total	245
Waiver	Application / Eligibility	131
	Benefit Package / Covered Services	57
	Billing Number	5
	Card	10
	Change	6
	Estate Recovery	4
	Hearing	3
	Independent Provider	2

Waiver	Patient Evaluation	6
	Patient Liability	33
	Program Information	206
	Waiting List	3
	Total	466

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

12/1/2019 to 12/31/2019

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	298
	ACS / First Health	37
	ADAMH	3
	Area Agency on Aging	46
	Bureau of Home and Community Services	2
	Case Management Agency	28
	Caseworker	512
	Child Support Enforcement Agency	4
	Complaint Department	2
	County Department of Job & Family Services	3346
	First Link	4
	Food Stamp Hotline	41
	Golden Buckeye Hotline	1
	Info & Refer	328
	In-House	1
	Legal Aid	1
	Managed Care Plan	725
	Managed Care/Just Cause Section	1
	MR / DD Board	6
	ODM	2
	Ohio Department of Insurance	22
	Ohio's Best Rx	3
	Ombudsman	2
	OSHIIP	44
	Other Medical Services Agency	56
	Other Social Services Agency	15
	Out-of-State Medicaid Hotline	31
Pharmacy	55	

Referral	Prescription Drug Plan (PDP)	29
	Provider	275
	Provider Services Call Center	93
	Public Children's Services	9
	Social Security Administration	45
	StateHearingDivision	64
	StateMedicalBoard	1
	Supervisor	21
	Tort Unit	18
	Website - ODM	23

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

Reporting Period: 12/1/2019 - 12/31/2019
 Generated: 1/6/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	51	41.46%	387	79.30%	438	71.69%
Call Campaign	61	49.59%	18	3.69%	79	12.93%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	4	3.25%	8	1.64%	12	1.96%
IVR	4	3.25%	32	6.56%	36	5.89%
Mail	0	0.00%	1	0.20%	1	0.16%
Website	3	2.44%	42	8.61%	45	7.36%
TOTAL	123	100%	488	100%	611	100%

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

Reporting Period: 12/1/2019 - 12/31/2019
 Generated: 1/6/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	51	11.64%	387	88.36%	438	100%
Call Campaign	61	77.22%	18	22.78%	79	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	4	33.33%	8	66.67%	12	100%
IVR	4	11.11%	32	88.89%	36	100%
Mail	0	0.00%	1	100.00%	1	100%
Website	3	6.67%	42	93.33%	45	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: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	3	2.44%	13	2.66%
	North East	14	11.38%	41	8.40%
	West	11	8.94%	31	6.35%
	Total	28	22.76%	85	17.42%
CareSource	Central/South East	12	9.76%	44	9.02%
	North East	21	17.07%	82	16.80%
	West	16	13.01%	71	14.55%
	Total	49	39.84%	197	40.37%
Molina	Central/South East	10	8.13%	28	5.74%
	North East	9	7.32%	8	1.64%
	West	5	4.07%	9	1.84%
	Total	24	19.51%	45	9.22%
Paramount	Central/South East	0	0.00%	15	3.07%
	North East	0	0.00%	7	1.43%
	West	2	1.63%	23	4.71%
	Total	2	1.63%	45	9.22%
United	Central/South East	5	4.07%	26	5.33%
	North East	12	9.76%	74	15.16%
	West	3	2.44%	16	3.28%
	Total	20	16.26%	116	23.77%
Total		123	100.00%	488	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	3	10.00%	13	10.32%
	CareSource	12	40.00%	44	34.92%
	Molina	10	33.33%	28	22.22%
	Paramount	0	0.00%	15	11.90%
	United	5	16.67%	26	20.63%
	Total	30	100.00%	126	100.00%
North East	Buckeye	14	25.00%	41	19.34%
	CareSource	21	37.50%	82	38.68%
	Molina	9	16.07%	8	3.77%
	Paramount	0	0.00%	7	3.30%
	United	12	21.43%	74	34.91%
	Total	56	100.00%	212	100.00%
West	Buckeye	11	29.73%	31	20.67%
	CareSource	16	43.24%	71	47.33%
	Molina	5	13.51%	9	6.00%
	Paramount	2	5.41%	23	15.33%
	United	3	8.11%	16	10.67%
	Total	37	100.00%	150	100.00%
Total		123		488	

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

Reporting Period: 12/1/2019 - 12/31/2019
Generated: 1/6/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	156	223	379
North East	268	269	537
West	187	235	422
Total For All Regions	611	727	1338

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

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	3	13	30	46	12.14%
	CareSource	12	44	43	99	26.12%
	Molina	10	28	74	112	29.55%
	Paramount	0	15	0	15	3.96%
	United	5	26	76	107	28.23%
	(Region) Total	30	126	223	379	100.00%
North East	Buckeye	14	41	65	120	22.35%
	CareSource	21	82	46	149	27.75%
	Molina	9	8	82	99	18.44%
	Paramount	0	7	0	7	1.30%
	United	12	74	76	162	30.17%
	(Region) Total	56	212	269	537	100.00%
West	Buckeye	11	31	93	135	31.99%
	CareSource	16	71	32	119	28.20%
	Molina	5	9	50	64	15.17%
	Paramount	2	23	0	25	5.92%
	United	3	16	60	79	18.72%
	(Region) Total	37	150	235	422	100.00%
Total		123	488	727	1338	

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

Reporting Period: 12/1/2019 - 12/31/2019
 Generated: 1/6/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1071	21.98%	4303	62.67%	5374	45.78%
Call Campaign	2081	42.71%	501	7.30%	2582	22.00%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	1558	31.98%	331	4.82%	1889	16.09%
IVR	91	1.87%	733	10.68%	824	7.02%
Mail	0	0.00%	9	0.13%	9	0.08%
Website	71	1.46%	989	14.40%	1060	9.03%
TOTAL	4872	100%	6866	100%	11738	100%

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

Reporting Period: 12/1/2019 - 12/31/2019
Generated: 1/6/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1071	19.93%	4303	80.07%	5374	100%
Call Campaign	2081	80.60%	501	19.40%	2582	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	1558	82.48%	331	17.52%	1889	100%
IVR	91	11.04%	733	88.96%	824	100%
Mail	0	0.00%	9	100.00%	9	100%
Website	71	6.70%	989	93.30%	1060	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: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	250	5.13%	149	2.17%
	North East	311	6.38%	430	6.26%
	West	257	5.28%	346	5.04%
	Total	818	16.79%	925	13.47%
CareSource	Central/South East	685	14.06%	1016	14.80%
	North East	1119	22.97%	1383	20.14%
	West	841	17.26%	1612	23.48%
	Total	2645	54.29%	4011	58.42%
Molina	Central/South East	257	5.28%	256	3.73%
	North East	147	3.02%	44	0.64%
	West	148	3.04%	97	1.41%
	Total	552	11.33%	397	5.78%
Paramount	Central/South East	13	0.27%	54	0.79%
	North East	23	0.47%	90	1.31%
	West	117	2.40%	472	6.87%
	Total	153	3.14%	616	8.97%
United	Central/South East	206	4.23%	254	3.70%
	North East	324	6.65%	500	7.28%
	West	174	3.57%	163	2.37%
	Total	704	14.45%	917	13.36%
Total		4872	100.00%	6866	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	250	17.72%	149	8.62%
	CareSource	685	48.55%	1016	58.76%
	Molina	257	18.21%	256	14.81%
	Paramount	13	0.92%	54	3.12%
	United	206	14.60%	254	14.69%
	Total	1411	100.00%	1729	100.00%
North East	Buckeye	311	16.16%	430	17.57%
	CareSource	1119	58.16%	1383	56.52%
	Molina	147	7.64%	44	1.80%
	Paramount	23	1.20%	90	3.68%
	United	324	16.84%	500	20.43%
	Total	1924	100.00%	2447	100.00%
West	Buckeye	257	16.72%	346	12.86%
	CareSource	841	54.72%	1612	59.93%
	Molina	148	9.63%	97	3.61%
	Paramount	117	7.61%	472	17.55%
	United	174	11.32%	163	6.06%
	Total	1537	100.00%	2690	100.00%
Total		4872		6866	

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

Reporting Period: 12/1/2019 - 12/31/2019
Generated: 1/6/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	3140	8258	11398
North East	4371	9521	13892
West	4227	9357	13584
Total For All Regions	11738	27136	38874

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

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	250	149	2241	2640	23.16%
	CareSource	685	1016	2515	4216	36.99%
	Molina	257	256	1674	2187	19.19%
	Paramount	13	54	0	67	0.59%
	United	206	254	1828	2288	20.07%
	(Region) Total	1411	1729	8258	11398	100.00%
North East	Buckeye	311	430	2387	3128	22.52%
	CareSource	1119	1383	2726	5228	37.63%
	Molina	147	44	2087	2278	16.40%
	Paramount	23	90	0	113	0.81%
	United	324	500	2321	3145	22.64%
	(Region) Total	1924	2447	9521	13892	100.00%
West	Buckeye	257	346	2983	3586	26.40%
	CareSource	841	1612	2626	5079	37.39%
	Molina	148	97	1858	2103	15.48%
	Paramount	117	472	0	589	4.34%
	United	174	163	1890	2227	16.39%
	(Region) Total	1537	2690	9357	13584	100.00%
Total		4872	6866	27136	38874	

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

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	236	38.19%	26	18.84%	262	34.66%
Call	Dual Benefits	309	50.00%	83	60.14%	392	51.85%
	Total	545	88.19%	109	78.99%	654	86.51%
Call Campaign	Medicaid Only	14	2.27%	2	1.45%	16	2.12%
Call Campaign	Dual Benefits	14	2.27%	1	0.72%	15	1.98%
	Total	28	4.53%	3	2.17%	31	4.10%
Face-To-Face	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
Face-To-Face	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	0	0.00%	0	0.00%	0	0.00%
Fax	Medicaid Only	8	1.29%	2	1.45%	10	1.32%
Fax	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	8	1.29%	2	1.45%	10	1.32%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
File Transfer	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	0	0.00%	0	0.00%	0	0.00%
IVR	Medicaid Only	12	1.94%	5	3.62%	17	2.25%
IVR	Dual Benefits	12	1.94%	9	6.52%	21	2.78%
	Total	24	3.88%	14	10.14%	38	5.03%
Mail	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
Mail	Dual Benefits	1	0.16%	0	0.00%	1	0.13%
	Total	1	0.16%	0	0.00%	1	0.13%
Website	Medicaid Only	4	0.65%	2	1.45%	6	0.79%
Website	Dual Benefits	8	1.29%	8	5.80%	16	2.12%
	Total	12	1.94%	10	7.25%	22	2.91%
TOTAL		618	100%	138	100%	756	100%

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

Reporting Period: 12/1/2019 - 12/31/2019
Generated: 1/6/2020

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	236	90.08%	26	9.92%	262	100%
	Dual Benefits	309	78.83%	83	21.17%	392	100%
	Total	545	83.33%	109	16.67%	654	100%
Call Campaign	Medicaid Only	14	87.50%	2	12.50%	16	100%
	Dual Benefits	14	93.33%	1	6.67%	15	100%
	Total	28	90.32%	3	9.68%	31	100%
Face-To-Face	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	0	0.00%	0	0.00%	0	100%
Fax	Medicaid Only	8	80.00%	2	20.00%	10	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	8	80.00%	2	20.00%	10	100%
File Transfer	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	0	0.00%	0	0.00%	0	100%
IVR	Medicaid Only	12	70.59%	5	29.41%	17	100%
	Dual Benefits	12	57.14%	9	42.86%	21	100%
	Total	24	63.16%	14	36.84%	38	100%
Mail	Medicaid Only	0	0.00%	0	0.00%	0	100%
	Dual Benefits	1	100.00%	0	0.00%	1	100%
	Total	1	100.00%	0	0.00%	1	100%
Website	Medicaid Only	4	66.67%	2	33.33%	6	100%
	Dual Benefits	8	50.00%	8	50.00%	16	100%
	Total	12	54.55%	10	45.45%	22	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	21	3.40%	2	1.45%	
		Dual Benefits	31	5.02%	6	4.35%	
		Total	52	8.41%	8	5.80%	
	North West	Medicaid Only	7	1.13%	2	1.45%	
		Dual Benefits	17	2.75%	3	2.17%	
		Total	24	3.88%	5	3.62%	
	South West	Medicaid Only	30	4.85%	7	5.07%	
		Dual Benefits	22	3.56%	12	8.70%	
		Total	52	8.41%	19	13.77%	
	Total		128	20.71%	32	23.19%	
	Buckeye	North East	Medicaid Only	17	2.75%	0	0.00%
			Dual Benefits	14	2.27%	6	4.35%
Total			31	5.02%	6	4.35%	
North West		Medicaid Only	7	1.13%	0	0.00%	
		Dual Benefits	11	1.78%	3	2.17%	
		Total	18	2.91%	3	2.17%	
West Central		Medicaid Only	30	4.85%	5	3.62%	
		Dual Benefits	25	4.05%	11	7.97%	
		Total	55	8.90%	16	11.59%	
Total			104	16.83%	25	18.12%	
CareSource		East Central	Medicaid Only	12	1.94%	0	0.00%
			Dual Benefits	22	3.56%	6	4.35%
	Total		34	5.50%	6	4.35%	
	North East	Medicaid Only	25	4.05%	4	2.90%	
		Dual Benefits	81	13.11%	20	14.49%	
		Total	106	17.15%	24	17.39%	
	North East Central	Medicaid Only	11	1.78%	3	2.17%	

CareSource	North East Central	Dual Benefits	23	3.72%	2	1.45%	
		Total	34	5.50%	5	3.62%	
	Total		174	28.16%	35	25.36%	
Molina	Central	Medicaid Only	9	1.46%	0	0.00%	
		Dual Benefits	17	2.75%	9	6.52%	
		Total	26	4.21%	9	6.52%	
	South West	Medicaid Only	17	2.75%	1	0.72%	
		Dual Benefits	17	2.75%	6	4.35%	
		Total	34	5.50%	7	5.07%	
	West Central	Medicaid Only	11	1.78%	5	3.62%	
		Dual Benefits	6	0.97%	4	2.90%	
		Total	17	2.75%	9	6.52%	
	Total		77	12.46%	25	18.12%	
	United	East Central	Medicaid Only	22	3.56%	2	1.45%
			Dual Benefits	17	2.75%	4	2.90%
Total			39	6.31%	6	4.35%	
North East		Medicaid Only	36	5.83%	6	4.35%	
		Dual Benefits	30	4.85%	6	4.35%	
		Total	66	10.68%	12	8.70%	
North East Central		Medicaid Only	19	3.07%	0	0.00%	
		Dual Benefits	11	1.78%	3	2.17%	
		Total	30	4.85%	3	2.17%	
Total			135	21.84%	21	15.22%	
Total			618	100.00%	138	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	21	26.92%	2	11.76%	
		Dual Benefits	31	39.74%	6	35.29%	
		Total	52	66.67%	8	47.06%	
	Molina	Medicaid Only	9	11.54%	0	0.00%	
		Dual Benefits	17	21.79%	9	52.94%	
		Total	26	33.33%	9	52.94%	
	Total		78	100.00%	17	100.00%	
	East Central	CareSource	Medicaid Only	12	16.44%	0	0.00%
			Dual Benefits	22	30.14%	6	50.00%
Total			34	46.58%	6	50.00%	
United		Medicaid Only	22	30.14%	2	16.67%	
		Dual Benefits	17	23.29%	4	33.33%	
		Total	39	53.42%	6	50.00%	
Total			73	100.00%	12	100.00%	
North East		Buckeye	Medicaid Only	17	8.37%	0	0.00%
			Dual Benefits	14	6.90%	6	14.29%
	Total		31	15.27%	6	14.29%	
	CareSource	Medicaid Only	25	12.32%	4	9.52%	
		Dual Benefits	81	39.90%	20	47.62%	
		Total	106	52.22%	24	57.14%	
	United	Medicaid Only	36	17.73%	6	14.29%	
		Dual Benefits	30	14.78%	6	14.29%	
		Total	66	32.51%	12	28.57%	
	Total		203	100.00%	42	100.00%	
	North East Central	CareSource	Medicaid Only	11	17.19%	3	37.50%
			Dual Benefits	23	35.94%	2	25.00%
Total			34	53.13%	5	62.50%	

North East Central	United	Medicaid Only	19	29.69%	0	0.00%
		Dual Benefits	11	17.19%	3	37.50%
		Total	30	46.88%	3	37.50%
	Total		64	100.00%	8	100.00%
North West	Aetna	Medicaid Only	7	16.67%	2	25.00%
		Dual Benefits	17	40.48%	3	37.50%
		Total	24	57.14%	5	62.50%
	Buckeye	Medicaid Only	7	16.67%	0	0.00%
		Dual Benefits	11	26.19%	3	37.50%
		Total	18	42.86%	3	37.50%
	Total		42	100.00%	8	100.00%
	South West	Aetna	Medicaid Only	30	34.88%	7
Dual Benefits			22	25.58%	12	46.15%
Total			52	60.47%	19	73.08%
Molina		Medicaid Only	17	19.77%	1	3.85%
		Dual Benefits	17	19.77%	6	23.08%
		Total	34	39.53%	7	26.92%
Total			86	100.00%	26	100.00%
West Central		Buckeye	Medicaid Only	30	41.67%	5
	Dual Benefits		25	34.72%	11	44.00%
	Total		55	76.39%	16	64.00%
	Molina	Medicaid Only	11	15.28%	5	20.00%
		Dual Benefits	6	8.33%	4	16.00%
		Total	17	23.61%	9	36.00%
	Total		72	100.00%	25	100.00%
	Total		618		138	

MyCare ASSIGNMENT BY REGION

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	32	0	Medicaid only	32
	63	976	Dual benefits	1039
	95	976		1071
East Central	36	0	Medicaid only	36
	49	825	Dual benefits	874
	85	825		910
North East	88	0	Medicaid only	88
	157	1454	Dual benefits	1611
	245	1454		1699
North East Central	33	0	Medicaid only	33
	39	547	Dual benefits	586
	72	547		619
North West	16	0	Medicaid only	16
	34	539	Dual benefits	573
	50	539		589
South West	55	0	Medicaid only	55
	57	1085	Dual benefits	1142
	112	1085		1197
West Central	51	0	Medicaid only	51
	46	662	Dual benefits	708
	97	662		759
Total For All Regions	756	6088		6844

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 12/1/2019 - 12/31/2019
 Generated: 1/6/2020

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	21	2	0	23	2.15%
		Dual Benefits	31	6	226	263	24.56%
		(MCP) Total	52	8	226	286	26.70%
	Molina	Medicaid Only	9	0	0	9	0.84%
		Dual Benefits	17	9	750	776	72.46%
		(MCP) Total	26	9	750	785	73.30%
	(Region) Total		78	17	976	1071	100.00%
East Central	CareSource	Medicaid Only	12	0	0	12	1.32%
		Dual Benefits	22	6	210	238	26.15%
		(MCP) Total	34	6	210	250	27.47%
	United	Medicaid Only	22	2	0	24	2.64%
		Dual Benefits	17	4	615	636	69.89%
		(MCP) Total	39	6	615	660	72.53%
	(Region) Total		73	12	825	910	100.00%
North East	Buckeye	Medicaid Only	17	0	0	17	1.00%
		Dual Benefits	14	6	943	963	56.68%
		(MCP) Total	31	6	943	980	57.68%
	CareSource	Medicaid Only	25	4	0	29	1.71%
		Dual Benefits	81	20	206	307	18.07%
		(MCP) Total	106	24	206	336	19.78%
	United	Medicaid Only	36	6	0	42	2.47%
		Dual Benefits	30	6	305	341	20.07%
		(MCP) Total	66	12	305	383	22.54%
	(Region) Total		203	42	1454	1699	100.00%
North East Central	CareSource	Medicaid Only	11	3	0	14	2.26%
		Dual Benefits	23	2	165	190	30.69%
		(MCP) Total	34	5	165	204	32.96%
	United	Medicaid Only	19	0	0	19	3.07%

North East Central	United	Dual Benefits	11	3	382	396	63.97%
		(MCP) Total	30	3	382	415	67.04%
	(Region) Total		64	8	547	619	100.00%
North West	Aetna	Medicaid Only	7	2	0	9	1.53%
		Dual Benefits	17	3	121	141	23.94%
		(MCP) Total	24	5	121	150	25.47%
	Buckeye	Medicaid Only	7	0	0	7	1.19%
		Dual Benefits	11	3	418	432	73.34%
		(MCP) Total	18	3	418	439	74.53%
(Region) Total		42	8	539	589	100.00%	
South West	Aetna	Medicaid Only	30	7	0	37	3.09%
		Dual Benefits	22	12	349	383	32.00%
		(MCP) Total	52	19	349	420	35.09%
	Molina	Medicaid Only	17	1	0	18	1.50%
		Dual Benefits	17	6	736	759	63.41%
		(MCP) Total	34	7	736	777	64.91%
(Region) Total		86	26	1085	1197	100.00%	
West Central	Buckeye	Medicaid Only	30	5	0	35	4.61%
		Dual Benefits	25	11	457	493	64.95%
		(MCP) Total	55	16	457	528	69.57%
	Molina	Medicaid Only	11	5	0	16	2.11%
		Dual Benefits	6	4	205	215	28.33%
		(MCP) Total	17	9	205	231	30.43%
(Region) Total		72	25	662	759	100.00%	
Total			618	138	6088	6844	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	2	0	0	2	
			Dual Benefits	1	1	14	16	
			Total	3	1	14	18	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	45	46	
			Total	1	0	45	46	
		Total		4	1	59	64	
		Franklin	Aetna	Medicaid Only	18	2	0	20
				Dual Benefits	27	4	187	218
	Total			45	6	187	238	
	Molina		Medicaid Only	9	0	0	9	
			Dual Benefits	15	9	646	670	
			Total	24	9	646	679	
	Total			69	15	833	917	
	Madison		Aetna	Medicaid Only	0	0	0	0
				Dual Benefits	0	0	11	11
		Total		0	0	11	11	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	18	18	
			Total	0	0	18	18	
		Total		0	0	29	29	
Pickaway		Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	11	13	
	Total		2	0	11	13		
	Molina	Medicaid Only	0	0	0	0		
		Dual Benefits	0	0	28	28		
		Total	0	0	28	28		
	Total		2	0	39	41		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	1	1	3	5
			Total	2	1	3	6
		Molina	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	13	14
			Total	1	0	13	14
		Total		3	1	16	20

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	21	2	0	23
			Dual Benefits	31	6	226	263
			Total	52	8	226	286
Molina			Medicaid Only	9	0	0	9
			Dual Benefits	17	9	750	776
			Total	26	9	750	785
Total				78	17	976	1071

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Portage	CareSource	Medicaid Only	2	0	0	2
			Dual Benefits	1	0	27	28
			Total	3	0	27	30
		United	Medicaid Only	3	0	0	3
			Dual Benefits	4	0	50	54
			Total	7	0	50	57
		Total		10	0	77	87
	Stark	CareSource	Medicaid Only	7	0	0	7
			Dual Benefits	11	3	71	85
			Total	18	3	71	92
		United	Medicaid Only	5	1	0	6
			Dual Benefits	3	3	229	235
			Total	8	4	229	241
		Total		26	7	300	333
	Summit	CareSource	Medicaid Only	1	0	0	1
Dual Benefits			8	2	86	96	
Total			9	2	86	97	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	13	1	0	14
			Dual Benefits	10	0	295	305
			Total	23	1	295	319
		Total		32	3	381	416
	Wayne	CareSource	Medicaid Only	2	0	0	2
			Dual Benefits	2	1	26	29
			Total	4	1	26	31
		United	Medicaid Only	1	0	0	1
			Dual Benefits	0	1	41	42
			Total	1	1	41	43
	Total		5	2	67	74	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	12	0	0	12
			Dual Benefits	22	6	210	238
			Total	34	6	210	250
United			Medicaid Only	22	2	0	24
			Dual Benefits	17	4	615	636
			Total	39	6	615	660
Total				73	12	825	910

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	11	0	0	11
			Dual Benefits	9	3	675	687
			Total	20	3	675	698
		CareSource	Medicaid Only	13	2	0	15
			Dual Benefits	59	15	147	221
			Total	72	17	147	236
		United	Medicaid Only	22	4	0	26
			Dual Benefits	23	4	216	243
			Total	45	8	216	269
		Total		137	28	1038	1203
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	1	24	25	
		Total	0	1	24	25	

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	3	0	3	6	
			Total	3	0	3	6	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	0	0	11	11	
			Total	2	0	11	13	
		Total		5	1	38	44	
		Lake	Buckeye	Medicaid Only	2	0	0	2
				Dual Benefits	0	0	92	92
	Total			2	0	92	94	
	CareSource		Medicaid Only	1	0	0	1	
			Dual Benefits	5	2	16	23	
			Total	6	2	16	24	
	United		Medicaid Only	4	0	0	4	
			Dual Benefits	3	1	11	15	
			Total	7	1	11	19	
	Total			15	3	119	137	
	Lorain		Buckeye	Medicaid Only	4	0	0	4
				Dual Benefits	4	0	128	132
				Total	8	0	128	136
			CareSource	Medicaid Only	6	1	0	7
				Dual Benefits	14	3	31	48
		Total		20	4	31	55	
		United	Medicaid Only	6	0	0	6	
			Dual Benefits	2	1	45	48	
			Total	8	1	45	54	
		Total		36	5	204	245	
		Medina	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	1	2	24	27
	Total			1	2	24	27	
CareSource	Medicaid Only		5	1	0	6		
	Dual Benefits		0	0	9	9		
	Total		5	1	9	15		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	2	2	0	4
			Dual Benefits	2	0	22	24
			Total	4	2	22	28
		Total		10	5	55	70
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	17	0	0	17
			Dual Benefits	14	6	943	963
			Total	31	6	943	980
CareSource			Medicaid Only	25	4	0	29
			Dual Benefits	81	20	206	307
			Total	106	24	206	336
United			Medicaid Only	36	6	0	42
			Dual Benefits	30	6	305	341
			Total	66	12	305	383
Total				203	42	1454	1699

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North East Central</i>	Columbiana	CareSource	Medicaid Only	2	0	0	2	
			Dual Benefits	1	0	22	23	
			Total	3	0	22	25	
		United	Medicaid Only	1	0	0	1	
			Dual Benefits	4	0	70	74	
			Total	5	0	70	75	
		Total			8	0	92	100
		Mahoning	CareSource	Medicaid Only	6	3	0	9
				Dual Benefits	15	0	87	102
	Total			21	3	87	111	
	United		Medicaid Only	7	0	0	7	
			Dual Benefits	3	2	179	184	
			Total	10	2	179	191	
	Total			31	5	266	302	
	Trumbull	CareSource	Medicaid Only	3	0	0	3	
Dual Benefits			7	2	56	65		
Total			10	2	56	68		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	11	0	0	11
			Dual Benefits	4	1	133	138
			Total	15	1	133	149
	Total		25	3	189	217	

North East CentralRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	11	3	0	14
			Dual Benefits	23	2	165	190
			Total	34	5	165	204
United			Medicaid Only	19	0	0	19
			Dual Benefits	11	3	382	396
			Total	30	3	382	415
Total				64	8	547	619

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	0	5	6	
			Total	1	0	5	6	
		Buckeye	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	20	20	
			Total	0	0	20	20	
		Total			1	0	25	26
		Lucas	Aetna	Medicaid Only	5	2	0	7
				Dual Benefits	13	3	89	105
	Total			18	5	89	112	
	Buckeye		Medicaid Only	5	0	0	5	
			Dual Benefits	11	2	330	343	
			Total	16	2	330	348	
	Total			34	7	419	460	
	Ottawa		Aetna	Medicaid Only	1	0	0	1
				Dual Benefits	1	0	8	9
Total		2		0	8	10		
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	20	20
			Total	0	0	20	20
		Total		2	0	28	30
	Wood	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	2	0	19	21
			Total	3	0	19	22
		Buckeye	Medicaid Only	2	0	0	2
			Dual Benefits	0	1	48	49
			Total	2	1	48	51
	Total		5	1	67	73	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	7	2	0	9
			Dual Benefits	17	3	121	141
			Total	24	5	121	150
Buckeye			Medicaid Only	7	0	0	7
			Dual Benefits	11	3	418	432
			Total	18	3	418	439
Total				42	8	539	589

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	8	0	0	8
			Dual Benefits	9	10	90	109
			Total	17	10	90	117
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	4	1	186	191
			Total	7	1	186	194
	Total		24	11	276	311	
	Clermont	Aetna	Medicaid Only	3	0	0	3
			Dual Benefits	3	0	36	39
			Total	6	0	36	42
		Molina	Medicaid Only	2	1	0	3
			Dual Benefits	5	1	68	74
			Total	7	2	68	77
Total			13	2	104	119	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	0	1	0	1	
			Dual Benefits	0	0	16	16	
			Total	0	1	16	17	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	29	29	
			Total	1	0	29	30	
		Total		1	1	45	47	
		Hamilton	Aetna	Medicaid Only	15	5	0	20
				Dual Benefits	9	2	176	187
	Total			24	7	176	207	
	Molina		Medicaid Only	8	0	0	8	
			Dual Benefits	8	4	405	417	
			Total	16	4	405	425	
	Total			40	11	581	632	
	Warren		Aetna	Medicaid Only	4	1	0	5
				Dual Benefits	1	0	31	32
		Total		5	1	31	37	
		Molina	Medicaid Only	3	0	0	3	
			Dual Benefits	0	0	48	48	
			Total	3	0	48	51	
		Total		8	1	79	88	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	30	7	0	37	
			Dual Benefits	22	12	349	383	
			Total	52	19	349	420	
Molina			Medicaid Only	17	1	0	18	
			Dual Benefits	17	6	736	759	
			Total	34	7	736	777	
Total				86	26	1085	1197	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	2	0	0	2	
			Dual Benefits	6	0	99	105	
			Total	8	0	99	107	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	2	1	0	3
			Dual Benefits	0	0	43	43
			Total	2	1	43	46
		Total		10	1	142	153
	Greene	Buckeye	Medicaid Only	1	0	0	1
			Dual Benefits	1	1	54	56
			Total	2	1	54	57
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	1	0	24	25
			Total	2	0	24	26
		Total		4	1	78	83
		Montgomery	Buckeye	Medicaid Only	27	5	0
	Dual Benefits			18	10	304	332
	Total			45	15	304	364
	Molina		Medicaid Only	8	4	0	12
Dual Benefits			5	4	138	147	
Total			13	8	138	159	
Total			58	23	442	523	
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	30	5	0	35
			Dual Benefits	25	11	457	493
			Total	55	16	457	528
Molina			Medicaid Only	11	5	0	16
			Dual Benefits	6	4	205	215
			Total	17	9	205	231
Total				72	25	662	759
Total				618	138	6088	6844

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

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	9	6.47%	19	18.45%	28
	<i>North West</i>	2	1.44%	9	8.74%	11
	<i>South West</i>	7	5.04%	13	12.62%	20
	Total	18	12.95%	41	39.81%	59
Buckeye	<i>North East</i>	2	1.44%	7	6.80%	9
	<i>North West</i>	7	5.04%	6	5.83%	13
	<i>West Central</i>	11	7.91%	11	10.68%	22
	Total	20	14.39%	24	23.30%	44
CareSource	<i>East Central</i>	19	13.67%	7	6.80%	26
	<i>North East</i>	9	6.47%	7	6.80%	16
	<i>North East Central</i>	4	2.88%	0	0.00%	4
	Total	32	23.02%	14	13.59%	46

Molina	<i>Central</i>	10	7.19%	7	6.80%	17
	<i>South West</i>	16	11.51%	7	6.80%	23
	<i>West Central</i>	5	3.60%	6	5.83%	11
	Total	31	22.30%	20	19.42%	51
United	<i>East Central</i>	21	15.11%	2	1.94%	23
	<i>North East</i>	10	7.19%	2	1.94%	12
	<i>North East Central</i>	7	5.04%	0	0.00%	7
	Total	38	27.34%	4	3.88%	42
Total Changes		139	100.00%	103	100.00%	242

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

Reporting Period: 12/1/2019 - 12/31/2019

Generated: 1/6/2020

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	9	6.47%	19	18.45%	28
	<i>Molina</i>	10	7.19%	7	6.80%	17
	Total	19	13.67%	26	25.24%	45
North West	<i>Aetna</i>	2	1.44%	9	8.74%	11
	<i>Buckeye</i>	7	5.04%	6	5.83%	13
	Total	9	6.47%	15	14.56%	24
South West	<i>Aetna</i>	7	5.04%	13	12.62%	20
	<i>Molina</i>	16	11.51%	7	6.80%	23
	Total	23	16.55%	20	19.42%	43
North East	<i>Buckeye</i>	2	1.44%	7	6.80%	9
	<i>CareSource</i>	9	6.47%	7	6.80%	16
	<i>United</i>	10	7.19%	2	1.94%	12
	Total	21	15.11%	16	15.53%	37

West Central	<i>Buckeye</i>	11	7.91%	11	10.68%	22
	<i>Molina</i>	5	3.60%	6	5.83%	11
	Total	16	11.51%	17	16.50%	33
East Central	<i>CareSource</i>	19	13.67%	7	6.80%	26
	<i>United</i>	21	15.11%	2	1.94%	23
	Total	40	28.78%	9	8.74%	49
North East Central	<i>CareSource</i>	4	2.88%	0	0.00%	4
	<i>United</i>	7	5.04%	0	0.00%	7
	Total	11	7.91%	0	0.00%	11
Total Changes		139	100.00%	103	100.00%	242

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 12/1/2019 to 12/31/2019

Total Surveys Available for Completion: 46011

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	13	16.46%	60	75.95%	5	6.33%	1	1.27%	79	100.00%
Our answers to your questions	20	25.32%	57	72.15%	2	2.53%	0	0.00%	79	100.00%
Our courtesy to you and your family	20	25.32%	59	74.68%	0	0.00%	0	0.00%	79	100.00%
Overall, how would you rate our staff and services	16	20.25%	61	77.22%	2	2.53%	0	0.00%	79	100.00%
Total	69	21.84%	237	75.00%	9	2.85%	1	0.32%	316	100.00%

Number of Surveys Attempted: 623

Number of Completed Customer Satisfaction Surveys: 79