



AUTOMATED HEALTH SYSTEMS

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Ohio Medicaid Consumer Hotline Monthly Report March 2020

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 3,125 calls from providers this month through the provider queue.

The number of providers who called the Hotline and elected not to enter the Provider queue in order to reach a CSR was 41. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or Change Healthcare for pharmacy issues).

Insure Kids Now/Governor's Hotline: There were a total of 47 calls coming in through this queue for this month.

Activity Summary

- 365,029 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 239,338 Total Calls (inbound and outbound)
 - 39,980 Call Fire Campaign Calls
 - 2,273 MyCare Outreach Calls
 - 78,459 Renewal Outreach Calls
 - 1,807 MBIWD Outreach Calls
 - 3,125 Provider Calls
 - 47 Insure Kids Now/Governor's Hotline
- 7% abandonment rate
- 6 minutes 02 seconds average talk time
- 2 minutes 24 seconds average speed to answer
- .013% Blockage Rate* (February 2020)
- 98% 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
March 2020
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	03/01/20	0	0	0	341	341	0	0%	0	341	:00:00	:00:00	:00:00
Mon	03/02/20	16130	14336	1500	16	16146	1794	11%	1502	17648	:45:11	:03:13	:06:37
Tue	03/03/20	13461	12258	1050	16	13477	1203	9%	1775	15252	:44:07	:03:56	:06:40
Wed	03/04/20	14781	13572	1225	34	14815	1209	8%	1542	16357	:39:42	:03:39	:06:26
Thurs	03/05/20	13805	12686	790	18	13823	1119	8%	1916	15739	:34:32	:03:13	:06:01
Fri	03/06/20	11311	10378	605	11	11322	933	8%	1288	12610	:39:06	:03:18	:06:13
Sat	03/07/20	1837	1798	55	6	1843	39	2%	546	2389	:08:43	:01:06	:06:04
Sun	03/08/20	0	0	0	279	279	0	0%	0	279	:00:00	:00:00	:00:00
	Week end	71325	65028	5225	721	72046	6297	9%	8569	80615	:45:11	:03:04	:06:21
Mon	03/09/20	13629	12172	1031	10	13639	1457	11%	1004	14643	:36:52	:03:40	:06:07
Tues	03/10/20	10924	9911	651	11	10935	1013	9%	1445	12380	:35:31	:03:53	:06:04
Wed	03/11/20	10800	9773	674	22	10822	1027	10%	1188	12010	:30:54	:03:32	:06:17
Thurs	03/12/20	9596	8685	489	12	9608	911	9%	1133	10741	:26:59	:03:01	:06:18
Fri	03/13/20	8307	7646	323	9	8316	661	8%	678	8994	:22:15	:02:36	:05:58
Sat	03/14/20	1164	1150	12	5	1169	14	1%	442	1611	:10:47	:00:52	:05:17
Sun	03/15/20	0	0	0	239	239	0	0%	0	239	:00:00	:00:00	:00:00
	Week end	54420	49337	3180	308	54728	5083	9%	5890	60618	:36:52	:02:56	:06:07
Mon	03/16/20	9659	8788	287	15	9674	871	9%	755	10429	:17:36	:01:46	:05:54
Tues	03/17/20	11739	10771	755	15	11754	968	8%	1164	12918	:19:14	:02:01	:05:22
Wed	03/18/20	6293	6207	124	14	6307	86	1%	809	7116	:17:28	:01:41	:05:33
Thurs	03/19/20	5742	5624	100	8	5750	118	2%	772	6522	:13:35	:01:32	:05:46
Fri	03/20/20	5265	5058	113	5	5270	207	4%	493	5763	:15:15	:01:53	:06:00
Sat	03/21/20	737	733	11	4	741	4	1%	689	1430	:03:10	:01:09	:05:23
Sun	03/22/20	0	0	0	203	203	0	0%	0	203	:00:00	:00:00	:00:00
	Week end	39435	37181	1390	264	39699	2254	6%	4682	44381	:19:14	:01:40	:05:41
Mon	03/23/20	7454	6898	272	2	7456	556	7%	650	8106	:29:22	:02:41	:05:44
Tues	03/24/20	6161	5923	100	11	6172	238	4%	420	6592	:08:36	:01:21	:05:53
Wed	03/25/20	6117	5980	83	12	6129	137	2%	667	6796	:43:24	:01:13	:05:38
Thurs	03/26/20	6153	6002	79	14	6167	151	2%	416	6583	:23:17	:01:20	:05:45
Fri	03/27/20	6490	6175	118	7	6497	315	5%	364	6861	:28:23	:03:11	:06:14
Sat	03/28/20	832	773	18	4	836	59	7%	59	895	:23:00	:01:12	:05:30
Sun	03/29/20	0	0	0	182	182	0	0%	0	182	:00:00	:00:00	:00:00
	Week end	33207	31751	670	232	33439	1456	4%	2576	36015	:43:24	:02:03	:05:47
Mon	03/30/20	9150	8460	212	6	9156	690	8%	139	9295	:23:46	:02:10	:06:15
Tue	03/31/20	7911	7548	104	12	7923	363	5%	491	8414	:30:07	:02:33	:06:04
	Month End	215448	199305	10781	1543	216991	16143	7%	22347	239338	:45:11	:02:24	:06:02

Ohio Consumer Hotline - Activity Summary Report

3/1/2020 to 3/31/2020

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	1
	ODM Inquiry	20
	Sent Email	2
	Total	23
<i>FFS Billing</i>	Billing Number	496
	Claims Request	17
	General Billing Questions	407
	Received Bill (Needs Letter)	29
	Total	949
<i>General Benefits</i>	Application / Eligibility	1337
	Assisted Living	3
	Behavioral Health Redesign Questions	3
	Billing Number	139
	Certificate of Coverage	5
	DCC Benefits	1
	Dental	114
	Equipment	50
	Healthchek Services	7
	Home Health Care	19
	Hospice / Palliative Care	1
	Inquiry on Covered Services	1576
	Long Term Care	20
	Medicaid Expansion	2
	Medlist Assist	1
	Physical / Occupational Therapy	2
	Pregnancy Related Services	19
	Prescriptions	646
	SRSP Benefits	59
	State Hearing	9
Transportation	221	

General Benefits	Vision	60
	Total	4294
Incident Report	Billing Inquiry	100
	Reimbursement Inquiry	6
	Total	106
Inquiry	029 Error	57
	574 Error - Not Eligible	11
	Already Selected	291
	Called to Check on Just Cause Status	4
	CDJFS	913
	Change in Name	86
	Change in Phone Number / Address	480
	Child Care	7
	Customer Survey	2
	General Questions	6987
	HEAP / PIP	5
	Hotline	1034
	Person Calling Not PIP / AG Head	283
	Referred Consumer to County Worker	1396
	SNAP (Food Stamps)	382
	Social Security	45
	Status Change Request (Name, Address, Phone, Etc.)	293
	TANF (Cash Assistance)	34
	Transferred in Error	13
	WIC	1
Total	12324	
Issue / Concern	Issue / Concern about MCP	127
	Issue / Concern about Provider	5
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	16
	Total	149
Mailings	ABD EMP Enrollment Packet (Large Print)	1
	Billing Incident Letter	95
	CFC EMP Enrollment Packet	4

Mailings	CFC EMP Enrollment Packet (Large Print)	1
	JC Approval Change MCP	71
	JC Approval Change MCP - Requestor	32
	JC Approval FFS	22
	JC Approval FFS - Requestor	6
	Mandatory Change MCP to MCP	289
	MBI-WD Application	5
	MBIWD_1PageStatementRequest	1
	Medicaid Application (7216)	250
	Medicaid Application (Spanish)	3
	Medicaid Program Enrollment & Benefit Information	41
	MMC Mandatory	41263
	MMC Voluntary	869
	Multi-use Template	23484
	MyCare EMP Enrollment Packet	21
	MyCare EMP Enrollment Packet (Large Print)	22
	MyCare EMP Enrollment Packet (Spanish & Large Print)	1
	MyCare Reminder Letter	3136
	MyCare TPL Approval Letter	10
	MyCare TPL Denial Letter	5
	New Mandatory	22
	New Mandatory CFC Adult	1
	OMH Mandatory MyCare Letter	27
	QIT Packet	15
	Reimbursement Letter	8
	Resolution	1
Veterans on Medicaid Program Brochure	1	
Total	69707	
Managed Care Info & Referral	Benefit Package	218
	Billing Number	493
	Called to Check on Doctors	44
	Card	1500
	Case Addition	29

Managed Care Info & Referral	Case Closed	46
	Case Pending	193
	Category Closed	96
	Consumer Needs To Be Auto Re-Enrolled	20
	Failed Eligibility	338
	Information	2913
	Just Cause Status	49
	Open Enrollment Questions	470
	Payment	23
	Phone Numbers	716
	Provider Name	679
	Returned NME / Notice	1
	Transfer Request - Bureau of Managed Care	1
	Wanted Phone Number of MCP	684
	Total	8513
MBI-WD	AG Collections Questions	4
	Application / Eligibility	15
	Benefit Package / Covered Services	6
	Billing Number	1
	Card	3
	Premium Collection Issue - Needs Follow-Up	3
	Program Information	34
	Questions About Premiums	35
	Total	101
Medicaid (MAGI and ABD)	1095B FAQ	108
	Application Status	2162
	BCCP Question / Inquiry	1
	Behavioral Health Question / Inquiry	4
	Case Change	719
	Case Inquiry	14657
	Certificate Of Coverage	24
	Citizenship/Other Verifications	753
	DDR Question / Inquiry	19
	DRC Question / Inquiry	3

Medicaid (MAGI and ABD)	Estate Recovery	22
	Family Planning Services Question / Inquiry	1
	FFS Card	498
	General Program Information	3437
	Home Health Care Question / Inquiry	22
	Income Guidelines/Questions	934
	Long Term Care Question / Inquiry	28
	MBIWD Question / Inquiry	10
	Questions About Letter/NOA	895
	Re-Application on a Denied Case	166
	Renewal Application Reported	4428
	Renewal Questions	6780
	Reprint NOA or FFS Card	227
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	261
	Requested Telephone Application – Transfer to Collabor8	1899
	State Hearing	173
	Tort Question / Inquiry	3
	Veterans on Medicaid Program	1
Total	38235	
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	223
	Medicare Premium Assistance Program (Part B Payments)	1086
	On-site Facilitated Enrollment	16
	Part A Questions	230
	Part B Questions	773
	Part C / Advantage Plan Questions	92
	Part D / PDP Questions	431
	Part D Letter Inquiry	23
Total	2874	
MyCare Ohio	General Information	1506
	Issue Accessing Services	107
	Loss of MyCare Eligibility	73
	Medicaid Only Benefit Information	248

<i>MyCare Ohio</i>	MyCare Ohio Card	388
	On-site facilitated enrollment	27
	Opt-In/Opt-Out Questions	1019
	Prescription Questions	106
	Transition of Care	6
	Total	3480
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	21
	Account Creation/Management	6
	Account Lock Out	20
	Application Assistance	25
	Apply for Benefits	23
	Call Transferred from Enterprise Help Desk to OMH	10
	Electronic Verification	2
	Forgot Password Link	10
	Forgot User Name Link	5
	Frequently Asked Questions	3
	General Navigation	3
	How to use this Site	7
	Message Center	6
	Provided Link to Website	39
	Renewal Packet Questions	6
	SNAP/TANF Questions	6
	Submit Error Issue	19
	Transfer Call to Tier 2/3	27
	Total	238
<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status	421
	Contact CDJS	215
	Electronic Verification Process	6
	Journal Creation & Management	148
	MAGI (Modified Adjusted Gross Income) Program Information	2
	Notice of Action Explanation	13
	Reapply on a Denied Case	6
	Reprint FFS card from Hotline	191
	Reprint NOA from Hotline	22

Ohio Integrated Eligibility System (OIES)	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	114
	Requested Telephone Application, transfer to Collobor8	324
	Total	1462
Prior Authorization	How to Obtain	129
	Letter	4
	Program Information	80
	Status	38
	Total	251
Provider	Electronic Visit Verification (EVV) Initiative Letter	5
	Fee-For-Service Provider Names	63
	Referred to MCP For Provider List	47
	Referred to ODM Website For Provider List	22
	Total	137
QIT	Created QIT Outreach [LEGACY]	2
	Deceased	15
	Outreach Call	2
	Provided Banking Resources	5
	Provided explanation of QIT definitions	14
	QIT - General Program Information	63
	Referred to Legal Aid/Personal Attorney	2
	Reported Under Income	1
	Requested QIT packet by email	2
	Requested QIT packet by mail	2
	Total	108
Reimbursement	Decision	5
	Information	99
	Total	104
State Hearings	How to Request	150
	Program Information	65
	Status	27
	Total	242

Surveys	Call Center Survey	2188
	Managed Care Survey	6
	OMAS Survey	2
	Total	2196
Tasks	AHS Billing Research - Letter	109
	AHS Claims Request	15
	AHS Consumer Issue/Concerns	75
	AHS Enrollment Error	2032
	AHS Enrollment Issue	503
	AHS Just Cause	596
	AHS MBIWD Linking	132
	AHS Medicare Premium Payments Research	36
	AHS MMC - Final Signed Letter / Email	2
	AHS MMC Contact	318
	AHS Reimbursement - Letter	6
	AHS Web Contact - OMH Website	608
	ODM Complaint - Consumer	91
	ODM Complaint - Provider	322
	ODM Just Cause	9
Total	4854	
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	17
	General Information	133
	Need Medications Now	14
	Referral to Case Worker	94
	Referral to TPL Vendor	41
	Total	299
Waiver	Application / Eligibility	157
	Benefit Package / Covered Services	61
	Billing Number	11
	Card	13
	Certificate of Coverage	2
	Change	15
	Estate Recovery	5
	Patient Liability	10
	Program Information	209

<i>Waiver</i>	Waiting List	2
	Total	485

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

3/1/2020 to 3/31/2020

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	343
	ACS / First Health	77
	ADAMH	2
	Area Agency on Aging	45
	BCCP Regional Agency	2
	BCMh	3
	Case Management Agency	32
	Caseworker	179
	Child Support Enforcement Agency	4
	Complaint Department	3
	County Department of Job & Family Services	3330
	First Link	11
	Food Stamp Hotline	49
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	1
	HomeHealthAgency	2
	Info & Refer	299
	In-House	1
	Legal Aid	1
	Managed Care Plan	714
	Managed Care/Just Cause Section	3
	MR / DD Board	11
	ODM	10
	Ohio Department of Insurance	9
	Ohio's Best Rx	3
	Ombudsman	6
	OSHIIP	48
Other Medical Services Agency	26	

Referral	Other Social Services Agency	15
	Out-of-State Medicaid Hotline	15
	Pharmacy	92
	Prescription Drug Plan (PDP)	28
	Provider	179
	Provider Services Call Center	141
	Public Children's Services	7
	Social Security Administration	72
	StateHearingDivision	67
	StateMedicalBoard	1
	Supervisor	31
	Tort Unit	15
	Veterans Services Office	1
	Website - ODM	54
	WIC Office	1

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

Reporting Period: 3/1/2020 - 3/31/2020
 Generated: 4/3/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	84	73.04%	398	86.15%	482	83.54%
Call Campaign	21	18.26%	3	0.65%	24	4.16%
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	3.48%	9	1.95%	13	2.25%
IVR	4	3.48%	15	3.25%	19	3.29%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	2	1.74%	37	8.01%	39	6.76%
TOTAL	115	100%	462	100%	577	100%

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

Reporting Period: 3/1/2020 - 3/31/2020
 Generated: 4/3/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	84	17.43%	398	82.57%	482	100%
Call Campaign	21	87.50%	3	12.50%	24	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	4	30.77%	9	69.23%	13	100%
IVR	4	21.05%	15	78.95%	19	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	2	5.13%	37	94.87%	39	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: 3/1/2020 - 3/31/2020
Generated: 4/3/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	4	3.48%	44	9.52%
	North East	7	6.09%	7	1.52%
	West	6	5.22%	4	0.87%
	Total	17	14.78%	55	11.90%
CareSource	Central/South East	16	13.91%	165	35.71%
	North East	28	24.35%	29	6.28%
	West	19	16.52%	26	5.63%
	Total	63	54.78%	220	47.62%
Molina	Central/South East	5	4.35%	102	22.08%
	North East	3	2.61%	4	0.87%
	West	5	4.35%	5	1.08%
	Total	13	11.30%	111	24.03%
Paramount	North East	3	2.61%	1	0.22%
	West	3	2.61%	7	1.52%
	Total	6	5.22%	8	1.73%
United	Central/South East	4	3.48%	58	12.55%
	North East	9	7.83%	8	1.73%
	West	3	2.61%	2	0.43%
	Total	16	13.91%	68	14.72%
Total		115	100.00%	462	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 3/1/2020 - 3/31/2020

Generated: 4/3/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	4	13.79%	44	11.92%
	CareSource	16	55.17%	165	44.72%
	Molina	5	17.24%	102	27.64%
	United	4	13.79%	58	15.72%
	Total	29	100.00%	369	100.00%
North East	Buckeye	7	14.00%	7	14.29%
	CareSource	28	56.00%	29	59.18%
	Molina	3	6.00%	4	8.16%
	Paramount	3	6.00%	1	2.04%
	United	9	18.00%	8	16.33%
	Total	50	100.00%	49	100.00%
West	Buckeye	6	16.67%	4	9.09%
	CareSource	19	52.78%	26	59.09%
	Molina	5	13.89%	5	11.36%
	Paramount	3	8.33%	7	15.91%
	United	3	8.33%	2	4.55%
	Total	36	100.00%	44	100.00%
Total		115		462	

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

Reporting Period: 3/1/2020 - 3/31/2020
Generated: 4/3/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	398	534	932
North East	99	719	818
West	80	670	750
Total For All Regions	577	1923	2500

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

Reporting Period: 3/1/2020 - 3/31/2020

Generated: 4/3/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	4	44	166	214	22.96%
	<i>CareSource</i>	16	165	144	325	34.87%
	<i>Molina</i>	5	102	100	207	22.21%
	<i>United</i>	4	58	124	186	19.96%
	(Region) Total	29	369	534	932	100.00%
North East	<i>Buckeye</i>	7	7	221	235	28.73%
	<i>CareSource</i>	28	29	146	203	24.82%
	<i>Molina</i>	3	4	105	112	13.69%
	<i>Paramount</i>	3	1	125	129	15.77%
	<i>United</i>	9	8	122	139	16.99%
	(Region) Total	50	49	719	818	100.00%
West	<i>Buckeye</i>	6	4	196	206	27.47%
	<i>CareSource</i>	19	26	139	184	24.53%
	<i>Molina</i>	5	5	93	103	13.73%
	<i>Paramount</i>	3	7	127	137	18.27%
	<i>United</i>	3	2	115	120	16.00%
	(Region) Total	36	44	670	750	100.00%
Total		115	462	1923	2500	

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

Reporting Period: 3/1/2020 - 3/31/2020
 Generated: 4/3/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	2351	41.15%	4261	72.40%	6612	57.01%
Call Campaign	708	12.39%	163	2.77%	871	7.51%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	3	0.05%	0	0.00%	3	0.03%
File Transfer	2094	36.65%	98	1.67%	2192	18.90%
IVR	235	4.11%	472	8.02%	707	6.10%
Mail	2	0.04%	2	0.03%	4	0.03%
Website	320	5.60%	889	15.11%	1209	10.42%
TOTAL	5713	100%	5885	100%	11598	100%

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

Reporting Period: 3/1/2020 - 3/31/2020
Generated: 4/3/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	2351	35.56%	4261	64.44%	6612	100%
Call Campaign	708	81.29%	163	18.71%	871	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	3	100.00%	0	0.00%	3	100%
File Transfer	2094	95.53%	98	4.47%	2192	100%
IVR	235	33.24%	472	66.76%	707	100%
Mail	2	50.00%	2	50.00%	4	100%
Website	320	26.47%	889	73.53%	1209	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: 3/1/2020 - 3/31/2020
Generated: 4/3/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	228	4.00%	391	6.64%
	North East	268	4.70%	166	2.82%
	West	207	3.63%	107	1.82%
	Total	703	12.32%	664	11.28%
CareSource	Central/South East	958	16.79%	2037	34.61%
	North East	1407	24.65%	671	11.40%
	West	1035	18.14%	863	14.66%
	Total	3400	59.58%	3571	60.68%
Molina	Central/South East	269	4.71%	585	9.94%
	North East	68	1.19%	31	0.53%
	West	98	1.72%	62	1.05%
	Total	435	7.62%	678	11.52%
Paramount	North East	107	1.87%	27	0.46%
	West	303	5.31%	213	3.62%
	Total	410	7.18%	240	4.08%
United	Central/South East	270	4.73%	531	9.02%
	North East	328	5.75%	142	2.41%
	West	161	2.82%	59	1.00%
	Total	759	13.30%	732	12.44%
Total		5707	100.00%	5885	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 3/1/2020 - 3/31/2020

Generated: 4/3/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	228	13.17%	391	11.03%
	CareSource	958	55.34%	2037	57.48%
	Molina	269	15.54%	585	16.51%
	United	270	15.60%	531	14.98%
	Total	1725	100.00%	3544	100.00%
North East	Buckeye	268	12.30%	166	16.01%
	CareSource	1407	64.60%	671	64.71%
	Molina	68	3.12%	31	2.99%
	Paramount	107	4.91%	27	2.60%
	United	328	15.06%	142	13.69%
	Total	2178	100.00%	1037	100.00%
West	Buckeye	207	11.47%	107	8.21%
	CareSource	1035	57.37%	863	66.18%
	Molina	98	5.43%	62	4.75%
	Paramount	303	16.80%	213	16.33%
	United	161	8.92%	59	4.52%
	Total	1804	100.00%	1304	100.00%
Total		5707		5885	

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

Reporting Period: 3/1/2020 - 3/31/2020
Generated: 4/3/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	5269	10712	15981
North East	3215	13184	16399
West	3108	13135	16243
Total For All Regions	11592	37031	48623

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

Reporting Period: 3/1/2020 - 3/31/2020

Generated: 4/3/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	<i>Buckeye</i>	228	391	3214	3833	23.98%
	<i>CareSource</i>	958	2037	3085	6080	38.05%
	<i>Molina</i>	269	585	1903	2757	17.25%
	<i>United</i>	270	531	2510	3311	20.72%
	(Region) Total	1725	3544	10712	15981	100.00%
North East	<i>Buckeye</i>	268	166	3266	3700	22.56%
	<i>CareSource</i>	1407	671	3006	5084	31.00%
	<i>Molina</i>	68	31	1770	1869	11.40%
	<i>Paramount</i>	107	27	2684	2818	17.18%
	<i>United</i>	328	142	2458	2928	17.85%
	(Region) Total	2178	1037	13184	16399	100.00%
West	<i>Buckeye</i>	207	107	3381	3695	22.75%
	<i>CareSource</i>	1035	863	2958	4856	29.90%
	<i>Molina</i>	98	62	1720	1880	11.57%
	<i>Paramount</i>	303	213	2716	3232	19.90%
	<i>United</i>	161	59	2360	2580	15.88%
	(Region) Total	1804	1304	13135	16243	100.00%
Total		5707	5885	37031	48623	

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

Reporting Period: 3/1/2020 - 3/31/2020
Generated: 4/3/2020

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	369	52.79%	37	41.11%	406	51.46%
Call	Dual Benefits	280	40.06%	46	51.11%	326	41.32%
	Total	649	92.85%	83	92.22%	732	92.78%
Call Campaign	Medicaid Only	22	3.15%	1	1.11%	23	2.92%
Call Campaign	Dual Benefits	9	1.29%	2	2.22%	11	1.39%
	Total	31	4.43%	3	3.33%	34	4.31%
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	1.14%	1	1.11%	9	1.14%
Fax	Dual Benefits	0	0.00%	1	1.11%	1	0.13%
	Total	8	1.14%	2	2.22%	10	1.27%
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	2	0.29%	0	0.00%	2	0.25%
IVR	Dual Benefits	2	0.29%	0	0.00%	2	0.25%
	Total	4	0.57%	0	0.00%	4	0.51%
Mail	Medicaid Only	1	0.14%	1	1.11%	2	0.25%
Mail	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	1	0.14%	1	1.11%	2	0.25%
Website	Medicaid Only	4	0.57%	1	1.11%	5	0.63%
Website	Dual Benefits	2	0.29%	0	0.00%	2	0.25%
	Total	6	0.86%	1	1.11%	7	0.89%
TOTAL		699	100%	90	100%	789	100%

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

Reporting Period: 3/1/2020 - 3/31/2020
Generated: 4/3/2020

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	369	90.89%	37	9.11%	406	100%
	Dual Benefits	280	85.89%	46	14.11%	326	100%
	Total	649	88.66%	83	11.34%	732	100%
Call Campaign	Medicaid Only	22	95.65%	1	4.35%	23	100%
	Dual Benefits	9	81.82%	2	18.18%	11	100%
	Total	31	91.18%	3	8.82%	34	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	88.89%	1	11.11%	9	100%
	Dual Benefits	0	0.00%	1	100.00%	1	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	2	100.00%	0	0.00%	2	100%
	Dual Benefits	2	100.00%	0	0.00%	2	100%
	Total	4	100.00%	0	0.00%	4	100%
Mail	Medicaid Only	1	50.00%	1	50.00%	2	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	1	50.00%	1	50.00%	2	100%
Website	Medicaid Only	4	80.00%	1	20.00%	5	100%
	Dual Benefits	2	100.00%	0	0.00%	2	100%
	Total	6	85.71%	1	14.29%	7	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 3/1/2020 - 3/31/2020

Generated: 4/3/2020

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments	
Aetna	Central	Medicaid Only	28	4.01%	3	3.33%
		Dual Benefits	33	4.72%	10	11.11%
		Total	61	8.73%	13	14.44%
	North West	Medicaid Only	20	2.86%	2	2.22%
		Dual Benefits	13	1.86%	4	4.44%
		Total	33	4.72%	6	6.67%
	South West	Medicaid Only	46	6.58%	8	8.89%
		Dual Benefits	19	2.72%	6	6.67%
		Total	65	9.30%	14	15.56%
	Total		159	22.75%	33	36.67%
Buckeye	North East	Medicaid Only	13	1.86%	1	1.11%
		Dual Benefits	12	1.72%	0	0.00%
		Total	25	3.58%	1	1.11%
	North West	Medicaid Only	12	1.72%	1	1.11%
		Dual Benefits	6	0.86%	1	1.11%
		Total	18	2.58%	2	2.22%
	West Central	Medicaid Only	42	6.01%	2	2.22%
		Dual Benefits	18	2.58%	4	4.44%
		Total	60	8.58%	6	6.67%
	Total		103	14.74%	9	10.00%
CareSource	East Central	Medicaid Only	20	2.86%	1	1.11%
		Dual Benefits	24	3.43%	4	4.44%
		Total	44	6.29%	5	5.56%
	North East	Medicaid Only	49	7.01%	3	3.33%
		Dual Benefits	65	9.30%	5	5.56%
		Total	114	16.31%	8	8.89%
	North East Central	Medicaid Only	15	2.15%	1	1.11%

CareSource	North East Central	Dual Benefits	14	2.00%	2	2.22%	
		Total	29	4.15%	3	3.33%	
	Total		187	26.75%	16	17.78%	
Molina	Central	Medicaid Only	15	2.15%	1	1.11%	
		Dual Benefits	12	1.72%	0	0.00%	
		Total	27	3.86%	1	1.11%	
	South West	Medicaid Only	29	4.15%	4	4.44%	
		Dual Benefits	21	3.00%	0	0.00%	
		Total	50	7.15%	4	4.44%	
	West Central	Medicaid Only	12	1.72%	0	0.00%	
		Dual Benefits	9	1.29%	2	2.22%	
		Total	21	3.00%	2	2.22%	
	Total		98	14.02%	7	7.78%	
	United	East Central	Medicaid Only	32	4.58%	5	5.56%
			Dual Benefits	9	1.29%	2	2.22%
Total			41	5.87%	7	7.78%	
North East		Medicaid Only	58	8.30%	7	7.78%	
		Dual Benefits	27	3.86%	6	6.67%	
		Total	85	12.16%	13	14.44%	
North East Central		Medicaid Only	15	2.15%	2	2.22%	
		Dual Benefits	11	1.57%	3	3.33%	
		Total	26	3.72%	5	5.56%	
Total			152	21.75%	25	27.78%	
Total			699	100.00%	90	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 3/1/2020 - 3/31/2020

Generated: 4/3/2020

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	28	31.82%	3	21.43%	
		Dual Benefits	33	37.50%	10	71.43%	
		Total	61	69.32%	13	92.86%	
	Molina	Medicaid Only	15	17.05%	1	7.14%	
		Dual Benefits	12	13.64%	0	0.00%	
		Total	27	30.68%	1	7.14%	
	Total		88	100.00%	14	100.00%	
	East Central	CareSource	Medicaid Only	20	23.53%	1	8.33%
			Dual Benefits	24	28.24%	4	33.33%
Total			44	51.76%	5	41.67%	
United		Medicaid Only	32	37.65%	5	41.67%	
		Dual Benefits	9	10.59%	2	16.67%	
		Total	41	48.24%	7	58.33%	
Total			85	100.00%	12	100.00%	
North East		Buckeye	Medicaid Only	13	5.80%	1	4.55%
			Dual Benefits	12	5.36%	0	0.00%
	Total		25	11.16%	1	4.55%	
	CareSource	Medicaid Only	49	21.88%	3	13.64%	
		Dual Benefits	65	29.02%	5	22.73%	
		Total	114	50.89%	8	36.36%	
	United	Medicaid Only	58	25.89%	7	31.82%	
		Dual Benefits	27	12.05%	6	27.27%	
		Total	85	37.95%	13	59.09%	
	Total		224	100.00%	22	100.00%	
	North East Central	CareSource	Medicaid Only	15	27.27%	1	12.50%
			Dual Benefits	14	25.45%	2	25.00%
Total			29	52.73%	3	37.50%	

North East Central	United	Medicaid Only	15	27.27%	2	25.00%
		Dual Benefits	11	20.00%	3	37.50%
		Total	26	47.27%	5	62.50%
	Total		55	100.00%	8	100.00%
North West	Aetna	Medicaid Only	20	39.22%	2	25.00%
		Dual Benefits	13	25.49%	4	50.00%
		Total	33	64.71%	6	75.00%
	Buckeye	Medicaid Only	12	23.53%	1	12.50%
		Dual Benefits	6	11.76%	1	12.50%
		Total	18	35.29%	2	25.00%
	Total		51	100.00%	8	100.00%
	South West	Aetna	Medicaid Only	46	40.00%	8
Dual Benefits			19	16.52%	6	33.33%
Total			65	56.52%	14	77.78%
Molina		Medicaid Only	29	25.22%	4	22.22%
		Dual Benefits	21	18.26%	0	0.00%
		Total	50	43.48%	4	22.22%
Total			115	100.00%	18	100.00%
West Central		Buckeye	Medicaid Only	42	51.85%	2
	Dual Benefits		18	22.22%	4	50.00%
	Total		60	74.07%	6	75.00%
	Molina	Medicaid Only	12	14.81%	0	0.00%
		Dual Benefits	9	11.11%	2	25.00%
		Total	21	25.93%	2	25.00%
	Total		81	100.00%	8	100.00%
	Total		699		90	

MyCare ASSIGNMENT BY REGION

Reporting Period: 3/1/2020 - 3/31/2020

Generated: 4/3/2020

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	47	0	Medicaid only	47
	55	436	Dual benefits	491
	102	435		538
East Central	58	0	Medicaid only	58
	39	393	Dual benefits	432
	97	393		490
North East	131	0	Medicaid only	131
	115	896	Dual benefits	1011
	246	896		1142
North East Central	33	0	Medicaid only	33
	30	232	Dual benefits	262
	63	232		295
North West	35	0	Medicaid only	35
	24	192	Dual benefits	216
	59	192		251
South West	87	0	Medicaid only	87
	46	468	Dual benefits	514
	133	468		601
West Central	56	1	Medicaid only	57
	33	380	Dual benefits	413
	88	381		470
Total For All Regions	789	2998		3787

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 3/1/2020 - 3/31/2020
 Generated: 4/3/2020

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	28	3	0	31	5.76%
		Dual Benefits	33	10	131	174	32.34%
		(MCP) Total	61	13	131	205	38.10%
	Molina	Medicaid Only	15	1	0	16	2.97%
		Dual Benefits	12	0	305	317	58.92%
		(MCP) Total	27	1	305	333	61.90%
	(Region) Total		88	14	436	538	100.00%
East Central	CareSource	Medicaid Only	20	1	0	21	4.29%
		Dual Benefits	24	4	123	151	30.82%
		(MCP) Total	44	5	123	172	35.10%
	United	Medicaid Only	32	5	0	37	7.55%
		Dual Benefits	9	2	270	281	57.35%
		(MCP) Total	41	7	270	318	64.90%
	(Region) Total		85	12	393	490	100.00%
North East	Buckeye	Medicaid Only	13	1	0	14	1.23%
		Dual Benefits	12	0	425	437	38.27%
		(MCP) Total	25	1	425	451	39.49%
	CareSource	Medicaid Only	49	3	0	52	4.55%
		Dual Benefits	65	5	159	229	20.05%
		(MCP) Total	114	8	159	281	24.61%
	United	Medicaid Only	58	7	0	65	5.69%
		Dual Benefits	27	6	312	345	30.21%
		(MCP) Total	85	13	312	410	35.90%
	(Region) Total		224	22	896	1142	100.00%
	North East Central	CareSource	Medicaid Only	15	1	0	16
Dual Benefits			14	2	72	88	29.83%
(MCP) Total			29	3	72	104	35.25%
United		Medicaid Only	15	2	0	17	5.76%

North East Central	United	Dual Benefits	11	3	160	174	58.98%
		(MCP) Total	26	5	160	191	64.75%
	(Region) Total		55	8	232	295	100.00%
North West	Aetna	Medicaid Only	20	2	0	22	8.76%
		Dual Benefits	13	4	50	67	26.69%
		(MCP) Total	33	6	50	89	35.46%
	Buckeye	Medicaid Only	12	1	0	13	5.18%
		Dual Benefits	6	1	142	149	59.36%
		(MCP) Total	18	2	142	162	64.54%
(Region) Total		51	8	192	251	100.00%	
South West	Aetna	Medicaid Only	46	8	0	54	8.99%
		Dual Benefits	19	6	195	220	36.61%
		(MCP) Total	65	14	195	274	45.59%
	Molina	Medicaid Only	29	4	0	33	5.49%
		Dual Benefits	21	0	273	294	48.92%
		(MCP) Total	50	4	273	327	54.41%
(Region) Total		115	18	468	601	100.00%	
West Central	Buckeye	Medicaid Only	42	2	1	45	9.57%
		Dual Benefits	18	4	272	294	62.55%
		(MCP) Total	60	6	273	339	72.13%
	Molina	Medicaid Only	12	0	0	12	2.55%
		Dual Benefits	9	2	108	119	25.32%
		(MCP) Total	21	2	108	131	27.87%
(Region) Total		81	8	381	470	100.00%	
Total			699	90	2998	3787	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 3/1/2020 - 3/31/2020
 Generated: 4/3/2020

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	4	0	8	12	
			Total	6	0	8	14	
		Molina	Medicaid Only	2	0	0	2	
			Dual Benefits	2	0	21	23	
			Total	4	0	21	25	
		Total		10	0	29	39	
		Franklin	Aetna	Medicaid Only	22	3	0	25
				Dual Benefits	29	10	109	148
	Total			51	13	109	173	
	Molina		Medicaid Only	11	1	0	12	
			Dual Benefits	8	0	251	259	
			Total	19	1	251	271	
	Total			70	14	360	444	
	Madison		Aetna	Medicaid Only	3	0	0	3
				Dual Benefits	0	0	3	3
		Total		3	0	3	6	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	11	13	
			Total	2	0	11	13	
		Total		5	0	14	19	
Pickaway		Aetna	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	7	7	
	Total		1	0	7	8		
	Molina	Medicaid Only	1	0	0	1		
		Dual Benefits	0	0	12	12		
		Total	1	0	12	13		
	Total		2	0	19	21		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	0	0	0	0
			Dual Benefits	0	0	4	4
			Total	0	0	4	4
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	10	10
			Total	1	0	10	11
		Total		1	0	14	15

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	28	3	0	31
			Dual Benefits	33	10	131	174
			Total	61	13	131	205
Molina			Medicaid Only	15	1	0	16
			Dual Benefits	12	0	305	317
			Total	27	1	305	333
Total				88	14	436	538

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Portage	CareSource	Medicaid Only	4	0	0	4
			Dual Benefits	3	0	13	16
			Total	7	0	13	20
		United	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	39	41
			Total	4	0	39	43
	Total			11	0	52	63
	Stark	CareSource	Medicaid Only	10	1	0	11
			Dual Benefits	10	1	32	43
			Total	20	2	32	54
		United	Medicaid Only	10	3	0	13
			Dual Benefits	0	0	79	79
			Total	10	3	79	92
	Total			30	5	111	146
	Summit	CareSource	Medicaid Only	3	0	0	3
Dual Benefits			10	2	60	72	
Total			13	2	60	75	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Summit	United	Medicaid Only	18	2	0	20
			Dual Benefits	7	2	123	132
			Total	25	4	123	152
		Total		38	6	183	227
	Wayne	CareSource	Medicaid Only	3	0	0	3
			Dual Benefits	1	1	18	20
			Total	4	1	18	23
		United	Medicaid Only	2	0	0	2
			Dual Benefits	0	0	29	29
			Total	2	0	29	31
	Total		6	1	47	54	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	20	1	0	21
			Dual Benefits	24	4	123	151
			Total	44	5	123	172
United			Medicaid Only	32	5	0	37
			Dual Benefits	9	2	270	281
			Total	41	7	270	318
Total				85	12	393	490

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Medicaid Only	10	0	0	10
			Dual Benefits	9	0	325	334
			Total	19	0	325	344
		CareSource	Medicaid Only	37	3	0	40
			Dual Benefits	44	3	120	167
			Total	81	6	120	207
		United	Medicaid Only	43	7	0	50
			Dual Benefits	19	6	254	279
			Total	62	13	254	329
		Total		162	19	699	880
Geauga	Buckeye	Medicaid Only	0	0	0	0	
		Dual Benefits	0	0	8	8	
		Total	0	0	8	8	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
North East	Geauga	CareSource	Medicaid Only	1	0	0	1	
			Dual Benefits	2	1	3	6	
			Total	3	1	3	7	
		United	Medicaid Only	0	0	0	0	
			Dual Benefits	0	0	11	11	
			Total	0	0	11	11	
		Total		3	1	22	26	
		Lake	Buckeye	Medicaid Only	2	0	0	2
				Dual Benefits	2	0	40	42
	Total			4	0	40	44	
	CareSource		Medicaid Only	1	0	0	1	
			Dual Benefits	4	0	10	14	
			Total	5	0	10	15	
	United		Medicaid Only	9	0	0	9	
			Dual Benefits	5	0	13	18	
			Total	14	0	13	27	
	Total			23	0	63	86	
	Lorain		Buckeye	Medicaid Only	1	1	0	2
				Dual Benefits	1	0	39	40
				Total	2	1	39	42
			CareSource	Medicaid Only	4	0	0	4
				Dual Benefits	10	1	19	30
		Total		14	1	19	34	
		United	Medicaid Only	5	0	0	5	
			Dual Benefits	3	0	24	27	
			Total	8	0	24	32	
		Total		24	2	82	108	
		Medina	Buckeye	Medicaid Only	0	0	0	0
				Dual Benefits	0	0	13	13
	Total			0	0	13	13	
CareSource	Medicaid Only		6	0	0	6		
	Dual Benefits		5	0	7	12		
	Total		11	0	7	18		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	10	10
			Total	1	0	10	11
		Total		12	0	30	42
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	13	1	0	14
			Dual Benefits	12	0	425	437
			Total	25	1	425	451
CareSource			Medicaid Only	49	3	0	52
			Dual Benefits	65	5	159	229
			Total	114	8	159	281
United			Medicaid Only	58	7	0	65
			Dual Benefits	27	6	312	345
			Total	85	13	312	410
Total				224	22	896	1142

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
<i>North East Central</i>	Columbiana	CareSource	Medicaid Only	1	0	0	1	
			Dual Benefits	2	1	11	14	
			Total	3	1	11	15	
		United	Medicaid Only	5	0	0	5	
			Dual Benefits	2	2	27	31	
			Total	7	2	27	36	
		Total			10	3	38	51
		Mahoning	CareSource	Medicaid Only	10	1	0	11
				Dual Benefits	6	1	32	39
	Total			16	2	32	50	
	United		Medicaid Only	5	2	0	7	
			Dual Benefits	5	0	76	81	
			Total	10	2	76	88	
	Total			26	4	108	138	
	Trumbull	CareSource	Medicaid Only	4	0	0	4	
Dual Benefits			6	0	29	35		
Total			10	0	29	39		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	5	0	0	5
			Dual Benefits	4	1	57	62
			Total	9	1	57	67
	Total		19	1	86	106	
North East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	15	1	0	16
			Dual Benefits	14	2	72	88
			Total	29	3	72	104
United			Medicaid Only	15	2	0	17
			Dual Benefits	11	3	160	174
			Total	26	5	160	191
Total				55	8	232	295

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North West</i>	Fulton	Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	1	0	0	1
			Total	2	0	0	2
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	4	5
			Total	1	0	4	5
	Total			3	0	4	7
	Lucas	Aetna	Medicaid Only	12	2	0	14
			Dual Benefits	10	3	41	54
			Total	22	5	41	68
		Buckeye	Medicaid Only	10	1	0	11
			Dual Benefits	3	0	112	115
			Total	13	1	112	126
		Total			35	6	153
Ottawa		Aetna	Medicaid Only	3	0	0	3
	Dual Benefits		0	1	6	7	
	Total		3	1	6	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	1	4	5
			Total	0	1	4	5
		Total		3	2	10	15
	Wood	Aetna	Medicaid Only	4	0	0	4
			Dual Benefits	2	0	3	5
			Total	6	0	3	9
		Buckeye	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	22	24
			Total	4	0	22	26
	Total		10	0	25	35	

North West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	20	2	0	22
			Dual Benefits	13	4	50	67
			Total	33	6	50	89
Buckeye			Medicaid Only	12	1	0	13
			Dual Benefits	6	1	142	149
			Total	18	2	142	162
Total				51	8	192	251

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	5	3	0	8
			Dual Benefits	6	1	44	51
			Total	11	4	44	59
		Molina	Medicaid Only	5	1	0	6
			Dual Benefits	3	0	44	47
			Total	8	1	44	53
	Total		19	5	88	112	
	Clermont	Aetna	Medicaid Only	11	0	0	11
			Dual Benefits	3	0	27	30
			Total	14	0	27	41
		Molina	Medicaid Only	4	1	0	5
			Dual Benefits	4	0	42	46
Total			8	1	42	51	
Total		22	1	69	92		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	0	0	0	0	
			Dual Benefits	2	0	6	8	
			Total	2	0	6	8	
		Molina	Medicaid Only	0	0	0	0	
			Dual Benefits	1	0	6	7	
			Total	1	0	6	7	
		Total		3	0	12	15	
		Hamilton	Aetna	Medicaid Only	26	4	0	30
				Dual Benefits	6	5	103	114
	Total			32	9	103	144	
	Molina		Medicaid Only	17	2	0	19	
			Dual Benefits	10	0	159	169	
			Total	27	2	159	188	
	Total			59	11	262	332	
	Warren		Aetna	Medicaid Only	4	1	0	5
				Dual Benefits	2	0	15	17
		Total		6	1	15	22	
		Molina	Medicaid Only	3	0	0	3	
			Dual Benefits	3	0	22	25	
			Total	6	0	22	28	
		Total		12	1	37	50	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	46	8	0	54	
			Dual Benefits	19	6	195	220	
			Total	65	14	195	274	
Molina			Medicaid Only	29	4	0	33	
			Dual Benefits	21	0	273	294	
			Total	50	4	273	327	
Total				115	18	468	601	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	7	0	1	8	
			Dual Benefits	4	0	40	44	
			Total	11	0	41	52	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	30	32
			Total	4	0	30	34
		Total		15	0	71	86
	Greene	Buckeye	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	29	31
			Total	4	0	29	33
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	1	0	12	13
			Total	4	0	12	16
		Total		8	0	41	49
		Montgomery	Buckeye	Medicaid Only	33	2	0
	Dual Benefits			12	4	203	219
	Total			45	6	203	254
	Molina		Medicaid Only	7	0	0	7
			Dual Benefits	6	2	66	74
			Total	13	2	66	81
	Total			58	8	269	335
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	42	2	1	45
			Dual Benefits	18	4	272	294
			Total	60	6	273	339
Molina			Medicaid Only	12	0	0	12
			Dual Benefits	9	2	108	119
			Total	21	2	108	131
Total				81	8	381	470
Total				699	90	2998	3787

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

Reporting Period: 3/1/2020 - 3/31/2020

Generated: 4/3/2020

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	7	4.90%	4	14.81%	11
	<i>North West</i>	8	5.59%	1	3.70%	9
	<i>South West</i>	7	4.90%	3	11.11%	10
	Total	22	15.38%	8	29.63%	30
Buckeye	<i>North East</i>	14	9.79%	4	14.81%	18
	<i>North West</i>	7	4.90%	2	7.41%	9
	<i>West Central</i>	16	11.19%	1	3.70%	17
	Total	37	25.87%	7	25.93%	44
CareSource	<i>East Central</i>	5	3.50%	2	7.41%	7
	<i>North East</i>	6	4.20%	1	3.70%	7
	<i>North East Central</i>	3	2.10%	0	0.00%	3
	Total	14	9.79%	3	11.11%	17

Molina	<i>Central</i>	11	7.69%	2	7.41%	13
	<i>South West</i>	20	13.99%	2	7.41%	22
	<i>West Central</i>	12	8.39%	0	0.00%	12
	Total	43	30.07%	4	14.81%	47
United	<i>East Central</i>	14	9.79%	1	3.70%	15
	<i>North East</i>	10	6.99%	4	14.81%	14
	<i>North East Central</i>	3	2.10%	0	0.00%	3
	Total	27	18.88%	5	18.52%	32
Total Changes		143	100.00%	27	100.00%	170

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

Reporting Period: 3/1/2020 - 3/31/2020

Generated: 4/3/2020

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	7	4.90%	4	14.81%	11
	<i>Molina</i>	11	7.69%	2	7.41%	13
	Total	18	12.59%	6	22.22%	24
North West	<i>Aetna</i>	8	5.59%	1	3.70%	9
	<i>Buckeye</i>	7	4.90%	2	7.41%	9
	Total	15	10.49%	3	11.11%	18
South West	<i>Aetna</i>	7	4.90%	3	11.11%	10
	<i>Molina</i>	20	13.99%	2	7.41%	22
	Total	27	18.88%	5	18.52%	32
North East	<i>Buckeye</i>	14	9.79%	4	14.81%	18
	<i>CareSource</i>	6	4.20%	1	3.70%	7
	<i>United</i>	10	6.99%	4	14.81%	14
	Total	30	20.98%	9	33.33%	39

West Central	<i>Buckeye</i>	16	11.19%	1	3.70%	17
	<i>Molina</i>	12	8.39%	0	0.00%	12
	Total	28	19.58%	1	3.70%	29
East Central	<i>CareSource</i>	5	3.50%	2	7.41%	7
	<i>United</i>	14	9.79%	1	3.70%	15
	Total	19	13.29%	3	11.11%	22
North East Central	<i>CareSource</i>	3	2.10%	0	0.00%	3
	<i>United</i>	3	2.10%	0	0.00%	3
	Total	6	4.20%	0	0.00%	6
Total Changes		143	100.00%	27	100.00%	170

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 3/1/2020 to 3/31/2020

Total Surveys Available for Completion: 49037

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	57	19.32%	211	71.53%	15	5.08%	12	4.07%	295	100.00%
Our answers to your questions	102	34.58%	176	59.66%	9	3.05%	8	2.71%	295	100.00%
Our courtesy to you and your family	143	48.81%	143	48.81%	5	1.71%	2	0.68%	293	100.00%
Overall, how would you rate our staff and services	109	37.20%	169	57.68%	11	3.75%	4	1.37%	293	100.00%
Total	411	34.95%	699	59.44%	40	3.40%	26	2.21%	1176	100.00%

Number of Surveys Attempted: 2186

Number of Completed Customer Satisfaction Surveys: 339