



AUTOMATED HEALTH SYSTEMS

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Ohio Medicaid Consumer Hotline Monthly Report May 2020

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 1,716 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 62. 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 21 calls coming in through this queue for this month.

Activity Summary

- 298,952 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 162,206 Total Calls (inbound and outbound)
 - 98,770 Call Fire Campaign Calls
 - 2,406 MyCare Outreach Calls
 - 32,026 Renewal Outreach Calls
 - 1,807 MBIWD Outreach Calls
 - 1,716 Provider Calls
 - 21 Insure Kids Now/Governor's Hotline
- 3% abandonment rate
- 5 minutes 40 seconds average talk time
- 1 minute 51 seconds average speed to answer
- .004% Blockage Rate* (April 2020)
- 97% First-Call Resolution Rate
- 95% 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
May 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)
Mon	04/27/20	9094	8564	129	6	9100	530	6%	477	9577	:24:35	:03:19	:05:47
Tue	04/28/20	7495	7366	99	4	7499	129	2%	612	8111	:19:23	:01:09	:05:39
Wed	04/29/20	6837	6758	78	6	6843	79	1%	742	7585	:12:14	:00:59	:05:51
Thurs	04/30/20	7507	7354	73	11	7518	153	2%	420	7938	:19:38	:01:26	:05:44
Fri	05/01/20	7123	6759	112	5	7128	364	5%	426	7554	:24:24	:02:49	:05:55
Sat	05/02/20	763	758	18	4	767	5	1%	132	899	:08:19	:00:40	:06:21
Sun	05/03/20	0	0	0	123	123	0	0%	0	123	:00:00	:00:00	:00:00
	Week end	38819	37559	509	159	38978	1260	3%	2809	41787	:24:35	:01:44	:05:53
	May Only	7886	7517	130	132	8018	369	5%	558	8576	:24:24	:01:45	:06:08
Mon	05/04/20	9252	8555	123	9	9261	697	8%	457	9718	:32:55	:05:56	:06:04
Tues	05/05/20	8160	7873	95	6	8166	287	4%	466	8632	:33:24	:02:14	:05:42
Wed	05/06/20	7072	6925	90	8	7080	147	2%	565	7645	:17:24	:01:35	:05:53
Thurs	05/07/20	7398	7263	87	9	7407	135	2%	442	7849	:10:31	:01:17	:05:33
Fri	05/08/20	6768	6685	89	7	6775	83	1%	603	7378	:18:37	:01:07	:05:39
Sat	05/09/20	770	769	19	3	773	1	0%	255	1028	:03:17	:00:33	:04:30
Sun	05/10/20	0	0	0	116	116	0	0%	0	488	:00:00	:00:00	:00:00
	Week end	39420	38070	503	158	39578	1350	3%	2788	42366	:33:24	:02:07	:05:34
Mon	05/11/20	8927	8470	126	7	8934	457	5%	523	9457	:25:06	:03:49	:05:28
Tues	05/12/20	7892	7596	101	5	7897	296	4%	488	8385	:19:42	:02:36	:05:34
Wed	05/13/20	6704	6519	96	4	6708	185	3%	859	7567	:17:54	:01:38	:06:13
Thurs	05/14/20	6603	6555	92	7	6610	48	1%	743	7353	:11:38	:00:46	:05:37
Fri	05/15/20	6392	6268	77	5	6397	124	2%	564	6961	:10:12	:01:30	:05:41
Sat	05/16/20	705	705	7	4	709	0	0%	865	1574	:03:05	:00:34	:06:01
Sun	05/17/20	0	0	0	127	127	0	0%	0	127	:00:00	:00:00	:00:00
	Week end	37223	36113	499	159	37382	1110	3%	4042	41424	:25:06	:01:49	:05:46
Mon	05/18/20	7714	7482	84	6	7720	232	3%	576	8296	:21:21	:02:11	:05:59
Tues	05/19/20	6539	6377	74	3	6542	162	2%	400	6942	:16:12	:01:55	:05:58
Wed	05/20/20	7019	6824	89	7	7026	195	3%	349	7375	:12:51	:01:46	:05:12
Thurs	05/21/20	6493	6303	78	8	6501	190	3%	419	6920	:17:34	:01:50	:05:02
Fri	05/22/20	6173	5929	75	5	6178	244	4%	665	6843	:17:42	:02:31	:05:36
Sat	05/23/20	642	638	12	1	643	4	1%	976	1619	:03:30	:00:34	:04:59
Sun	05/24/20	0	0	0	118	118	0	0%	0	118	:00:00	:00:00	:00:00
	Week end	34580	33553	412	148	34728	1027	3%	3385	38113	:21:21	:01:48	:05:28
Mon	05/25/20	0	0	0	168	168	0	0%	0	168	:00:00	:00:00	:00:00
Tues	05/26/20	7807	7349	93	3	7810	458	6%	548	8358	:28:19	:04:36	:05:27
Wed	05/27/20	7250	6959	94	5	7255	291	4%	608	7863	:14:37	:01:42	:05:16
Thurs	05/28/20	6507	6419	68	5	6512	88	1%	719	7231	:10:35	:01:04	:05:21
Fri	05/29/20	5962	5888	63	2	5964	74	1%	636	6600	:19:49	:00:56	:05:41
Sat	05/30/20	719	718	17	2	721	1	0%	626	1347	:09:34	:00:34	:05:17
Sun	05/31/20	0	0	0	160	160	0	0%	0	160	:00:00	:00:00	:00:00
	Week end	28245	27333	335	345	28590	912	3%	3137	31727	:28:19	:01:46	:05:25
	Month End	147354	142586	1879	942	148296	4768	3%	13910	162206	:33:24	:01:51	:05:40

Ohio Consumer Hotline - Activity Summary Report

5/1/2020 to 5/31/2020

Type	Sub Type	Total
<i>Escalated/Specialized Inquiries</i>	Consumer Reached - Resolved	6
	ODM Inquiry	12
	Sent Email	1
	Sent Letter	1
	Total	20
<i>FFS Billing</i>	Billing Number	453
	Claims Request	19
	General Billing Questions	519
	Received Bill (Needs Letter)	56
	Total	1047
<i>General Benefits</i>	Application / Eligibility	1724
	Assisted Living	6
	Behavioral Health Redesign Questions	2
	Billing Number	144
	Certificate of Coverage	4
	Dental	177
	Equipment	73
	Healthchek Services	8
	Home Health Care	16
	Inquiry on Covered Services	1224
	Long Term Care	19
	Medicaid Expansion	9
	Physical / Occupational Therapy	3
	Pregnancy Related Services	14
	Prescriptions	554
	SRSP Benefits	49
	State Hearing	7
	Transportation	191
	Vision	71
	Total	4295

HIPAA [LEGACY]	Information	1
	Total	1
Incident Report	Billing Inquiry	107
	Reimbursement Inquiry	13
	Total	120
Inquiry	029 Error	86
	574 Error - Not Eligible	10
	Already Selected	476
	Called to Check on Just Cause Status	6
	CDJFS	672
	Change in Name	81
	Change in Phone Number / Address	398
	Child Care	7
	Customer Survey	7
	General Questions	6818
	HEAP / PIP	1
	Hotline	767
	Person Calling Not PIP / AG Head	233
	Referred Consumer to County Worker	1187
	SNAP (Food Stamps)	506
	Social Security	46
	Status Change Request (Name, Address, Phone, Etc.)	451
	TANF (Cash Assistance)	30
	Transferred in Error	9
	WIC	1
Total	11792	
Issue / Concern	Issue / Concern about MCP	98
	Issue / Concern about Provider	4
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	11
	Total	114
Mailings	ABD EMP Enrollment Packet	2
	Billing Incident Letter	88
	CFC EMP Enrollment Packet	5

Mailings	CFC EMP Enrollment Packet (Large Print)	2
	JC Approval Change MCP	22
	JC Approval Change MCP - Requestor	14
	JC Approval FFS	26
	JC Approval FFS - Requestor	5
	Mandatory Change MCP to MCP	219
	MBI-WD Application	4
	Medicaid Application (7216)	411
	Medicaid Application (Spanish)	2
	Medicaid Program Enrollment & Benefit Information	22
	MMC Mandatory	64323
	MMC Voluntary	215
	MyCare EMP Enrollment Packet	19
	MyCare EMP Enrollment Packet (Large Print)	1
	MyCare Reminder Letter	2822
	MyCare TPL Approval Letter	5
	MyCare TPL Denial Letter	6
	New Mandatory	23
	No Contact	1
	OMH Mandatory MyCare Letter	34
	QIT Packet	14
	Reimbursement Letter	15
Resolution	2	
Total	68302	
Managed Care Info & Referral	Benefit Package	410
	Billing Number	730
	Called to Check on Doctors	40
	Card	2148
	Case Addition	58
	Case Closed	50
	Case Pending	122
	Category Closed	50
	Consumer Needs To Be Auto Re-Enrolled	9
	CSP (formerly PACT)	3

Managed Care Info & Referral	Failed Eligibility	143
	Information	3686
	Just Cause Status	48
	Open Enrollment Questions	454
	Payment	27
	Phone Numbers	912
	Provider Name	901
	Returned NME / Notice	4
	Transfer Request - Bureau of Managed Care	1
	Wanted Phone Number of MCP	775
	Total	10571
MBI-WD	AG Collections Questions	3
	Application / Eligibility	7
	Benefit Package / Covered Services	4
	Billing Number	2
	Card	1
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	1
	Program Information	17
	Questions About Premiums	8
	Total	44
Medicaid (MAGI and ABD)	1095B FAQ	33
	Application Status	1457
	BCCP Question / Inquiry	2
	Behavioral Health Question / Inquiry	4
	Case Change	799
	Case Inquiry	11801
	Certificate Of Coverage	28
	Citizenship/Other Verifications	398
	DDR Question / Inquiry	21
	DRC Question / Inquiry	1
	Estate Recovery	36
	Family Planning Services Question / Inquiry	10
	FFS Card	489

Medicaid (MAGI and ABD)	General Program Information	3723
	HIPPA Question / Inquiry	1
	Home Health Care Question / Inquiry	28
	Income Guidelines/Questions	1009
	Long Term Care Question / Inquiry	41
	MBIWD Question / Inquiry	5
	Questions About Letter/NOA	388
	Re-Application on a Denied Case	86
	Renewal Application Reported	59
	Renewal Questions	525
	Reprint NOA or FFS Card	167
	Requested After Hours (after 4pm/Weekend Telephone application)—Referred to Website or Call Back	394
	Requested Telephone Application – Transfer to Collabor8	1435
	State Hearing	44
	Tort Question / Inquiry	4
	Veterans on Medicaid Program	2
Total	22990	
Medicare	Extra Help / Low Income Subsidy (LIS) Questions	236
	Medicare Premium Assistance Program (Part B Payments)	1358
	On-site Facilitated Enrollment	10
	Part A Questions	302
	Part B Questions	782
	Part C / Advantage Plan Questions	109
	Part D / PDP Questions	531
	Part D Letter Inquiry	26
	Total	3354
MyCare Ohio	General Information	1178
	Issue Accessing Services	120
	Loss of MyCare Eligibility	46
	Medicaid Only Benefit Information	164
	MyCare Ohio Card	286
	On-site facilitated enrollment	17

<i>MyCare Ohio</i>	Opt-In/Opt-Out Questions	680
	Prescription Questions	81
	Transition of Care	9
	Total	2581
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	20
	Account Creation/Management	21
	Account Lock Out	19
	Application Assistance	47
	Apply for Benefits	37
	Call Transferred from Enterprise Help Desk to OMH	2
	County Office Location/Hours	1
	Forgot Password Link	8
	Forgot User Name Link	8
	Frequently Asked Questions	5
	General Navigation	7
	How to use this Site	8
	Internet Browser Issue	4
	Message Center	3
	Provided Link to Website	75
	Renewal Packet Questions	1
	SNAP/TANF Questions	5
	Transfer Call to Tier 2/3	12
	Total	283
	<i>Ohio Integrated Eligibility System (OIES)</i>	Case Inquiry/Case Status
Contact CDJS		201
Electronic Verification Process		3
Notice of Action Explanation		11
Reapply on a Denied Case		2
Reprint FFS card from Hotline		160
Reprint NOA from Hotline		16
Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back		55
Requested Telephone Application, transfer to Collobor8		694

Ohio Integrated Eligibility System (OIES)	Transfer to Service Now to complete Remedy Ticket	1
	Total	1444
Prior Authorization	How to Obtain	94
	Letter	4
	Program Information	77
	Status	36
	Total	211
Provider	Electronic Visit Verification (EVV) Initiative Letter	4
	Fee-For-Service Provider Names	46
	Referred to MCP For Provider List	67
	Referred to ODM Website For Provider List	19
	Referred to State Board To File Complaint Against Provider	1
	Total	137
QIT	Complaint	1
	Created QIT Outreach [LEGACY]	1
	Deceased	12
	Outreach Call	3
	Provided Banking Resources	1
	Provided explanation of QIT definitions	3
	Provided Information on where to send QIT completed documents-CDJFS	1
	QIT - General Program Information	31
	Requested QIT packet by email	4
	Requested QIT packet by mail	4
	Total	61
Reimbursement	Decision	1
	Information	89
	State Hearing	2
	Total	92
State Hearings	How to Request	58
	Program Information	35
	Status	15
	Total	108

Surveys	Call Center Survey	5892
	Managed Care Survey	11
	OMAS Survey	1
	Total	5904
Tasks	AHS Billing Research - Letter	112
	AHS Claims Request	27
	AHS Consumer Issue/Concerns	37
	AHS Enrollment Error	4649
	AHS Enrollment Issue	684
	AHS Just Cause	452
	AHS MBIWD - Premium Issue	2
	AHS MBIWD Linking	25
	AHS Medicare Premium Payments Research	53
	AHS MITS Issue - Daily List	5
	AHS MMC Contact	216
	AHS Mom On MCP	19
	AHS Reimbursement - Letter	15
	AHS Service Now(Remedy Ticket)	176
	AHS Web Contact - OMH Website	445
	ODM Complaint - Consumer	92
	ODM Complaint - Provider	325
	ODM Just Cause	16
	Total	7350
	Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up
General Information		201
Need Medications Now		22
Referral to Case Worker		125
Referral to TPL Vendor		60
Total		427
Waiver	Application / Eligibility	156
	Benefit Package / Covered Services	61
	Billing Number	10
	Card	13
	Change	8
	Estate Recovery	4

Waiver	Hearing	1
	Independent Provider	6
	Patient Evaluation	4
	Patient Liability	26
	Program Information	243
	Waiting List	2
	Total	534

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

5/1/2020 to 5/31/2020

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	375
	ACS / First Health	36
	ADAMH	2
	Area Agency on Aging	56
	BCCP Regional Agency	3
	BCMh	3
	Bureau of Home and Community Services	3
	Case Management Agency	31
	Caseworker	302
	Child Support Enforcement Agency	14
	Complaint Department	2
	County Department of Job & Family Services	3266
	First Link	14
	Food Stamp Hotline	81
	Golden Buckeye Hotline	1
	HomeHealthAgency	2
	Info & Refer	439
	In-House	2
	Legal Aid	2
	Managed Care Plan	988
	Managed Care/Just Cause Section	2
	MR / DD Board	6
	ODM	6
	Ohio Department of Insurance	7
	Ohio Hospice	1
	Ohio's Best Rx	4
Ombudsman	5	
OSHIIP	43	

Referral	Other Medical Services Agency	33
	Other Social Services Agency	19
	Out-of-State Medicaid Hotline	29
	Pharmacy	67
	Prescription Drug Plan (PDP)	61
	Provider	207
	Provider Services Call Center	208
	Public Children's Services	10
	Social Security Administration	54
	StateHearingDivision	37
	Supervisor	20
	Tort Unit	24
	Website - ODM	38
	Welfare Fraud Hotline	1
	WIC Office	1

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

Reporting Period: 5/1/2020 - 5/31/2020
 Generated: 6/3/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	53	34.64%	106	78.52%	159	55.21%
Call Campaign	80	52.29%	3	2.22%	83	28.82%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%
File Transfer	3	1.96%	12	8.89%	15	5.21%
IVR	2	1.31%	2	1.48%	4	1.39%
Mail	0	0.00%	0	0.00%	0	0.00%
Website	15	9.80%	12	8.89%	27	9.38%
TOTAL	153	100%	135	100%	288	100%

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

Reporting Period: 5/1/2020 - 5/31/2020
 Generated: 6/3/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	53	33.33%	106	66.67%	159	100%
Call Campaign	80	96.39%	3	3.61%	83	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	100%
File Transfer	3	20.00%	12	80.00%	15	100%
IVR	2	50.00%	2	50.00%	4	100%
Mail	0	0.00%	0	0.00%	0	100%
Website	15	55.56%	12	44.44%	27	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: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	13	8.50%	7	5.19%
	North East	5	3.27%	14	10.37%
	West	5	3.27%	4	2.96%
	Total	23	15.03%	25	18.52%
CareSource	Central/South East	37	24.18%	23	17.04%
	North East	5	3.27%	24	17.78%
	West	9	5.88%	14	10.37%
	Total	51	33.33%	61	45.19%
Molina	Central/South East	28	18.30%	14	10.37%
	North East	5	3.27%	2	1.48%
	West	2	1.31%	4	2.96%
	Total	35	22.88%	20	14.81%
Paramount	North East	6	3.92%	1	0.74%
	West	6	3.92%	10	7.41%
	Total	12	7.84%	11	8.15%
United	Central/South East	21	13.73%	8	5.93%
	North East	9	5.88%	7	5.19%
	West	2	1.31%	3	2.22%
	Total	32	20.92%	18	13.33%
Total		153	100.00%	135	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	13	13.13%	7	13.46%
	CareSource	37	37.37%	23	44.23%
	Molina	28	28.28%	14	26.92%
	United	21	21.21%	8	15.38%
	Total	99	100.00%	52	100.00%
North East	Buckeye	5	16.67%	14	29.17%
	CareSource	5	16.67%	24	50.00%
	Molina	5	16.67%	2	4.17%
	Paramount	6	20.00%	1	2.08%
	United	9	30.00%	7	14.58%
	Total	30	100.00%	48	100.00%
West	Buckeye	5	20.83%	4	11.43%
	CareSource	9	37.50%	14	40.00%
	Molina	2	8.33%	4	11.43%
	Paramount	6	25.00%	10	28.57%
	United	2	8.33%	3	8.57%
	Total	24	100.00%	35	100.00%
Total		153		135	

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

Reporting Period: 5/1/2020 - 5/31/2020
Generated: 6/3/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	151	1766	1917
North East	78	200	278
West	59	211	270
Total For All Regions	288	2177	2465

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

Reporting Period: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	13	7	460	480	25.04%
	CareSource	37	23	637	697	36.36%
	Molina	28	14	360	402	20.97%
	United	21	8	309	338	17.63%
	(Region) Total	99	52	1766	1917	100.00%
North East	Buckeye	5	14	65	84	30.22%
	CareSource	5	24	50	79	28.42%
	Molina	5	2	30	37	13.31%
	Paramount	6	1	34	41	14.75%
	United	9	7	21	37	13.31%
	(Region) Total	30	48	200	278	100.00%
West	Buckeye	5	4	59	68	25.19%
	CareSource	9	14	52	75	27.78%
	Molina	2	4	31	37	13.70%
	Paramount	6	10	41	57	21.11%
	United	2	3	28	33	12.22%
	(Region) Total	24	35	211	270	100.00%
Total		153	135	2177	2465	

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

Reporting Period: 5/1/2020 - 5/31/2020
 Generated: 6/3/2020

ENROLLMENT METHOD	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1224	13.70%	3682	47.27%	4906	29.34%
Call Campaign	6783	75.92%	1096	14.07%	7879	47.11%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%
Fax	1	0.01%	1	0.01%	2	0.01%
File Transfer	650	7.28%	1173	15.06%	1823	10.90%
IVR	12	0.13%	89	1.14%	101	0.60%
Mail	1	0.01%	1	0.01%	2	0.01%
Website	263	2.94%	1747	22.43%	2010	12.02%
TOTAL	8934	100%	7789	100%	16723	100%

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

Reporting Period: 5/1/2020 - 5/31/2020
Generated: 6/3/2020

Enrollment Method	ENROLLMENT TYPE					
	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	1224	24.95%	3682	75.05%	4906	100%
Call Campaign	6783	86.09%	1096	13.91%	7879	100%
Face-To-Face	0	0.00%	0	0.00%	0	100%
Fax	1	50.00%	1	50.00%	2	100%
File Transfer	650	35.66%	1173	64.34%	1823	100%
IVR	12	11.88%	89	88.12%	101	100%
Mail	1	50.00%	1	50.00%	2	100%
Website	263	13.08%	1747	86.92%	2010	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: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

MCP	Region	New Voluntary Enrollments		Change of Plan Enrollments	
Buckeye	Central/South East	545	6.10%	110	1.41%
	North East	565	6.32%	372	4.78%
	West	486	5.44%	323	4.15%
	Total	1596	17.86%	805	10.34%
CareSource	Central/South East	1425	15.95%	1202	15.43%
	North East	1383	15.48%	1721	22.10%
	West	1164	13.03%	2044	26.24%
	Total	3972	44.46%	4967	63.77%
Molina	Central/South East	530	5.93%	296	3.80%
	North East	276	3.09%	60	0.77%
	West	263	2.94%	92	1.18%
	Total	1069	11.97%	448	5.75%
Paramount	North East	429	4.80%	94	1.21%
	West	636	7.12%	638	8.19%
	Total	1065	11.92%	732	9.40%
United	Central/South East	511	5.72%	246	3.16%
	North East	422	4.72%	402	5.16%
	West	299	3.35%	189	2.43%
	Total	1232	13.79%	837	10.75%
Total		8934	100.00%	7789	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

Region	MCP	New Voluntary Enrollments		Change of Plan Enrollments	
Central/South East	Buckeye	545	18.10%	110	5.93%
	CareSource	1425	47.33%	1202	64.83%
	Molina	530	17.60%	296	15.97%
	United	511	16.97%	246	13.27%
	Total	3011	100.00%	1854	100.00%
North East	Buckeye	565	18.37%	372	14.04%
	CareSource	1383	44.98%	1721	64.97%
	Molina	276	8.98%	60	2.27%
	Paramount	429	13.95%	94	3.55%
	United	422	13.72%	402	15.18%
	Total	3075	100.00%	2649	100.00%
West	Buckeye	486	17.06%	323	9.83%
	CareSource	1164	40.87%	2044	62.20%
	Molina	263	9.23%	92	2.80%
	Paramount	636	22.33%	638	19.42%
	United	299	10.50%	189	5.75%
	Total	2848	100.00%	3286	100.00%
Total		8934		7789	

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

Reporting Period: 5/1/2020 - 5/31/2020
Generated: 6/3/2020

Region	New/Change MCP Enrollments	Assignments	Total For Region
Central/South East	4865	26470	31335
North East	5724	13396	19120
West	6134	14603	20737
Total For All Regions	16723	54469	71192

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

Reporting Period: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

Region	MCP	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	545	110	7167	7822	24.96%
	CareSource	1425	1202	9366	11993	38.27%
	Molina	530	296	5136	5962	19.03%
	United	511	246	4801	5558	17.74%
	(Region) Total	3011	1854	26470	31335	100.00%
North East	Buckeye	565	372	2989	3926	20.53%
	CareSource	1383	1721	3699	6803	35.58%
	Molina	276	60	1978	2314	12.10%
	Paramount	429	94	2900	3423	17.90%
	United	422	402	1830	2654	13.88%
	(Region) Total	3075	2649	13396	19120	100.00%
West	Buckeye	486	323	3275	4084	19.69%
	CareSource	1164	2044	3982	7190	34.67%
	Molina	263	92	2110	2465	11.89%
	Paramount	636	638	3258	4532	21.85%
	United	299	189	1978	2466	11.89%
	(Region) Total	2848	3286	14603	20737	100.00%
Total		8934	7789	54469	71192	

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

Reporting Period: 5/1/2020 - 5/31/2020
Generated: 6/3/2020

ENROLLMENT METHOD	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	279	46.97%	29	33.33%	308	45.23%
Call	Dual Benefits	267	44.95%	53	60.92%	320	46.99%
	Total	546	91.92%	82	94.25%	628	92.22%
Call Campaign	Medicaid Only	0	0.00%	0	0.00%	0	0.00%
Call Campaign	Dual Benefits	1	0.17%	0	0.00%	1	0.15%
	Total	1	0.17%	0	0.00%	1	0.15%
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	10	1.68%	0	0.00%	10	1.47%
Fax	Dual Benefits	4	0.67%	0	0.00%	4	0.59%
	Total	14	2.36%	0	0.00%	14	2.06%
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	0	0.00%	0	0.00%	0	0.00%
IVR	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	0	0.00%	0	0.00%	0	0.00%
Mail	Medicaid Only	4	0.67%	0	0.00%	4	0.59%
Mail	Dual Benefits	0	0.00%	0	0.00%	0	0.00%
	Total	4	0.67%	0	0.00%	4	0.59%
Website	Medicaid Only	7	1.18%	1	1.15%	8	1.17%
Website	Dual Benefits	22	3.70%	4	4.60%	26	3.82%
	Total	29	4.88%	5	5.75%	34	4.99%
TOTAL		594	100%	87	100%	681	100%

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

Reporting Period: 5/1/2020 - 5/31/2020
Generated: 6/3/2020

Enrollment Method	ENROLLMENT TYPE						
	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		TOTAL	
Call	Medicaid Only	279	90.58%	29	9.42%	308	100%
	Dual Benefits	267	83.44%	53	16.56%	320	100%
	Total	546	86.94%	82	13.06%	628	100%
Call Campaign	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%
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	10	100.00%	0	0.00%	10	100%
	Dual Benefits	4	100.00%	0	0.00%	4	100%
	Total	14	100.00%	0	0.00%	14	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	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%
Mail	Medicaid Only	4	100.00%	0	0.00%	4	100%
	Dual Benefits	0	0.00%	0	0.00%	0	100%
	Total	4	100.00%	0	0.00%	4	100%
Website	Medicaid Only	7	87.50%	1	12.50%	8	100%
	Dual Benefits	22	84.62%	4	15.38%	26	100%
	Total	29	85.29%	5	14.71%	34	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

MCP	Region	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Aetna	Central	Medicaid Only	23	3.87%	5	5.75%	
		Dual Benefits	21	3.54%	11	12.64%	
		Total	44	7.41%	16	18.39%	
	North West	Medicaid Only	11	1.85%	1	1.15%	
		Dual Benefits	18	3.03%	3	3.45%	
		Total	29	4.88%	4	4.60%	
	South West	Medicaid Only	33	5.56%	2	2.30%	
		Dual Benefits	25	4.21%	2	2.30%	
		Total	58	9.76%	4	4.60%	
	Total		131	22.05%	24	27.59%	
	Buckeye	North East	Medicaid Only	16	2.69%	1	1.15%
			Dual Benefits	15	2.53%	0	0.00%
Total			31	5.22%	1	1.15%	
North West		Medicaid Only	7	1.18%	0	0.00%	
		Dual Benefits	15	2.53%	0	0.00%	
		Total	22	3.70%	0	0.00%	
West Central		Medicaid Only	26	4.38%	4	4.60%	
		Dual Benefits	16	2.69%	5	5.75%	
		Total	42	7.07%	9	10.34%	
Total			95	15.99%	10	11.49%	
CareSource		East Central	Medicaid Only	23	3.87%	3	3.45%
			Dual Benefits	18	3.03%	3	3.45%
	Total		41	6.90%	6	6.90%	
	North East	Medicaid Only	27	4.55%	0	0.00%	
		Dual Benefits	59	9.93%	14	16.09%	
		Total	86	14.48%	14	16.09%	
	North East Central	Medicaid Only	9	1.52%	3	3.45%	

CareSource	North East Central	Dual Benefits	11	1.85%	0	0.00%	
		Total	20	3.37%	3	3.45%	
	Total		147	24.75%	23	26.44%	
Molina	Central	Medicaid Only	14	2.36%	2	2.30%	
		Dual Benefits	22	3.70%	1	1.15%	
		Total	36	6.06%	3	3.45%	
	South West	Medicaid Only	28	4.71%	2	2.30%	
		Dual Benefits	18	3.03%	3	3.45%	
		Total	46	7.74%	5	5.75%	
	West Central	Medicaid Only	8	1.35%	2	2.30%	
		Dual Benefits	7	1.18%	2	2.30%	
		Total	15	2.53%	4	4.60%	
	Total		97	16.33%	12	13.79%	
	United	East Central	Medicaid Only	20	3.37%	0	0.00%
			Dual Benefits	17	2.86%	6	6.90%
Total			37	6.23%	6	6.90%	
North East		Medicaid Only	49	8.25%	3	3.45%	
		Dual Benefits	25	4.21%	5	5.75%	
		Total	74	12.46%	8	9.20%	
North East Central		Medicaid Only	6	1.01%	2	2.30%	
		Dual Benefits	7	1.18%	2	2.30%	
		Total	13	2.19%	4	4.60%	
Total			124	20.88%	18	20.69%	
Total			594	100.00%	87	100.00%	

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

Region and MCP as a Percentage of Type

Reporting Period: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

Region	MCP	Medicare Status	New Voluntary Enrollments		Change of Plan Enrollments		
Central	Aetna	Medicaid Only	23	28.75%	5	26.32%	
		Dual Benefits	21	26.25%	11	57.89%	
		Total	44	55.00%	16	84.21%	
	Molina	Medicaid Only	14	17.50%	2	10.53%	
		Dual Benefits	22	27.50%	1	5.26%	
		Total	36	45.00%	3	15.79%	
	Total		80	100.00%	19	100.00%	
	East Central	CareSource	Medicaid Only	23	29.49%	3	25.00%
			Dual Benefits	18	23.08%	3	25.00%
Total			41	52.56%	6	50.00%	
United		Medicaid Only	20	25.64%	0	0.00%	
		Dual Benefits	17	21.79%	6	50.00%	
		Total	37	47.44%	6	50.00%	
Total			78	100.00%	12	100.00%	
North East		Buckeye	Medicaid Only	16	8.38%	1	4.35%
			Dual Benefits	15	7.85%	0	0.00%
	Total		31	16.23%	1	4.35%	
	CareSource	Medicaid Only	27	14.14%	0	0.00%	
		Dual Benefits	59	30.89%	14	60.87%	
		Total	86	45.03%	14	60.87%	
	United	Medicaid Only	49	25.65%	3	13.04%	
		Dual Benefits	25	13.09%	5	21.74%	
		Total	74	38.74%	8	34.78%	
	Total		191	100.00%	23	100.00%	
	North East Central	CareSource	Medicaid Only	9	27.27%	3	42.86%
			Dual Benefits	11	33.33%	0	0.00%
Total			20	60.61%	3	42.86%	

North East Central	United	Medicaid Only	6	18.18%	2	28.57%
		Dual Benefits	7	21.21%	2	28.57%
		Total	13	39.39%	4	57.14%
	Total		33	100.00%	7	100.00%
North West	Aetna	Medicaid Only	11	21.57%	1	25.00%
		Dual Benefits	18	35.29%	3	75.00%
		Total	29	56.86%	4	100.00%
	Buckeye	Medicaid Only	7	13.73%	0	0.00%
		Dual Benefits	15	29.41%	0	0.00%
		Total	22	43.14%	0	0.00%
	Total		51	100.00%	4	100.00%
	South West	Aetna	Medicaid Only	33	31.73%	2
Dual Benefits			25	24.04%	2	22.22%
Total			58	55.77%	4	44.44%
Molina		Medicaid Only	28	26.92%	2	22.22%
		Dual Benefits	18	17.31%	3	33.33%
		Total	46	44.23%	5	55.56%
Total			104	100.00%	9	100.00%
West Central		Buckeye	Medicaid Only	26	45.61%	4
	Dual Benefits		16	28.07%	5	38.46%
	Total		42	73.68%	9	69.23%
	Molina	Medicaid Only	8	14.04%	2	15.38%
		Dual Benefits	7	12.28%	2	15.38%
		Total	15	26.32%	4	30.77%
	Total		57	100.00%	13	100.00%
	Total		594		87	

MyCare ASSIGNMENT BY REGION

Reporting Period: 5/1/2020 - 5/31/2020
Generated: 6/3/2020

Region	New/Change MCP Enrollments	Assignments	Medicare Status	Total For Region
Central	44	0	Medicaid only	44
	55	632	Dual benefits	687
	99	632		731
East Central	46	0	Medicaid only	46
	44	399	Dual benefits	443
	90	399		489
North East	96	0	Medicaid only	96
	118	850	Dual benefits	968
	214	850		1064
North East Central	20	0	Medicaid only	20
	20	255	Dual benefits	275
	40	255		295
North West	19	0	Medicaid only	19
	36	279	Dual benefits	315
	55	279		334
South West	65	0	Medicaid only	65
	48	592	Dual benefits	640
	113	592		705
West Central	40	0	Medicaid only	40
	30	330	Dual benefits	360
	70	330		400
Total For All Regions	681	3337		4018

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP

Reporting Period: 5/1/2020 - 5/31/2020
 Generated: 6/3/2020

Region	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	Percentage
Central	Aetna	Medicaid Only	23	5	0	28	3.83%
		Dual Benefits	21	11	181	213	29.14%
		(MCP) Total	44	16	181	241	32.97%
	Molina	Medicaid Only	14	2	0	16	2.19%
		Dual Benefits	22	1	451	474	64.84%
		(MCP) Total	36	3	451	490	67.03%
	(Region) Total		80	19	632	731	100.00%
East Central	CareSource	Medicaid Only	23	3	0	26	5.32%
		Dual Benefits	18	3	216	237	48.47%
		(MCP) Total	41	6	216	263	53.78%
	United	Medicaid Only	20	0	0	20	4.09%
		Dual Benefits	17	6	183	206	42.13%
		(MCP) Total	37	6	183	226	46.22%
	(Region) Total		78	12	399	489	100.00%
North East	Buckeye	Medicaid Only	16	1	0	17	1.60%
		Dual Benefits	15	0	320	335	31.48%
		(MCP) Total	31	1	320	352	33.08%
	CareSource	Medicaid Only	27	0	0	27	2.54%
		Dual Benefits	59	14	246	319	29.98%
		(MCP) Total	86	14	246	346	32.52%
	United	Medicaid Only	49	3	0	52	4.89%
		Dual Benefits	25	5	284	314	29.51%
		(MCP) Total	74	8	284	366	34.40%
	(Region) Total		191	23	850	1064	100.00%
North East Central	CareSource	Medicaid Only	9	3	0	12	4.07%
		Dual Benefits	11	0	125	136	46.10%
		(MCP) Total	20	3	125	148	50.17%

North East Central	United	Medicaid Only	6	2	0	8	2.71%
		Dual Benefits	7	2	130	139	47.12%
		(MCP) Total	13	4	130	147	49.83%
	(Region) Total		33	7	255	295	100.00%
North West	Aetna	Medicaid Only	11	1	0	12	3.59%
		Dual Benefits	18	3	99	120	35.93%
		(MCP) Total	29	4	99	132	39.52%
	Buckeye	Medicaid Only	7	0	0	7	2.10%
		Dual Benefits	15	0	180	195	58.38%
		(MCP) Total	22	0	180	202	60.48%
(Region) Total		51	4	279	334	100.00%	
South West	Aetna	Medicaid Only	33	2	0	35	4.96%
		Dual Benefits	25	2	242	269	38.16%
		(MCP) Total	58	4	242	304	43.12%
	Molina	Medicaid Only	28	2	0	30	4.26%
		Dual Benefits	18	3	350	371	52.62%
		(MCP) Total	46	5	350	401	56.88%
(Region) Total		104	9	592	705	100.00%	
West Central	Buckeye	Medicaid Only	26	4	0	30	7.50%
		Dual Benefits	16	5	211	232	58.00%
		(MCP) Total	42	9	211	262	65.50%
	Molina	Medicaid Only	8	2	0	10	2.50%
		Dual Benefits	7	2	119	128	32.00%
		(MCP) Total	15	4	119	138	34.50%
(Region) Total		57	13	330	400	100.00%	
Total			594	87	3337	4018	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP

Reporting Period: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Central	Delaware	Aetna	Medicaid Only	3	0	0	3	
			Dual Benefits	2	1	9	12	
			Total	5	1	9	15	
		Molina	Medicaid Only	4	0	0	4	
			Dual Benefits	0	0	20	20	
			Total	4	0	20	24	
		Total		9	1	29	39	
		Franklin	Aetna	Medicaid Only	15	5	0	20
				Dual Benefits	19	10	158	187
	Total			34	15	158	207	
	Molina		Medicaid Only	6	2	0	8	
			Dual Benefits	22	1	403	426	
			Total	28	3	403	434	
	Total			62	18	561	641	
	Madison		Aetna	Medicaid Only	2	0	0	2
				Dual Benefits	0	0	3	3
		Total		2	0	3	5	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	6	6	
			Total	1	0	6	7	
		Total		3	0	9	12	
Pickaway		Aetna	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	7	7	
	Total		1	0	7	8		
	Molina	Medicaid Only	2	0	0	2		
		Dual Benefits	0	0	18	18		
		Total	2	0	18	20		
	Total		3	0	25	28		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid Only	2	0	0	2
			Dual Benefits	0	0	4	4
			Total	2	0	4	6
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	4	4
			Total	1	0	4	5
		Total		3	0	8	11

Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	23	5	0	28
			Dual Benefits	21	11	181	213
			Total	44	16	181	241
Molina			Medicaid Only	14	2	0	16
			Dual Benefits	22	1	451	474
			Total	36	3	451	490
Total				80	19	632	731

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
East Central	Portage	CareSource	Medicaid Only	1	0	0	1
			Dual Benefits	3	0	26	29
			Total	4	0	26	30
		United	Medicaid Only	2	0	0	2
			Dual Benefits	0	1	30	31
			Total	2	1	30	33
	Total			6	1	56	63
	Stark	CareSource	Medicaid Only	13	2	0	15
			Dual Benefits	6	0	75	81
			Total	19	2	75	96
		United	Medicaid Only	6	0	0	6
			Dual Benefits	5	1	71	77
			Total	11	1	71	83
	Total			30	3	146	179
	Summit	CareSource	Medicaid Only	5	1	0	6
Dual Benefits			7	3	99	109	
Total			12	4	99	115	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>East Central</i>	Summit	United	Medicaid Only	10	0	0	10
			Dual Benefits	8	4	71	83
			Total	18	4	71	93
		Total		30	8	170	208
	Wayne	CareSource	Medicaid Only	4	0	0	4
			Dual Benefits	2	0	16	18
			Total	6	0	16	22
		United	Medicaid Only	2	0	0	2
			Dual Benefits	4	0	11	15
			Total	6	0	11	17
	Total		12	0	27	39	

East Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	23	3	0	26
			Dual Benefits	18	3	216	237
			Total	41	6	216	263
United			Medicaid Only	20	0	0	20
			Dual Benefits	17	6	183	206
			Total	37	6	183	226
Total				78	12	399	489

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Cuyahoga	Buckeye	Medicaid Only	9	1	0	10
			Dual Benefits	10	0	228	238
			Total	19	1	228	248
		CareSource	Medicaid Only	19	0	0	19
			Dual Benefits	37	9	177	223
			Total	56	9	177	242
		United	Medicaid Only	36	3	0	39
			Dual Benefits	20	3	205	228
			Total	56	6	205	267
		Total		131	16	610	757
Geauga	Buckeye	Medicaid Only	1	0	0	1	
		Dual Benefits	0	0	4	4	
		Total	1	0	4	5	

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	2	0	3	5	
			Total	2	0	3	5	
		United	Medicaid Only	2	0	0	2	
			Dual Benefits	0	0	8	8	
			Total	2	0	8	10	
		Total		5	0	15	20	
		Lake	Buckeye	Medicaid Only	4	0	0	4
				Dual Benefits	4	0	34	38
	Total			8	0	34	42	
	CareSource		Medicaid Only	3	0	0	3	
			Dual Benefits	4	0	21	25	
			Total	7	0	21	28	
	United		Medicaid Only	5	0	0	5	
			Dual Benefits	3	2	21	26	
			Total	8	2	21	31	
	Total			23	2	76	101	
	Lorain		Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	1	0	36	37
				Total	2	0	36	38
			CareSource	Medicaid Only	5	0	0	5
				Dual Benefits	11	4	35	50
		Total		16	4	35	55	
		United	Medicaid Only	4	0	0	4	
			Dual Benefits	0	0	31	31	
			Total	4	0	31	35	
		Total		22	4	102	128	
		Medina	Buckeye	Medicaid Only	1	0	0	1
				Dual Benefits	0	0	18	18
	Total			1	0	18	19	
CareSource	Medicaid Only		0	0	0	0		
	Dual Benefits		5	1	10	16		
	Total		5	1	10	16		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East</i>	Medina	United	Medicaid Only	2	0	0	2
			Dual Benefits	2	0	19	21
			Total	4	0	19	23
		Total		10	1	47	58
North East Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	16	1	0	17
			Dual Benefits	15	0	320	335
			Total	31	1	320	352
CareSource			Medicaid Only	27	0	0	27
			Dual Benefits	59	14	246	319
			Total	86	14	246	346
United			Medicaid Only	49	3	0	52
			Dual Benefits	25	5	284	314
			Total	74	8	284	366
Total				191	23	850	1064

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Columbiana	CareSource	Medicaid Only	1	1	0	2
			Dual Benefits	1	0	17	18
			Total	2	1	17	20
		United	Medicaid Only	2	0	0	2
			Dual Benefits	0	2	27	29
			Total	2	2	27	31
	Total			4	3	44	51
	Mahoning	CareSource	Medicaid Only	5	1	0	6
			Dual Benefits	5	0	63	68
			Total	10	1	63	74
		United	Medicaid Only	1	0	0	1
			Dual Benefits	3	0	65	68
			Total	4	0	65	69
	Total			14	1	128	143
	Trumbull	CareSource	Medicaid Only	3	1	0	4
Dual Benefits			5	0	45	50	
Total			8	1	45	54	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
<i>North East Central</i>	Trumbull	United	Medicaid Only	3	2	0	5
			Dual Benefits	4	0	38	42
			Total	7	2	38	47
	Total		15	3	83	101	

North East CentralRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
CareSource			Medicaid Only	9	3	0	12
			Dual Benefits	11	0	125	136
			Total	20	3	125	148
United			Medicaid Only	6	2	0	8
			Dual Benefits	7	2	130	139
			Total	13	4	130	147
Total				33	7	255	295

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	1	3	5
			Total	1	1	3	5
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	1	0	12	13
			Total	1	0	12	13
	Total			2	1	15	18
	Lucas	Aetna	Medicaid Only	8	1	0	9
			Dual Benefits	11	2	73	86
			Total	19	3	73	95
		Buckeye	Medicaid Only	4	0	0	4
			Dual Benefits	9	0	136	145
			Total	13	0	136	149
		Total			32	3	209
Ottawa		Aetna	Medicaid Only	1	0	0	1
			Dual Benefits	0	0	4	4
	Total		1	0	4	5	
	Buckeye	Medicaid Only	3	0	0	3	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
North West	Ottawa	Buckeye	Dual Benefits	1	0	7	8
			Total	4	0	7	11
		Total		5	0	11	16
	Wood	Aetna	Medicaid Only	2	0	0	2
			Dual Benefits	6	0	19	25
			Total	8	0	19	27
		Buckeye	Medicaid Only	0	0	0	0
			Dual Benefits	4	0	25	29
			Total	4	0	25	29
	Total		12	0	44	56	

North WestRegion Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Aetna			Medicaid Only	11	1	0	12
			Dual Benefits	18	3	99	120
			Total	29	4	99	132
Buckeye			Medicaid Only	7	0	0	7
			Dual Benefits	15	0	180	195
			Total	22	0	180	202
Total				51	4	279	334

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
South West	Butler	Aetna	Medicaid Only	13	1	0	14
			Dual Benefits	6	0	42	48
			Total	19	1	42	62
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	5	0	62	67
			Total	8	0	62	70
	Total		27	1	104	132	
	Clermont	Aetna	Medicaid Only	5	0	0	5
			Dual Benefits	4	0	18	22
			Total	9	0	18	27
		Molina	Medicaid Only	3	0	0	3
			Dual Benefits	0	1	29	30
Total			3	1	29	33	
Total		12	1	47	60		

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
South West	Clinton	Aetna	Medicaid Only	1	0	0	1	
			Dual Benefits	1	0	5	6	
			Total	2	0	5	7	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	7	7	
			Total	1	0	7	8	
		Total		3	0	12	15	
		Hamilton	Aetna	Medicaid Only	11	0	0	11
				Dual Benefits	14	2	162	178
	Total			25	2	162	189	
	Molina		Medicaid Only	20	2	0	22	
			Dual Benefits	13	2	225	240	
			Total	33	4	225	262	
	Total			58	6	387	451	
	Warren		Aetna	Medicaid Only	3	1	0	4
				Dual Benefits	0	0	15	15
		Total		3	1	15	19	
		Molina	Medicaid Only	1	0	0	1	
			Dual Benefits	0	0	27	27	
			Total	1	0	27	28	
		Total		4	1	42	47	
South West Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
Aetna			Medicaid Only	33	2	0	35	
			Dual Benefits	25	2	242	269	
			Total	58	4	242	304	
Molina			Medicaid Only	28	2	0	30	
			Dual Benefits	18	3	350	371	
			Total	46	5	350	401	
Total				104	9	592	705	
Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Medicaid Only	1	1	0	2	
			Dual Benefits	1	0	36	37	
			Total	2	1	36	39	

Region	County	MCP	Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
West Central	Clark	Molina	Medicaid Only	4	1	0	5
			Dual Benefits	4	1	19	24
			Total	8	2	19	29
		Total		10	3	55	68
	Greene	Buckeye	Medicaid Only	3	0	0	3
			Dual Benefits	3	1	23	27
			Total	6	1	23	30
		Molina	Medicaid Only	1	0	0	1
			Dual Benefits	1	1	21	23
			Total	2	1	21	24
		Total		8	2	44	54
		Montgomery	Buckeye	Medicaid Only	22	3	0
	Dual Benefits			12	4	152	168
	Total			34	7	152	193
	Molina		Medicaid Only	3	1	0	4
Dual Benefits			2	0	79	81	
Total			5	1	79	85	
Total			39	8	231	278	
West Central Region Totals			Medicare Status	New Voluntary Enrollments	Change of Plan Enrollments	Assignments	Total
Buckeye			Medicaid Only	26	4	0	30
			Dual Benefits	16	5	211	232
			Total	42	9	211	262
Molina			Medicaid Only	8	2	0	10
			Dual Benefits	7	2	119	128
			Total	15	4	119	138
Total				57	13	330	400
Total				594	87	3337	4018

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

Reporting Period: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central (MyCare)</i>	5	3.85%	1	5.26%	6
	<i>North West (MyCare)</i>	1	0.77%	1	5.26%	2
	<i>South West (MyCare)</i>	9	6.92%	1	5.26%	10
	Total	15	11.54%	3	15.79%	18
Buckeye	<i>North East (MyCare)</i>	9	6.92%	2	10.53%	11
	<i>North West (MyCare)</i>	5	3.85%	3	15.79%	8
	<i>West Central (MyCare)</i>	12	9.23%	0	0.00%	12
	Total	26	20.00%	5	26.32%	31
CareSource	<i>East Central (MyCare)</i>	7	5.38%	0	0.00%	7
	<i>North East (MyCare)</i>	9	6.92%	3	15.79%	12
	<i>North East Central (MyCare)</i>	4	3.08%	2	10.53%	6
	Total	20	15.38%	5	26.32%	25

Molina	<i>Central (MyCare)</i>	12	9.23%	2	10.53%	14
	<i>South West (MyCare)</i>	22	16.92%	1	5.26%	23
	<i>West Central (MyCare)</i>	6	4.62%	0	0.00%	6
	Total	40	30.77%	3	15.79%	43
United	<i>East Central (MyCare)</i>	15	11.54%	0	0.00%	15
	<i>North East (MyCare)</i>	10	7.69%	3	15.79%	13
	<i>North East Central (MyCare)</i>	4	3.08%	0	0.00%	4
	Total	29	22.31%	3	15.79%	32
Total Changes		130	100.00%	19	100.00%	149

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

Reporting Period: 5/1/2020 - 5/31/2020

Generated: 6/3/2020

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
North West	<i>Aetna</i>	1	0.77%	1	5.26%	2
	<i>Buckeye</i>	5	3.85%	3	15.79%	8
	Total	6	4.62%	4	21.05%	10
South West	<i>Aetna</i>	9	6.92%	1	5.26%	10
	<i>Molina</i>	22	16.92%	1	5.26%	23
	Total	31	23.85%	2	10.53%	33
Central	<i>Aetna</i>	5	3.85%	1	5.26%	6
	<i>Molina</i>	12	9.23%	2	10.53%	14
	Total	17	13.08%	3	15.79%	20
North East Central	<i>CareSource</i>	4	3.08%	2	10.53%	6
	<i>United</i>	4	3.08%	0	0.00%	4
	Total	8	6.15%	2	10.53%	10
East Central	<i>CareSource</i>	7	5.38%	0	0.00%	7

East Central	<i>United</i>	15	11.54%	0	0.00%	15
	Total	22	16.92%	0	0.00%	22
West Central	<i>Molina</i>	6	4.62%	0	0.00%	6
	<i>Buckeye</i>	12	9.23%	0	0.00%	12
	Total	18	13.85%	0	0.00%	18
North East	<i>United</i>	10	7.69%	3	15.79%	13
	<i>Buckeye</i>	9	6.92%	2	10.53%	11
	<i>CareSource</i>	9	6.92%	3	15.79%	12
	Total	28	21.54%	8	42.11%	36
Total Changes		130	100.00%	19	100.00%	149

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 5/1/2020 to 5/31/2020

Total Surveys Available for Completion: 40032

Questions	Customer Response									
	Great		Good		Fair		Poor		Total	
The time you had to wait for help	143	20.34%	488	69.42%	56	7.97%	16	2.28%	703	100.00%
Our answers to your questions	249	35.32%	417	59.15%	31	4.40%	8	1.13%	705	100.00%
Our courtesy to you and your family	312	44.32%	374	53.13%	12	1.70%	6	0.85%	704	100.00%
Overall, how would you rate our staff and services	288	41.08%	392	55.92%	19	2.71%	2	0.29%	701	100.00%
Total	992	35.26%	1671	59.40%	118	4.19%	32	1.14%	2813	100.00%

Number of Surveys Attempted: 5880

Number of Completed Customer Satisfaction Surveys: 839