



AUTOMATED HEALTH SYSTEMS

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Ohio Consumer Hotline Monthly Report February 2014

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 5,008 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 88. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or ACS for pharmacy issues).

Provider Directory:

OMH manages a database of Medicaid providers so that consumers may call and get information on available providers (including specialists) in their area. CSR staff are able to search for options for callers based on their zip code, county, city, type and specialty of the provider desired. ODM provides the data for this file daily. The most recent update was received on Monday, March 03, 2014.

Additionally, OMH staff are actively encouraging the use of the ODJFS website for direct access to the Medicaid FFS provider listings.

Insure Kids Now/Governor's Hotline: There were a total of 386 calls coming in through this queue for this month.

Activity Summary

- 260,072 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 252,635 Total Calls (inbound and outbound)
 - 2,043 Call Fire Pre-Assignment Campaign Calls
 - 5,008 Provider Calls
 - 386 Insure Kids Now/Governor's Hotline
- 5% abandonment rate
- 6:45 minutes average talk time
- 1:18 minute average speed to answer
- 57 average CSR inbound calls per day

Ohio Consumer Hotline
February 2014
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 Answered (#)	Total Calls Abandoned (#)	Abandon Rate (%)	Total Outbound Calls (#)	Total Call Activity (Inbound-Outbound)	Maximum Queue Time	Avg. Time to Abandon (Minutes)	Avg. Calls Per FTE Inbound (#)	Avg. Speed to Answer (ASA) (Minutes)	Avg Talk Time (ATT) (Minutes)
Mon	01/27/14	8267	7803	3127	25	8292	464	6%	2050	10342	:15:14	:01:52	61	:01:26	:06:45
Tue	01/28/14	6907	6659	3276	22	6929	248	4%	1761	8690	:13:13	:02:21	62	:01:35	:07:05
Wed	01/29/14	7331	7023	3513	25	7356	308	4%	1881	9237	:15:28	:02:28	60	:01:10	:06:51
Thurs	01/30/14	7792	7443	3265	53	7845	349	4%	2096	9941	:16:24	:02:35	62	:01:05	:06:54
Fri	01/31/14	7438	7054	2991	35	7473	384	5%	2782	10255	:11:23	:03:36	60	:01:06	:07:05
Sat	02/01/14	1569	1521	768	6	1575	48	3%	729	2304	:12:17	:01:41	46	:00:33	:06:41
Sun	02/02/14	0	0	0	104	104	0	0%	521	625	:00:00	:00:00	0	:00:00	:00:00
	Week end	39304	37503	16940	270	39574	1801	5%	9770	49344	:16:24	:02:15	59	:01:09	:06:54
	Feb Only	1569	1521	768	110	1679	48	3%	1250	2929	:12:17	:01:41	46	:00:33	:06:41
Mon	02/03/14	8745	8036	4195	15	8760	709	8%	1946	10706	:20:37	:02:14	64	:01:17	:06:43
Tues	02/04/14	7000	6545	3002	20	7020	455	7%	2435	9455	:19:42	:02:01	61	:01:28	:07:00
Wed	02/05/14	7308	6830	4015	51	7359	478	7%	977	8336	:19:46	:02:36	56	:01:32	:06:41
Thurs	02/06/14	9460	8846	5134	48	9508	614	6%	2103	11611	:16:24	:02:19	61	:01:12	:06:49
Fri	02/07/14	8389	7898	4363	37	8426	491	6%	2945	11371	:18:54	:02:08	60	:01:23	:08:48
Sat	02/08/14	1673	1599	945	21	1694	74	4%	530	2224	:13:27	:01:56	47	:01:55	:06:43
Sun	02/09/14	0	0	0	128	128	0	0%	245	373	:00:00	:00:00	0	:00:00	:00:00
	Week end	42575	39754	21654	320	42895	2821	7%	11181	54076	:20:37	:02:20	58	:01:22	:07:11
Mon	02/10/14	10496	9605	4920	46	10542	891	8%	2569	13111	:20:45	:02:00	65	:01:07	:06:29
Tues	02/11/14	8962	8420	4303	24	8986	542	6%	3954	12940	:18:09	:02:14	62	:01:20	:06:58
Wed	02/12/14	8133	7694	2912	31	8164	439	5%	3677	11841	:17:45	:01:49	63	:01:30	:06:43
Thurs	02/13/14	7929	7527	3208	25	7954	402	5%	3852	11806	:16:35	:02:12	64	:01:25	:06:48
Fri	02/14/14	7049	6681	2842	15	7064	368	5%	5616	12680	:12:53	:02:01	63	:01:38	:06:28
Sat	02/15/14	1293	1250	694	15	1308	43	3%	891	2199	:12:11	:02:41	45	:01:39	:06:56
Sun	02/16/14	0	0	0	106	106	0	0%	0	106	:00:00	:00:00	0	:00:00	:00:00
	Week end	43862	41177	18879	262	44124	2685	6%	20559	64683	:20:45	:02:05	60	:01:22	:06:46
Mon	02/17/13	0	0	0	555	555	0	0%	418	973	:00:00	:00:00	0	:00:00	:00:00
Tues	02/18/13	10490	9826	5309	34	10524	664	6%	2907	13431	:20:22	:02:18	64	:01:36	:06:44
Wed	02/19/13	10212	9695	4791	37	10249	517	5%	5695	15944	:17:33	:02:06	61	:01:04	:06:13
Thurs	02/20/13	9603	9172	4575	35	9638	431	4%	6272	15910	:10:32	:02:12	63	:01:09	:06:09
Fri	02/21/13	7249	6944	3480	13	7262	305	4%	4586	11848	:12:19	:02:31	61	:01:26	:06:33
Sat	02/22/13	1088	1073	612	7	1095	15	1%	803	1898	:05:45	:01:50	42	:00:45	:05:53
Sun	02/23/13	0	0	0	93	93	0	0%	0	93	:00:00	:00:00	0	:00:00	:00:00
	Week end	38642	36710	18767	774	39416	1932	5%	20681	60097	:20:22	:02:15	58	:01:16	:06:23
Mon	02/24/14	10163	9599	5005	29	10192	564	6%	5457	15649	:15:01	:02:02	60	:01:02	:06:28
Tue	02/25/14	9254	8883	4485	28	9282	371	4%	5747	15029	:14:09	:02:13	60	:01:10	:06:42
Wed	02/26/14	8587	8296	3768	33	8620	291	3%	6130	14750	:13:51	:02:15	59	:01:18	:06:41
Thu	02/27/14	8135	7927	3476	41	8176	208	3%	4915	13091	:13:34	:02:15	58	:01:15	:06:47
Fri	02/28/14	7962	7636	3660	33	7995	326	4%	4336	12331	:15:47	:02:26	56	:01:19	:07:03
	Month End	170749	161503	80462	1630	172379	9246	5%	80256	252635	:20:45	:02:13	57	:01:18	:06:45

Call Center Busy Hour Report

February 2014

Calls Received During Business Hours

Day of the Week	Date	Total Calls Received	7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM
Sat	02/01/14	1569	0	109	133	199	192	185	196	199	171	185	0	0	0
Sun	02/02/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	1569	0	109	133	199	192	185	196	199	171	185	0	0	0
Mon	02/03/14	8745	124	512	849	972	967	946	992	979	944	716	388	214	142
Tues	02/04/14	7000	133	472	704	814	797	740	777	809	780	480	222	187	85
Wed	02/05/14	7308	83	287	496	657	835	846	883	831	822	677	413	286	192
Thurs	02/06/14	9460	145	569	753	944	917	945	1090	1095	1049	870	489	351	243
Fri	02/07/14	8389	235	548	826	909	1005	834	886	927	877	707	351	180	104
Sat	02/08/14	1673	0	173	136	165	196	203	223	174	212	191	0	0	0
Sun	02/09/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	42575	720	2561	3764	4461	4717	4514	4851	4815	4684	3641	1863	1218	766
Mon	02/10/14	10496	201	670	1001	1098	1164	1109	1227	1093	1105	889	427	329	183
Tues	02/11/14	8962	209	617	854	1015	984	1002	971	919	904	706	421	222	138
Wed	02/12/14	8133	197	542	718	923	891	868	922	905	885	669	323	175	115
Thurs	02/13/14	7929	133	513	804	835	897	785	884	919	942	601	305	190	121
Fri	02/14/14	7049	110	370	691	786	793	830	861	811	826	584	227	108	52
Sat	02/15/14	1293	0	87	124	152	183	175	161	164	144	103	0	0	0
Sun	02/16/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	43862	850	2799	4192	4809	4912	4769	5026	4811	4806	3552	1703	1024	609
Mon	02/17/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	02/18/14	10490	206	719	1081	1177	1158	1039	1127	1122	1189	927	390	214	141
Wed	02/19/14	10212	207	525	918	1142	1208	1146	1083	1145	1132	891	414	240	161
Thurs	02/20/14	9603	200	548	906	1058	1125	1081	1152	1105	1103	677	330	188	130
Fri	02/21/14	7249	164	452	739	721	735	673	684	731	952	894	268	164	72
Sat	02/22/14	1088	0	110	110	135	144	131	126	127	100	105	0	0	0
Sun	02/23/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	38642	777	2354	3754	4233	4370	4070	4172	4230	4476	3494	1402	806	504
Mon	02/24/25	10163	199	627	952	1179	1053	1074	1247	1288	1114	701	335	248	146
Tue	02/25/25	9254	156	548	839	1109	1080	1043	1108	1017	976	735	310	216	117
Wed	02/26/25	8587	139	470	814	980	1068	1043	1070	1100	719	584	333	166	101
Thu	02/27/25	8135	127	470	836	866	984	982	934	912	787	610	318	172	137
Fri	02/28/25	7962	128	432	734	877	862	899	987	990	751	648	328	199	127
	Month Total	170749	3096	10370	16018	18713	19238	18579	19591	19362	18484	14150	6592	4049	2507
	Cumulative Percent		2%	6%	9%	11%	11%	11%	11%	11%	11%	8%	4%	2%	1%
	Eastern Time		7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM

Ohio Consumer Hotline - Activity Summary Report

Calls made from 2/1/2014 to 2/28/2014

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	2192
	Benefit Package / Covered Services	346
	Billing Number	138
	Card	399
	Certificate of Coverage	51
	Change	129
	Citizenship Verification Questions	2
	Estate Recovery	14
	Hearing	1
	Patient Liability	24
	Program Information	381
	Under 21 Inquiry	8
	Total	3685
<i>BCCP</i>	Application / Eligibility	4
	Benefit Package / Covered Services	7
	Card	0
	Change	2
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	6
	Total	19
<i>Consumer Guide</i>	Questions From Consumer Guide	9
	Total	9
<i>EOMB</i>	General Information	39
	Questions About Letter	2
	Total	41

FFS Billing	Billing Number	446
	Claims Request	22
	General Billing Questions	584
	Received Bill (Needs Letter)	29
	Total	1081
General Benefits	Dental	353
	Equipment	98
	Family Planning	37
	Healthchek Services	16
	Inquiry on Covered Services	1587
	Medicaid Expansion	3390
	Medicaid School Program	46
	Medlist Assist	11
	Pregnancy Related Services	8
	Prescriptions	678
	Transportation	297
	Vision	182
Total	6703	
Healthy Start	Application / Eligibility	2394
	Benefit Package / Covered Services	309
	Billing Number	327
	Card	381
	Certificate of Coverage	95
	Change	168
	Citizenship Verification Questions	1
	Estate Recovery	3
	Hearing	3
	Program Information	769
	Total	4450
HIPAA	Complaint	0
	Information	3
	Request for Accounting for Disclosure	0

HIPAA	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
	Total	3
Home Health Care	Application / Eligibility	11
	Benefit Package / Covered Services	10
	BHCS Complaint	0
	BHCS Questions	0
	Card	1
	Hearing	0
	HSFA Questions	0
	Passport	0
	Program Information	13
	Provider	4
	Status	0
	Total	39
Incident Report	Billing Inquiry	60
	Reimbursement Inquiry	7
	Total	67
Information	Cash Assistance	10
	CDJFS	329
	Customer Survey	0
	Food Stamps	65
	Hotline	147
	Medicare	203
	Social Security	10
	Total	764
Inquiry	029 Error	2
	574 Error - Not Eligible	7
	Already Selected	1496
	Called to Check on Doctors	403
	Called to Check on Just Cause Status	44
	Case Addition	21
	Case Closed	118

<i>Inquiry</i>	Case Pending	785
	Category Closed	139
	Change in Name	56
	Change in Phone Number / Address	275
	CIC - Do Not Assign	4
	Consumer Needs To Be Auto Re-Enrolled	1
	Failed Eligibility	294
	General Questions	10506
	Open Enrollment Questions	526
	Person Calling Not PIP / AG Head	143
	Referred Consumer to County Worker	1359
	Returned NME / Notice	9
	Transferred in Error	4
	Wanted Phone Number of MCP	150
	Total	16342
<i>Issue / Concern</i>	Issue / Concern about MCP	9
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	3
	Issue / Concern with ODM	1
	Total	13
<i>Limited Family Planning Services</i>	Application / Eligibility	247
	Benefit Package / Covered Services	289
	Billing Number	11
	Card	40
	Certificate of Coverage	15
	Change	16
	Hearing	7
	Program Information	321
	Total	946
<i>Long Term Care</i>	Application / Eligibility	11

Long Term Care	Benefit Package / Covered Services	5
	Card	0
	Community Spouse	2
	Estate Recovery	9
	Hearing	1
	Ohio Access Success Project	1
	Patient Liability	7
	Program Information	20
	Total	56
Mailings	"Getting Long Term Care" Pamphlet	12
	ABD Application Letter - 7200	465
	ABD EMP Enrollment Packet	70
	ABD Pamphlet - Spanish	2
	Approved Letter	73
	BCCP Brochure	1
	Billing Incident Letter	61
	Call Me Letter	1
	CFC EMP Enrollment Packet	146
	Citizenship Verification Brochure	1
	CPA Letter	0
	CPA Letter - Blank	852
	Enrollment Error Letter	0
	Healthy Start Brochure	16
	HIPAA Notice	1
	HS/HF Information	34
	ICDS Enrollment Letter	0
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	235
	JC Approval Change MCP - Requestor	20
JC Approval FFS	1	

Mailings	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	1
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	1
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	4
	MBI-WD Application	8
	Medicaid Program Enrollment & Benefit Information	66
	MyCare EMP Enrollment Packet	3
	N1 Reminder Letter	28448
	N3 ABD Reminder Letter	3020
	No Contact	0
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	1
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	350
	Reimbursement Letter	9
	Rejected - General	174
	Rejected - General ABD	53
	Rejected - SSI-BCMh-CIC	18
	Residential Treatment Letter	1
	Resolution	3
	Resolution Declined	0
	Spend Down Approval	1
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	0
	Total	34152

Managed Care Info & Referral	Benefit Package	469
	Billing Number	70
	Card	738
	Information	3660
	Just Cause Status	47
	Payment	13
	Phone Numbers	572
	Provider Name	378
	Transfer Request - Bureau of Managed Care	2
	Total	5949
MBI-WD	AG Collections Questions	10
	Application / Eligibility	18
	Benefit Package / Covered Services	8
	Billing Number	0
	Card	2
	Certificate of Coverage	2
	Premium Collection Issue - Needs Follow-Up	6
	Program Information	43
	Questions About Premiums	39
	Total	128
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	88
	Unable to Reach - Letter Sent - Resolved	48
	Total	136
Medicare Part D	Application / Eligibility	51
	Information	249
	Questions About Letter	7
	Total	307
Medicare Premium Assistance	Application / Eligibility	573
	Benefit Package / Covered Services	262
	Billing Number	12
	Card	125
	Certificate of Coverage	16

Medicare Premium Assistance	Change	32
	Estate Recovery	2
	Hearing	5
	Patient Liability	4
	Program Information	563
	Total	1594
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	0
	Request Benefits Balance - Needs Follow-Up	0
	Total	0
MyCare Ohio	General Information	350
	Total	350
ODM Survey	Managed Care Survey	0
	Total	0
Ohio Benefits Self Service Portal	Access my Benefits	82
	Account Creation/Management	17
	Account Lock Out	49
	Application Assistance	875
	Apply for Benefits	1110
	County Office Location/Hours	59
	Electronic Verification	27
	Forgot Password Link	16
	Forgot User Name Link	14
	Frequently Asked Questions	810
	General Navigation	224
	How to use this Site	124
	Internet Browser Issue	58
	Message Center	10
	Provided Link to Website	1290
	Submit Error Issue	94
	Transfer Call to Tier 2/3	40
	Total	4899

Ohio Integrated Eligibility System (OIES)	After Hours (After 4 pm) Telephone Application Intake	176
	Business Hours (8am to 4pm) Telephone Application Intake	2954
	Case Inquiry/Case Status	4217
	Contact CDJS	716
	Electronic Verification Process	211
	Journal Creation & Management	4
	MAGI (Modified Adjusted Gross Income) Program Information	1059
	Notice of Action Explanation	23
	Total	9360
Ohio's Best RX	Program Information	9
	Referred Caller	14
	Total	23
Other Medicaid Program	Application / Eligibility	761
	Benefit Package / Covered Services	175
	Billing Number	119
	Card	146
	Certificate of Coverage	22
	Change	111
	Citizenship Verification Questions	3
	Estate Recovery	11
	Hearing	2
	Program Information	338
	Total	1688
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	0

PACT	Transfer Request	0
	Total	1
Prior Authorization	How to Obtain	313
	Letter	15
	Program Information	297
	Status	221
	Transfer Request - Needs Follow-Up	2
	Total	848
Provider	Fee-For-Service Provider Names	251
	Referred to MCP For Provider List	41
	Referred to ODM Website For Provider List	59
	Referred to State Board To File Complaint Against Provider	0
	Total	351
Reimbursement	Decision	9
	Information	328
	State Hearing	4
	Total	341
Spend Down	Amount	757
	Card	284
	Certificate of Coverage	57
	Hearing	4
	Problem	115
	Program Information	1105
	Total	2322
State Hearings	How to Request	41
	Program Information	53
	Status	6
	Total	100
Surveys	Call Center Survey	0
	Total	0

Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	7
	General Information	115
	Need Medications Now	14
	Referral to Case Worker	153
	Referral to TPL Vendor	27
	Total	316
Tort	General Information	7
	Provided Number to Tort Unit	12
	Total	19
Waiver	Application / Eligibility	142
	Benefit Package / Covered Services	63
	Billing Number	6
	Card	36
	Certificate of Coverage	6
	Change	11
	Estate Recovery	5
	Hearing	1
	Independent Provider	2
	Patient Evaluation	2
	Patient Liability	11
	Program Information	117
	Waiting List	6
	Total	408
Grand Total All Categories		97510

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

Calls made from 2/1/2014 to 2/28/2014

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	219
	ACS / First Health	188
	ADAMH	8
	Area Agency on Aging	33
	BCCP Regional Agency	1
	BCMh	9
	Bureau of Home and Community Services	4
	Case Management Agency	16
	Caseworker	763
	Child Support Enforcement Agency	4
	Complaint Department	22
	County Department of Job & Family Services	1887
	Enrollment Administration Services (EAS)	3
	First Link	14
	Food Stamp Hotline	7
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	0
	HomeHealthAgency	4
	Info & Refer	42
	In-House	3
	Legal Aid	2
	Managed Care Enrollment Center	33
	Managed Care Plan	732
	Managed Care Section	6
	MR / DD Board	2
	ODM	48
Ohio Department of Insurance	55	
Ohio Hospice	0	

Referral	Ohio's Best Rx	14
	Ombudsman	7
	OSHIIP	68
	Other Medical Services Agency	42
	Other Social Services Agency	18
	Out-of-State Medicaid Hotline	16
	PACT	0
	Pharmacy	100
	Prescription Drug Plan (PDP)	55
	Provider	357
	Provider Services Call Center	343
	Public Children's Services	9
	Social Security Administration	59
	StateHearingDivision	65
	StateMedicalBoard	17
	Supervisor	26
	Tort Unit	8
	Website - ODM	225
	Welfare Fraud Hotline	1
	WIC Office	3
Total		5538

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 3/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	861	93.28%	336	98.25%	10	90.91%	1207	94.59%
Call Campaign	20	2.17%	4	1.17%	1	9.09%	25	1.96%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	1	0.11%	0	0.00%	0	0.00%	1	0.08%
Website	41	4.44%	2	0.58%	0	0.00%	43	3.37%
TOTAL	923	100%	342	100%	11	100%	1276	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 3/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	861	71.33%	336	27.84%	10	0.83%	1207	100%
Call Campaign	20	80.00%	4	16.00%	1	4.00%	25	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	1	100.00%	0	0.00%	0	0.00%	1	100%
Website	41	95.35%	2	4.65%	0	0.00%	43	100%

**AGED, BLIND, DISABLED (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 3/1/2014**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	9		1		3	
	North East	46		13		1	
	West	31		8		0	
	Total	86	9.32%	22	6.43%	4	33.33%
Caresource	Central/South East	137		44		2	
	North East	251		95		4	
	West	180		74		1	
	Total	568	61.54%	213	62.28%	7	58.33%
Molina	Central/South East	55		20		0	
	North East	11		1		0	
	West	34		14		0	
	Total	100	10.83%	35	10.23%	0	0.00%
Paramount	Central/South East	2		6		0	
	North East	8		1		0	
	West	46		22		0	
	Total	56	6.07%	29	8.48%	0	0.00%
United	Central/South East	30		15		1	
	North East	62		19		0	
	West	21		9		0	
	Total	113	12.24%	43	12.57%	1	8.33%
Total Mandatory		923	100.00%	342	100.00%	12	100.00%

**AGED, BLIND, DISABLED (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE
BY REGION**

Region and MCP as a Percentage of Type
Effective Date: 3/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	9	3.86%	1	1.16%	3	50.00%
	Caresource	137	58.80%	44	51.16%	2	33.33%
	Molina	55	23.61%	20	23.26%	0	0.00%
	Paramount	2	0.86%	6	6.98%	0	0.00%
	United	30	12.88%	15	17.44%	1	16.67%
	Total	233	100.00%	86	100.00%	6	100.00%
North East	Buckeye	46	12.17%	13	10.08%	1	20.00%
	Caresource	251	66.40%	95	73.64%	4	80.00%
	Molina	11	2.91%	1	0.78%	0	0.00%
	Paramount	8	2.12%	1	0.78%	0	0.00%
	United	62	16.40%	19	14.73%	0	0.00%
	Total	378	100.00%	129	100.00%	5	100.00%
West	Buckeye	31	9.94%	8	6.30%	0	0.00%
	Caresource	180	57.69%	74	58.27%	1	100.00%
	Molina	34	10.90%	14	11.02%	0	0.00%
	Paramount	46	14.74%	22	17.32%	0	0.00%
	United	21	6.73%	9	7.09%	0	0.00%
	Total	312	100.00%	127	100.00%	1	100.00%
Total Mandatory		923		342		12	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 3/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	319	393	712
North East	507	535	1042
West	439	407	846
Total For All Regions	1265	1335	2600

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 3/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	9	1	10	88	98	13.76%
	Caresource	137	44	181	155	336	47.19%
	Molina	55	20	75	73	148	20.79%
	Paramount	2	6	8	44	52	7.30%
	United	30	15	45	33	78	10.96%
	Total	233	86	319	393	712	100.00%
North East	Buckeye	46	13	59	130	189	18.14%
	Caresource	251	95	346	28	374	35.89%
	Molina	11	1	12	181	193	18.52%
	Paramount	8	1	9	116	125	12.00%
	United	62	19	81	80	161	15.45%
	Total	378	129	507	535	1042	100.00%
West	Buckeye	31	8	39	104	143	16.90%
	Caresource	180	74	254	126	380	44.92%
	Molina	34	14	48	78	126	14.89%
	Paramount	46	22	68	50	118	13.95%
	United	21	9	30	49	79	9.34%
	Total	312	127	439	407	846	100.00%
Total Mandatory		923	342	1265	1335	2600	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 3/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	13023	76.52%	2785	88.67%	13	92.86%	15821	78.43%
Call Campaign	203	1.19%	44	1.40%	1	7.14%	248	1.23%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	13	0.08%	8	0.25%	0	0.00%	21	0.10%
Website	3779	22.21%	304	9.68%	0	0.00%	4083	20.24%
TOTAL	17018	100%	3141	100%	14	100%	20173	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 3/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	13023	82.31%	2785	17.60%	13	0.08%	15821	100%
Call Campaign	203	81.85%	44	17.74%	1	0.40%	248	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	13	61.90%	8	38.10%	0	0.00%	21	100%
Website	3779	92.55%	304	7.45%	0	0.00%	4083	100%

**COVERED FAMILY AND CHILDREN (CFC)
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN**

Region and MCP as a Percentage of Type
Effective Date: 3/1/2014

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	176		14		0	
	North East	574		131		0	
	West	688		137		5	
	Total	1438	8.45%	282	8.98%	5	21.74%
Caresource	Central/South East	2727		516		1	
	North East	2981		710		2	
	West	3832		753		2	
	Total	9540	56.06%	1979	62.99%	5	21.74%
Molina	Central/South East	1353		208		0	
	North East	141		20		1	
	West	575		86		2	
	Total	2069	12.16%	314	9.99%	3	13.04%
Paramount	Central/South East	85		24		0	
	North East	127		20		1	
	West	1080		184		6	
	Total	1292	7.59%	228	7.26%	7	30.43%
United	Central/South East	1025		149		0	
	North East	1009		129		1	
	West	645		61		2	
	Total	2679	15.74%	339	10.79%	3	13.04%
Total Mandatory		17018	100.00%	3142	100.00%	23	100.00%

**COVERED FAMILY AND CHILDREN (CFC)
HEALTH CARE PLAN ENROLLMENT TYPE
BY REGION**

Region and MCP as a Percentage of Type
Effective Date: 3/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	176	3.28%	14	1.54%	0	0.00%
	Caresource	2727	50.82%	516	56.64%	1	100.00%
	Molina	1353	25.21%	208	22.83%	0	0.00%
	Paramount	85	1.58%	24	2.63%	0	0.00%
	United	1025	19.10%	149	16.36%	0	0.00%
	Total	5366	100.00%	911	100.00%	1	100.00%
North East	Buckeye	574	11.88%	131	12.97%	0	0.00%
	Caresource	2981	61.69%	710	70.30%	2	40.00%
	Molina	141	2.92%	20	1.98%	1	20.00%
	Paramount	127	2.63%	20	1.98%	1	20.00%
	United	1009	20.88%	129	12.77%	1	20.00%
	Total	4832	100.00%	1010	100.00%	5	100.00%
West	Buckeye	688	10.09%	137	11.22%	5	29.41%
	Caresource	3832	56.19%	753	61.67%	2	11.76%
	Molina	575	8.43%	86	7.04%	2	11.76%
	Paramount	1080	15.84%	184	15.07%	6	35.29%
	United	645	9.46%	61	5.00%	2	11.76%
	Total	6820	100.00%	1221	100.00%	17	100.00%
Total Mandatory		17018		3142		23	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 3/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	6277	5975	12252
North East	5842	4689	10531
West	8041	6529	14570
Total For All Regions	20160	17193	37353

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 3/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	176	14	190	1327	1517	12.38%
	Caresource	2727	516	3243	1225	4468	36.47%
	Molina	1353	208	1561	1121	2682	21.89%
	Paramount	85	24	109	1248	1357	11.08%
	United	1025	149	1174	1054	2228	18.18%
	Total	5366	911	6277	5975	12252	100.00%
North East	Buckeye	574	131	705	1151	1856	17.62%
	Caresource	2981	710	3691	175	3866	36.71%
	Molina	141	20	161	1250	1411	13.40%
	Paramount	127	20	147	1134	1281	12.16%
	United	1009	129	1138	979	2117	20.10%
	Total	4832	1010	5842	4689	10531	100.00%
West	Buckeye	688	137	825	1377	2202	15.11%
	Caresource	3832	753	4585	1294	5879	40.35%
	Molina	575	86	661	1288	1949	13.38%
	Paramount	1080	184	1264	1209	2473	16.97%
	United	645	61	706	1361	2067	14.19%
	Total	6820	1221	8041	6529	14570	100.00%
Total Mandatory		17018	3142	20160	17193	37353	