



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

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

Ohio Consumer Hotline Monthly Report August 2014

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 5,786 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 115. 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 Tuesday, September 02, 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 137 calls coming in through this queue for this month.

Activity Summary

- 243,174 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 194,924 Total Calls (inbound and outbound)
 - 40,125 Call Fire Campaign Calls
 - 2,202 MyCare Outreach Calls
 - 5,786 Provider Calls
 - 137 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 6:25 minutes average talk time
- 1:48 minute average speed to answer
- 62 average CSR inbound calls per day

Ohio Consumer Hotline
August 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	07/28/14	7390	7062	2099	10	7400	328	4%	1087	8487	:18:31	:03:29	63	:02:06	:06:24
Tue	07/29/14	6492	6245	1362	19	6511	247	4%	2625	9136	:19:57	:03:13	62	:01:52	:06:22
Wed	07/30/14	6447	6205	1550	17	6464	242	4%	1726	8190	:19:59	:03:17	62	:01:51	:06:39
Thurs	07/31/14	6692	6418	1601	15	6707	274	4%	1766	8473	:21:54	:03:04	62	:01:52	:06:34
Fri	08/01/14	6354	6051	1604	14	6368	303	5%	1885	8253	:18:09	:03:26	62	:02:15	:06:39
Sat	08/02/14	1132	1081	150	12	1144	51	5%	214	1358	:18:37	:03:26	62	:01:56	:05:51
Sun	08/03/14	0	0	0	83	83	0	0%	0	83	:00:00	:00:00	0	:00:00	:00:00
	Week end	34507	33062	8366	170	34677	1445	4%	8216	42893	:21:54	:03:19	62	:01:59	:06:30
	Aug Only	7486	7132	1754	109	7595	354	5%	2099	9694	:18:37	:03:26	62	:02:05	:06:31
Mon	08/04/14	9267	8724	3242	36	9303	543	6%	2078	11381	:23:38	:03:24	64	:02:14	:06:43
Tues	08/05/14	8419	8059	2655	36	8455	360	4%	3214	11669	:20:44	:03:39	64	:01:58	:06:48
Wed	08/06/14	7795	7497	2528	25	7820	298	4%	2613	10433	:24:45	:04:16	62	:01:45	:06:34
Thurs	08/07/14	6920	6624	2137	14	6934	296	4%	2532	9466	:22:20	:04:05	62	:01:51	:06:46
Fri	08/08/14	6331	6070	1474	13	6344	261	4%	2327	8671	:19:27	:03:40	61	:01:40	:06:27
Sat	08/09/14	1030	1007	96	6	1036	23	2%	427	1463	:15:04	:01:59	61	:02:00	:06:07
Sun	08/10/14	0	0	0	86	86	0	0%	0	86	:00:00	:00:00	0	:00:00	:00:00
	Week end	39762	37981	12132	216	39978	1781	4%	13191	53169	:24:45	:03:46	62	:01:55	:06:38
Mon	08/11/14	9055	8598	3008	20	9075	457	5%	1619	10694	:23:51	:03:40	63	:01:59	:06:38
Tues	08/12/14	7614	7272	2394	19	7633	342	4%	2945	10578	:21:35	:03:59	62	:01:47	:06:42
Wed	08/13/14	7499	7188	2151	17	7516	311	4%	2555	10071	:20:38	:03:52	62	:01:51	:06:30
Thurs	08/14/14	7099	6802	1976	28	7127	297	4%	2331	9458	:18:02	:03:38	62	:01:44	:06:24
Fri	08/15/14	6421	6165	1433	18	6439	256	4%	2175	8614	:19:06	:03:47	63	:01:49	:06:18
Sat	08/16/14	800	771	48	4	804	29	4%	107	911	:08:18	:01:44	59	:00:48	:05:12
Sun	08/17/14	0	0	0	65	65	0	0%	0	65	:00:00	:00:00	0	:00:00	:00:00
	Week end	38488	36796	11010	171	38659	1692	4%	11732	50391	:23:51	:03:46	62	:01:40	:06:27
Mon	08/18/14	7728	7353	2413	15	7743	375	5%	1942	9685	:20:39	:04:11	62	:02:09	:06:34
Tues	08/19/14	6680	6438	1511	18	6698	242	4%	2634	9332	:18:47	:03:40	62	:01:51	:06:20
Wed	08/20/14	5895	5703	1200	29	5924	192	3%	1981	7905	:15:32	:03:51	61	:01:48	:06:36
Thurs	08/21/14	5396	5229	814	19	5415	167	3%	1776	7191	:18:53	:03:02	62	:01:50	:06:27
Fri	08/22/14	4856	4702	562	15	4871	154	3%	1682	6553	:15:47	:02:47	61	:01:52	:06:09
Sat	08/23/14	843	813	71	8	851	30	4%	738	1589	:07:05	:01:48	57	:00:53	:05:49
Sun	08/24/14	0	0	0	78	78	0	0%	0	78	:00:00	:00:00	0	:00:00	:00:00
	Week end	31398	30238	6571	182	31580	1160	4%	10753	42333	:20:39	:03:40	61	:01:44	:06:23
Mon	08/25/14	6976	6684	1654	20	6996	292	4%	957	7953	:19:28	:04:00	64	:01:57	:06:12
Tue	08/26/14	6250	6055	1109	11	6261	195	3%	2357	8618	:18:35	:03:41	62	:01:49	:06:00
Wed	08/27/14	5432	5273	918	15	5447	159	3%	2017	7464	:17:02	:03:59	62	:01:50	:06:09
Thu	08/28/14	5713	5541	1158	23	5736	172	3%	1797	7533	:21:48	:04:10	61	:01:49	:06:24
Fri	08/29/14	4563	4407	501	14	4577	156	3%	1689	6266	:16:50	:03:18	60	:01:32	:06:19
Sat	08/30/14	765	735	58	33	798	30	4%	635	1433	:06:45	:01:11	57	:00:40	:05:33
Sun	08/31/14	0	0	0	70	70	0	0%	0	70	:00:00	:00:00	0	:00:00	:00:00
	Week end	29699	28695	5398	186	29885	1004	3%	9452	39337	:21:48	:03:54	61	:01:36	:06:11
	Month End	146833	140842	36865	682	147515	5991	4%	47227	194924	:24:45	:03:54	62	:01:48	:06:25

Call Center Busy Hour Report

August 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
Fri	08/01/14	6354	108	272	602	722	768	764	726	692	630	520	273	160	117
Sat	08/02/14	1132	0	96	85	119	148	151	153	145	113	122	0	0	0
Sun	08/03/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	7486	108	368	687	841	916	915	879	837	743	642	273	160	117
Mon	08/04/14	9267	168	486	800	1006	1049	1125	1029	1014	991	786	413	247	153
Tues	08/05/14	8419	150	444	794	1028	1074	940	979	1004	859	574	302	174	97
Wed	08/06/14	7795	127	356	690	895	971	991	949	919	756	579	278	194	90
Thurs	08/07/14	6920	129	337	608	742	799	780	863	918	783	467	198	176	120
Fri	08/08/14	6331	104	297	534	678	770	808	903	735	672	441	193	124	72
Sat	08/09/14	1030	0	73	104	122	150	142	114	130	106	89	0	0	0
Sun	08/10/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	39762	678	1993	3530	4471	4813	4786	4837	4720	4167	2936	1384	915	532
Mon	08/11/14	9055	124	494	801	958	1103	1097	1063	1053	921	688	373	250	130
Tues	08/12/14	7614	119	408	772	881	966	846	874	869	789	540	281	169	100
Wed	08/13/14	7499	96	341	637	882	972	864	957	904	735	525	274	188	124
Thurs	08/14/14	7099	91	327	574	721	878	834	881	842	727	562	307	197	158
Fri	08/15/14	6421	106	295	566	763	858	777	810	659	640	493	216	143	95
Sat	08/16/14	800	0	66	72	111	90	94	114	103	78	72	0	0	0
Sun	08/17/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	38488	536	1931	3422	4316	4867	4512	4699	4430	3890	2880	1451	947	607
Mon	08/18/14	7728	124	413	706	989	980	976	890	842	686	543	277	194	108
Tues	08/19/14	6680	108	324	584	821	863	791	804	821	614	442	235	158	115
Wed	08/20/14	5895	84	286	536	635	729	735	778	752	552	405	183	133	87
Thurs	08/21/14	5396	60	281	489	644	646	546	660	632	550	434	212	160	82
Fri	08/22/14	4856	64	265	412	571	547	574	602	598	481	389	172	110	71
Sat	08/23/14	843	0	54	82	100	115	124	92	97	79	100	0	0	0
Sun	08/24/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	31398	440	1623	2809	3760	3880	3746	3826	3742	2962	2313	1079	755	463
Mon	08/25/14	6976	111	379	701	813	728	826	888	781	717	499	266	167	100
Tue	08/26/14	6250	90	351	610	828	779	742	748	734	527	397	239	123	82
Wed	08/27/14	5432	72	246	517	608	636	573	687	698	502	466	213	137	77
Thu	08/28/14	5713	76	267	464	511	669	675	687	674	670	503	253	174	90
Fri	08/29/14	4563	78	244	399	489	654	554	545	484	451	367	143	96	59
Sat	08/30/14	765	0	64	69	65	87	95	93	93	95	104	0	0	0
Sun	08/31/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	29699	427	1551	2760	3314	3553	3465	3648	3464	2962	2336	1114	697	408
	Month Total	146833	2189	7466	13208	16702	18029	17424	17889	17193	14724	11107	5301	3474	2127
	Cumulative Percent		1%	5%	9%	11%	12%	12%	12%	12%	10%	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 8/1/2014 to 8/31/2014

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1345
	Benefit Package / Covered Services	240
	Billing Number	109
	Card	220
	Certificate of Coverage	41
	Change	113
	Citizenship Verification Questions	0
	Estate Recovery	20
	Hearing	1
	Patient Liability	8
	Program Information	307
	Under 21 Inquiry	10
Total	2414	
<i>BCCP</i>	Application / Eligibility	22
	Benefit Package / Covered Services	1
	Card	4
	Change	1
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	6
Total	34	
<i>Consumer Guide</i>	Questions From Consumer Guide	11
	Total	11
<i>EOMB</i>	General Information	5
	Questions About Letter	4
	Total	9
<i>Escalated/Specialized Inquiries</i>	Governor Inquiry	0

Escalated/Specialized Inquiries	Legislative Inquiry	0
	ODM Inquiry	104
	Sent Email	45
	Sent Letter	0
	Web Contact	8
	Total	157
FFS Billing	Billing Number	754
	Claims Request	32
	General Billing Questions	648
	Received Bill (Needs Letter)	27
	Total	1461
General Benefits	Dental	395
	Equipment	106
	Family Planning	16
	Healthchek Services	25
	Inquiry on Covered Services	2503
	Medicaid Expansion	1938
	Medicaid School Program	10
	Medlist Assist	9
	Pregnancy Related Services	20
	Prescriptions	887
	Transportation	381
	Vision	223
	Total	6513
Healthy Start	Application / Eligibility	1713
	Benefit Package / Covered Services	212
	Billing Number	158
	Card	379
	Certificate of Coverage	91
	Change	116
	Citizenship Verification Questions	1
	Estate Recovery	5

Healthy Start	Hearing	0
	Program Information	722
	Total	3397
HIPAA	Complaint	3
	Information	1
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
	Total	4
Home Health Care	Application / Eligibility	12
	Benefit Package / Covered Services	7
	BHCS Complaint	0
	BHCS Questions	0
	Card	3
	Hearing	0
	HSFA Questions	0
	Passport	6
	Program Information	28
	Provider	5
	Status	1
	Total	62
Incident Report	Billing Inquiry	82
	Reimbursement Inquiry	31
	Total	113
Information	Cash Assistance	20
	CDJFS	533
	Customer Survey	3
	Food Stamps	115
	Hotline	265
	Medicare	218
	Social Security	18
	Total	1172
Inquiry	029 Error	27
	574 Error - Not Eligible	10

<i>Inquiry</i>	Already Selected	2080
	Called to Check on Doctors	634
	Called to Check on Just Cause Status	59
	Case Addition	44
	Case Closed	260
	Case Pending	556
	Category Closed	85
	Change in Name	98
	Change in Phone Number / Address	651
	CIC - Do Not Assign	9
	Consumer Needs To Be Auto Re-Enrolled	66
	Failed Eligibility	300
	General Questions	15564
	Open Enrollment Questions	1645
	Person Calling Not PIP / AG Head	308
	Referred Consumer to County Worker	1852
	Returned NME / Notice	5
	Transferred in Error	41
	Wanted Phone Number of MCP	589
	Total	24883
<i>Issue / Concern</i>	Issue / Concern about MCP	82
	Issue / Concern about Provider	10
	Issue / Concern with Caseworker	2
	Issue / Concern with ODM	4
	Total	98
<i>Limited Family Planning Services</i>	Application / Eligibility	88
	Benefit Package / Covered Services	72
	Billing Number	4
	Card	21

Limited Family Planning Services	Certificate of Coverage	6
	Change	9
	Hearing	1
	Program Information	144
	Total	345
Long Term Care	Application / Eligibility	17
	Benefit Package / Covered Services	3
	Card	0
	Community Spouse	1
	Estate Recovery	3
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	3
	Program Information	18
	Total	45
Mailings	"Getting Long Term Care" Pamphlet	5
	ABD Application Letter - 7200	393
	ABD EMP Enrollment Packet	59
	ABD Pamphlet - Spanish	7
	Approved Letter	254
	BCCP Brochure	0
	Billing Incident Letter	81
	Call Me Letter	0
	CFC EMP Enrollment Packet	183
	Citizenship Verification Brochure	2
	CPA Letter	0
	CPA Letter - Blank	296
	Enrollment Error Letter	0
	Healthy Start Brochure	8
	HIPAA Notice	6
	HS/HF Information	3
ICDS Enrollment Letter	0	

Mailings	Immigrants Medicaid - Somali	1
	JC Approval Change MCP	80
	JC Approval Change MCP - Requestor	7
	JC Approval FFS	0
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	6
	MBI-WD Application	12
	Medicaid Program Enrollment & Benefit Information	56
	MyCare EMP Enrollment Packet	49
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	43622
	N3 ABD Reminder Letter	1329
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	2
	OMH Mandatory MyCare Letter	70
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	567
	Reimbursement Letter	32
	Rejected - General	86
	Rejected - General ABD	26
Rejected - SSI-BCMHCIC	33	

Mailings	Residential Treatment Letter	0
	Resolution	2
	Resolution Declined	0
	Spend Down Approval	1
	Spend Down Denial	1
	TPL Approval	4
	TPL Verification Needed	5
	Total	47290
Managed Care Info & Referral	Benefit Package	841
	Billing Number	248
	Card	2160
	Information	7419
	Just Cause Status	34
	Payment	32
	Phone Numbers	1560
	Provider Name	1202
	Transfer Request - Bureau of Managed Care	9
	Total	13505
MBI-WD	AG Collections Questions	11
	Application / Eligibility	32
	Benefit Package / Covered Services	13
	Billing Number	4
	Card	5
	Certificate of Coverage	5
	Premium Collection Issue - Needs Follow-Up	1
	Program Information	56
	Questions About Premiums	43
	Total	170
Medicare Part D	Application / Eligibility	104
	Information	415
	Questions About Letter	6
	Total	525

Medicare Premium Assistance	Application / Eligibility	550
	Benefit Package / Covered Services	270
	Billing Number	12
	Card	113
	Certificate of Coverage	15
	Change	36
	Estate Recovery	3
	Hearing	0
	Patient Liability	7
	Program Information	714
	Total	1720
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	0
	Total	1
MyCare Ohio	General Information	1942
	Issue Accessing Services	41
	Loss of MyCare Eligibility	78
	Medicaid Only Benefit Information	111
	MyCare Ohio Card	95
	Opt-In/Opt-Out Questions	56
	Prescription Questions	36
	Transition of Care	27
Total	2386	
ODM Survey	Managed Care Survey	2
	Total	2
Ohio Benefits Self Service Portal	Access my Benefits	7
	Account Creation/Management	10
	Account Lock Out	45
	Application Assistance	199

Ohio Benefits Self Service Portal	Apply for Benefits	330
	County Office Location/Hours	54
	Electronic Verification	5
	Forgot Password Link	11
	Forgot User Name Link	9
	Frequently Asked Questions	201
	General Navigation	56
	How to use this Site	37
	Internet Browser Issue	6
	Message Center	8
	Provided Link to Website	325
	Submit Error Issue	58
	Transfer Call to Tier 2/3	97
	Total	1458
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	899
	Case Inquiry/Case Status	3012
	Contact CDJS	686
	Did Not Give Audio Signature to Complete Telephone Application	9
	Electronic Verification Process	117
	Journal Creation & Management	5
	MAGI (Modified Adjusted Gross Income) Program Information	425
	Notice of Action Explanation	86
	Reprint FFS card from Hotline	2
	Reprint NOA from Hotline	3
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	277
	Total	5521

Ohio's Best RX	Program Information	16
	Referred Caller	14
	Total	30
Other Medicaid Program	Application / Eligibility	1370
	Benefit Package / Covered Services	435
	Billing Number	221
	Card	415
	Certificate of Coverage	28
	Change	370
	Citizenship Verification Questions	4
	Estate Recovery	14
	Hearing	8
	Program Information	1066
	Total	3931
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	0
	Provider	0
	Transfer Request	0
	Total	0
Prior Authorization	How to Obtain	377
	Letter	17
	Program Information	365
	Status	247
	Transfer Request - Needs Follow-Up	1
	Total	1007
Provider	Fee-For-Service Provider Names	379
	Referred to MCP For Provider List	99
	Referred to ODM Website For Provider List	78
	Referred to State Board To File Complaint Against Provider	1

Provider	Total	557
Reimbursement	Decision	23
	Information	483
	State Hearing	8
	Total	514
Spend Down	Amount	860
	Card	303
	Certificate of Coverage	57
	Hearing	12
	Problem	151
	Program Information	1199
	Total	2582
State Hearings	How to Request	89
	Program Information	94
	Status	6
	Total	189
Surveys	Call Center Survey	3060
	Total	3060
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	22
	General Information	247
	Need Medications Now	35
	Referral to Case Worker	267
	Referral to TPL Vendor	78
	Total	649
Tort	General Information	19
	Provided Number to Tort Unit	19
	Total	38
Waiver	Application / Eligibility	148
	Benefit Package / Covered Services	66
	Billing Number	4
	Card	22
	Certificate of Coverage	4

Waiver	Change	15
	Estate Recovery	10
	Hearing	0
	Independent Provider	8
	Patient Evaluation	4
	Patient Liability	11
	Program Information	145
	Waiting List	4
	Total	441
Grand Total All Categories		126294

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

Calls made from 8/1/2014 to 8/31/2014

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	401
	ACS / First Health	143
	ADAMH	11
	Area Agency on Aging	58
	BCCP Regional Agency	1
	BCMh	22
	Bureau of Home and Community Services	2
	Case Management Agency	37
	Caseworker	1577
	Child Support Enforcement Agency	6
	Complaint Department	19
	County Department of Job & Family Services	3084
	First Link	12
	Food Stamp Hotline	12
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	0
	HomeHealthAgency	13
	Info & Refer	99
	In-House	3
	Legal Aid	6
	Managed Care Plan	1355
	Managed Care/Just Cause Section	15
	MR / DD Board	0
	ODM	36
	Ohio Department of Insurance	18
	Ohio Hospice	0
	Ohio's Best Rx	11
Ombudsman	14	

Referral	OSHIIP	93
	Other Medical Services Agency	45
	Other Social Services Agency	19
	Out-of-State Medicaid Hotline	33
	PACT	0
	Pharmacy	121
	Prescription Drug Plan (PDP)	99
	Provider	545
	Provider Services Call Center	450
	Public Children's Services	18
	Social Security Administration	49
	StateHearingDivision	73
	StateMedicalBoard	14
	Supervisor	44
	Tort Unit	11
	Website - ODM	100
	Welfare Fraud Hotline	1
WIC Office	1	
Total		8671

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 9/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	298	63.81%	599	89.94%	47	87.04%	944	79.53%
Call Campaign	125	26.77%	59	8.86%	4	7.41%	188	15.84%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	0	0.00%	1	0.15%	1	1.85%	2	0.17%
Website	44	9.42%	7	1.05%	2	3.70%	53	4.47%
TOTAL	467	100%	666	100%	54	100%	1187	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 9/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	298	31.57%	599	63.45%	47	4.98%	944	100%
Call Campaign	125	66.49%	59	31.38%	4	2.13%	188	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	0	0.00%	1	50.00%	1	50.00%	2	100%
Website	44	83.02%	7	13.21%	2	3.77%	53	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: 9/1/2014**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	8		13		0	
	North East	29		31		5	
	West	14		33		4	
	Total	51	10.92%	77	11.56%	9	16.67%
Caresource	Central/South East	51		108		10	
	North East	124		149		10	
	West	76		134		8	
	Total	251	53.75%	391	58.71%	28	51.85%
Molina	Central/South East	41		49		5	
	North East	8		8		1	
	West	15		13		0	
	Total	64	13.70%	70	10.51%	6	11.11%
Paramount	Central/South East	1		9		3	
	North East	6		4		1	
	West	23		32		2	
	Total	30	6.42%	45	6.76%	6	11.11%
United	Central/South East	18		27		3	
	North East	36		45		1	
	West	17		11		1	
	Total	71	15.20%	83	12.46%	5	9.26%
Total Mandatory		467	100.00%	666	100.00%	54	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 9/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	8	6.72%	13	6.31%	0	0.00%
	Caresource	51	42.86%	108	52.43%	10	47.62%
	Molina	41	34.45%	49	23.79%	5	23.81%
	Paramount	1	0.84%	9	4.37%	3	14.29%
	United	18	15.13%	27	13.11%	3	14.29%
	Total	119	100.00%	206	100.00%	21	100.00%
North East	Buckeye	29	14.29%	31	13.08%	5	27.78%
	Caresource	124	61.08%	149	62.87%	10	55.56%
	Molina	8	3.94%	8	3.38%	1	5.56%
	Paramount	6	2.96%	4	1.69%	1	5.56%
	United	36	17.73%	45	18.99%	1	5.56%
	Total	203	100.00%	237	100.00%	18	100.00%
West	Buckeye	14	9.66%	33	14.80%	4	26.67%
	Caresource	76	52.41%	134	60.09%	8	53.33%
	Molina	15	10.34%	13	5.83%	0	0.00%
	Paramount	23	15.86%	32	14.35%	2	13.33%
	United	17	11.72%	11	4.93%	1	6.67%
	Total	145	100.00%	223	100.00%	15	100.00%
Total Mandatory		467		666		54	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 9/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	325	93	418
North East	440	208	648
West	368	113	481
Total For All Regions	1133	414	1547

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 9/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	8	13	21	12	33	7.89%
	Caresource	51	108	159	35	194	46.41%
	Molina	41	49	90	19	109	26.08%
	Paramount	1	9	10	9	19	4.55%
	United	18	27	45	18	63	15.07%
	Total	119	206	325	93	418	100.00%
North East	Buckeye	29	31	60	47	107	16.51%
	Caresource	124	149	273	71	344	53.09%
	Molina	8	8	16	36	52	8.02%
	Paramount	6	4	10	30	40	6.17%
	United	36	45	81	24	105	16.20%
	Total	203	237	440	208	648	100.00%
West	Buckeye	14	33	47	26	73	15.18%
	Caresource	76	134	210	44	254	52.81%
	Molina	15	13	28	21	49	10.19%
	Paramount	23	32	55	13	68	14.14%
	United	17	11	28	9	37	7.69%
	Total	145	223	368	113	481	100.00%
Total Mandatory		467	666	1133	414	1547	

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Method as a Percentage of Type
Effective Date: 9/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	21567	66.86%	5433	85.09%	60	60.61%	27060	69.85%
Call Campaign	6003	18.61%	582	9.12%	5	5.05%	6590	17.01%
Face-To-Face	0	0.00%	4	0.06%	0	0.00%	4	0.01%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	6	0.02%	2	0.03%	0	0.00%	8	0.02%
Website	4679	14.51%	364	5.70%	34	34.34%	5077	13.11%
TOTAL	32255	100%	6385	100%	99	100%	38739	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 9/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	21567	79.70%	5433	20.08%	60	0.22%	27060	100%
Call Campaign	6003	91.09%	582	8.83%	5	0.08%	6590	100%
Face-To-Face	0	0.00%	4	100.00%	0	0.00%	4	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	6	75.00%	2	25.00%	0	0.00%	8	100%
Website	4679	92.16%	364	7.17%	34	0.67%	5077	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: 9/1/2014**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	295		40		1	
	North East	1739		308		13	
	West	1372		282		5	
	Total	3406	10.56%	630	9.87%	19	19.19%
Caresource	Central/South East	4273		949		5	
	North East	7376		1710		16	
	West	6701		1564		31	
	Total	18350	56.89%	4223	66.14%	52	52.53%
Molina	Central/South East	1771		335		3	
	North East	357		49		1	
	West	886		153		4	
	Total	3014	9.34%	537	8.41%	8	8.08%
Paramount	Central/South East	163		31		1	
	North East	378		36		2	
	West	2201		309		10	
	Total	2742	8.50%	376	5.89%	13	13.13%
United	Central/South East	1291		172		3	
	North East	2267		312		4	
	West	1185		135		0	
	Total	4743	14.70%	619	9.69%	7	7.07%
Total Mandatory		32255	100.00%	6385	100.00%	99	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 9/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	295	3.79%	40	2.62%	1	7.69%
	Caresource	4273	54.83%	949	62.15%	5	38.46%
	Molina	1771	22.73%	335	21.94%	3	23.08%
	Paramount	163	2.09%	31	2.03%	1	7.69%
	United	1291	16.57%	172	11.26%	3	23.08%
	Total	7793	100.00%	1527	100.00%	13	100.00%
North East	Buckeye	1739	14.35%	308	12.75%	13	36.11%
	Caresource	7376	60.87%	1710	70.81%	16	44.44%
	Molina	357	2.95%	49	2.03%	1	2.78%
	Paramount	378	3.12%	36	1.49%	2	5.56%
	United	2267	18.71%	312	12.92%	4	11.11%
	Total	12117	100.00%	2415	100.00%	36	100.00%
West	Buckeye	1372	11.11%	282	11.54%	5	10.00%
	Caresource	6701	54.28%	1564	64.02%	31	62.00%
	Molina	886	7.18%	153	6.26%	4	8.00%
	Paramount	2201	17.83%	309	12.65%	10	20.00%
	United	1185	9.60%	135	5.53%	0	0.00%
	Total	12345	100.00%	2443	100.00%	50	100.00%
Total Mandatory		32255		6385		99	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 9/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	9320	6946	16266
North East	14532	10625	25157
West	14788	10024	24812
Total For All Regions	38640	27595	66235

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 9/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	295	40	335	1444	1779	10.94%
	Caresource	4273	949	5222	1403	6625	40.73%
	Molina	1771	335	2106	1416	3522	21.65%
	Paramount	163	31	194	1365	1559	9.58%
	United	1291	172	1463	1318	2781	17.10%
	Total	7793	1527	9320	6946	16266	100.00%
North East	Buckeye	1739	308	2047	2168	4215	16.75%
	Caresource	7376	1710	9086	2172	11258	44.75%
	Molina	357	49	406	2111	2517	10.01%
	Paramount	378	36	414	2081	2495	9.92%
	United	2267	312	2579	2093	4672	18.57%
	Total	12117	2415	14532	10625	25157	100.00%
West	Buckeye	1372	282	1654	2059	3713	14.96%
	Caresource	6701	1564	8265	2025	10290	41.47%
	Molina	886	153	1039	2026	3065	12.35%
	Paramount	2201	309	2510	1996	4506	18.16%
	United	1185	135	1320	1918	3238	13.05%
	Total	12345	2443	14788	10024	24812	100.00%
Total Mandatory		32255	6385	38640	27595	66235	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 9/1/2014

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	131	29.77%	288	24.81%	0	0.00%	419	26.12%
Call	Medicaid only	149	33.86%	597	51.42%	3	100.00%	749	46.70%
Call Campaign	Dual benefits	19	4.32%	23	1.98%	0	0.00%	42	2.62%
Call Campaign	Medicaid only	63	14.32%	88	7.58%	0	0.00%	151	9.41%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	1	0.23%	0	0.00%	0	0.00%	1	0.06%
Fax	Medicaid only	33	7.50%	21	1.81%	0	0.00%	54	3.37%
Mail	Dual benefits	1	0.23%	2	0.17%	0	0.00%	3	0.19%
Mail	Medicaid only	0	0.00%	9	0.78%	0	0.00%	9	0.56%
Website	Dual benefits	19	4.32%	21	1.81%	0	0.00%	40	2.49%
Website	Medicaid only	24	5.45%	112	9.65%	0	0.00%	136	8.48%
TOTAL		440	100%	1161	100%	3	100%	1604	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 9/1/2014

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	131	31.26%	288	68.74%	0	0.00%	419	100%
Call	Medicaid only	149	19.89%	597	79.71%	3	0.40%	749	100%
Call Campaign	Dual benefits	19	45.24%	23	54.76%	0	0.00%	42	100%
Call Campaign	Medicaid only	63	41.72%	88	58.28%	0	0.00%	151	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	1	100.00%	0	0.00%	0	0.00%	1	100%
Fax	Medicaid only	33	61.11%	21	38.89%	0	0.00%	54	100%
Mail	Dual benefits	1	33.33%	2	66.67%	0	0.00%	3	100%
Mail	Medicaid only	0	0.00%	9	100.00%	0	0.00%	9	100%
Website	Dual benefits	19	47.50%	21	52.50%	0	0.00%	40	100%
Website	Medicaid only	24	17.65%	112	82.35%	0	0.00%	136	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 9/1/2014

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	6		51		0		57
	Central	Medicaid only	20		163		0		183
	North West	Dual benefits	8		12		0		20
	North West	Medicaid only	9		29		0		38
	South West	Dual benefits	10		19		0		29
	South West	Medicaid only	28		67		0		95
	Total			81	18.33%	341	29.37%	0	0.00%
Buckeye	North East	Dual benefits	7		5		0		12
	North East	Medicaid only	7		10		0		17
	North West	Dual benefits	6		13		0		19
	North West	Medicaid only	8		20		0		28
	West Central	Dual benefits	7		32		0		39
	West Central	Medicaid only	22		178		1		201
	Total			57	12.90%	258	22.22%	1	33.33%
Caresource	East Central	Dual benefits	17		54		0		71
	East Central	Medicaid only	31		102		0		133
	North East	Dual benefits	45		53		0		98
	North East	Medicaid only	60		67		0		127
	North East Central	Dual benefits	13		16		0		29
	North East Central	Medicaid only	13		33		0		46
	Total			179	40.50%	325	27.99%	0	0.00%
Molina	Central	Dual benefits	11		12		0		23
	Central	Medicaid only	14		28		0		42
	South West	Dual benefits	14		11		0		25
	South West	Medicaid only	22		35		0		57
	West Central	Dual benefits	2		13		0		15

Molina	West Central	Medicaid only	7		28		1		36
	Total		70	15.84%	127	10.94%	1	33.33%	
United	East Central	Dual benefits	8		25		0		33
	East Central	Medicaid only	15		32		0		47
	North East	Dual benefits	10		13		0		23
	North East	Medicaid only	9		28		0		37
	North East Central	Dual benefits	7		5		0		12
	North East Central	Medicaid only	6		7		1		14
	Total		55	12.44%	110	9.47%	1	33.33%	
Total Mandatory			442	100.00%	1161	100.00%	3	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 9/1/2014

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	6	11.76%	51	20.08%	0	0.00%	57
	Aetna	Medicaid only	20	39.22%	163	64.17%	0	0.00%	183
	Molina	Dual benefits	11	21.57%	12	4.72%	0	0.00%	23
	Molina	Medicaid only	14	27.45%	28	11.02%	0	0.00%	42
	Total		51	100.00%	254	100.00%	0	100.00%	
East Central	Caresource	Dual benefits	17	23.94%	54	25.35%	0	0.00%	71
	Caresource	Medicaid only	31	43.66%	102	47.89%	0	0.00%	133
	United	Dual benefits	8	11.27%	25	11.74%	0	0.00%	33
	United	Medicaid only	15	21.13%	32	15.02%	0	0.00%	47
	Total		71	100.00%	213	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	7	5.07%	5	2.84%	0	0.00%	12
	Buckeye	Medicaid only	7	5.07%	10	5.68%	0	0.00%	17
	Caresource	Dual benefits	45	32.61%	53	30.11%	0	0.00%	98
	Caresource	Medicaid only	60	43.48%	67	38.07%	0	0.00%	127
	United	Dual benefits	10	7.25%	13	7.39%	0	0.00%	23
	United	Medicaid only	9	6.52%	28	15.91%	0	0.00%	37
	Total		138	100.00%	176	100.00%	0	100.00%	
North East Central	Caresource	Dual benefits	13	33.33%	16	26.23%	0	0.00%	29
	Caresource	Medicaid only	13	33.33%	33	54.10%	0	0.00%	46
	United	Dual benefits	7	17.95%	5	8.20%	0	0.00%	12
	United	Medicaid only	6	15.38%	7	11.48%	1	100.00%	14
	Total		39	100.00%	61	100.00%	1	100.00%	
North West	Aetna	Dual benefits	8	25.81%	12	16.22%	0	0.00%	20
	Aetna	Medicaid only	9	29.03%	29	39.19%	0	0.00%	38
	Buckeye	Dual benefits	6	19.35%	13	17.57%	0	0.00%	19
	Buckeye	Medicaid only	8	25.81%	20	27.03%	0	0.00%	28
	Total		31	100.00%	74	100.00%	0	100.00%	
South West	Aetna	Dual benefits	10	13.51%	19	14.39%	0	0.00%	29
	Aetna	Medicaid only	28	37.84%	67	50.76%	0	0.00%	95
	Molina	Dual benefits	14	18.92%	11	8.33%	0	0.00%	25

South West	Molina	Medicaid only	22	29.73%	35	26.52%	0	0.00%	57
	Total		74	100.00%	132	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	7	18.42%	32	12.75%	0	0.00%	39
	Buckeye	Medicaid only	22	57.89%	178	70.92%	1	50.00%	201
	Molina	Dual benefits	2	5.26%	13	5.18%	0	0.00%	15
	Molina	Medicaid only	7	18.42%	28	11.16%	1	50.00%	36
	Total		38	100.00%	251	100.00%	2	100.00%	
Total Mandatory			442		1161		3		

MyCare
ASSIGNMENT BY REGION
Effective Date: 9/1/2014

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	225	394	619
	Dual benefits	80	0	80
		305	394	699
East Central	Medicaid only	180	366	546
	Dual benefits	104	0	104
		284	366	650
North East	Medicaid only	181	563	744
	Dual benefits	133	0	133
		314	563	877
North East Central	Medicaid only	59	147	206
	Dual benefits	41	0	41
		100	147	247
North West	Medicaid only	66	197	263
	Dual benefits	39	0	39
		105	197	302
South West	Medicaid only	152	392	544
	Dual benefits	54	0	54
		206	392	598
West Central	Medicaid only	235	306	541
	Dual benefits	54	0	54
		289	306	595
Total For All Regions		1603	2365	3968

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 9/1/2014

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	6	51	57	0	57	8.15%
	Aetna	Medicaid only	20	163	183	197	380	54.36%
	Molina	Dual benefits	11	12	23	0	23	3.29%
	Molina	Medicaid only	14	28	42	197	239	34.19%
	Total			51	254	305	394	699
East Central	Caresource	Dual benefits	17	54	71	0	71	10.92%
	Caresource	Medicaid only	31	102	133	180	313	48.15%
	United	Dual benefits	8	25	33	0	33	5.08%
	United	Medicaid only	15	32	47	186	233	35.85%
	Total			71	213	284	366	650
North East	Buckeye	Dual benefits	7	5	12	0	12	1.37%
	Buckeye	Medicaid only	7	10	17	144	161	18.36%
	Caresource	Dual benefits	45	53	98	0	98	11.17%
	Caresource	Medicaid only	60	67	127	210	337	38.43%
	United	Dual benefits	10	13	23	0	23	2.62%
	United	Medicaid only	9	28	37	209	246	28.05%
	Total			138	176	314	563	877
North East Central	Caresource	Dual benefits	13	16	29	0	29	11.74%
	Caresource	Medicaid only	13	33	46	75	121	48.99%
	United	Dual benefits	7	5	12	0	12	4.86%
	United	Medicaid only	6	7	13	72	85	34.41%
	Total			39	61	100	147	247

North West	Aetna	Dual benefits	8	12	20	0	20	6.62%
	Aetna	Medicaid only	9	29	38	94	132	43.71%
	Buckeye	Dual benefits	6	13	19	0	19	6.29%
	Buckeye	Medicaid only	8	20	28	103	131	43.38%
	Total		31	74	105	197	302	100.00%
South West	Aetna	Dual benefits	10	19	29	0	29	4.85%
	Aetna	Medicaid only	28	67	95	199	294	49.16%
	Molina	Dual benefits	14	11	25	0	25	4.18%
	Molina	Medicaid only	22	35	57	193	250	41.81%
	Total		74	132	206	392	598	100.00%
West Central	Buckeye	Dual benefits	7	32	39	0	39	6.55%
	Buckeye	Medicaid only	22	178	200	127	327	54.96%
	Molina	Dual benefits	2	13	15	0	15	2.52%
	Molina	Medicaid only	7	28	35	179	214	35.97%
	Total		38	251	289	306	595	100.00%
Total Mandatory			442	1161	1603	2365	3968	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 9/1/2014

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	1	0	1	0	1
			Medicaid only	1	6	7	11	18
		Molina	Dual benefits	1	0	1	0	1
			Medicaid only	0	1	1	1	2
		Total			3	7	10	12
	Franklin	Aetna	Dual benefits	4	48	52	0	52
			Medicaid only	19	145	164	172	336
		Molina	Dual benefits	10	10	20	0	20
			Medicaid only	12	22	34	180	214
		Total			45	225	270	352
	Madison	Aetna	Medicaid only	0	4	4	2	6
		Molina	Dual benefits	0	1	1	0	1
			Medicaid only	0	1	1	4	5
		Total			0	6	6	6
	Pickaway	Aetna	Dual benefits	1	3	4	0	4
			Medicaid only	0	5	5	7	12
		Molina	Medicaid only	2	1	3	8	11
		Total			3	9	12	15
	Union	Aetna	Medicaid only	0	3	3	5	8
		Molina	Dual benefits	0	1	1	0	1

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Union	Molina	Medicaid only	0	3	3	4	7
		Total		0	7	7	9	16
Central Region Totals								
Aetna				26	214	240	197	437
Molina				25	40	65	197	262
Total				51	254	305	394	699

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	Caresource	Dual benefits	1	3	4	0	4
			Medicaid only	4	4	8	12	20
		United	Dual benefits	1	4	5	0	5
			Medicaid only	1	2	3	13	16
		Total			7	13	20	25
	Stark	Caresource	Dual benefits	4	28	32	0	32
			Medicaid only	14	46	60	57	117
		United	Dual benefits	2	8	10	0	10
			Medicaid only	8	12	20	53	73
		Total			28	94	122	110
	Summit	Caresource	Dual benefits	11	17	28	0	28
			Medicaid only	9	42	51	99	150
		United	Dual benefits	4	12	16	0	16
			Medicaid only	6	14	20	107	127
		Total			30	85	115	206
	Wayne	Caresource	Dual benefits	1	6	7	0	7
			Medicaid only	4	10	14	12	26
		United	Dual benefits	1	1	2	0	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	United	Medicaid only	0	4	4	13	17
		Total		6	21	27	25	52

East Central Region Totals								
Caresource				48	156	204	180	384
United				23	57	80	186	266
Total				71	213	284	366	650

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	5	5	10	0	10
			Medicaid only	6	8	14	103	117
		Caresource	Dual benefits	40	44	84	0	84
			Medicaid only	53	57	110	162	272
		United	Dual benefits	7	10	17	0	17
			Medicaid only	8	15	23	172	195
		Total		119	139	258	437	695
		Geauga	Buckeye	Medicaid only	0	0	0	6
	Caresource		Medicaid only	0	1	1	6	7
	United		Dual benefits	1	0	1	0	1
	Total			1	1	2	12	14
	Lake	Buckeye	Dual benefits	1	0	1	0	1
			Medicaid only	0	0	0	8	8
		Caresource	Dual benefits	3	3	6	0	6
			Medicaid only	0	0	0	8	8
		United	Dual benefits	0	1	1	0	1
			Medicaid only	0	0	0	9	9
		Total		4	4	8	25	33

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Lorain	Buckeye	Dual benefits	1	0	1	0	1
			Medicaid only	1	2	3	25	28
		Caresource	Dual benefits	2	5	7	0	7
			Medicaid only	5	8	13	25	38
		United	Dual benefits	1	2	3	0	3
			Medicaid only	0	12	12	16	28
		Total			10	29	39	66
	Medina	Buckeye	Medicaid only	0	0	0	2	2
		Caresource	Dual benefits	0	1	1	0	1
			Medicaid only	2	1	3	9	12
		United	Dual benefits	1	0	1	0	1
			Medicaid only	1	1	2	12	14
		Total			4	3	7	23

North East Region Totals								
Buckeye				14	15	29	144	173
Caresource				105	120	225	210	435
United				19	41	60	209	269
Total				138	176	314	563	877

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	Caresource	Dual benefits	3	2	5	0	5
			Medicaid only	0	20	20	21	41
		United	Dual benefits	2	3	5	0	5
			Medicaid only	0	2	2	13	15
	Total			5	27	32	34	66
	Mahoning	Caresource	Dual benefits	4	12	16	0	16

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East Central	Mahoning	Caresource	Medicaid only	10	10	20	31	51	
		United	Dual benefits	3	1	4	0	4	
			Medicaid only	2	2	4	34	38	
		Total			19	25	44	65	109
	Trumbull	Caresource	Dual benefits	6	2	8	0	8	
			Medicaid only	3	3	6	23	29	
		United	Dual benefits	2	1	3	0	3	
			Medicaid only	4	3	7	25	32	
		Total			15	9	24	48	72

North East Central Region Totals								
Caresource				26	49	75	75	150
United				13	12	25	72	97
Total				39	61	100	147	247

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	1	1	2	0	2
			Medicaid only	0	1	1	2	3
		Buckeye	Dual benefits	2	1	3	0	3
			Medicaid only	0	1	1	5	6
		Total			3	4	7	7
	Lucas	Aetna	Dual benefits	4	10	14	0	14
			Medicaid only	6	24	30	76	106
		Buckeye	Dual benefits	3	12	15	0	15
			Medicaid only	4	17	21	80	101
		Total			17	63	80	156
Ottawa	Aetna	Dual benefits	0	1	1	0	1	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Ottawa	Aetna	Medicaid only	1	2	3	6	9
		Buckeye	Medicaid only	1	0	1	1	2
		Total		2	3	5	7	12
	Wood	Aetna	Dual benefits	3	0	3	0	3
			Medicaid only	2	2	4	10	14
		Buckeye	Dual benefits	1	0	1	0	1
			Medicaid only	3	2	5	17	22
		Total		9	4	13	27	40

North West Region Totals

Aetna		17	41	58	94	152
Buckeye		14	33	47	103	150
Total		31	74	105	197	302

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	4	7	11	0	11
			Medicaid only	5	23	28	29	57
		Molina	Dual benefits	2	1	3	0	3
			Medicaid only	1	0	1	41	42
		Total		12	31	43	70	113
		Clermont	Aetna	Dual benefits	1	1	2	0
	Medicaid only			4	6	10	17	27
	Molina		Dual benefits	1	3	4	0	4
			Medicaid only	2	5	7	15	22
	Total			8	15	23	32	55
	Clinton		Aetna	Dual benefits	0	2	2	0
		Medicaid only		2	1	3	11	14

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clinton	Molina	Dual benefits	1	0	1	0	1
			Medicaid only	1	1	2	11	13
		Total		4	4	8	22	30
	Hamilton	Aetna	Dual benefits	5	7	12	0	12
			Medicaid only	15	27	42	127	169
		Molina	Dual benefits	9	5	14	0	14
			Medicaid only	16	25	41	113	154
		Total		45	64	109	240	349
	Warren	Aetna	Dual benefits	0	2	2	0	2
			Medicaid only	2	10	12	15	27
		Molina	Dual benefits	1	2	3	0	3
			Medicaid only	2	4	6	13	19
		Total		5	18	23	28	51

South West Region Totals								
Aetna				38	86	124	199	323
Molina				36	46	82	193	275
Total				74	132	206	392	598

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	2	4	6	0	6
			Medicaid only	1	16	17	20	37
		Molina	Dual benefits	2	3	5	0	5
			Medicaid only	1	11	12	33	45
	Total		6	34	40	53	93	
	Greene	Buckeye	Dual benefits	2	3	5	0	5
Medicaid only			3	14	17	10	27	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Molina	Medicaid only	3	2	5	13	18	
		Total		8	19	27	23	50	
	Montgomery	Buckeye	Dual benefits	3	25	28	0	28	
			Medicaid only	18	148	166	97	263	
		Molina	Dual benefits	0	10	10	0	10	
			Medicaid only	3	15	18	133	151	
		Total		24	198	222	230	452	
		West Central Region Totals							
	Buckeye				29	210	239	127	366
	Molina				9	41	50	179	229
Total				38	251	289	306	595	
Total Mandatory				442	1161	1603	2365	3968	

**MyCare
MEDICARE STATUS CHANGES BY
MCP (Standalone Opt In/Opt Out)**

**MCP and Region as a Percentage of Type
Effective Date: 9/1/2014**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	44	20.75%	13	3.61%	57
	<i>North West</i>	7	3.30%	4	1.11%	11
	<i>South West</i>	12	5.66%	12	3.33%	24
	Total	63	29.72%	29	8.06%	92
Buckeye	<i>North East</i>	7	3.30%	5	1.39%	12
	<i>North West</i>	5	2.36%	15	4.17%	20
	<i>West Central</i>	17	8.02%	22	6.11%	39
	Total	29	13.68%	42	11.67%	71
Caresource	<i>East Central</i>	27	12.74%	54	15.00%	81
	<i>North East</i>	17	8.02%	96	26.67%	113
	<i>North East Central</i>	7	3.30%	21	5.83%	28
	Total	51	24.06%	171	47.50%	222

Molina	<i>Central</i>	10	4.72%	23	6.39%	33
	<i>South West</i>	22	10.38%	43	11.94%	65
	<i>West Central</i>	8	3.77%	4	1.11%	12
	Total	40	18.87%	70	19.44%	110
United	<i>East Central</i>	18	8.49%	18	5.00%	36
	<i>North East</i>	10	4.72%	15	4.17%	25
	<i>North East Central</i>	1	0.47%	15	4.17%	16
	Total	29	13.68%	48	13.33%	77
Total Changes		212	100.00%	360	100.00%	572

**MyCare
MEDICARE STATUS CHANGES BY
MCP (Standalone Opt In/Opt Out)**

**MCP and Region as a Percentage of Type
Effective Date: 9/1/2014**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	44	20.75%	13	3.61%	57
	<i>Molina</i>	10	4.72%	23	6.39%	33
	Total	54	25.47%	36	10.00%	90
North West	<i>Aetna</i>	7	3.30%	4	1.11%	11
	<i>Buckeye</i>	5	2.36%	15	4.17%	20
	Total	12	5.66%	19	5.28%	31
South West	<i>Aetna</i>	12	5.66%	12	3.33%	24
	<i>Molina</i>	22	10.38%	43	11.94%	65
	Total	34	16.04%	55	15.28%	89
North East	<i>Buckeye</i>	7	3.30%	5	1.39%	12
	<i>Caresource</i>	17	8.02%	96	26.67%	113
	<i>United</i>	10	4.72%	15	4.17%	25
	Total	34	16.04%	116	32.22%	150

West Central	<i>Buckeye</i>	17	8.02%	22	6.11%	39
	<i>Molina</i>	8	3.77%	4	1.11%	12
	Total	25	11.79%	26	7.22%	51
East Central	<i>Caresource</i>	27	12.74%	54	15.00%	81
	<i>United</i>	18	8.49%	18	5.00%	36
	Total	45	21.23%	72	20.00%	117
North East Central	<i>Caresource</i>	7	3.30%	21	5.83%	28
	<i>United</i>	1	0.47%	15	4.17%	16
	Total	8	3.77%	36	10.00%	44
Total Changes		212	100.00%	360	100.00%	572

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 8/1/2014 to 8/31/2014

Total Surveys Available for Completion: 71406

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	127	25.15%	360	71.29%	15	2.97%	2	0.40%	1	0.20%	505	100.00%
Our answers to your questions	138	27.33%	357	70.69%	6	1.19%	2	0.40%	2	0.40%	505	100.00%
Our courtesy to you and your family	182	36.04%	316	62.57%	3	0.59%	2	0.40%	2	0.40%	505	100.00%
Overall, how would you rate our staff and services	159	31.49%	339	67.13%	4	0.79%	1	0.20%	2	0.40%	505	100.00%
Total	606	30.00%	1372	67.92%	28	1.39%	7	0.35%	6	0.35%	2020	100.00%

Number of Surveys Attempted: 3062

Number of Completed Customer Satisfaction Surveys: 505