



AUTOMATED HEALTH SYSTEMS

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PRESIDENT

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# Ohio Consumer Hotline Monthly Report July 2016

“The Enlightened Choice in Health Service Management”

## ***Call Center Analysis***

*Provider Calls:* There were 3,228 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 184. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or Xerox 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.

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 90 calls coming in through this queue for this month.

## ***Activity Summary***

- 223,206 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
  - 179,467 Total Calls (inbound and outbound)
  - 38,632 Call Fire Campaign Calls
  - 1,829 MyCare Outreach calls
  - 3,228 Provider Calls
  - 50 Insure Kids Now/Governor's Hotline
- 3% abandonment rate
- 5:18 minutes average talk time
- 53 seconds average speed to answer
- 71 average CSR inbound calls per day

# Ohio Consumer Hotline

## July 2016

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	06/27/16	10474	9913	410	35	10509	561	5%	800	11309	:12:17	:02:28	86	:02:27	:05:27
Tue	06/28/16	8268	8153	162	21	8289	115	1%	1307	9596	:06:24	:01:43	80	:00:54	:05:10
Wed	06/29/16	8000	7771	164	17	8017	229	3%	965	8982	:09:30	:02:04	78	:00:58	:05:21
Thurs	06/30/16	8423	8064	200	53	8476	359	4%	999	9475	:09:52	:01:56	80	:01:30	:05:08
Fri	07/01/16	7343	7246	133	32	7375	97	1%	1022	8397	:09:09	:02:20	75	:00:55	:05:09
Sat	07/02/16	1041	1035	36	7	1048	6	1%	110	1158	:06:53	:01:04	58	:00:15	:05:03
Sun	07/03/16	0	0	0	115	115	0	0%	0	115	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>43549</b>	<b>42182</b>	<b>1105</b>	<b>280</b>	<b>43829</b>	<b>1367</b>	<b>3%</b>	<b>4403</b>	<b>48232</b>	<b>:12:17</b>	<b>:01:56</b>	<b>76</b>	<b>:01:10</b>	<b>:05:15</b>
	<b>July Only</b>	<b>8384</b>	<b>8281</b>	<b>169</b>	<b>154</b>	<b>8538</b>	<b>103</b>	<b>1%</b>	<b>1132</b>	<b>1273</b>	<b>:09:09</b>	<b>:01:42</b>	<b>67</b>	<b>:00:35</b>	<b>:05:08</b>
Mon	07/04/16	0	0	0	115	115	0	0%	0	115	:00:00	:00:00	0	:00:00	:00:00
Tues	07/05/16	11007	10290	492	30	11037	717	7%	935	11972	:08:55	:02:23	85	:02:49	:05:43
Wed	07/06/16	8528	8420	196	26	8554	108	1%	982	9536	:08:53	:02:03	80	:00:55	:05:36
Thurs	07/07/16	8171	7981	161	8	8179	190	2%	1112	9291	:06:38	:01:41	76	:00:52	:05:25
Fri	07/08/16	6553	6468	86	5	6558	85	1%	1141	7699	:03:40	:00:55	71	:00:15	:05:21
Sat	07/09/16	920	914	22	20	940	6	1%	935	1875	:02:43	:00:32	53	:00:09	:05:14
Sun	07/10/16	0	0	0	78	78	0	0%	0	78	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>35179</b>	<b>34073</b>	<b>957</b>	<b>282</b>	<b>35461</b>	<b>1106</b>	<b>3%</b>	<b>5105</b>	<b>40566</b>	<b>:08:55</b>	<b>:01:31</b>	<b>73</b>	<b>:01:01</b>	<b>:05:32</b>
Mon	07/11/16	9951	9463	353	10	9961	488	5%	807	10768	:10:37	:02:03	83	:02:17	:05:37
Tues	07/12/16	7751	7556	154	11	7762	195	3%	1287	9049	:09:25	:01:40	75	:00:51	:05:44
Wed	07/13/16	7300	7195	107	14	7314	105	1%	1268	8582	:04:26	:01:19	71	:00:34	:05:17
Thurs	07/14/16	7324	7229	110	18	7342	95	1%	1035	8377	:04:55	:01:22	72	:00:30	:05:22
Fri	07/15/16	6210	6109	84	5	6215	101	2%	1115	7330	:09:33	:01:25	67	:00:17	:05:15
Sat	07/16/16	822	803	26	8	830	19	2%	906	1736	:03:22	:00:37	50	:00:16	:05:23
Sun	07/17/16	0	0	0	113	113	0	0%	0	113	00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>39358</b>	<b>38355</b>	<b>834</b>	<b>179</b>	<b>39537</b>	<b>1003</b>	<b>3%</b>	<b>6418</b>	<b>45955</b>	<b>:10:37</b>	<b>:01:24</b>	<b>70</b>	<b>:00:48</b>	<b>:05:28</b>
Mon	07/18/16	12048	11049	707	29	12077	999	8%	803	12880	:14:42	:02:57	85	:03:30	:05:28
Tues	07/19/16	9228	8863	290	32	9260	365	4%	844	10104	:09:01	:02:07	83	:01:44	:05:19
Wed	07/20/16	7141	7039	111	15	7156	102	1%	596	7752	:05:04	:01:25	73	:00:15	:05:02
Thurs	07/21/16	7097	6864	135	23	7120	233	3%	662	7782	:08:22	:01:48	72	:01:14	:05:21
Fri	07/22/16	6185	6093	55	11	6196	92	1%	931	7127	:05:23	:01:07	68	:00:14	:04:59
Sat	07/23/16	838	814	26	15	853	24	3%	81	934	:04:53	:00:36	51	:00:13	:05:07
Sun	07/24/16	0	0	0	118	118	0	0%	0	118	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>42537</b>	<b>40722</b>	<b>1324</b>	<b>243</b>	<b>42780</b>	<b>1815</b>	<b>4%</b>	<b>3917</b>	<b>46697</b>	<b>:14:42</b>	<b>:01:40</b>	<b>72</b>	<b>:01:12</b>	<b>:05:14</b>
Mon	07/25/16	10064	9447	375	22	10086	617	6%	723	10809	:10:37	:02:21	83	:02:36	:05:25
Tue	07/26/16	8334	8200	127	12	8346	134	2%	758	9104	:07:09	:01:35	81	:00:50	:05:18
Wed	07/27/16	7747	7597	148	14	7761	150	2%	804	8565	:08:43	:01:45	75	:00:42	:05:06
Thu	07/28/16	7396	7338	95	10	7406	58	1%	787	8193	:03:27	:01:07	73	:00:17	:05:01
Fri	07/29/16	6311	6301	93	15	6326	10	0%	588	6914	:02:35	:00:23	65	:00:09	:04:26
Sat	07/30/16	1202	1196	45	6	1208	6	0%	104	1312	:03:11	:00:22	55	:00:11	:04:21
Sun	07/31/16	0	0	0	79	79	0	0%	0	79	:00:00	:00:00	0	:00:00	:00:00
	<b>Week end</b>	<b>41054</b>	<b>40079</b>	<b>883</b>	<b>158</b>	<b>41212</b>	<b>975</b>	<b>2%</b>	<b>3764</b>	<b>44976</b>	<b>:10:37</b>	<b>:01:16</b>	<b>72</b>	<b>:00:48</b>	<b>:05:04</b>
	<b>Month End</b>	<b>166512</b>	<b>161510</b>	<b>4167</b>	<b>1016</b>	<b>167528</b>	<b>5002</b>	<b>3%</b>	<b>20336</b>	<b>179467</b>	<b>:14:42</b>	<b>:01:31</b>	<b>71</b>	<b>:00:53</b>	<b>:05:18</b>

Call Center Busy Hour Report  
 July 2016  
 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	07/01/16	7343	81	522	708	764	789	770	818	764	749	700	505	100	73
Sat	07/02/16	1041	0	104	108	131	126	131	119	99	103	120	0	0	0
Sun	07/03/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>8384</b>	<b>81</b>	<b>626</b>	<b>816</b>	<b>895</b>	<b>915</b>	<b>901</b>	<b>937</b>	<b>863</b>	<b>852</b>	<b>820</b>	<b>505</b>	<b>100</b>	<b>73</b>
Mon	07/04/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	07/05/16	11007	84	771	1037	1195	1221	1211	1217	1188	1149	976	765	119	74
Wed	07/06/16	8528	74	662	883	949	937	890	884	898	812	760	602	119	58
Thurs	07/07/16	8171	49	624	846	857	845	834	912	925	832	739	546	105	57
Fri	07/08/16	6553	52	464	659	726	729	691	696	722	690	559	451	71	43
Sat	07/09/16	920	0	80	86	119	109	123	112	109	100	82	0	0	0
Sun	07/10/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>35179</b>	<b>259</b>	<b>2601</b>	<b>3511</b>	<b>3846</b>	<b>3841</b>	<b>3749</b>	<b>3821</b>	<b>3842</b>	<b>3583</b>	<b>3116</b>	<b>2364</b>	<b>414</b>	<b>232</b>
Mon	07/11/16	9951	109	790	954	1094	1114	1043	1071	1017	1001	878	694	126	60
Tues	07/12/16	7751	61	620	814	806	817	816	855	858	779	690	525	74	36
Wed	07/13/16	7300	49	578	676	725	807	743	814	850	752	669	507	86	44
Thurs	07/14/16	7324	35	563	714	794	886	786	826	743	710	652	481	99	35
Fri	07/15/16	6210	55	479	589	656	662	650	683	676	669	545	431	61	54
Sat	07/16/16	822	0	77	79	95	94	100	101	86	97	93	0	0	0
Sun	07/17/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>39358</b>	<b>309</b>	<b>3107</b>	<b>3826</b>	<b>4170</b>	<b>4380</b>	<b>4138</b>	<b>4350</b>	<b>4230</b>	<b>4008</b>	<b>3527</b>	<b>2638</b>	<b>446</b>	<b>229</b>
Mon	07/18/16	12048	70	755	952	1097	1249	1201	1363	1350	1348	1321	947	264	131
Tues	07/19/16	9228	113	698	984	1116	1104	973	898	922	885	754	588	114	79
Wed	07/20/16	7141	64	553	690	759	780	741	792	762	720	637	475	112	56
Thurs	07/21/16	7097	70	543	628	720	762	768	791	762	760	645	503	93	52
Fri	07/22/16	6185	59	465	620	714	683	637	706	619	629	532	408	67	46
Sat	07/23/16	838	0	77	92	98	109	93	93	94	103	79	0	0	0
Sun	07/24/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>42537</b>	<b>376</b>	<b>3091</b>	<b>3966</b>	<b>4504</b>	<b>4687</b>	<b>4413</b>	<b>4643</b>	<b>4509</b>	<b>4445</b>	<b>3968</b>	<b>2921</b>	<b>650</b>	<b>364</b>
Mon	07/25/16	10064	85	710	929	1071	1207	1035	1092	1104	1022	887	687	148	87
Tue	07/26/16	8334	57	617	846	954	938	890	879	876	808	712	573	113	71
Wed	07/27/16	7747	61	555	729	821	791	822	855	811	828	708	553	132	81
Thu	07/28/16	7396	71	539	642	748	776	773	841	854	809	688	510	105	40
Fri	07/29/16	6311	40	457	663	701	724	694	670	666	608	564	429	56	39
Sat	07/30/16	1202	0	99	116	129	136	138	140	152	142	150	0	0	0
Sun	07/31/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Week Ending</b>	<b>41054</b>	<b>314</b>	<b>2977</b>	<b>3925</b>	<b>4424</b>	<b>4572</b>	<b>4352</b>	<b>4477</b>	<b>4463</b>	<b>4217</b>	<b>3709</b>	<b>2752</b>	<b>554</b>	<b>318</b>
	<b>Month Total</b>	<b>166512</b>	<b>1339</b>	<b>12402</b>	<b>16044</b>	<b>17839</b>	<b>18395</b>	<b>17553</b>	<b>18228</b>	<b>17907</b>	<b>17105</b>	<b>15140</b>	<b>11180</b>	<b>2164</b>	<b>1216</b>
	Cumulative Percent		1%	7%	10%	11%	11%	11%	11%	11%	10%	9%	7%	1%	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 7/1/2016 to 7/31/2016

Type	Sub Type	Total
<i><b>ABD Medicaid</b></i>	Application / Eligibility	1323
	Benefit Package / Covered Services	309
	Billing Number	78
	Card	200
	Certificate of Coverage	36
	Change	199
	Citizenship Verification Questions	9
	Estate Recovery	37
	Hearing	11
	Patient Liability	33
	Program Information	831
	Under 21 Inquiry	5
	<b>Total</b>	<b>3071</b>
<i><b>BCCP</b></i>	Application / Eligibility	4
	Benefit Package / Covered Services	1
	Card	2
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	1
	Program Information	7
	<b>Total</b>	<b>15</b>
<i><b>Consumer Guide</b></i>	Questions From Consumer Guide	1
	<b>Total</b>	<b>1</b>
<i><b>Disability Determination Redesign (DDR)</b></i>	Provided General Information	73
	Provided Income Guidelines	9

<b>Disability Determination Redesign (DDR)</b>	Provided Information on Specialized Recovery Services	8
	Qualified Income Trust Questions	3
	Received DDR Notice	2
	Referred To Legal Aid	0
	Spend Down Questions	37
	Transferred To Collabor8 for MAGI Application	0
	Transferred To QIT Specialist	4
	<b>Total</b>	<b>136</b>
<b>DRC</b>	Application status	0
	Benefit Package / Covered Services	2
	Care coordination questions	9
	Chose to remain with existing MCP	62
	Declined application / MCP enrollment	0
	General inquiry	111
	MCP change completed	46
	MCP enrollment completed	558
	MCP enrollment status	37
	Phone application completed	244
	<b>Total</b>	<b>1069</b>
<b>EOMB</b>	General Information	10
	Questions About Letter	0
	<b>Total</b>	<b>10</b>
<b>Escalated/Specialized Inquiries</b>	Governor Inquiry	0
	Legislative Inquiry	0
	ODM Inquiry	261
	Sent Email	31
	Sent Letter	0
	Web Contact	0
	<b>Total</b>	<b>292</b>

<b>FFS Billing</b>	Billing Number	937
	Claims Request	27
	General Billing Questions	787
	Received Bill (Needs Letter)	41
	<b>Total</b>	<b>1792</b>
<b>General Benefits</b>	Dental	368
	Equipment	121
	Family Planning	2
	Healthchek Services	24
	Inquiry on Covered Services	947
	Medicaid Expansion	204
	Medicaid School Program	2
	Medlist Assist	15
	Pregnancy Related Services	9
	Prescriptions	1177
	Transportation	453
	Vision	202
<b>Total</b>	<b>3524</b>	
<b>Healthy Start</b>	Application / Eligibility	936
	Benefit Package / Covered Services	175
	Billing Number	119
	Card	189
	Certificate of Coverage	18
	Change	61
	Citizenship Verification Questions	0
	Estate Recovery	5
	Hearing	1
	Program Information	197
	<b>Total</b>	<b>1701</b>
<b>HIPAA</b>	Complaint	1
	Information	4
	Request for Accounting for Disclosure	3

<b>HIPAA</b>	Request for Amendment	0
	Request for Restriction	1
	Send PHI Brochure	0
	<b>Total</b>	<b>9</b>
<b>Home Health Care</b>	Application / Eligibility	7
	Benefit Package / Covered Services	4
	BHCS Complaint	0
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	0
	Program Information	12
	Provider	3
	Status	1
	<b>Total</b>	<b>27</b>
<b>Incident Report</b>	Billing Inquiry	144
	Reimbursement Inquiry	13
	<b>Total</b>	<b>157</b>
<b>Information</b>	Cash Assistance	16
	CDJFS	831
	Customer Survey	8
	Food Stamps	150
	Hotline	1044
	Medicare	337
	Social Security	43
	<b>Total</b>	<b>2429</b>
<b>Inquiry</b>	029 Error	85
	574 Error - Not Eligible	6
	Already Selected	854
	Called to Check on Doctors	319
	Called to Check on Just Cause Status	83
	Case Addition	90
	Case Closed	422

<i><b>Inquiry</b></i>	<b>Case Pending</b>	607
	<b>Category Closed</b>	190
	<b>Change in Name</b>	167
	<b>Change in Phone Number / Address</b>	1359
	<b>CIC - Do Not Assign</b>	1
	<b>Consumer Needs To Be Auto Re-Enrolled</b>	1
	<b>Failed Eligibility</b>	531
	<b>General Questions</b>	11483
	<b>Open Enrollment Questions</b>	788
	<b>Person Calling Not PIP / AG Head</b>	363
	<b>Referred Consumer to County Worker</b>	2458
	<b>Returned NME / Notice</b>	17
	<b>Transferred in Error</b>	21
	<b>Wanted Phone Number of MCP</b>	452
	<b>Total</b>	<b>20297</b>
<i><b>Issue / Concern</b></i>	<b>Issue / Concern about MCP</b>	148
	<b>Issue / Concern about Provider</b>	2
	<b>Issue / Concern with Caseworker</b>	5
	<b>Issue / Concern with ODM</b>	97
	<b>Total</b>	<b>252</b>
<i><b>Limited Family Planning Services</b></i>	<b>Application / Eligibility</b>	3
	<b>Benefit Package / Covered Services</b>	1
	<b>Billing Number</b>	1
	<b>Card</b>	1
	<b>Certificate of Coverage</b>	0
	<b>Change</b>	0
	<b>Hearing</b>	0
	<b>Program Information</b>	3
	<b>Total</b>	<b>9</b>
<i><b>Long Term Care</b></i>	<b>Application / Eligibility</b>	21

<b>Long Term Care</b>	<b>Benefit Package / Covered Services</b>	3
	<b>Card</b>	1
	<b>Community Spouse</b>	0
	<b>Estate Recovery</b>	4
	<b>Hearing</b>	1
	<b>Ohio Access Success Project</b>	0
	<b>Patient Liability</b>	6
	<b>Program Information</b>	31
	<b>Total</b>	<b>67</b>
<b>MAGI</b>	<b>1095B FAQ</b>	66
	<b>Application Status</b>	1897
	<b>Case Change</b>	325
	<b>Case Inquiry</b>	6481
	<b>Certificate Of Coverage</b>	193
	<b>Citizenship/Other Verifications</b>	331
	<b>Estate Recovery</b>	14
	<b>FFS Card</b>	489
	<b>General Program Information</b>	3113
	<b>Income Guidelines/Questions</b>	614
	<b>ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)</b>	3
	<b>Questions About Letter/NOA</b>	469
	<b>Re-Application on a Denied Case</b>	172
	<b>Renewal Application Reported</b>	8043
	<b>Renewal Questions</b>	7507
	<b>Reprint NOA or FFS Card</b>	38
	<b>Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back</b>	140
	<b>Requested Telephone Application – Transfer to Collabor8</b>	1136

<b>MAGI</b>	<b>State Hearing</b>	83
	<b>Total</b>	<b>31114</b>
<b>Mailings</b>	<b>"Getting Long Term Care" Pamphlet</b>	4
	<b>ABD Application Letter - 7200</b>	400
	<b>ABD EMP Enrollment Packet</b>	39
	<b>ABD Pamphlet - Spanish</b>	0
	<b>Approved Letter</b>	87
	<b>BCCP Brochure</b>	0
	<b>Billing Incident Letter</b>	122
	<b>Call Me Letter</b>	0
	<b>CFC EMP Enrollment Packet</b>	31
	<b>Citizenship Verification Brochure</b>	0
	<b>CPA Letter</b>	0
	<b>CPA Letter - Blank</b>	51
	<b>Enrollment Error Letter</b>	0
	<b>Healthy Start Brochure</b>	2
	<b>HIPAA Notice</b>	10
	<b>HS/HF Information</b>	0
	<b>ICDS Enrollment Letter</b>	4316
	<b>Immigrants Medicaid - Somali</b>	0
	<b>JC Approval Change MCP</b>	306
	<b>JC Approval Change MCP - Requestor</b>	55
	<b>JC Approval FFS</b>	3
	<b>JC Approval FFS - Requestor</b>	0
	<b>Lead Poisoning Pamphlet</b>	1
	<b>Mandatory ABD Enrolled</b>	1
	<b>Mandatory ABD Not Yet Enrolled</b>	0
<b>Mandatory CFC Enrolled Child</b>	0	

<b>Mailings</b>	<b>Mandatory Enrolling CFC Adult</b>	0
	<b>MBI Program Brochure</b>	5
	<b>MBI-WD Application</b>	11
	<b>Medicaid Program Enrollment &amp; Benefit Information</b>	41
	<b>MyCare EMP Enrollment Packet</b>	371
	<b>MyCare TPL Approval Letter</b>	1
	<b>MyCare TPL Denial Letter</b>	0
	<b>MyCare TPL Verification Letter</b>	0
	<b>N1 Reminder Letter</b>	12786
	<b>N3 ABD Reminder Letter</b>	409
	<b>No Contact</b>	2
	<b>OH Partnership for LTC</b>	0
	<b>Ohio Medicaid Pamphlet - Spanish</b>	0
	<b>OMH Mandatory MyCare Letter</b>	20
	<b>Patient Liability Lbl</b>	0
	<b>PHI Brochure</b>	0
	<b>QMB - Blank</b>	820
	<b>Reimbursement Letter</b>	9
	<b>Rejected - General</b>	97
	<b>Rejected - General ABD</b>	13
	<b>Rejected - SSI-BCMH-CIC</b>	15
	<b>Residential Treatment Letter</b>	0
	<b>Resolution</b>	0
	<b>Resolution Declined</b>	0
	<b>Spend Down Approval</b>	0
	<b>Spend Down Denial</b>	0
<b>TPL Approval</b>	0	
<b>TPL Verification Needed</b>	0	
<b>Total</b>	<b>20028</b>	
<b>Managed Care Info &amp; Referral</b>	<b>Benefit Package</b>	513
	<b>Billing Number</b>	443

<b>Managed Care Info &amp; Referral</b>	Card	1580
	Information	4816
	Just Cause Status	68
	Payment	17
	Phone Numbers	1225
	Provider Name	999
	Transfer Request - Bureau of Managed Care	11
	<b>Total</b>	<b>9672</b>
<b>MBI-WD</b>	AG Collections Questions	10
	Application / Eligibility	41
	Benefit Package / Covered Services	21
	Billing Number	2
	Card	8
	Certificate of Coverage	5
	Premium Collection Issue - Needs Follow-Up	10
	Program Information	66
	Questions About Premiums	73
	<b>Total</b>	<b>236</b>
<b>Medicare Part D</b>	Application / Eligibility	149
	Information	618
	Questions About Letter	13
	<b>Total</b>	<b>780</b>
<b>Medicare Premium Assistance</b>	Application / Eligibility	1072
	Benefit Package / Covered Services	353
	Billing Number	33
	Card	197
	Certificate of Coverage	35
	Change	86
	Estate Recovery	3
	Hearing	8
	Patient Liability	5
	<b>Total</b>	<b>2922</b>

<b>Mental Health Services</b>	Questions About Letter	1
	Referred to MCP for MH Access	0
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	0
	<b>Total</b>	<b>2</b>
<b>MyCare Ohio</b>	General Information	3002
	Issue Accessing Services	119
	Loss of MyCare Eligibility	260
	Medicaid Only Benefit Information	214
	MyCare Ohio Card	1107
	October 2014 MyCare Passive Enrollment Letter	0
	On-site facilitated enrollment	37
	Opt-In/Opt-Out Questions	320
	Prescription Questions	162
	Transition of Care	10
	<b>Total</b>	<b>5231</b>
<b>ODM Survey</b>	Managed Care Survey	5
	MyCare Interview Survey Letter	0
	<b>Total</b>	<b>5</b>
<b>Ohio Benefits Self Service Portal</b>	Access my Benefits	24
	Account Creation/Management	11
	Account Lock Out	83
	Application Assistance	25
	Apply for Benefits	85
	County Office Location/Hours	14
	Electronic Verification	100
	Forgot Password Link	29
	Forgot User Name Link	20
	Frequently Asked Questions	58

<b>Ohio Benefits Self Service Portal</b>	General Navigation	29
	How to use this Site	31
	Internet Browser Issue	2
	Message Center	3
	Provided Link to Website	97
	Renewal Packet Questions	245
	Submit Error Issue	14
	Transfer Call to Tier 2/3	18
	<b>Total</b>	<b>888</b>
<b>Ohio Integrated Eligibility System (OIES)</b>	Case Inquiry/Case Status	1711
	Contact CDJS	545
	Electronic Verification Process	106
	Journal Creation & Management	97
	MAGI (Modified Adjusted Gross Income) Program Information	142
	Notice of Action Explanation	55
	Reapply on a Denied Case	31
	Reprint FFS card from Hotline	0
	Reprint NOA from Hotline	0
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	80
	Requested Telephone Application, transfer to Collobor8	452
	<b>Total</b>	<b>3219</b>
	<b>Ohio's Best RX</b>	Program Information
Referred Caller		4
<b>Total</b>		<b>10</b>
<b>Other Medicaid Program</b>	Application / Eligibility	880
	Benefit Package / Covered Services	580
	Billing Number	140

<b>Other Medicaid Program</b>	Card	180
	Certificate of Coverage	17
	Change	316
	Citizenship Verification Questions	3
	Estate Recovery	6
	Hearing	17
	Program Information	924
	<b>Total</b>	<b>3063</b>
<b>PACT</b>	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	0
	Transfer Request	0
	<b>Total</b>	<b>1</b>
<b>Prior Authorization</b>	How to Obtain	426
	Letter	33
	Program Information	389
	Status	249
	Transfer Request - Needs Follow-Up	5
	<b>Total</b>	<b>1102</b>
<b>Provider</b>	Fee-For-Service Provider Names	397
	Referred to MCP For Provider List	67
	Referred to ODM Website For Provider List	67
	Referred to State Board To File Complaint Against Provider	0
	<b>Total</b>	<b>531</b>
<b>Reimbursement</b>	Decision	19
	Information	232
	State Hearing	4
	<b>Total</b>	<b>255</b>
<b>Spend Down</b>	Amount	901
	Card	261

<b>Spend Down</b>	Certificate of Coverage	23
	Hearing	7
	Problem	139
	Program Information	1525
	<b>Total</b>	<b>2856</b>
<b>State Hearings</b>	How to Request	73
	Program Information	78
	Status	8
	<b>Total</b>	<b>159</b>
<b>Surveys</b>	Call Center Survey	5702
	<b>Total</b>	<b>5702</b>
<b>Third Party Liability</b>	Cannot Resolve with CDJFS - Needs Follow-Up	28
	General Information	171
	Need Medications Now	22
	Referral to Case Worker	161
	Referral to TPL Vendor	40
	<b>Total</b>	<b>422</b>
<b>Tort</b>	General Information	32
	Provided Number to Tort Unit	46
	<b>Total</b>	<b>78</b>
<b>Waiver</b>	Application / Eligibility	349
	Benefit Package / Covered Services	118
	Billing Number	17
	Card	62
	Certificate of Coverage	2
	Change	45
	Estate Recovery	11
	Hearing	1
	Independent Provider	6
	Patient Evaluation	9
	Patient Liability	23
	Program Information	408

<b>Waiver</b>	<b>Waiting List</b>	<b>4</b>
	<b>Total</b>	<b>1055</b>
<b>Grand Total All Categories</b>		<b>124189</b>

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

**Calls made from 7/1/2016 to 7/31/2016**

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	683
	ACS / First Health	474
	ADAMH	8
	Area Agency on Aging	72
	BCCP Regional Agency	5
	BCMh	9
	Bureau of Home and Community Services	1
	Case Management Agency	23
	Caseworker	2130
	Child Support Enforcement Agency	5
	Complaint Department	32
	County Department of Job & Family Services	4864
	First Link	13
	Food Stamp Hotline	25
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	2
	HomeHealthAgency	5
	Info & Refer	848
	In-House	13
	Legal Aid	7
	Managed Care Plan	1598
	Managed Care/Just Cause Section	12
	MR / DD Board	6
	ODM	7
	Ohio Department of Insurance	27
	Ohio Hospice	0
	Ohio's Best Rx	13
Ombudsman	19	

<b>Referral</b>	<b>OSHIIP</b>	131
	<b>Other Medical Services Agency</b>	67
	<b>Other Social Services Agency</b>	29
	<b>Out-of-State Medicaid Hotline</b>	73
	<b>PACT</b>	1
	<b>Pharmacy</b>	483
	<b>Prescription Drug Plan (PDP)</b>	198
	<b>Provider</b>	639
	<b>Provider Services Call Center</b>	831
	<b>Public Children's Services</b>	25
	<b>Social Security Administration</b>	107
	<b>StateHearingDivision</b>	181
	<b>StateMedicalBoard</b>	20
	<b>Supervisor</b>	115
	<b>Tort Unit</b>	27
	<b>Website - ODM</b>	83
	<b>Welfare Fraud Hotline</b>	3
<b>WIC Office</b>	3	
<b>Total</b>		<b>13917</b>

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 8/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL	
	FFS TO MCP		MCP TO MCP		MCP TO FFS				
Call	211	67.85%	82	93.18%	0	0.00%	293	73.43%	
Call Campaign	89	28.62%	6	6.82%	0	0.00%	95	23.81%	
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%	0	0.00%	0	0.00%	0	0.00%	
Website	11	3.54%	0	0.00%	0	0.00%	11	2.76%	
<b>TOTAL</b>	<b>311</b>	<b>100%</b>	<b>88</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>	<b>399</b>	<b>100%</b>	

**AGED, BLIND, DISABLED (ABD)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 8/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	211	72.01%	82	27.99%	0	0.00%	293	100%
Call Campaign	89	93.68%	6	6.32%	0	0.00%	95	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%	0	0.00%	0	0.00%	0	100%
Website	11	100.00%	0	0.00%	0	0.00%	11	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: 8/1/2016**

<b>MCP</b>	<b>Region</b>	<b>FFS To MCP</b>		<b>MCP To MCP</b>		<b>MCP To FFS</b>	
<b>Buckeye</b>	Central/South East	5		3		0	
	North East	18		4		0	
	West	13		3		0	
	<b>Total</b>	<b>36</b>	<b>11.58%</b>	<b>10</b>	<b>11.36%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	Central/South East	49		15		0	
	North East	85		20		0	
	West	49		15		0	
	<b>Total</b>	<b>183</b>	<b>58.84%</b>	<b>50</b>	<b>56.82%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central/South East	29		9		0	
	North East	4		1		0	
	West	12		4		0	
	<b>Total</b>	<b>45</b>	<b>14.47%</b>	<b>14</b>	<b>15.91%</b>	<b>0</b>	<b>0.00%</b>
<b>Paramount</b>	Central/South East	5		0		0	
	North East	4		0		0	
	West	10		4		0	
	<b>Total</b>	<b>19</b>	<b>6.11%</b>	<b>4</b>	<b>4.55%</b>	<b>0</b>	<b>0.00%</b>
<b>United</b>	Central/South East	10		4		0	
	North East	11		2		0	
	West	7		4		0	
	<b>Total</b>	<b>28</b>	<b>9.00%</b>	<b>10</b>	<b>11.36%</b>	<b>0</b>	<b>0.00%</b>
<b>Total Mandatory</b>		<b>311</b>	<b>100.00%</b>	<b>88</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>

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

Region and MCP as a Percentage of Type  
Effective Date: 8/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	5	5.10%	3	9.68%	0	0.00%
	CareSource	49	50.00%	15	48.39%	0	0.00%
	Molina	29	29.59%	9	29.03%	0	0.00%
	Paramount	5	5.10%	0	0.00%	0	0.00%
	United	10	10.20%	4	12.90%	0	0.00%
	<b>Total</b>	<b>98</b>	<b>100.00%</b>	<b>31</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	18	14.75%	4	14.81%	0	0.00%
	CareSource	85	69.67%	20	74.07%	0	0.00%
	Molina	4	3.28%	1	3.70%	0	0.00%
	Paramount	4	3.28%	0	0.00%	0	0.00%
	United	11	9.02%	2	7.41%	0	0.00%
	<b>Total</b>	<b>122</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>West</b>	Buckeye	13	14.29%	3	10.00%	0	0.00%
	CareSource	49	53.85%	15	50.00%	0	0.00%
	Molina	12	13.19%	4	13.33%	0	0.00%
	Paramount	10	10.99%	4	13.33%	0	0.00%
	United	7	7.69%	4	13.33%	0	0.00%
	<b>Total</b>	<b>91</b>	<b>100.00%</b>	<b>30</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>311</b>		<b>88</b>		<b>0</b>	

**AGED, BLIND, DISABLED (ABD)  
ASSIGNMENT BY REGION**  
Effective Date: 8/1/2016

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	129	90	<b>219</b>
North East	149	89	<b>238</b>
West	121	56	<b>177</b>
<b>Total For All Regions</b>	<b>399</b>	<b>235</b>	<b>634</b>

**AGED, BLIND, DISABLED (ABD)**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 8/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	5	3	8	16	24	10.96%
	CareSource	49	15	64	12	76	34.70%
	Molina	29	9	38	28	66	30.14%
	Paramount	5	0	5	12	17	7.76%
	United	10	4	14	22	36	16.44%
	<b>Total</b>	<b>98</b>	<b>31</b>	<b>129</b>	<b>90</b>	<b>219</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	18	4	22	14	36	15.13%
	CareSource	85	20	105	21	126	52.94%
	Molina	4	1	5	10	15	6.30%
	Paramount	4	0	4	18	22	9.24%
	United	11	2	13	26	39	16.39%
	<b>Total</b>	<b>122</b>	<b>27</b>	<b>149</b>	<b>89</b>	<b>238</b>	<b>100.00%</b>
<b>West</b>	Buckeye	13	3	16	17	33	18.64%
	CareSource	49	15	64	12	76	42.94%
	Molina	12	4	16	13	29	16.38%
	Paramount	10	4	14	9	23	12.99%
	United	7	4	11	5	16	9.04%
	<b>Total</b>	<b>91</b>	<b>30</b>	<b>121</b>	<b>56</b>	<b>177</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>311</b>	<b>88</b>	<b>399</b>	<b>235</b>	<b>634</b>	

**COVERED FAMILY AND CHILDREN (CFC)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 8/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	9967	71.57%	1501	85.92%	0	0.00%	11468	73.17%
Call Campaign	2588	18.58%	156	8.93%	0	0.00%	2744	17.51%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	2	0.01%	0	0.00%	0	0.00%	2	0.01%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	1370	9.84%	90	5.15%	0	0.00%	1460	9.31%
<b>TOTAL</b>	<b>13927</b>	<b>100%</b>	<b>1747</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>	<b>15674</b>	<b>100%</b>

**COVERED FAMILY AND CHILDREN (CFC)**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 8/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	9967	86.91%	1501	13.09%	0	0.00%	11468	100%
Call Campaign	2588	94.31%	156	5.69%	0	0.00%	2744	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	2	100.00%	0	0.00%	0	0.00%	2	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	1370	93.84%	90	6.16%	0	0.00%	1460	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: 8/1/2016

<b>MCP</b>	<b>Region</b>	<b>FFS To MCP</b>		<b>MCP To MCP</b>		<b>MCP To FFS</b>	
<b>Buckeye</b>	Central/South East	183		22		0	
	North East	889		92		0	
	West	573		70		0	
	<b>Total</b>	<b>1645</b>	<b>11.81%</b>	<b>184</b>	<b>10.48%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	Central/South East	2129		325		0	
	North East	3255		385		0	
	West	2861		399		0	
	<b>Total</b>	<b>8245</b>	<b>59.17%</b>	<b>1109</b>	<b>63.19%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central/South East	764		104		0	
	North East	151		15		0	
	West	336		49		0	
	<b>Total</b>	<b>1251</b>	<b>8.98%</b>	<b>168</b>	<b>9.57%</b>	<b>0</b>	<b>0.00%</b>
<b>Paramount</b>	Central/South East	54		9		0	
	North East	145		14		0	
	West	957		128		0	
	<b>Total</b>	<b>1156</b>	<b>8.30%</b>	<b>151</b>	<b>8.60%</b>	<b>0</b>	<b>0.00%</b>
<b>United</b>	Central/South East	503		37		0	
	North East	767		86		0	
	West	367		20		0	
	<b>Total</b>	<b>1637</b>	<b>11.75%</b>	<b>143</b>	<b>8.15%</b>	<b>0</b>	<b>0.00%</b>
<b>Total Mandatory</b>		<b>13934</b>	<b>100.00%</b>	<b>1755</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>

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

Region and MCP as a Percentage of Type  
Effective Date: 8/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
<b>Central/South East</b>	Buckeye	183	5.04%	22	4.43%	0	0.00%
	CareSource	2129	58.60%	325	65.39%	0	0.00%
	Molina	764	21.03%	104	20.93%	0	0.00%
	Paramount	54	1.49%	9	1.81%	0	0.00%
	United	503	13.85%	37	7.44%	0	0.00%
	<b>Total</b>	<b>3633</b>	<b>100.00%</b>	<b>497</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	889	17.07%	92	15.54%	0	0.00%
	CareSource	3255	62.51%	385	65.03%	0	0.00%
	Molina	151	2.90%	15	2.53%	0	0.00%
	Paramount	145	2.78%	14	2.36%	0	0.00%
	United	767	14.73%	86	14.53%	0	0.00%
	<b>Total</b>	<b>5207</b>	<b>100.00%</b>	<b>592</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>West</b>	Buckeye	573	11.25%	70	10.51%	0	0.00%
	CareSource	2861	56.16%	399	59.91%	0	0.00%
	Molina	336	6.60%	49	7.36%	0	0.00%
	Paramount	957	18.79%	128	19.22%	0	0.00%
	United	367	7.20%	20	3.00%	0	0.00%
	<b>Total</b>	<b>5094</b>	<b>100.00%</b>	<b>666</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>13934</b>		<b>1755</b>		<b>0</b>	

**COVERED FAMILY AND CHILDREN (CFC)  
ASSIGNMENT BY REGION**  
Effective Date: 8/1/2016

<b>Region</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central/South East	4130	2284	<b>6414</b>
North East	5799	3463	<b>9262</b>
West	5760	2957	<b>8717</b>
<b>Total For All Regions</b>	<b>15689</b>	<b>8704</b>	<b>24393</b>

**COVERED FAMILY AND CHILDREN (CFC)  
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
Effective Date: 8/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central/South East</b>	Buckeye	183	22	205	504	709	11.05%
	CareSource	2129	325	2454	536	2990	46.62%
	Molina	764	104	868	560	1428	22.26%
	Paramount	54	9	63	305	368	5.74%
	United	503	37	540	379	919	14.33%
	<b>Total</b>	<b>3633</b>	<b>497</b>	<b>4130</b>	<b>2284</b>	<b>6414</b>	<b>100.00%</b>
<b>North East</b>	Buckeye	889	92	981	605	1586	17.12%
	CareSource	3255	385	3640	1203	4843	52.29%
	Molina	151	15	166	636	802	8.66%
	Paramount	145	14	159	589	748	8.08%
	United	767	86	853	430	1283	13.85%
	<b>Total</b>	<b>5207</b>	<b>592</b>	<b>5799</b>	<b>3463</b>	<b>9262</b>	<b>100.00%</b>
<b>West</b>	Buckeye	573	70	643	706	1349	15.48%
	CareSource	2861	399	3260	566	3826	43.89%
	Molina	336	49	385	626	1011	11.60%
	Paramount	957	128	1085	546	1631	18.71%
	United	367	20	387	513	900	10.32%
	<b>Total</b>	<b>5094</b>	<b>666</b>	<b>5760</b>	<b>2957</b>	<b>8717</b>	<b>100.00%</b>
<b>Total Mandatory</b>		<b>13934</b>	<b>1755</b>	<b>15689</b>	<b>8704</b>	<b>24393</b>	

**Modified Adjusted Gross Income (MAGI) and  
Non- Modified Adjusted Gross Income (Non-MAGI)  
Statewide Assignment by MCP by Effective Date**

Effective Date: 8/1/2016

Generated: 7/29/2016

<b>Assignment based on AUF Match</b>		
<b>MCP</b>	<b>Assignments</b>	<b>Percentage</b>
Buckeye	2462	18.5
CareSource	3240	24.35
Molina	2726	20.48
Paramount	2618	19.67
United	2262	17
<b>Assignment based on Case/Category/Sequence/Program/County</b>		
<b>MCP</b>	<b>Assignments</b>	<b>Percentage</b>
Molina	4	66.67
United	2	33.33
<b>Assignment based on Quality Based Round Robin</b>		
<b>MCP</b>	<b>Assignments</b>	<b>Percentage</b>
Buckeye	2961	19.88
CareSource	3044	20.43
Molina	2930	19.67
Paramount	2953	19.82
United	3010	20.2
<b>Totals of all Assignment Types</b>		
<b>Type of Assignment</b>	<b>Total</b>	<b>Percentage of Assignments</b>
AUF Match	13308	47.17
Case/Category/Sequence/Program/County	6	0.02
Quality Based Round Robin	14898	52.81

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Method as a Percentage of Type  
 Effective Date: 8/1/2016

**ENROLLMENT TYPE**

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	155	58.27%	82	64.06%	0	0.00%	237	60.15%
Call	Medicaid only	62	23.31%	30	23.44%	0	0.00%	92	23.35%
Call Campaign	Dual benefits	27	10.15%	10	7.81%	0	0.00%	37	9.39%
Call Campaign	Medicaid only	8	3.01%	1	0.78%	0	0.00%	9	2.28%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Medicaid only	1	0.38%	0	0.00%	0	0.00%	1	0.25%
Mail		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	Dual benefits	7	2.63%	5	3.91%	0	0.00%	12	3.05%
Website	Medicaid only	6	2.26%	0	0.00%	0	0.00%	6	1.52%
<b>TOTAL</b>		<b>266</b>	<b>100%</b>	<b>128</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>	<b>394</b>	<b>100%</b>

**MyCare**  
**STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**  
 Type as a Percentage of Method  
 Effective Date: 8/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	155	65.40%	82	34.60%	0	0.00%	237	100%
Call	Medicaid only	62	67.39%	30	32.61%	0	0.00%	92	100%
Call Campaign	Dual benefits	27	72.97%	10	27.03%	0	0.00%	37	100%
Call Campaign	Medicaid only	8	88.89%	1	11.11%	0	0.00%	9	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Medicaid only	1	100.00%	0	0.00%	0	0.00%	1	100%
Mail		0	0.00%	0	0.00%	0	0.00%	0	100%
Website	Dual benefits	7	58.33%	5	41.67%	0	0.00%	12	100%
Website	Medicaid only	6	100.00%	0	0.00%	0	0.00%	6	100%

**MyCare**  
**HEALTH CARE PLAN ENROLLMENT TYPE BY**  
**BY MANAGED CARE PLAN**  
Region and MCP as a Percentage of Type  
Effective Date: 8/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Aetna</b>	Central	Dual benefits	14		4		0		18
	Central	Medicaid only	5		3		0		8
	North West	Dual benefits	12		8		0		20
	North West	Medicaid only	8		1		0		9
	South West	Dual benefits	17		8		0		25
	South West	Medicaid only	7		2		0		9
	<b>Total</b>			<b>63</b>	<b>23.68%</b>	<b>26</b>	<b>20.31%</b>	<b>0</b>	<b>0.00%</b>
<b>Buckeye</b>	North East	Dual benefits	6		2		0		8
	North East	Medicaid only	4		1		0		5
	North West	Dual benefits	4		2		0		6
	North West	Medicaid only	1		0		0		1
	West Central	Dual benefits	12		12		0		24
	West Central	Medicaid only	9		7		0		16
	<b>Total</b>			<b>36</b>	<b>13.53%</b>	<b>24</b>	<b>18.75%</b>	<b>0</b>	<b>0.00%</b>
<b>CareSource</b>	East Central	Dual benefits	23		12		0		35
	East Central	Medicaid only	8		3		0		11
	North East	Dual benefits	43		18		0		61
	North East	Medicaid only	11		3		0		14
	North East Central	Dual benefits	11		8		0		19
	North East Central	Medicaid only	1		1		0		2
	<b>Total</b>			<b>97</b>	<b>36.47%</b>	<b>45</b>	<b>35.16%</b>	<b>0</b>	<b>0.00%</b>
<b>Molina</b>	Central	Dual benefits	8		0		0		8
	Central	Medicaid only	1		2		0		3
	South West	Dual benefits	12		6		0		18
	South West	Medicaid only	5		2		0		7
	West Central	Dual benefits	5		4		0		9

<b>Molina</b>	West Central	Medicaid only	4		4		0		8
	<b>Total</b>		<b>35</b>	<b>13.16%</b>	<b>18</b>	<b>14.06%</b>	<b>0</b>	<b>0.00%</b>	
<b>United</b>	East Central	Dual benefits	10		7		0		17
	East Central	Medicaid only	6		0		0		6
	North East	Dual benefits	10		3		0		13
	North East	Medicaid only	7		2		0		9
	North East Central	Dual benefits	2		3		0		5
	<b>Total</b>		<b>35</b>	<b>13.16%</b>	<b>15</b>	<b>11.72%</b>	<b>0</b>	<b>0.00%</b>	
<b>Total Mandatory</b>			<b>266</b>	<b>100.00%</b>	<b>128</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	

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

Region and MCP as a Percentage of Type  
Effective Date: 8/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
<b>Central</b>	Aetna	Dual benefits	14	50.00%	4	44.44%	0	0.00%	18
	Aetna	Medicaid only	5	17.86%	3	33.33%	0	0.00%	8
	Molina	Dual benefits	8	28.57%	0	0.00%	0	0.00%	8
	Molina	Medicaid only	1	3.57%	2	22.22%	0	0.00%	3
	<b>Total</b>		<b>28</b>	<b>100.00%</b>	<b>9</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>East Central</b>	CareSource	Dual benefits	23	48.94%	12	54.55%	0	0.00%	35
	CareSource	Medicaid only	8	17.02%	3	13.64%	0	0.00%	11
	United	Dual benefits	10	21.28%	7	31.82%	0	0.00%	17
	United	Medicaid only	6	12.77%	0	0.00%	0	0.00%	6
	<b>Total</b>		<b>47</b>	<b>100.00%</b>	<b>22</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North East</b>	Buckeye	Dual benefits	6	7.41%	2	6.90%	0	0.00%	8
	Buckeye	Medicaid only	4	4.94%	1	3.45%	0	0.00%	5
	CareSource	Dual benefits	43	53.09%	18	62.07%	0	0.00%	61
	CareSource	Medicaid only	11	13.58%	3	10.34%	0	0.00%	14
	United	Dual benefits	10	12.35%	3	10.34%	0	0.00%	13
	United	Medicaid only	7	8.64%	2	6.90%	0	0.00%	9
	<b>Total</b>		<b>81</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North East Central</b>	CareSource	Dual benefits	11	78.57%	8	66.67%	0	0.00%	19
	CareSource	Medicaid only	1	7.14%	1	8.33%	0	0.00%	2
	United	Dual benefits	2	14.29%	3	25.00%	0	0.00%	5
	<b>Total</b>		<b>14</b>	<b>100.00%</b>	<b>12</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>North West</b>	Aetna	Dual benefits	12	48.00%	8	72.73%	0	0.00%	20
	Aetna	Medicaid only	8	32.00%	1	9.09%	0	0.00%	9
	Buckeye	Dual benefits	4	16.00%	2	18.18%	0	0.00%	6
	Buckeye	Medicaid only	1	4.00%	0	0.00%	0	0.00%	1
	<b>Total</b>		<b>25</b>	<b>100.00%</b>	<b>11</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>South West</b>	Aetna	Dual benefits	17	41.46%	8	44.44%	0	0.00%	25
	Aetna	Medicaid only	7	17.07%	2	11.11%	0	0.00%	9
	Molina	Dual benefits	12	29.27%	6	33.33%	0	0.00%	18
	Molina	Medicaid only	5	12.20%	2	11.11%	0	0.00%	7

<b>South West</b>	<b>Total</b>		<b>41</b>	<b>100.00%</b>	<b>18</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>West Central</b>	Buckeye	Dual benefits	12	40.00%	12	44.44%	0	0.00%	24
	Buckeye	Medicaid only	9	30.00%	7	25.93%	0	0.00%	16
	Molina	Dual benefits	5	16.67%	4	14.81%	0	0.00%	9
	Molina	Medicaid only	4	13.33%	4	14.81%	0	0.00%	8
	<b>Total</b>		<b>30</b>	<b>100.00%</b>	<b>27</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	
<b>Total Mandatory</b>		<b>266</b>		<b>128</b>		<b>0</b>			

**MyCare**  
**ASSIGNMENT BY REGION**  
 Effective Date: 8/1/2016

<b>Region</b>	<b>Medicare Status</b>	<b>Voluntary MCP Enrollment</b>	<b>Assignments</b>	<b>Total For Region</b>
Central	Medicaid only	11	0	<b>11</b>
	Dual benefits	26	288	<b>314</b>
		37	288	<b>325</b>
East Central	Medicaid only	17	0	<b>17</b>
	Dual benefits	52	303	<b>355</b>
		69	303	<b>372</b>
North East	Medicaid only	28	0	<b>28</b>
	Dual benefits	82	510	<b>592</b>
		110	510	<b>620</b>
North East Central	Medicaid only	2	0	<b>2</b>
	Dual benefits	24	177	<b>201</b>
		26	177	<b>203</b>
North West	Medicaid only	10	0	<b>10</b>
	Dual benefits	26	152	<b>178</b>
		36	152	<b>188</b>
South West	Medicaid only	16	0	<b>16</b>
	Dual benefits	43	365	<b>408</b>
		59	365	<b>424</b>
West Central	Medicaid only	24	0	<b>24</b>
	Dual benefits	33	218	<b>251</b>
		57	218	<b>275</b>
<b>Total For All Regions</b>		<b>394</b>	<b>2013</b>	<b>2407</b>

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**  
 Effective Date: 8/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
<b>Central</b>	Aetna	Dual benefits	14	4	18	131	149	45.85%
	Aetna	Medicaid only	5	3	8	0	8	2.46%
	Molina	Dual benefits	8	0	8	157	165	50.77%
	Molina	Medicaid only	1	2	3	0	3	0.92%
	<b>Total</b>			<b>28</b>	<b>9</b>	<b>37</b>	<b>288</b>	<b>325</b>
<b>East Central</b>	CareSource	Dual benefits	23	12	35	148	183	49.19%
	CareSource	Medicaid only	8	3	11	0	11	2.96%
	United	Dual benefits	10	7	17	155	172	46.24%
	United	Medicaid only	6	0	6	0	6	1.61%
	<b>Total</b>			<b>47</b>	<b>22</b>	<b>69</b>	<b>303</b>	<b>372</b>
<b>North East</b>	Buckeye	Dual benefits	6	2	8	175	183	29.52%
	Buckeye	Medicaid only	4	1	5	0	5	0.81%
	CareSource	Dual benefits	43	18	61	173	234	37.74%
	CareSource	Medicaid only	11	3	14	0	14	2.26%
	United	Dual benefits	10	3	13	162	175	28.23%
	United	Medicaid only	7	2	9	0	9	1.45%
	<b>Total</b>			<b>81</b>	<b>29</b>	<b>110</b>	<b>510</b>	<b>620</b>
<b>North East Central</b>	CareSource	Dual benefits	11	8	19	95	114	56.16%
	CareSource	Medicaid only	1	1	2	0	2	0.99%
	United	Dual benefits	2	3	5	82	87	42.86%
	<b>Total</b>			<b>14</b>	<b>12</b>	<b>26</b>	<b>177</b>	<b>203</b>
<b>North West</b>	Aetna	Dual benefits	12	8	20	80	100	53.19%

<b>North West</b>	Aetna	Medicaid only	8	1	9	0	9	4.79%
	Buckeye	Dual benefits	4	2	6	72	78	41.49%
	Buckeye	Medicaid only	1	0	1	0	1	0.53%
	<b>Total</b>		<b>25</b>	<b>11</b>	<b>36</b>	<b>152</b>	<b>188</b>	<b>100.00%</b>
<b>South West</b>	Aetna	Dual benefits	17	8	25	199	224	52.83%
	Aetna	Medicaid only	7	2	9	0	9	2.12%
	Molina	Dual benefits	12	6	18	166	184	43.40%
	Molina	Medicaid only	5	2	7	0	7	1.65%
	<b>Total</b>		<b>41</b>	<b>18</b>	<b>59</b>	<b>365</b>	<b>424</b>	<b>100.00%</b>
<b>West Central</b>	Buckeye	Dual benefits	12	12	24	111	135	49.09%
	Buckeye	Medicaid only	9	7	16	0	16	5.82%
	Molina	Dual benefits	5	4	9	107	116	42.18%
	Molina	Medicaid only	4	4	8	0	8	2.91%
	<b>Total</b>		<b>30</b>	<b>27</b>	<b>57</b>	<b>218</b>	<b>275</b>	<b>100.00%</b>
<b>Total Mandatory</b>			<b>266</b>	<b>128</b>	<b>394</b>	<b>2013</b>	<b>2407</b>	

**MyCare**  
**VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP**  
 Effective Date: 8/1/2016

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>Central</b>	<b>Delaware</b>	Aetna	Dual benefits	2	0	2	6	8	
		Molina	Dual benefits	0	0	0	8	8	
		<b>Total</b>		<b>2</b>	<b>0</b>	<b>2</b>	<b>14</b>	<b>16</b>	
	<b>Franklin</b>	Aetna	Dual benefits	11	4	15	114	129	
			Medicaid only	5	2	7	0	7	
		Molina	Dual benefits	8	0	8	125	133	
			Medicaid only	1	2	3	0	3	
		<b>Total</b>		<b>25</b>	<b>8</b>	<b>33</b>	<b>239</b>	<b>272</b>	
	<b>Madison</b>	Aetna	Dual benefits	0	0	0	4	4	
		Molina	Dual benefits	0	0	0	9	9	
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>13</b>	
	<b>Pickaway</b>	Aetna	Dual benefits	1	0	1	6	7	
		Molina	Dual benefits	0	0	0	12	12	
		<b>Total</b>		<b>1</b>	<b>0</b>	<b>1</b>	<b>18</b>	<b>19</b>	
	<b>Union</b>	Aetna	Dual benefits	0	0	0	1	1	
			Medicaid only	0	1	1	0	1	
		Molina	Dual benefits	0	0	0	3	3	
		<b>Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>5</b>	
	<b>Central Region Totals</b>								
	<b>Aetna</b>				<b>19</b>	<b>7</b>	<b>26</b>	<b>131</b>	<b>157</b>
<b>Molina</b>				<b>9</b>	<b>2</b>	<b>11</b>	<b>157</b>	<b>168</b>	
<b>Total</b>				<b>28</b>	<b>9</b>	<b>37</b>	<b>288</b>	<b>325</b>	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>East Central</b>	<b>Portage</b>	CareSource	Dual benefits	0	1	1	16	17	
		United	Dual benefits	0	0	0	16	16	
		<b>Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>32</b>	<b>33</b>	
	<b>Stark</b>	CareSource	Dual benefits	11	8	19	51	70	
			Medicaid only	6	2	8	0	8	
		United	Dual benefits	2	4	6	43	49	
			Medicaid only	1	0	1	0	1	
		<b>Total</b>		<b>20</b>	<b>14</b>	<b>34</b>	<b>94</b>	<b>128</b>	
		<b>Summit</b>	CareSource	Dual benefits	7	3	10	70	80
	Medicaid only			2	0	2	0	2	
	United		Dual benefits	7	2	9	81	90	
			Medicaid only	4	0	4	0	4	
	<b>Total</b>			<b>20</b>	<b>5</b>	<b>25</b>	<b>151</b>	<b>176</b>	
	<b>Wayne</b>	CareSource	Dual benefits	5	0	5	11	16	
			Medicaid only	0	1	1	0	1	
		United	Dual benefits	1	1	2	15	17	
			Medicaid only	1	0	1	0	1	
		<b>Total</b>		<b>7</b>	<b>2</b>	<b>9</b>	<b>26</b>	<b>35</b>	
	<b>East Central Region Totals</b>								
	<b>CareSource</b>				<b>31</b>	<b>15</b>	<b>46</b>	<b>148</b>	<b>194</b>
<b>United</b>				<b>16</b>	<b>7</b>	<b>23</b>	<b>155</b>	<b>178</b>	
<b>Total</b>				<b>47</b>	<b>22</b>	<b>69</b>	<b>303</b>	<b>372</b>	
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
<b>North East</b>	<b>Cuyahoga</b>	Buckeye	Dual benefits	4	2	6	123	129	
			Medicaid only	3	1	4	0	4	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East</b>	<b>Cuyahoga</b>	CareSource	Dual benefits	35	12	47	121	168
			Medicaid only	9	3	12	0	12
		United	Dual benefits	7	3	10	116	126
			Medicaid only	6	2	8	0	8
		<b>Total</b>			<b>64</b>	<b>23</b>	<b>87</b>	<b>360</b>
	<b>Geauga</b>	Buckeye	Dual benefits	0	0	0	5	5
		CareSource	Dual benefits	0	1	1	1	2
		United	Dual benefits	0	0	0	3	3
		<b>Total</b>			<b>0</b>	<b>1</b>	<b>1</b>	<b>9</b>
	<b>Lake</b>	Buckeye	Dual benefits	0	0	0	10	10
			Medicaid only	1	0	1	0	1
		CareSource	Dual benefits	3	2	5	11	16
		United	Dual benefits	0	0	0	15	15
		<b>Total</b>			<b>4</b>	<b>2</b>	<b>6</b>	<b>36</b>
	<b>Lorain</b>	Buckeye	Dual benefits	2	0	2	24	26
		CareSource	Dual benefits	5	3	8	31	39
			Medicaid only	2	0	2	0	2
		United	Dual benefits	2	0	2	23	25
		<b>Total</b>			<b>11</b>	<b>3</b>	<b>14</b>	<b>78</b>
	<b>Medina</b>	Buckeye	Dual benefits	0	0	0	13	13
		CareSource	Dual benefits	0	0	0	9	9
		United	Dual benefits	1	0	1	5	6
			Medicaid only	1	0	1	0	1
		<b>Total</b>			<b>2</b>	<b>0</b>	<b>2</b>	<b>27</b>

<b>North East Region Totals</b>						
Buckeye		10	3	13	175	188
CareSource		54	21	75	173	248
United		17	5	22	162	184
<b>Total</b>		<b>81</b>	<b>29</b>	<b>110</b>	<b>510</b>	<b>620</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North East Central</b>	<b>Columbiana</b>	CareSource	Dual benefits	2	4	6	19	25
		United	Dual benefits	0	1	1	16	17
		<b>Total</b>		<b>2</b>	<b>5</b>	<b>7</b>	<b>35</b>	<b>42</b>
	<b>Mahoning</b>	CareSource	Dual benefits	4	1	5	36	41
			Medicaid only	1	0	1	0	1
		United	Dual benefits	2	2	4	45	49
		<b>Total</b>		<b>7</b>	<b>3</b>	<b>10</b>	<b>81</b>	<b>91</b>
	<b>Trumbull</b>	CareSource	Dual benefits	5	3	8	40	48
			Medicaid only	0	1	1	0	1
		United	Dual benefits	0	0	0	21	21
<b>Total</b>			<b>5</b>	<b>4</b>	<b>9</b>	<b>61</b>	<b>70</b>	

<b>North East Central Region Totals</b>						
CareSource		12	9	21	95	116
United		2	3	5	82	87
<b>Total</b>		<b>14</b>	<b>12</b>	<b>26</b>	<b>177</b>	<b>203</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North West</b>	<b>Fulton</b>	Aetna	Dual benefits	0	0	0	5	5
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	0	1	1	1	2
		<b>Total</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>8</b>
	<b>Lucas</b>	Aetna	Dual benefits	11	7	18	59	77
			Medicaid only	6	1	7	0	7

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>North West</b>	<b>Lucas</b>	Buckeye	Dual benefits	4	1	5	56	61
			Medicaid only	1	0	1	0	1
		<b>Total</b>		<b>22</b>	<b>9</b>	<b>31</b>	<b>115</b>	<b>146</b>
	<b>Ottawa</b>	Aetna	Dual benefits	0	1	1	3	4
		Buckeye	Dual benefits	0	0	0	4	4
		<b>Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>8</b>
	<b>Wood</b>	Aetna	Dual benefits	1	0	1	13	14
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	0	0	0	11	11
		<b>Total</b>		<b>2</b>	<b>0</b>	<b>2</b>	<b>24</b>	<b>26</b>

**North West Region Totals**

<b>Aetna</b>		<b>20</b>	<b>9</b>	<b>29</b>	<b>80</b>	<b>109</b>
<b>Buckeye</b>		<b>5</b>	<b>2</b>	<b>7</b>	<b>72</b>	<b>79</b>
<b>Total</b>		<b>25</b>	<b>11</b>	<b>36</b>	<b>152</b>	<b>188</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Butler</b>	Aetna	Dual benefits	5	4	9	32	41
			Medicaid only	2	1	3	0	3
		Molina	Dual benefits	3	2	5	30	35
			Medicaid only	1	0	1	0	1
		<b>Total</b>		<b>11</b>	<b>7</b>	<b>18</b>	<b>62</b>	<b>80</b>
	<b>Clermont</b>	Aetna	Dual benefits	2	1	3	16	19
			Medicaid only	1	1	2	0	2
		Molina	Dual benefits	0	1	1	22	23
		<b>Total</b>		<b>3</b>	<b>3</b>	<b>6</b>	<b>38</b>	<b>44</b>
	<b>Clinton</b>	Aetna	Dual benefits	0	0	0	4	4

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>South West</b>	<b>Clinton</b>	Molina	Dual benefits	0	0	0	5	5
		<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>9</b>
	<b>Hamilton</b>	Aetna	Dual benefits	9	2	11	134	145
			Medicaid only	4	0	4	0	4
		Molina	Dual benefits	9	3	12	91	103
			Medicaid only	4	2	6	0	6
		<b>Total</b>		<b>26</b>	<b>7</b>	<b>33</b>	<b>225</b>	<b>258</b>
	<b>Warren</b>	Aetna	Dual benefits	1	1	2	13	15
		Molina	Dual benefits	0	0	0	18	18
		<b>Total</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>31</b>	<b>33</b>

**South West Region Totals**

<b>Aetna</b>		<b>24</b>	<b>10</b>	<b>34</b>	<b>199</b>	<b>233</b>
<b>Molina</b>		<b>17</b>	<b>8</b>	<b>25</b>	<b>166</b>	<b>191</b>
<b>Total</b>		<b>41</b>	<b>18</b>	<b>59</b>	<b>365</b>	<b>424</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>West Central</b>	<b>Clark</b>	Buckeye	Dual benefits	1	2	3	20	23
			Medicaid only	1	1	2	0	2
		Molina	Dual benefits	1	1	2	25	27
			Medicaid only	1	1	2	0	2
		<b>Total</b>		<b>4</b>	<b>5</b>	<b>9</b>	<b>45</b>	<b>54</b>
	<b>Greene</b>	Buckeye	Dual benefits	4	0	4	14	18
			Medicaid only	1	0	1	0	1
		Molina	Dual benefits	0	2	2	14	16
			Medicaid only	1	0	1	0	1
		<b>Total</b>		<b>6</b>	<b>2</b>	<b>8</b>	<b>28</b>	<b>36</b>

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
<b>West Central</b>	<b>Montgomery</b>	Buckeye	Dual benefits	7	10	17	77	94
			Medicaid only	7	6	13	0	13
		Molina	Dual benefits	4	1	5	68	73
			Medicaid only	2	3	5	0	5
		<b>Total</b>		<b>20</b>	<b>20</b>	<b>40</b>	<b>145</b>	<b>185</b>
		<b>West Central Region Totals</b>						
<b>Buckeye</b>				<b>21</b>	<b>19</b>	<b>40</b>	<b>111</b>	<b>151</b>
<b>Molina</b>				<b>9</b>	<b>8</b>	<b>17</b>	<b>107</b>	<b>124</b>
<b>Total</b>				<b>30</b>	<b>27</b>	<b>57</b>	<b>218</b>	<b>275</b>
<b>Total Mandatory</b>				<b>266</b>	<b>128</b>	<b>394</b>	<b>2013</b>	<b>2407</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 8/1/2016**

<b>MCP</b>	<b>Region</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>Aetna</b>	<i>Central</i>	4	5.00%	0	0.00%	4
	<i>North West</i>	1	1.25%	0	0.00%	1
	<i>South West</i>	11	13.75%	0	0.00%	11
	<b>Total</b>	<b>16</b>	<b>20.00%</b>	<b>0</b>	<b>0.00%</b>	<b>16</b>
<b>Buckeye</b>	<i>North East</i>	2	2.50%	0	0.00%	2
	<i>North West</i>	2	2.50%	0	0.00%	2
	<i>West Central</i>	8	10.00%	0	0.00%	8
	<b>Total</b>	<b>12</b>	<b>15.00%</b>	<b>0</b>	<b>0.00%</b>	<b>12</b>
<b>CareSource</b>	<i>East Central</i>	10	12.50%	0	0.00%	10
	<i>North East</i>	4	5.00%	0	0.00%	4
	<i>North East Central</i>	1	1.25%	0	0.00%	1
	<b>Total</b>	<b>15</b>	<b>18.75%</b>	<b>0</b>	<b>0.00%</b>	<b>15</b>

<b>Molina</b>	<i>Central</i>	8	10.00%	1	100.00%	9
	<i>South West</i>	7	8.75%	0	0.00%	7
	<i>West Central</i>	9	11.25%	0	0.00%	9
	<b>Total</b>	<b>24</b>	<b>30.00%</b>	<b>1</b>	<b>100.00%</b>	<b>25</b>
<b>United</b>	<i>East Central</i>	4	5.00%	0	0.00%	4
	<i>North East</i>	5	6.25%	0	0.00%	5
	<i>North East Central</i>	4	5.00%	0	0.00%	4
	<b>Total</b>	<b>13</b>	<b>16.25%</b>	<b>0</b>	<b>0.00%</b>	<b>13</b>
<b>Total Changes</b>		<b>80</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	<b>81</b>

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

**MCP and Region as a Percentage of Type  
Effective Date: 8/1/2016**

<b>Region</b>	<b>MCP</b>	<b>Dual Benefits to Medicaid Only</b>		<b>Medicaid Only to Dual Benefits</b>		<b>Total</b>
<b>Central</b>	<i>Aetna</i>	4	5.00%	0	0.00%	4
	<i>Molina</i>	8	10.00%	1	100.00%	9
	<b>Total</b>	<b>12</b>	<b>15.00%</b>	<b>1</b>	<b>100.00%</b>	<b>13</b>
<b>North West</b>	<i>Aetna</i>	1	1.25%	0	0.00%	1
	<i>Buckeye</i>	2	2.50%	0	0.00%	2
	<b>Total</b>	<b>3</b>	<b>3.75%</b>	<b>0</b>	<b>0.00%</b>	<b>3</b>
<b>South West</b>	<i>Aetna</i>	11	13.75%	0	0.00%	11
	<i>Molina</i>	7	8.75%	0	0.00%	7
	<b>Total</b>	<b>18</b>	<b>22.50%</b>	<b>0</b>	<b>0.00%</b>	<b>18</b>
<b>North East</b>	<i>Buckeye</i>	2	2.50%	0	0.00%	2
	<i>CareSource</i>	4	5.00%	0	0.00%	4
	<i>United</i>	5	6.25%	0	0.00%	5
	<b>Total</b>	<b>11</b>	<b>13.75%</b>	<b>0</b>	<b>0.00%</b>	<b>11</b>

<b>West Central</b>	<i>Buckeye</i>	8	10.00%	0	0.00%	8
	<i>Molina</i>	9	11.25%	0	0.00%	9
	<b>Total</b>	<b>17</b>	<b>21.25%</b>	<b>0</b>	<b>0.00%</b>	<b>17</b>
<b>East Central</b>	<i>CareSource</i>	10	12.50%	0	0.00%	10
	<i>United</i>	4	5.00%	0	0.00%	4
	<b>Total</b>	<b>14</b>	<b>17.50%</b>	<b>0</b>	<b>0.00%</b>	<b>14</b>
<b>North East Central</b>	<i>CareSource</i>	1	1.25%	0	0.00%	1
	<i>United</i>	4	5.00%	0	0.00%	4
	<b>Total</b>	<b>5</b>	<b>6.25%</b>	<b>0</b>	<b>0.00%</b>	<b>5</b>
<b>Total Changes</b>		<b>80</b>	<b>100.00%</b>	<b>1</b>	<b>100.00%</b>	<b>81</b>

## Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 7/1/2016 to 7/31/2016

Total Surveys Available for Completion: 74820

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	333	46.25%	366	50.83%	9	1.25%	6	0.83%	6	0.83%	720	100.00%
Our answers to your questions	353	49.03%	325	45.14%	26	3.61%	10	1.39%	6	0.83%	720	100.00%
Our courtesy to you and your family	415	57.64%	275	38.19%	16	2.22%	5	0.69%	9	1.25%	720	100.00%
Overall, how would you rate our staff and services	371	51.53%	313	43.47%	24	3.33%	7	0.97%	6	0.69%	720	100.00%
<b>Total</b>	<b>1472</b>	<b>51.11%</b>	<b>1279</b>	<b>44.41%</b>	<b>75</b>	<b>2.60%</b>	<b>28</b>	<b>0.97%</b>	<b>26</b>	<b>0.90%</b>	<b>2880</b>	<b>100.00%</b>

Number of Surveys Attempted: 5708

Number of Completed Customer Satisfaction Surveys: 720