



AUTOMATED **H**EAALTH **S**YSTEMS

DR. MOSES HAREGEWOYN
PRESIDENT

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

Ohio Consumer Hotline Monthly Report October 2016

“The Enlightened Choice in Health Service Management”

Call Center Analysis

Provider Calls: There were 3,688 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 141. 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 88 calls coming in through this queue for this month.

Activity Summary

- 319,072 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 277,981 Total Calls (inbound and outbound)
 - 30,262 Call Fire Campaign Calls
 - 7,053 MyCare Outreach calls
 - 3,688 Provider Calls
 - 88 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:42 minutes average talk time
- 1 minute 40 seconds average speed to answer
- 73 average CSR inbound calls per day

Ohio Consumer Hotline October 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	09/26/16	12792	12142	1247	17	12809	650	5%	1975	14784	:16:49	:05:00	80	:02:19	:05:51
Tue	09/27/16	9814	9376	571	16	9830	438	4%	1989	11819	:10:12	:03:06	78	:01:41	:05:38
Wed	09/28/16	9233	8922	506	10	9243	311	3%	1625	10868	:11:29	:03:04	75	:01:29	:05:48
Thurs	09/29/16	11138	10631	689	23	11161	507	5%	1379	12540	:15:58	:03:14	78	:02:16	:05:51
Fri	09/30/16	10635	10230	615	16	10651	405	4%	1468	12119	:12:59	:03:23	75	:01:42	:05:42
Sat	10/01/16	1608	1560	61	11	1619	48	3%	190	1809	:09:50	:02:39	60	:01:49	:05:48
Sun	10/02/16	0	0	0	235	235	0	0%	0	235	:00:00	:00:00	0	:00:00	:00:00
	Week end	55220	52861	3689	328	55548	2359	4%	6651	62199	:16:49	:03:27	74	:01:53	:05:46
	October Only	1608	1560	61	246	1854	48	3%	190	2044	:09:50	:02:39	60	:01:49	:05:48
Mon	10/03/16	16240	15115	1663	77	16317	1125	7%	2188	18505	:18:41	:05:06	88	:03:23	:05:36
Tues	10/04/16	12674	11920	866	29	12703	754	6%	1857	14560	:12:21	:02:53	78	:02:04	:05:37
Wed	10/05/16	12053	11445	871	15	12068	608	5%	1181	13249	:12:40	:03:05	77	:02:10	:05:47
Thurs	10/06/16	9948	9621	563	21	9969	327	3%	1291	11260	:08:13	:02:32	75	:01:15	:05:48
Fri	10/07/16	7574	7380	222	21	7595	194	3%	961	8556	:07:00	:01:55	73	:01:08	:05:53
Sat	10/08/16	1104	1093	18	32	1136	11	1%	677	1813	:04:49	:01:27	55	:00:28	:05:46
Sun	10/09/16	0	0	0	116	116	0	0%	0	116	:00:00	:00:00	0	:00:00	:00:00
	Week end	59593	56574	4203	311	59904	3019	5%	8155	68059	:18:41	:02:50	74	:01:45	:05:44
Mon	10/10/16	0	0	0	1908	1908	0	0%	0	1908	:00:00	:00:00	0	:00:00	:00:00
Tues	10/11/16	16080	15161	1603	13	16093	919	6%	1920	18013	:17:38	:04:45	85	:03:35	:06:12
Wed	10/12/16	11794	11166	976	14	11808	628	5%	2293	14101	:16:20	:04:13	76	:01:55	:06:07
Thurs	10/13/16	9280	8977	360	10	9290	303	3%	1067	10357	:07:11	:02:03	74	:01:17	:05:41
Fri	10/14/16	7660	7423	239	8	7668	237	3%	1184	8852	:06:56	:02:04	72	:01:04	:05:40
Sat	10/15/16	874	865	26	9	883	9	1%	749	1632	:03:08	:00:37	58	:00:10	:05:22
Sun	10/16/16	0	0	0	119	119	0	0%	0	119	:00:00	:00:00	0	:00:00	:00:00
	Week end	45688	43592	3204	2081	47769	2096	5%	7213	54982	:17:38	:02:44	73	:01:44	:05:55
Mon	10/17/16	15220	14439	1635	26	15246	781	5%	1283	16529	:16:23	:04:55	82	:02:48	:05:38
Tues	10/18/16	13784	13088	1420	22	13806	696	5%	2725	16531	:16:28	:05:01	80	:02:35	:05:26
Wed	10/19/16	12037	11590	1018	14	12051	447	4%	1559	13610	:14:26	:03:33	78	:01:32	:05:33
Thurs	10/20/16	10671	10282	855	17	10688	389	4%	1365	12053	:13:21	:03:56	76	:01:45	:05:42
Fri	10/21/16	9588	9303	615	11	9599	285	3%	1323	10922	:13:30	:03:14	73	:01:30	:05:43
Sat	10/22/16	1143	1123	46	7	1150	20	2%	674	1824	:07:47	:01:33	55	:00:53	:05:21
Sun	10/23/16	0	0	0	144	144	0	0%	0	144	:00:00	:00:00	0	:00:00	:00:00
	Week end	62443	59825	5589	241	62684	2618	4%	8929	71613	:16:28	:03:42	74	:01:50	:05:36
Mon	10/24/16	12656	12072	969	22	12678	584	5%	1414	14092	:17:13	:03:48	80	:01:42	:05:34
Tue	10/25/16	11198	10711	914	14	11212	487	4%	1841	13053	:14:04	:03:34	78	:01:25	:05:42
Wed	10/26/16	9918	9646	575	18	9936	272	3%	1564	11500	:09:34	:03:20	74	:01:40	:05:32
Thu	10/27/16	9541	9267	542	43	9584	274	3%	1253	10837	:12:07	:03:34	72	:02:00	:05:33
Fri	10/28/16	10213	9886	592	40	10253	327	3%	1373	11626	:10:53	:03:08	76	:01:56	:05:26
Sat	10/29/16	1899	1792	112	7	1906	107	6%	821	2727	:09:02	:02:29	60	:01:21	:05:21
Sun	10/30/16	0	0	0	185	185	0	0%	0	185	:00:00	:00:00	0	:00:00	:00:00
	Week end	55425	53374	3704	329	55754	2051	4%	8266	64020	:17:13	:03:19	73	:01:41	:05:33
Mon	10/31/16	15674	14751	1449	20	15694	923	6%	1569	17263	:18:16	:04:08	82	:02:50	:05:52
	Month End	240431	229676	18210	3228	243659	10755	4%	34322	277981	:18:41	:03:14	73	:01:40	:05:42

Call Center Busy Hour Report

October 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
Sat	10/01/16	1608	0	148	173	190	191	185	190	180	168	183	0	0	0
Sun	10/02/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	1608	0	148	173	190	191	185	190	180	168	183	0	0	0
Mon	10/03/16	16240	199	1283	1475	1789	1808	1705	1667	1736	1624	1424	1101	284	145
Tues	10/04/16	12674	183	718	1279	1520	1525	1388	1429	1398	1282	957	559	285	151
Wed	10/05/16	12053	138	689	1061	1376	1496	1228	1410	1473	1255	1016	467	286	158
Thurs	10/06/16	9948	124	547	963	1178	1272	1277	1220	1151	957	670	334	175	80
Fri	10/07/16	7574	97	447	692	984	976	942	860	857	759	523	252	137	48
Sat	10/08/16	1104	0	72	93	134	135	131	146	141	114	138	0	0	0
Sun	10/09/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	59593	741	3756	5563	6981	7212	6671	6732	6756	5991	4728	2713	1167	582
Mon	10/10/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	10/11/16	16080	250	1117	1616	1911	1776	1779	2083	1799	1684	1069	522	343	131
Wed	10/12/16	11794	127	600	1217	1476	1548	1417	1417	1354	1219	779	306	196	138
Thurs	10/13/16	9280	122	420	778	1059	1154	1003	1150	1197	1002	781	299	214	101
Fri	10/14/16	7660	95	399	754	895	908	879	896	858	920	601	224	171	60
Sat	10/15/16	874	0	42	105	92	129	144	129	80	63	90	0	0	0
Sun	10/16/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	45688	594	2578	4470	5433	5515	5222	5675	5288	4888	3320	1351	924	430
Mon	10/17/16	15220	124	705	1168	1514	1797	1711	1902	1780	1775	1328	697	502	217
Tues	10/18/16	13784	208	792	1399	1695	1824	1611	1695	1666	1193	827	443	273	158
Wed	10/19/16	12037	159	639	1216	1440	1539	1366	1368	1364	1274	890	453	208	121
Thurs	10/20/16	10671	132	494	897	1182	1259	1212	1325	1389	1263	799	367	241	111
Fri	10/21/16	9588	100	403	837	1130	1154	1158	1215	1249	1083	699	306	196	58
Sat	10/22/16	1143	0	76	120	135	168	144	117	113	133	137	0	0	0
Sun	10/23/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	62443	723	3109	5637	7096	7741	7202	7622	7561	6721	4680	2266	1420	665
Mon	10/24/16	12656	155	563	1133	1428	1589	1500	1497	1575	1331	1010	476	240	159
Tue	10/25/16	11198	109	538	1026	1289	1348	1394	1377	1350	1222	798	410	231	106
Wed	10/26/16	9918	84	394	768	1129	1180	1138	1196	1120	1087	922	458	346	96
Thu	10/27/16	9541	103	421	791	994	1028	963	1269	1265	1103	813	392	248	151
Fri	10/28/16	10213	109	443	799	1226	1114	1171	1268	1264	1185	859	437	219	119
Sat	10/29/16	1899	92	131	181	222	243	250	252	283	245	0	0	0	0
Sun	10/30/16	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	55425	652	2490	4698	6288	6502	6416	6859	6857	6173	4402	2173	1284	631
Mon	10/31/16	15674	165	717	1464	1668	1845	1736	2035	1972	1782	1243	620	287	140
	Month Total	240431	2875	12798	22005	27656	29006	27432	29113	28614	25723	18556	9123	5082	2448
	Cumulative Percent		1%	5%	9%	12%	12%	11%	12%	12%	11%	8%	4%	2%	1%
	Eastern Time		7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM

Ohio Consumer Hotline - Activity Summary Report

Calls made from 10/1/2016 to 10/31/2016

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	750
	Benefit Package / Covered Services	267
	Billing Number	63
	Card	145
	Certificate of Coverage	17
	Change	80
	Citizenship Verification Questions	0
	Estate Recovery	21
	Hearing	4
	Patient Liability	9
	Program Information	508
	Under 21 Inquiry	5
	Total	1869
<i>BCCP</i>	Application / Eligibility	6
	Benefit Package / Covered Services	6
	Card	3
	Change	2
	Estate Recovery	0
	Hearing	0
	Participating Site Information	1
	Program Information	9
	Total	27
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>Disability Determination Redesign (DDR)</i>	Provided General Information	95
	Provided Income Guidelines	30

Disability Determination Redesign (DDR)	Provided Information on Specialized Recovery Services	23
	Qualified Income Trust Questions	1
	Received DDR Notice	3
	Referred To Legal Aid	0
	Spend Down Questions	42
	Transferred To Collabor8 for MAGI Application	26
	Transferred To QIT Specialist	2
	Total	222
DRC	Application status	0
	Benefit Package / Covered Services	6
	Care coordination questions	6
	Chose to remain with existing MCP	72
	Declined application / MCP enrollment	19
	General inquiry	30
	MCP change completed	38
	MCP enrollment completed	734
	MCP enrollment status	6
	Phone application completed	254
	Total	1165
EOMB	General Information	7
	Questions About Letter	0
	Total	7
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	1
	ODM Inquiry	400
	Sent Email	73
	Sent Letter	0
	Web Contact	2
	Total	476

FFS Billing	Billing Number	760
	Claims Request	17
	General Billing Questions	731
	Received Bill (Needs Letter)	41
	Total	1549
General Benefits	Dental	412
	Equipment	108
	Family Planning	0
	Healthchek Services	7
	Inquiry on Covered Services	1008
	Medicaid Expansion	200
	Medicaid School Program	1
	Medlist Assist	5
	Pregnancy Related Services	3
	Prescriptions	915
	Transportation	426
	Vision	226
	Total	3311
Healthy Start	Application / Eligibility	873
	Benefit Package / Covered Services	119
	Billing Number	84
	Card	112
	Certificate of Coverage	16
	Change	61
	Citizenship Verification Questions	0
	Estate Recovery	5
	Hearing	2
	Program Information	153
	Total	1425
HIPAA	Complaint	0
	Information	12
	Request for Accounting for Disclosure	1

HIPAA	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
	Total	13
Home Health Care	Application / Eligibility	17
	Benefit Package / Covered Services	6
	BHCS Complaint	2
	BHCS Questions	1
	Card	0
	Hearing	0
	HSFA Questions	1
	Passport	1
	Program Information	14
	Provider	2
	Status	1
	Total	45
Incident Report	Billing Inquiry	111
	Reimbursement Inquiry	22
	Total	133
Information	Cash Assistance	7
	CDJFS	832
	Customer Survey	3
	Food Stamps	91
	Hotline	1183
	Medicare	402
	Social Security	35
	Total	2553
Inquiry	029 Error	36
	574 Error - Not Eligible	14
	Already Selected	943
	Called to Check on Doctors	258
	Called to Check on Just Cause Status	22
	Case Addition	62
	Case Closed	242

<i>Inquiry</i>	Case Pending	479
	Category Closed	114
	Change in Name	114
	Change in Phone Number / Address	1136
	CIC - Do Not Assign	2
	Consumer Needs To Be Auto Re-Enrolled	13
	Failed Eligibility	386
	General Questions	9633
	Open Enrollment Questions	574
	Person Calling Not PIP / AG Head	392
	Referred Consumer to County Worker	1997
	Returned NME / Notice	10
	Transferred in Error	13
	Wanted Phone Number of MCP	385
	Total	16825
<i>Issue / Concern</i>	Issue / Concern about MCP	101
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	1
	Issue / Concern with ODM	48
	Total	150
<i>Limited Family Planning Services</i>	Application / Eligibility	2
	Benefit Package / Covered Services	1
	Billing Number	0
	Card	1
	Certificate of Coverage	0
	Change	0
	Hearing	0
	Program Information	1
	Total	5
<i>Long Term Care</i>	Application / Eligibility	15

Long Term Care	Benefit Package / Covered Services	8
	Card	3
	Community Spouse	2
	Estate Recovery	5
	Hearing	1
	Ohio Access Success Project	0
	Patient Liability	10
	Program Information	26
	Total	70
MAGI	1095B FAQ	25
	Application Status	1732
	Case Change	366
	Case Inquiry	7436
	Certificate Of Coverage	71
	Citizenship/Other Verifications	341
	Estate Recovery	11
	FFS Card	755
	General Program Information	2737
	Income Guidelines/Questions	791
	ODM Medicaid Benefits Restore letter (June 1st, 2015 letter)	8
	Questions About Letter/NOA	351
	Re-Application on a Denied Case	193
	Renewal Application Reported	9898
	Renewal Questions	9691
	Reprint NOA or FFS Card	61
	Requested After Hours (after 4pm/Weekend Telephone application)— Referred to Website or Call Back	220
	Requested Telephone Application – Transfer to Collabor8	1379

MAGI	State Hearing	121
	Total	36187
Mailings	"Getting Long Term Care" Pamphlet	7
	ABD Application Letter - 7200	246
	ABD EMP Enrollment Packet	49
	ABD Pamphlet - Spanish	2
	Approved Letter	9
	BCCP Brochure	1
	Billing Incident Letter	91
	Call Me Letter	0
	CFC EMP Enrollment Packet	44
	Citizenship Verification Brochure	0
	CPA Letter	0
	CPA Letter - Blank	27
	Enrollment Error Letter	0
	Healthy Start Brochure	2
	HIPAA Notice	4
	HS/HF Information	0
	ICDS Enrollment Letter	2955
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	0
	JC Approval Change MCP - Requestor	0
	JC Approval FFS	1
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
Mandatory CFC Enrolled Child	0	

Mailings	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	1
	MBI-WD Application	9
	Medicaid Program Enrollment & Benefit Information	42
	MyCare EMP Enrollment Packet	215
	MyCare TPL Approval Letter	0
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	25054
	N3 ABD Reminder Letter	589
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	0
	OMH Mandatory MyCare Letter	35
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	795
	Reimbursement Letter	13
	Rejected - General	14
	Rejected - General ABD	10
	Rejected - SSI-BCMh-CIC	5
	Residential Treatment Letter	0
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
TPL Approval	0	
TPL Verification Needed	0	
Total	30221	
Managed Care Info & Referral	Benefit Package	526
	Billing Number	307

Managed Care Info & Referral	Card	1425
	Information	4741
	Just Cause Status	17
	Payment	13
	Phone Numbers	802
	Provider Name	926
	Transfer Request - Bureau of Managed Care	49
	Total	8806
MBI-WD	AG Collections Questions	14
	Application / Eligibility	26
	Benefit Package / Covered Services	8
	Billing Number	2
	Card	10
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	11
	Program Information	85
	Questions About Premiums	65
	Total	222
Medicare Part D	Application / Eligibility	154
	Information	733
	Questions About Letter	13
	Total	900
Medicare Premium Assistance	Application / Eligibility	1062
	Benefit Package / Covered Services	434
	Billing Number	33
	Card	276
	Certificate of Coverage	13
	Change	82
	Estate Recovery	3
	Hearing	3
	Patient Liability	10
	Program Information	1362
	Total	3278

Mental Health Services	Questions About Letter	1
	Referred to MCP for MH Access	1
	Referred to MH Provider	2
	Request Benefits Balance - Needs Follow-Up	0
	Total	4
MyCare Ohio	General Information	2560
	Issue Accessing Services	181
	Loss of MyCare Eligibility	166
	Medicaid Only Benefit Information	434
	MyCare Ohio Card	573
	October 2014 MyCare Passive Enrollment Letter	2
	On-site facilitated enrollment	19
	Opt-In/Opt-Out Questions	615
	Prescription Questions	279
	Transition of Care	22
	Total	4851
ODM Survey	Managed Care Survey	3
	MyCare Interview Survey Letter	0
	Total	3
Ohio Benefits Self Service Portal	Access my Benefits	27
	Account Creation/Management	11
	Account Lock Out	74
	Application Assistance	16
	Apply for Benefits	170
	County Office Location/Hours	12
	Electronic Verification	162
	Forgot Password Link	28
	Forgot User Name Link	13
	Frequently Asked Questions	42

Ohio Benefits Self Service Portal	General Navigation	20
	How to use this Site	20
	Internet Browser Issue	1
	Message Center	16
	Provided Link to Website	90
	Renewal Packet Questions	310
	Submit Error Issue	84
	Transfer Call to Tier 2/3	76
	Total	1172
Ohio Integrated Eligibility System (OIES)	Case Inquiry/Case Status	1592
	Contact CDJS	562
	Electronic Verification Process	159
	Journal Creation & Management	148
	MAGI (Modified Adjusted Gross Income) Program Information	120
	Notice of Action Explanation	56
	Reapply on a Denied Case	28
	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	78
	Requested Telephone Application, transfer to Collobor8	509
	Total	3252
	Ohio's Best RX	Program Information
Referred Caller		4
Total		8
Other Medicaid Program	Application / Eligibility	743
	Benefit Package / Covered Services	502
	Billing Number	122

Other Medicaid Program	Card	131
	Certificate of Coverage	13
	Change	419
	Citizenship Verification Questions	4
	Estate Recovery	9
	Hearing	13
	Program Information	901
	Total	2857
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	428
	Letter	19
	Program Information	382
	Status	262
	Transfer Request - Needs Follow-Up	7
	Total	1098
Provider	Fee-For-Service Provider Names	300
	Referred to MCP For Provider List	43
	Referred to ODM Website For Provider List	46
	Referred to State Board To File Complaint Against Provider	0
	Total	389
Reimbursement	Decision	8
	Information	176
	State Hearing	4
	Total	188
Spend Down	Amount	12
	Card	5

Spend Down	Certificate of Coverage	0
	Hearing	2
	Problem	9
	Program Information	66
	Total	94
State Hearings	How to Request	66
	Program Information	80
	Status	6
	Total	152
Surveys	Call Center Survey	3002
	Total	3002
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	29
	General Information	215
	Need Medications Now	31
	Referral to Case Worker	159
	Referral to TPL Vendor	48
	Total	482
Tort	General Information	28
	Provided Number to Tort Unit	33
	Total	61
Waiver	Application / Eligibility	183
	Benefit Package / Covered Services	67
	Billing Number	11
	Card	38
	Certificate of Coverage	1
	Change	28
	Estate Recovery	7
	Hearing	2
	Independent Provider	5
	Patient Evaluation	7
	Patient Liability	9
	Program Information	243

Waiver	Waiting List	7
	Total	608
Grand Total All Categories		127680

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

Calls made from 10/1/2016 to 10/31/2016

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	573
	ACS / First Health	330
	ADAMH	13
	Area Agency on Aging	51
	BCCP Regional Agency	1
	BCMh	12
	Bureau of Home and Community Services	1
	Case Management Agency	21
	Caseworker	1445
	Child Support Enforcement Agency	3
	Complaint Department	33
	County Department of Job & Family Services	4073
	First Link	13
	Food Stamp Hotline	15
	Golden Buckeye Hotline	4
	Help Me Grow Hotline	1
	HomeHealthAgency	9
	Info & Refer	797
	In-House	8
	Legal Aid	1
	Managed Care Plan	1368
	Managed Care/Just Cause Section	6
	MR / DD Board	2
	ODM	2
	Ohio Department of Insurance	30
	Ohio Hospice	0
	Ohio's Best Rx	19
	Ombudsman	9

Referral	OSHIIP	144
	Other Medical Services Agency	58
	Other Social Services Agency	16
	Out-of-State Medicaid Hotline	66
	PACT	0
	Pharmacy	309
	Prescription Drug Plan (PDP)	213
	Provider	477
	Provider Services Call Center	608
	Public Children's Services	32
	Social Security Administration	84
	StateHearingDivision	176
	StateMedicalBoard	15
	Supervisor	107
	Tort Unit	24
	Website - ODM	56
	Welfare Fraud Hotline	2
WIC Office	3	
Total		11230

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 11/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL	TOTAL
	FFS TO MCP		MCP TO MCP		MCP TO FFS				
Call	260	75.58%	320	90.65%	0	0.00%	580	83.21%	
Call Campaign	66	19.19%	32	9.07%	0	0.00%	98	14.06%	
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	18	5.23%	1	0.28%	0	0.00%	19	2.73%	
TOTAL	344	100%	353	100%	0	0.00%	697	100%	

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 11/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	260	44.83%	320	55.17%	0	0.00%	580	100%
Call Campaign	66	67.35%	32	32.65%	0	0.00%	98	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	18	94.74%	1	5.26%	0	0.00%	19	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: 11/1/2016**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	7		3		0	
	North East	21		23		0	
	West	16		24		0	
	Total	44	12.64%	50	14.01%	0	0.00%
CareSource	Central/South East	54		66		0	
	North East	71		76		0	
	West	55		53		0	
	Total	180	51.72%	195	54.62%	0	0.00%
Molina	Central/South East	16		33		0	
	North East	1		6		0	
	West	16		9		0	
	Total	33	9.48%	48	13.45%	0	0.00%
Paramount	Central/South East	5		5		0	
	North East	9		3		0	
	West	14		27		0	
	Total	28	8.05%	35	9.80%	0	0.00%
United	Central/South East	8		4		0	
	North East	41		20		0	
	West	14		5		0	
	Total	63	18.10%	29	8.12%	0	0.00%
Total Mandatory		348	100.00%	357	100.00%	0	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 11/1/2016

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	7	7.78%	3	2.70%	0	0.00%
	CareSource	54	60.00%	66	59.46%	0	0.00%
	Molina	16	17.78%	33	29.73%	0	0.00%
	Paramount	5	5.56%	5	4.50%	0	0.00%
	United	8	8.89%	4	3.60%	0	0.00%
	Total	90	100.00%	111	100.00%	0	100.00%
North East	Buckeye	21	14.69%	23	17.97%	0	0.00%
	CareSource	71	49.65%	76	59.38%	0	0.00%
	Molina	1	0.70%	6	4.69%	0	0.00%
	Paramount	9	6.29%	3	2.34%	0	0.00%
	United	41	28.67%	20	15.63%	0	0.00%
	Total	143	100.00%	128	100.00%	0	100.00%
West	Buckeye	16	13.91%	24	20.34%	0	0.00%
	CareSource	55	47.83%	53	44.92%	0	0.00%
	Molina	16	13.91%	9	7.63%	0	0.00%
	Paramount	14	12.17%	27	22.88%	0	0.00%
	United	14	12.17%	5	4.24%	0	0.00%
	Total	115	100.00%	118	100.00%	0	100.00%
Total Mandatory		348		357		0	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 11/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	201	60	261
North East	271	32	303
West	233	36	269
Total For All Regions	705	128	833

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 11/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	7	3	10	19	29	11.11%
	CareSource	54	66	120	13	133	50.96%
	Molina	16	33	49	13	62	23.75%
	Paramount	5	5	10	7	17	6.51%
	United	8	4	12	8	20	7.66%
	Total	90	111	201	60	261	100.00%
North East	Buckeye	21	23	44	2	46	15.18%
	CareSource	71	76	147	3	150	49.50%
	Molina	1	6	7	11	18	5.94%
	Paramount	9	3	12	2	14	4.62%
	United	41	20	61	14	75	24.75%
	Total	143	128	271	32	303	100.00%
West	Buckeye	16	24	40	4	44	16.36%
	CareSource	55	53	108	11	119	44.24%
	Molina	16	9	25	11	36	13.38%
	Paramount	14	27	41	4	45	16.73%
	United	14	5	19	6	25	9.29%
	Total	115	118	233	36	269	100.00%
Total Mandatory		348	357	705	128	833	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 11/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	10673	77.54%	3661	88.84%	0	0.00%	14334	80.14%
Call Campaign	2503	18.18%	387	9.39%	0	0.00%	2890	16.16%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	1	0.01%	0	0.00%	0	0.00%	1	0.01%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	588	4.27%	73	1.77%	0	0.00%	661	3.70%
TOTAL	13765	100%	4121	100%	0	0.00%	17886	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method
Effective Date: 11/1/2016

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	10673	74.46%	3661	25.54%	0	0.00%	14334	100%
Call Campaign	2503	86.61%	387	13.39%	0	0.00%	2890	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	1	100.00%	0	0.00%	0	0.00%	1	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	588	88.96%	73	11.04%	0	0.00%	661	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: 11/1/2016

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	232		69		0	
	North East	844		270		0	
	West	563		186		0	
	Total	1639	11.08%	525	12.03%	0	0.00%
CareSource	Central/South East	2324		832		0	
	North East	3891		1008		0	
	West	3022		869		0	
	Total	9237	62.43%	2709	62.06%	0	0.00%
Molina	Central/South East	683		224		0	
	North East	112		37		0	
	West	235		92		0	
	Total	1030	6.96%	353	8.09%	0	0.00%
Paramount	Central/South East	110		34		0	
	North East	139		24		0	
	West	916		303		0	
	Total	1165	7.87%	361	8.27%	0	0.00%
United	Central/South East	518		83		0	
	North East	902		234		0	
	West	305		100		0	
	Total	1725	11.66%	417	9.55%	0	0.00%
Total Mandatory		14796	100.00%	4365	100.00%	0	100.00%

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

**Region and MCP as a Percentage of Type
Effective Date: 11/1/2016**

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	232	6.00%	69	5.56%	0	0.00%
	CareSource	2324	60.10%	832	66.99%	0	0.00%
	Molina	683	17.66%	224	18.04%	0	0.00%
	Paramount	110	2.84%	34	2.74%	0	0.00%
	United	518	13.40%	83	6.68%	0	0.00%
	Total	3867	100.00%	1242	100.00%	0	100.00%
North East	Buckeye	844	14.33%	270	17.16%	0	0.00%
	CareSource	3891	66.08%	1008	64.08%	0	0.00%
	Molina	112	1.90%	37	2.35%	0	0.00%
	Paramount	139	2.36%	24	1.53%	0	0.00%
	United	902	15.32%	234	14.88%	0	0.00%
	Total	5888	100.00%	1573	100.00%	0	100.00%
West	Buckeye	563	11.17%	186	12.00%	0	0.00%
	CareSource	3022	59.95%	869	56.06%	0	0.00%
	Molina	235	4.66%	92	5.94%	0	0.00%
	Paramount	916	18.17%	303	19.55%	0	0.00%
	United	305	6.05%	100	6.45%	0	0.00%
	Total	5041	100.00%	1550	100.00%	0	100.00%
Total Mandatory		14796		4365		0	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 11/1/2016

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	5109	950	6059
North East	7461	1203	8664
West	6591	1065	7656
Total For All Regions	19161	3218	22379

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 11/1/2016

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	232	69	301	225	526	8.68%
	CareSource	2324	832	3156	209	3365	55.54%
	Molina	683	224	907	249	1156	19.08%
	Paramount	110	34	144	156	300	4.95%
	United	518	83	601	111	712	11.75%
	Total	3867	1242	5109	950	6059	100.00%
North East	Buckeye	844	270	1114	221	1335	15.41%
	CareSource	3891	1008	4899	355	5254	60.64%
	Molina	112	37	149	270	419	4.84%
	Paramount	139	24	163	208	371	4.28%
	United	902	234	1136	149	1285	14.83%
	Total	5888	1573	7461	1203	8664	100.00%
West	Buckeye	563	186	749	199	948	12.38%
	CareSource	3022	869	3891	323	4214	55.04%
	Molina	235	92	327	143	470	6.14%
	Paramount	916	303	1219	247	1466	19.15%
	United	305	100	405	153	558	7.29%
	Total	5041	1550	6591	1065	7656	100.00%
Total Mandatory		14796	4365	19161	3218	22379	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 11/1/2016

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	423	66.09%	139	61.23%	0	0.00%	562	64.82%
Call	Medicaid only	78	12.19%	52	22.91%	0	0.00%	130	14.99%
Call Campaign	Dual benefits	99	15.47%	16	7.05%	0	0.00%	115	13.26%
Call Campaign	Medicaid only	12	1.88%	6	2.64%	0	0.00%	18	2.08%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Medicaid only	2	0.31%	0	0.00%	0	0.00%	2	0.23%
Mail		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	Dual benefits	24	3.75%	12	5.29%	0	0.00%	36	4.15%
Website	Medicaid only	2	0.31%	2	0.88%	0	0.00%	4	0.46%
TOTAL		640	100%	227	100%	0	0.00%	867	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 11/1/2016

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	423	75.27%	139	24.73%	0	0.00%	562	100%
Call	Medicaid only	78	60.00%	52	40.00%	0	0.00%	130	100%
Call Campaign	Dual benefits	99	86.09%	16	13.91%	0	0.00%	115	100%
Call Campaign	Medicaid only	12	66.67%	6	33.33%	0	0.00%	18	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Medicaid only	2	100.00%	0	0.00%	0	0.00%	2	100%
Mail		0	0.00%	0	0.00%	0	0.00%	0	100%
Website	Dual benefits	24	66.67%	12	33.33%	0	0.00%	36	100%
Website	Medicaid only	2	50.00%	2	50.00%	0	0.00%	4	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 11/1/2016

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	33		16		0		49
	Central	Medicaid only	4		7		0		11
	North West	Dual benefits	13		13		0		26
	North West	Medicaid only	6		2		0		8
	South West	Dual benefits	38		12		0		50
	South West	Medicaid only	14		6		0		20
	Total			108	16.85%	56	24.67%	0	0.00%
Buckeye	North East	Dual benefits	14		3		0		17
	North East	Medicaid only	1		3		0		4
	North West	Dual benefits	12		0		0		12
	North West	Medicaid only	1		2		0		3
	West Central	Dual benefits	31		18		0		49
	West Central	Medicaid only	12		9		0		21
	Total			71	11.08%	35	15.42%	0	0.00%
CareSource	East Central	Dual benefits	60		18		0		78
	East Central	Medicaid only	10		5		0		15
	North East	Dual benefits	148		36		0		184
	North East	Medicaid only	12		7		0		19
	North East Central	Dual benefits	52		16		0		68
	North East Central	Medicaid only	1		1		0		2
	Total			283	44.15%	83	36.56%	0	0.00%
Molina	Central	Dual benefits	28		8		0		36
	Central	Medicaid only	3		3		0		6
	South West	Dual benefits	29		4		0		33
	South West	Medicaid only	7		4		0		11
	West Central	Dual benefits	22		6		0		28

Molina	West Central	Medicaid only	3		2		0		5
	Total		92	14.35%	27	11.89%	0	0.00%	
United	East Central	Dual benefits	26		10		0		36
	East Central	Medicaid only	7		6		0		13
	North East	Dual benefits	26		5		0		31
	North East	Medicaid only	10		2		0		12
	North East Central	Dual benefits	15		2		0		17
	North East Central	Medicaid only	3		1		0		4
	Total		87	13.57%	26	11.45%	0	0.00%	
Total Mandatory			641	100.00%	227	100.00%	0	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 11/1/2016

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	33	48.53%	16	47.06%	0	0.00%	49
	Aetna	Medicaid only	4	5.88%	7	20.59%	0	0.00%	11
	Molina	Dual benefits	28	41.18%	8	23.53%	0	0.00%	36
	Molina	Medicaid only	3	4.41%	3	8.82%	0	0.00%	6
	Total		68	100.00%	34	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	60	58.25%	18	46.15%	0	0.00%	78
	CareSource	Medicaid only	10	9.71%	5	12.82%	0	0.00%	15
	United	Dual benefits	26	25.24%	10	25.64%	0	0.00%	36
	United	Medicaid only	7	6.80%	6	15.38%	0	0.00%	13
	Total		103	100.00%	39	100.00%	0	100.00%	
North East	Buckeye	Dual benefits	14	6.64%	3	5.36%	0	0.00%	17
	Buckeye	Medicaid only	1	0.47%	3	5.36%	0	0.00%	4
	CareSource	Dual benefits	148	70.14%	36	64.29%	0	0.00%	184
	CareSource	Medicaid only	12	5.69%	7	12.50%	0	0.00%	19
	United	Dual benefits	26	12.32%	5	8.93%	0	0.00%	31
	United	Medicaid only	10	4.74%	2	3.57%	0	0.00%	12
	Total		211	100.00%	56	100.00%	0	100.00%	
North East Central	CareSource	Dual benefits	52	73.24%	16	80.00%	0	0.00%	68
	CareSource	Medicaid only	1	1.41%	1	5.00%	0	0.00%	2
	United	Dual benefits	15	21.13%	2	10.00%	0	0.00%	17
	United	Medicaid only	3	4.23%	1	5.00%	0	0.00%	4
	Total		71	100.00%	20	100.00%	0	100.00%	
North West	Aetna	Dual benefits	13	40.63%	13	76.47%	0	0.00%	26
	Aetna	Medicaid only	6	18.75%	2	11.76%	0	0.00%	8
	Buckeye	Dual benefits	12	37.50%	0	0.00%	0	0.00%	12
	Buckeye	Medicaid only	1	3.13%	2	11.76%	0	0.00%	3
	Total		32	100.00%	17	100.00%	0	100.00%	
South West	Aetna	Dual benefits	38	43.18%	12	46.15%	0	0.00%	50
	Aetna	Medicaid only	14	15.91%	6	23.08%	0	0.00%	20
	Molina	Dual benefits	29	32.95%	4	15.38%	0	0.00%	33

South West	Molina	Medicaid only	7	7.95%	4	15.38%	0	0.00%	11
	Total		88	100.00%	26	100.00%	0	100.00%	
West Central	Buckeye	Dual benefits	31	45.59%	18	51.43%	0	0.00%	49
	Buckeye	Medicaid only	12	17.65%	9	25.71%	0	0.00%	21
	Molina	Dual benefits	22	32.35%	6	17.14%	0	0.00%	28
	Molina	Medicaid only	3	4.41%	2	5.71%	0	0.00%	5
	Total		68	100.00%	35	100.00%	0	100.00%	
Total Mandatory			641		227		0		

MyCare
ASSIGNMENT BY REGION
Effective Date: 11/1/2016

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	17	3	20
	Dual benefits	85	1122	1207
		102	1125	1227
East Central	Medicaid only	28	0	28
	Dual benefits	114	958	1072
		142	958	1100
North East	Medicaid only	35	0	35
	Dual benefits	232	2221	2453
		267	2221	2488
North East Central	Medicaid only	6	0	6
	Dual benefits	85	668	753
		91	668	759
North West	Medicaid only	11	0	11
	Dual benefits	38	688	726
		49	688	737
South West	Medicaid only	31	2	33
	Dual benefits	83	1279	1362
		114	1281	1395
West Central	Medicaid only	26	2	28
	Dual benefits	77	651	728
		103	653	756
Total For All Regions		868	7594	8462

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 11/1/2016

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	33	16	49	523	572	46.62%
	Aetna	Medicaid only	4	7	11	2	13	1.06%
	Molina	Dual benefits	28	8	36	599	635	51.75%
	Molina	Medicaid only	3	3	6	1	7	0.57%
	Total		68	34	102	1125	1227	100.00%
East Central	CareSource	Dual benefits	60	18	78	485	563	51.18%
	CareSource	Medicaid only	10	5	15	0	15	1.36%
	United	Dual benefits	26	10	36	473	509	46.27%
	United	Medicaid only	7	6	13	0	13	1.18%
	Total		103	39	142	958	1100	100.00%
North East	Buckeye	Dual benefits	14	3	17	855	872	35.05%
	Buckeye	Medicaid only	1	3	4	0	4	0.16%
	CareSource	Dual benefits	148	36	184	641	825	33.16%
	CareSource	Medicaid only	12	7	19	0	19	0.76%
	United	Dual benefits	26	5	31	725	756	30.39%
	United	Medicaid only	10	2	12	0	12	0.48%
	Total		211	56	267	2221	2488	100.00%
North East Central	CareSource	Dual benefits	52	16	68	335	403	53.10%
	CareSource	Medicaid only	1	1	2	0	2	0.26%
	United	Dual benefits	15	2	17	333	350	46.11%
	United	Medicaid only	3	1	4	0	4	0.53%
	Total		71	20	91	668	759	100.00%

North West	Aetna	Dual benefits	13	13	26	343	369	50.07%
	Aetna	Medicaid only	6	2	8	0	8	1.09%
	Buckeye	Dual benefits	12	0	12	345	357	48.44%
	Buckeye	Medicaid only	1	2	3	0	3	0.41%
	Total		32	17	49	688	737	100.00%
South West	Aetna	Dual benefits	38	12	50	767	817	58.57%
	Aetna	Medicaid only	14	6	20	0	20	1.43%
	Molina	Dual benefits	29	4	33	512	545	39.07%
	Molina	Medicaid only	7	4	11	2	13	0.93%
	Total		88	26	114	1281	1395	100.00%
West Central	Buckeye	Dual benefits	31	18	49	327	376	49.74%
	Buckeye	Medicaid only	12	9	21	0	21	2.78%
	Molina	Dual benefits	22	6	28	324	352	46.56%
	Molina	Medicaid only	3	2	5	2	7	0.93%
	Total		68	35	103	653	756	100.00%
Total Mandatory			641	227	868	7594	8462	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 11/1/2016

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	1	0	1	28	29
		Molina	Dual benefits	0	2	2	18	20
		Total		1	2	3	46	49
	Franklin	Aetna	Dual benefits	26	15	41	452	493
			Medicaid only	4	5	9	2	11
		Molina	Dual benefits	22	5	27	538	565
			Medicaid only	2	2	4	0	4
		Total		54	27	81	992	1073
		Madison	Aetna	Dual benefits	1	0	1	17
	Molina		Dual benefits	3	0	3	15	18
	Total			4	0	4	32	36
	Pickaway	Aetna	Dual benefits	1	1	2	18	20
			Medicaid only	0	1	1	0	1
		Molina	Dual benefits	3	1	4	21	25
			Medicaid only	1	1	2	1	3
		Total		5	4	9	40	49
	Union	Aetna	Dual benefits	4	0	4	8	12
			Medicaid only	0	1	1	0	1
		Molina	Dual benefits	0	0	0	7	7
		Total		4	1	5	15	20

Central Region Totals						
Aetna		37	23	60	525	585
Molina		31	11	42	600	642
Total		68	34	102	1125	1227

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	2	0	2	34	36
			Medicaid only	1	0	1	0	1
		United	Dual benefits	5	0	5	53	58
		Total		8	0	8	87	95
	Stark	CareSource	Dual benefits	27	12	39	165	204
			Medicaid only	4	2	6	0	6
		United	Dual benefits	5	5	10	159	169
			Medicaid only	2	3	5	0	5
		Total		38	22	60	324	384
		Summit	CareSource	Dual benefits	23	5	28	255
	Medicaid only			5	2	7	0	7
	United		Dual benefits	13	4	17	227	244
			Medicaid only	5	3	8	0	8
	Total			46	14	60	482	542
	Wayne		CareSource	Dual benefits	8	1	9	31
		Medicaid only		0	1	1	0	1
		United	Dual benefits	3	1	4	34	38
		Total		11	3	14	65	79

East Central Region Totals						
CareSource		70	23	93	485	578
United		33	16	49	473	522
Total		103	39	142	958	1100

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
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Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Cuyahoga	Buckeye	Dual benefits	7	3	10	688	698	
			Medicaid only	1	1	2	0	2	
		CareSource	Dual benefits	115	28	143	493	636	
			Medicaid only	10	7	17	0	17	
		United	Dual benefits	17	3	20	578	598	
			Medicaid only	7	1	8	0	8	
		Total			157	43	200	1759	1959
		Geauga	Buckeye	Dual benefits	0	0	0	8	8
	CareSource		Dual benefits	2	0	2	12	14	
	United		Dual benefits	0	0	0	11	11	
			Medicaid only	0	1	1	0	1	
	Total				2	1	3	31	34
	Lake		Buckeye	Dual benefits	2	0	2	44	46
		CareSource	Dual benefits	10	1	11	35	46	
		United	Dual benefits	1	1	2	28	30	
		Total			13	2	15	107	122
	Lorain	Buckeye	Dual benefits	2	0	2	88	90	
			Medicaid only	0	2	2	0	2	
		CareSource	Dual benefits	16	6	22	81	103	
			Medicaid only	2	0	2	0	2	
		United	Dual benefits	4	0	4	86	90	
		Total			24	8	32	255	287
		Medina	Buckeye	Dual benefits	3	0	3	27	30
	CareSource		Dual benefits	5	1	6	20	26	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Medina	United	Dual benefits	4	1	5	22	27
			Medicaid only	3	0	3	0	3
		Total		15	2	17	69	86

North East Region Totals								
Buckeye				15	6	21	855	876
CareSource				160	43	203	641	844
United				36	7	43	725	768
Total				211	56	267	2221	2488

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	9	2	11	53	64
			United	Dual benefits	5	0	5	76
			Medicaid only	1	0	1	0	1
		Total		15	2	17	129	146
	Mahoning	CareSource	Dual benefits	29	9	38	163	201
			Medicaid only	1	0	1	0	1
		United	Dual benefits	6	2	8	161	169
			Medicaid only	0	1	1	0	1
		Total		36	12	48	324	372
		Trumbull	CareSource	Dual benefits	14	5	19	119
	Medicaid only			0	1	1	0	1
	United		Dual benefits	4	0	4	96	100
			Medicaid only	2	0	2	0	2
	Total			20	6	26	215	241

North East Central Region Totals								
CareSource				53	17	70	335	405
United				18	3	21	333	354
Total				71	20	91	668	759

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	6	8
			Medicaid only	1	0	1	0	1
		Buckeye	Dual benefits	0	0	0	11	11
			Medicaid only	0	1	1	0	1
		Total			2	2	4	17
	Lucas	Aetna	Dual benefits	9	8	17	280	297
			Medicaid only	5	2	7	0	7
		Buckeye	Dual benefits	10	0	10	288	298
			Medicaid only	0	1	1	0	1
		Total			24	11	35	568
	Ottawa	Aetna	Dual benefits	3	2	5	16	21
		Buckeye	Dual benefits	1	0	1	10	11
		Total			4	2	6	26
	Wood	Aetna	Dual benefits	0	2	2	41	43
		Buckeye	Dual benefits	1	0	1	36	37
			Medicaid only	1	0	1	0	1
		Total			2	2	4	77

North West Region Totals								
Aetna				19	15	34	343	377
Buckeye				13	2	15	345	360
Total				32	17	49	688	737

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	10	2	12	102	114
			Medicaid only	4	5	9	0	9
	Molina	Dual benefits	5	1	6	110	116	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
South West	Butler	Molina	Medicaid only	2	0	2	0	2	
		Total		21	8	29	212	241	
	Clermont	Aetna	Dual benefits	3	0	3	59	62	
			Medicaid only	1	0	1	0	1	
		Molina	Dual benefits	1	1	2	52	54	
			Medicaid only	2	1	3	0	3	
		Total		7	2	9	111	120	
		Clinton	Aetna	Dual benefits	1	3	4	22	26
	Medicaid only			1	0	1	0	1	
	Molina		Dual benefits	3	1	4	17	21	
	Total			5	4	9	39	48	
	Hamilton	Aetna	Dual benefits	21	4	25	547	572	
			Medicaid only	8	1	9	0	9	
		Molina	Dual benefits	18	1	19	288	307	
			Medicaid only	3	2	5	0	5	
		Total		50	8	58	835	893	
		Warren	Aetna	Dual benefits	3	3	6	37	43
	Molina		Dual benefits	2	0	2	45	47	
			Medicaid only	0	1	1	2	3	
	Total			5	4	9	84	93	
	South West Region Totals								
	Aetna				52	18	70	767	837
	Molina				36	8	44	514	558
	Total				88	26	114	1281	1395

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Clark	Buckeye	Dual benefits	6	2	8	75	83	
		Molina	Dual benefits	9	0	9	69	78	
			Medicaid only	1	1	2	0	2	
		Total			16	3	19	144	163
	Greene	Buckeye	Dual benefits	1	0	1	37	38	
			Medicaid only	1	0	1	0	1	
		Molina	Dual benefits	2	4	6	45	51	
		Total			4	4	8	82	90
	Montgomery	Buckeye	Dual benefits	24	16	40	215	255	
			Medicaid only	11	9	20	0	20	
		Molina	Dual benefits	11	2	13	210	223	
			Medicaid only	2	1	3	2	5	
		Total			48	28	76	427	503
	West Central Region Totals								
	Buckeye				43	27	70	327	397
Molina				25	8	33	326	359	
Total				68	35	103	653	756	
Total Mandatory				641	227	868	7594	8462	

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

**MCP and Region as a Percentage of Type
Effective Date: 11/1/2016**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	4	6.90%	0	0.00%	4
	<i>North West</i>	4	6.90%	0	0.00%	4
	<i>South West</i>	8	13.79%	0	0.00%	8
	Total	16	27.59%	0	0.00%	16
Buckeye	<i>North East</i>	5	8.62%	0	0.00%	5
	<i>West Central</i>	3	5.17%	0	0.00%	3
	Total	8	13.79%	0	0.00%	8
CareSource	<i>East Central</i>	6	10.34%	0	0.00%	6
	<i>North East Central</i>	2	3.45%	0	0.00%	2
	Total	8	13.79%	0	0.00%	8
Molina	<i>Central</i>	1	1.72%	0	0.00%	1
	<i>South West</i>	9	15.52%	0	0.00%	9

Molina	<i>West Central</i>	6	10.34%	0	0.00%	6
	Total	16	27.59%	0	0.00%	16
United	<i>East Central</i>	4	6.90%	0	0.00%	4
	<i>North East</i>	2	3.45%	0	0.00%	2
	<i>North East Central</i>	4	6.90%	0	0.00%	4
	Total	10	17.24%	0	0.00%	10
Total Changes		58	100.00%	0	0.00%	58

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

**MCP and Region as a Percentage of Type
Effective Date: 11/1/2016**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	4	6.90%	0	0.00%	4
	<i>Molina</i>	1	1.72%	0	0.00%	1
	Total	5	8.62%	0	0.00%	5
North West	<i>Aetna</i>	4	6.90%	0	0.00%	4
	Total	4	6.90%	0	0.00%	4
South West	<i>Aetna</i>	8	13.79%	0	0.00%	8
	<i>Molina</i>	9	15.52%	0	0.00%	9
	Total	17	29.31%	0	0.00%	17
North East	<i>Buckeye</i>	5	8.62%	0	0.00%	5
	<i>United</i>	2	3.45%	0	0.00%	2
	Total	7	12.07%	0	0.00%	7
West Central	<i>Buckeye</i>	3	5.17%	0	0.00%	3
	<i>Molina</i>	6	10.34%	0	0.00%	6
	Total	9	15.52%	0	0.00%	9

East Central	<i>CareSource</i>	6	10.34%	0	0.00%	6
	<i>United</i>	4	6.90%	0	0.00%	4
	Total	10	17.24%	0	0.00%	10
North East Central	<i>CareSource</i>	2	3.45%	0	0.00%	2
	<i>United</i>	4	6.90%	0	0.00%	4
	Total	6	10.34%	0	0.00%	6
Total Changes		58	100.00%	0	0.00%	58

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 10/1/2016 to 10/31/2016

Total Surveys Available for Completion: 73718

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	198	39.52%	258	51.50%	26	5.19%	14	2.79%	5	1.00%	501	100.00%
Our answers to your questions	221	44.11%	246	49.10%	16	3.19%	11	2.20%	7	1.40%	501	100.00%
Our courtesy to you and your family	263	52.50%	218	43.51%	6	1.20%	9	1.80%	5	1.00%	501	100.00%
Overall, how would you rate our staff and services	239	47.70%	239	47.70%	14	2.79%	5	1.00%	7	0.80%	501	100.00%
Total	921	45.96%	961	47.95%	62	3.09%	39	1.95%	19	1.05%	2004	100.00%

Number of Surveys Attempted: 3009

Number of Completed Customer Satisfaction Surveys: 501