



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

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Ohio Consumer Hotline Monthly Report September 2012

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,947 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 179. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or ACS for pharmacy issues).

Provider Directory:

OMH manages a database of Medicaid providers so that consumers may call and get information on available providers (including specialists) in their area. CSR staff are able to search for options for callers based on their zip code, county, city, type and specialty of the provider desired. ODJFS provides the data for this file daily. The most recent update was received on Tuesday, October 01, 2012.

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 153 calls coming in through this queue for August.

Activity Summary

- 90,518 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 90,518 total calls (inbound and outbound)
 - 5,296 Call Fire Campaign Calls
 - 4,947 Provider Calls
 - 153 Insure Kids Now/Governor's Hotline
- 5% abandonment rate
- 6:00 minutes average talk time
- 1:44 minute average speed to answer
- 53 average CSR inbound calls per day

Ohio Consumer Hotline
September 2012
Call Center Activity Report

Day of the week	Date	Bus Hrs Calls Received (#)	Bus Hrs Calls Answered (#)	Call-Backs Bus Hrs (#)	Call-Backs Non-Bus Hrs (#)	Total Calls & Call-Backs Answered (#)	Total Calls Abandoned (#)	Abandon Rate (%)	Total Outbound Calls (#)	Total Call Activity (Inbound-Outbound)	Maximum Queue Time	Avg. Time to Abandon (Minutes)	Avg. Calls Per FTE Inbound (#)	Avg. Speed to Answer (ASA) (Minutes)	Avg Talk Time (ATT) (Minutes)
Mon	08/27/12	3329	3172	879	16	3345	157	5%	697	4042	:16:06	:01:44	53	:01:35	:05:43
Tue	08/28/12	2807	2665	558	7	2814	142	5%	1437	4251	:11:04	:01:34	48	:01:13	:05:32
Wed	08/29/12	2477	2407	359	5	2482	70	3%	596	3078	:09:55	:01:29	50	:01:00	:05:52
Thurs	08/30/12	2337	2226	596	4	2341	111	5%	555	2896	:16:34	:01:58	41	:01:42	:06:00
Fri	08/31/12	2129	2059	319	9	2138	70	3%	857	2995	:09:53	:01:56	46	:01:12	:05:52
Sat	09/01/12	662	609	263	15	677	53	8%	99	776	:12:48	:02:02	71	:02:13	:04:21
Sun	09/02/12	0	0	0	52	52	0	0%	0	52	:00:00	:00:00	0	:00:00	:00:00
	Week end	13741	13138	2974	108	13849	603	4%	3544	17393	:12:48	:01:45	52	:01:23	:05:44
	Sept Only	662	609	263	67	729	53	8%	99	828	:12:48	:02:02	71	:02:13	:04:21
Mon	09/03/12	0	0	0	46	46	0	#DIV/0!	0	46	:00:00	:00:00	0	:00:00	:00:00
Tues	09/04/12	3937	3587	1541	20	3957	350	9%	588	4545	:17:23	:01:58	52	:01:54	:05:55
Wed	09/05/12	3285	3144	910	9	3294	141	4%	1135	4429	:05:32	:01:20	53	:01:23	:05:59
Thurs	09/06/12	2797	2683	609	11	2808	114	4%	1385	4193	:11:05	:01:17	51	:01:09	:06:07
Fri	09/07/12	2955	2723	923	6	2961	232	8%	652	3613	:19:12	:02:01	51	:01:59	:06:13
Sat	09/08/12	315	302	60	11	326	13	4%	202	528	:08:17	:01:36	48	:01:27	:04:30
Sun	09/09/12	0	0	0	38	38	0	0%	0	38	:00:00	:00:00	0	:00:00	:00:00
	Week end	13289	12439	4043	141	13430	850	6%	3962	17392	:19:12	:01:47	51	:01:36	:06:01
Mon	09/10/12	3903	3623	1365	13	3916	280	7%	687	4603	:11:28	:01:27	57	:01:43	:05:59
Tues	09/11/12	2854	2752	616	5	2859	102	4%	1329	4188	:19:48	:01:33	50	:01:13	:06:03
Wed	09/12/12	2787	2702	645	7	2794	85	3%	1126	3920	:18:01	:01:57	48	:01:23	:06:20
Thurs	09/13/12	2801	2642	743	12	2813	159	6%	1430	4243	:27:39	:01:48	44	:01:30	:06:14
Fri	09/14/12	2429	2346	523	6	2435	83	3%	794	3229	:14:19	:01:26	46	:01:23	:06:02
Sat	09/15/12	251	244	38	4	255	7	3%	230	485	:08:02	:01:24	41	:01:20	:04:50
Sun	09/16/12	0	0	0	30	30	0	0%	0	30	:00:00	:00:00	0	:00:00	:00:00
	Week end	15025	14309	3930	77	15102	716	5%	5596	20698	:27:39	:01:36	48	:01:27	:06:06
Mon	09/17/12	3604	3299	1279	7	3611	305	8%	1792	5403	:16:56	:02:14	47	:02:07	:06:02
Tues	09/18/12	2838	2657	898	16	2854	181	6%	1527	4381	:22:16	:01:56	44	:02:03	:06:18
Wed	09/19/12	2598	2463	748	4	2602	135	5%	1464	4066	:14:56	:01:58	44	:01:57	:06:11
Thurs	09/20/12	2558	2405	661	8	2566	153	6%	1575	4141	:13:05	:02:24	45	:01:50	:06:00
Fri	09/21/12	2171	2110	388	5	2176	61	3%	914	3090	:18:19	:01:49	45	:01:18	:06:12
Sat	09/22/12	236	225	58	7	243	11	5%	207	450	:07:49	:01:54	42	:01:22	:03:58
Sun	09/23/12	0	0	0	23	23	0	0%	0	23	:00:00	:00:00	0	:00:00	:00:00
	Week end	14005	13159	4032	70	14075	846	6%	7479	21554	:22:16	:02:08	45	:01:52	:06:06
Mon	09/24/12	3365	3195	1096	8	3373	170	5%	549	3922	:20:59	:02:07	48	:02:10	:06:12
Tue	09/25/12	2922	2750	847	7	2929	172	6%	861	3790	:12:57	:02:04	45	:01:59	:06:03
Wed	09/26/12	2743	2648	645	5	2748	95	3%	907	3655	:15:44	:02:09	48	:01:30	:06:14
Thu	09/27/12	2530	2429	619	5	2535	101	4%	975	3510	:13:12	:01:40	43	:01:31	:06:12
Fri	09/28/12	2817	2694	609	10	2827	123	4%	1033	3860	:18:33	:02:53	51	:01:43	:04:59
Sat	09/29/12	706	640	303	10	716	66	9%	150	866	:16:41	:02:52	57	:03:00	:04:26
Sun	09/30/12	0	0	0	47	47	0	0%	0	47	:00:00	:00:00	0	:00:00	:00:00
	Week end	15083	14356	4119	92	15175	727	5%	4475	19650	:20:59	:02:14	49	:01:56	:05:52
	Month End	58064	54872	16387	447	58511	3192	5%	21611	80122	:27:39	:01:44	53	:01:44	:06:00

Call Center Busy Hour Report

September 2012

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	09/01/12	662	0	23	51	49	82	81	102	74	81	119	0	0	0
Sun	09/02/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	662	0	23	51	49	82	81	102	74	81	119	0	0	0
Mon	09/03/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	09/04/12	3937	62	299	444	466	515	463	501	312	160	352	183	115	65
Wed	09/05/12	3282	52	214	357	408	392	389	353	325	347	246	92	64	43
Thurs	09/06/12	2797	42	178	252	318	347	333	202	354	305	241	98	83	44
Fri	09/07/12	2955	37	146	268	332	349	308	336	324	356	247	121	86	45
Sat	09/08/12	315	0	19	27	39	43	45	52	29	29	32	0	0	0
Sun	09/09/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	13286	193	856	1348	1563	1646	1538	1444	1344	1197	1118	494	348	197
Mon	09/10/12	3903	41	266	437	436	484	433	463	435	383	269	145	68	43
Tues	09/11/12	2854	44	184	290	330	307	339	326	317	294	226	101	62	34
Wed	09/12/12	2787	45	161	277	337	328	306	305	317	279	210	101	71	50
Thurs	09/13/12	2801	19	141	265	278	341	328	339	288	329	253	104	61	55
Fri	09/14/12	2429	36	146	249	244	308	258	269	269	275	192	93	60	30
Sat	09/15/12	251	0	21	23	28	29	35	29	27	27	32	0	0	0
Sun	09/16/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	15025	185	919	1541	1653	1797	1699	1731	1653	1587	1182	544	322	212
Mon	09/17/12	3604	42	208	350	450	431	374	412	401	363	279	130	95	69
Tues	09/18/12	2838	24	169	268	321	354	346	313	299	280	220	116	76	52
Wed	09/19/12	2598	36	136	249	262	313	290	324	290	280	204	101	70	43
Thurs	09/20/12	2558	27	121	219	279	302	297	304	302	292	207	97	62	49
Fri	09/21/12	2171	20	138	194	238	267	237	272	264	254	153	60	47	27
Sat	09/22/12	236	0	17	20	26	42	34	36	18	22	21	0	0	0
Sun	09/23/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	14005	149	789	1300	1576	1709	1578	1661	1574	1491	1084	504	350	240
Mon	09/24/12	3365	30	189	346	407	370	398	378	376	324	260	132	99	56
Tue	09/25/12	2922	28	155	285	322	330	339	390	335	311	231	100	64	32
Wed	09/26/12	2743	24	133	291	319	340	355	297	302	281	192	104	62	43
Thu	09/27/12	2530	32	140	241	295	310	267	280	287	274	215	102	52	35
Fri	09/28/12	2817	20	147	238	298	284	294	321	365	344	248	125	81	52
Sat	09/29/12	706	0	23	35	51	78	107	103	131	102	76	0	0	0
Sun	09/30/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	15083	134	787	1436	1692	1712	1760	1769	1796	1636	1222	563	358	218
	Month Total	58061	661	3374	5676	6533	6946	6656	6707	6441	5992	4725	2105	1378	867
	Cumulative Percent		1%	6%	10%	11%	12%	11%	12%	11%	10%	8%	4%	2%	1%
	Eastern Time		7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM

Ohio Consumer Hotline - Activity Summary Report

Calls made from 9/1/2012 to 9/30/2012

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	2649
	Benefit Package / Covered Services	819
	Billing Number	92
	Card	482
	Certificate of Coverage	62
	Change	263
	Citizenship Verification Questions	1
	Estate Recovery	33
	Hearing	6
	Patient Liability	17
	Program Information	664
	Total	5088
<i>BCCP</i>	Application / Eligibility	9
	Benefit Package / Covered Services	12
	Card	2
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	4
	Total	27
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>EOMB</i>	General Information	10
	Questions About Letter	11
	Total	21
<i>FFS Billing</i>	Billing Number	228
	Claims Request	35

FFS Billing	General Billing Questions	938
	Received Bill (Needs Letter)	27
	Total	1228
General Benefits	Dental	404
	Equipment	138
	Family Planning	90
	Healthchek Services	11
	Inquiry on Covered Services	388
	Medicaid School Program	0
	Medlist Assist	14
	Pregnancy Related Services	9
	Prescriptions	796
	Transportation	420
	Vision	213
	Total	2483
Healthy Start	Application / Eligibility	2624
	Benefit Package / Covered Services	662
	Billing Number	245
	Card	503
	Certificate of Coverage	67
	Change	437
	Citizenship Verification Questions	4
	Estate Recovery	1
	Hearing	2
	Program Information	578
	Total	5123
HIPAA	Complaint	1
	Information	8
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0

HIPAA	Send PHI Brochure	0
	Total	9
Home Health Care	Application / Eligibility	25
	Benefit Package / Covered Services	8
	BHCS Complaint	0
	BHCS Questions	1
	Card	0
	Hearing	0
	HSFA Questions	2
	Passport	5
	Program Information	41
	Provider	6
	Status	3
	Total	91
Incident Report	Billing Inquiry	44
	Reimbursement Inquiry	7
	Total	51
Information	Cash Assistance	27
	CDJFS	268
	Customer Survey	3
	Food Stamps	160
	Hotline	850
	Medicare	219
	Social Security	33
	Total	1560
Inquiry	029 Error	36
	574 Error - Not Eligible	12
	Already Selected	1030
	Called to Check on Doctors	314
	Called to Check on Just Cause Status	102
	Case Addition	34
	Case Closed	193
	Case Pending	194

<i>Inquiry</i>	Category Closed	94
	Change in Name	17
	Change in Phone Number / Address	240
	CIC - Do Not Assign	13
	Consumer Needs To Be Auto Re-Enrolled	7
	Failed Eligibility	234
	General Questions	10964
	Open Enrollment Questions	577
	Person Calling Not PIP / AG Head	140
	Referred Consumer to County Worker	2412
	Returned NME / Notice	11
	Transferred in Error	8
	Wanted Phone Number of MCP	368
	Total	17000
<i>Issue / Concern</i>	Issue / Concern about MCP	0
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	0
	Issue / Concern with ODJFS	0
	Total	0
<i>Limited Family Planning Services</i>	Application / Eligibility	1024
	Benefit Package / Covered Services	1974
	Billing Number	38
	Card	114
	Certificate of Coverage	2
	Change	30
	Hearing	6
	Program Information	1407
	Total	4595
<i>Long Term Care</i>	Application / Eligibility	18
	Benefit Package / Covered Services	6

Long Term Care	Card	1
	Community Spouse	1
	Estate Recovery	6
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	9
	Program Information	13
	Total	54
Mailings	"Getting Long Term Care" Pamphlet	5
	"Personal Needs Allowance" Pamphlet	3
	ABD Application Letter - 7200	307
	ABD EMP Enrollment Packet	129
	ABD Pamphlet - Spanish	2
	Approved Letter	397
	BCCP Brochure	1
	Billing Incident Letter	35
	CFC EMP Enrollment Packet	178
	Citizenship Verification Brochure	1
	CPA Letter	0
	CPA Letter - Blank	169
	Healthy Start Brochure	34
	HIPAA Notice	0
	HS/HF Information	6
	Immigrants Medicaid - Somali	0
	Lead Poisoning Pamphlet	0
	MBI Program Brochure	4
	MBI-WD Application	4
	Medicaid Program Enrollment & Benefit Information	59
	N1 Reminder Letter	9694
	N3 ABD Reminder Letter	3201

Mailings	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	0
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	324
	Reimbursement Letter	1
	Rejected - General	1
	Rejected - General ABD	6
	Rejected - SSI-BCMh-CIC	45
	Total	14607
Managed Care Info & Referral	Benefit Package	324
	Billing Number	35
	Information	2513
	Just Cause Status	73
	Payment	4
	Phone Numbers	293
	Provider Name	426
	Transfer Request - Bureau of Managed Care	0
	Total	3668
MBI-WD	AG Collections Questions	7
	Application / Eligibility	20
	Benefit Package / Covered Services	5
	Billing Number	2
	Card	3
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	4
	Program Information	39
	Questions About Premiums	36
	Total	116
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	29
	Unable to Reach - Letter Sent - Resolved	7
	Total	36

Medicare Part D	Application / Eligibility	49
	Information	272
	Questions About Letter	28
	Total	349
Medicare Premium Assistance	Application / Eligibility	799
	Benefit Package / Covered Services	315
	Billing Number	5
	Card	142
	Certificate of Coverage	2
	Change	43
	Estate Recovery	0
	Hearing	1
	Patient Liability	6
	Program Information	471
	Total	1784
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	2
	Request Benefits Balance - Needs Follow-Up	0
	Total	2
ODJFS Survey	Managed Care Survey	1
	Total	1
Ohio's Best RX	Program Information	5
	Referred Caller	9
	Total	14
Other Medicaid Program	Application / Eligibility	459
	Benefit Package / Covered Services	97
	Billing Number	37
	Card	145
	Certificate of Coverage	10
	Change	53
	Citizenship Verification Questions	0
	Estate Recovery	12

Other Medicaid Program	Hearing	0
	Program Information	255
	Total	1068
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	0
	Transfer Request	0
	Total	1
Prior Authorization	How to Obtain	341
	Letter	36
	Program Information	195
	Status	306
	Transfer Request - Needs Follow-Up	3
	Total	881
Provider	Fee-For-Service Provider Names	442
	Referred to MCP For Provider List	37
	Referred to ODJFS Website For Provider List	122
	Referred to State Board To File Complaint Against Provider	9
	Total	610
Reimbursement	Decision	7
	Information	452
	State Hearing	3
	Total	462
Spend Down	Amount	681
	Card	428
	Certificate of Coverage	20
	Hearing	7
	Problem	200

Spend Down	Program Information	1313
	Total	2649
State Hearings	How to Request	39
	Program Information	46
	Status	15
	Total	100
Surveys	Call Center Survey	2661
	Total	2661
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	15
	General Information	117
	Need Medications Now	27
	Referral to Case Worker	166
	Referral to TPL Vendor	35
	Total	360
Tort	General Information	10
	Provided Number to Tort Unit	23
	Total	33
Waiver	Application / Eligibility	283
	Benefit Package / Covered Services	118
	Billing Number	8
	Card	76
	Certificate of Coverage	6
	Change	33
	Estate Recovery	6
	Hearing	2
	Independent Provider	1
	Patient Evaluation	2
	Patient Liability	28
	Program Information	144
	Waiting List	6
	Total	713
Grand Total All Categories		67445

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

Calls made from 9/1/2012 to 9/30/2012

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	138
	ACS / First Health	115
	ADAMH	5
	Area Agency on Aging	13
	BCCP Regional Agency	6
	BCMh	10
	Bureau of Home and Community Services	0
	Case Management Agency	19
	Caseworker	809
	Child Support Enforcement Agency	7
	Complaint Department	10
	County Department of Job & Family Services	1052
	Enrollment Administration Services (EAS)	0
	First Link	21
	Food Stamp Hotline	3
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	1
	HomeHealthAgency	6
	Info & Refer	9
	In-House	3
	Legal Aid	6
	Managed Care Enrollment Center	38
	Managed Care Plan	250
	Managed Care Section	88
	MR / DD Board	0
	ODJFS	13
	Ohio Department of Insurance	14
Ohio Hospice	1	

Referral	Ohio's Best Rx	8
	Ombudsman	13
	OSHIIP	44
	Other Medical Services Agency	27
	Other Social Services Agency	17
	Out-of-State Medicaid Hotline	10
	PACT	0
	Pharmacy	56
	Prescription Drug Plan (PDP)	39
	Provider	451
	Provider Services Call Center	267
	Public Children's Services	9
	Social Security Administration	55
	StateHearingDivision	41
	StateMedicalBoard	4
	Supervisor	20
	Tort Unit	7
	Website - ODJFS	60
	Welfare Fraud Hotline	2
	WIC Office	2
Total		3770

**AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Method as a Percentage of Type**

Reporting Period: 8/23/2012 - 9/19/2012
Generated: 9/21/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1029	84.90%	196	92.45%	8	88.89%	1233	86.04%
Call Campaign	149	12.29%	12	5.66%	0	0.00%	161	11.24%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	4	0.33%	2	0.94%	0	0.00%	6	0.42%
Website	30	2.48%	2	0.94%	1	11.11%	33	2.30%
TOTAL	1212	100%	212	100%	9	100%	1433	100%

**AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method**

Reporting Period: 8/23/2012 - 9/19/2012
Generated: 9/21/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1029	83.45%	196	15.90%	8	0.65%	1233	100%
Call Campaign	149	92.55%	12	7.45%	0	0.00%	161	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	4	66.67%	2	33.33%	0	0.00%	6	100%
Website	30	90.91%	2	6.06%	1	3.03%	33	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 8/23/2012 - 9/19/2012

Generated: 9/21/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	157	62.55%	31	81.58%	0	0.00%
	Molina	94	37.45%	7	18.42%	5	100.00%
	Total	251	100.00%	38	100.00%	5	100.00%
East Central	Buckeye	50	35.71%	15	45.45%	2	66.67%
	Caresource	66	47.14%	11	33.33%	1	33.33%
	United	24	17.14%	7	21.21%	0	0.00%
	Total	140	100.00%	33	100.00%	3	100.00%
North East	Buckeye	22	8.76%	4	9.76%	0	0.00%
	Caresource	229	91.24%	37	90.24%	0	0.00%
	Total	251	100.00%	41	100.00%	0	100.00%
North East Central	Caresource	39	63.93%	3	75.00%	0	0.00%
	United	22	36.07%	1	25.00%	0	0.00%
	Total	61	100.00%	4	100.00%	0	100.00%
North West	Caresource	66	56.41%	14	73.68%	0	0.00%
	United	51	43.59%	5	26.32%	0	0.00%
	Total	117	100.00%	19	100.00%	0	100.00%
South East	Caresource	58	47.54%	12	60.00%	0	0.00%
	Molina	28	22.95%	3	15.00%	0	0.00%
	United	36	29.51%	5	25.00%	0	0.00%
	Total	122	100.00%	20	100.00%	0	100.00%
South West	Buckeye	43	28.48%	6	18.75%	0	0.00%
	Molina	108	71.52%	26	81.25%	0	0.00%
	Total	151	100.00%	32	100.00%	0	100.00%
West Central	Caresource	96	80.67%	21	84.00%	1	100.00%
	Molina	23	19.33%	4	16.00%	0	0.00%
	Total	119	100.00%	25	100.00%	1	100.00%
Total Mandatory		1212		212		9	

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

Region and MCP as a Percentage of Type

Reporting Period: 8/23/2012 - 9/19/2012

Generated: 9/21/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	East Central	50		15		2	
	North East	22		4		0	
	South West	43		6		0	
	Total	115	9.49%	25	11.79%	2	22.22%
Caresource	Central	157		31		0	
	East Central	66		11		1	
	North East	229		37		0	
	North East Central	39		3		0	
	North West	66		14		0	
	South East	58		12		0	
	West Central	96		21		1	
	Total	711	58.66%	129	60.85%	2	22.22%
Molina	Central	94		7		5	
	South East	28		3		0	
	South West	108		26		0	
	West Central	23		4		0	
	Total	253	20.87%	40	18.87%	5	55.56%
United	East Central	24		7		0	
	North East Central	22		1		0	
	North West	51		5		0	
	South East	36		5		0	
	Total	133	10.97%	18	8.49%	0	0.00%
Total Mandatory		1212	100.00%	212	100.00%	9	100.00%

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**

Reporting Period: 8/23/2012 - 9/19/2012
Generated: 9/21/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	289	415	704
East Central	173	220	393
North East	292	380	672
North East Central	65	109	174
North West	136	226	362
South East	142	165	307
South West	183	270	453
West Central	144	151	295
Total For All Regions	1424	1936	3360

**AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**

Reporting Period: 8/23/2012 - 9/19/2012
Generated: 9/21/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	157	31	188	163	351	49.86%
	Molina	94	7	101	252	353	50.14%
	Total	251	38	289	415	704	100.00%
East Central	Buckeye	50	15	65	66	131	33.33%
	Caresource	66	11	77	103	180	45.80%
	United	24	7	31	51	82	20.87%
	Total	140	33	173	220	393	100.00%
North East	Buckeye	22	4	26	153	179	26.64%
	Caresource	229	37	266	227	493	73.36%
	Total	251	41	292	380	672	100.00%
North East Central	Caresource	39	3	42	47	89	51.15%
	United	22	1	23	62	85	48.85%
	Total	61	4	65	109	174	100.00%
North West	Caresource	66	14	80	79	159	43.92%
	United	51	5	56	147	203	56.08%
	Total	117	19	136	226	362	100.00%
South East	Caresource	58	12	70	46	116	37.79%
	Molina	28	3	31	92	123	40.07%
	United	36	5	41	27	68	22.15%
	Total	122	20	142	165	307	100.00%
South West	Buckeye	43	6	49	111	160	35.32%
	Molina	108	26	134	159	293	64.68%
	Total	151	32	183	270	453	100.00%
West Central	Caresource	96	21	117	67	184	62.37%
	Molina	23	4	27	84	111	37.63%
	Total	119	25	144	151	295	100.00%
Total Mandatory		1212	212	1424	1936	3360	

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Method as a Percentage of Type**

Reporting Period: 8/23/2012 - 9/19/2012
Generated: 9/21/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	7423	83.87%	1450	92.65%	491	98.00%	9364	85.77%
Call Campaign	942	10.64%	60	3.83%	5	1.00%	1007	9.22%
Face-To-Face	3	0.03%	0	0.00%	0	0.00%	3	0.03%
Mail	22	0.25%	20	1.28%	5	1.00%	47	0.43%
Website	461	5.21%	35	2.24%	0	0.00%	496	4.54%
TOTAL	8851	100%	1565	100%	501	100%	10917	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method

Reporting Period: 8/23/2012 - 9/19/2012
Generated: 9/21/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	7423	79.27%	1450	15.48%	491	5.24%	9364	100%
Call Campaign	942	93.55%	60	5.96%	5	0.50%	1007	100%
Face-To-Face	3	100.00%	0	0.00%	0	0.00%	3	100%
Mail	22	46.81%	20	42.55%	5	10.64%	47	100%
Website	461	92.94%	35	7.06%	0	0.00%	496	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 8/23/2012 - 9/19/2012

Generated: 9/21/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	1206	67.68%	239	76.36%	143	66.51%
	Molina	576	32.32%	74	23.64%	72	33.49%
	Total	1782	100.00%	313	100.00%	215	100.00%
East Central	Buckeye	347	29.76%	49	22.79%	41	43.16%
	Caresource	625	53.60%	130	60.47%	38	40.00%
	United	194	16.64%	36	16.74%	16	16.84%
	Total	1166	100.00%	215	100.00%	95	100.00%
North East	Caresource	1281	82.75%	200	85.11%	53	67.95%
	WellCare	267	17.25%	35	14.89%	25	32.05%
	Total	1548	100.00%	235	100.00%	78	100.00%
North East Central	Caresource	308	67.25%	41	73.21%	6	37.50%
	United	150	32.75%	15	26.79%	10	62.50%
	Total	458	100.00%	56	100.00%	16	100.00%
North West	Buckeye	361	36.80%	70	46.98%	46	51.69%
	Paramount	620	63.20%	79	53.02%	43	48.31%
	Total	981	100.00%	149	100.00%	89	100.00%
South East	Caresource	357	57.30%	65	54.62%	10	50.00%
	Molina	129	20.71%	35	29.41%	3	15.00%
	United	137	21.99%	19	15.97%	7	35.00%
	Total	623	100.00%	119	100.00%	20	100.00%
South West	Amerigroup	150	11.63%	26	8.52%	10	17.24%
	Caresource	945	73.26%	253	82.95%	32	55.17%
	Molina	195	15.12%	26	8.52%	16	27.59%
	Total	1290	100.00%	305	100.00%	58	100.00%
West Central	Amerigroup	26	2.59%	3	1.73%	1	3.33%
	Caresource	860	85.74%	139	80.35%	24	80.00%
	Molina	117	11.67%	31	17.92%	5	16.67%
	Total	1003	100.00%	173	100.00%	30	100.00%
Total Mandatory		8851		1565		601	

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

Region and MCP as a Percentage of Type

Reporting Period: 8/23/2012 - 9/19/2012

Generated: 9/21/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Amerigroup	South West	150		26		10	
	West Central	26		3		1	
	Total	176	1.99%	29	1.85%	11	1.83%
Buckeye	East Central	347		49		41	
	North West	361		70		46	
	Total	708	8.00%	119	7.60%	87	14.48%
Caresource	Central	1206		239		143	
	East Central	625		130		38	
	North East	1281		200		53	
	North East Central	308		41		6	
	South East	357		65		10	
	South West	945		253		32	
	West Central	860		139		24	
	Total	5582	63.07%	1067	68.18%	306	50.92%
Molina	Central	576		74		72	
	South East	129		35		3	
	South West	195		26		16	
	West Central	117		31		5	
	Total	1017	11.49%	166	10.61%	96	15.97%
Paramount	North West	620		79		43	
	Total	620	7.00%	79	5.05%	43	7.15%
United	East Central	194		36		16	
	North East Central	150		15		10	
	South East	137		19		7	
	Total	481	5.43%	70	4.47%	33	5.49%
WellCare	North East	267		35		25	
	Total	267	3.02%	35	2.24%	25	4.16%
Total Mandatory		8851	100.00%	1565	100.00%	601	100.00%

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**

Reporting Period: 8/23/2012 - 9/19/2012
Generated: 9/21/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	2095	3100	5195
East Central	1381	1627	3008
North East	1783	2316	4099
North East Central	514	666	1180
North West	1130	1483	2613
South East	742	1040	1782
South West	1595	1810	3405
West Central	1176	1139	2315
Total For All Regions	10416	13181	23597

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**

Reporting Period: 8/23/2012 - 9/19/2012
Generated: 9/21/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	1206	239	1445	1533	2978	57.32%
	Molina	576	74	650	1567	2217	42.68%
	Total	1782	313	2095	3100	5195	100.00%
East Central	Buckeye	347	49	396	541	937	31.15%
	Caresource	625	130	755	631	1386	46.08%
	United	194	36	230	455	685	22.77%
	Total	1166	215	1381	1627	3008	100.00%
North East	Caresource	1281	200	1481	1174	2655	64.77%
	WellCare	267	35	302	1142	1444	35.23%
	Total	1548	235	1783	2316	4099	100.00%
North East Central	Caresource	308	41	349	342	691	58.56%
	United	150	15	165	324	489	41.44%
	Total	458	56	514	666	1180	100.00%
North West	Buckeye	361	70	431	642	1073	41.06%
	Paramount	620	79	699	841	1540	58.94%
	Total	981	149	1130	1483	2613	100.00%
South East	Caresource	357	65	422	368	790	44.33%
	Molina	129	35	164	440	604	33.89%
	United	137	19	156	232	388	21.77%
	Total	623	119	742	1040	1782	100.00%
South West	Amerigroup	150	26	176	568	744	21.85%
	Caresource	945	253	1198	718	1916	56.27%
	Molina	195	26	221	524	745	21.88%
	Total	1290	305	1595	1810	3405	100.00%
West Central	Amerigroup	26	3	29	346	375	16.20%
	Caresource	860	139	999	477	1476	63.76%
	Molina	117	31	148	316	464	20.04%
	Total	1003	173	1176	1139	2315	100.00%
Total Mandatory		8851	1565	10416	13181	23597	

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 9/1/2012 to 9/30/2012

Total Surveys Available for Completion: 35758

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	208	41.27%	261	51.79%	19	3.77%	7	1.39%	9	1.79%	504	100.00%
Our answers to your questions	263	52.18%	212	42.06%	13	2.58%	6	1.19%	10	1.98%	504	100.00%
Our courtesy to you and your family	290	57.54%	199	39.48%	4	0.79%	1	0.20%	10	1.98%	504	100.00%
Overall, how would you rate our staff and services	293	58.13%	197	39.09%	2	0.40%	3	0.60%	10	1.79%	504	100.00%
Total	1054	52.28%	869	43.11%	38	1.88%	17	0.84%	37	1.88%	2016	100.00%

Number of Surveys Attempted: 2664

Number of Completed Customer Satisfaction Surveys: 504