



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

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Ohio Consumer Hotline Monthly Report October 2012

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 6,171 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 295. 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 Wednesday, October 31, 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

- 110,505 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 96,802 total calls (inbound and outbound)
 - 7,349 Call Fire Campaign Calls
 - 6,171 Provider Calls
 - 183 Insure Kids Now/Governor's Hotline
- 5% abandonment rate
- 5:49 minutes average talk time
- 1:55 minute average speed to answer
- 48 average CSR inbound calls per day

Ohio Consumer Hotline
October 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	10/01/12	4585	4132	1922	14	4599	453	10%	812	5411	:27:01	:02:02	51	:02:28	:06:03
Tue	10/02/12	3971	3605	1536	23	3994	366	9%	1239	5233	:19:23	:01:53	51	:02:18	:05:52
Wed	10/03/12	3659	3342	1285	19	3678	317	9%	937	4615	:23:35	:02:26	56	:02:40	:05:19
Thurs	10/04/12	3645	3224	1417	16	3661	421	12%	760	4421	:17:39	:02:19	48	:02:42	:06:10
Fri	10/05/12	3061	2791	1112	15	3076	270	9%	632	3708	:26:05	:02:31	45	:02:46	:06:28
Sat	10/06/12	356	348	178	7	363	8	2%	545	908	:09:12	:01:43	34	:01:03	:05:36
Sun	10/07/12	0	0	0	33	33	0	0%	0	33	:00:00	:00:00	0	:00:00	:00:00
	Week end	19277	17442	7450	127	19404	1835	10%	4925	24329	:27:01	:02:13	48	:02:32	:05:57
Mon	10/08/12	0	0	0	374	374	0	0%	0	374	:00:00	:00:00	0	:00:00	:00:00
Tues	10/09/12	4724	4364	1782	14	4738	360	8%	987	5725	:11:27	:01:33	56	:01:56	:05:50
Wed	10/10/12	3284	3172	767	9	3293	112	3%	1141	4434	:04:38	:01:14	55	:01:11	:05:40
Thurs	10/11/12	2934	2826	634	10	2944	108	4%	1233	4177	:10:12	:01:20	51	:01:13	:05:41
Fri	10/12/12	2545	2467	458	5	2550	78	3%	1099	3649	:06:15	:01:32	49	:01:13	:05:46
Sat	10/13/12	285	281	130	2	287	4	1%	801	1088	:07:38	:01:36	30	:00:27	:05:07
Sun	10/14/12	0	0	0	36	36	0	0%	0	36	:00:00	:00:00	0	:00:00	:00:00
	Week end	13772	13110	3771	450	14222	662	5%	5261	19483	:11:27	:01:28	48	:01:29	:05:44
Mon	10/15/12	4133	3796	1522	7	4140	337	8%	852	4992	:11:12	:02:24	54	:02:13	:05:50
Tues	10/16/12	3415	3246	978	14	3429	169	5%	1112	4541	:08:39	:01:26	53	:01:28	:05:34
Wed	10/17/12	3028	2860	876	10	3038	168	6%	922	3960	:09:57	:01:36	51	:01:42	:05:50
Thurs	10/18/12	2907	2804	690	8	2915	103	4%	1150	4065	:07:24	:01:27	52	:01:21	:05:39
Fri	10/19/12	2713	2599	574	15	2728	114	4%	859	3587	:09:56	:01:49	51	:01:21	:05:41
Sat	10/20/12	270	267	126	2	272	3	1%	447	719	:05:04	:03:14	35	:00:41	:04:17
Sun	10/21/12	0	0	0	34	34	0	0%	0	34	:00:00	:00:00	0	:00:00	:00:00
	Week end	16466	15572	4766	90	16556	894	5%	5342	21898	:11:12	:01:57	49	:01:39	:05:42
Mon	10/22/12	3604	3525	920	10	3614	79	2%	799	4413	:08:50	:01:15	57	:01:18	:05:34
Tues	10/23/12	2786	2726	531	3	2789	60	2%	1134	3923	:06:44	:01:16	51	:01:04	:05:56
Wed	10/24/12	2686	2624	548	5	2691	62	2%	1256	3947	:07:32	:01:16	48	:01:15	:05:58
Thurs	10/25/12	2415	2355	383	11	2426	60	2%	1062	3488	:10:40	:01:32	47	:01:07	:05:50
Fri	10/26/12	2314	2235	350	8	2322	79	3%	791	3113	:10:47	:01:36	48	:01:19	:05:42
Sat	10/27/12	218	209	59	3	221	9	4%	372	593	:05:13	:01:51	25	:00:55	:05:00
Sun	10/28/12	0	0	0	21	21	0	0%	0	21	:00:00	:00:00	0	:00:00	:00:00
	Week end	14023	13674	2791	61	14084	349	2%	5414	19498	:10:47	:01:25	46	:01:12	:05:47
Mon	10/29/12	3203	3096	890	11	3214	107	3%	644	3858	:13:03	:01:27	53	:01:42	:05:59
Tues	10/30/12	2544	2455	636	7	2551	89	3%	1309	3860	:14:22	:01:44	46	:01:29	:05:58
Wed	10/31/12	2923	2844	922	16	2939	79	3%	937	3876	:16:39	:02:09	46	:02:18	:06:01
	Month End	72208	68193	21226	762	72970	4015	5%	23832	96802	:27:01	:01:55	48	:01:47	:05:49

Call Center Busy Hour Report

October 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
Mon	10/01/12	4585	59	280	425	473	525	491	509	540	474	386	200	137	86
Tues	10/02/12	3971	50	250	399	477	440	425	435	413	470	300	163	96	53
Wed	10/03/12	3659	56	184	305	354	386	380	432	470	443	327	160	92	70
Thurs	10/04/12	3645	41	204	399	411	382	377	425	397	392	294	160	114	49
Fri	10/05/12	3061	38	172	291	353	345	319	370	415	314	192	118	80	54
Sat	10/06/12	356	0	27	43	41	59	37	44	45	35	25	0	0	0
Sun	10/07/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		19277	244	1117	1862	2109	2137	2029	2215	2280	2128	1524	801	519	312
Mon	10/08/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	10/09/12	4724	77	332	498	519	511	501	524	518	520	359	203	105	57
Wed	10/10/12	3284	35	179	306	385	372	392	378	412	349	263	113	68	32
Thurs	10/11/12	2934	24	158	289	324	322	334	335	324	351	231	109	92	41
Fri	10/12/12	2545	21	107	226	305	333	303	336	308	265	183	86	52	20
Sat	10/13/12	285	0	9	31	45	32	39	30	30	36	33	0	0	0
Sun	10/14/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		13772	157	785	1350	1578	1570	1569	1603	1592	1521	1069	511	317	150
Mon	10/15/12	4133	33	215	367	452	455	448	446	478	511	359	201	101	67
Tues	10/16/12	3415	31	204	327	401	422	403	393	396	351	249	141	69	28
Wed	10/17/12	3028	27	148	258	336	373	366	358	356	347	235	129	69	26
Thurs	10/18/12	2907	37	150	231	325	328	335	358	385	329	237	97	64	31
Fri	10/19/12	2713	19	117	245	368	383	305	325	299	286	181	90	73	22
Sat	10/20/12	270	0	17	31	36	32	38	35	25	28	28	0	0	0
Sun	10/21/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		16466	147	851	1459	1918	1993	1895	1915	1939	1852	1289	658	376	174
Mon	10/22/12	3604	37	208	385	396	454	405	432	386	384	271	140	69	37
Tues	10/23/12	2786	33	153	268	319	331	315	343	331	275	245	81	57	35
Wed	10/24/12	2686	17	147	281	304	382	274	293	310	291	222	97	41	27
Thurs	10/25/12	2415	20	124	275	320	295	283	238	269	235	180	103	56	17
Fri	10/26/12	2314	15	168	267	258	243	236	288	276	217	199	89	37	21
Sat	10/27/12	218	0	8	16	29	26	33	31	27	29	19	0	0	0
Sun	10/28/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		14023	122	808	1492	1626	1731	1546	1625	1599	1431	1136	510	260	137
Mon	10/29/12	3203	23	172	281	334	398	340	367	396	360	268	153	78	33
Tue	10/30/12	2544	17	89	191	294	294	307	329	314	283	229	104	51	42
Wed	10/31/12	2923	15	98	179	284	329	328	379	390	348	315	149	73	36
Month Total		8670	55	359	651	912	1021	975	1075	1100	991	812	406	202	111
	Cumulative Percent		1%	4%	8%	11%	12%	11%	12%	13%	11%	9%	5%	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 10/1/2012 to 10/31/2012

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	2894
	Benefit Package / Covered Services	806
	Billing Number	104
	Card	455
	Certificate of Coverage	55
	Change	264
	Citizenship Verification Questions	4
	Estate Recovery	25
	Hearing	5
	Patient Liability	12
	Program Information	525
	Total	5149
<i>BCCP</i>	Application / Eligibility	14
	Benefit Package / Covered Services	10
	Card	4
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	1
	Program Information	9
	Total	38
<i>Consumer Guide</i>	Questions From Consumer Guide	1
	Total	1
<i>EOMB</i>	General Information	12
	Questions About Letter	10
	Total	22
<i>FFS Billing</i>	Billing Number	312
	Claims Request	26

FFS Billing	General Billing Questions	955
	Received Bill (Needs Letter)	33
	Total	1326
General Benefits	Dental	401
	Equipment	146
	Family Planning	127
	Healthchek Services	21
	Inquiry on Covered Services	331
	Medicaid School Program	0
	Medlist Assist	6
	Pregnancy Related Services	9
	Prescriptions	1040
	Transportation	454
	Vision	183
	Total	2718
Healthy Start	Application / Eligibility	3403
	Benefit Package / Covered Services	808
	Billing Number	367
	Card	567
	Certificate of Coverage	94
	Change	468
	Citizenship Verification Questions	3
	Estate Recovery	3
	Hearing	4
	Program Information	581
	Total	6298
HIPAA	Complaint	0
	Information	7
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0

HIPAA	Send PHI Brochure	0
	Total	7
Home Health Care	Application / Eligibility	22
	Benefit Package / Covered Services	10
	BHCS Complaint	2
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	1
	Program Information	21
	Provider	4
	Status	0
	Total	60
Incident Report	Billing Inquiry	72
	Reimbursement Inquiry	3
	Total	75
Information	Cash Assistance	26
	CDJFS	275
	Customer Survey	67
	Food Stamps	162
	Hotline	1140
	Medicare	226
	Social Security	33
	Total	1929
Inquiry	029 Error	7
	574 Error - Not Eligible	20
	Already Selected	1479
	Called to Check on Doctors	391
	Called to Check on Just Cause Status	65
	Case Addition	60
	Case Closed	347
	Case Pending	254

<i>Inquiry</i>	Category Closed	139
	Change in Name	35
	Change in Phone Number / Address	261
	CIC - Do Not Assign	60
	Consumer Needs To Be Auto Re-Enrolled	26
	Failed Eligibility	473
	General Questions	13554
	Open Enrollment Questions	917
	Person Calling Not PIP / AG Head	174
	Referred Consumer to County Worker	3489
	Returned NME / Notice	17
	Transferred in Error	15
	Wanted Phone Number of MCP	377
	Total	22160
<i>Issue / Concern</i>	Issue / Concern about MCP	0
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	0
	Issue / Concern with ODJFS	1
	Total	1
<i>Limited Family Planning Services</i>	Application / Eligibility	847
	Benefit Package / Covered Services	1572
	Billing Number	29
	Card	118
	Certificate of Coverage	3
	Change	27
	Hearing	5
	Program Information	1329
	Total	3930
<i>Long Term Care</i>	Application / Eligibility	14
	Benefit Package / Covered Services	5

Long Term Care	Card	0
	Community Spouse	0
	Estate Recovery	5
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	3
	Program Information	16
	Total	43
Mailings	"Getting Long Term Care" Pamphlet	11
	"Personal Needs Allowance" Pamphlet	8
	ABD Application Letter - 7200	406
	ABD EMP Enrollment Packet	119
	ABD Pamphlet - Spanish	5
	Approved Letter	214
	BCCP Brochure	2
	Billing Incident Letter	69
	CFC EMP Enrollment Packet	194
	Citizenship Verification Brochure	4
	CPA Letter	3
	CPA Letter - Blank	180
	Healthy Start Brochure	32
	HIPAA Notice	0
	HS/HF Information	22
	Immigrants Medicaid - Somali	0
	Lead Poisoning Pamphlet	1
	MBI Program Brochure	5
	MBI-WD Application	9
	Medicaid Program Enrollment & Benefit Information	93
	N1 Reminder Letter	10927
	N3 ABD Reminder Letter	3385

Mailings	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	2
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	427
	Reimbursement Letter	1
	Rejected - General	1
	Rejected - General ABD	8
	Rejected - SSI-BCMh-CIC	27
	Total	16157
Managed Care Info & Referral	Benefit Package	454
	Billing Number	40
	Information	2589
	Just Cause Status	60
	Payment	9
	Phone Numbers	334
	Provider Name	465
	Transfer Request - Bureau of Managed Care	8
	Total	3959
MBI-WD	AG Collections Questions	8
	Application / Eligibility	37
	Benefit Package / Covered Services	11
	Billing Number	1
	Card	6
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	7
	Program Information	59
	Questions About Premiums	43
	Total	172
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	61
	Unable to Reach - Letter Sent - Resolved	3
	Total	64

Medicare Part D	Application / Eligibility	85
	Information	345
	Questions About Letter	21
	Total	451
Medicare Premium Assistance	Application / Eligibility	936
	Benefit Package / Covered Services	357
	Billing Number	10
	Card	118
	Certificate of Coverage	6
	Change	60
	Estate Recovery	3
	Hearing	3
	Patient Liability	3
	Program Information	497
	Total	1993
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	1
	Referred to MH Provider	2
	Request Benefits Balance - Needs Follow-Up	0
	Total	3
ODJFS Survey	Managed Care Survey	2
	Total	2
Ohio's Best RX	Program Information	5
	Referred Caller	6
	Total	11
Other Medicaid Program	Application / Eligibility	549
	Benefit Package / Covered Services	84
	Billing Number	40
	Card	131
	Certificate of Coverage	12
	Change	41
	Citizenship Verification Questions	0
	Estate Recovery	14

Other Medicaid Program	Hearing	3
	Program Information	209
	Total	1083
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	466
	Letter	39
	Program Information	216
	Status	396
	Transfer Request - Needs Follow-Up	2
	Total	1119
Provider	Fee-For-Service Provider Names	439
	Referred to MCP For Provider List	22
	Referred to ODJFS Website For Provider List	62
	Referred to State Board To File Complaint Against Provider	13
	Total	536
Reimbursement	Decision	10
	Information	391
	State Hearing	9
	Total	410
Spend Down	Amount	731
	Card	459
	Certificate of Coverage	29
	Hearing	15
	Problem	224

Spend Down	Program Information	1494
	Total	2952
State Hearings	How to Request	65
	Program Information	54
	Status	12
	Total	131
Surveys	Call Center Survey	2755
	Total	2755
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	14
	General Information	123
	Need Medications Now	36
	Referral to Case Worker	189
	Referral to TPL Vendor	34
	Total	396
Tort	General Information	22
	Provided Number to Tort Unit	33
	Total	55
Waiver	Application / Eligibility	341
	Benefit Package / Covered Services	146
	Billing Number	10
	Card	84
	Certificate of Coverage	4
	Change	34
	Estate Recovery	12
	Hearing	0
	Independent Provider	2
	Patient Evaluation	2
	Patient Liability	26
	Program Information	157
	Waiting List	4
	Total	822
Grand Total All Categories		76828

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

Calls made from 10/1/2012 to 10/31/2012

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	150
	ACS / First Health	176
	ADAMH	9
	Area Agency on Aging	27
	BCCP Regional Agency	4
	BCMh	6
	Bureau of Home and Community Services	1
	Case Management Agency	27
	Caseworker	1153
	Child Support Enforcement Agency	1
	Complaint Department	22
	County Department of Job & Family Services	1641
	Enrollment Administration Services (EAS)	4
	First Link	23
	Food Stamp Hotline	5
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	0
	HomeHealthAgency	10
	Info & Refer	12
	In-House	11
	Legal Aid	4
	Managed Care Enrollment Center	33
	Managed Care Plan	285
	Managed Care Section	84
	MR / DD Board	0
	ODJFS	18
	Ohio Department of Insurance	13
Ohio Hospice	3	

Referral	Ohio's Best Rx	10
	Ombudsman	5
	OSHIIP	46
	Other Medical Services Agency	27
	Other Social Services Agency	16
	Out-of-State Medicaid Hotline	9
	PACT	1
	Pharmacy	83
	Prescription Drug Plan (PDP)	65
	Provider	413
	Provider Services Call Center	359
	Public Children's Services	26
	Social Security Administration	64
	StateHearingDivision	41
	StateMedicalBoard	3
	Supervisor	31
	Tort Unit	11
	Website - ODJFS	57
	Welfare Fraud Hotline	2
	WIC Office	1
Total		4993

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

Reporting Period: 9/20/2012 - 10/22/2012
Generated: 10/25/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1406	83.84%	265	15.80%	6	0.36%	1677	100%
Call Campaign	265	96.36%	10	3.64%	0	0.00%	275	100%
Face-To-Face	2	100.00%	0	0.00%	0	0.00%	2	100%
Mail	2	40.00%	3	60.00%	0	0.00%	5	100%
Website	19	79.17%	5	20.83%	0	0.00%	24	100%

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

Reporting Period: 9/20/2012 - 10/22/2012
Generated: 10/25/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1406	83.00%	265	93.64%	6	100.00%	1677	84.57%
Call Campaign	265	15.64%	10	3.53%	0	0.00%	275	13.87%
Face-To-Face	2	0.12%	0	0.00%	0	0.00%	2	0.10%
Mail	2	0.12%	3	1.06%	0	0.00%	5	0.25%
Website	19	1.12%	5	1.77%	0	0.00%	24	1.21%
TOTAL	1694	100%	283	100%	6	100%	1983	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 9/20/2012 - 10/22/2012

Generated: 10/25/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	East Central	180		19		1	
	North East	249		4		0	
	South West	248		8		0	
	Total	677	12.69%	31	10.95%	1	16.67%
Caresource	Central	579		40		0	
	East Central	287		23		0	
	North East	681		40		0	
	North East Central	215		11		0	
	North West	233		10		1	
	South East	258		22		0	
	West Central	317		23		1	
	Total	2570	48.16%	169	59.72%	2	33.33%
Molina	Central	429		9		3	
	South East	190		8		0	
	South West	661		33		0	
	West Central	133		6		0	
	Total	1413	26.48%	56	19.79%	3	50.00%
United	East Central	142		7		0	
	North East Central	154		3		0	
	North West	192		5		0	
	South East	188		12		0	
	Total	676	12.67%	27	9.54%	0	0.00%
Total Mandatory		5336	100.00%	283	100.00%	6	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 9/20/2012 - 10/22/2012

Generated: 10/25/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	579	57.44%	40	81.63%	0	0.00%
	Molina	429	42.56%	9	18.37%	3	100.00%
	Total	1008	100.00%	49	100.00%	3	100.00%
East Central	Buckeye	180	29.56%	19	38.78%	1	100.00%
	Caresource	287	47.13%	23	46.94%	0	0.00%
	United	142	23.32%	7	14.29%	0	0.00%
	Total	609	100.00%	49	100.00%	1	100.00%
North East	Buckeye	249	26.77%	4	9.09%	0	0.00%
	Caresource	681	73.23%	40	90.91%	0	0.00%
	Total	930	100.00%	44	100.00%	0	100.00%
North East Central	Caresource	215	58.27%	11	78.57%	0	0.00%
	United	154	41.73%	3	21.43%	0	0.00%
	Total	369	100.00%	14	100.00%	0	100.00%
North West	Caresource	233	54.82%	10	66.67%	1	100.00%
	United	192	45.18%	5	33.33%	0	0.00%
	Total	425	100.00%	15	100.00%	1	100.00%
South East	Caresource	258	40.57%	22	52.38%	0	0.00%
	Molina	190	29.87%	8	19.05%	0	0.00%
	United	188	29.56%	12	28.57%	0	0.00%
	Total	636	100.00%	42	100.00%	0	100.00%
South West	Buckeye	248	27.28%	8	19.51%	0	0.00%
	Molina	661	72.72%	33	80.49%	0	0.00%
	Total	909	100.00%	41	100.00%	0	100.00%
West Central	Caresource	317	70.44%	23	79.31%	1	100.00%
	Molina	133	29.56%	6	20.69%	0	0.00%
	Total	450	100.00%	29	100.00%	1	100.00%
Total Mandatory		5336		283		6	

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

Reporting Period: 9/20/2012 - 10/22/2012

Generated: 10/25/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	1057	465	1522
East Central	658	211	869
North East	974	461	1435
North East Central	383	137	520
North West	440	201	641
South East	678	180	858
South West	950	259	1209
West Central	479	153	632
Total For All Regions	5619	2067	7686

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

Reporting Period: 9/20/2012 - 10/22/2012

Generated: 10/25/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	579	40	619	203	822	54.01%
	Molina	429	9	438	262	700	45.99%
	Total	1008	49	1057	465	1522	100.00%
East Central	Buckeye	180	19	199	60	259	29.80%
	Caresource	287	23	310	96	406	46.72%
	United	142	7	149	55	204	23.48%
	Total	609	49	658	211	869	100.00%
North East	Buckeye	249	4	253	212	465	32.40%
	Caresource	681	40	721	249	970	67.60%
	Total	930	44	974	461	1435	100.00%
North East Central	Caresource	215	11	226	58	284	54.62%
	United	154	3	157	79	236	45.38%
	Total	369	14	383	137	520	100.00%
North West	Caresource	233	10	243	80	323	50.39%
	United	192	5	197	121	318	49.61%
	Total	425	15	440	201	641	100.00%
South East	Caresource	258	22	280	46	326	38.00%
	Molina	190	8	198	94	292	34.03%
	United	188	12	200	40	240	27.97%
	Total	636	42	678	180	858	100.00%
South West	Buckeye	248	8	256	111	367	30.36%
	Molina	661	33	694	148	842	69.64%
	Total	909	41	950	259	1209	100.00%
West Central	Caresource	317	23	340	56	396	62.66%
	Molina	133	6	139	97	236	37.34%
	Total	450	29	479	153	632	100.00%
Total Mandatory		5336	283	5619	2067	7686	

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

Reporting Period: 9/20/2012 - 10/22/2012
Generated: 10/25/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	8596	81.01%	1704	16.06%	311	2.93%	10611	100%
Call Campaign	1679	96.11%	68	3.89%	0	0.00%	1747	100%
Face-To-Face	1	100.00%	0	0.00%	0	0.00%	1	100%
Mail	28	70.00%	9	22.50%	3	7.50%	40	100%
Website	628	92.76%	48	7.09%	1	0.15%	677	100%

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

Reporting Period: 9/20/2012 - 10/22/2012
Generated: 10/25/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	8596	78.63%	1704	93.17%	311	98.73%	10611	81.15%
Call Campaign	1679	15.36%	68	3.72%	0	0.00%	1747	13.36%
Face-To-Face	1	0.01%	0	0.00%	0	0.00%	1	0.01%
Mail	28	0.26%	9	0.49%	3	0.95%	40	0.31%
Website	628	5.74%	48	2.62%	1	0.32%	677	5.18%
TOTAL	10932	100%	1829	100%	315	100%	13076	100%

**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: 9/20/2012 - 10/22/2012

Generated: 10/25/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Amerigroup	South West	212		29		17	
	West Central	33		3		2	
	Total	245	2.24%	32	1.75%	19	4.14%
Buckeye	East Central	328		53		24	
	North West	423		84		33	
	Total	751	6.87%	137	7.49%	57	12.42%
Caresource	Central	1602		294		64	
	East Central	717		156		30	
	North East	1385		205		57	
	North East Central	356		53		5	
	South East	341		84		4	
	South West	1407		265		30	
	West Central	1057		223		19	
	Total	6865	62.80%	1280	69.98%	209	45.53%
Molina	Central	777		83		54	
	South East	176		32		3	
	South West	176		23		18	
	West Central	131		20		1	
	Total	1260	11.53%	158	8.64%	76	16.56%
Paramount	North West	852		135		39	
	Total	852	7.79%	135	7.38%	39	8.50%
United	East Central	236		33		21	
	North East Central	186		13		6	
	South East	236		29		3	
	Total	658	6.02%	75	4.10%	30	6.54%
WellCare	North East	301		12		29	
	Total	301	2.75%	12	0.66%	29	6.32%
Total Mandatory		10932	100.00%	1829	100.00%	459	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 9/20/2012 - 10/22/2012

Generated: 10/25/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	1602	67.34%	294	77.98%	64	54.24%
	Molina	777	32.66%	83	22.02%	54	45.76%
	Total	2379	100.00%	377	100.00%	118	100.00%
East Central	Buckeye	328	25.60%	53	21.90%	24	32.00%
	Caresource	717	55.97%	156	64.46%	30	40.00%
	United	236	18.42%	33	13.64%	21	28.00%
	Total	1281	100.00%	242	100.00%	75	100.00%
North East	Caresource	1385	82.15%	205	94.47%	57	66.28%
	WellCare	301	17.85%	12	5.53%	29	33.72%
	Total	1686	100.00%	217	100.00%	86	100.00%
North East Central	Caresource	356	65.68%	53	80.30%	5	45.45%
	United	186	34.32%	13	19.70%	6	54.55%
	Total	542	100.00%	66	100.00%	11	100.00%
North West	Buckeye	423	33.18%	84	38.36%	33	45.83%
	Paramount	852	66.82%	135	61.64%	39	54.17%
	Total	1275	100.00%	219	100.00%	72	100.00%
South East	Caresource	341	45.29%	84	57.93%	4	40.00%
	Molina	176	23.37%	32	22.07%	3	30.00%
	United	236	31.34%	29	20.00%	3	30.00%
	Total	753	100.00%	145	100.00%	10	100.00%
South West	Amerigroup	212	11.81%	29	9.15%	17	26.15%
	Caresource	1407	78.38%	265	83.60%	30	46.15%
	Molina	176	9.81%	23	7.26%	18	27.69%
	Total	1795	100.00%	317	100.00%	65	100.00%
West Central	Amerigroup	33	2.70%	3	1.22%	2	9.09%
	Caresource	1057	86.57%	223	90.65%	19	86.36%
	Molina	131	10.73%	20	8.13%	1	4.55%
	Total	1221	100.00%	246	100.00%	22	100.00%
Total Mandatory		10932		1829		459	

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

Reporting Period: 9/20/2012 - 10/22/2012

Generated: 10/25/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	2756	3223	5979
East Central	1523	2029	3552
North East	1903	2388	4291
North East Central	608	740	1348
North West	1494	1549	3043
South East	898	1198	2096
South West	2112	2045	4157
West Central	1467	1137	2604
Total For All Regions	12761	14309	27070

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

Reporting Period: 9/20/2012 - 10/22/2012
Generated: 10/25/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	1602	294	1896	1551	3447	57.65%
	Molina	777	83	860	1672	2532	42.35%
	Total	2379	377	2756	3223	5979	100.00%
East Central	Buckeye	328	53	381	725	1106	31.14%
	Caresource	717	156	873	693	1566	44.09%
	United	236	33	269	611	880	24.77%
	Total	1281	242	1523	2029	3552	100.00%
North East	Caresource	1385	205	1590	1234	2824	65.81%
	WellCare	301	12	313	1154	1467	34.19%
	Total	1686	217	1903	2388	4291	100.00%
North East Central	Caresource	356	53	409	366	775	57.49%
	United	186	13	199	374	573	42.51%
	Total	542	66	608	740	1348	100.00%
North West	Buckeye	423	84	507	1208	1715	56.36%
	Paramount	852	135	987	341	1328	43.64%
	Total	1275	219	1494	1549	3043	100.00%
South East	Caresource	341	84	425	450	875	41.75%
	Molina	176	32	208	466	674	32.16%
	United	236	29	265	282	547	26.10%
	Total	753	145	898	1198	2096	100.00%
South West	Amerigroup	212	29	241	719	960	23.09%
	Caresource	1407	265	1672	694	2366	56.92%
	Molina	176	23	199	632	831	19.99%
	Total	1795	317	2112	2045	4157	100.00%
West Central	Amerigroup	33	3	36	360	396	15.21%
	Caresource	1057	223	1280	440	1720	66.05%
	Molina	131	20	151	337	488	18.74%
	Total	1221	246	1467	1137	2604	100.00%
Total Mandatory		10932	1829	12761	14309	27070	

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 10/1/2012 to 10/31/2012

Total Surveys Available for Completion: 43157

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	98	17.82%	428	77.82%	10	1.82%	10	1.82%	4	0.73%	550	100.00%
Our answers to your questions	178	32.36%	361	65.64%	4	0.73%	3	0.55%	4	0.73%	550	100.00%
Our courtesy to you and your family	192	34.91%	347	63.09%	4	0.73%	2	0.36%	5	0.91%	550	100.00%
Overall, how would you rate our staff and services	185	33.64%	352	64.00%	6	1.09%	2	0.36%	4	0.91%	550	100.00%
Total	653	29.68%	1488	67.64%	24	1.09%	17	0.77%	18	0.82%	2200	100.00%

Number of Surveys Attempted: 2761

Number of Completed Customer Satisfaction Surveys: 550