



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

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Ohio Consumer Hotline Monthly Report November 2012

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 6,056 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 202. 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 Monday, December 02, 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 179 calls coming in through this queue for August.

Activity Summary

- 112,494 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 106,259 total calls (inbound and outbound)
 - 6,056 Provider Calls
 - 179 Insure Kids Now/Governor's Hotline
- 6% abandonment rate
- 5:389 minutes average talk time
- 1:54 minute average speed to answer
- 51 average CSR inbound calls per day

Ohio Consumer Hotline
November 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	10/29/12	3203	3096	890	11	3214	107	3%	644	3858	:13:03	:01:27	53	:01:42	:05:59
Tue	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
Thurs	11/01/12	4996	4284	1010	32	5028	712	14%	636	5664	:20:24	:02:30	66	:03:24	:05:18
Fri	11/02/12	4290	3899	1116	21	4311	391	9%	750	5061	:22:51	:01:44	64	:02:11	:05:00
Sat	11/03/12	529	512	273	6	535	17	3%	1463	1998	:10:24	:01:36	48	:00:48	:04:29
Sun	11/04/12	0	0	0	56	56	0	0%	0	56	:00:00	:00:00	0	:00:00	:00:00
	Week end	18485	17090	4847	149	18634	1395	8%	5095	23729	:22:51	:02:11	54	:02:18	:05:33
	Nov Only	9815	8695	2399	115	9930	1120	11%	2849	12779	:22:51	:02:16	59	:02:42	:05:07
Mon	11/05/12	5449	4956	1923	13	5462	493	9%	1193	6655	:17:54	:01:36	68	:01:52	:05:10
Tues	11/06/12	4109	3885	1289	6	4115	224	5%	1451	5566	:08:46	:01:31	56	:01:32	:05:40
Wed	11/07/12	4029	3723	1332	10	4039	306	8%	1779	5818	:09:42	:01:37	51	:01:44	:05:32
Thurs	11/08/12	3886	3612	1283	6	3892	274	7%	1229	5121	:13:55	:01:33	51	:01:47	:05:46
Fri	11/09/12	3282	3070	956	15	3297	212	6%	1745	5042	:13:47	:01:40	49	:01:48	:05:33
Sat	11/10/12	427	414	239	10	437	13	3%	1055	1492	:09:43	:01:43	44	:00:40	:05:12
Sun	11/11/12	0	0	0	46	46	0	0%	0	46	:00:00	:00:00	0	:00:00	:00:00
	Week end	21182	19660	7022	106	21288	1522	7%	8452	29740	:17:54	:01:36	53	:01:43	:05:31
Mon	11/12/12	0	0	0	406	406	0	0%	0	406	:00:00	:00:00	0	:00:00	:00:00
Tues	11/13/12	5337	4822	1846	13	5350	515	10%	965	6315	:08:43	:01:31	68	:01:37	:04:55
Wed	11/14/12	4163	3790	1323	16	4179	373	9%	1465	5644	:12:50	:01:33	57	:01:34	:05:20
Thurs	11/15/12	3352	3111	914	7	3359	241	7%	1644	5003	:08:27	:01:23	51	:01:23	:05:57
Fri	11/16/12	2928	2755	835	9	2937	173	6%	2058	4995	:10:18	:01:47	44	:01:48	:05:49
Sat	11/17/12	344	342	163	6	350	2	1%	1666	2016	:06:11	:00:32	45	:00:22	:04:28
Sun	11/18/12	0	0	0	34	34	0	0%	0	34	:00:00	:00:00	0	:00:00	:00:00
	Week end	16124	14820	5081	491	16615	1304	8%	7798	24413	:12:50	:01:34	53	:01:31	:05:25
Mon	11/19/12	4015	3865	1328	13	4028	150	4%	1090	5118	:12:55	:01:39	56	:01:48	:05:46
Tues	11/20/12	3068	3021	767	10	3078	47	2%	1561	4639	:06:36	:01:26	48	:01:26	:05:56
Wed	11/21/12	2013	1995	263	10	2023	18	1%	1189	3212	:04:11	:01:12	43	:00:51	:05:55
Thurs	11/22/12	0	0	0	9	9	0	0%	0	9	:00:00	:00:00	0	:00:00	:00:00
Fri	11/23/12	923	923	22	5	928	0	0%	834	1762	:04:05	:00:00	29	:00:11	:04:59
Sat	11/24/12	231	229	80	3	234	2	1%	527	761	:04:45	:01:50	30	:00:24	:05:00
Sun	11/25/12	0	0	0	33	33	0	0%	0	33	:00:00	:00:00	0	:00:00	:00:00
	Week end	10250	10033	2460	83	10333	217	2%	5201	15534	:12:55	:01:33	41	:01:19	:05:44
Mon	11/26/12	4661	4421	1697	8	4669	240	5%	802	5471	:10:15	:01:50	55	:02:00	:06:08
Tues	11/27/12	3763	3640	1284	21	3784	123	3%	883	4667	:08:53	:01:51	50	:01:55	:06:07
Wed	11/28/12	3444	3314	1204	9	3453	130	4%	1171	4624	:08:12	:01:36	49	:01:53	:06:05
Thurs	11/29/12	3642	3499	1435	17	3659	143	4%	850	4509	:15:43	:03:28	46	:02:53	:06:13
Fri	11/30/12	3865	3679	1467	28	3893	186	5%	629	4522	:13:51	:03:19	50	:03:08	:06:18
	Month End	76746	71761	24049	878	77624	4985	6%	28635	106259	:22:51	:02:00	51	:01:54	:05:38

Call Center Busy Hour Report

November 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
Thurs	11/01/12	4996	62	247	396	443	465	514	589	651	631	488	282	156	72
Fri	11/02/12	4290	49	225	399	465	490	435	531	562	480	324	168	110	52
Sat	11/03/12	529	0	29	37	74	78	66	71	62	56	56	0	0	0
Sun	11/04/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	9815	111	501	832	982	1033	1015	1191	1275	1167	868	450	266	124
Mon	11/05/12	5449	120	421	581	625	626	557	654	578	526	413	189	104	55
Tues	11/06/12	4109	87	328	422	458	478	483	477	429	424	291	120	72	40
Wed	11/07/12	4029	69	235	405	458	453	508	458	467	452	286	124	71	43
Thurs	11/08/12	3886	76	259	392	447	453	447	425	460	404	283	125	69	46
Fri	11/09/12	3282	47	212	358	403	386	404	392	371	318	217	109	41	24
Sat	11/10/12	427	0	45	48	43	53	57	56	47	43	35	0	0	0
Sun	11/11/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	21182	399	1500	2206	2434	2449	2456	2462	2352	2167	1525	667	357	208
Mon	11/12/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	11/13/12	5337	93	450	579	646	621	608	635	547	544	318	175	85	36
Wed	11/14/12	4163	76	261	447	484	503	444	498	443	439	319	144	66	39
Thurs	11/15/12	3352	55	224	353	376	379	389	396	383	370	248	95	53	31
Fri	11/16/12	2928	37	185	294	326	359	353	342	314	337	198	93	59	31
Sat	11/17/12	344	0	17	48	48	41	54	39	38	28	31	0	0	0
Sun	11/18/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	16124	261	1137	1721	1880	1903	1848	1910	1725	1718	1114	507	263	137
Mon	11/19/12	4015	40	277	416	449	460	432	451	450	462	303	138	84	53
Tues	11/20/12	3068	42	222	317	392	351	353	344	347	346	214	69	47	24
Wed	11/21/12	2013	22	126	218	261	257	242	254	231	186	131	48	22	15
Thurs	11/22/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fri	11/23/12	923	6	53	75	123	90	109	123	120	94	57	42	22	9
Sat	11/24/12	231	0	14	20	33	27	34	23	33	21	26	0	0	0
Sun	11/25/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	10250	110	692	1046	1258	1185	1170	1195	1181	1109	731	297	175	101
Mon	11/26/12	4661	65	289	489	576	559	520	542	548	482	308	144	78	61
Tue	11/27/12	3763	35	236	387	408	446	460	449	420	413	277	102	75	55
Wed	11/28/12	3444	43	213	341	437	395	363	402	377	407	255	113	69	29
Thu	11/29/12	3625	33	190	274	389	383	400	413	430	468	350	146	97	52
Fri	11/30/12	3868	36	196	339	374	402	445	419	471	494	358	168	92	74
	Month Total	65900	1093	4954	7635	8738	8755	8677	8983	8779	8425	5786	2594	1472	841
	Cumulative Percent		2%	8%	12%	13%	13%	13%	14%	13%	13%	9%	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 11/1/2012 to 11/30/2012

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	2446
	Benefit Package / Covered Services	765
	Billing Number	93
	Card	422
	Certificate of Coverage	46
	Change	228
	Citizenship Verification Questions	0
	Estate Recovery	28
	Hearing	4
	Patient Liability	17
	Program Information	424
	Total	4473
<i>BCCP</i>	Application / Eligibility	15
	Benefit Package / Covered Services	3
	Card	5
	Change	2
	Estate Recovery	1
	Hearing	0
	Participating Site Information	2
	Program Information	8
	Total	36
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>EOMB</i>	General Information	2
	Questions About Letter	7
	Total	9
<i>FFS Billing</i>	Billing Number	250
	Claims Request	47

FFS Billing	General Billing Questions	737
	Received Bill (Needs Letter)	16
	Total	1050
General Benefits	Dental	343
	Equipment	135
	Family Planning	126
	Healthchek Services	19
	Inquiry on Covered Services	286
	Medicaid School Program	1
	Medlist Assist	9
	Pregnancy Related Services	18
	Prescriptions	883
	Transportation	405
	Vision	152
	Total	2377
Healthy Start	Application / Eligibility	3014
	Benefit Package / Covered Services	738
	Billing Number	341
	Card	516
	Certificate of Coverage	70
	Change	414
	Citizenship Verification Questions	2
	Estate Recovery	4
	Hearing	2
	Program Information	435
	Total	5536
HIPAA	Complaint	1
	Information	7
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0

HIPAA	Send PHI Brochure	0
	Total	8
Home Health Care	Application / Eligibility	24
	Benefit Package / Covered Services	12
	BHCS Complaint	0
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	1
	Passport	2
	Program Information	20
	Provider	7
	Status	3
	Total	69
Incident Report	Billing Inquiry	47
	Reimbursement Inquiry	3
	Total	50
Information	Cash Assistance	9
	CDJFS	256
	Customer Survey	22
	Food Stamps	140
	Hotline	1826
	Medicare	210
	Social Security	23
	Total	2486
Inquiry	029 Error	12
	574 Error - Not Eligible	21
	Already Selected	1510
	Called to Check on Doctors	324
	Called to Check on Just Cause Status	33
	Case Addition	46
	Case Closed	242
	Case Pending	197

<i>Inquiry</i>	Category Closed	102
	Change in Name	13
	Change in Phone Number / Address	197
	CIC - Do Not Assign	34
	Consumer Needs To Be Auto Re-Enrolled	17
	Failed Eligibility	478
	General Questions	11711
	Open Enrollment Questions	529
	Person Calling Not PIP / AG Head	155
	Referred Consumer to County Worker	2657
	Returned NME / Notice	6
	Transferred in Error	7
	Wanted Phone Number of MCP	375
	Total	18666
<i>Issue / Concern</i>	Issue / Concern about MCP	1
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	1
	Issue / Concern with ODJFS	1
	Total	3
<i>Limited Family Planning Services</i>	Application / Eligibility	742
	Benefit Package / Covered Services	1477
	Billing Number	17
	Card	105
	Certificate of Coverage	5
	Change	19
	Hearing	6
	Program Information	1346
	Total	3717
<i>Long Term Care</i>	Application / Eligibility	10
	Benefit Package / Covered Services	8

Long Term Care	Card	0
	Community Spouse	0
	Estate Recovery	5
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	3
	Program Information	10
	Total	36
Mailings	"Getting Long Term Care" Pamphlet	4
	"Personal Needs Allowance" Pamphlet	4
	ABD Application Letter - 7200	305
	ABD EMP Enrollment Packet	105
	ABD Pamphlet - Spanish	2
	Approved Letter	173
	BCCP Brochure	3
	Billing Incident Letter	43
	Call Me Letter	0
	CFC EMP Enrollment Packet	131
	Citizenship Verification Brochure	2
	CPA Letter	1
	CPA Letter - Blank	185
	Healthy Start Brochure	28
	HIPAA Notice	3
	HS/HF Information	32
	Immigrants Medicaid - Somali	1
	JC Approval Change MCP	0
	JC Approval Change MCP - Requestor	0
	JC Approval FFS	0
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0

Mailings	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	2
	MBI-WD Application	11
	Medicaid Program Enrollment & Benefit Information	97
	N1 Reminder Letter	9915
	N3 ABD Reminder Letter	3953
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	1
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	387
	Reimbursement Letter	2
	Rejected - General	0
	Rejected - General ABD	4
	Rejected - SSI-BCMH-CIC	16
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	0
	Total	15411
Managed Care Info & Referral	Benefit Package	269
	Billing Number Information	43
	Just Cause Status	2432
	Payment	30
	Phone Numbers	7
	Provider Name	404
		420

Managed Care Info & Referral	Transfer Request - Bureau of Managed Care	7
	Total	3612
MBI-WD	AG Collections Questions	12
	Application / Eligibility	36
	Benefit Package / Covered Services	12
	Billing Number	0
	Card	4
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	9
	Program Information	48
	Questions About Premiums	71
	Total	192
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	47
	Unable to Reach - Letter Sent - Resolved	3
	Total	50
Medicare Part D	Application / Eligibility	38
	Information	290
	Questions About Letter	15
	Total	343
Medicare Premium Assistance	Application / Eligibility	820
	Benefit Package / Covered Services	324
	Billing Number	9
	Card	159
	Certificate of Coverage	3
	Change	47
	Estate Recovery	2
	Hearing	1
	Patient Liability	2
	Program Information	477
	Total	1844

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	5
	Total	5
Ohio's Best RX	Program Information	5
	Referred Caller	7
	Total	12
Other Medicaid Program	Application / Eligibility	483
	Benefit Package / Covered Services	85
	Billing Number	23
	Card	82
	Certificate of Coverage	9
	Change	49
	Citizenship Verification Questions	0
	Estate Recovery	10
	Hearing	1
	Program Information	119
	Total	861
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	424
	Letter	29
	Program Information	168
	Status	379

Prior Authorization	Transfer Request - Needs Follow-Up	1
	Total	1001
Provider	Fee-For-Service Provider Names	355
	Referred to MCP For Provider List	31
	Referred to ODJFS Website For Provider List	83
	Referred to State Board To File Complaint Against Provider	8
	Total	477
Reimbursement	Decision	10
	Information	362
	State Hearing	9
	Total	381
Spend Down	Amount	686
	Card	372
	Certificate of Coverage	19
	Hearing	9
	Problem	196
	Program Information	1296
	Total	2578
State Hearings	How to Request	48
	Program Information	54
	Status	23
	Total	125
Surveys	Call Center Survey	4322
	Total	4322
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	23
	General Information	59
	Need Medications Now	26
	Referral to Case Worker	153
	Referral to TPL Vendor	22
	Total	283

Tort	General Information	10
	Provided Number to Tort Unit	31
	Total	41
Waiver	Application / Eligibility	275
	Benefit Package / Covered Services	133
	Billing Number	7
	Card	98
	Certificate of Coverage	1
	Change	26
	Estate Recovery	9
	Hearing	0
	Independent Provider	0
	Patient Evaluation	2
	Patient Liability	24
	Program Information	130
	Waiting List	5
	Total	710
Grand Total All Categories		70767

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

Calls made from 11/1/2012 to 11/30/2012

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	137
	ACS / First Health	198
	ADAMH	4
	Area Agency on Aging	24
	BCCP Regional Agency	1
	BCMh	4
	Bureau of Home and Community Services	1
	Case Management Agency	20
	Caseworker	1157
	Child Support Enforcement Agency	4
	Complaint Department	21
	County Department of Job & Family Services	1392
	Enrollment Administration Services (EAS)	2
	First Link	12
	Food Stamp Hotline	6
	Golden Buckeye Hotline	1
	Help Me Grow Hotline	3
	HomeHealthAgency	5
	Info & Refer	15
	In-House	6
	Legal Aid	4
	Managed Care Enrollment Center	6
	Managed Care Plan	275
	Managed Care Section	96
	MR / DD Board	2
	ODJFS	23
	Ohio Department of Insurance	10
Ohio Hospice	6	

Referral	Ohio's Best Rx	4
	Ombudsman	5
	OSHIIP	54
	Other Medical Services Agency	40
	Other Social Services Agency	22
	Out-of-State Medicaid Hotline	10
	PACT	1
	Pharmacy	103
	Prescription Drug Plan (PDP)	45
	Provider	443
	Provider Services Call Center	287
	Public Children's Services	13
	Social Security Administration	58
	StateHearingDivision	45
	StateMedicalBoard	8
	Supervisor	35
	Tort Unit	11
	Website - ODJFS	66
	Welfare Fraud Hotline	0
	WIC Office	1
Total		4686

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

Reporting Period: 10/23/2012 - 11/20/2012
Generated: 11/27/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1284	47.19%	1433	52.66%	4	0.15%	2721	100%
Call Campaign	92	82.14%	20	17.86%	0	0.00%	112	100%
Face-To-Face	0	0.00%	1	100.00%	0	0.00%	1	100%
Mail	5	41.67%	7	58.33%	0	0.00%	12	100%
Website	28	71.79%	11	28.21%	0	0.00%	39	100%

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

Reporting Period: 10/23/2012 - 11/20/2012
Generated: 11/27/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1284	91.13%	1433	97.35%	4	100.00%	2721	94.32%
Call Campaign	92	6.53%	20	1.36%	0	0.00%	112	3.88%
Face-To-Face	0	0.00%	1	0.07%	0	0.00%	1	0.03%
Mail	5	0.35%	7	0.48%	0	0.00%	12	0.42%
Website	28	1.99%	11	0.75%	0	0.00%	39	1.35%
TOTAL	1409	100%	1472	100%	4	100%	2885	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: 10/23/2012 - 11/20/2012

Generated: 11/27/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	East Central	151		54		0	
	North East	92		42		0	
	South West	56		43		0	
	Total	299	7.08%	139	9.44%	0	0.00%
Caresource	Central	851		195		1	
	East Central	126		98		0	
	North East	542		244		0	
	North East Central	151		29		0	
	North West	256		46		0	
	South East	261		73		0	
	West Central	407		151		0	
	Total	2594	61.41%	836	56.79%	1	25.00%
Molina	Central	450		86		1	
	South East	115		55		0	
	South West	195		147		0	
	West Central	76		30		0	
	Total	836	19.79%	318	21.60%	1	25.00%
United	East Central	64		38		0	
	North East Central	82		21		0	
	North West	214		48		2	
	South East	135		72		0	
	Total	495	11.72%	179	12.16%	2	50.00%
Total Mandatory		4224	100.00%	1472	100.00%	4	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 10/23/2012 - 11/20/2012

Generated: 11/27/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	851	65.41%	195	69.40%	1	50.00%
	Molina	450	34.59%	86	30.60%	1	50.00%
	Total	1301	100.00%	281	100.00%	2	100.00%
East Central	Buckeye	151	44.28%	54	28.42%	0	0.00%
	Caresource	126	36.95%	98	51.58%	0	0.00%
	United	64	18.77%	38	20.00%	0	0.00%
	Total	341	100.00%	190	100.00%	0	100.00%
North East	Buckeye	92	14.51%	42	14.69%	0	0.00%
	Caresource	542	85.49%	244	85.31%	0	0.00%
	Total	634	100.00%	286	100.00%	0	100.00%
North East Central	Caresource	151	64.81%	29	58.00%	0	0.00%
	United	82	35.19%	21	42.00%	0	0.00%
	Total	233	100.00%	50	100.00%	0	100.00%
North West	Caresource	256	54.47%	46	48.94%	0	0.00%
	United	214	45.53%	48	51.06%	2	100.00%
	Total	470	100.00%	94	100.00%	2	100.00%
South East	Caresource	261	51.08%	73	36.50%	0	0.00%
	Molina	115	22.50%	55	27.50%	0	0.00%
	United	135	26.42%	72	36.00%	0	0.00%
	Total	511	100.00%	200	100.00%	0	100.00%
South West	Buckeye	56	22.31%	43	22.63%	0	0.00%
	Molina	195	77.69%	147	77.37%	0	0.00%
	Total	251	100.00%	190	100.00%	0	100.00%
West Central	Caresource	407	84.27%	151	83.43%	0	0.00%
	Molina	76	15.73%	30	16.57%	0	0.00%
	Total	483	100.00%	181	100.00%	0	100.00%
Total Mandatory		4224		1472		4	

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

Reporting Period: 10/23/2012 - 11/20/2012
Generated: 11/27/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	1582	648	2230
East Central	531	214	745
North East	920	380	1300
North East Central	283	145	428
North West	564	297	861
South East	711	277	988
South West	441	265	706
West Central	664	221	885
Total For All Regions	5696	2447	8143

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

Reporting Period: 10/23/2012 - 11/20/2012
Generated: 11/27/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	851	195	1046	281	1327	59.51%
	Molina	450	86	536	367	903	40.49%
	Total	1301	281	1582	648	2230	100.00%
East Central	Buckeye	151	54	205	66	271	36.38%
	Caresource	126	98	224	95	319	42.82%
	United	64	38	102	53	155	20.81%
	Total	341	190	531	214	745	100.00%
North East	Buckeye	92	42	134	164	298	22.92%
	Caresource	542	244	786	216	1002	77.08%
	Total	634	286	920	380	1300	100.00%
North East Central	Caresource	151	29	180	61	241	56.31%
	United	82	21	103	84	187	43.69%
	Total	233	50	283	145	428	100.00%
North West	Caresource	256	46	302	130	432	50.17%
	United	214	48	262	167	429	49.83%
	Total	470	94	564	297	861	100.00%
South East	Caresource	261	73	334	89	423	42.81%
	Molina	115	55	170	125	295	29.86%
	United	135	72	207	63	270	27.33%
	Total	511	200	711	277	988	100.00%
South West	Buckeye	56	43	99	114	213	30.17%
	Molina	195	147	342	151	493	69.83%
	Total	251	190	441	265	706	100.00%
West Central	Caresource	407	151	558	95	653	73.79%
	Molina	76	30	106	126	232	26.21%
	Total	483	181	664	221	885	100.00%
Total Mandatory		4224	1472	5696	2447	8143	

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

Reporting Period: 10/23/2012 - 11/20/2012
Generated: 11/27/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	7818	39.38%	11717	59.02%	316	1.59%	19851	100%
Call Campaign	588	73.87%	207	26.01%	1	0.13%	796	100%
Face-To-Face	2	40.00%	3	60.00%	0	0.00%	5	100%
Mail	15	37.50%	25	62.50%	0	0.00%	40	100%
Website	468	73.35%	170	26.65%	0	0.00%	638	100%

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

Reporting Period: 10/23/2012 - 11/20/2012
Generated: 11/27/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	7818	87.93%	11717	96.66%	316	99.68%	19851	93.07%
Call Campaign	588	6.61%	207	1.71%	1	0.32%	796	3.73%
Face-To-Face	2	0.02%	3	0.02%	0	0.00%	5	0.02%
Mail	15	0.17%	25	0.21%	0	0.00%	40	0.19%
Website	468	5.26%	170	1.40%	0	0.00%	638	2.99%
TOTAL	8891	100%	12122	100%	317	100%	21330	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: 10/23/2012 - 11/20/2012

Generated: 11/27/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Amerigroup	South West	176		121		15	
	West Central	42		21		0	
	Total	218	2.45%	142	1.17%	15	3.41%
Buckeye	East Central	254		312		25	
	North West	396		317		26	
	Total	650	7.31%	629	5.19%	51	11.59%
Caresource	Central	1275		1874		93	
	East Central	607		816		32	
	North East	1178		1710		57	
	North East Central	339		269		6	
	South East	278		401		4	
	South West	1090		1944		32	
	West Central	928		1849		18	
	Total	5695	64.05%	8863	73.11%	242	55.00%
Molina	Central	594		359		39	
	South East	96		160		2	
	South West	155		180		7	
	West Central	80		139		1	
	Total	925	10.40%	838	6.91%	49	11.14%
Paramount	North West	633		923		40	
	Total	633	7.12%	923	7.61%	40	9.09%
United	East Central	194		225		12	
	North East Central	144		112		3	
	South East	173		197		4	
	Total	511	5.75%	534	4.41%	19	4.32%
WellCare	North East	260		193		24	
	Total	260	2.92%	193	1.59%	24	5.45%
Total Mandatory		8892	100.00%	12122	100.00%	440	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 10/23/2012 - 11/20/2012

Generated: 11/27/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	1275	68.22%	1874	83.92%	93	70.45%
	Molina	594	31.78%	359	16.08%	39	29.55%
	Total	1869	100.00%	2233	100.00%	132	100.00%
East Central	Buckeye	254	24.08%	312	23.06%	25	36.23%
	Caresource	607	57.54%	816	60.31%	32	46.38%
	United	194	18.39%	225	16.63%	12	17.39%
	Total	1055	100.00%	1353	100.00%	69	100.00%
North East	Caresource	1178	81.92%	1710	89.86%	57	70.37%
	WellCare	260	18.08%	193	10.14%	24	29.63%
	Total	1438	100.00%	1903	100.00%	81	100.00%
North East Central	Caresource	339	70.19%	269	70.60%	6	66.67%
	United	144	29.81%	112	29.40%	3	33.33%
	Total	483	100.00%	381	100.00%	9	100.00%
North West	Buckeye	396	38.48%	317	25.56%	26	39.39%
	Paramount	633	61.52%	923	74.44%	40	60.61%
	Total	1029	100.00%	1240	100.00%	66	100.00%
South East	Caresource	278	50.82%	401	52.90%	4	40.00%
	Molina	96	17.55%	160	21.11%	2	20.00%
	United	173	31.63%	197	25.99%	4	40.00%
	Total	547	100.00%	758	100.00%	10	100.00%
South West	Amerigroup	176	12.39%	121	5.39%	15	27.78%
	Caresource	1090	76.71%	1944	86.59%	32	59.26%
	Molina	155	10.91%	180	8.02%	7	12.96%
	Total	1421	100.00%	2245	100.00%	54	100.00%
West Central	Amerigroup	42	4.00%	21	1.05%	0	0.00%
	Caresource	928	88.38%	1849	92.04%	18	94.74%
	Molina	80	7.62%	139	6.92%	1	5.26%
	Total	1050	100.00%	2009	100.00%	19	100.00%
Total Mandatory		8892		12122		440	

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

Reporting Period: 10/23/2012 - 11/20/2012

Generated: 11/27/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	4102	2844	6946
East Central	2408	1648	4056
North East	3341	2159	5500
North East Central	864	741	1605
North West	2269	1235	3504
South East	1305	1092	2397
South West	3666	1589	5255
West Central	3059	1126	4185
Total For All Regions	21014	12434	33448

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

Reporting Period: 10/23/2012 - 11/20/2012

Generated: 11/27/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	1275	1874	3149	1344	4493	64.68%
	Molina	594	359	953	1500	2453	35.32%
	Total	1869	2233	4102	2844	6946	100.00%
East Central	Buckeye	254	312	566	683	1249	30.79%
	Caresource	607	816	1423	264	1687	41.59%
	United	194	225	419	701	1120	27.61%
	Total	1055	1353	2408	1648	4056	100.00%
North East	Caresource	1178	1710	2888	1107	3995	72.64%
	WellCare	260	193	453	1052	1505	27.36%
	Total	1438	1903	3341	2159	5500	100.00%
North East Central	Caresource	339	269	608	373	981	61.12%
	United	144	112	256	368	624	38.88%
	Total	483	381	864	741	1605	100.00%
North West	Buckeye	396	317	713	709	1422	40.58%
	Paramount	633	923	1556	526	2082	59.42%
	Total	1029	1240	2269	1235	3504	100.00%
South East	Caresource	278	401	679	375	1054	43.97%
	Molina	96	160	256	429	685	28.58%
	United	173	197	370	288	658	27.45%
	Total	547	758	1305	1092	2397	100.00%
South West	Amerigroup	176	121	297	644	941	17.91%
	Caresource	1090	1944	3034	306	3340	63.56%
	Molina	155	180	335	639	974	18.53%
	Total	1421	2245	3666	1589	5255	100.00%
West Central	Amerigroup	42	21	63	444	507	12.11%
	Caresource	928	1849	2777	239	3016	72.07%
	Molina	80	139	219	443	662	15.82%
	Total	1050	2009	3059	1126	4185	100.00%
Total Mandatory		8892	12122	21014	12434	33448	

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 11/1/2012 to 11/30/2012

Total Surveys Available for Completion: 40132

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	170	33.27%	280	54.79%	35	6.85%	16	3.13%	10	1.96%	511	100.00%
Our answers to your questions	192	37.57%	257	50.29%	41	8.02%	11	2.15%	10	1.96%	511	100.00%
Our courtesy to you and your family	203	39.73%	265	51.86%	28	5.48%	5	0.98%	10	1.96%	511	100.00%
Overall, how would you rate our staff and services	195	38.16%	269	52.64%	29	5.68%	8	1.57%	10	1.96%	511	100.00%
Total	760	37.18%	1071	52.40%	133	6.51%	40	1.96%	40	1.96%	2044	100.00%

Number of Surveys Attempted: 4337

Number of Completed Customer Satisfaction Surveys: 511