



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

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Ohio Consumer Hotline Monthly Report December 2012

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,893 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 145. 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 Thursday, January 03, 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 297 calls coming in through this queue for August.

Activity Summary

- 89,247 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 76,640 total calls (inbound and outbound)
 - 7,417 Call Fire Campaign Calls
 - 4,893 Provider Calls
 - 297 Insure Kids Now/Governor's Hotline
- 5% abandonment rate
- 5:37 minutes average talk time
- 1:41 minute average speed to answer
- 48 average CSR inbound calls per day

Ohio Consumer Hotline
December 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	11/26/12	4661	4421	1697	8	4669	240	5%	802	5471	:10:15	:01:50	55	:02:00	:06:08
Tue	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
Sat	12/01/12	833	799	486	22	855	34	4%	391	1246	:16:10	:02:09	63	:01:21	:04:05
Sun	12/02/12	0	0	0	76	76	0	0%	0	76	:00:00	:00:00	0	:00:00	:00:00
	Week end	20208	19352	7573	181	20389	856	4%	3924	24313	:16:10	:02:31	52	:02:18	:06:06
	Dec Only	833	799	486	98	931	34	0%	391	1322	:16:10	:02:09	63	:01:21	:04:05
Mon	12/03/12	4806	4291	2000	16	4822	515	11%	866	5688	:17:39	:02:14	59	:02:53	:05:49
Tues	12/04/12	3715	3446	1234	11	3726	269	7%	1113	4839	:10:57	:01:40	55	:01:52	:05:29
Wed	12/05/12	3235	2986	1188	20	3255	249	8%	1093	4348	:12:23	:02:04	51	:02:29	:05:50
Thurs	12/06/12	3423	3138	1181	16	3439	285	8%	1063	4502	:10:25	:01:40	49	:01:58	:06:00
Fri	12/07/12	3139	2942	998	10	3149	197	6%	940	4089	:11:42	:01:56	52	:02:11	:05:41
Sat	12/08/12	356	350	182	3	359	6	2%	606	965	:08:33	:02:13	34	:00:35	:04:51
Sun	12/09/12	0	0	0	39	39	0	0%	0	39	:00:00	:00:00	0	:00:00	:00:00
	Week end	18674	17153	6783	115	18789	1521	8%	5681	24470	:17:39	:01:58	50	:02:16	:05:44
Mon	12/10/12	3908	3539	1402	4	3912	369	9%	472	4384	:12:18	:01:46	61	:01:58	:05:34
Tues	12/11/12	3200	2939	914	17	3217	261	8%	1174	4391	:10:27	:01:23	52	:01:31	:05:44
Wed	12/12/12	2758	2547	750	12	2770	211	8%	1025	3795	:06:46	:01:23	50	:01:27	:05:36
Thurs	12/13/12	2843	2659	724	7	2850	184	6%	1213	4063	:07:11	:01:26	50	:01:26	:05:38
Fri	12/14/12	2427	2298	557	3	2430	129	5%	1073	3503	:07:36	:01:25	47	:01:26	:05:43
Sat	12/15/12	309	301	70	6	315	8	3%	327	642	:07:51	:01:25	44	:01:18	:04:44
Sun	12/16/12	0	0	0	35	35	0	0%	0	35	:00:00	:00:00	0	:00:00	:00:00
	Week end	15445	14283	4417	84	15529	1162	8%	5284	20813	:12:18	:01:31	51	:01:35	:05:38
Mon	12/17/12	3367	3248	978	15	3382	119	4%	706	4088	:08:08	:01:36	53	:01:38	:05:38
Tues	12/18/12	2754	2689	634	5	2759	65	2%	1162	3921	:07:55	:01:27	48	:01:15	:05:44
Wed	12/19/12	2326	2283	444	6	2332	43	2%	1129	3461	:07:36	:01:21	45	:01:07	:05:37
Thurs	12/20/12	1962	1924	260	5	1967	38	2%	727	2694	:05:06	:02:11	44	:01:03	:05:28
Fri	12/21/12	1605	1581	132	10	1615	24	1%	510	2125	:04:06	:03:04	41	:01:07	:05:39
Sat	12/22/12	232	231	95	5	237	1	0%	743	980	:02:59	:01:33	27	:00:13	:04:01
Sun	12/23/12	0	0	0	36	36	0	0%	0	36	:00:00	:00:00	0	:00:00	:00:00
	Week end	12246	11956	2543	82	12328	290	2%	4977	17305	:08:08	:01:39	37	:01:15	:05:36
Mon	12/24/12	565	565	42	5	570	0	0%	166	736	:01:00	:00:00	15	:00:07	:04:36
Tues	12/25/12	0	0	0	10	10	0	0%	0	10	:00:00	:00:00	0	:00:00	:00:00
Wed	12/26/12	1622	1621	31	5	1627	1	0%	206	1833	:01:54	:00:47	44	:00:09	:05:17
Thurs	12/27/12	2519	2501	582	14	2533	18	1%	653	3186	:09:07	:01:41	53	:01:41	:05:46
Fri	12/28/12	2492	2448	480	7	2499	44	2%	867	3366	:09:08	:01:35	51	:01:28	:06:01
Sat	12/29/12	374	365	95	5	379	9	2%	379	758	:08:30	:02:07	37	:01:22	:05:27
Sun	12/30/12	0	0	0	43	43	0	0%	0	43	:00:00	:00:00	0	:00:00	:00:00
	Week end	7572	7500	1230	89	7661	72	1%	2271	9932	:09:08	:01:41	40	:01:08	:05:37
Mon	12/31/12	1979	1946	168	9	1988	33	2%	810	2798	:04:57	:01:06	48	:00:35	:05:13
	Month End	56749	53637	15627	477	54114	3112	5%	19414	76640	:17:39	:01:45	48	:01:41	:05:37

Call Center Busy Hour Report

December 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	12/01/12	833	0	37	42	77	116	110	117	118	93	123	0	0	0
Sun	12/02/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	833	0	37	42	77	116	110	117	118	93	123	0	0	0
Mon	12/03/12	4806	86	324	532	491	535	513	528	593	470	387	167	115	65
Tues	12/04/12	3715	64	251	427	479	457	422	406	387	374	238	109	67	34
Wed	12/05/12	3235	31	190	306	379	382	362	366	396	341	258	124	67	33
Thurs	12/06/12	3423	32	208	309	359	364	378	420	435	424	267	112	67	48
Fri	12/07/12	3139	26	166	293	345	382	356	372	385	340	245	100	79	50
Sat	12/08/12	356	0	33	21	30	55	49	45	42	41	40	0	0	0
Sun	12/09/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	18674	239	1172	1888	2083	2175	2080	2137	2238	1990	1435	612	395	230
Mon	12/10/12	3908	52	244	386	428	483	458	425	440	430	320	121	76	45
Tues	12/11/12	3200	46	190	307	371	360	364	368	387	403	223	87	55	39
Wed	12/12/12	2758	37	151	288	315	332	307	298	339	301	216	96	43	35
Thurs	12/13/12	2843	32	144	201	314	370	360	375	344	319	208	98	41	37
Fri	12/14/12	2427	25	141	248	308	349	300	262	265	253	161	61	36	18
Sat	12/15/12	309	0	15	28	23	52	36	40	48	30	37	0	0	0
Sun	12/16/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	15445	192	885	1458	1759	1946	1825	1768	1823	1736	1165	463	251	174
Mon	12/17/12	3367	43	188	323	382	403	365	461	421	357	232	109	47	36
Tues	12/18/12	2754	36	140	308	336	331	328	347	325	266	190	74	41	32
Wed	12/19/12	2326	26	132	196	261	280	243	282	305	259	182	86	43	31
Thurs	12/20/12	1962	21	102	199	230	240	201	223	224	244	151	73	35	19
Fri	12/21/12	1605	17	86	127	180	211	182	205	201	173	107	68	33	15
Sat	12/22/12	232	0	17	9	26	33	25	26	25	27	44	0	0	0
Sun	12/23/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	12246	143	665	1162	1415	1498	1344	1544	1501	1326	906	410	199	133
Mon	12/24/12	565	16	46	61	88	70	74	74	50	45	41	0	0	0
Tue	12/25/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wed	12/26/12	1622	10	79	162	208	222	196	183	191	172	115	44	24	16
Thu	12/27/12	2519	14	119	224	268	345	319	326	311	267	174	88	36	28
Fri	12/28/12	2492	15	142	250	293	286	320	302	312	243	169	72	60	28
Sat	12/29/12	374	0	18	30	46	29	63	42	58	43	45	0	0	0
Sun	12/30/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	7572	55	404	727	903	952	972	927	922	770	544	204	120	72
Mon	12/31/12	1979	23	117	206	264	256	253	258	242	203	157	0	0	0
	Month Total	56749	652	3280	5483	6501	6943	6584	6751	6844	6118	4330	1689	965	609
	Cumulative Percent		1%	6%	10%	11%	12%	12%	12%	12%	11%	8%	3%	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 12/1/2012 to 12/31/2012

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	2072
	Benefit Package / Covered Services	649
	Billing Number	99
	Card	342
	Certificate of Coverage	47
	Change	206
	Citizenship Verification Questions	0
	Estate Recovery	27
	Hearing	5
	Patient Liability	25
	Program Information	421
	Total	3893
<i>BCCP</i>	Application / Eligibility	5
	Benefit Package / Covered Services	12
	Card	3
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	1
	Program Information	12
	Total	33
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>EOMB</i>	General Information	6
	Questions About Letter	9
	Total	15
<i>FFS Billing</i>	Billing Number	248
	Claims Request	23

FFS Billing	General Billing Questions	671
	Received Bill (Needs Letter)	12
	Total	954
General Benefits	Dental	274
	Equipment	104
	Family Planning	174
	Healthchek Services	11
	Inquiry on Covered Services	248
	Medicaid School Program	0
	Medlist Assist	5
	Pregnancy Related Services	5
	Prescriptions	874
	Transportation	350
	Vision	124
	Total	2169
Healthy Start	Application / Eligibility	2407
	Benefit Package / Covered Services	622
	Billing Number	333
	Card	428
	Certificate of Coverage	73
	Change	336
	Citizenship Verification Questions	3
	Estate Recovery	1
	Hearing	6
	Program Information	430
	Total	4639
HIPAA	Complaint	0
	Information	3
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0

HIPAA	Send PHI Brochure	0
	Total	3
Home Health Care	Application / Eligibility	17
	Benefit Package / Covered Services	10
	BHCS Complaint	0
	BHCS Questions	0
	Card	1
	Hearing	0
	HSFA Questions	1
	Passport	5
	Program Information	22
	Provider	3
	Status	2
	Total	61
Incident Report	Billing Inquiry	45
	Reimbursement Inquiry	2
	Total	47
Information	Cash Assistance	15
	CDJFS	307
	Customer Survey	8
	Food Stamps	107
	Hotline	885
	Medicare	230
	Social Security	23
	Total	1575
Inquiry	029 Error	2
	574 Error - Not Eligible	12
	Already Selected	1202
	Called to Check on Doctors	313
	Called to Check on Just Cause Status	29
	Case Addition	54
	Case Closed	252
	Case Pending	219

<i>Inquiry</i>	Category Closed	110
	Change in Name	17
	Change in Phone Number / Address	187
	CIC - Do Not Assign	7
	Consumer Needs To Be Auto Re-Enrolled	3
	Failed Eligibility	427
	General Questions	10580
	Open Enrollment Questions	411
	Person Calling Not PIP / AG Head	117
	Referred Consumer to County Worker	2447
	Returned NME / Notice	6
	Transferred in Error	14
	Wanted Phone Number of MCP	379
	Total	16788
<i>Issue / Concern</i>	Issue / Concern about MCP	0
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	0
	Issue / Concern with ODJFS	3
	Total	3
<i>Limited Family Planning Services</i>	Application / Eligibility	803
	Benefit Package / Covered Services	1529
	Billing Number	39
	Card	85
	Certificate of Coverage	3
	Change	34
	Hearing	3
	Program Information	1436
	Total	3932
<i>Long Term Care</i>	Application / Eligibility	17
	Benefit Package / Covered Services	7

Long Term Care	Card	1
	Community Spouse	0
	Estate Recovery	8
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	5
	Program Information	10
	Total	48
Mailings	"Getting Long Term Care" Pamphlet	6
	"Personal Needs Allowance" Pamphlet	5
	ABD Application Letter - 7200	307
	ABD EMP Enrollment Packet	85
	ABD Pamphlet - Spanish	3
	Approved Letter	102
	BCCP Brochure	0
	Billing Incident Letter	42
	Call Me Letter	0
	CFC EMP Enrollment Packet	87
	Citizenship Verification Brochure	3
	CPA Letter	1
	CPA Letter - Blank	121
	Healthy Start Brochure	10
	HIPAA Notice	3
	HS/HF Information	18
	Immigrants Medicaid - Somali	1
	JC Approval Change MCP	64
	JC Approval Change MCP - Requestor	1
	JC Approval FFS	0
	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0

Mailings	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	2
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	0
	MBI-WD Application	7
	Medicaid Program Enrollment & Benefit Information	49
	N1 Reminder Letter	8949
	N3 ABD Reminder Letter	3478
	No Contact	0
	OH Partnership for LTC	2
	Ohio Medicaid Pamphlet - Spanish	0
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	384
	Reimbursement Letter	0
	Rejected - General	42
	Rejected - General ABD	29
	Rejected - SSI-BCMH-CIC	22
	Resolution	1
	Resolution Declined	0
	Spend Down Approval	1
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	0
	Total	13826
Managed Care Info & Referral	Benefit Package	218
	Billing Number Information	26
	Just Cause Status	2028
	Payment	51
	Phone Numbers	5
	Provider Name	367
		133

Managed Care Info & Referral	Transfer Request - Bureau of Managed Care	9
	Total	2837
MBI-WD	AG Collections Questions	6
	Application / Eligibility	31
	Benefit Package / Covered Services	9
	Billing Number	0
	Card	2
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	8
	Program Information	40
	Questions About Premiums	54
	Total	150
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	33
	Unable to Reach - Letter Sent - Resolved	3
	Total	36
Medicare Part D	Application / Eligibility	50
	Information	317
	Questions About Letter	60
	Total	427
Medicare Premium Assistance	Application / Eligibility	758
	Benefit Package / Covered Services	351
	Billing Number	3
	Card	108
	Certificate of Coverage	4
	Change	49
	Estate Recovery	1
	Hearing	1
	Patient Liability	4
	Program Information	452
Total	1731	

Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	0
	Request Benefits Balance - Needs Follow-Up	0
	Total	0
ODJFS Survey	Managed Care Survey	1
	Total	1
Ohio's Best RX	Program Information	11
	Referred Caller	6
	Total	17
Other Medicaid Program	Application / Eligibility	445
	Benefit Package / Covered Services	55
	Billing Number	17
	Card	49
	Certificate of Coverage	6
	Change	33
	Citizenship Verification Questions	0
	Estate Recovery	5
	Hearing	0
	Program Information	105
	Total	715
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	1
	Transfer Request	0
	Total	2
Prior Authorization	How to Obtain	380
	Letter	28
	Program Information	174
	Status	287

Prior Authorization	Transfer Request - Needs Follow-Up	0
	Total	869
Provider	Fee-For-Service Provider Names	374
	Referred to MCP For Provider List	24
	Referred to ODJFS Website For Provider List	69
	Referred to State Board To File Complaint Against Provider	7
	Total	474
Reimbursement	Decision	10
	Information	366
	State Hearing	1
	Total	377
Spend Down	Amount	787
	Card	366
	Certificate of Coverage	13
	Hearing	10
	Problem	224
	Program Information	1403
	Total	2803
State Hearings	How to Request	51
	Program Information	41
	Status	14
	Total	106
Surveys	Call Center Survey	2650
	Total	2650
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	12
	General Information	90
	Need Medications Now	32
	Referral to Case Worker	143
	Referral to TPL Vendor	25
	Total	302

Tort	General Information	12
	Provided Number to Tort Unit	30
	Total	42
Waiver	Application / Eligibility	250
	Benefit Package / Covered Services	115
	Billing Number	5
	Card	69
	Certificate of Coverage	1
	Change	20
	Estate Recovery	3
	Hearing	1
	Independent Provider	2
	Patient Evaluation	2
	Patient Liability	27
	Program Information	113
	Waiting List	6
	Total	614
Grand Total All Categories		62139

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

Calls made from 12/1/2012 to 12/31/2012

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	138
	ACS / First Health	185
	ADAMH	6
	Area Agency on Aging	20
	BCCP Regional Agency	4
	BCMh	1
	Bureau of Home and Community Services	0
	Case Management Agency	25
	Caseworker	998
	Child Support Enforcement Agency	3
	Complaint Department	17
	County Department of Job & Family Services	1253
	Enrollment Administration Services (EAS)	1
	First Link	25
	Food Stamp Hotline	3
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	0
	HomeHealthAgency	3
	Info & Refer	4
	In-House	6
	Legal Aid	6
	Managed Care Enrollment Center	6
	Managed Care Plan	326
	Managed Care Section	56
	MR / DD Board	0
	ODJFS	68
	Ohio Department of Insurance	7
Ohio Hospice	3	

Referral	Ohio's Best Rx	3
	Ombudsman	8
	OSHIIP	49
	Other Medical Services Agency	46
	Other Social Services Agency	11
	Out-of-State Medicaid Hotline	14
	PACT	0
	Pharmacy	94
	Prescription Drug Plan (PDP)	47
	Provider	373
	Provider Services Call Center	302
	Public Children's Services	16
	Social Security Administration	61
	StateHearingDivision	64
	StateMedicalBoard	12
	Supervisor	15
	Tort Unit	6
	Website - ODJFS	57
	Welfare Fraud Hotline	1
	WIC Office	2
Total		4345

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

Reporting Period: 11/21/2012 - 12/18/2012
Generated: 12/27/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1199	86.76%	853	96.38%	3	100.00%	2055	90.53%
Call Campaign	168	12.16%	16	1.81%	0	0.00%	184	8.11%
Face-To-Face	0	0.00%	2	0.23%	0	0.00%	2	0.09%
Mail	1	0.07%	4	0.45%	0	0.00%	5	0.22%
Website	14	1.01%	10	1.13%	0	0.00%	24	1.06%
TOTAL	1382	100%	885	100%	3	100%	2270	100%

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

Reporting Period: 11/21/2012 - 12/18/2012
Generated: 12/27/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1199	58.35%	853	41.51%	3	0.15%	2055	100%
Call Campaign	168	91.30%	16	8.70%	0	0.00%	184	100%
Face-To-Face	0	0.00%	2	100.00%	0	0.00%	2	100%
Mail	1	20.00%	4	80.00%	0	0.00%	5	100%
Website	14	58.33%	10	41.67%	0	0.00%	24	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: 11/21/2012 - 12/18/2012

Generated: 12/27/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	East Central	66		26		0	
	North East	33		21		0	
	South West	58		59		0	
	Total	157	10.55%	106	11.98%	0	0.00%
Caresource	Central	184		122		0	
	East Central	85		43		0	
	North East	262		104		2	
	North East Central	46		26		0	
	North West	82		38		0	
	South East	64		53		0	
	West Central	138		168		0	
	Total	861	57.86%	554	62.60%	2	66.67%
Molina	Central	110		48		1	
	South East	43		24		0	
	South West	137		69		0	
	West Central	19		4		0	
	Total	309	20.77%	145	16.38%	1	33.33%
United	East Central	25		17		0	
	North East Central	28		4		0	
	North West	73		23		0	
	South East	35		36		0	
	Total	161	10.82%	80	9.04%	0	0.00%
Total Mandatory		1488	100.00%	885	100.00%	3	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 11/21/2012 - 12/18/2012

Generated: 12/27/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	184	62.59%	122	71.76%	0	0.00%
	Molina	110	37.41%	48	28.24%	1	100.00%
	Total	294	100.00%	170	100.00%	1	100.00%
East Central	Buckeye	66	37.50%	26	30.23%	0	0.00%
	Caresource	85	48.30%	43	50.00%	0	0.00%
	United	25	14.20%	17	19.77%	0	0.00%
	Total	176	100.00%	86	100.00%	0	100.00%
North East	Buckeye	33	11.19%	21	16.80%	0	0.00%
	Caresource	262	88.81%	104	83.20%	2	100.00%
	Total	295	100.00%	125	100.00%	2	100.00%
North East Central	Caresource	46	62.16%	26	86.67%	0	0.00%
	United	28	37.84%	4	13.33%	0	0.00%
	Total	74	100.00%	30	100.00%	0	100.00%
North West	Caresource	82	52.90%	38	62.30%	0	0.00%
	United	73	47.10%	23	37.70%	0	0.00%
	Total	155	100.00%	61	100.00%	0	100.00%
South East	Caresource	64	45.07%	53	46.90%	0	0.00%
	Molina	43	30.28%	24	21.24%	0	0.00%
	United	35	24.65%	36	31.86%	0	0.00%
	Total	142	100.00%	113	100.00%	0	100.00%
South West	Buckeye	58	29.74%	59	46.09%	0	0.00%
	Molina	137	70.26%	69	53.91%	0	0.00%
	Total	195	100.00%	128	100.00%	0	100.00%
West Central	Caresource	138	87.90%	168	97.67%	0	0.00%
	Molina	19	12.10%	4	2.33%	0	0.00%
	Total	157	100.00%	172	100.00%	0	100.00%
Total Mandatory		1488		885		3	

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

Reporting Period: 11/21/2012 - 12/18/2012

Generated: 12/27/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	464	417	881
East Central	262	151	413
North East	420	449	869
North East Central	104	96	200
North West	216	217	433
South East	255	192	447
South West	323	236	559
West Central	329	165	494
Total For All Regions	2373	1923	4296

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

Reporting Period: 11/21/2012 - 12/18/2012
Generated: 12/27/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	184	122	306	169	475	53.92%
	Molina	110	48	158	248	406	46.08%
	Total	294	170	464	417	881	100.00%
East Central	Buckeye	66	26	92	49	141	34.14%
	Caresource	85	43	128	75	203	49.15%
	United	25	17	42	27	69	16.71%
	Total	176	86	262	151	413	100.00%
North East	Buckeye	33	21	54	203	257	29.57%
	Caresource	262	104	366	246	612	70.43%
	Total	295	125	420	449	869	100.00%
North East Central	Caresource	46	26	72	37	109	54.50%
	United	28	4	32	59	91	45.50%
	Total	74	30	104	96	200	100.00%
North West	Caresource	82	38	120	91	211	48.73%
	United	73	23	96	126	222	51.27%
	Total	155	61	216	217	433	100.00%
South East	Caresource	64	53	117	56	173	38.70%
	Molina	43	24	67	108	175	39.15%
	United	35	36	71	28	99	22.15%
	Total	142	113	255	192	447	100.00%
South West	Buckeye	58	59	117	98	215	38.46%
	Molina	137	69	206	138	344	61.54%
	Total	195	128	323	236	559	100.00%
West Central	Caresource	138	168	306	60	366	74.09%
	Molina	19	4	23	105	128	25.91%
	Total	157	172	329	165	494	100.00%
Total Mandatory		1488	885	2373	1923	4296	

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

Reporting Period: 11/21/2012 - 12/18/2012
Generated: 12/27/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	6158	82.49%	6874	97.64%	224	99.56%	13256	89.99%
Call Campaign	904	12.11%	70	0.99%	0	0.00%	974	6.61%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	14	0.19%	15	0.21%	0	0.00%	29	0.20%
Website	389	5.21%	81	1.15%	1	0.44%	471	3.20%
TOTAL	7465	100%	7040	100%	225	100%	14730	100%

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

Reporting Period: 11/21/2012 - 12/18/2012
Generated: 12/27/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	6158	46.45%	6874	51.86%	224	1.69%	13256	100%
Call Campaign	904	92.81%	70	7.19%	0	0.00%	974	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	14	48.28%	15	51.72%	0	0.00%	29	100%
Website	389	82.59%	81	17.20%	1	0.21%	471	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: 11/21/2012 - 12/18/2012

Generated: 12/27/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Amerigroup	South West	155		86		9	
	West Central	48		20		2	
	Total	203	2.72%	106	1.51%	11	3.44%
Buckeye	East Central	256		183		26	
	North West	309		684		18	
	Total	565	7.57%	867	12.32%	44	13.75%
Caresource	Central	1034		984		63	
	East Central	553		415		16	
	North East	1050		778		36	
	North East Central	260		128		2	
	South East	244		201		1	
	South West	903		1141		25	
	West Central	814		1244		7	
	Total	4858	65.07%	4891	69.47%	150	46.88%
Molina	Central	412		185		37	
	South East	98		72		1	
	South West	121		71		9	
	West Central	68		91		6	
	Total	699	9.36%	419	5.95%	53	16.56%
Paramount	North West	546		336		26	
	Total	546	7.31%	336	4.77%	26	8.13%
United	East Central	183		112		3	
	North East Central	121		85		8	
	South East	119		162		3	
	Total	423	5.67%	359	5.10%	14	4.38%
WellCare	North East	172		62		22	
	Total	172	2.30%	62	0.88%	22	6.88%
Total Mandatory		7466	100.00%	7040	100.00%	320	100.00%

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

Region and MCP as a Percentage of Type

Reporting Period: 11/21/2012 - 12/18/2012

Generated: 12/27/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	1034	71.51%	984	84.17%	63	63.00%
	Molina	412	28.49%	185	15.83%	37	37.00%
	Total	1446	100.00%	1169	100.00%	100	100.00%
East Central	Buckeye	256	25.81%	183	25.77%	26	57.78%
	Caresource	553	55.75%	415	58.45%	16	35.56%
	United	183	18.45%	112	15.77%	3	6.67%
	Total	992	100.00%	710	100.00%	45	100.00%
North East	Caresource	1050	85.92%	778	92.62%	36	62.07%
	WellCare	172	14.08%	62	7.38%	22	37.93%
	Total	1222	100.00%	840	100.00%	58	100.00%
North East Central	Caresource	260	68.24%	128	60.09%	2	20.00%
	United	121	31.76%	85	39.91%	8	80.00%
	Total	381	100.00%	213	100.00%	10	100.00%
North West	Buckeye	309	36.14%	684	67.06%	18	40.91%
	Paramount	546	63.86%	336	32.94%	26	59.09%
	Total	855	100.00%	1020	100.00%	44	100.00%
South East	Caresource	244	52.93%	201	46.21%	1	20.00%
	Molina	98	21.26%	72	16.55%	1	20.00%
	United	119	25.81%	162	37.24%	3	60.00%
	Total	461	100.00%	435	100.00%	5	100.00%
South West	Amerigroup	155	13.15%	86	6.63%	9	20.93%
	Caresource	903	76.59%	1141	87.90%	25	58.14%
	Molina	121	10.26%	71	5.47%	9	20.93%
	Total	1179	100.00%	1298	100.00%	43	100.00%
West Central	Amerigroup	48	5.16%	20	1.48%	2	13.33%
	Caresource	814	87.53%	1244	91.81%	7	46.67%
	Molina	68	7.31%	91	6.72%	6	40.00%
	Total	930	100.00%	1355	100.00%	15	100.00%
Total Mandatory		7466		7040		320	

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

Reporting Period: 11/21/2012 - 12/18/2012

Generated: 12/27/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	2615	2421	5036
East Central	1702	1358	3060
North East	2062	1729	3791
North East Central	594	498	1092
North West	1875	1089	2964
South East	896	891	1787
South West	2477	1459	3936
West Central	2285	917	3202
Total For All Regions	14506	10362	24868

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

Reporting Period: 11/21/2012 - 12/18/2012
Generated: 12/27/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	1034	984	2018	1105	3123	62.01%
	Molina	412	185	597	1316	1913	37.99%
	Total	1446	1169	2615	2421	5036	100.00%
East Central	Buckeye	256	183	439	604	1043	34.08%
	Caresource	553	415	968	130	1098	35.88%
	United	183	112	295	624	919	30.03%
	Total	992	710	1702	1358	3060	100.00%
North East	Caresource	1050	778	1828	908	2736	72.17%
	WellCare	172	62	234	821	1055	27.83%
	Total	1222	840	2062	1729	3791	100.00%
North East Central	Caresource	260	128	388	254	642	58.79%
	United	121	85	206	244	450	41.21%
	Total	381	213	594	498	1092	100.00%
North West	Buckeye	309	684	993	471	1464	49.39%
	Paramount	546	336	882	618	1500	50.61%
	Total	855	1020	1875	1089	2964	100.00%
South East	Caresource	244	201	445	285	730	40.85%
	Molina	98	72	170	392	562	31.45%
	United	119	162	281	214	495	27.70%
	Total	461	435	896	891	1787	100.00%
South West	Amerigroup	155	86	241	685	926	23.53%
	Caresource	903	1141	2044	101	2145	54.50%
	Molina	121	71	192	673	865	21.98%
	Total	1179	1298	2477	1459	3936	100.00%
West Central	Amerigroup	48	20	68	377	445	13.90%
	Caresource	814	1244	2058	113	2171	67.80%
	Molina	68	91	159	427	586	18.30%
	Total	930	1355	2285	917	3202	100.00%
Total Mandatory		7466	7040	14506	10362	24868	

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 12/1/2012 to 12/31/2012

Total Surveys Available for Completion: 34321

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	105	20.43%	367	71.40%	10	1.95%	11	2.14%	21	4.09%	514	100.00%
Our answers to your questions	132	25.68%	342	66.54%	8	1.56%	13	2.53%	19	3.70%	514	100.00%
Our courtesy to you and your family	158	30.74%	322	62.65%	8	1.56%	6	1.17%	20	3.89%	514	100.00%
Overall, how would you rate our staff and services	144	28.02%	335	65.18%	12	2.33%	4	0.78%	19	3.70%	514	100.00%
Total	539	26.22%	1366	66.44%	38	1.85%	34	1.65%	81	3.84%	2056	100.00%

Number of Surveys Attempted: 2651

Number of Completed Customer Satisfaction Surveys: 514