



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

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Ohio Consumer Hotline Monthly Report August 2013

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,932 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 198. 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. ODM provides the data for this file daily. The most recent update was received on Tuesday, September 03, 2013.

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 255 calls coming in through this queue for August.

Activity Summary

- 129,324 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 102,274 Total Calls (inbound and outbound)
 - 21,863 Call Fire Campaign Calls
 - 4,932 Provider Calls
 - 255 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 5:54 minutes average talk time
- 1:38 minute average speed to answer
- 57 average CSR inbound calls per day

Ohio Consumer Hotline
August 2013
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	07/29/13	4490	4273	1653	17	4507	217	5%	1324	5831	:15:28	:01:54	65	:01:54	:06:09
Tue	07/30/13	4159	3971	1475	8	4167	188	5%	1467	5634	:14:01	:02:15	61	:01:46	:06:13
Wed	07/31/13	4098	3914	1421	27	4125	184	4%	1770	5895	:12:52	:02:14	63	:01:48	:05:52
Thurs	08/01/13	4438	4013	1649	20	4458	425	10%	1374	5832	:20:30	:02:06	64	:02:56	:06:06
Fri	08/02/13	3590	3381	1143	16	3606	209	6%	1771	5377	:13:22	:01:50	64	:02:02	:05:48
Sat	08/03/13	602	599	378	8	610	3	0%	672	1282	:09:38	:01:23	36	:00:38	:06:43
Sun	08/04/13	0	0	0	47	47	0	0%	0	47	:00:00	:00:00	0	:00:00	:00:00
	Week end	21377	20151	7719	143	21520	1226	6%	7054	28574	:20:30	:02:04	59	:02:28	:06:03
	Aug Only	8630	7993	3170	91	8721	637	7%	3817	12538	:20:30	:02:02	55	:02:22	:05:59
Mon	08/05/13	4993	4559	2101	23	5016	434	9%	1855	6871	:20:21	:02:27	65	:02:57	:06:22
Tues	08/06/13	4266	4026	1544	14	4280	240	6%	1357	5637	:13:48	:02:00	67	:02:32	:06:03
Wed	08/07/13	3706	3575	1122	13	3719	131	4%	1324	5043	:13:10	:01:40	63	:01:51	:05:57
Thurs	08/08/13	3210	3119	869	12	3222	91	3%	1670	4892	:08:36	:01:31	64	:01:33	:05:54
Fri	08/09/13	2747	2669	587	9	2756	78	3%	2085	4841	:09:51	:01:25	63	:01:08	:05:45
Sat	08/10/13	345	339	152	5	350	6	2%	438	788	:10:49	:01:42	37	:00:47	:06:12
Sun	08/11/13	0	0	0	46	46	0	0%	0	46	:00:00	:00:00	0	:00:00	:00:00
	Week end	19267	18287	6375	122	19389	980	5%	8729	28118	:20:21	:02:03	60	:02:25	:06:01
Mon	08/12/13	3925	3762	902	16	3941	163	4%	901	4842	:07:46	:01:33	68	:01:21	:05:36
Tues	08/13/13	3311	3191	669	14	3325	120	4%	1325	4650	:07:58	:01:24	66	:01:08	:05:45
Wed	08/14/13	3140	2977	750	13	3153	163	5%	1295	4448	:07:28	:01:27	64	:01:18	:05:42
Thurs	08/15/13	2961	2784	684	19	2980	177	6%	1182	4162	:07:32	:01:29	60	:01:12	:05:53
Fri	08/16/13	2468	2360	526	9	2477	108	4%	1221	3698	:06:08	:01:26	59	:01:14	:06:00
Sat	08/17/13	310	306	122	4	314	4	1%	883	1197	:04:22	:01:48	31	:00:20	:06:14
Sun	08/18/13	0	0	0	49	49	0	0%	0	49	:00:00	:00:00	0	:00:00	:00:00
	Week end	16115	15380	3653	124	16239	735	5%	6807	23046	:07:58	:01:30	58	:01:21	:05:46
Mon	08/19/13	3638	3493	1001	15	3653	145	4%	866	4519	:07:44	:01:41	65	:01:34	:05:54
Tues	08/20/13	3003	2907	715	7	3010	96	3%	1124	4134	:06:18	:01:26	64	:01:18	:06:00
Wed	08/21/13	2750	2679	497	8	2758	71	3%	1296	4054	:06:45	:01:26	62	:01:01	:05:54
Thurs	08/22/13	2534	2472	415	10	2544	62	2%	1245	3789	:07:46	:01:29	58	:01:00	:06:01
Fri	08/23/13	2409	2390	149	6	2415	19	1%	878	3293	:05:22	:02:22	57	:00:28	:05:32
Sat	08/24/13	268	268	93	2	270	0	0%	321	591	:02:17	:00:00	29	:00:08	:05:30
Sun	08/25/13	0	0	0	32	32	0	0%	0	32	:00:00	:00:00	0	:00:00	:00:00
	Week end	14602	14209	2870	80	14682	393	3%	5730	20412	:07:46	:01:34	56	:01:06	:05:52
Mon	08/26/13	3432	3278	842	12	3444	154	4%	684	4128	:08:43	:01:31	62	:01:23	:05:57
Tues	08/27/13	2836	2783	367	10	2846	53	2%	1059	3905	:05:28	:01:29	60	:00:52	:05:56
Wed	08/28/13	2798	2732	484	9	2807	66	2%	651	3458	:04:46	:01:15	58	:00:56	:05:59
Thurs	08/29/13	2663	2576	486	5	2668	87	3%	958	3626	:08:39	:01:38	60	:01:17	:05:57
Fri	08/30/13	2050	2021	131	12	2062	29	1%	472	2534	:06:33	:01:32	48	:00:29	:05:54
Sat	08/31/13	430	426	45	8	438	4	1%	71	509	:03:47	:01:29	48	:00:21	:04:29
	Week end	14209	13816	2355	56	14265	393	3%	3895	18160	:08:43	:01:29	56	:01:00	:05:54
	Month End	72823	69685	18423	393	73216	3138	4%	28978	102274	:20:30	:01:50	57	:01:38	:05:54

Call Center Busy Hour Report

August 2013

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
Thu	08/01/13	4438	48	184	317	458	496	461	491	584	514	447	188	163	87
Fri	08/02/13	3590	69	203	349	432	436	398	388	422	356	270	108	111	48
Sat	08/03/13	602	0	39	56	48	88	83	87	59	63	79	0	0	0
Sun	08/04/13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	8630	117	426	722	938	1020	942	966	1065	933	796	296	274	135
Mon	08/05/13	4993	61	261	397	530	630	534	538	566	521	456	244	156	99
Tues	08/06/13	4266	60	240	394	494	544	494	468	501	437	312	149	103	70
Wed	08/07/13	3706	56	191	369	411	444	413	439	422	416	276	134	87	48
Thurs	08/08/13	3210	40	168	303	342	409	366	384	394	367	236	105	60	36
Fri	08/09/13	2747	25	127	214	298	343	306	324	349	302	236	125	52	46
Sat	08/10/13	345	0	19	28	45	36	41	43	49	56	28	0	0	0
Sun	08/11/13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	19267	242	1006	1705	2120	2406	2154	2196	2281	2099	1544	757	458	299
Mon	08/12/13	3925	46	184	369	448	473	472	484	489	399	292	137	83	49
Tues	08/13/13	3311	38	162	313	352	371	386	423	437	352	262	110	74	31
Wed	08/14/13	3140	36	134	275	367	376	386	404	374	316	235	125	65	47
Thurs	08/15/13	2961	36	147	286	321	350	323	356	337	330	246	115	80	34
Fri	08/16/13	2468	22	118	219	304	336	298	280	306	248	183	83	47	24
Sat	08/17/13	310	0	16	32	34	57	39	29	35	32	36	0	0	0
Sun	08/18/13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	16115	178	761	1494	1826	1963	1904	1976	1978	1677	1254	570	349	185
Mon	08/19/13	3638	36	172	347	458	453	470	462	424	366	237	108	64	41
Tues	08/20/13	3003	39	152	294	364	385	357	328	329	329	237	89	60	40
Wed	08/21/13	2750	28	144	256	290	337	308	378	310	296	210	93	61	39
Thurs	08/22/13	2534	36	154	233	256	291	292	307	276	285	188	124	60	32
Fri	08/23/13	2409	27	134	260	286	361	269	280	269	230	151	77	46	19
Sat	08/24/13	268	0	26	24	34	37	27	33	29	31	27	0	0	0
Sun	08/25/13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	14602	166	782	1414	1688	1864	1723	1788	1637	1537	1050	491	291	171
Mon	08/26/13	3432	53	165	331	426	428	407	397	398	354	259	117	61	36
Tue	08/27/13	2836	39	138	301	350	373	317	320	308	289	211	88	72	30
Wed	08/28/13	2798	25	124	272	323	359	327	332	311	290	227	93	77	38
Thu	08/29/13	2663	37	133	220	287	311	318	310	314	292	213	112	77	39
Fri	08/30/13	2050	29	117	194	239	249	225	231	227	223	154	93	50	19
Sat	08/31/13	430	0	14	25	40	63	53	52	49	69	65	0	0	0
	Week Ending	14209	183	691	1343	1665	1783	1647	1642	1607	1517	1129	503	337	162
	Month Total	72823	886	3666	6678	8237	9036	8370	8568	8568	7763	5773	2617	1709	952
	Cumulative Percent		1%	5%	9%	11%	12%	11%	12%	12%	11%	8%	4%	2%	1%
	Eastern Time		7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM

Ohio Consumer Hotline - Activity Summary Report

Calls made from 8/1/2013 to 8/31/2013

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	2578
	Benefit Package / Covered Services	742
	Billing Number	165
	Card	603
	Certificate of Coverage	179
	Change	285
	Citizenship Verification Questions	3
	Estate Recovery	45
	Hearing	10
	Patient Liability	14
	Program Information	697
	Under 21 Inquiry	81
	Total	5402
<i>BCCP</i>	Application / Eligibility	12
	Benefit Package / Covered Services	7
	Card	2
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	5
	Program Information	8
	Total	34
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>EOMB</i>	General Information	5
	Questions About Letter	8
	Total	13

FFS Billing	Billing Number	447
	Claims Request	44
	General Billing Questions	863
	Received Bill (Needs Letter)	58
	Total	1412
General Benefits	Dental	611
	Equipment	184
	Family Planning	122
	Healthchek Services	10
	Inquiry on Covered Services	1489
	Medicaid School Program	2
	Medlist Assist	20
	Pregnancy Related Services	13
	Prescriptions	993
	Transportation	616
	Vision	301
	Total	4361
Healthy Start	Application / Eligibility	3336
	Benefit Package / Covered Services	751
	Billing Number	529
	Card	554
	Certificate of Coverage	193
	Change	402
	Citizenship Verification Questions	9
	Estate Recovery	0
	Hearing	7
	Program Information	876
	Total	6657
HIPAA	Complaint	1
	Information	2
	Request for Accounting for Disclosure	0
	Request for Amendment	0

HIPAA	Request for Restriction	0
	Send PHI Brochure	1
	Total	4
Home Health Care	Application / Eligibility	20
	Benefit Package / Covered Services	11
	BHCS Complaint	0
	BHCS Questions	0
	Card	1
	Hearing	0
	HSFA Questions	0
	Passport	3
	Program Information	24
	Provider	3
	Status	1
	Total	63
Incident Report	Billing Inquiry	109
	Reimbursement Inquiry	14
	Total	123
Information	Cash Assistance	34
	CDJFS	526
	Customer Survey	16
	Food Stamps	153
	Hotline	61
	Medicare	328
	Social Security	33
	Total	1151
Inquiry	029 Error	10
	574 Error - Not Eligible	9
	Already Selected	3121
	Called to Check on Doctors	494
	Called to Check on Just Cause Status	76
	Case Addition	90
	Case Closed	308
	Case Pending	355

<i>Inquiry</i>	Category Closed	159
	Change in Name	59
	Change in Phone Number / Address	444
	CIC - Do Not Assign	13
	Consumer Needs To Be Auto Re-Enrolled	10
	Failed Eligibility	483
	General Questions	10866
	Open Enrollment Questions	902
	Person Calling Not PIP / AG Head	185
	Referred Consumer to County Worker	2566
	Returned NME / Notice	5
	Transferred in Error	12
	Wanted Phone Number of MCP	614
	Total	20781
<i>Issue / Concern</i>	Issue / Concern about MCP	0
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	0
	Issue / Concern with ODM	0
	Total	0
<i>Limited Family Planning Services</i>	Application / Eligibility	759
	Benefit Package / Covered Services	1374
	Billing Number	45
	Card	228
	Certificate of Coverage	26
	Change	68
	Hearing	5
	Program Information	1373
	Total	3878
<i>Long Term Care</i>	Application / Eligibility	23
	Benefit Package / Covered Services	10

Long Term Care	Card	3
	Community Spouse	0
	Estate Recovery	13
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	11
	Program Information	22
	Total	82
Mailings	"Getting Long Term Care" Pamphlet	4
	"Personal Needs Allowance" Pamphlet	2
	ABD Application Letter - 7200	474
	ABD EMP Enrollment Packet	91
	ABD Pamphlet - Spanish	1
	Approved Letter	314
	BCCP Brochure	1
	Billing Incident Letter	119
	Call Me Letter	0
	CFC EMP Enrollment Packet	169
	Citizenship Verification Brochure	1
	CPA Letter	0
	CPA Letter - Blank	234
	Enrollment Error Letter	0
	Healthy Start Brochure	28
	HIPAA Notice	0
	HS/HF Information	11
	Immigrants Medicaid - Somali	1
	JC Approval Change MCP	0
	JC Approval Change MCP - Requestor	0
	JC Approval FFS	0
	JC Approval FFS - Requestor	0

Mailings	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	1
	Mandatory Enrolling CFC Adult	1
	MBI Program Brochure	8
	MBI-WD Application	22
	Medicaid Program Enrollment & Benefit Information	92
	N1 Reminder Letter	15812
	N3 ABD Reminder Letter	3555
	No Contact	1
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	2
	Patient Liability Lbl	0
	PHI Brochure	3
	QMB - Blank	497
	Reimbursement Letter	11
	Rejected - General	11
	Rejected - General ABD	97
	Rejected - SSI-BCMH-CIC	103
	Residential Treatment Letter	0
	Resolution	2
	Resolution Declined	1
	Spend Down Approval	3
	Spend Down Denial	0
	TPL Approval	3
TPL Verification Needed	0	
Total	21675	
Managed Care Info & Referral	Benefit Package	1000
	Billing Number	218
	Card	1196
	Information	4356

Managed Care Info & Referral	Just Cause Status	58
	Payment	9
	Phone Numbers	1117
	Provider Name	703
	Transfer Request - Bureau of Managed Care	10
	Total	8667
MBI-WD	AG Collections Questions	8
	Application / Eligibility	32
	Benefit Package / Covered Services	6
	Billing Number	1
	Card	7
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	4
	Program Information	66
	Questions About Premiums	60
	Total	185
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	86
	Unable to Reach - Letter Sent - Resolved	32
	Total	118
Medicare Part D	Application / Eligibility	62
	Information	363
	Questions About Letter	14
	Total	439
Medicare Premium Assistance	Application / Eligibility	1078
	Benefit Package / Covered Services	528
	Billing Number	13
	Card	262
	Certificate of Coverage	39
	Change	54
	Estate Recovery	1
	Hearing	1
	Patient Liability	11

Medicare Premium Assistance	Program Information	936
	Total	2923
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
ODM Survey	Managed Care Survey	3
	Total	3
Ohio's Best RX	Program Information	5
	Referred Caller	7
	Total	12
Other Medicaid Program	Application / Eligibility	295
	Benefit Package / Covered Services	116
	Billing Number	26
	Card	61
	Certificate of Coverage	15
	Change	26
	Citizenship Verification Questions	0
	Estate Recovery	14
	Hearing	0
	Program Information	215
	Total	768
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	629
	Letter	38

Prior Authorization	Program Information	442
	Status	686
	Transfer Request - Needs Follow-Up	0
	Total	1795
Provider	Fee-For-Service Provider Names	534
	Referred to MCP For Provider List	52
	Referred to ODM Website For Provider List	98
	Referred to State Board To File Complaint Against Provider	9
	Total	693
Reimbursement	Decision	25
	Information	573
	State Hearing	5
	Total	603
Spend Down	Amount	1287
	Card	621
	Certificate of Coverage	41
	Hearing	14
	Problem	286
	Program Information	1934
	Total	4183
State Hearings	How to Request	47
	Program Information	59
	Status	13
	Total	119
Surveys	Call Center Survey	3912
	Total	3912
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	17
	General Information	161
	Need Medications Now	32
	Referral to Case Worker	253

Third Party Liability	Referral to TPL Vendor	47
	Total	510
Tort	General Information	14
	Provided Number to Tort Unit	29
	Total	43
Waiver	Application / Eligibility	315
	Benefit Package / Covered Services	221
	Billing Number	16
	Card	137
	Certificate of Coverage	8
	Change	42
	Estate Recovery	10
	Hearing	4
	Independent Provider	5
	Patient Evaluation	2
	Patient Liability	39
	Program Information	252
	Waiting List	10
	Total	1061
Grand Total All Categories		91670

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

Calls made from 8/1/2013 to 8/31/2013

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	280
	ACS / First Health	255
	ADAMH	21
	Area Agency on Aging	58
	BCCP Regional Agency	11
	BCMh	67
	Bureau of Home and Community Services	1
	Case Management Agency	24
	Caseworker	1405
	Child Support Enforcement Agency	8
	Complaint Department	48
	County Department of Job & Family Services	1901
	Enrollment Administration Services (EAS)	1
	First Link	36
	Food Stamp Hotline	24
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	0
	HomeHealthAgency	5
	Info & Refer	55
	In-House	6
	Legal Aid	5
	Managed Care Enrollment Center	10
	Managed Care Plan	689
	Managed Care Section	21
	MR / DD Board	2
	ODM	25
	Ohio Department of Insurance	35
Ohio Hospice	0	

Referral	Ohio's Best Rx	14
	Ombudsman	21
	OSHIIP	84
	Other Medical Services Agency	58
	Other Social Services Agency	34
	Out-of-State Medicaid Hotline	27
	PACT	1
	Pharmacy	144
	Prescription Drug Plan (PDP)	122
	Provider	671
	Provider Services Call Center	665
	Public Children's Services	29
	Social Security Administration	90
	StateHearingDivision	96
	StateMedicalBoard	14
	Supervisor	47
	Tort Unit	14
	Website - ODM	107
	Welfare Fraud Hotline	3
	WIC Office	8
Total		7242

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 9/1/2013

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL	
	FFS TO MCP		MCP TO MCP		MCP TO FFS				
Call	2390	53.60%	2012	45.12%	57	1.28%	4459	100%	
Call Campaign	831	93.48%	58	6.52%	0	0.00%	889	100%	
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%	
Mail	1	100.00%	0	0.00%	0	0.00%	1	100%	
Website	122	67.78%	58	32.22%	0	0.00%	180	100%	

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 9/1/2013

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	2390	71.47%	2012	94.55%	57	100.00%	4459	80.65%
Call Campaign	831	24.85%	58	2.73%	0	0.00%	889	16.08%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	1	0.03%	0	0.00%	0	0.00%	1	0.02%
Website	122	3.65%	58	2.73%	0	0.00%	180	3.26%
TOTAL	3344	100%	2128	100%	57	100%	5529	100%

**AGED, BLIND, DISABLED (ABD)
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 9/1/2013**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	16		23		4	
	North East	187		85		3	
	West	101		91		2	
	Total	304	9.09%	199	9.35%	9	15.52%
Caresource	Central/South East	591		304		10	
	North East	857		494		3	
	West	606		486		9	
	Total	2054	61.42%	1284	60.34%	22	37.93%
Molina	Central/South East	255		124		4	
	North East	13		16		3	
	West	113		62		1	
	Total	381	11.39%	202	9.49%	8	13.79%
Paramount	Central/South East	12		25		3	
	North East	10		18		5	
	West	163		124		2	
	Total	185	5.53%	167	7.85%	10	17.24%
United	Central/South East	133		86		2	
	North East	176		109		6	
	West	111		81		1	
	Total	420	12.56%	276	12.97%	9	15.52%
Total Mandatory		3344	100.00%	2128	100.00%	58	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 9/1/2013

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	16	1.59%	23	4.09%	4	17.39%
	Caresource	591	58.69%	304	54.09%	10	43.48%
	Molina	255	25.32%	124	22.06%	4	17.39%
	Paramount	12	1.19%	25	4.45%	3	13.04%
	United	133	13.21%	86	15.30%	2	8.70%
	Total	1007	100.00%	562	100.00%	23	100.00%
North East	Buckeye	187	15.04%	85	11.77%	3	15.00%
	Caresource	857	68.95%	494	68.42%	3	15.00%
	Molina	13	1.05%	16	2.22%	3	15.00%
	Paramount	10	0.80%	18	2.49%	5	25.00%
	United	176	14.16%	109	15.10%	6	30.00%
	Total	1243	100.00%	722	100.00%	20	100.00%
West	Buckeye	101	9.23%	91	10.78%	2	13.33%
	Caresource	606	55.39%	486	57.58%	9	60.00%
	Molina	113	10.33%	62	7.35%	1	6.67%
	Paramount	163	14.90%	124	14.69%	2	13.33%
	United	111	10.15%	81	9.60%	1	6.67%
	Total	1094	100.00%	844	100.00%	15	100.00%
Total Mandatory		3344		2128		58	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 9/1/2013

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	1569	2978	4547
North East	1965	3472	5437
West	1938	2740	4678
Total For All Regions	5472	9190	14662

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 9/1/2013

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	16	23	39	580	619	13.61%
	Caresource	591	304	895	814	1709	37.59%
	Molina	255	124	379	655	1034	22.74%
	Paramount	12	25	37	498	535	11.77%
	United	133	86	219	431	650	14.30%
	Total	1007	562	1569	2978	4547	100.00%
North East	Buckeye	187	85	272	758	1030	18.94%
	Caresource	857	494	1351	847	2198	40.43%
	Molina	13	16	29	681	710	13.06%
	Paramount	10	18	28	600	628	11.55%
	United	176	109	285	586	871	16.02%
	Total	1243	722	1965	3472	5437	100.00%
West	Buckeye	101	91	192	543	735	15.71%
	Caresource	606	486	1092	702	1794	38.35%
	Molina	113	62	175	592	767	16.40%
	Paramount	163	124	287	478	765	16.35%
	United	111	81	192	425	617	13.19%
	Total	1094	844	1938	2740	4678	100.00%
Total Mandatory		3344	2128	5472	9190	14662	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 9/1/2013

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	9563	69.02%	10647	90.71%	74	98.67%	20284	79.02%
Call Campaign	2692	19.43%	291	2.48%	1	1.33%	2984	11.62%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	1	0.01%	8	0.07%	0	0.00%	9	0.04%
Website	1600	11.55%	792	6.75%	0	0.00%	2392	9.32%
TOTAL	13856	100%	11738	100%	75	100%	25669	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 9/1/2013

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	9563	47.15%	10647	52.49%	74	0.36%	20284	100%
Call Campaign	2692	90.21%	291	9.75%	1	0.03%	2984	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	1	11.11%	8	88.89%	0	0.00%	9	100%
Website	1600	66.89%	792	33.11%	0	0.00%	2392	100%

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

Region and MCP as a Percentage of Type
Effective Date: 9/1/2013

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	75		50		2	
	North East	581		388		7	
	West	497		273		12	
	Total	1153	8.32%	711	6.06%	21	20.79%
Caresource	Central/South East	1983		1446		12	
	North East	3304		3659		7	
	West	3105		2920		18	
	Total	8392	60.57%	8025	68.37%	37	36.63%
Molina	Central/South East	891		546		6	
	North East	143		56		8	
	West	307		286		8	
	Total	1341	9.68%	888	7.57%	22	21.78%
Paramount	Central/South East	62		157		2	
	North East	86		67		6	
	West	883		481		10	
	Total	1031	7.44%	705	6.01%	18	17.82%
United	Central/South East	722		403		0	
	North East	770		657		0	
	West	447		349		3	
	Total	1939	13.99%	1409	12.00%	3	2.97%
Total Mandatory		13856	100.00%	11738	100.00%	101	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 9/1/2013

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	75	2.01%	50	1.92%	2	9.09%
	Caresource	1983	53.12%	1446	55.57%	12	54.55%
	Molina	891	23.87%	546	20.98%	6	27.27%
	Paramount	62	1.66%	157	6.03%	2	9.09%
	United	722	19.34%	403	15.49%	0	0.00%
	Total	3733	100.00%	2602	100.00%	22	100.00%
North East	Buckeye	581	11.90%	388	8.04%	7	25.00%
	Caresource	3304	67.65%	3659	75.80%	7	25.00%
	Molina	143	2.93%	56	1.16%	8	28.57%
	Paramount	86	1.76%	67	1.39%	6	21.43%
	United	770	15.77%	657	13.61%	0	0.00%
	Total	4884	100.00%	4827	100.00%	28	100.00%
West	Buckeye	497	9.49%	273	6.34%	12	23.53%
	Caresource	3105	59.27%	2920	67.77%	18	35.29%
	Molina	307	5.86%	286	6.64%	8	15.69%
	Paramount	883	16.85%	481	11.16%	10	19.61%
	United	447	8.53%	349	8.10%	3	5.88%
	Total	5239	100.00%	4309	100.00%	51	100.00%
Total Mandatory		13856		11738		101	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 9/1/2013

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	6335	7944	14279
North East	9711	8928	18639
West	9548	7688	17236
Total For All Regions	25594	24560	50154

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 9/1/2013

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	75	50	125	1468	1593	11.16%
	Caresource	1983	1446	3429	1478	4907	34.37%
	Molina	891	546	1437	1987	3424	23.98%
	Paramount	62	157	219	1649	1868	13.08%
	United	722	403	1125	1362	2487	17.42%
	Total	3733	2602	6335	7944	14279	100.00%
North East	Buckeye	581	388	969	1788	2757	14.79%
	Caresource	3304	3659	6963	1899	8862	47.55%
	Molina	143	56	199	1870	2069	11.10%
	Paramount	86	67	153	1761	1914	10.27%
	United	770	657	1427	1610	3037	16.29%
	Total	4884	4827	9711	8928	18639	100.00%
West	Buckeye	497	273	770	1384	2154	12.50%
	Caresource	3105	2920	6025	1488	7513	43.59%
	Molina	307	286	593	1877	2470	14.33%
	Paramount	883	481	1364	1692	3056	17.73%
	United	447	349	796	1247	2043	11.85%
	Total	5239	4309	9548	7688	17236	100.00%
Total Mandatory		13856	11738	25594	24560	50154	

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 8/1/2013 to 8/31/2013

Total Surveys Available for Completion: 49917

Questions	Customer Response										Total	Total
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	100	16.78%	448	75.17%	19	3.19%	10	1.68%	19	3.19%	596	100.00%
Our answers to your questions	119	19.97%	430	72.15%	15	2.52%	13	2.18%	19	3.19%	596	100.00%
Our courtesy to you and your family	149	25.00%	410	68.79%	8	1.34%	9	1.51%	20	3.36%	596	100.00%
Overall, how would you rate our staff and services	137	22.99%	421	70.64%	12	2.01%	7	1.17%	19	3.19%	596	100.00%
Total	505	21.18%	1709	71.69%	54	2.27%	39	1.64%	77	3.23%	2384	100.00%

Number of Surveys Attempted: 3919

Number of Completed Customer Satisfaction Surveys: 596