



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

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Ohio Consumer Hotline Monthly Report March 2014

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 6,030 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 65. 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 Friday, April 04, 2014.

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 618 calls coming in through this queue for this month.

Activity Summary

- 432,127 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 425,479 Total Calls (inbound and outbound)
 - 6,030 Provider Calls
 - 618 Insure Kids Now/Governor's Hotline
- 5% abandonment rate
- 6:42 minutes average talk time
- 1:34 minute average speed to answer
- 58 average CSR inbound calls per day

Ohio Consumer Hotline
March 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	02/24/14	10163	9599	5005	29	10192	564	6%	5457	15649	:15:01	:02:02	60	:01:02	:06:28
Tue	02/25/14	9254	8883	4485	28	9282	371	4%	5747	15029	:14:09	:02:13	60	:01:10	:06:42
Wed	02/26/14	8587	8296	3768	33	8620	291	3%	6130	14750	:13:51	:02:15	59	:01:18	:06:41
Thurs	02/27/14	8135	7927	3476	41	8176	208	3%	4915	13091	:13:34	:02:15	58	:01:15	:06:47
Fri	02/28/14	7962	7636	3660	33	7995	326	4%	4336	12331	:15:47	:02:26	56	:01:19	:07:03
Sat	03/01/14	1595	1523	244	16	1611	72	5%	482	2093	:06:11	:01:26	47	:01:14	:06:30
Sun	03/02/14	0	0	0	129	129	0	0%	0	129	:00:00	:00:00	0	:00:00	:00:00
	Week end	45696	43864	20638	309	46005	1832	4%	21610	67615	:15:47	:02:14	57	:01:11	:06:42
	March Only	1595	1523	244	145	1740	72	5%	482	2222	:06:11	:01:26	47	:01:06	:06:30
Mon	03/03/14	12570	11619	6022	46	12616	951	8%	4889	17505	:16:38	:01:52	58	:01:01	:07:16
Tues	03/04/14	12215	11423	6147	29	12244	792	6%	4691	16935	:16:30	:02:17	56	:01:19	:07:58
Wed	03/05/14	12471	11742	6159	32	12503	729	6%	6800	19303	:21:53	:02:24	60	:01:34	:07:26
Thurs	03/06/14	11302	10664	4462	34	11336	638	6%	4587	15923	:22:58	:02:05	56	:01:31	:07:13
Fri	03/07/14	9857	9277	4620	31	9888	580	6%	4704	14592	:16:06	:02:37	55	:01:35	:07:08
Sat	03/08/14	2408	2285	1169	15	2423	123	5%	5080	7503	:23:49	:03:37	50	:01:39	:06:42
Sun	03/09/14	0	0	0	122	122	0	0%	0	122	:00:00	:00:00	0	:00:00	:00:00
	Week end	60823	57010	28579	309	61132	3813	6%	30751	91883	:23:49	:02:15	56	:01:23	:07:22
Mon	03/10/14	12179	11254	5938	45	12224	925	8%	2995	15219	:21:07	:03:05	61	:02:18	:07:23
Tues	03/11/14	11027	10333	5344	34	11061	694	6%	5927	16988	:15:46	:02:21	62	:01:27	:07:22
Wed	03/12/14	10264	9721	4925	41	10305	543	5%	4663	14968	:14:05	:02:14	60	:01:32	:07:00
Thurs	03/13/14	13242	12470	5478	42	13284	772	6%	5297	18581	:24:14	:02:38	65	:01:32	:06:44
Fri	03/14/14	12060	11372	5728	36	12096	688	6%	5673	17769	:20:20	:02:30	63	:01:34	:06:52
Sat	03/15/14	3210	3036	1385	24	3234	174	5%	5992	9226	:18:47	:05:30	48	:04:14	:06:58
Sun	03/16/14	0	0	0	122	122	0	0%	0	122	:00:00	:00:00	0	:00:00	:00:00
	Week end	61982	58186	28798	344	62326	3796	6%	30547	92873	:24:14	:02:46	60	:01:50	:07:03
Mon	03/17/14	15333	14319	7731	61	15394	1014	7%	4520	19914	:21:45	:02:07	65	:01:22	:06:52
Tues	03/18/14	14024	13144	6270	56	14080	880	6%	5653	19733	:24:13	:02:18	66	:01:26	:06:53
Wed	03/19/14	12185	11633	5677	49	12234	552	5%	7442	19676	:15:48	:02:07	65	:01:15	:06:15
Thurs	03/20/14	11836	11350	5636	48	11884	486	4%	5995	17879	:14:01	:02:25	65	:01:17	:06:28
Fri	03/21/14	11607	11191	5169	34	11641	416	4%	8302	19943	:19:10	:02:10	62	:01:14	:06:10
Sat	03/22/14	2613	2528	714	9	2622	85	3%	5427	8049	:14:06	:02:12	60	:01:53	:05:47
Sun	03/23/14	0	0	0	178	178	0	0%	0	178	:00:00	:00:00	0	:00:00	:00:00
	Week end	67598	64165	31197	435	68033	3433	5%	37339	105372	:24:13	:02:13	64	:01:19	:06:28
Mon	03/24/14	15133	14299	5816	42	15175	834	6%	3530	18705	:18:15	:02:15	61	:01:38	:06:40
Tue	03/25/14	13270	12672	5811	51	13321	598	5%	5558	18879	:20:58	:03:03	60	:01:55	:06:05
Wed	03/26/14	14314	13810	6519	46	14360	504	4%	7022	21382	:16:00	:02:59	64	:01:39	:05:53
Thu	03/27/14	14315	13820	6229	65	14380	495	3%	8596	22976	:21:26	:03:03	60	:01:49	:06:15
Fri	03/28/14	15222	14524	4939	51	15273	698	5%	7141	22414	:20:01	:02:17	61	:01:43	:05:48
Sat	03/29/14	3403	3216	1240	34	3437	187	5%	5753	9190	:20:55	:02:48	67	:02:57	:05:24
Sun	03/30/14	0	0	0	426	426	0	0%	0	426	:00:00	:00:00	0	:00:00	:00:00
	Week end	75657	72341	30554	715	76372	3316	4%	37600	113972	:21:26	:02:40	62	:01:50	:06:05
Mon	03/31/14	14858	13836	5475	293	15151	1022	7%	4006	19157	:14:44	:02:20	61	:01:26	:06:25
	Month End	282513	267061	124847	2241	284754	15452	5%	140725	425479	:24:13	:02:29	58	:01:34	:06:42

Call Center Busy Hour Report

March 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
Sat	03/01/14	1595	0	185	177	164	206	187	170	181	148	177	0	0	0
Sun	03/02/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	1595	0	185	177	164	206	187	170	181	148	177	0	0	0
Mon	03/03/14	12570	203	673	1086	1435	1366	1317	1481	1309	1219	986	679	507	309
Tues	03/04/14	12215	343	756	1166	1371	1370	1261	1257	1292	1294	999	553	389	164
Wed	03/05/14	12471	308	790	1011	1286	1404	1288	1355	1399	1358	1108	609	359	196
Thurs	03/06/14	11302	273	821	1111	1368	1400	1146	1089	1183	1021	957	504	282	147
Fri	03/07/14	9857	311	734	854	1075	968	1103	1139	1169	1095	780	329	190	110
Sat	03/08/14	2408	0	195	184	247	220	288	346	375	376	177	0	0	0
Sun	03/09/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	60823	1438	3969	5412	6782	6728	6403	6667	6727	6363	5007	2674	1727	926
Mon	03/10/14	12179	156	583	1017	1336	1470	1368	1279	1396	1326	1048	562	369	269
Tues	03/11/14	11027	165	508	1057	1266	1402	1205	1319	1227	1146	865	435	254	178
Wed	03/12/14	10264	136	419	863	1097	1072	1195	1247	1353	1183	794	417	278	210
Thurs	03/13/14	13242	155	482	979	1352	1332	1347	1552	1688	1634	1329	670	466	256
Fri	03/14/14	12060	183	585	909	1313	1455	1424	1379	1487	1307	1004	472	321	221
Sat	03/15/14	3210	0	261	322	580	672	338	292	274	206	265	0	0	0
Sun	03/16/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	61982	795	2838	5147	6944	7403	6877	7068	7425	6802	5305	2556	1688	1134
Mon	03/17/14	15333	255	933	1360	1518	1581	1536	1626	1663	1714	1446	763	528	410
Tues	03/18/14	14022	300	812	1350	1645	1629	1566	1280	1584	1559	1105	570	382	240
Wed	03/19/14	12185	206	676	1100	1321	1336	1393	1569	1542	1248	804	460	343	187
Thurs	03/20/14	11836	169	657	963	1321	1326	1318	1393	1379	1380	899	477	341	213
Fri	03/21/14	11607	172	682	948	1307	1342	1261	1427	1363	1391	853	419	276	166
Sat	03/22/14	2613	0	247	406	560	280	276	213	229	197	205	0	0	0
Sun	03/23/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	67596	1102	4007	6127	7672	7494	7350	7508	7760	7489	5312	2689	1870	1216
Mon	03/24/14	15133	204	865	1428	1489	1461	1595	1647	1794	1986	1340	623	428	273
Tue	03/25/14	13270	213	725	1368	1535	1581	1483	1547	1477	1324	900	551	342	224
Wed	03/26/14	14314	222	703	1281	1505	1551	1600	1603	1601	1749	1163	634	409	293
Thu	03/27/14	14315	246	775	1275	1430	1547	1611	1668	1771	1655	1091	549	411	286
Fri	03/28/14	15222	257	944	1343	1529	1836	1696	1842	1997	1598	1007	550	422	201
Sat	03/29/14	3403	0	244	285	471	623	422	372	326	294	366	0	0	0
Sun	03/30/14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	75657	1142	4256	6980	7959	8599	8407	8679	8966	8606	5867	2907	2012	1277
Mon	03/31/14	14858	469	1328	1813	2039	1868	1931	1667	1151	861	695	411	386	239
	Month Total	282511	4946	16583	25656	31560	32298	31155	31759	32210	30269	22363	11237	7683	4792
	Cumulative Percent		2%	6%	9%	11%	11%	11%	11%	11%	11%	8%	4%	3%	2%
	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 3/1/2014 to 3/31/2014

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1942
	Benefit Package / Covered Services	311
	Billing Number	147
	Card	275
	Certificate of Coverage	38
	Change	126
	Citizenship Verification Questions	2
	Estate Recovery	16
	Hearing	2
	Patient Liability	46
	Program Information	351
	Under 21 Inquiry	5
	Total	3261
<i>BCCP</i>	Application / Eligibility	4
	Benefit Package / Covered Services	0
	Card	1
	Change	2
	Estate Recovery	0
	Hearing	0
	Participating Site Information	0
	Program Information	2
	Total	9
<i>Consumer Guide</i>	Questions From Consumer Guide	25
	Total	25
<i>EOMB</i>	General Information	38
	Questions About Letter	4
	Total	42

FFS Billing	Billing Number	394
	Claims Request	13
	General Billing Questions	401
	Received Bill (Needs Letter)	17
	Total	825
General Benefits	Dental	282
	Equipment	63
	Family Planning	39
	Healthchek Services	5
	Inquiry on Covered Services	1503
	Medicaid Expansion	3305
	Medicaid School Program	2
	Medlist Assist	12
	Pregnancy Related Services	11
	Prescriptions	610
	Transportation	219
	Vision	166
	Total	6217
Healthy Start	Application / Eligibility	1595
	Benefit Package / Covered Services	210
	Billing Number	271
	Card	353
	Certificate of Coverage	68
	Change	119
	Citizenship Verification Questions	2
	Estate Recovery	2
	Hearing	6
	Program Information	716
	Total	3342
HIPAA	Complaint	0
	Information	0
	Request for Accounting for Disclosure	0

HIPAA	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
	Total	0
Home Health Care	Application / Eligibility	8
	Benefit Package / Covered Services	6
	BHCS Complaint	0
	BHCS Questions	0
	Card	2
	Hearing	1
	HSFA Questions	0
	Passport	0
	Program Information	13
	Provider	1
	Status	1
	Total	32
Incident Report	Billing Inquiry	61
	Reimbursement Inquiry	10
	Total	71
Information	Cash Assistance	9
	CDJFS	270
	Customer Survey	4
	Food Stamps	57
	Hotline	259
	Medicare	132
	Social Security	15
	Total	746
Inquiry	029 Error	53
	574 Error - Not Eligible	2
	Already Selected	1539
	Called to Check on Doctors	588
	Called to Check on Just Cause Status	58
	Case Addition	21
	Case Closed	100

<i>Inquiry</i>	Case Pending	910
	Category Closed	78
	Change in Name	72
	Change in Phone Number / Address	255
	CIC - Do Not Assign	7
	Consumer Needs To Be Auto Re-Enrolled	6
	Failed Eligibility	242
	General Questions	14197
	Open Enrollment Questions	648
	Person Calling Not PIP / AG Head	220
	Referred Consumer to County Worker	1297
	Returned NME / Notice	4
	Transferred in Error	6
	Wanted Phone Number of MCP	166
	Total	20469
<i>Issue / Concern</i>	Issue / Concern about MCP	12
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	3
	Issue / Concern with ODM	1
	Total	16
<i>Limited Family Planning Services</i>	Application / Eligibility	107
	Benefit Package / Covered Services	158
	Billing Number	4
	Card	26
	Certificate of Coverage	10
	Change	14
	Hearing	1
	Program Information	198
	Total	518
<i>Long Term Care</i>	Application / Eligibility	13

Long Term Care	Benefit Package / Covered Services	9
	Card	1
	Community Spouse	0
	Estate Recovery	5
	Hearing	1
	Ohio Access Success Project	0
	Patient Liability	6
	Program Information	20
	Total	55
Mailings	"Getting Long Term Care" Pamphlet	4
	ABD Application Letter - 7200	552
	ABD EMP Enrollment Packet	88
	ABD Pamphlet - Spanish	1
	Approved Letter	64
	BCCP Brochure	4
	Billing Incident Letter	60
	Call Me Letter	0
	CFC EMP Enrollment Packet	187
	Citizenship Verification Brochure	2
	CPA Letter	0
	CPA Letter - Blank	880
	Enrollment Error Letter	0
	Healthy Start Brochure	11
	HIPAA Notice	5
	HS/HF Information	14
	ICDS Enrollment Letter	17052
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	336
	JC Approval Change MCP - Requestor	25
JC Approval FFS	0	

Mailings	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	0
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	2
	MBI Program Brochure	0
	MBI-WD Application	6
	Medicaid Program Enrollment & Benefit Information	72
	MyCare EMP Enrollment Packet	57
	N1 Reminder Letter	44173
	N3 ABD Reminder Letter	1841
	No Contact	1
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	2
	Patient Liability Lbl	0
	PHI Brochure	3
	QMB - Blank	284
	Reimbursement Letter	8
	Rejected - General	128
	Rejected - General ABD	46
	Rejected - SSI-BCMh-CIC	9
	Residential Treatment Letter	7
	Resolution	1
	Resolution Declined	0
	Spend Down Approval	3
	Spend Down Denial	0
	TPL Approval	0
	TPL Verification Needed	0
	Total	65928

Managed Care Info & Referral	Benefit Package	523
	Billing Number	81
	Card	752
	Information	3657
	Just Cause Status	46
	Payment	11
	Phone Numbers	508
	Provider Name	399
	Transfer Request - Bureau of Managed Care	5
	Total	5982
MBI-WD	AG Collections Questions	4
	Application / Eligibility	21
	Benefit Package / Covered Services	11
	Billing Number	1
	Card	5
	Certificate of Coverage	3
	Premium Collection Issue - Needs Follow-Up	3
	Program Information	28
	Questions About Premiums	33
	Total	109
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	11
	Unable to Reach - Letter Sent - Resolved	9
	Total	20
Medicare Part D	Application / Eligibility	25
	Information	176
	Questions About Letter	7
	Total	208
Medicare Premium Assistance	Application / Eligibility	441
	Benefit Package / Covered Services	204
	Billing Number	6
	Card	96
	Certificate of Coverage	11

Medicare Premium Assistance	Change	40
	Estate Recovery	4
	Hearing	1
	Patient Liability	10
	Program Information	483
	Total	1296
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
MyCare Ohio	General Information	3209
	Total	3209
ODM Survey	Managed Care Survey	2
	Total	2
Ohio Benefits Self Service Portal	Access my Benefits	39
	Account Creation/Management	15
	Account Lock Out	36
	Application Assistance	869
	Apply for Benefits	1501
	County Office Location/Hours	63
	Electronic Verification	36
	Forgot Password Link	11
	Forgot User Name Link	10
	Frequently Asked Questions	909
	General Navigation	175
	How to use this Site	140
	Internet Browser Issue	35
	Message Center	9
	Provided Link to Website	1545
	Submit Error Issue	45
	Transfer Call to Tier 2/3	55
	Total	5493

Ohio Integrated Eligibility System (OIES)	After Hours (After 4 pm) Telephone Application Intake	333
	Business Hours (8am to 4pm) Telephone Application Intake	3940
	Case Inquiry/Case Status	4523
	Contact CDJS	1021
	Electronic Verification Process	351
	Journal Creation & Management	0
	MAGI (Modified Adjusted Gross Income) Program Information	1303
	Notice of Action Explanation	35
	Total	11506
Ohio's Best RX	Program Information	10
	Referred Caller	9
	Total	19
Other Medicaid Program	Application / Eligibility	844
	Benefit Package / Covered Services	251
	Billing Number	136
	Card	176
	Certificate of Coverage	9
	Change	139
	Citizenship Verification Questions	4
	Estate Recovery	7
	Hearing	4
	Program Information	361
	Total	1931
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	0
	Provider	0

PACT	Transfer Request	0
	Total	0
Prior Authorization	How to Obtain	295
	Letter	7
	Program Information	271
	Status	201
	Transfer Request - Needs Follow-Up	1
	Total	775
Provider	Fee-For-Service Provider Names	212
	Referred to MCP For Provider List	74
	Referred to ODM Website For Provider List	71
	Referred to State Board To File Complaint Against Provider	1
	Total	358
Reimbursement	Decision	20
	Information	323
	State Hearing	5
	Total	348
Spend Down	Amount	674
	Card	216
	Certificate of Coverage	44
	Hearing	9
	Problem	92
	Program Information	907
	Total	1942
State Hearings	How to Request	44
	Program Information	57
	Status	3
	Total	104
Surveys	Call Center Survey	0
	Total	0

Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	12
	General Information	134
	Need Medications Now	12
	Referral to Case Worker	162
	Referral to TPL Vendor	28
	Total	348
Tort	General Information	110
	Provided Number to Tort Unit	11
	Total	121
Waiver	Application / Eligibility	119
	Benefit Package / Covered Services	51
	Billing Number	8
	Card	31
	Certificate of Coverage	7
	Change	32
	Estate Recovery	9
	Hearing	0
	Independent Provider	6
	Patient Evaluation	1
	Patient Liability	11
	Program Information	107
	Waiting List	5
	Total	387
Grand Total All Categories		135714

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

Calls made from 3/1/2014 to 3/31/2014

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	166
	ACS / First Health	136
	ADAMH	4
	Area Agency on Aging	73
	BCCP Regional Agency	4
	BCMh	13
	Bureau of Home and Community Services	2
	Case Management Agency	12
	Caseworker	1003
	Child Support Enforcement Agency	6
	Complaint Department	18
	County Department of Job & Family Services	2045
	Enrollment Administration Services (EAS)	0
	First Link	7
	Food Stamp Hotline	14
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	2
	HomeHealthAgency	6
	Info & Refer	72
	In-House	0
	Legal Aid	3
	Managed Care Enrollment Center	33
	Managed Care Plan	1025
	Managed Care Section	39
	MR / DD Board	2
	ODM	28
	Ohio Department of Insurance	75
Ohio Hospice	0	

Referral	Ohio's Best Rx	4
	Ombudsman	8
	OSHIIP	59
	Other Medical Services Agency	46
	Other Social Services Agency	8
	Out-of-State Medicaid Hotline	13
	PACT	0
	Pharmacy	86
	Prescription Drug Plan (PDP)	50
	Provider	502
	Provider Services Call Center	274
	Public Children's Services	10
	Social Security Administration	37
	StateHearingDivision	57
	StateMedicalBoard	16
	Supervisor	34
	Tort Unit	9
	Website - ODM	368
	Welfare Fraud Hotline	2
	WIC Office	1
Total		6372

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 4/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	625	77.07%	392	79.19%	13	92.86%	1030	78.03%
Call Campaign	125	15.41%	89	17.98%	1	7.14%	215	16.29%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	61	7.52%	14	2.83%	0	0.00%	75	5.68%
TOTAL	811	100%	495	100%	14	100%	1320	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 4/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	625	60.68%	392	38.06%	13	1.26%	1030	100%
Call Campaign	125	58.14%	89	41.40%	1	0.47%	215	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	61	81.33%	14	18.67%	0	0.00%	75	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: 4/1/2014**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	4		3		2	
	North East	35		30		1	
	West	31		18		1	
	Total	70	8.63%	51	10.30%	4	25.00%
Caresource	Central/South East	138		58		0	
	North East	215		145		4	
	West	147		96		0	
	Total	500	61.65%	299	60.40%	4	25.00%
Molina	Central/South East	38		29		1	
	North East	7		1		1	
	West	31		30		0	
	Total	76	9.37%	60	12.12%	2	12.50%
Paramount	Central/South East	1		4		0	
	North East	6		6		1	
	West	44		18		5	
	Total	51	6.29%	28	5.66%	6	37.50%
United	Central/South East	22		16		0	
	North East	62		29		0	
	West	30		12		0	
	Total	114	14.06%	57	11.52%	0	0.00%
Total Mandatory		811	100.00%	495	100.00%	16	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 4/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	4	1.97%	3	2.73%	2	66.67%
	Caresource	138	67.98%	58	52.73%	0	0.00%
	Molina	38	18.72%	29	26.36%	1	33.33%
	Paramount	1	0.49%	4	3.64%	0	0.00%
	United	22	10.84%	16	14.55%	0	0.00%
	Total	203	100.00%	110	100.00%	3	100.00%
North East	Buckeye	35	10.77%	30	14.22%	1	14.29%
	Caresource	215	66.15%	145	68.72%	4	57.14%
	Molina	7	2.15%	1	0.47%	1	14.29%
	Paramount	6	1.85%	6	2.84%	1	14.29%
	United	62	19.08%	29	13.74%	0	0.00%
	Total	325	100.00%	211	100.00%	7	100.00%
West	Buckeye	31	10.95%	18	10.34%	1	16.67%
	Caresource	147	51.94%	96	55.17%	0	0.00%
	Molina	31	10.95%	30	17.24%	0	0.00%
	Paramount	44	15.55%	18	10.34%	5	83.33%
	United	30	10.60%	12	6.90%	0	0.00%
	Total	283	100.00%	174	100.00%	6	100.00%
Total Mandatory		811		495		16	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 4/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	313	610	923
North East	536	1154	1690
West	457	661	1118
Total For All Regions	1306	2425	3731

**AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 4/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	4	3	7	143	150	16.25%
	Caresource	138	58	196	196	392	42.47%
	Molina	38	29	67	111	178	19.28%
	Paramount	1	4	5	94	99	10.73%
	United	22	16	38	66	104	11.27%
	Total	203	110	313	610	923	100.00%
North East	Buckeye	35	30	65	219	284	16.80%
	Caresource	215	145	360	100	460	27.22%
	Molina	7	1	8	365	373	22.07%
	Paramount	6	6	12	292	304	17.99%
	United	62	29	91	178	269	15.92%
	Total	325	211	536	1154	1690	100.00%
West	Buckeye	31	18	49	133	182	16.28%
	Caresource	147	96	243	182	425	38.01%
	Molina	31	30	61	129	190	16.99%
	Paramount	44	18	62	110	172	15.38%
	United	30	12	42	107	149	13.33%
	Total	283	174	457	661	1118	100.00%
Total Mandatory		811	495	1306	2425	3731	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 4/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	14977	61.74%	3985	72.51%	15	93.75%	18977	63.74%
Call Campaign	2987	12.31%	715	13.01%	1	6.25%	3703	12.44%
Face-To-Face	2	0.01%	0	0.00%	0	0.00%	2	0.01%
Mail	15	0.06%	12	0.22%	0	0.00%	27	0.09%
Website	6278	25.88%	784	14.26%	0	0.00%	7062	23.72%
TOTAL	24259	100%	5496	100%	16	100%	29771	100%

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 4/1/2014

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	14977	78.92%	3985	21.00%	15	0.08%	18977	100%
Call Campaign	2987	80.66%	715	19.31%	1	0.03%	3703	100%
Face-To-Face	2	100.00%	0	0.00%	0	0.00%	2	100%
Mail	15	55.56%	12	44.44%	0	0.00%	27	100%
Website	6278	88.90%	784	11.10%	0	0.00%	7062	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: 4/1/2014

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	153		30		1	
	North East	985		206		3	
	West	927		218		5	
	Total	2065	8.51%	454	8.26%	9	33.33%
Caresource	Central/South East	3555		890		2	
	North East	4949		1162		3	
	West	5393		1339		4	
	Total	13897	57.29%	3391	61.70%	9	33.33%
Molina	Central/South East	1687		350		2	
	North East	253		43		0	
	West	687		188		2	
	Total	2627	10.83%	581	10.57%	4	14.81%
Paramount	Central/South East	93		28		0	
	North East	158		22		1	
	West	1822		335		1	
	Total	2073	8.55%	385	7.01%	2	7.41%
United	Central/South East	1225		254		1	
	North East	1518		275		0	
	West	854		156		2	
	Total	3597	14.83%	685	12.46%	3	11.11%
Total Mandatory		24259	100.00%	5496	100.00%	27	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 4/1/2014

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	153	2.28%	30	1.93%	1	16.67%
	Caresource	3555	52.96%	890	57.35%	2	33.33%
	Molina	1687	25.13%	350	22.55%	2	33.33%
	Paramount	93	1.39%	28	1.80%	0	0.00%
	United	1225	18.25%	254	16.37%	1	16.67%
	Total	6713	100.00%	1552	100.00%	6	100.00%
North East	Buckeye	985	12.53%	206	12.06%	3	42.86%
	Caresource	4949	62.94%	1162	68.03%	3	42.86%
	Molina	253	3.22%	43	2.52%	0	0.00%
	Paramount	158	2.01%	22	1.29%	1	14.29%
	United	1518	19.31%	275	16.10%	0	0.00%
	Total	7863	100.00%	1708	100.00%	7	100.00%
West	Buckeye	927	9.57%	218	9.75%	5	35.71%
	Caresource	5393	55.70%	1339	59.88%	4	28.57%
	Molina	687	7.09%	188	8.41%	2	14.29%
	Paramount	1822	18.82%	335	14.98%	1	7.14%
	United	854	8.82%	156	6.98%	2	14.29%
	Total	9683	100.00%	2236	100.00%	14	100.00%
Total Mandatory		24259		5496		27	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 4/1/2014

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	8265	7798	16063
North East	9571	7908	17479
West	11919	9651	21570
Total For All Regions	29755	25357	55112

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 4/1/2014

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	153	30	183	1795	1978	12.31%
	Caresource	3555	890	4445	1528	5973	37.18%
	Molina	1687	350	2037	1499	3536	22.01%
	Paramount	93	28	121	1634	1755	10.93%
	United	1225	254	1479	1342	2821	17.56%
	Total	6713	1552	8265	7798	16063	100.00%
North East	Buckeye	985	206	1191	1822	3013	17.24%
	Caresource	4949	1162	6111	297	6408	36.66%
	Molina	253	43	296	2095	2391	13.68%
	Paramount	158	22	180	2011	2191	12.54%
	United	1518	275	1793	1683	3476	19.89%
	Total	7863	1708	9571	7908	17479	100.00%
West	Buckeye	927	218	1145	1959	3104	14.39%
	Caresource	5393	1339	6732	1760	8492	39.37%
	Molina	687	188	875	1970	2845	13.19%
	Paramount	1822	335	2157	1816	3973	18.42%
	United	854	156	1010	2146	3156	14.63%
	Total	9683	2236	11919	9651	21570	100.00%
Total Mandatory		24259	5496	29755	25357	55112	