



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

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Ohio Consumer Hotline Monthly Report January 2015

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 5,615 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 61. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or Xerox 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, February 03, 2015.

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 229 calls coming in through this queue for this month.

Activity Summary

- 274,889 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 241,582 Total Calls (inbound and outbound)
 - 24,728 Call Fire Campaign Calls
 - 2,735 MyCare Outreach Calls
 - 5,615 Provider Calls
 - 229 Insure Kids Now/Governor's Hotline
- 4% abandonment rate
- 6:16 minutes average talk time
- 1:39 minute average speed to answer
- 65 average CSR inbound calls per day

Ohio Consumer Hotline
January 2015
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	12/29/14	7576	7255	2176	27	7603	321	4%	1090	8693	:25:17	:04:39	62	:02:21	:06:52
Tue	12/30/14	6958	6671	2171	25	6983	287	4%	2701	9684	:23:50	:04:26	63	:02:10	:07:01
Wed	12/31/14	4632	4478	802	16	4648	154	3%	2665	7313	:21:41	:04:13	62	:01:59	:06:40
Thurs	01/01/15	0	0	0	82	82	0	0%	0	82	:00:00	:00:00	0	:00:00	:00:00
Fri	01/02/15	6118	5754	1317	20	6138	364	6%	1625	7763	:19:26	:03:02	63	:01:53	:06:35
Sat	01/03/15	949	925	73	14	963	24	3%	871	1834	:07:47	:01:14	56	:00:41	:05:46
Sun	01/04/15	0	0	0	97	97	0	0%	0	97	:00:00	:00:00	0	:00:00	:00:00
	Week end	26233	25083	6539	281	26514	1150	4%	7862	34376	:25:17	:04:09	61	:01:49	:06:43
	Jan. only	7067	6679	1390	213	7280	388	5%	2496	9776	:19:26	:03:08	60	:01:17	:06:26
Mon	01/05/15	8718	8237	2903	20	8738	481	6%	1059	9797	:23:47	:03:25	63	:02:16	:07:14
Tues	01/06/15	8454	7988	2761	31	8485	466	6%	2954	11439	:23:21	:03:46	65	:02:12	:06:53
Wed	01/07/15	8508	8106	2715	24	8532	402	5%	2905	11437	:19:30	:03:45	65	:01:52	:06:33
Thurs	01/08/15	8200	7810	2703	22	8222	390	5%	2671	10893	:22:26	:03:45	63	:01:54	:06:44
Fri	01/09/15	7281	6975	2043	17	7298	306	4%	2931	10229	:18:42	:03:28	66	:01:35	:06:31
Sat	01/10/15	896	857	69	6	902	39	4%	432	1334	:14:57	:02:12	51	:01:13	:05:39
Sun	01/11/15	0	0	0	100	100	0	0%	0	100	:00:00	:00:00	0	:00:00	:00:00
	Week end	42057	39973	13194	220	42277	2084	5%	12952	55229	:23:47	:03:38	62	:01:50	:06:44
Mon	01/12/15	8798	8380	3115	16	8814	418	5%	2436	11250	:23:46	:03:39	66	:01:58	:06:40
Tues	01/13/15	8517	8131	2643	27	8544	386	5%	3104	11648	:20:47	:03:51	65	:01:57	:06:43
Wed	01/14/15	8046	7705	2654	29	8075	341	4%	2862	10937	:17:48	:03:40	65	:01:40	:06:32
Thurs	01/15/15	9493	9017	2967	43	9536	476	5%	2718	12254	:17:57	:02:57	65	:01:24	:06:09
Fri	01/16/15	7890	7537	2306	18	7908	353	4%	3278	11186	:19:58	:03:25	67	:01:21	:06:09
Sat	01/17/15	1088	1060	98	12	1100	28	3%	403	1503	:08:02	:02:25	60	:01:28	:05:22
Sun	01/18/15	0	0	0	88	88	0	0%	0	88	:00:00	:00:00	0	:00:00	:00:00
	Week end	43832	41830	13783	233	44065	2002	5%	14801	58866	:23:46	:03:28	65	:01:38	:06:23
Mon	01/19/15	0	0	0	523	523	0	0%	0	523	:00:00	:00:00	0	:00:00	:00:00
Tues	01/20/15	11435	10822	4329	26	11461	613	5%	3330	14791	:22:04	:03:35	71	:01:50	:06:20
Wed	01/21/15	10308	9902	3670	36	10344	406	4%	4451	14795	:22:07	:03:55	71	:01:46	:05:56
Thurs	01/22/15	9736	9350	3279	31	9767	386	4%	3667	13434	:17:13	:03:12	72	:01:33	:05:50
Fri	01/23/15	8852	8547	2602	25	8877	305	3%	3479	12356	:13:19	:03:07	72	:01:39	:05:58
Sat	01/24/15	1141	1104	141	8	1149	37	3%	266	1415	:12:12	:02:53	66	:01:14	:05:32
Sun	01/25/15	0	0	0	131	131	0	0%	0	131	:00:00	:00:00	0	:00:00	:00:00
	Week end	41472	39725	14021	780	42252	1747	4%	15193	57445	:22:07	:03:28	70	:01:36	:06:00
Mon	01/26/15	10765	10255	3811	31	10796	510	5%	2972	13768	:21:13	:03:26	73	:01:57	:05:58
Tues	01/27/15	9047	8644	2830	35	9082	403	4%	3952	13034	:16:27	:03:28	73	:01:35	:05:46
Wed	01/28/15	8162	7858	2497	37	8199	304	4%	3317	11516	:18:55	:03:48	69	:01:58	:06:15
Thurs	01/29/15	7608	7322	2348	33	7641	286	4%	2608	10249	:16:57	:03:54	69	:01:57	:06:07
Fri	01/30/15	7234	6958	1959	33	7267	276	4%	2752	10019	:12:24	:03:28	69	:02:08	:05:58
Sat	01/31/15	1521	1478	251	32	1553	43	3%	127	1680	:10:43	:02:26	62	:01:49	:05:18
	Week end	44337	42515	13696	201	44538	1822	4%	15728	60266	:21:13	:03:33	69	:01:54	:05:59
	Month End	178765	170722	56084	867	179632	8043	4%	61170	241582	:23:47	:03:31	65	:01:39	:06:16

Call Center Busy Hour Report

January 2015

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	01/01/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fri	01/02/15	6118	57	221	393	635	769	752	758	781	805	512	217	131	87
Sat	01/03/15	949	0	64	87	114	124	116	124	100	101	119	0	0	0
Sun	01/04/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		7067	57	285	480	749	893	868	882	881	906	631	217	131	87
Mon	01/05/15	8718	90	542	858	1036	934	872	1040	1175	890	716	300	163	102
Tues	01/06/15	8454	84	309	667	1028	1016	1049	1091	1035	955	686	286	159	89
Wed	01/07/15	8508	90	371	764	965	987	1006	1084	1146	914	636	292	152	101
Thurs	01/08/15	8200	79	327	656	905	1060	1066	1073	1055	887	588	252	156	96
Fri	01/09/15	7281	69	321	567	850	965	909	904	975	820	510	206	122	63
Sat	01/10/15	896	0	23	75	115	108	135	121	104	109	106	0	0	0
Sun	01/11/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		42057	412	1893	3587	4899	5070	5037	5313	5490	4575	3242	1336	752	451
Mon	01/12/15	8798	125	357	744	1002	1023	1029	1175	1076	1025	688	292	150	112
Tues	01/13/15	8517	89	363	765	1014	1068	1019	1011	1036	904	697	288	157	106
Wed	01/14/15	8046	87	317	759	876	998	1079	982	910	844	694	270	151	79
Thurs	01/15/15	9493	108	377	787	1090	1164	1093	1199	1139	981	804	345	251	155
Fri	01/16/15	7890	95	428	768	835	1007	941	968	1033	866	518	224	132	75
Sat	01/17/15	1088	0	79	101	143	135	132	134	140	110	114	0	0	0
Sun	01/18/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		43832	504	1921	3924	4960	5395	5293	5469	5334	4730	3515	1419	841	527
Mon	01/19/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	01/20/15	11435	218	712	1104	1298	1160	1269	1248	1217	1295	976	485	287	166
Wed	01/21/15	10308	183	625	1057	1324	1284	1243	1178	1017	957	789	339	200	112
Thurs	01/22/15	9736	121	502	922	1214	1086	1242	1176	1137	1027	665	321	199	124
Fri	01/23/15	8852	131	444	831	998	1094	1023	1120	1105	1019	652	225	137	73
Sat	01/24/15	1141	0	77	111	142	157	141	162	116	117	118	0	0	0
Sun	01/25/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Week Ending		41472	653	2360	4025	4976	4781	4918	4884	4592	4415	3200	1370	823	475
Mon	01/26/15	10765	142	512	955	1191	1347	1243	1315	1197	1267	802	404	242	148
Tue	01/27/15	9047	128	455	1034	1148	996	927	913	956	1028	832	337	180	113
Wed	01/28/15	8162	110	436	810	909	850	734	903	1099	927	725	342	208	109
Thu	01/29/15	7608	117	338	708	934	901	872	856	923	832	593	251	172	111
Fri	01/30/15	7234	118	359	606	842	915	843	828	865	820	544	250	155	89
Sat	01/31/15	1521	0	120	99	164	184	180	196	203	161	214	0	0	0
Week Ending		44337	615	2220	4212	5188	5193	4799	5011	5243	5035	3710	1584	957	570
Month Total		178765	2241	8679	16228	20772	21332	20915	21559	21540	19661	14298	5926	3504	2110
Cumulative Percent			1%	5%	9%	12%	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 1/1/2015 to 1/31/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1509
	Benefit Package / Covered Services	199
	Billing Number	64
	Card	168
	Certificate of Coverage	22
	Change	96
	Citizenship Verification Questions	1
	Estate Recovery	14
	Hearing	1
	Patient Liability	14
	Program Information	309
	Under 21 Inquiry	11
	Total	2408
<i>BCCP</i>	Application / Eligibility	7
	Benefit Package / Covered Services	4
	Card	2
	Change	0
	Estate Recovery	2
	Hearing	0
	Participating Site Information	1
	Program Information	7
	Total	23
<i>Consumer Guide</i>	Questions From Consumer Guide	1
	Total	1
<i>DRC</i>	Application status	71
	Benefit Package / Covered Services	6
	Care coordination questions	0

DRC	Chose to remain with existing MCP	11
	Declined application / MCP enrollment	2
	General inquiry	10
	MCP change completed	12
	MCP enrollment completed	109
	MCP enrollment status	28
	Phone application completed	59
	Total	308
EOMB	General Information	246
	Questions About Letter	36
	Total	282
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	2
	ODM Inquiry	218
	Sent Email	221
	Sent Letter	3
	Web Contact	18
	Total	462
FFS Billing	Billing Number	516
	Claims Request	22
	General Billing Questions	499
	Received Bill (Needs Letter)	34
	Total	1071
General Benefits	Dental	304
	Equipment	47
	Family Planning	4
	Healthchek Services	13
	Inquiry on Covered Services	2685
	Medicaid Expansion	2501
	Medicaid School Program	2
	Medlist Assist	6

General Benefits	Pregnancy Related Services	9
	Prescriptions	721
	Transportation	297
	Vision	153
	Total	6742
Healthy Start	Application / Eligibility	2287
	Benefit Package / Covered Services	231
	Billing Number	164
	Card	317
	Certificate of Coverage	28
	Change	105
	Citizenship Verification Questions	3
	Estate Recovery	2
	Hearing	1
	Program Information	1235
	Total	4373
HIPAA	Complaint	1
	Information	8
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
Total	9	
Home Health Care	Application / Eligibility	11
	Benefit Package / Covered Services	4
	BHCS Complaint	0
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	1
	Passport	0
	Program Information	25
Provider	6	

Home Health Care	Status	2
	Total	49
Incident Report	Billing Inquiry	89
	Reimbursement Inquiry	5
	Total	94
Information	Cash Assistance	14
	CDJFS	1249
	Customer Survey	0
	Food Stamps	75
	Hotline	190
	Medicare	218
	Social Security	12
	Total	1758
Inquiry	029 Error	44
	574 Error - Not Eligible	10
	Already Selected	1665
	Called to Check on Doctors	342
	Called to Check on Just Cause Status	102
	Case Addition	54
	Case Closed	231
	Case Pending	517
	Category Closed	62
	Change in Name	120
	Change in Phone Number / Address	613
	CIC - Do Not Assign	6
	Consumer Needs To Be Auto Re-Enrolled	29
	Failed Eligibility	387
	General Questions	16444
	Open Enrollment Questions	1397
	Person Calling Not PIP / AG Head	296
	Referred Consumer to County Worker	3474

<i>Inquiry</i>	Returned NME / Notice	8
	Transferred in Error	28
	Wanted Phone Number of MCP	468
	Total	26297
<i>Issue / Concern</i>	Issue / Concern about MCP	161
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	8
	Issue / Concern with ODM	11
	Total	181
<i>Limited Family Planning Services</i>	Application / Eligibility	39
	Benefit Package / Covered Services	36
	Billing Number	2
	Card	12
	Certificate of Coverage	2
	Change	1
	Hearing	0
	Program Information	50
	Total	142
<i>Long Term Care</i>	Application / Eligibility	11
	Benefit Package / Covered Services	3
	Card	2
	Community Spouse	1
	Estate Recovery	4
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	4
	Program Information	15
	Total	40
<i>Mailings</i>	"Getting Long Term Care" Pamphlet	5
	ABD Application Letter - 7200	546

Mailings	ABD EMP Enrollment Packet	50
	ABD Pamphlet - Spanish	5
	Approved Letter	108
	BCCP Brochure	0
	Billing Incident Letter	72
	Call Me Letter	0
	CFC EMP Enrollment Packet	56
	Citizenship Verification Brochure	1
	CPA Letter	0
	CPA Letter - Blank	412
	Enrollment Error Letter	0
	Healthy Start Brochure	12
	HIPAA Notice	6
	HS/HF Information	7
	ICDS Enrollment Letter	703
	Immigrants Medicaid - Somali	1
	JC Approval Change MCP	1651
	JC Approval Change MCP - Requestor	64
	JC Approval FFS	1
	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	0
	MBI Program Brochure	1
	MBI-WD Application	6
	Medicaid Program Enrollment & Benefit Information	181
	MyCare EMP Enrollment Packet	77

Mailings	MyCare TPL Approval Letter	5
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	4
	N1 Reminder Letter	18638
	N3 ABD Reminder Letter	615
	No Contact	0
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	7
	OMH Mandatory MyCare Letter	36
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	761
	Reimbursement Letter	1
	Rejected - General	145
	Rejected - General ABD	23
	Rejected - SSI-BCMh-CIC	22
	Residential Treatment Letter	4
	Resolution	2
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	2
	TPL Approval	0
	TPL Verification Needed	0
Total	24231	
Managed Care Info & Referral	Benefit Package	668
	Billing Number	189
	Card	1443
	Information	4981
	Just Cause Status	83
	Payment	14
	Phone Numbers	1043
	Provider Name	738

Managed Care Info & Referral	Transfer Request - Bureau of Managed Care	2
	Total	9161
MBI-WD	AG Collections Questions	10
	Application / Eligibility	21
	Benefit Package / Covered Services	12
	Billing Number	1
	Card	5
	Certificate of Coverage	2
	Premium Collection Issue - Needs Follow-Up	6
	Program Information	54
	Questions About Premiums	53
	Total	164
Medicare Part D	Application / Eligibility	208
	Information	711
	Questions About Letter	20
	Total	939
Medicare Premium Assistance	Application / Eligibility	637
	Benefit Package / Covered Services	298
	Billing Number	16
	Card	141
	Certificate of Coverage	27
	Change	28
	Estate Recovery	0
	Hearing	3
	Patient Liability	15
	Program Information	795
Total	1960	
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	0

<i>Mental Health Services</i>	Request Benefits Balance - Needs Follow-Up	0
	Total	0
<i>MyCare Ohio</i>	General Information	2533
	Issue Accessing Services	240
	Loss of MyCare Eligibility	169
	Medicaid Only Benefit Information	664
	MyCare Ohio Card	433
	October 2014 MyCare Passive Enrollment Letter	96
	On-site facilitated enrollment	46
	Opt-In/Opt-Out Questions	1309
	Prescription Questions	514
	Transition of Care	42
	Total	6046
<i>ODM Survey</i>	Managed Care Survey	0
	Total	0
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	113
	Account Creation/Management	25
	Account Lock Out	173
	Application Assistance	438
	Apply for Benefits	326
	County Office Location/Hours	43
	Electronic Verification	10
	Forgot Password Link	71
	Forgot User Name Link	55
	Frequently Asked Questions	210
	General Navigation	180
	How to use this Site	119
	Internet Browser Issue	17
Message Center	8	

Ohio Benefits Self Service Portal	Provided Link to Website	487
	Submit Error Issue	121
	Transfer Call to Tier 2/3	115
	Total	2511
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	1647
	Case Inquiry/Case Status	4105
	Contact CDJS	869
	Did Not Give Audio Signature to Complete Telephone Application	25
	Electronic Verification Process	107
	Journal Creation & Management	43
	MAGI (Modified Adjusted Gross Income) Program Information	837
	Notice of Action Explanation	235
	Reprint FFS card from Hotline	9
	Reprint NOA from Hotline	3
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	551
	Total	8431
	Ohio's Best RX	Program Information
Referred Caller		6
Total		19
Other Medicaid Program	Application / Eligibility	2118
	Benefit Package / Covered Services	690
	Billing Number	176
	Card	347
	Certificate of Coverage	17
	Change	437
	Citizenship Verification Questions	3
	Estate Recovery	4

Other Medicaid Program	Hearing	10
	Program Information	1100
	Total	4902
PACT	Card	0
	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	1
	Provider	0
	Transfer Request	0
	Total	1
Prior Authorization	How to Obtain	205
	Letter	8
	Program Information	196
	Status	143
	Transfer Request - Needs Follow-Up	3
	Total	555
Provider	Fee-For-Service Provider Names	214
	Referred to MCP For Provider List	79
	Referred to ODM Website For Provider List	37
	Referred to State Board To File Complaint Against Provider	3
	Total	333
Reimbursement	Decision	24
	Information	247
	State Hearing	4
	Total	275
Spend Down	Amount	934
	Card	278
	Certificate of Coverage	50
	Hearing	13
	Problem	130
	Program Information	1266
	Total	2671

State Hearings	How to Request	53
	Program Information	71
	Status	6
	Total	130
Surveys	Call Center Survey	701
	Total	701
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	3
	General Information	153
	Need Medications Now	11
	Referral to Case Worker	130
	Referral to TPL Vendor	41
	Total	338
Tort	General Information	7
	Provided Number to Tort Unit	7
	Total	14
Waiver	Application / Eligibility	135
	Benefit Package / Covered Services	57
	Billing Number	4
	Card	34
	Certificate of Coverage	5
	Change	12
	Estate Recovery	6
	Hearing	2
	Independent Provider	11
	Patient Evaluation	7
	Patient Liability	16
	Program Information	160
	Waiting List	5
	Total	454
Grand Total All Categories		108076

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

Calls made from 1/1/2015 to 1/31/2015

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	911
	ACS / First Health	88
	ADAMH	11
	Area Agency on Aging	58
	BCCP Regional Agency	3
	BCMh	21
	Bureau of Home and Community Services	2
	Case Management Agency	18
	Caseworker	2065
	Child Support Enforcement Agency	3
	Complaint Department	29
	County Department of Job & Family Services	4332
	First Link	3
	Food Stamp Hotline	14
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	2
	HomeHealthAgency	11
	Info & Refer	350
	In-House	3
	Legal Aid	1
	Managed Care Plan	1679
	Managed Care/Just Cause Section	14
	MR / DD Board	2
	ODM	46
	Ohio Department of Insurance	26
	Ohio Hospice	0
	Ohio's Best Rx	12
Ombudsman	16	

Referral	OSHIIP	204
	Other Medical Services Agency	57
	Other Social Services Agency	31
	Out-of-State Medicaid Hotline	28
	PACT	0
	Pharmacy	158
	Prescription Drug Plan (PDP)	289
	Provider	402
	Provider Services Call Center	391
	Public Children's Services	25
	Social Security Administration	73
	StateHearingDivision	105
	StateMedicalBoard	12
	Supervisor	60
	Tort Unit	7
	Website - ODM	101
	Welfare Fraud Hotline	1
WIC Office	0	
Total		11664

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 2/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	222	65.49%	308	88.25%	14	93.33%	544	77.38%
Call Campaign	86	25.37%	35	10.03%	0	0.00%	121	17.21%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	1	0.29%	0	0.00%	0	0.00%	1	0.14%
Website	30	8.85%	6	1.72%	1	6.67%	37	5.26%
TOTAL	339	100%	349	100%	15	100%	703	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 2/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	222	40.81%	308	56.62%	14	2.57%	544	100%
Call Campaign	86	71.07%	35	28.93%	0	0.00%	121	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	1	100.00%	0	0.00%	0	0.00%	1	100%
Website	30	81.08%	6	16.22%	1	2.70%	37	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: 2/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	8		2		4	
	North East	26		80		0	
	West	21		8		1	
	Total	55	16.22%	90	25.79%	5	33.33%
CareSource	Central/South East	43		42		3	
	North East	81		47		3	
	West	50		39		2	
	Total	174	51.33%	128	36.68%	8	53.33%
Molina	Central/South East	24		23		1	
	North East	5		8		0	
	West	12		12		0	
	Total	41	12.09%	43	12.32%	1	6.67%
Paramount	Central/South East	1		6		0	
	North East	4		1		0	
	West	18		13		1	
	Total	23	6.78%	20	5.73%	1	6.67%
United	Central/South East	9		5		0	
	North East	25		53		0	
	West	12		10		0	
	Total	46	13.57%	68	19.48%	0	0.00%
Total Mandatory		339	100.00%	349	100.00%	15	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 2/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	8	9.41%	2	2.56%	4	50.00%
	CareSource	43	50.59%	42	53.85%	3	37.50%
	Molina	24	28.24%	23	29.49%	1	12.50%
	Paramount	1	1.18%	6	7.69%	0	0.00%
	United	9	10.59%	5	6.41%	0	0.00%
	Total	85	100.00%	78	100.00%	8	100.00%
North East	Buckeye	26	18.44%	80	42.33%	0	0.00%
	CareSource	81	57.45%	47	24.87%	3	100.00%
	Molina	5	3.55%	8	4.23%	0	0.00%
	Paramount	4	2.84%	1	0.53%	0	0.00%
	United	25	17.73%	53	28.04%	0	0.00%
	Total	141	100.00%	189	100.00%	3	100.00%
West	Buckeye	21	18.58%	8	9.76%	1	25.00%
	CareSource	50	44.25%	39	47.56%	2	50.00%
	Molina	12	10.62%	12	14.63%	0	0.00%
	Paramount	18	15.93%	13	15.85%	1	25.00%
	United	12	10.62%	10	12.20%	0	0.00%
	Total	113	100.00%	82	100.00%	4	100.00%
Total Mandatory		339		349		15	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 2/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	163	111	274
North East	330	168	498
West	195	116	311
Total For All Regions	688	395	1083

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 2/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	8	2	10	19	29	10.58%
	CareSource	43	42	85	44	129	47.08%
	Molina	24	23	47	22	69	25.18%
	Paramount	1	6	7	14	21	7.66%
	United	9	5	14	12	26	9.49%
	Total	85	78	163	111	274	100.00%
North East	Buckeye	26	80	106	37	143	28.71%
	CareSource	81	47	128	71	199	39.96%
	Molina	5	8	13	21	34	6.83%
	Paramount	4	1	5	17	22	4.42%
	United	25	53	78	22	100	20.08%
	Total	141	189	330	168	498	100.00%
West	Buckeye	21	8	29	23	52	16.72%
	CareSource	50	39	89	55	144	46.30%
	Molina	12	12	24	25	49	15.76%
	Paramount	18	13	31	6	37	11.90%
	United	12	10	22	7	29	9.32%
	Total	113	82	195	116	311	100.00%
Total Mandatory		339	349	688	395	1083	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 2/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11779	64.20%	3145	85.23%	17	65.38%	14941	67.72%
Call Campaign	3386	18.46%	360	9.76%	4	15.38%	3750	17.00%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	2	0.01%	1	0.03%	0	0.00%	3	0.01%
Website	3179	17.33%	184	4.99%	5	19.23%	3368	15.27%
TOTAL	18346	100%	3690	100%	26	100%	22062	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method
Effective Date: 2/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11779	78.84%	3145	21.05%	17	0.11%	14941	100%
Call Campaign	3386	90.29%	360	9.60%	4	0.11%	3750	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	2	66.67%	1	33.33%	0	0.00%	3	100%
Website	3179	94.39%	184	5.46%	5	0.15%	3368	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: 2/1/2015

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	298		32		0	
	North East	1102		821		5	
	West	831		92		1	
	Total	2231	12.13%	945	25.56%	6	23.08%
CareSource	Central/South East	2818		527		3	
	North East	3785		625		5	
	West	3891		622		1	
	Total	10494	57.07%	1774	47.98%	9	34.62%
Molina	Central/South East	984		159		0	
	North East	179		44		4	
	West	459		63		1	
	Total	1622	8.82%	266	7.20%	5	19.23%
Paramount	Central/South East	74		12		0	
	North East	211		52		0	
	West	1151		172		2	
	Total	1436	7.81%	236	6.38%	2	7.69%
United	Central/South East	756		53		1	
	North East	1238		380		1	
	West	612		43		2	
	Total	2606	14.17%	476	12.88%	4	15.38%
Total Mandatory		18389	100.00%	3697	100.00%	26	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 2/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	298	6.04%	32	4.09%	0	0.00%
	CareSource	2818	57.16%	527	67.31%	3	75.00%
	Molina	984	19.96%	159	20.31%	0	0.00%
	Paramount	74	1.50%	12	1.53%	0	0.00%
	United	756	15.33%	53	6.77%	1	25.00%
	Total	4930	100.00%	783	100.00%	4	100.00%
North East	Buckeye	1102	16.91%	821	42.72%	5	33.33%
	CareSource	3785	58.10%	625	32.52%	5	33.33%
	Molina	179	2.75%	44	2.29%	4	26.67%
	Paramount	211	3.24%	52	2.71%	0	0.00%
	United	1238	19.00%	380	19.77%	1	6.67%
	Total	6515	100.00%	1922	100.00%	15	100.00%
West	Buckeye	831	11.97%	92	9.27%	1	14.29%
	CareSource	3891	56.03%	622	62.70%	1	14.29%
	Molina	459	6.61%	63	6.35%	1	14.29%
	Paramount	1151	16.58%	172	17.34%	2	28.57%
	United	612	8.81%	43	4.33%	2	28.57%
	Total	6944	100.00%	992	100.00%	7	100.00%
Total Mandatory		18389		3697		26	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 2/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	5713	3367	9080
North East	8437	4273	12710
West	7936	3631	11567
Total For All Regions	22086	11271	33357

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 2/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	298	32	330	708	1038	11.43%
	CareSource	2818	527	3345	799	4144	45.64%
	Molina	984	159	1143	695	1838	20.24%
	Paramount	74	12	86	623	709	7.81%
	United	756	53	809	542	1351	14.88%
	Total	4930	783	5713	3367	9080	100.00%
North East	Buckeye	1102	821	1923	869	2792	21.97%
	CareSource	3785	625	4410	1007	5417	42.62%
	Molina	179	44	223	818	1041	8.19%
	Paramount	211	52	263	770	1033	8.13%
	United	1238	380	1618	809	2427	19.10%
	Total	6515	1922	8437	4273	12710	100.00%
West	Buckeye	831	92	923	741	1664	14.39%
	CareSource	3891	622	4513	896	5409	46.76%
	Molina	459	63	522	713	1235	10.68%
	Paramount	1151	172	1323	659	1982	17.13%
	United	612	43	655	622	1277	11.04%
	Total	6944	992	7936	3631	11567	100.00%
Total Mandatory		18389	3697	22086	11271	33357	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 2/1/2015

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	222	36.33%	296	48.45%	0	0.00%	518	42.29%
Call	Medicaid only	246	40.26%	211	34.53%	2	66.67%	459	37.47%
Call Campaign	Dual benefits	14	2.29%	17	2.78%	0	0.00%	31	2.53%
Call Campaign	Medicaid only	28	4.58%	16	2.62%	1	33.33%	45	3.67%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	5	0.82%	4	0.65%	0	0.00%	9	0.73%
Fax	Medicaid only	20	3.27%	23	3.76%	0	0.00%	43	3.51%
Mail	Dual benefits	6	0.98%	3	0.49%	0	0.00%	9	0.73%
Mail	Medicaid only	2	0.33%	3	0.49%	0	0.00%	5	0.41%
Website	Dual benefits	22	3.60%	15	2.45%	0	0.00%	37	3.02%
Website	Medicaid only	46	7.53%	23	3.76%	0	0.00%	69	5.63%
TOTAL		611	100%	611	100%	3	100%	1225	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 2/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	222	42.86%	296	57.14%	0	0.00%	518	100%
Call	Medicaid only	246	53.59%	211	45.97%	2	0.44%	459	100%
Call Campaign	Dual benefits	14	45.16%	17	54.84%	0	0.00%	31	100%
Call Campaign	Medicaid only	28	62.22%	16	35.56%	1	2.22%	45	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	5	55.56%	4	44.44%	0	0.00%	9	100%
Fax	Medicaid only	20	46.51%	23	53.49%	0	0.00%	43	100%
Mail	Dual benefits	6	66.67%	3	33.33%	0	0.00%	9	100%
Mail	Medicaid only	2	40.00%	3	60.00%	0	0.00%	5	100%
Website	Dual benefits	22	59.46%	15	40.54%	0	0.00%	37	100%
Website	Medicaid only	46	66.67%	23	33.33%	0	0.00%	69	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 2/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	23		25		0		48
	Central	Medicaid only	32		24		0		56
	North West	Dual benefits	9		16		0		25
	North West	Medicaid only	10		4		0		14
	South West	Dual benefits	20		19		0		39
	South West	Medicaid only	36		30		0		66
	Total			130	21.17%	118	19.31%	0	0.00%
Buckeye	North East	Dual benefits	6		13		0		19
	North East	Medicaid only	6		14		0		20
	North West	Dual benefits	7		2		0		9
	North West	Medicaid only	15		2		1		18
	West Central	Dual benefits	27		45		0		72
	West Central	Medicaid only	48		42		0		90
	Total			109	17.75%	118	19.31%	1	33.33%
CareSource	East Central	Dual benefits	41		33		0		74
	East Central	Medicaid only	15		14		0		29
	North East	Dual benefits	69		54		0		123
	North East	Medicaid only	51		39		0		90
	North East Central	Dual benefits	27		7		0		34
	North East Central	Medicaid only	12		4		0		16
	Total			215	35.02%	151	24.71%	0	0.00%
Molina	Central	Dual benefits	15		9		0		24
	Central	Medicaid only	17		14		0		31
	South West	Dual benefits	10		23		0		33
	South West	Medicaid only	28		16		1		45
	West Central	Dual benefits	3		4		0		7

Molina	West Central	Medicaid only	15		11		0		26
	Total		88	14.33%	77	12.60%	1	33.33%	
United	East Central	Dual benefits	6		70		0		76
	East Central	Medicaid only	32		47		1		80
	North East	Dual benefits	5		11		0		16
	North East	Medicaid only	14		11		0		25
	North East Central	Dual benefits	1		4		0		5
	North East Central	Medicaid only	14		4		0		18
	Total		72	11.73%	147	24.06%	1	33.33%	
Total Mandatory			614	100.00%	611	100.00%	3	100.00%	

**MyCare
HEALTH CARE PLAN ENROLLMENT TYPE
BY REGION**

Region and MCP as a Percentage of Type
Effective Date: 2/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	23	26.44%	25	34.72%	0	0.00%	48
	Aetna	Medicaid only	32	36.78%	24	33.33%	0	0.00%	56
	Molina	Dual benefits	15	17.24%	9	12.50%	0	0.00%	24
	Molina	Medicaid only	17	19.54%	14	19.44%	0	0.00%	31
	Total		87	100.00%	72	100.00%	0	100.00%	
East Central	CareSource	Dual benefits	41	43.62%	33	20.12%	0	0.00%	74
	CareSource	Medicaid only	15	15.96%	14	8.54%	0	0.00%	29
	United	Dual benefits	6	6.38%	70	42.68%	0	0.00%	76
	United	Medicaid only	32	34.04%	47	28.66%	1	100.00%	80
	Total		94	100.00%	164	100.00%	1	100.00%	
North East	Buckeye	Dual benefits	6	3.97%	13	9.15%	0	0.00%	19
	Buckeye	Medicaid only	6	3.97%	14	9.86%	0	0.00%	20
	CareSource	Dual benefits	69	45.70%	54	38.03%	0	0.00%	123
	CareSource	Medicaid only	51	33.77%	39	27.46%	0	0.00%	90
	United	Dual benefits	5	3.31%	11	7.75%	0	0.00%	16
	United	Medicaid only	14	9.27%	11	7.75%	0	0.00%	25
	Total		151	100.00%	142	100.00%	0	100.00%	
North East Central	CareSource	Dual benefits	27	50.00%	7	36.84%	0	0.00%	34
	CareSource	Medicaid only	12	22.22%	4	21.05%	0	0.00%	16
	United	Dual benefits	1	1.85%	4	21.05%	0	0.00%	5
	United	Medicaid only	14	25.93%	4	21.05%	0	0.00%	18
	Total		54	100.00%	19	100.00%	0	100.00%	
North West	Aetna	Dual benefits	9	21.95%	16	66.67%	0	0.00%	25
	Aetna	Medicaid only	10	24.39%	4	16.67%	0	0.00%	14
	Buckeye	Dual benefits	7	17.07%	2	8.33%	0	0.00%	9
	Buckeye	Medicaid only	15	36.59%	2	8.33%	1	100.00%	18
	Total		41	100.00%	24	100.00%	1	100.00%	
South West	Aetna	Dual benefits	20	21.28%	19	21.59%	0	0.00%	39
	Aetna	Medicaid only	36	38.30%	30	34.09%	0	0.00%	66
	Molina	Dual benefits	10	10.64%	23	26.14%	0	0.00%	33

South West	Molina	Medicaid only	28	29.79%	16	18.18%	1	100.00%	45
	Total		94	100.00%	88	100.00%	1	100.00%	
West Central	Buckeye	Dual benefits	27	29.03%	45	44.12%	0	0.00%	72
	Buckeye	Medicaid only	48	51.61%	42	41.18%	0	0.00%	90
	Molina	Dual benefits	3	3.23%	4	3.92%	0	0.00%	7
	Molina	Medicaid only	15	16.13%	11	10.78%	0	0.00%	26
	Total		93	100.00%	102	100.00%	0	100.00%	
Total Mandatory			614		611		3		

MyCare
ASSIGNMENT BY REGION
Effective Date: 2/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	87	12	99
	Dual benefits	72	521	593
		159	533	692
East Central	Medicaid only	108	16	124
	Dual benefits	150	480	630
		258	496	754
North East	Medicaid only	135	19	154
	Dual benefits	158	947	1105
		293	966	1259
North East Central	Medicaid only	34	4	38
	Dual benefits	39	274	313
		73	278	351
North West	Medicaid only	31	7	38
	Dual benefits	34	300	334
		65	307	372
South West	Medicaid only	110	18	128
	Dual benefits	72	612	684
		182	630	812
West Central	Medicaid only	116	5	121
	Dual benefits	79	372	451
		195	377	572
Total For All Regions		1225	3587	4812

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 2/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	23	25	48	255	303	43.79%
	Aetna	Medicaid only	32	24	56	6	62	8.96%
	Molina	Dual benefits	15	9	24	266	290	41.91%
	Molina	Medicaid only	17	14	31	6	37	5.35%
	Total			87	72	159	533	692
East Central	CareSource	Dual benefits	41	33	74	0	74	9.81%
	CareSource	Medicaid only	15	14	29	9	38	5.04%
	United	Dual benefits	6	70	76	480	556	73.74%
	United	Medicaid only	32	47	79	7	86	11.41%
	Total			94	164	258	496	754
North East	Buckeye	Dual benefits	6	13	19	496	515	40.91%
	Buckeye	Medicaid only	6	14	20	6	26	2.07%
	CareSource	Dual benefits	69	54	123	0	123	9.77%
	CareSource	Medicaid only	51	39	90	8	98	7.78%
	United	Dual benefits	5	11	16	451	467	37.09%
	United	Medicaid only	14	11	25	5	30	2.38%
	Total			151	142	293	966	1259
North East Central	CareSource	Dual benefits	27	7	34	0	34	9.69%
	CareSource	Medicaid only	12	4	16	3	19	5.41%
	United	Dual benefits	1	4	5	274	279	79.49%
	United	Medicaid only	14	4	18	1	19	5.41%
	Total			54	19	73	278	351

North West	Aetna	Dual benefits	9	16	25	161	186	50.00%
	Aetna	Medicaid only	10	4	14	4	18	4.84%
	Buckeye	Dual benefits	7	2	9	139	148	39.78%
	Buckeye	Medicaid only	15	2	17	3	20	5.38%
	Total		41	24	65	307	372	100.00%
South West	Aetna	Dual benefits	20	19	39	327	366	45.07%
	Aetna	Medicaid only	36	30	66	8	74	9.11%
	Molina	Dual benefits	10	23	33	285	318	39.16%
	Molina	Medicaid only	28	16	44	10	54	6.65%
	Total		94	88	182	630	812	100.00%
West Central	Buckeye	Dual benefits	27	45	72	170	242	42.31%
	Buckeye	Medicaid only	48	42	90	2	92	16.08%
	Molina	Dual benefits	3	4	7	202	209	36.54%
	Molina	Medicaid only	15	11	26	3	29	5.07%
	Total		93	102	195	377	572	100.00%
Total Mandatory			614	611	1225	3587	4812	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 2/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	0	1	1	7	8
			Medicaid only	1	0	1	0	1
		Molina	Dual benefits	2	1	3	14	17
			Medicaid only	0	1	1	0	1
		Total		3	3	6	21	27
		Franklin	Aetna	Dual benefits	21	24	45	219
	Medicaid only			30	24	54	5	59
	Molina		Dual benefits	8	7	15	232	247
			Medicaid only	14	10	24	6	30
	Total			73	65	138	462	600
	Madison		Aetna	Dual benefits	0	0	0	8
		Molina	Dual benefits	1	0	1	9	10
			Medicaid only	3	1	4	0	4
		Total		4	1	5	17	22
	Pickaway	Aetna	Dual benefits	1	0	1	12	13
			Medicaid only	0	0	0	1	1
		Molina	Dual benefits	3	1	4	7	11
			Medicaid only	0	2	2	0	2
		Total		4	3	7	20	27
		Union	Aetna	Dual benefits	1	0	1	9

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Union	Aetna	Medicaid only	1	0	1	0	1
		Molina	Dual benefits	1	0	1	4	5
		Total		3	0	3	13	16
Central Region Totals								
Aetna				55	49	104	261	365
Molina				32	23	55	272	327
Total				87	72	159	533	692
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	4	1	5	0	5
			Medicaid only	1	0	1	0	1
		United	Dual benefits	0	7	7	35	42
			Medicaid only	1	4	5	1	6
		Total		6	12	18	36	54
	Stark	CareSource	Dual benefits	20	19	39	0	39
			Medicaid only	10	4	14	4	18
		United	Dual benefits	1	3	4	160	164
			Medicaid only	10	3	13	2	15
		Total		41	29	70	166	236
	Summit	CareSource	Dual benefits	13	10	23	0	23
			Medicaid only	4	8	12	5	17
		United	Dual benefits	5	54	59	243	302
			Medicaid only	19	36	55	3	58
		Total		41	108	149	251	400
	Wayne	CareSource	Dual benefits	4	3	7	0	7
			Medicaid only	0	2	2	0	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	United	Dual benefits	0	6	6	42	48
			Medicaid only	2	4	6	1	7
		Total		6	15	21	43	64

East Central Region Totals								
CareSource				56	47	103	9	112
United				38	117	155	487	642
Total				94	164	258	496	754

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	5	9	14	370	384
			Medicaid only	5	13	18	4	22
		CareSource	Dual benefits	49	46	95	0	95
			Medicaid only	38	36	74	5	79
		United	Dual benefits	2	8	10	345	355
			Medicaid only	11	10	21	3	24
		Total		110	122	232	727	959
	Geauga	Buckeye	Dual benefits	0	0	0	12	12
			Medicaid only	1	0	1	0	1
		CareSource	Dual benefits	2	0	2	0	2
			Medicaid only	1	0	1	0	1
		United	Dual benefits	0	0	0	7	7
		Total		4	0	4	19	23
		Lake	Buckeye	Dual benefits	0	0	0	30
	CareSource		Dual benefits	3	2	5	0	5
			Medicaid only	4	1	5	0	5

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Lake	United	Dual benefits	1	0	1	30	31
			Medicaid only	1	0	1	0	1
		Total		9	3	12	60	72
	Lorain	Buckeye	Dual benefits	1	1	2	62	64
			Medicaid only	0	1	1	2	3
		CareSource	Dual benefits	11	6	17	0	17
			Medicaid only	7	1	8	2	10
		United	Dual benefits	1	0	1	58	59
			Medicaid only	1	0	1	2	3
		Total		21	9	30	126	156
		Medina	Buckeye	Dual benefits	0	3	3	22
	CareSource		Dual benefits	4	0	4	0	4
			Medicaid only	1	1	2	1	3
	United		Dual benefits	1	3	4	11	15
			Medicaid only	1	1	2	0	2
	Total			7	8	15	34	49

North East Region Totals								
Buckeye				12	27	39	502	541
CareSource				120	93	213	8	221
United				19	22	41	456	497
Total				151	142	293	966	1259

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	CareSource	Dual benefits	2	1	3	0	3
			Medicaid only	3	1	4	1	5
	United	Dual benefits	0	2	2	51	53	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Columbiana	United	Medicaid only	1	0	1	0	1
		Total		6	4	10	52	62
	Mahoning	CareSource	Dual benefits	11	6	17	0	17
			Medicaid only	7	2	9	1	10
		United	Dual benefits	0	0	0	126	126
			Medicaid only	9	2	11	0	11
		Total		27	10	37	127	164
	Trumbull	CareSource	Dual benefits	14	0	14	0	14
			Medicaid only	2	1	3	1	4
		United	Dual benefits	1	2	3	97	100
			Medicaid only	4	2	6	1	7
		Total		21	5	26	99	125

North East Central Region Totals

CareSource		39	11	50	3	53
United		15	8	23	275	298
Total		54	19	73	278	351

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	0	0	0	4	4
		Buckeye	Dual benefits	0	0	0	5	5
			Medicaid only	1	0	1	0	1
		Total		1	0	1	9	10
	Lucas	Aetna	Dual benefits	6	16	22	136	158
			Medicaid only	7	3	10	4	14
		Buckeye	Dual benefits	6	2	8	110	118
			Medicaid only	13	2	15	1	16
		Total		32	23	55	251	306

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Ottawa	Aetna	Dual benefits	2	0	2	5	7
		Buckeye	Dual benefits	0	0	0	9	9
		Total		2	0	2	14	16
	Wood	Aetna	Dual benefits	1	0	1	16	17
			Medicaid only	3	1	4	0	4
		Buckeye	Dual benefits	1	0	1	15	16
			Medicaid only	1	0	1	2	3
		Total		6	1	7	33	40

North West Region Totals

Aetna		19	20	39	165	204
Buckeye		22	4	26	142	168
Total		41	24	65	307	372

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	6	5	11	41	52
			Medicaid only	4	11	15	1	16
		Molina	Dual benefits	3	0	3	68	71
			Medicaid only	2	2	4	2	6
		Total		15	18	33	112	145
	Clermont	Aetna	Dual benefits	1	5	6	32	38
			Medicaid only	6	5	11	2	13
		Molina	Dual benefits	0	1	1	26	27
			Medicaid only	2	0	2	1	3
		Total		9	11	20	61	81
	Clinton	Aetna	Dual benefits	0	0	0	12	12
			Medicaid only	1	1	2	0	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clinton	Molina	Dual benefits	0	2	2	11	13
			Medicaid only	1	1	2	0	2
		Total		2	4	6	23	29
	Hamilton	Aetna	Dual benefits	11	7	18	221	239
			Medicaid only	21	12	33	3	36
		Molina	Dual benefits	7	19	26	169	195
			Medicaid only	23	11	34	5	39
		Total		62	49	111	398	509
	Warren	Aetna	Dual benefits	2	2	4	21	25
			Medicaid only	4	1	5	2	7
		Molina	Dual benefits	0	1	1	11	12
			Medicaid only	0	2	2	2	4
		Total		6	6	12	36	48

South West Region Totals								
Aetna				56	49	105	335	440
Molina				38	39	77	295	372
Total				94	88	182	630	812

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	4	3	7	30	37
			Medicaid only	7	5	12	1	13
		Molina	Dual benefits	0	0	0	42	42
			Medicaid only	1	2	3	1	4
	Total		12	10	22	74	96	
	Greene	Buckeye	Dual benefits	1	6	7	23	30
Medicaid only			9	7	16	0	16	

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Molina	Dual benefits	1	1	2	16	18	
			Medicaid only	4	1	5	0	5	
		Total		15	15	30	39	69	
	Montgomery	Buckeye	Dual benefits	22	36	58	117	175	
			Medicaid only	32	30	62	1	63	
		Molina	Dual benefits	2	3	5	144	149	
			Medicaid only	10	8	18	2	20	
		Total		66	77	143	264	407	
	West Central Region Totals								
	Buckeye				75	87	162	172	334
Molina				18	15	33	205	238	
Total				93	102	195	377	572	
Total Mandatory				614	611	1225	3587	4812	

**MyCare
MEDICARE STATUS CHANGES BY
MCP (Standalone Opt In/Opt Out)**

**MCP and Region as a Percentage of Type
Effective Date: 2/1/2015**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	121	7.90%	26	9.03%	147
	<i>North West</i>	72	4.70%	6	2.08%	78
	<i>South West</i>	167	10.90%	35	12.15%	202
	Total	360	23.50%	67	23.26%	427
Buckeye	<i>North East</i>	77	5.03%	10	3.47%	87
	<i>North West</i>	31	2.02%	12	4.17%	43
	<i>West Central</i>	104	6.79%	53	18.40%	157
	Total	212	13.84%	75	26.04%	287
CareSource	<i>East Central</i>	83	5.42%	15	5.21%	98
	<i>North East</i>	186	12.14%	48	16.67%	234
	<i>North East Central</i>	34	2.22%	3	1.04%	37
	Total	303	19.78%	66	22.92%	369

Molina	<i>Central</i>	92	6.01%	15	5.21%	107
	<i>South West</i>	141	9.20%	11	3.82%	152
	<i>West Central</i>	77	5.03%	5	1.74%	82
	Total	310	20.23%	31	10.76%	341
United	<i>East Central</i>	133	8.68%	28	9.72%	161
	<i>North East</i>	146	9.53%	16	5.56%	162
	<i>North East Central</i>	68	4.44%	5	1.74%	73
	Total	347	22.65%	49	17.01%	396
Total Changes		1532	100.00%	288	100.00%	1820

**MyCare
MEDICARE STATUS CHANGES BY
MCP (Standalone Opt In/Opt Out)**

**MCP and Region as a Percentage of Type
Effective Date: 2/1/2015**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	121	7.90%	26	9.03%	147
	<i>Molina</i>	92	6.01%	15	5.21%	107
	Total	213	13.90%	41	14.24%	254
North West	<i>Aetna</i>	72	4.70%	6	2.08%	78
	<i>Buckeye</i>	31	2.02%	12	4.17%	43
	Total	103	6.72%	18	6.25%	121
South West	<i>Aetna</i>	167	10.90%	35	12.15%	202
	<i>Molina</i>	141	9.20%	11	3.82%	152
	Total	308	20.10%	46	15.97%	354
North East	<i>Buckeye</i>	77	5.03%	10	3.47%	87
	<i>CareSource</i>	186	12.14%	48	16.67%	234
	<i>United</i>	146	9.53%	16	5.56%	162
	Total	409	26.70%	74	25.69%	483

West Central	<i>Buckeye</i>	104	6.79%	53	18.40%	157
	<i>Molina</i>	77	5.03%	5	1.74%	82
	Total	181	11.81%	58	20.14%	239
East Central	<i>CareSource</i>	83	5.42%	15	5.21%	98
	<i>United</i>	133	8.68%	28	9.72%	161
	Total	216	14.10%	43	14.93%	259
North East Central	<i>CareSource</i>	34	2.22%	3	1.04%	37
	<i>United</i>	68	4.44%	5	1.74%	73
	Total	102	6.66%	8	2.78%	110
Total Changes		1532	100.00%	288	100.00%	1820

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 1/1/2015 to 1/31/2015

Total Surveys Available for Completion: 69357

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	24	21.82%	80	72.73%	5	4.55%	1	0.91%	0	0.00%	110	100.00%
Our answers to your questions	35	31.82%	68	61.82%	7	6.36%	0	0.00%	0	0.00%	110	100.00%
Our courtesy to you and your family	45	40.91%	63	57.27%	2	1.82%	0	0.00%	0	0.00%	110	100.00%
Overall, how would you rate our staff and services	41	37.27%	66	60.00%	3	2.73%	0	0.00%	0	0.00%	110	100.00%
Total	145	32.95%	277	62.95%	17	3.86%	1	0.23%	0	0.00%	440	100.00%

Number of Surveys Attempted: 702

Number of Completed Customer Satisfaction Surveys: 110