



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

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Ohio Consumer Hotline Monthly Report February 2015

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 5,135 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 43. 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, March 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 202 calls coming in through this queue for this month.

Activity Summary

- 263,178 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 226,181 Total Calls (inbound and outbound)
 - 30,275 Call Fire Campaign Calls
 - 1,385 MyCare Outreach Calls
 - 5,135 Provider Calls
 - 202 Insure Kids Now/Governor's Hotline
- 1% abandonment rate
- 6:06 minutes average talk time
- 1:55 minute average speed to answer
- 70 average CSR inbound calls per day

Ohio Consumer Hotline
February 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	01/26/15	10765	10255	3811	31	10796	510	5%	2972	13768	:21:13	:03:26	73	:01:57	:05:58
Tue	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
Sun	02/01/15	0	0	0	119	119	0	0%	0	119	:00:00	:00:00	0	:00:00	:00:00
	Week end	44337	42515	13696	320	44657	1822	4%	15728	60385	:21:13	:03:33	69	:01:54	:05:59
	Feb Only	0	0	0	119	119	0	0%	127	119	:00:00	:00:00	0	:00:00	:00:00
Mon	02/02/15	8854	8744	3261	32	8886	110	1%	2505	11391	:23:13	:04:20	70	:02:05	:06:23
Tues	02/03/15	9080	8950	2756	38	9118	130	1%	3337	12455	:22:13	:03:57	73	:02:04	:06:10
Wed	02/04/15	9450	9306	3220	47	9497	144	2%	2916	12413	:20:23	:03:34	71	:01:54	:06:01
Thurs	02/05/15	9845	9690	3161	47	9892	155	2%	3151	13043	:17:36	:03:21	71	:01:57	:06:04
Fri	02/06/15	7280	7180	2043	24	7304	100	1%	3250	10554	:16:28	:03:45	70	:01:49	:06:16
Sat	02/07/15	991	966	157	11	1002	25	3%	301	1303	:13:50	:03:42	58	:02:08	:06:02
Sun	02/08/15	0	0	0	107	107	0	0%	0	107	:00:00	:00:00	0	:00:00	:00:00
	Week end	45500	44836	14598	306	45806	664	1%	15460	61266	:23:13	:03:46	69	:02:00	:06:10
Mon	02/09/15	9858	9688	3571	23	9881	170	2%	2523	12404	:19:36	:03:46	73	:01:55	:06:24
Tues	02/10/15	9153	9020	3095	30	9183	133	1%	3430	12613	:18:10	:03:57	76	:02:01	:06:09
Wed	02/11/15	8228	8105	2712	28	8256	123	1%	3299	11555	:19:55	:04:03	74	:01:59	:06:01
Thurs	02/12/15	7831	7715	2658	28	7859	116	1%	2767	10626	:18:35	:04:10	73	:01:54	:06:01
Fri	02/13/15	8165	8047	2857	34	8199	118	1%	2825	11024	:21:43	:03:59	74	:01:59	:06:16
Sat	02/14/15	1619	1589	321	37	1656	30	2%	76	1732	:14:44	:02:48	60	:02:07	:05:30
Sun	02/15/15	0	0	0	441	441	0	0%	0	441	:00:00	:00:00	0	:00:00	:00:00
	Week end	44854	44164	15214	621	45475	690	2%	14920	60395	:21:43	:03:56	72	:01:59	:06:05
Mon	02/16/15	0	0	0	677	677	0	0%	0	677	:00:00	:00:00	0	:00:00	:00:00
Tues	02/17/15	10175	10028	3941	17	10192	147	1%	4023	14215	:20:49	:03:51	76	:01:58	:06:06
Wed	02/18/15	8034	7940	2755	18	8052	94	1%	3734	11786	:22:17	:04:10	72	:02:05	:06:13
Thurs	02/19/15	7400	7284	2252	18	7418	116	2%	3284	10702	:22:14	:04:20	72	:01:50	:05:55
Fri	02/20/15	6134	6023	1564	18	6152	111	2%	2496	8648	:20:03	:03:54	70	:02:09	:06:00
Sat	02/21/15	866	853	149	13	879	13	2%	137	1016	:14:48	:02:41	58	:01:00	:05:40
Sun	02/22/15	0	0	0	111	111	0	0%	0	111	:00:00	:00:00	0	:00:00	:00:00
	Week end	32609	32128	10661	872	33481	481	1%	13674	47155	:22:17	:04:02	70	:01:48	:06:02
Mon	02/23/15	9631	9487	3661	29	9660	144	1%	2287	11947	:24:04	:04:07	71	:02:04	:06:19
Tue	02/24/15	9041	8935	3310	24	9065	106	1%	3615	12680	:21:20	:04:02	73	:01:57	:06:02
Wed	02/25/15	8177	8064	2808	28	8205	113	1%	3154	11359	:24:42	:04:19	73	:01:49	:06:05
Thu	02/26/15	7626	7508	2159	23	7649	118	2%	2783	10432	:19:10	:03:31	71	:01:45	:05:58
Fri	02/27/15	7142	7030	1989	19	7161	112	2%	2360	9521	:19:26	:03:52	71	:01:46	:06:03
Sat	02/28/15	1238	1214	204	19	1257	24	2%	50	1307	:17:15	:03:22	61	:02:08	:05:29
	Month End	165818	163366	54604	2060	167878	2452	1%	58430	226181	:24:42	:03:55	70	:01:55	:06:06

Call Center Busy Hour Report

February 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
Sun	02/01/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mon	02/02/15	8854	136	517	838	918	873	945	970	1018	930	839	482	231	157
Tues	02/03/15	9080	159	543	896	806	1073	1147	1116	1024	915	747	351	194	109
Wed	02/04/15	9450	146	499	959	1106	1116	1133	1182	1035	973	696	259	213	133
Thurs	02/05/15	9845	141	459	895	1081	1175	1195	1164	1198	987	805	352	262	131
Fri	02/06/15	7280	97	388	679	922	969	834	947	902	641	476	215	133	77
Sat	02/07/15	991	0	77	87	111	129	133	149	90	113	102	0	0	0
Sun	02/08/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	45500	679	2483	4354	4944	5335	5387	5528	5267	4559	3665	1659	1033	607
Mon	02/09/15	9858	149	566	943	1162	1140	1129	1206	1018	1051	769	340	248	137
Tues	02/10/15	9153	138	544	897	954	1099	1030	1073	1108	1025	665	334	176	110
Wed	02/11/15	8228	129	432	818	1093	984	1011	993	976	816	480	249	145	102
Thurs	02/12/15	7831	124	370	645	783	890	949	1022	980	869	595	322	184	98
Fri	02/13/15	8165	123	369	721	965	973	951	1079	984	846	645	276	157	76
Sat	02/14/15	1619	0	131	123	168	190	200	205	201	168	233	0	0	0
Sun	02/15/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	44854	663	2412	4147	5125	5276	5270	5578	5267	4775	3387	1521	910	523
Mon	02/16/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tues	02/17/15	10175	212	662	946	1304	1191	1168	1156	1228	962	733	338	178	97
Wed	02/18/15	8034	151	396	681	945	956	998	1052	1049	829	509	251	142	75
Thurs	02/19/15	7400	79	318	650	907	948	886	890	900	822	534	227	146	93
Fri	02/20/15	6134	77	293	509	822	590	844	874	675	634	433	215	110	58
Sat	02/21/15	866	0	48	77	89	116	113	102	105	97	119	0	0	0
Sun	02/22/15	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	32609	519	1717	2863	4067	3801	4009	4074	3957	3344	2328	1031	576	323
Mon	02/23/15	9631	183	632	909	1170	1145	980	1113	1072	1008	691	372	228	128
Tue	02/24/15	9041	158	531	835	1126	1125	985	1102	1166	902	552	288	166	105
Wed	02/25/15	8177	129	474	788	906	974	910	973	1062	817	573	265	195	111
Thu	02/26/15	7626	134	413	729	880	901	931	898	900	834	508	272	158	68
Fri	02/27/15	7142	115	387	747	846	822	869	803	867	682	558	242	149	55
Sat	02/28/15	1238	0	109	118	163	169	145	134	125	136	139	0	0	0
	Month Total	165818	2580	9158	15490	19227	19548	19486	20203	19683	17057	12401	5650	3415	1920
	Cumulative Percent		2%	6%	9%	12%	12%	12%	12%	12%	10%	7%	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 2/1/2015 to 2/28/2015

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	1400
	Benefit Package / Covered Services	198
	Billing Number	39
	Card	110
	Certificate of Coverage	42
	Change	101
	Citizenship Verification Questions	0
	Estate Recovery	17
	Hearing	3
	Patient Liability	9
	Program Information	308
	Under 21 Inquiry	10
	Total	2237
<i>BCCP</i>	Application / Eligibility	2
	Benefit Package / Covered Services	0
	Card	0
	Change	2
	Estate Recovery	1
	Hearing	0
	Participating Site Information	0
	Program Information	1
	Total	6
<i>Consumer Guide</i>	Questions From Consumer Guide	5
	Total	5
<i>DRC</i>	Application status	70
	Benefit Package / Covered Services	3
	Care coordination questions	0

DRC	Chose to remain with existing MCP	10
	Declined application / MCP enrollment	0
	General inquiry	6
	MCP change completed	4
	MCP enrollment completed	109
	MCP enrollment status	11
	Phone application completed	86
	Total	299
EOMB	General Information	204
	Questions About Letter	3
	Total	207
Escalated/Specialized Inquiries	Governor Inquiry	0
	Legislative Inquiry	1
	ODM Inquiry	165
	Sent Email	165
	Sent Letter	1
	Web Contact	39
	Total	371
FFS Billing	Billing Number	372
	Claims Request	12
	General Billing Questions	434
	Received Bill (Needs Letter)	26
	Total	844
General Benefits	Dental	316
	Equipment	79
	Family Planning	3
	Healthchek Services	9
	Inquiry on Covered Services	2557
	Medicaid Expansion	2110
	Medicaid School Program	5
	Medlist Assist	2

General Benefits	Pregnancy Related Services	9
	Prescriptions	603
	Transportation	286
	Vision	182
	Total	6161
Healthy Start	Application / Eligibility	2462
	Benefit Package / Covered Services	159
	Billing Number	121
	Card	236
	Certificate of Coverage	51
	Change	129
	Citizenship Verification Questions	0
	Estate Recovery	2
	Hearing	6
	Program Information	1111
	Total	4277
HIPAA	Complaint	0
	Information	0
	Request for Accounting for Disclosure	0
	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
Total	0	
Home Health Care	Application / Eligibility	7
	Benefit Package / Covered Services	5
	BHCS Complaint	1
	BHCS Questions	0
	Card	0
	Hearing	0
	HSFA Questions	0
	Passport	1
	Program Information	6
Provider	3	

Home Health Care	Status	1
	Total	24
Incident Report	Billing Inquiry	69
	Reimbursement Inquiry	11
	Total	80
Information	Cash Assistance	8
	CDJFS	1135
	Customer Survey	1
	Food Stamps	85
	Hotline	109
	Medicare	200
	Social Security	14
	Total	1552
Inquiry	029 Error	35
	574 Error - Not Eligible	6
	Already Selected	1511
	Called to Check on Doctors	340
	Called to Check on Just Cause Status	85
	Case Addition	44
	Case Closed	188
	Case Pending	657
	Category Closed	92
	Change in Name	87
	Change in Phone Number / Address	555
	CIC - Do Not Assign	6
	Consumer Needs To Be Auto Re-Enrolled	43
	Failed Eligibility	499
	General Questions	14248
	Open Enrollment Questions	1204
	Person Calling Not PIP / AG Head	270
	Referred Consumer to County Worker	3257

<i>Inquiry</i>	Returned NME / Notice	8
	Transferred in Error	6
	Wanted Phone Number of MCP	406
	Total	23547
<i>Issue / Concern</i>	Issue / Concern about MCP	69
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	11
	Issue / Concern with ODM	7
	Total	88
<i>Limited Family Planning Services</i>	Application / Eligibility	25
	Benefit Package / Covered Services	23
	Billing Number	5
	Card	6
	Certificate of Coverage	1
	Change	1
	Hearing	0
	Program Information	41
	Total	102
<i>Long Term Care</i>	Application / Eligibility	5
	Benefit Package / Covered Services	5
	Card	1
	Community Spouse	0
	Estate Recovery	4
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	5
	Program Information	11
	Total	31
<i>Mailings</i>	"Getting Long Term Care" Pamphlet	8
	ABD Application Letter - 7200	485

Mailings	ABD EMP Enrollment Packet	31
	ABD Pamphlet - Spanish	4
	Approved Letter	112
	BCCP Brochure	0
	Billing Incident Letter	63
	Call Me Letter	2
	CFC EMP Enrollment Packet	70
	Citizenship Verification Brochure	1
	CPA Letter	0
	CPA Letter - Blank	485
	Enrollment Error Letter	0
	Healthy Start Brochure	10
	HIPAA Notice	9
	HS/HF Information	4
	ICDS Enrollment Letter	1835
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	1256
	JC Approval Change MCP - Requestor	54
	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	3
	MBI-WD Application	6
	Medicaid Program Enrollment & Benefit Information	219
	MyCare EMP Enrollment Packet	40

Mailings	MyCare TPL Approval Letter	10
	MyCare TPL Denial Letter	0
	MyCare TPL Verification Letter	0
	N1 Reminder Letter	20998
	N3 ABD Reminder Letter	853
	No Contact	0
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	5
	OMH Mandatory MyCare Letter	38
	Patient Liability Lbl	0
	PHI Brochure	1
	QMB - Blank	732
	Reimbursement Letter	9
	Rejected - General	58
	Rejected - General ABD	18
	Rejected - SSI-BCMHCIC	23
	Residential Treatment Letter	3
	Resolution	0
	Resolution Declined	0
	Spend Down Approval	0
	Spend Down Denial	1
	TPL Approval	1
	TPL Verification Needed	0
Total	27448	
Managed Care Info & Referral	Benefit Package	586
	Billing Number	149
	Card	1153
	Information	4516
	Just Cause Status	74
	Payment	15
	Phone Numbers	757
	Provider Name	609

Managed Care Info & Referral	Transfer Request - Bureau of Managed Care	4
	Total	7863
MBI-WD	AG Collections Questions	5
	Application / Eligibility	23
	Benefit Package / Covered Services	6
	Billing Number	2
	Card	3
	Certificate of Coverage	0
	Premium Collection Issue - Needs Follow-Up	8
	Program Information	47
	Questions About Premiums	45
	Total	139
Medicare Part D	Application / Eligibility	164
	Information	447
	Questions About Letter	8
	Total	619
Medicare Premium Assistance	Application / Eligibility	584
	Benefit Package / Covered Services	297
	Billing Number	10
	Card	104
	Certificate of Coverage	12
	Change	31
	Estate Recovery	1
	Hearing	2
	Patient Liability	13
	Program Information	643
Total	1697	
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	1490
	Issue Accessing Services	139
	Loss of MyCare Eligibility	146
	Medicaid Only Benefit Information	341
	MyCare Ohio Card	221
	October 2014 MyCare Passive Enrollment Letter	43
	On-site facilitated enrollment	19
	Opt-In/Opt-Out Questions	561
	Prescription Questions	233
	Transition of Care	35
	Total	3228
<i>ODM Survey</i>	Managed Care Survey	0
	Total	0
<i>Ohio Benefits Self Service Portal</i>	Access my Benefits	133
	Account Creation/Management	37
	Account Lock Out	171
	Application Assistance	331
	Apply for Benefits	378
	County Office Location/Hours	45
	Electronic Verification	8
	Forgot Password Link	101
	Forgot User Name Link	63
	Frequently Asked Questions	288
	General Navigation	201
	How to use this Site	199
	Internet Browser Issue	19
Message Center	20	

Ohio Benefits Self Service Portal	Provided Link to Website	440
	Renewal Packet Questions	2055
	Submit Error Issue	95
	Transfer Call to Tier 2/3	146
	Total	4730
Ohio Integrated Eligibility System (OIES)	Business Hours (8am to 4pm) Telephone Application Intake	1768
	Case Inquiry/Case Status	4345
	Contact CDJS	1038
	Did Not Give Audio Signature to Complete Telephone Application	16
	Electronic Verification Process	45
	Journal Creation & Management	30
	MAGI (Modified Adjusted Gross Income) Program Information	822
	Notice of Action Explanation	190
	Reprint FFS card from Hotline	1
	Reprint NOA from Hotline	1
	Requested After Hours (after 4pm)/Weekend Telephone Application - Referred to Website or Call Back	471
	Total	8727
	Ohio's Best RX	Program Information
Referred Caller		2
Total		12
Other Medicaid Program	Application / Eligibility	1883
	Benefit Package / Covered Services	653
	Billing Number	124
	Card	249
	Certificate of Coverage	23
	Change	482

Other Medicaid Program	Citizenship Verification Questions	0
	Estate Recovery	7
	Hearing	19
	Program Information	1009
	Total	4449
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	248
	Letter	24
	Program Information	209
	Status	108
	Transfer Request - Needs Follow-Up	1
	Total	590
Provider	Fee-For-Service Provider Names	160
	Referred to MCP For Provider List	73
	Referred to ODM Website For Provider List	43
	Referred to State Board To File Complaint Against Provider	0
	Total	276
Reimbursement	Decision	8
	Information	215
	State Hearing	7
	Total	230
Spend Down	Amount	874
	Card	240
	Certificate of Coverage	45
	Hearing	5
	Problem	136

Spend Down	Program Information	1249
	Total	2549
State Hearings	How to Request	68
	Program Information	109
	Status	9
	Total	186
Surveys	Call Center Survey	932
	Total	932
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	13
	General Information	133
	Need Medications Now	11
	Referral to Case Worker	110
	Referral to TPL Vendor	26
	Total	293
Tort	General Information	5
	Provided Number to Tort Unit	13
	Total	18
Waiver	Application / Eligibility	120
	Benefit Package / Covered Services	52
	Billing Number	2
	Card	21
	Certificate of Coverage	5
	Change	10
	Estate Recovery	10
	Hearing	2
	Independent Provider	5
	Patient Evaluation	4
	Patient Liability	14
	Program Information	145
	Waiting List	4
	Total	394
Grand Total All Categories		104211

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

Calls made from 2/1/2015 to 2/28/2015

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	615
	ACS / First Health	122
	ADAMH	8
	Area Agency on Aging	38
	BCCP Regional Agency	1
	BCMh	6
	Bureau of Home and Community Services	2
	Case Management Agency	17
	Caseworker	1891
	Child Support Enforcement Agency	1
	Complaint Department	21
	County Department of Job & Family Services	3728
	First Link	11
	Food Stamp Hotline	17
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	0
	HomeHealthAgency	5
	Info & Refer	464
	In-House	8
	Legal Aid	1
	Managed Care Plan	1259
	Managed Care/Just Cause Section	34
	MR / DD Board	0
	ODM	19
	Ohio Department of Insurance	27
	Ohio Hospice	1
	Ohio's Best Rx	6
Ombudsman	11	

Referral	OSHIIP	111
	Other Medical Services Agency	40
	Other Social Services Agency	29
	Out-of-State Medicaid Hotline	25
	PACT	1
	Pharmacy	120
	Prescription Drug Plan (PDP)	189
	Provider	321
	Provider Services Call Center	327
	Public Children's Services	16
	Social Security Administration	49
	StateHearingDivision	104
	StateMedicalBoard	9
	Supervisor	62
	Tort Unit	9
	Website - ODM	71
	Welfare Fraud Hotline	1
WIC Office	2	
Total		9799

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 3/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							TOTAL
	FFS TO MCP		MCP TO MCP		MCP TO FFS			
Call	202	58.72%	258	91.17%	21	87.50%	481	73.89%
Call Campaign	118	34.30%	22	7.77%	3	12.50%	143	21.97%
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	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Website	24	6.98%	3	1.06%	0	0.00%	27	4.15%
TOTAL	344	100%	283	100%	24	100%	651	100%

AGED, BLIND, DISABLED (ABD)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Type as a Percentage of Method
 Effective Date: 3/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	202	42.00%	258	53.64%	21	4.37%	481	100%
Call Campaign	118	82.52%	22	15.38%	3	2.10%	143	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	0	0.00%	0	0.00%	0	0.00%	0	100%
Website	24	88.89%	3	11.11%	0	0.00%	27	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: 3/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	8		8		0	
	North East	15		47		1	
	West	20		12		3	
	Total	43	12.50%	67	23.67%	4	16.67%
CareSource	Central/South East	57		36		6	
	North East	87		48		2	
	West	57		39		3	
	Total	201	58.43%	123	43.46%	11	45.83%
Molina	Central/South East	14		24		3	
	North East	3		2		0	
	West	16		12		0	
	Total	33	9.59%	38	13.43%	3	12.50%
Paramount	Central/South East	3		3		0	
	North East	5		3		3	
	West	9		15		1	
	Total	17	4.94%	21	7.42%	4	16.67%
United	Central/South East	7		5		1	
	North East	32		24		1	
	West	11		5		0	
	Total	50	14.53%	34	12.01%	2	8.33%
Total Mandatory		344	100.00%	283	100.00%	24	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 3/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	8	8.99%	8	10.53%	0	0.00%
	CareSource	57	64.04%	36	47.37%	6	60.00%
	Molina	14	15.73%	24	31.58%	3	30.00%
	Paramount	3	3.37%	3	3.95%	0	0.00%
	United	7	7.87%	5	6.58%	1	10.00%
	Total	89	100.00%	76	100.00%	10	100.00%
North East	Buckeye	15	10.56%	47	37.90%	1	14.29%
	CareSource	87	61.27%	48	38.71%	2	28.57%
	Molina	3	2.11%	2	1.61%	0	0.00%
	Paramount	5	3.52%	3	2.42%	3	42.86%
	United	32	22.54%	24	19.35%	1	14.29%
	Total	142	100.00%	124	100.00%	7	100.00%
West	Buckeye	20	17.70%	12	14.46%	3	42.86%
	CareSource	57	50.44%	39	46.99%	3	42.86%
	Molina	16	14.16%	12	14.46%	0	0.00%
	Paramount	9	7.96%	15	18.07%	1	14.29%
	United	11	9.73%	5	6.02%	0	0.00%
	Total	113	100.00%	83	100.00%	7	100.00%
Total Mandatory		344		283		24	

**AGED, BLIND, DISABLED (ABD)
ASSIGNMENT BY REGION**
Effective Date: 3/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	165	119	284
North East	266	180	446
West	196	112	308
Total For All Regions	627	411	1038

AGED, BLIND, DISABLED (ABD)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 3/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	8	8	16	31	47	16.55%
	CareSource	57	36	93	36	129	45.42%
	Molina	14	24	38	22	60	21.13%
	Paramount	3	3	6	12	18	6.34%
	United	7	5	12	18	30	10.56%
	Total	89	76	165	119	284	100.00%
North East	Buckeye	15	47	62	39	101	22.65%
	CareSource	87	48	135	61	196	43.95%
	Molina	3	2	5	26	31	6.95%
	Paramount	5	3	8	30	38	8.52%
	United	32	24	56	24	80	17.94%
	Total	142	124	266	180	446	100.00%
West	Buckeye	20	12	32	25	57	18.51%
	CareSource	57	39	96	44	140	45.45%
	Molina	16	12	28	18	46	14.94%
	Paramount	9	15	24	11	35	11.36%
	United	11	5	16	14	30	9.74%
	Total	113	83	196	112	308	100.00%
Total Mandatory		344	283	627	411	1038	

COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 3/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11993	70.29%	2634	86.73%	25	40.98%	14652	72.68%
Call Campaign	3572	20.94%	261	8.59%	0	0.00%	3833	19.01%
Face-To-Face	1	0.01%	0	0.00%	0	0.00%	1	0.00%
Fax	0	0.00%	0	0.00%	2	3.28%	2	0.01%
Mail	3	0.02%	1	0.03%	0	0.00%	4	0.02%
Website	1492	8.75%	141	4.64%	34	55.74%	1667	8.27%
TOTAL	17061	100%	3037	100%	61	100%	20159	100%

**COVERED FAMILY AND CHILDREN (CFC)
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE**
Type as a Percentage of Method
Effective Date: 3/1/2015

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	11993	81.85%	2634	17.98%	25	0.17%	14652	100%
Call Campaign	3572	93.19%	261	6.81%	0	0.00%	3833	100%
Face-To-Face	1	100.00%	0	0.00%	0	0.00%	1	100%
Fax	0	0.00%	0	0.00%	2	100.00%	2	100%
Mail	3	75.00%	1	25.00%	0	0.00%	4	100%
Website	1492	89.50%	141	8.46%	34	2.04%	1667	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: 3/1/2015**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	233		29		1	
	North East	1156		372		3	
	West	771		100		8	
	Total	2160	12.60%	501	16.43%	12	19.67%
CareSource	Central/South East	2519		474		4	
	North East	3533		620		8	
	West	3616		582		10	
	Total	9668	56.39%	1676	54.95%	22	36.07%
Molina	Central/South East	906		152		2	
	North East	176		29		3	
	West	408		78		6	
	Total	1490	8.69%	259	8.49%	11	18.03%
Paramount	Central/South East	93		17		3	
	North East	182		30		3	
	West	1128		171		5	
	Total	1403	8.18%	218	7.15%	11	18.03%
United	Central/South East	673		85		0	
	North East	1158		256		3	
	West	594		55		2	
	Total	2425	14.14%	396	12.98%	5	8.20%
Total Mandatory		17146	100.00%	3050	100.00%	61	100.00%

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

Region and MCP as a Percentage of Type
Effective Date: 3/1/2015

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	233	5.27%	29	3.83%	1	10.00%
	CareSource	2519	56.94%	474	62.62%	4	40.00%
	Molina	906	20.48%	152	20.08%	2	20.00%
	Paramount	93	2.10%	17	2.25%	3	30.00%
	United	673	15.21%	85	11.23%	0	0.00%
	Total	4424	100.00%	757	100.00%	10	100.00%
North East	Buckeye	1156	18.63%	372	28.46%	3	15.00%
	CareSource	3533	56.94%	620	47.44%	8	40.00%
	Molina	176	2.84%	29	2.22%	3	15.00%
	Paramount	182	2.93%	30	2.30%	3	15.00%
	United	1158	18.66%	256	19.59%	3	15.00%
	Total	6205	100.00%	1307	100.00%	20	100.00%
West	Buckeye	771	11.83%	100	10.14%	8	25.81%
	CareSource	3616	55.49%	582	59.03%	10	32.26%
	Molina	408	6.26%	78	7.91%	6	19.35%
	Paramount	1128	17.31%	171	17.34%	5	16.13%
	United	594	9.11%	55	5.58%	2	6.45%
	Total	6517	100.00%	986	100.00%	31	100.00%
Total Mandatory		17146		3050		61	

**COVERED FAMILY AND CHILDREN (CFC)
ASSIGNMENT BY REGION**
Effective Date: 3/1/2015

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	5181	3055	8236
North East	7512	4213	11725
West	7503	4023	11526
Total For All Regions	20196	11291	31487

**COVERED FAMILY AND CHILDREN (CFC)
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP**
Effective Date: 3/1/2015

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	233	29	262	642	904	10.98%
	CareSource	2519	474	2993	815	3808	46.24%
	Molina	906	152	1058	584	1642	19.94%
	Paramount	93	17	110	506	616	7.48%
	United	673	85	758	508	1266	15.37%
	Total	4424	757	5181	3055	8236	100.00%
North East	Buckeye	1156	372	1528	807	2335	19.91%
	CareSource	3533	620	4153	1107	5260	44.86%
	Molina	176	29	205	795	1000	8.53%
	Paramount	182	30	212	785	997	8.50%
	United	1158	256	1414	719	2133	18.19%
	Total	6205	1307	7512	4213	11725	100.00%
West	Buckeye	771	100	871	812	1683	14.60%
	CareSource	3616	582	4198	951	5149	44.67%
	Molina	408	78	486	761	1247	10.82%
	Paramount	1128	171	1299	766	2065	17.92%
	United	594	55	649	733	1382	11.99%
	Total	6517	986	7503	4023	11526	100.00%
Total Mandatory		17146	3050	20196	11291	31487	

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
 Method as a Percentage of Type
 Effective Date: 3/1/2015

ENROLLMENT TYPE

ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	219	41.32%	297	54.60%	0	0.00%	516	47.56%
Call	Medicaid only	210	39.62%	168	30.88%	9	81.82%	387	35.67%
Call Campaign	Dual benefits	27	5.09%	25	4.60%	0	0.00%	52	4.79%
Call Campaign	Medicaid only	13	2.45%	12	2.21%	2	18.18%	27	2.49%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	0.00%
Fax	Dual benefits	3	0.57%	1	0.18%	0	0.00%	4	0.37%
Fax	Medicaid only	6	1.13%	14	2.57%	0	0.00%	20	1.84%
Mail	Dual benefits	1	0.19%	2	0.37%	0	0.00%	3	0.28%
Mail	Medicaid only	3	0.57%	3	0.55%	0	0.00%	6	0.55%
Website	Dual benefits	12	2.26%	15	2.76%	0	0.00%	27	2.49%
Website	Medicaid only	36	6.79%	7	1.29%	0	0.00%	43	3.96%
TOTAL		530	100%	544	100%	11	100%	1085	100%

MyCare
STATEWIDE HEALTH CARE PLAN ENROLLMENT BY METHOD BY TYPE
Type as a Percentage of Method
Effective Date: 3/1/2015

ENROLLMENT TYPE									
ENROLLMENT METHOD	Medicare Status	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	Dual benefits	219	42.44%	297	57.56%	0	0.00%	516	100%
Call	Medicaid only	210	54.26%	168	43.41%	9	2.33%	387	100%
Call Campaign	Dual benefits	27	51.92%	25	48.08%	0	0.00%	52	100%
Call Campaign	Medicaid only	13	48.15%	12	44.44%	2	7.41%	27	100%
Face-To-Face		0	0.00%	0	0.00%	0	0.00%	0	100%
Fax	Dual benefits	3	75.00%	1	25.00%	0	0.00%	4	100%
Fax	Medicaid only	6	30.00%	14	70.00%	0	0.00%	20	100%
Mail	Dual benefits	1	33.33%	2	66.67%	0	0.00%	3	100%
Mail	Medicaid only	3	50.00%	3	50.00%	0	0.00%	6	100%
Website	Dual benefits	12	44.44%	15	55.56%	0	0.00%	27	100%
Website	Medicaid only	36	83.72%	7	16.28%	0	0.00%	43	100%

MyCare
HEALTH CARE PLAN ENROLLMENT TYPE BY
BY MANAGED CARE PLAN
Region and MCP as a Percentage of Type
Effective Date: 3/1/2015

MCP	Region	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Aetna	Central	Dual benefits	18		44		0		62
	Central	Medicaid only	16		14		0		30
	North West	Dual benefits	8		13		0		21
	North West	Medicaid only	17		6		2		25
	South West	Dual benefits	16		20		0		36
	South West	Medicaid only	34		19		1		54
	Total			109	20.53%	116	21.32%	3	27.27%
Buckeye	North East	Dual benefits	9		5		0		14
	North East	Medicaid only	6		4		0		10
	North West	Dual benefits	8		4		0		12
	North West	Medicaid only	11		2		0		13
	West Central	Dual benefits	15		40		0		55
	West Central	Medicaid only	26		43		0		69
	Total			75	14.12%	98	18.01%	0	0.00%
CareSource	East Central	Dual benefits	17		32		0		49
	East Central	Medicaid only	15		13		1		29
	North East	Dual benefits	80		76		0		156
	North East	Medicaid only	36		25		1		62
	North East Central	Dual benefits	22		15		0		37
	North East Central	Medicaid only	23		13		1		37
	Total			193	36.35%	174	31.99%	3	27.27%
Molina	Central	Dual benefits	16		15		0		31
	Central	Medicaid only	12		3		1		16
	South West	Dual benefits	29		18		0		47
	South West	Medicaid only	28		8		1		37
	West Central	Dual benefits	4		10		0		14

Molina	West Central	Medicaid only	9		8		0		17
	Total		98	18.46%	62	11.40%	2	18.18%	
United	East Central	Dual benefits	10		38		0		48
	East Central	Medicaid only	14		35		0		49
	North East	Dual benefits	6		6		0		12
	North East	Medicaid only	18		11		2		31
	North East Central	Dual benefits	4		4		0		8
	North East Central	Medicaid only	4		0		1		5
	Total		56	10.55%	94	17.28%	3	27.27%	
Total Mandatory			531	100.00%	544	100.00%	11	100.00%	

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

Region and MCP as a Percentage of Type
Effective Date: 3/1/2015

Region	MCP	Medicare Status	FFS To MCP		MCP To MCP		MCP To FFS		Total
Central	Aetna	Dual benefits	18	29.03%	44	57.89%	0	0.00%	62
	Aetna	Medicaid only	16	25.81%	14	18.42%	0	0.00%	30
	Molina	Dual benefits	16	25.81%	15	19.74%	0	0.00%	31
	Molina	Medicaid only	12	19.35%	3	3.95%	1	100.00%	16
	Total		62	100.00%	76	100.00%	1	100.00%	
East Central	CareSource	Dual benefits	17	30.36%	32	27.12%	0	0.00%	49
	CareSource	Medicaid only	15	26.79%	13	11.02%	1	100.00%	29
	United	Dual benefits	10	17.86%	38	32.20%	0	0.00%	48
	United	Medicaid only	14	25.00%	35	29.66%	0	0.00%	49
	Total		56	100.00%	118	100.00%	1	100.00%	
North East	Buckeye	Dual benefits	9	5.81%	5	3.94%	0	0.00%	14
	Buckeye	Medicaid only	6	3.87%	4	3.15%	0	0.00%	10
	CareSource	Dual benefits	80	51.61%	76	59.84%	0	0.00%	156
	CareSource	Medicaid only	36	23.23%	25	19.69%	1	33.33%	62
	United	Dual benefits	6	3.87%	6	4.72%	0	0.00%	12
	United	Medicaid only	18	11.61%	11	8.66%	2	66.67%	31
	Total		155	100.00%	127	100.00%	3	100.00%	
North East Central	CareSource	Dual benefits	22	41.51%	15	46.88%	0	0.00%	37
	CareSource	Medicaid only	23	43.40%	13	40.63%	1	50.00%	37
	United	Dual benefits	4	7.55%	4	12.50%	0	0.00%	8
	United	Medicaid only	4	7.55%	0	0.00%	1	50.00%	5
	Total		53	100.00%	32	100.00%	2	100.00%	
North West	Aetna	Dual benefits	8	18.18%	13	52.00%	0	0.00%	21
	Aetna	Medicaid only	17	38.64%	6	24.00%	2	100.00%	25
	Buckeye	Dual benefits	8	18.18%	4	16.00%	0	0.00%	12
	Buckeye	Medicaid only	11	25.00%	2	8.00%	0	0.00%	13
	Total		44	100.00%	25	100.00%	2	100.00%	
South West	Aetna	Dual benefits	16	14.95%	20	30.77%	0	0.00%	36
	Aetna	Medicaid only	34	31.78%	19	29.23%	1	50.00%	54
	Molina	Dual benefits	29	27.10%	18	27.69%	0	0.00%	47

South West	Molina	Medicaid only	28	26.17%	8	12.31%	1	50.00%	37
	Total		107	100.00%	65	100.00%	2	100.00%	
West Central	Buckeye	Dual benefits	15	27.78%	40	39.60%	0	0.00%	55
	Buckeye	Medicaid only	26	48.15%	43	42.57%	0	0.00%	69
	Molina	Dual benefits	4	7.41%	10	9.90%	0	0.00%	14
	Molina	Medicaid only	9	16.67%	8	7.92%	0	0.00%	17
	Total		54	100.00%	101	100.00%	0	100.00%	
Total Mandatory			531		544		11		

MyCare
ASSIGNMENT BY REGION
 Effective Date: 3/1/2015

Region	Medicare Status	Voluntary MCP Enrollment	Assignments	Total For Region
Central	Medicaid only	45	19	64
	Dual benefits	93	229	322
		138	248	386
East Central	Medicaid only	77	16	93
	Dual benefits	97	229	326
		174	245	419
North East	Medicaid only	100	28	128
	Dual benefits	182	394	576
		282	422	704
North East Central	Medicaid only	40	9	49
	Dual benefits	45	155	200
		85	164	249
North West	Medicaid only	36	12	48
	Dual benefits	33	150	183
		69	162	231
South West	Medicaid only	89	23	112
	Dual benefits	83	325	408
		172	348	520
West Central	Medicaid only	86	9	95
	Dual benefits	69	132	201
		155	141	296
Total For All Regions		1075	1730	2805

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY MCP
 Effective Date: 3/1/2015

Region	MCP	Medicare Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Aetna	Dual benefits	18	44	62	116	178	46.11%
	Aetna	Medicaid only	16	14	30	8	38	9.84%
	Molina	Dual benefits	16	15	31	113	144	37.31%
	Molina	Medicaid only	12	3	15	11	26	6.74%
	Total			62	76	138	248	386
East Central	CareSource	Dual benefits	17	32	49	0	49	11.69%
	CareSource	Medicaid only	15	13	28	6	34	8.11%
	United	Dual benefits	10	38	48	229	277	66.11%
	United	Medicaid only	14	35	49	10	59	14.08%
	Total			56	118	174	245	419
North East	Buckeye	Dual benefits	9	5	14	176	190	26.99%
	Buckeye	Medicaid only	6	4	10	9	19	2.70%
	CareSource	Dual benefits	80	76	156	0	156	22.16%
	CareSource	Medicaid only	36	25	61	10	71	10.09%
	United	Dual benefits	6	6	12	218	230	32.67%
	United	Medicaid only	18	11	29	9	38	5.40%
	Total			155	127	282	422	704
North East Central	CareSource	Dual benefits	22	15	37	0	37	14.86%
	CareSource	Medicaid only	23	13	36	3	39	15.66%
	United	Dual benefits	4	4	8	155	163	65.46%
	United	Medicaid only	4	0	4	6	10	4.02%
	Total			53	32	85	164	249

North West	Aetna	Dual benefits	8	13	21	75	96	41.56%
	Aetna	Medicaid only	17	6	23	7	30	12.99%
	Buckeye	Dual benefits	8	4	12	75	87	37.66%
	Buckeye	Medicaid only	11	2	13	5	18	7.79%
	Total		44	25	69	162	231	100.00%
South West	Aetna	Dual benefits	16	20	36	187	223	42.88%
	Aetna	Medicaid only	34	19	53	12	65	12.50%
	Molina	Dual benefits	29	18	47	138	185	35.58%
	Molina	Medicaid only	28	8	36	11	47	9.04%
	Total		107	65	172	348	520	100.00%
West Central	Buckeye	Dual benefits	15	40	55	66	121	40.88%
	Buckeye	Medicaid only	26	43	69	6	75	25.34%
	Molina	Dual benefits	4	10	14	66	80	27.03%
	Molina	Medicaid only	9	8	17	3	20	6.76%
	Total		54	101	155	141	296	100.00%
Total Mandatory			531	544	1075	1730	2805	

MyCare
VOLUNTARY ENROLLMENTS AND ASSIGNMENTS BY REGION BY COUNTY BY MCP
 Effective Date: 3/1/2015

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Delaware	Aetna	Dual benefits	2	5	7	7	14
			Medicaid only	0	2	2	0	2
		Molina	Dual benefits	1	0	1	4	5
			Medicaid only	3	1	4	0	4
		Total			6	8	14	11
	Franklin	Aetna	Dual benefits	16	37	53	95	148
			Medicaid only	16	11	27	7	34
		Molina	Dual benefits	12	13	25	103	128
			Medicaid only	7	1	8	10	18
		Total			51	62	113	215
	Madison	Aetna	Dual benefits	0	1	1	6	7
			Medicaid only	0	1	1	0	1
		Molina	Dual benefits	0	0	0	2	2
			Medicaid only	2	0	2	1	3
		Total			2	2	4	9
	Pickaway	Aetna	Dual benefits	0	1	1	5	6
		Molina	Dual benefits	2	1	3	2	5
		Total			2	2	4	7
	Union	Aetna	Dual benefits	0	0	0	3	3
			Medicaid only	0	0	0	1	1

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
Central	Union	Molina	Dual benefits	1	1	2	2	4
			Medicaid only	0	1	1	0	1
		Total		1	2	3	6	9

Central Region Totals								
Aetna				34	58	92	124	216
Molina				28	18	46	124	170
Total				62	76	138	248	386

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Portage	CareSource	Dual benefits	2	1	3	0	3
			Medicaid only	0	1	1	0	1
		United	Dual benefits	0	2	2	16	18
			Medicaid only	0	1	1	3	4
		Total		2	5	7	19	26
	Stark	CareSource	Dual benefits	9	24	33	0	33
			Medicaid only	7	8	15	5	20
		United	Dual benefits	2	3	5	86	91
			Medicaid only	4	1	5	2	7
		Total		22	36	58	93	151
	Summit	CareSource	Dual benefits	3	6	9	0	9
			Medicaid only	7	4	11	0	11
		United	Dual benefits	8	30	38	103	141
			Medicaid only	9	32	41	5	46
		Total		27	72	99	108	207
	Wayne	CareSource	Dual benefits	3	1	4	0	4
			Medicaid only	1	0	1	1	2

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
East Central	Wayne	United	Dual benefits	0	3	3	24	27
			Medicaid only	1	1	2	0	2
		Total		5	5	10	25	35

East Central Region Totals								
CareSource				32	45	77	6	83
United				24	73	97	239	336
Total				56	118	174	245	419

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East	Cuyahoga	Buckeye	Dual benefits	4	3	7	137	144
			Medicaid only	4	3	7	8	15
		CareSource	Dual benefits	66	61	127	0	127
			Medicaid only	27	20	47	8	55
		United	Dual benefits	4	6	10	171	181
			Medicaid only	16	7	23	5	28
		Total		121	100	221	329	550
	Geauga	Buckeye	Dual benefits	0	0	0	6	6
		CareSource	Dual benefits	1	1	2	0	2
		United	Dual benefits	0	0	0	4	4
		Total		1	1	2	10	12
	Lake	Buckeye	Dual benefits	2	0	2	10	12
			Medicaid only	2	1	3	0	3
		CareSource	Dual benefits	6	2	8	0	8
			Medicaid only	3	0	3	0	3
		United	Dual benefits	1	0	1	10	11

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East	Lake	United	Medicaid only	2	0	2	0	2	
		Total		16	3	19	20	39	
	Lorain	Buckeye	Dual benefits	0	1	1	18	19	
			Medicaid only	0	0	0	1	1	
		CareSource	Dual benefits	6	11	17	0	17	
			Medicaid only	5	4	9	2	11	
		United	Dual benefits	1	0	1	19	20	
			Medicaid only	0	4	4	4	8	
	Total		12	20	32	44	76		
	Medina	Buckeye	Dual benefits	3	1	4	5	9	
		CareSource	Dual benefits	1	1	2	0	2	
			Medicaid only	1	1	2	0	2	
		United	Dual benefits	0	0	0	14	14	
		Total		5	3	8	19	27	
	North East Region Totals								
	Buckeye				15	9	24	185	209
	CareSource				116	101	217	10	227
United				24	17	41	227	268	
Total				155	127	282	422	704	
Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
North East Central	Columbiana	CareSource	Dual benefits	0	3	3	0	3	
			Medicaid only	6	0	6	0	6	
		United	Dual benefits	2	1	3	35	38	
			Medicaid only	2	0	2	2	4	
	Total		10	4	14	37	51		

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North East Central	Mahoning	CareSource	Dual benefits	12	5	17	0	17
			Medicaid only	10	12	22	1	23
		United	Dual benefits	1	1	2	60	62
			Medicaid only	1	0	1	1	2
		Total			24	18	42	62
	Trumbull	CareSource	Dual benefits	10	7	17	0	17
			Medicaid only	7	1	8	2	10
		United	Dual benefits	1	2	3	60	63
			Medicaid only	1	0	1	3	4
		Total			19	10	29	65

North East Central Region Totals								
CareSource				45	28	73	3	76
United				8	4	12	161	173
Total				53	32	85	164	249

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Fulton	Aetna	Dual benefits	0	1	1	2	3
			Medicaid only	0	1	1	0	1
		Buckeye	Dual benefits	0	0	0	3	3
			Medicaid only	2	0	2	0	2
		Total			2	2	4	5
	Lucas	Aetna	Dual benefits	7	9	16	56	72
			Medicaid only	13	4	17	4	21
		Buckeye	Dual benefits	5	4	9	61	70
			Medicaid only	6	2	8	4	12
		Total			31	19	50	125

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
North West	Ottawa	Aetna	Dual benefits	0	1	1	5	6
			Medicaid only	0	1	1	1	2
		Buckeye	Dual benefits	1	0	1	5	6
		Total		1	2	3	11	14
	Wood	Aetna	Dual benefits	1	2	3	12	15
			Medicaid only	4	0	4	2	6
		Buckeye	Dual benefits	2	0	2	6	8
			Medicaid only	3	0	3	1	4
		Total		10	2	12	21	33

North West Region Totals								
Aetna				25	19	44	82	126
Buckeye				19	6	25	80	105
Total				44	25	69	162	231

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Butler	Aetna	Dual benefits	3	8	11	30	41
			Medicaid only	7	6	13	2	15
		Molina	Dual benefits	3	3	6	26	32
			Medicaid only	2	0	2	1	3
		Total		15	17	32	59	91
	Clermont	Aetna	Dual benefits	3	2	5	24	29
			Medicaid only	2	2	4	2	6
		Molina	Dual benefits	3	1	4	22	26
			Medicaid only	3	1	4	2	6
		Total		11	6	17	50	67
	Clinton	Aetna	Dual benefits	0	1	1	11	12

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
South West	Clinton	Molina	Dual benefits	5	1	6	7	13
			Medicaid only	0	1	1	0	1
		Total		5	3	8	18	26
	Hamilton	Aetna	Dual benefits	10	8	18	112	130
			Medicaid only	18	8	26	7	33
		Molina	Dual benefits	17	12	29	77	106
			Medicaid only	23	6	29	8	37
		Total		68	34	102	204	306
	Warren	Aetna	Dual benefits	0	1	1	10	11
			Medicaid only	7	3	10	1	11
		Molina	Dual benefits	1	1	2	6	8
		Total		8	5	13	17	30

South West Region Totals								
Aetna				50	39	89	199	288
Molina				57	26	83	149	232
Total				107	65	172	348	520

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total
West Central	Clark	Buckeye	Dual benefits	1	4	5	11	16
			Medicaid only	2	6	8	3	11
		Molina	Dual benefits	3	2	5	18	23
			Medicaid only	0	1	1	1	2
		Total		6	13	19	33	52
	Greene	Buckeye	Dual benefits	3	3	6	5	11
			Medicaid only	4	5	9	0	9
		Molina	Dual benefits	0	0	0	3	3

Region	County	MCP	Medicaid Status	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	
West Central	Greene	Molina	Medicaid only	3	1	4	0	4	
		Total		10	9	19	8	27	
	Montgomery	Buckeye	Dual benefits	11	33	44	50	94	
			Medicaid only	20	32	52	3	55	
		Molina	Dual benefits	1	8	9	45	54	
			Medicaid only	6	6	12	2	14	
		Total		38	79	117	100	217	
		West Central Region Totals							
	Buckeye				41	83	124	72	196
	Molina				13	18	31	69	100
Total				54	101	155	141	296	
Total Mandatory				531	544	1075	1730	2805	

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

**MCP and Region as a Percentage of Type
Effective Date: 3/1/2015**

MCP	Region	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Aetna	<i>Central</i>	35	6.65%	20	8.81%	55
	<i>North West</i>	17	3.23%	8	3.52%	25
	<i>South West</i>	77	14.64%	23	10.13%	100
	Total	129	24.52%	51	22.47%	180
Buckeye	<i>North East</i>	21	3.99%	5	2.20%	26
	<i>North West</i>	12	2.28%	2	0.88%	14
	<i>West Central</i>	61	11.60%	37	16.30%	98
	Total	94	17.87%	44	19.38%	138
CareSource	<i>East Central</i>	36	6.84%	23	10.13%	59
	<i>North East</i>	51	9.70%	39	17.18%	90
	<i>North East Central</i>	8	1.52%	6	2.64%	14
	Total	95	18.06%	68	29.96%	163

Molina	<i>Central</i>	17	3.23%	8	3.52%	25
	<i>South West</i>	48	9.13%	9	3.96%	57
	<i>West Central</i>	41	7.79%	8	3.52%	49
	Total	106	20.15%	25	11.01%	131
United	<i>East Central</i>	38	7.22%	19	8.37%	57
	<i>North East</i>	44	8.37%	14	6.17%	58
	<i>North East Central</i>	20	3.80%	6	2.64%	26
	Total	102	19.39%	39	17.18%	141
Total Changes		526	100.00%	227	100.00%	753

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

**MCP and Region as a Percentage of Type
Effective Date: 3/1/2015**

Region	MCP	Dual Benefits to Medicaid Only		Medicaid Only to Dual Benefits		Total
Central	<i>Aetna</i>	35	6.65%	20	8.81%	55
	<i>Molina</i>	17	3.23%	8	3.52%	25
	Total	52	9.89%	28	12.33%	80
North West	<i>Aetna</i>	17	3.23%	8	3.52%	25
	<i>Buckeye</i>	12	2.28%	2	0.88%	14
	Total	29	5.51%	10	4.41%	39
South West	<i>Aetna</i>	77	14.64%	23	10.13%	100
	<i>Molina</i>	48	9.13%	9	3.96%	57
	Total	125	23.76%	32	14.10%	157
North East	<i>Buckeye</i>	21	3.99%	5	2.20%	26
	<i>CareSource</i>	51	9.70%	39	17.18%	90
	<i>United</i>	44	8.37%	14	6.17%	58
	Total	116	22.05%	58	25.55%	174

West Central	<i>Buckeye</i>	61	11.60%	37	16.30%	98
	<i>Molina</i>	41	7.79%	8	3.52%	49
	Total	102	19.39%	45	19.82%	147
East Central	<i>CareSource</i>	36	6.84%	23	10.13%	59
	<i>United</i>	38	7.22%	19	8.37%	57
	Total	74	14.07%	42	18.50%	116
North East Central	<i>CareSource</i>	8	1.52%	6	2.64%	14
	<i>United</i>	20	3.80%	6	2.64%	26
	Total	28	5.32%	12	5.29%	40
Total Changes		526	100.00%	227	100.00%	753

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 2/1/2015 to 2/28/2015

Total Surveys Available for Completion: 63886

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	77	37.75%	111	54.41%	10	4.90%	4	1.96%	2	0.98%	204	100.00%
Our answers to your questions	98	48.04%	87	42.65%	12	5.88%	6	2.94%	1	0.49%	204	100.00%
Our courtesy to you and your family	116	56.86%	82	40.20%	4	1.96%	1	0.49%	1	0.49%	204	100.00%
Overall, how would you rate our staff and services	106	51.96%	91	44.61%	2	0.98%	3	1.47%	1	0.98%	204	100.00%
Total	397	48.65%	371	45.47%	28	3.43%	14	1.72%	7	0.74%	816	100.00%

Number of Surveys Attempted: 1029

Number of Completed Customer Satisfaction Surveys: 204