



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

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Ohio Consumer Hotline Monthly Report August 2012

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 5,762 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 297. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or ACS for pharmacy issues).

Provider Directory:

OMH manages a database of Medicaid providers so that consumers may call and get information on available providers (including specialists) in their area. CSR staff are able to search for options for callers based on their zip code, county, city, type and specialty of the provider desired. ODJFS provides the data for this file daily. The most recent update was received on Tuesday, September 04, 2012.

Additionally, OMH staff are actively encouraging the use of the ODJFS website for direct access to the Medicaid FFS provider listings.

Insure Kids Now/Governor's Hotline: There were a total of 166 calls coming in through this queue for August.

Mail Summary

- 10,960 CFC Reminder/Confirmation Letters Sent
- 3,343 ABD Reminder/Confirmation Letters Sent

Activity Summary

- 124,420 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 96,775 total calls (inbound and outbound)
 - 21,717 Call Fire Campaign Calls
 - 5,762 Provider Calls
 - 166 Insure Kids Now/Governor's Hotline
- 5% abandonment rate
- 5:28 minutes average talk time
- 1:35 minute average speed to answer
- 44 average CSR inbound calls per day

Ohio Consumer Hotline
August 2012
Call Center Activity Report

Day of the week	Date	Bus Hrs Calls Received (#)	Bus Hrs Calls Answered (#)	Call-Backs Bus Hrs (#)	Call-Backs Non-Bus Hrs (#)	Total Calls & Call-Backs Answered (#)	Total Calls Abandoned (#)	Abandon Rate (%)	Total Outbound Calls (#)	Total Call Activity (Inbound-Outbound)	Maximum Queue Time	Avg. Time to Abandon (Minutes)	Avg. Calls Per FTE Inbound (#)	Avg. Speed to Answer (ASA) (Minutes)	Avg Talk Time (ATT) (Minutes)
Mon	07/30/12	3547	3291	1029	5	3296	256	7%	1166	4462	:22:47	:02:17	53	:01:46	:05:32
Tue	07/31/12	2931	2807	719	10	2817	124	4%	1405	4222	:14:56	:01:52	45	:01:32	:05:14
Wed	08/01/12	3843	3557	1294	20	3577	286	7%	1036	4613	:20:47	:02:24	53	:01:52	:05:03
Thurs	08/02/12	3430	3237	869	16	3253	193	6%	1802	5055	:15:18	:01:30	49	:01:27	:05:11
Fri	08/03/12	2652	2514	707	14	2528	138	5%	2025	4553	:27:00	:01:57	39	:01:41	:05:19
Sat	08/04/12	459	446	159	20	466	13	3%	340	806	:23:48	:02:41	57	:01:08	:02:39
Sun	08/05/12	0	0	0	15	15	0	0%	0	15	:00:00	:00:00	0	:00:00	:00:00
	Week end	16862	15852	4777	100	15952	1010	6%	6608	22560	:27:00	:02:04	49	:01:39	:05:12
	Aug Only	10384	9754	3029	85	9839	630	6%	5203	15042	:27:00	:02:02	40	:01:39	:05:04
Mon	08/06/12	3978	3645	1392	13	3991	333	8%	880	4871	:22:03	:01:57	55	:02:01	:05:14
Tues	08/07/12	3133	2915	942	7	3140	218	7%	1495	4635	:21:39	:02:00	45	:01:57	:05:22
Wed	08/08/12	2775	2639	772	7	2782	136	5%	1611	4393	:14:14	:01:46	42	:01:48	:05:16
Thurs	08/09/12	2760	2582	584	6	2766	178	6%	1360	4126	:21:55	:01:47	43	:01:32	:05:22
Fri	08/10/12	2635	2527	412	11	2646	108	4%	999	3645	:13:26	:01:34	50	:01:16	:05:16
Sat	08/11/12	285	283	139	6	291	2	1%	655	946	:16:58	:01:10	24	:00:21	:04:16
Sun	08/12/12	0	0	0	30	30	0	0%	0	30	:00:00	:00:00	0	:00:00	:00:00
	Week end	15566	14591	4241	80	15646	975	6%	7000	22646	:22:03	:01:42	43	:01:29	:05:08
Mon	08/13/12	3740	3498	997	6	3746	242	6%	612	4358	:28:44	:02:03	52	:01:44	:05:57
Tues	08/14/12	2916	2800	548	6	2922	116	4%	1325	4247	:20:23	:01:36	46	:01:15	:05:27
Wed	08/15/12	3059	2901	703	5	3064	158	5%	1449	4513	:15:59	:01:37	47	:01:32	:05:26
Thurs	08/16/12	2751	2619	655	8	2759	132	5%	1363	4122	:21:39	:02:08	47	:01:35	:05:28
Fri	08/17/12	2887	2718	693	7	2894	169	6%	1090	3984	:32:28	:02:12	44	:01:39	:05:40
Sat	08/18/12	285	258	146	6	291	27	9%	300	591	:28:05	:13:49	28	:01:57	:04:31
Sun	08/19/12	0	0	0	19	19	0	0%	0	19	:00:00	:00:00	0	:00:00	:00:00
	Week end	15638	14794	3742	57	15695	844	5%	6139	21834	:32:28	:02:19	44	:01:34	:05:35
Mon	08/20/12	3779	3521	1077	12	3533	258	7%	778	4311	:18:08	:01:53	54	:01:43	:05:33
Tues	08/21/12	2939	2807	713	4	2811	132	4%	1646	4457	:21:53	:01:54	52	:01:35	:05:19
Wed	08/22/12	2888	2783	594	14	2797	105	4%	1210	4007	:25:16	:01:36	49	:01:23	:05:29
Thurs	08/23/12	2915	2745	701	5	2750	170	6%	1065	3815	:33:52	:01:34	50	:01:32	:05:25
Fri	08/24/12	2363	2243	463	5	2248	120	5%	1254	3502	:17:17	:01:37	45	:01:14	:05:40
Sat	08/25/12	217	213	28	4	217	4	2%	200	417	:06:29	:01:33	37	:00:32	:04:01
Sun	08/26/12	0	0	0	32	32	0	0%	0	32	:00:00	:00:00	0	:00:00	:00:00
	Week end	15101	14312	3576	76	14388	789	5%	6153	20541	:33:52	:01:44	48	:01:29	:05:28
Mon	08/27/12	3329	3172	879	16	3188	157	5%	697	3885	:16:06	:01:44	53	:01:35	:05:43
Tues	08/28/12	2807	2665	558	7	2672	142	5%	1437	4109	:11:04	:01:34	48	:01:13	:05:32
Wed	08/29/12	2477	2407	359	5	2412	70	3%	596	3008	:09:55	:01:29	50	:01:00	:05:52
Thurs	08/30/12	2337	2226	596	4	2230	111	5%	555	2785	:16:34	:01:58	41	:01:42	:06:00
Fri	08/31/12	2129	2059	319	9	2068	70	3%	857	2925	:09:53	:01:56	46	:01:12	:05:52
	Week end	13079	12529	2711	41	12570	550	4%	4142	16712	:16:34	:01:44	48	:01:21	:05:47
	Month End	69768	65980	17299	263	66243	3788	5%	28637	96775	:33:52	:02:33	44	:01:35	:05:28

Call Center Busy Hour Report

August 2012

Calls Received During Business Hours

Day of the Week	Date	Total Calls Received	7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM
Wed	08/01/12	3843	27	167	275	354	406	420	449	444	475	389	228	130	79
Thurs	08/02/12	3430	56	199	329	400	393	367	402	383	360	254	125	93	69
Fri	08/03/12	2652	30	149	231	252	313	316	308	313	298	215	117	67	43
Sat	08/04/12	459	0	25	38	48	54	72	62	66	58	36	0	0	0
Sun	08/05/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	10384	113	540	873	1054	1166	1175	1221	1206	1191	894	470	290	191
Mon	08/06/12	3978	52	259	374	431	464	416	442	424	410	361	167	118	60
Tues	08/07/12	3133	58	192	297	340	401	346	356	368	340	230	96	70	39
Wed	08/08/12	2775	52	157	268	294	321	320	350	295	314	222	99	55	28
Thurs	08/09/12	2760	25	158	245	337	336	316	345	321	283	215	99	41	39
Fri	08/10/12	2635	26	165	233	296	345	290	345	310	273	177	96	52	27
Sat	08/11/12	285	0	12	25	31	40	32	45	41	26	33	0	0	0
Sun	08/12/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	15566	213	943	1442	1729	1907	1720	1883	1759	1646	1238	557	336	193
Mon	08/13/12	3740	39	203	378	444	419	450	439	410	383	288	146	85	56
Tues	08/14/12	2916	30	185	273	348	395	301	332	335	294	191	120	70	42
Wed	08/15/12	3059	23	175	254	322	410	336	362	342	339	248	111	88	49
Thurs	08/16/12	2751	16	133	288	324	385	277	290	348	305	198	99	59	29
Fri	08/17/12	2887	24	175	250	351	330	316	346	346	299	221	121	72	36
Sat	08/18/12	285	0	14	24	40	33	47	30	33	32	32	0	0	0
Sun	08/19/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	15638	132	885	1467	1829	1972	1727	1799	1814	1652	1178	597	374	212
Mon	08/20/12	3779	48	188	390	430	487	439	426	421	401	252	123	85	89
Tues	08/21/12	2939	26	193	335	310	370	324	325	305	316	208	121	60	46
Wed	08/22/12	2888	32	179	261	330	352	319	333	330	299	231	107	71	44
Thurs	08/23/12	2915	34	178	331	361	325	308	331	305	311	237	101	47	46
Fri	08/24/12	2363	25	156	233	271	304	274	277	292	229	161	67	49	25
Sat	08/25/12	217	0	9	13	21	29	31	41	23	22	28	0	0	0
Sun	08/26/12	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	15101	165	903	1563	1723	1867	1695	1733	1676	1578	1117	519	312	250
Mon	08/27/12	3329	47	207	288	384	391	419	376	374	330	247	125	96	45
Tue	08/28/12	2807	29	190	310	321	352	334	322	291	255	198	102	63	40
Wed	08/29/12	2477	24	142	240	297	296	264	273	278	271	182	96	66	48
Thu	08/30/12	2337	22	138	216	255	280	241	258	280	261	195	107	59	25
Fri	08/31/12	2129	28	121	212	220	262	201	253	238	226	199	98	51	20
	Week Ending	13079	150	798	1266	1477	1581	1459	1482	1461	1343	1021	528	335	178
	Month Total	69768	773	4069	6611	7812	8493	7776	8118	7916	7410	5448	2671	1647	1024
	Cumulative Percent		1%	6%	9%	11%	12%	11%	12%	11%	11%	8%	4%	2%	1%
	Eastern Time		7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM

Ohio Consumer Hotline - Activity Summary Report

Calls made from 8/1/2012 to 8/31/2012

Type	Sub Type	Total Calls
<i>ABD Medicaid</i>	Application / Eligibility	4170
	Benefit Package / Covered Services	1409
	Billing Number	141
	Card	775
	Certificate of Coverage	73
	Change	395
	Citizenship Verification Questions	0
	Estate Recovery	50
	Hearing	8
	Patient Liability	23
	Program Information	910
	Total	7954
<i>BCCP</i>	Application / Eligibility	10
	Benefit Package / Covered Services	10
	Card	2
	Change	5
	Estate Recovery	1
	Hearing	0
	Participating Site Information	1
	Program Information	8
	Total	37
<i>Consumer Guide</i>	Questions From Consumer Guide	0
	Total	0
<i>EOMB</i>	General Information	20
	Questions About Letter	17
	Total	37
<i>FFS Billing</i>	Billing Number	226
	Claims Request	46

FFS Billing	General Billing Questions	1467
	Received Bill (Needs Letter)	69
	Total	1808
General Benefits	Dental	709
	Equipment	266
	Family Planning	126
	Healthchek Services	20
	Inquiry on Covered Services	583
	Medicaid School Program	1
	Medlist Assist	24
	Pregnancy Related Services	5
	Prescriptions	1002
	Transportation	516
	Vision	370
	Total	3622
Healthy Start	Application / Eligibility	3828
	Benefit Package / Covered Services	944
	Billing Number	351
	Card	736
	Certificate of Coverage	103
	Change	474
	Citizenship Verification Questions	3
	Estate Recovery	1
	Hearing	9
	Program Information	797
	Total	7246
HIPAA	Complaint	1
	Information	14
	Request for Accounting for Disclosure	1
	Request for Amendment	0
	Request for Restriction	0

HIPAA	Send PHI Brochure	0
	Total	16
Home Health Care	Application / Eligibility	34
	Benefit Package / Covered Services	31
	BHCS Complaint	2
	BHCS Questions	0
	Card	1
	Hearing	1
	HSFA Questions	0
	Passport	1
	Program Information	40
	Provider	7
	Status	0
	Total	117
Incident Report	Billing Inquiry	52
	Reimbursement Inquiry	8
	Total	60
Information	Cash Assistance	45
	CDJFS	474
	Customer Survey	4
	Food Stamps	196
	Hotline	1748
	Medicare	252
	Social Security	37
	Total	2756
Inquiry	029 Error	101
	574 Error - Not Eligible	28
	Already Selected	1701
	Called to Check on Doctors	272
	Called to Check on Just Cause Status	109
	Case Addition	39
	Case Closed	183
	Case Pending	140

<i>Inquiry</i>	Category Closed	51
	Change in Name	18
	Change in Phone Number / Address	227
	CIC - Do Not Assign	14
	Consumer Needs To Be Auto Re-Enrolled	9
	Failed Eligibility	371
	General Questions	12905
	Open Enrollment Questions	1088
	Person Calling Not PIP / AG Head	120
	Referred Consumer to County Worker	2209
	Returned NME / Notice	8
	Transferred in Error	180
	Wanted Phone Number of MCP	478
	Total	20251
<i>Issue / Concern</i>	Issue / Concern about MCP	1
	Issue / Concern about Provider	0
	Issue / Concern with Caseworker	4
	Issue / Concern with ODJFS	1
	Total	6
<i>Limited Family Planning Services</i>	Application / Eligibility	1156
	Benefit Package / Covered Services	2053
	Billing Number	48
	Card	168
	Certificate of Coverage	8
	Change	31
	Hearing	4
	Program Information	1230
	Total	4698
<i>Long Term Care</i>	Application / Eligibility	24
	Benefit Package / Covered Services	11

Long Term Care	Card	1
	Community Spouse	0
	Estate Recovery	4
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	6
	Program Information	12
	Total	58
Mail Request	"Getting Long Term Care" Pamphlet	3
	"Personal Needs Allowance" Pamphlet	2
	ABD Application Letter - 7200	333
	ABD EMP Enrollment Packet	180
	ABD Pamphlet - Spanish	3
	BCCP Brochure	1
	CFC EMP Enrollment Packet	243
	Citizenship Verification Brochure	1
	CPA Letter - Blank	197
	Healthy Start Brochure	25
	HIPAA Notice	0
	HS/HF Information	1
	Immigrants Medicaid - Somali	0
	Lead Poisoning Pamphlet	0
	MBI Program Brochure	5
	MBI-WD Application	11
	Medicaid Program Enrollment & Benefit Information	60
	OH Partnership for LTC	1
	Ohio Medicaid Pamphlet - Spanish	2
	PHI Brochure	1
	QMB - Blank	308

Mail Request	Spend Down Brochure - Spanish	1
	Total	1378
Mailing	CPA - Completed	1
	Total	1
Managed Care Info & Referral	Benefit Package	357
	Billing Number	41
	Information	1848
	Just Cause Status	98
	Payment	2
	Phone Numbers	251
	Provider Name	166
	Transfer Request - Bureau of Managed Care	32
Total	2795	
MBI-WD	AG Collections Questions	5
	Application / Eligibility	34
	Benefit Package / Covered Services	10
	Billing Number	1
	Card	3
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	4
	Program Information	50
	Questions About Premiums	64
Total	172	
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	50
	Unable to Reach - Letter Sent - Resolved	1
	Total	51
Medicare Part D	Application / Eligibility	58
	Information	264
	Questions About Letter	9
	Total	331

Medicare Premium Assistance	Application / Eligibility	1310
	Benefit Package / Covered Services	526
	Billing Number	5
	Card	213
	Certificate of Coverage	5
	Change	60
	Estate Recovery	5
	Hearing	1
	Patient Liability	10
	Program Information	605
	Total	2740
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	4
	Request Benefits Balance - Needs Follow-Up	0
	Total	4
ODJFS Survey	Managed Care Survey	1
	Total	1
Ohio's Best RX	Program Information	3
	Referred Caller	6
	Total	9
Other Medicaid Program	Application / Eligibility	673
	Benefit Package / Covered Services	145
	Billing Number	51
	Card	209
	Certificate of Coverage	19
	Change	68
	Citizenship Verification Questions	0
	Estate Recovery	12
	Hearing	3
	Program Information	539
	Total	1719
PACT	Card	0

PACT	Hearing	0
	Initial 30 Day Provider Change	0
	Program Information	0
	Provider	0
	Transfer Request	0
	Total	0
Prior Authorization	How to Obtain	566
	Letter	62
	Program Information	248
	Status	438
	Transfer Request - Needs Follow-Up	4
	Total	1318
Provider	Fee-For-Service Provider Names	773
	Referred to MCP For Provider List	36
	Referred to ODJFS Website For Provider List	181
	Referred to State Board To File Complaint Against Provider	5
	Total	995
Reimbursement	Decision	23
	Information	632
	State Hearing	11
	Total	666
Spend Down	Amount	736
	Card	524
	Certificate of Coverage	50
	Hearing	10
	Problem	269
	Program Information	1666
	Total	3255
State Hearings	How to Request	48
	Program Information	52

State Hearings	Status	7
	Total	107
Surveys	Call Center Survey	2374
	Total	2374
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	18
	General Information	124
	Need Medications Now	9
	Referral to Case Worker	185
	Referral to TPL Vendor	28
	Total	364
Tort	General Information	17
	Provided Number to Tort Unit	39
	Total	56
Waiver	Application / Eligibility	457
	Benefit Package / Covered Services	189
	Billing Number	15
	Card	152
	Certificate of Coverage	2
	Change	54
	Estate Recovery	17
	Hearing	1
	Independent Provider	4
	Patient Evaluation	0
	Patient Liability	22
	Program Information	181
	Waiting List	6
	Total	1100
Grand Total All Categories		68102

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

Calls made from 8/1/2012 to 8/31/2012

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	94
	ACS / First Health	101
	ADAMH	7
	Area Agency on Aging	38
	BCCP Regional Agency	7
	BCMh	7
	Bureau of Home and Community Services	0
	Case Management Agency	12
	Caseworker	848
	Child Support Enforcement Agency	3
	Complaint Department	28
	County Department of Job & Family Services	1191
	Enrollment Administration Services (EAS)	4
	First Link	33
	Food Stamp Hotline	12
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	2
	HomeHealthAgency	7
	Info & Refer	30
	In-House	8
	Legal Aid	17
	Managed Care Enrollment Center	323
	Managed Care Plan	396
	Managed Care Section	117
	MR / DD Board	6
	ODJFS	5
Ohio Department of Insurance	23	
Ohio Hospice	3	

Referral	Ohio's Best Rx	11
	Ombudsman	11
	OSHIIP	36
	Other Medical Services Agency	31
	Other Social Services Agency	33
	Out-of-State Medicaid Hotline	23
	PACT	2
	Pharmacy	57
	Prescription Drug Plan (PDP)	56
	Provider	550
	Provider Services Call Center	365
	Public Children's Services	31
	Social Security Administration	56
	StateHearingDivision	79
	StateMedicalBoard	11
	Supervisor	52
	Tort Unit	14
	Website - ODJFS	84
	Welfare Fraud Hotline	0
	WIC Office	5
Total		4829

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

Reporting Period: 7/21/2012 - 8/22/2012
Generated: 8/24/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1157	81.19%	242	16.98%	26	1.82%	1425	100%
Call Campaign	327	92.63%	25	7.08%	1	0.28%	353	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	3	60.00%	2	40.00%	0	0.00%	5	100%
Website	23	92.00%	2	8.00%	0	0.00%	25	100%

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

Reporting Period: 7/21/2012 - 8/22/2012
Generated: 8/24/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1157	76.62%	242	89.30%	26	96.30%	1425	78.82%
Call Campaign	327	21.66%	25	9.23%	1	3.70%	353	19.52%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	3	0.20%	2	0.74%	0	0.00%	5	0.28%
Website	23	1.52%	2	0.74%	0	0.00%	25	1.38%
TOTAL	1510	100%	271	100%	27	100%	1808	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 7/21/2012 - 8/22/2012

Generated: 8/24/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	183	62.89%	39	76.47%	8	50.00%
	Molina	108	37.11%	12	23.53%	8	50.00%
	Total	291	100.00%	51	100.00%	16	100.00%
East Central	Buckeye	71	36.04%	11	28.21%	1	14.29%
	Caresource	87	44.16%	18	46.15%	2	28.57%
	United	39	19.80%	10	25.64%	4	57.14%
	Total	197	100.00%	39	100.00%	7	100.00%
North East	Buckeye	52	14.81%	4	8.51%	0	0.00%
	Caresource	299	85.19%	43	91.49%	1	100.00%
	Total	351	100.00%	47	100.00%	1	100.00%
North East Central	Caresource	53	65.43%	8	80.00%	0	0.00%
	United	28	34.57%	2	20.00%	0	0.00%
	Total	81	100.00%	10	100.00%	0	100.00%
North West	Caresource	78	56.93%	15	75.00%	0	0.00%
	United	59	43.07%	5	25.00%	0	0.00%
	Total	137	100.00%	20	100.00%	0	100.00%
South East	Caresource	62	43.66%	15	55.56%	1	100.00%
	Molina	38	26.76%	6	22.22%	0	0.00%
	United	42	29.58%	6	22.22%	0	0.00%
	Total	142	100.00%	27	100.00%	1	100.00%
South West	Buckeye	29	16.86%	9	18.00%	1	100.00%
	Molina	143	83.14%	41	82.00%	0	0.00%
	Total	172	100.00%	50	100.00%	1	100.00%
West Central	Caresource	119	85.61%	22	81.48%	0	0.00%
	Molina	20	14.39%	5	18.52%	1	100.00%
	Total	139	100.00%	27	100.00%	1	100.00%
Total Mandatory		1510		271		27	

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

Region and MCP as a Percentage of Type

Reporting Period: 7/21/2012 - 8/22/2012

Generated: 8/24/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	East Central	71		11		1	
	North East	52		4		0	
	South West	29		9		1	
	Total	152	10.07%	24	8.86%	2	7.41%
Caresource	Central	183		39		8	
	East Central	87		18		2	
	North East	299		43		1	
	North East Central	53		8		0	
	North West	78		15		0	
	South East	62		15		1	
	West Central	119		22		0	
	Total	881	58.34%	160	59.04%	12	44.44%
Molina	Central	108		12		8	
	South East	38		6		0	
	South West	143		41		0	
	West Central	20		5		1	
	Total	309	20.46%	64	23.62%	9	33.33%
United	East Central	39		10		4	
	North East Central	28		2		0	
	North West	59		5		0	
	South East	42		6		0	
	Total	168	11.13%	23	8.49%	4	14.81%
Total Mandatory		1510	100.00%	271	100.00%	27	100.00%

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

Reporting Period: 7/21/2012 - 8/22/2012
Generated: 8/24/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	342	326	668
East Central	236	228	464
North East	398	419	817
North East Central	91	87	178
North West	157	185	342
South East	169	129	298
South West	222	251	473
West Central	166	133	299
Total For All Regions	1781	1758	3539

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

Reporting Period: 7/21/2012 - 8/22/2012
Generated: 8/24/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	183	39	222	127	349	52.25%
	Molina	108	12	120	199	319	47.75%
	Total	291	51	342	326	668	100.00%
East Central	Buckeye	71	11	82	65	147	31.68%
	Caresource	87	18	105	114	219	47.20%
	United	39	10	49	49	98	21.12%
	Total	197	39	236	228	464	100.00%
North East	Buckeye	52	4	56	164	220	26.93%
	Caresource	299	43	342	255	597	73.07%
	Total	351	47	398	419	817	100.00%
North East Central	Caresource	53	8	61	39	100	56.18%
	United	28	2	30	48	78	43.82%
	Total	81	10	91	87	178	100.00%
North West	Caresource	78	15	93	64	157	45.91%
	United	59	5	64	121	185	54.09%
	Total	137	20	157	185	342	100.00%
South East	Caresource	62	15	77	27	104	34.90%
	Molina	38	6	44	85	129	43.29%
	United	42	6	48	17	65	21.81%
	Total	142	27	169	129	298	100.00%
South West	Buckeye	29	9	38	95	133	28.12%
	Molina	143	41	184	156	340	71.88%
	Total	172	50	222	251	473	100.00%
West Central	Caresource	119	22	141	53	194	64.88%
	Molina	20	5	25	80	105	35.12%
	Total	139	27	166	133	299	100.00%
Total Mandatory		1510	271	1781	1758	3539	

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

Reporting Period: 7/21/2012 - 8/22/2012
Generated: 8/24/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	8499	75.85%	2053	18.32%	653	5.83%	11205	100%
Call Campaign	2331	94.30%	136	5.50%	5	0.20%	2472	100%
Face-To-Face	2	16.67%	9	75.00%	1	8.33%	12	100%
Mail	14	43.75%	14	43.75%	4	12.50%	32	100%
Website	437	91.42%	37	7.74%	4	0.84%	478	100%

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

Reporting Period: 7/21/2012 - 8/22/2012
Generated: 8/24/2012

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	8499	75.33%	2053	91.29%	653	97.90%	11205	78.91%
Call Campaign	2331	20.66%	136	6.05%	5	0.75%	2472	17.41%
Face-To-Face	2	0.02%	9	0.40%	1	0.15%	12	0.08%
Mail	14	0.12%	14	0.62%	4	0.60%	32	0.23%
Website	437	3.87%	37	1.65%	4	0.60%	478	3.37%
TOTAL	11283	100%	2249	100%	667	100%	14199	100%

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

Region and MCP as a Percentage of Type

Reporting Period: 7/21/2012 - 8/22/2012

Generated: 8/24/2012

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central	Caresource	1660	68.03%	283	77.96%	152	66.38%
	Molina	780	31.97%	80	22.04%	77	33.62%
	Total	2440	100.00%	363	100.00%	229	100.00%
East Central	Buckeye	431	30.81%	62	21.16%	51	40.48%
	Caresource	730	52.18%	184	62.80%	52	41.27%
	United	238	17.01%	47	16.04%	23	18.25%
	Total	1399	100.00%	293	100.00%	126	100.00%
North East	Caresource	1628	81.04%	296	86.05%	72	52.17%
	WellCare	381	18.96%	48	13.95%	66	47.83%
	Total	2009	100.00%	344	100.00%	138	100.00%
North East Central	Caresource	391	68.72%	61	70.11%	26	86.67%
	United	178	31.28%	26	29.89%	4	13.33%
	Total	569	100.00%	87	100.00%	30	100.00%
North West	Buckeye	532	41.21%	88	47.31%	44	50.57%
	Paramount	759	58.79%	98	52.69%	43	49.43%
	Total	1291	100.00%	186	100.00%	87	100.00%
South East	Caresource	412	51.44%	87	45.08%	14	46.67%
	Molina	189	23.60%	43	22.28%	10	33.33%
	United	200	24.97%	63	32.64%	6	20.00%
	Total	801	100.00%	193	100.00%	30	100.00%
South West	Amerigroup	202	12.80%	39	8.33%	28	27.72%
	Caresource	1141	72.31%	373	79.70%	55	54.46%
	Molina	235	14.89%	56	11.97%	18	17.82%
	Total	1578	100.00%	468	100.00%	101	100.00%
West Central	Amerigroup	62	5.18%	14	4.44%	7	11.67%
	Caresource	1008	84.28%	275	87.30%	36	60.00%
	Molina	126	10.54%	26	8.25%	17	28.33%
	Total	1196	100.00%	315	100.00%	60	100.00%
Total Mandatory		11283		2249		801	

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

Region and MCP as a Percentage of Type

Reporting Period: 7/21/2012 - 8/22/2012

Generated: 8/24/2012

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Amerigroup	South West	202		39		28	
	West Central	62		14		7	
	Total	264	2.34%	53	2.36%	35	4.37%
Buckeye	East Central	431		62		51	
	North West	532		88		44	
	Total	963	8.53%	150	6.67%	95	11.86%
Caresource	Central	1660		283		152	
	East Central	730		184		52	
	North East	1628		296		72	
	North East Central	391		61		26	
	South East	412		87		14	
	South West	1141		373		55	
	West Central	1008		275		36	
	Total	6970	61.77%	1559	69.32%	407	50.81%
Molina	Central	780		80		77	
	South East	189		43		10	
	South West	235		56		18	
	West Central	126		26		17	
	Total	1330	11.79%	205	9.12%	122	15.23%
Paramount	North West	759		98		43	
	Total	759	6.73%	98	4.36%	43	5.37%
United	East Central	238		47		23	
	North East Central	178		26		4	
	South East	200		63		6	
	Total	616	5.46%	136	6.05%	33	4.12%
WellCare	North East	381		48		66	
	Total	381	3.38%	48	2.13%	66	8.24%
Total Mandatory		11283	100.00%	2249	100.00%	801	100.00%

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

Reporting Period: 7/21/2012 - 8/22/2012
Generated: 8/24/2012

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central	2803	3030	5833
East Central	1692	1762	3454
North East	2353	2460	4813
North East Central	656	739	1395
North West	1477	1377	2854
South East	994	971	1965
South West	2046	1781	3827
West Central	1511	1143	2654
Total For All Regions	13532	13263	26795

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

Reporting Period: 7/21/2012 - 8/22/2012
Generated: 8/24/2012

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central	Caresource	1660	283	1943	1436	3379	57.93%
	Molina	780	80	860	1594	2454	42.07%
	Total	2440	363	2803	3030	5833	100.00%
East Central	Buckeye	431	62	493	552	1045	30.25%
	Caresource	730	184	914	675	1589	46.00%
	United	238	47	285	535	820	23.74%
	Total	1399	293	1692	1762	3454	100.00%
North East	Caresource	1628	296	1924	1212	3136	65.16%
	WellCare	381	48	429	1248	1677	34.84%
	Total	2009	344	2353	2460	4813	100.00%
North East Central	Caresource	391	61	452	352	804	57.63%
	United	178	26	204	387	591	42.37%
	Total	569	87	656	739	1395	100.00%
North West	Buckeye	532	88	620	574	1194	41.84%
	Paramount	759	98	857	803	1660	58.16%
	Total	1291	186	1477	1377	2854	100.00%
South East	Caresource	412	87	499	333	832	42.34%
	Molina	189	43	232	405	637	32.42%
	United	200	63	263	233	496	25.24%
	Total	801	193	994	971	1965	100.00%
South West	Amerigroup	202	39	241	560	801	20.93%
	Caresource	1141	373	1514	697	2211	57.77%
	Molina	235	56	291	524	815	21.30%
	Total	1578	468	2046	1781	3827	100.00%
West Central	Amerigroup	62	14	76	364	440	16.58%
	Caresource	1008	275	1283	473	1756	66.16%
	Molina	126	26	152	306	458	17.26%
	Total	1196	315	1511	1143	2654	100.00%
Total Mandatory		11283	2249	13532	13263	26795	

Ohio Medicaid Hotline - Customer Satisfaction Survey

Survey conducted from 8/1/2012 to 8/31/2012

Total Surveys Available for Completion: 44497

Questions	Customer Response										Total	
	Great		Good		Fair		Poor		No Response			
The time you had to wait for help	167	32.68%	314	61.45%	15	2.94%	5	0.98%	10	1.96%	511	100.00%
Our answers to your questions	176	34.44%	306	59.88%	8	1.57%	11	2.15%	10	1.96%	511	100.00%
Our courtesy to you and your family	185	36.20%	304	59.49%	5	0.98%	7	1.37%	10	1.96%	511	100.00%
Overall, how would you rate our staff and services	179	35.03%	309	60.47%	6	1.17%	6	1.17%	10	2.15%	511	100.00%
Total	707	34.59%	1233	60.32%	34	1.66%	29	1.42%	41	2.01%	2044	100.00%

Number of Surveys Attempted: 2378

Number of Completed Customer Satisfaction Surveys: 511