



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

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Ohio Consumer Hotline Monthly Report December 2013

"The Enlightened Choice in Health Service Management"

Call Center Analysis

Provider Calls: There were 4,104 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 86. Subsequently, CSRs continue to refer these providers to the appropriate phone numbers for Provider Relations (or ACS for pharmacy issues).

Provider Directory:

OMH manages a database of Medicaid providers so that consumers may call and get information on available providers (including specialists) in their area. CSR staff are able to search for options for callers based on their zip code, county, city, type and specialty of the provider desired. ODM provides the data for this file daily. The most recent update was received on Friday, January 03, 2014.

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

Insure Kids Now/Governor's Hotline: There were a total of 356 calls coming in through this queue for this month.

Activity Summary

- 129,080 total calls for the Ohio Medicaid Consumer Hotline. The breakdown of this total is:
 - 124,620 Total Calls (inbound and outbound)
 - 4,104 Provider Calls
 - 356 Insure Kids Now/Governor's Hotline
- 10% abandonment rate
- 6:45 minutes average talk time
- 3:30 minute average speed to answer
- 55 average CSR inbound calls per day

Ohio Consumer Hotline
December 2013
Call Center Activity Report

Day of the week	Date	Bus Hrs Calls Received (#)	Bus Hrs Calls Answered (#)	Call-Backs Bus Hrs (#)	Call-Backs Non-Bus Hrs (#)	Total Calls & Call-Backs Answered (#)	Total Calls Abandoned (#)	Abandon Rate (%)	Total Outbound Calls (#)	Total Call Activity (Inbound-Outbound)	Maximum Queue Time	Avg. Time to Abandon (Minutes)	Avg. Calls Per FTE Inbound (#)	Avg. Speed to Answer (ASA) (Minutes)	Avg Talk Time (ATT) (Minutes)
Mon	11/25/13	3663	3447	923	10	3673	216	6%	1169	4842	:10:58	:01:34	65	:01:27	:05:43
Tue	11/26/13	2922	2821	493	4	2926	101	3%	1387	4313	:09:26	:01:30	63	:01:09	:05:39
Wed	11/27/13	1685	1674	108	11	1696	11	1%	1140	2836	:04:21	:01:10	52	:00:27	:05:47
Thurs	11/28/13	0	0	0	6	6	0	0%	0	6	:00:00	:00:00	0	:00:00	:00:00
Fri	11/29/13	1154	1150	29	12	1166	4	0%	451	1617	:04:18	:01:31	56	:00:16	:04:51
Sat	11/30/13	428	423	34	9	437	5	1%	163	600	:04:18	:02:51	43	:00:32	:04:31
Sun	12/01/13	0	0	0	51	51	0	0%	0	51	:00:00	:00:00	0	:00:00	:00:00
	Week end	9852	9515	1587	103	9955	337	3%	3141	13096	:10:58	:01:33	56	:01:00	:05:32
	Dec Only	0	0	0	51	51	0	0%	0	51	:00:00	:00:00	0	:00:00	:00:00
Mon	12/02/13	4677	4332	1717	21	4698	345	7%	966	5664	:11:51	:01:55	65	:02:12	:05:45
Tues	12/03/13	3694	3512	1014	25	3719	182	5%	835	4554	:07:14	:01:32	68	:01:32	:05:33
Wed	12/04/13	3400	3222	968	12	3412	178	5%	1447	4859	:08:40	:01:32	65	:01:38	:05:42
Thurs	12/05/13	3132	2961	759	17	3149	171	5%	1001	4150	:08:43	:01:18	60	:01:12	:05:27
Fri	12/06/13	2669	2585	649	15	2684	84	3%	1135	3819	:08:54	:01:31	59	:01:17	:05:55
Sat	12/07/13	468	462	53	7	475	6	1%	666	1141	:05:18	:01:20	37	:00:39	:05:53
Sun	12/08/13	0	0	0	50	50	0	0%	0	50	:00:00	:00:00	0	:00:00	:00:00
	Week end	18040	17074	5160	147	18187	966	5%	6050	24237	:11:51	:01:38	59	:01:38	:05:41
Mon	12/09/13	5679	5025	2543	18	5697	654	12%	1260	6957	:18:20	:02:26	61	:03:22	:06:48
Tues	12/10/13	4655	4136	2083	20	4675	519	11%	1145	5820	:16:28	:03:30	53	:04:28	:07:19
Wed	12/11/13	4491	3970	763	16	4507	521	12%	1480	5987	:20:38	:03:26	55	:06:01	:06:51
Thurs	12/12/13	3984	3582	1651	20	4004	402	10%	1270	5274	:13:39	:03:00	54	:03:46	:06:52
Fri	12/13/13	3596	3326	1212	12	3608	270	8%	1145	4753	:12:37	:02:02	58	:02:28	:06:47
Sat	12/14/13	619	598	251	15	634	21	3%	230	864	:11:33	:01:48	39	:01:22	:07:56
Sun	12/15/13	0	0	0	51	51	0	0%	0	51	:00:00	:00:00	0	:00:00	:00:00
	Week end	23024	20637	8503	152	23176	2387	10%	6530	29706	:20:38	:03:04	53	:03:57	:06:57
Mon	12/16/13	5137	4494	1923	19	5156	643	13%	1431	6587	:23:59	:04:33	58	:05:42	:07:12
Tues	12/17/13	4768	4260	2141	17	4785	508	11%	1799	6584	:23:12	:03:27	53	:04:21	:07:23
Wed	12/18/13	4441	4019	1737	22	4463	422	10%	1757	6220	:13:19	:02:13	57	:02:51	:06:57
Thurs	12/19/13	4268	3844	1680	9	4277	424	10%	1881	6158	:17:43	:02:14	54	:03:01	:07:13
Fri	12/20/13	3722	3345	1297	17	3739	377	10%	2072	5811	:13:20	:02:03	53	:02:50	:07:07
Sat	12/21/13	641	622	236	12	653	19	3%	419	1072	:08:34	:01:17	43	:00:51	:07:33
Sun	12/22/13	0	0	0	58	58	0	0%	0	58	:00:00	:00:00	0	:00:00	:00:00
	Week end	22977	20584	9014	154	23131	2393	10%	9359	32490	:23:59	:03:16	53	:03:45	:07:11
Mon	12/23/13	5264	4583	2444	48	5312	681	13%	2497	7809	:38:46	:03:30	54	:05:03	:07:52
Tues	12/24/13	1801	1705	479	15	1816	96	5%	1368	3184	:08:25	:01:57	49	:02:15	:07:34
Wed	12/25/13	0	0	0	12	12	0	0%	0	12	:00:00	:00:00	0	:00:00	:00:00
Thurs	12/26/13	4282	3783	1891	23	4305	499	12%	873	5178	:24:04	:03:13	51	:04:01	:07:02
Fri	12/27/13	4366	3628	1300	22	4388	738	17%	1430	5818	:23:55	:04:18	57	:06:07	:07:09
Sat	12/28/13	984	925	473	12	996	59	6%	912	1908	:14:38	:02:06	45	:01:34	:07:01
Sun	12/29/13	0	0	0	73	73	0	0%	0	73	:00:00	:00:00	0	:00:00	:00:00
	Week end	16697	14624	6587	205	16902	2073	12%	7080	23982	:38:46	:03:41	51	:04:30	:07:22
Mon	12/30/13	5924	5034	2841	25	5949	890	15%	2882	8831	:21:58	:03:28	58	:04:26	:07:18
Tue	12/31/13	3760	3398	1465	28	3788	362	10%	1535	5323	:13:42	:02:11	54	:02:49	:06:58
	Month End	90422	81351	33570	762	91184	9071	10%	33436	124620	:38:46	:03:08	55	:03:30	:06:45

Call Center Busy Hour Report

December 2013

Calls Received During Business Hours

Day of the Week	Date	Total Calls Received	7-8 AM	8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM	5-6 PM	6-7 PM	7-8 PM
Sun	12/01/13	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	12/02/13	4677	73	276	431	497	552	513	528	546	517	385	183	113	63
Tues	12/03/13	3694	72	257	414	397	478	400	393	388	389	271	121	60	54
Wed	12/04/13	3400	66	191	321	407	381	372	382	418	384	277	99	58	44
Thurs	12/05/13	3132	36	178	272	344	370	369	379	375	366	235	109	61	38
Fri	12/06/13	2669	33	106	217	309	291	326	338	339	334	221	86	43	26
Sat	12/07/13	468	0	37	40	44	63	64	55	48	61	56	0	0	0
Sun	12/08/13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	18040	280	1045	1695	1998	2135	2044	2075	2114	2051	1445	598	335	225
Mon	12/09/13	5679	106	379	584	696	627	614	626	573	564	437	214	164	95
Tues	12/10/13	4655	85	300	483	570	504	512	515	519	449	374	165	109	70
Wed	12/11/13	4491	63	307	410	530	584	477	516	537	418	321	165	91	72
Thurs	12/12/13	3984	44	233	363	446	447	414	485	483	429	312	133	104	91
Fri	12/13/13	3596	52	207	313	441	427	438	456	416	359	276	103	64	44
Sat	12/14/13	619	0	59	63	75	70	77	67	80	51	77	0	0	0
Sun	12/15/13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	23024	350	1485	2216	2758	2659	2532	2665	2608	2270	1797	780	532	372
Mon	12/16/13	5137	77	279	519	583	642	569	449	621	522	446	200	134	96
Tues	12/17/13	4768	95	267	432	529	593	527	522	563	494	388	170	117	71
Wed	12/18/13	4441	76	230	418	496	480	493	554	506	497	358	185	91	57
Thurs	12/19/13	4268	59	244	373	523	486	526	483	480	439	359	149	87	60
Fri	12/20/13	3722	70	207	340	385	463	434	387	482	434	262	131	79	48
Sat	12/21/13	641	0	44	66	67	92	83	75	86	45	83	0	0	0
Sun	12/22/13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	22977	377	1271	2148	2583	2756	2632	2470	2738	2431	1896	835	508	332
Mon	12/23/13	5264	86	298	487	581	648	568	508	553	493	497	262	160	123
Tue	12/24/13	1801	60	169	225	250	265	241	194	183	117	97	0	0	0
Wed	12/25/13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Thu	12/26/13	4282	31	168	287	446	443	441	485	539	543	435	235	132	97
Fri	12/27/13	4366	59	211	364	496	478	452	607	533	446	378	178	100	64
Sat	12/28/13	984	0	63	87	119	121	112	148	130	109	95	0	0	0
Sun	12/29/13	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Week Ending	16697	236	909	1450	1892	1955	1814	1942	1938	1708	1502	675	392	284
Mon	12/30/13	5924	109	345	622	742	708	582	570	537	546	560	303	185	115
Tue	12/31/13	3760	92	248	417	479	452	495	489	413	418	257	0	0	0
	Month Total	90422	1444	5303	8548	10452	10665	10099	10211	10348	9424	7457	3191	1952	1328
	Cumulative Percent		2%	6%	9%	12%	12%	11%	11%	11%	10%	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 12/1/2013 to 12/31/2013

Type	Sub Type	Total
<i>ABD Medicaid</i>	Application / Eligibility	2386
	Benefit Package / Covered Services	329
	Billing Number	136
	Card	488
	Certificate of Coverage	130
	Change	243
	Citizenship Verification Questions	4
	Estate Recovery	31
	Hearing	4
	Patient Liability	25
	Program Information	679
	Under 21 Inquiry	12
	Total	4467
<i>BCCP</i>	Application / Eligibility	6
	Benefit Package / Covered Services	5
	Card	3
	Change	0
	Estate Recovery	0
	Hearing	0
	Participating Site Information	1
	Program Information	3
	Total	18
<i>Consumer Guide</i>	Questions From Consumer Guide	1
	Total	1
<i>EOMB</i>	General Information	3
	Questions About Letter	3
	Total	6

FFS Billing	Billing Number	358
	Claims Request	17
	General Billing Questions	659
	Received Bill (Needs Letter)	21
	Total	1055
General Benefits	Dental	382
	Equipment	120
	Family Planning	57
	Healthchek Services	3
	Inquiry on Covered Services	884
	Medicaid Expansion	5737
	Medicaid School Program	15
	Medlist Assist	8
	Pregnancy Related Services	4
	Prescriptions	882
	Transportation	398
	Vision	194
Total	8684	
Healthy Start	Application / Eligibility	3370
	Benefit Package / Covered Services	363
	Billing Number	407
	Card	430
	Certificate of Coverage	209
	Change	252
	Citizenship Verification Questions	6
	Estate Recovery	3
	Hearing	6
	Program Information	1108
	Total	6154
HIPAA	Complaint	1
	Information	2
	Request for Accounting for Disclosure	0

HIPAA	Request for Amendment	0
	Request for Restriction	0
	Send PHI Brochure	0
	Total	3
Home Health Care	Application / Eligibility	18
	Benefit Package / Covered Services	8
	BHCS Complaint	0
	BHCS Questions	0
	Card	1
	Hearing	0
	HSFA Questions	0
	Passport	3
	Program Information	20
	Provider	3
	Status	2
	Total	55
Incident Report	Billing Inquiry	73
	Reimbursement Inquiry	10
	Total	83
Information	Cash Assistance	30
	CDJFS	576
	Customer Survey	1
	Food Stamps	138
	Hotline	356
	Medicare	205
	Social Security	20
	Total	1326
Inquiry	029 Error	1
	574 Error - Not Eligible	2
	Already Selected	1604
	Called to Check on Doctors	302
	Called to Check on Just Cause Status	45
	Case Addition	48
	Case Closed	219

<i>Inquiry</i>	Case Pending	396
	Category Closed	191
	Change in Name	26
	Change in Phone Number / Address	265
	CIC - Do Not Assign	10
	Consumer Needs To Be Auto Re-Enrolled	3
	Failed Eligibility	501
	General Questions	7954
	Open Enrollment Questions	735
	Person Calling Not PIP / AG Head	156
	Referred Consumer to County Worker	2011
	Returned NME / Notice	2
	Transferred in Error	4
	Wanted Phone Number of MCP	242
	Total	14717
<i>Issue / Concern</i>	Issue / Concern about MCP	13
	Issue / Concern about Provider	1
	Issue / Concern with Caseworker	0
	Issue / Concern with ODM	1
	Total	15
<i>Limited Family Planning Services</i>	Application / Eligibility	514
	Benefit Package / Covered Services	732
	Billing Number	32
	Card	162
	Certificate of Coverage	54
	Change	57
	Hearing	25
	Program Information	954
	Total	2530
<i>Long Term Care</i>	Application / Eligibility	13

Long Term Care	Benefit Package / Covered Services	5
	Card	0
	Community Spouse	0
	Estate Recovery	5
	Hearing	0
	Ohio Access Success Project	0
	Patient Liability	17
	Program Information	21
	Total	61
Mailings	"Getting Long Term Care" Pamphlet	6
	ABD Application Letter - 7200	651
	ABD EMP Enrollment Packet	52
	ABD Pamphlet - Spanish	2
	Approved Letter	87
	BCCP Brochure	2
	Billing Incident Letter	67
	Call Me Letter	1
	CFC EMP Enrollment Packet	92
	Citizenship Verification Brochure	1
	CPA Letter	0
	CPA Letter - Blank	343
	Enrollment Error Letter	0
	Healthy Start Brochure	12
	HIPAA Notice	0
	HS/HF Information	1
	ICDS Enrollment Letter	0
	Immigrants Medicaid - Somali	0
	JC Approval Change MCP	324
	JC Approval Change MCP - Requestor	9
JC Approval FFS	0	

Mailings	JC Approval FFS - Requestor	0
	Lead Poisoning Pamphlet	1
	Mandatory ABD Enrolled	0
	Mandatory ABD Not Yet Enrolled	0
	Mandatory CFC Enrolled Child	0
	Mandatory Enrolling CFC Adult	0
	MBI Program Brochure	2
	MBI-WD Application	12
	Medicaid Program Enrollment & Benefit Information	88
	N1 Reminder Letter	10226
	N3 ABD Reminder Letter	3290
	No Contact	3
	OH Partnership for LTC	0
	Ohio Medicaid Pamphlet - Spanish	1
	Patient Liability Lbl	0
	PHI Brochure	0
	QMB - Blank	432
	Reimbursement Letter	13
	Rejected - General	136
	Rejected - General ABD	53
	Rejected - SSI-BCMHCIC	32
	Residential Treatment Letter	5
	Resolution	1
	Resolution Declined	0
	Spend Down Approval	4
Spend Down Denial	0	
TPL Approval	3	
TPL Verification Needed	1	
Total	15953	
Managed Care Info & Referral	Benefit Package	639
	Billing Number	117

Managed Care Info & Referral	Card	684
	Information	2883
	Just Cause Status	47
	Payment	5
	Phone Numbers	607
	Provider Name	323
	Transfer Request - Bureau of Managed Care	4
	Total	5309
MBI-WD	AG Collections Questions	9
	Application / Eligibility	33
	Benefit Package / Covered Services	8
	Billing Number	2
	Card	8
	Certificate of Coverage	1
	Premium Collection Issue - Needs Follow-Up	5
	Program Information	92
	Questions About Premiums	81
	Total	239
Medicaid Medicaid Correspondence	Consumer Reached - Resolved	93
	Unable to Reach - Letter Sent - Resolved	119
	Total	212
Medicare Part D	Application / Eligibility	58
	Information	366
	Questions About Letter	21
	Total	445
Medicare Premium Assistance	Application / Eligibility	947
	Benefit Package / Covered Services	395
	Billing Number	11
	Card	196
	Certificate of Coverage	29
	Change	61
	Estate Recovery	1

Medicare Premium Assistance	Hearing	0
	Patient Liability	6
	Program Information	930
	Total	2576
Mental Health Services	Questions About Letter	0
	Referred to MCP for MH Access	0
	Referred to MH Provider	1
	Request Benefits Balance - Needs Follow-Up	0
	Total	1
MyCare Ohio	General Information	415
	Total	415
ODM Survey	Managed Care Survey	0
	Total	0
Ohio Benefits Self Service Portal	Access my Benefits	61
	Account Creation/Management	32
	Application Assistance	794
	Apply for Benefits	1645
	County Office Location/Hours	113
	Electronic Verification	26
	Forgot Password Link	27
	Forgot User Name Link	19
	Frequently Asked Questions	1683
	General Navigation	232
	How to use this Site	96
	Message Center	34
	Provided Link to Website	1686
	Transfer Call to Tier 2/3	201
	Total	6649
Ohio Integrated Eligibility System (OIES)	After Hours (After 4 pm) Telephone Application Intake	749
	Business Hours (8am to 4pm) Telephone Application Intake	2402

Ohio Integrated Eligibility System (OIES)	Case Inquiry/Case Status	1753
	Contact CDJS	436
	Electronic Verification Process	151
	Journal Creation & Management	2
	MAGI (Modified Adjusted Gross Income) Program Information	1090
	Notice of Action Explanation	5
	Total	6588
Ohio's Best RX	Program Information	3
	Referred Caller	2
	Total	5
Other Medicaid Program	Application / Eligibility	403
	Benefit Package / Covered Services	85
	Billing Number	20
	Card	47
	Certificate of Coverage	19
	Change	14
	Citizenship Verification Questions	1
	Estate Recovery	11
	Hearing	1
	Program Information	168
	Total	769
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	374
	Letter	18
	Program Information	285
	Status	248

Prior Authorization	Transfer Request - Needs Follow-Up	1
	Total	926
Provider	Fee-For-Service Provider Names	233
	Referred to MCP For Provider List	21
	Referred to ODM Website For Provider List	57
	Referred to State Board To File Complaint Against Provider	3
	Total	314
Reimbursement	Decision	16
	Information	455
	State Hearing	3
	Total	474
Spend Down	Amount	1335
	Card	487
	Certificate of Coverage	94
	Hearing	15
	Problem	205
	Program Information	2002
	Total	4138
State Hearings	How to Request	37
	Program Information	44
	Status	13
	Total	94
Surveys	Call Center Survey	0
	Total	0
Third Party Liability	Cannot Resolve with CDJFS - Needs Follow-Up	10
	General Information	75
	Need Medications Now	10
	Referral to Case Worker	99
	Referral to TPL Vendor	18
	Total	212

Tort	General Information	8
	Provided Number to Tort Unit	21
	Total	29
Waiver	Application / Eligibility	274
	Benefit Package / Covered Services	116
	Billing Number	8
	Card	88
	Certificate of Coverage	7
	Change	35
	Estate Recovery	6
	Hearing	2
	Independent Provider	7
	Patient Evaluation	2
	Patient Liability	24
	Program Information	229
	Waiting List	12
	Total	810
Grand Total All Categories		85333

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

Calls made from 12/1/2013 to 12/31/2013

Type	Sub Type	Total Calls
<i>Referral</i>	1-800-MEDICARE Hotline	346
	ACS / First Health	215
	ADAMH	9
	Area Agency on Aging	40
	BCCP Regional Agency	5
	BCMh	20
	Bureau of Home and Community Services	3
	Case Management Agency	21
	Caseworker	1298
	Child Support Enforcement Agency	3
	Complaint Department	23
	County Department of Job & Family Services	2178
	Enrollment Administration Services (EAS)	0
	First Link	8
	Food Stamp Hotline	12
	Golden Buckeye Hotline	0
	Help Me Grow Hotline	1
	HomeHealthAgency	6
	Info & Refer	36
	In-House	11
	Legal Aid	1
	Managed Care Enrollment Center	5
	Managed Care Plan	430
	Managed Care Section	3
	MR / DD Board	0
	ODM	58
	Ohio Department of Insurance	107
Ohio Hospice	0	

Referral	Ohio's Best Rx	10
	Ombudsman	12
	OSHIIP	116
	Other Medical Services Agency	44
	Other Social Services Agency	16
	Out-of-State Medicaid Hotline	32
	PACT	0
	Pharmacy	154
	Prescription Drug Plan (PDP)	73
	Provider	447
	Provider Services Call Center	466
	Public Children's Services	30
	Social Security Administration	87
	StateHearingDivision	80
	StateMedicalBoard	15
	Supervisor	33
	Tort Unit	13
	Website - ODM	288
	Welfare Fraud Hotline	1
	WIC Office	2
Total		6758

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

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1091	79.23%	766	97.58%	24	96.00%	1881	86.01%
Call Campaign	226	16.41%	3	0.38%	1	4.00%	230	10.52%
Face-To-Face	2	0.15%	0	0.00%	0	0.00%	2	0.09%
Mail	0	0.00%	1	0.13%	0	0.00%	1	0.05%
Website	58	4.21%	15	1.91%	0	0.00%	73	3.34%
TOTAL	1377	100%	785	100%	25	100%	2187	100%

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

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	1091	58.00%	766	40.72%	24	1.28%	1881	100%
Call Campaign	226	98.26%	3	1.30%	1	0.43%	230	100%
Face-To-Face	2	100.00%	0	0.00%	0	0.00%	2	100%
Mail	0	0.00%	1	100.00%	0	0.00%	1	100%
Website	58	79.45%	15	20.55%	0	0.00%	73	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: 1/1/2014**

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	8		5		3	
	North East	56		39		0	
	West	55		25		1	
	Total	119	8.64%	69	8.79%	4	16.00%
Caresource	Central/South East	216		128		5	
	North East	347		165		3	
	West	257		168		1	
	Total	820	59.55%	461	58.73%	9	36.00%
Molina	Central/South East	87		55		2	
	North East	13		5		1	
	West	60		34		1	
	Total	160	11.62%	94	11.97%	4	16.00%
Paramount	Central/South East	6		4		3	
	North East	12		11		0	
	West	63		44		0	
	Total	81	5.88%	59	7.52%	3	12.00%
United	Central/South East	61		38		2	
	North East	86		45		2	
	West	50		19		1	
	Total	197	14.31%	102	12.99%	5	20.00%
Total Mandatory		1377	100.00%	785	100.00%	25	100.00%

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

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

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	8	2.12%	5	2.17%	3	20.00%
	Caresource	216	57.14%	128	55.65%	5	33.33%
	Molina	87	23.02%	55	23.91%	2	13.33%
	Paramount	6	1.59%	4	1.74%	3	20.00%
	United	61	16.14%	38	16.52%	2	13.33%
	Total	378	100.00%	230	100.00%	15	100.00%
North East	Buckeye	56	10.89%	39	14.72%	0	0.00%
	Caresource	347	67.51%	165	62.26%	3	50.00%
	Molina	13	2.53%	5	1.89%	1	16.67%
	Paramount	12	2.33%	11	4.15%	0	0.00%
	United	86	16.73%	45	16.98%	2	33.33%
	Total	514	100.00%	265	100.00%	6	100.00%
West	Buckeye	55	11.34%	25	8.62%	1	25.00%
	Caresource	257	52.99%	168	57.93%	1	25.00%
	Molina	60	12.37%	34	11.72%	1	25.00%
	Paramount	63	12.99%	44	15.17%	0	0.00%
	United	50	10.31%	19	6.55%	1	25.00%
	Total	485	100.00%	290	100.00%	4	100.00%
Total Mandatory		1377		785		25	

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

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	608	644	1252
North East	779	1036	1815
West	775	716	1491
Total For All Regions	2162	2396	4558

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

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	8	5	13	115	128	10.22%
	Caresource	216	128	344	256	600	47.92%
	Molina	87	55	142	144	286	22.84%
	Paramount	6	4	10	69	79	6.31%
	United	61	38	99	60	159	12.70%
	Total	378	230	608	644	1252	100.00%
North East	Buckeye	56	39	95	219	314	17.30%
	Caresource	347	165	512	394	906	49.92%
	Molina	13	5	18	142	160	8.82%
	Paramount	12	11	23	137	160	8.82%
	United	86	45	131	144	275	15.15%
	Total	514	265	779	1036	1815	100.00%
West	Buckeye	55	25	80	161	241	16.16%
	Caresource	257	168	425	227	652	43.73%
	Molina	60	34	94	133	227	15.22%
	Paramount	63	44	107	111	218	14.62%
	United	50	19	69	84	153	10.26%
	Total	485	290	775	716	1491	100.00%
Total Mandatory		1377	785	2162	2396	4558	

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

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	5987	74.24%	3999	92.25%	25	100.00%	10011	80.58%
Call Campaign	1111	13.78%	45	1.04%	0	0.00%	1156	9.30%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Mail	1	0.01%	0	0.00%	0	0.00%	1	0.01%
Website	965	11.97%	291	6.71%	0	0.00%	1256	10.11%
TOTAL	8064	100%	4335	100%	25	100%	12424	100%

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

ENROLLMENT METHOD	ENROLLMENT TYPE							
	FFS TO MCP		MCP TO MCP		MCP TO FFS		TOTAL	
Call	5987	59.80%	3999	39.95%	25	0.25%	10011	100%
Call Campaign	1111	96.11%	45	3.89%	0	0.00%	1156	100%
Face-To-Face	0	0.00%	0	0.00%	0	0.00%	0	100%
Mail	1	100.00%	0	0.00%	0	0.00%	1	100%
Website	965	76.83%	291	23.17%	0	0.00%	1256	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: 1/1/2014

MCP	Region	FFS To MCP		MCP To MCP		MCP To FFS	
Buckeye	Central/South East	51		43		2	
	North East	370		210		2	
	West	319		137		3	
	Total	740	9.18%	390	9.00%	7	18.92%
Caresource	Central/South East	1242		754		6	
	North East	1814		893		4	
	West	1723		1066		2	
	Total	4779	59.26%	2713	62.58%	12	32.43%
Molina	Central/South East	585		212		2	
	North East	60		23		1	
	West	171		107		3	
	Total	816	10.12%	342	7.89%	6	16.22%
Paramount	Central/South East	15		46		2	
	North East	50		66		1	
	West	598		249		7	
	Total	663	8.22%	361	8.33%	10	27.03%
United	Central/South East	381		180		0	
	North East	442		241		2	
	West	243		108		0	
	Total	1066	13.22%	529	12.20%	2	5.41%
Total Mandatory		8064	100.00%	4335	100.00%	37	100.00%

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

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

Region	MCP	FFS To MCP		MCP To MCP		MCP To FFS	
Central/South East	Buckeye	51	2.24%	43	3.48%	2	16.67%
	Caresource	1242	54.62%	754	61.05%	6	50.00%
	Molina	585	25.73%	212	17.17%	2	16.67%
	Paramount	15	0.66%	46	3.72%	2	16.67%
	United	381	16.75%	180	14.57%	0	0.00%
	Total	2274	100.00%	1235	100.00%	12	100.00%
North East	Buckeye	370	13.52%	210	14.65%	2	20.00%
	Caresource	1814	66.30%	893	62.32%	4	40.00%
	Molina	60	2.19%	23	1.61%	1	10.00%
	Paramount	50	1.83%	66	4.61%	1	10.00%
	United	442	16.15%	241	16.82%	2	20.00%
	Total	2736	100.00%	1433	100.00%	10	100.00%
West	Buckeye	319	10.45%	137	8.22%	3	20.00%
	Caresource	1723	56.42%	1066	63.95%	2	13.33%
	Molina	171	5.60%	107	6.42%	3	20.00%
	Paramount	598	19.58%	249	14.94%	7	46.67%
	United	243	7.96%	108	6.48%	0	0.00%
	Total	3054	100.00%	1667	100.00%	15	100.00%
Total Mandatory		8064		4335		37	

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

Region	Voluntary MCP Enrollment	Assignments	Total For Region
Central/South East	3509	4733	8242
North East	4169	5490	9659
West	4721	4970	9691
Total For All Regions	12399	15193	27592

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

Region	MCP	FFS To MCP	MCP To MCP	Total Voluntary Enrollments	Assignments	Total	Percentage
Central/South East	Buckeye	51	43	94	939	1033	12.53%
	Caresource	1242	754	1996	1000	2996	36.35%
	Molina	585	212	797	1108	1905	23.11%
	Paramount	15	46	61	956	1017	12.34%
	United	381	180	561	730	1291	15.66%
	Total	2274	1235	3509	4733	8242	100.00%
North East	Buckeye	370	210	580	1136	1716	17.77%
	Caresource	1814	893	2707	1095	3802	39.36%
	Molina	60	23	83	1215	1298	13.44%
	Paramount	50	66	116	1088	1204	12.47%
	United	442	241	683	956	1639	16.97%
	Total	2736	1433	4169	5490	9659	100.00%
West	Buckeye	319	137	456	1072	1528	15.77%
	Caresource	1723	1066	2789	1029	3818	39.40%
	Molina	171	107	278	1089	1367	14.11%
	Paramount	598	249	847	953	1800	18.57%
	United	243	108	351	827	1178	12.16%
	Total	3054	1667	4721	4970	9691	100.00%
Total Mandatory		8064	4335	12399	15193	27592	