



Managed Care Operations Division

**Medi-Cal Office of the
Ombudsman**



Old Phone System vs. New Phone System



Old Phone System:

The AT&T phone system had limited capabilities:

- Was more like a clerical system
- Allowed no more than 30 callers in queue
- After callers held 18 minutes they would be sent to voice mail
- Did not provide any reliable data
- Data took days to be retrieved from AT&T and would be in an unusable format



New Phone System:

The Cisco Voice over internet protocol (VoIP) system has expanded capabilities:

- A full call-center type application/system
- Allows 80 calls in queue
- Self-service availability
- Queued callback feature
- Desktop phone controls / capabilities
- Real time monitoring of calls available at the management desktops



New Phone System:

The Cisco Voice over internet protocol (VoIP) system allows for eight self-service menu options for beneficiaries, and one option to speak to the Office of the Ombudsman:

- County Offices or to speak to an Eligibility Worker
- Covered California
- Medi-Cal Dental Plans
- Medi-Cal Fee for Service
- State Fair Hearing
- HCO - Enrollment, Disenrollment, or Materials
- Medicare
- Mental Health
- Ombudsman



New Phone Features, Queued Callbacks:

Queued callback allows beneficiaries waiting in the phone queue to request a callback and wait for an agent to return their call without losing their place in line

- **Increased customer satisfaction and retention:**
With this new feature, beneficiaries will no longer have to wait on hold in lengthy queues. Instead, they can wait for an agent to call them back
- **Decreased caller abandonment:**
When beneficiaries have the option to request a callback, they will no longer be tempted to hang up and call back later



Ombudsman Phone calls received:

Ombudsman Phone calls handled in January and February 2016:

January 2016

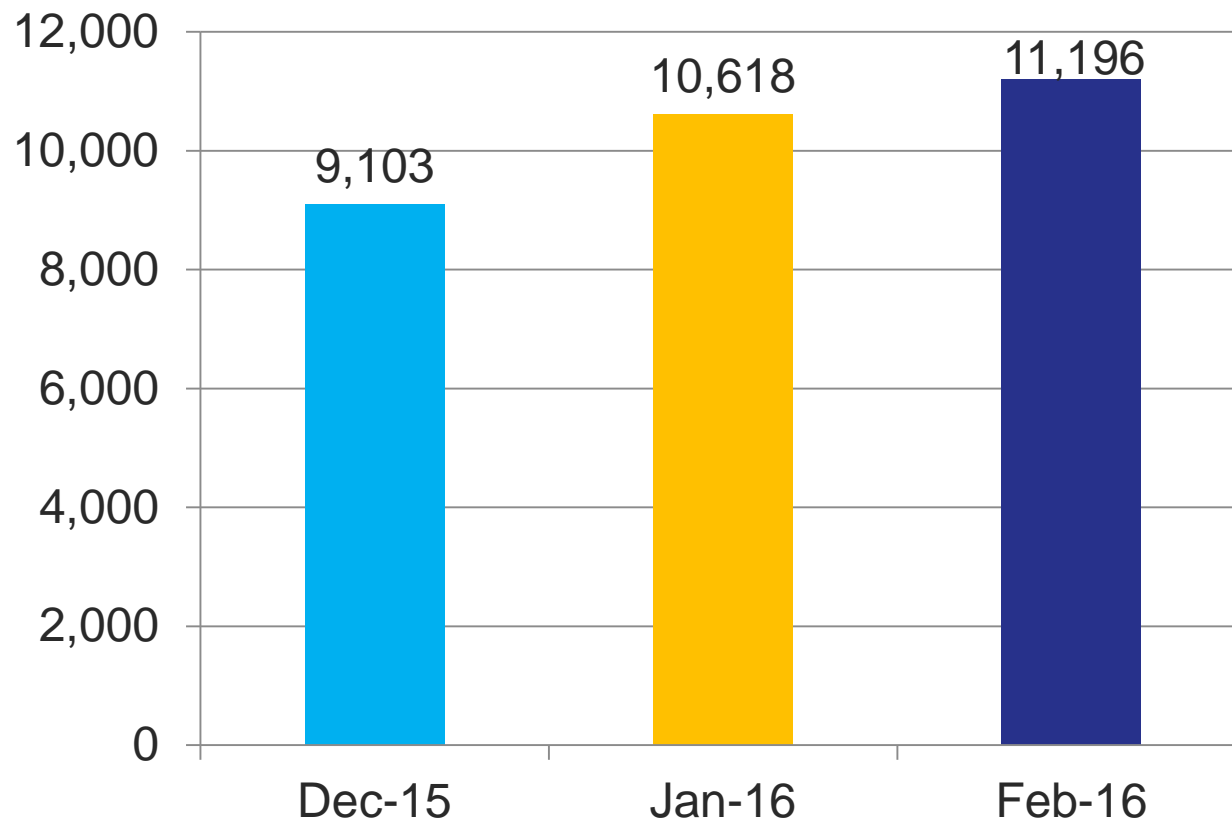
- Phone calls handled: 10,618
- Total cases processed (including e-mails and fillable forms): 11,514
 - ❖ Self-Service transfers: 4,972

February 2016

- Phone calls handled: 11,196
- Total cases processed (including e-mails and fillable forms): 13,042
 - ❖ Self-Service transfers: 4,960



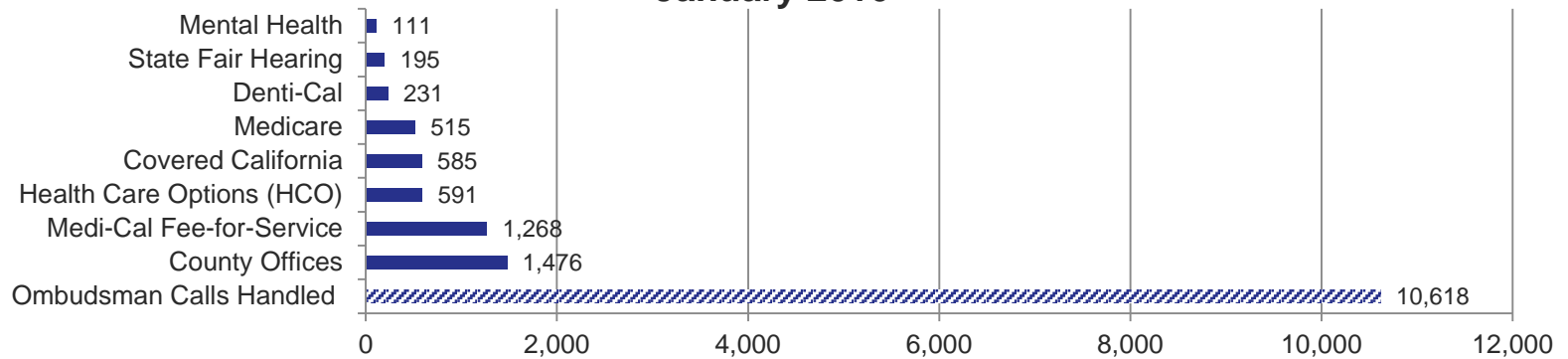
Total calls handled by Office of the Ombudsman:



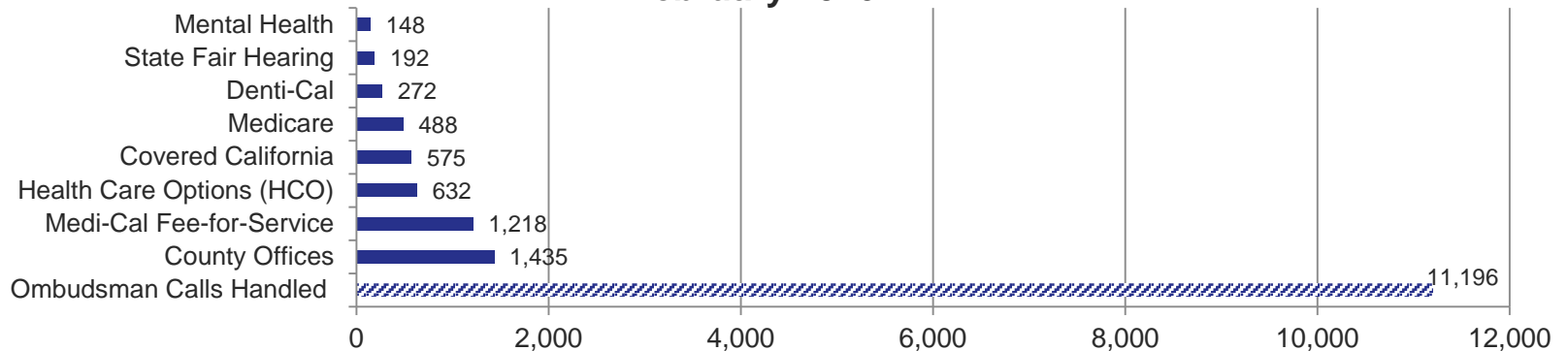


Self-Service options selected by beneficiaries:

January 2016



February 2016





Ways to Contact the Office of Ombudsman:

- Telephone (888) 452-8609
- E-mail mmcdombudsmanoffice@dhcs.ca.gov
- Web Online Fillable Form-County Only
- Hours of operation: Monday – Friday, 8:00am-5:00pm excluding State holidays