



# The Medi-Cal Managed Care Office of the Ombudsman

Stakeholder Advisory Committee

Aug. 11, 2016



## Authority

The Medi-Cal Managed Care Ombudsman is derived from Title 22 California Code of Regulations Section 53893

The duties of the Ombudsman include:

- (1) Assisting beneficiaries in obtaining health care through Medi-Cal managed care plans
- (2) Removing inappropriate barriers to accessing care
- (3) Educating and informing managed care plans
- (4) Educating beneficiaries on how to use the managed care system effectively



# Medi-Cal Managed Care Ombudsman Overview

- Serves as an objective resource to resolve issues between Medi-Cal managed care members and managed care plans (MCP)
- Assists members in understanding and exercising their rights to a grievance, appeal, or State Hearing
- Assists and educates members on how to effectively navigate the Medi-Cal managed care system



# Medi-Cal Managed Care Ombudsman Overview Continued

- Helps members with urgent enrollment and disenrollment problems that may create inappropriate barriers to accessing care
- Offers information and referrals to other programs
- Identifies ways to improve the effectiveness of the Medi-Cal managed care program



## Ombudsman Phone System Overview

On September 30, 2015, the Office of the Ombudsman (OMB) implemented a new Cisco Voice Over Internet Protocol (VoIP) system as a way to better handle the volume of beneficiary contacts to our office. Prior to the implementation of the VoIP system, the OMB utilized an AT&T system which had limited capabilities.



# **Old Phone System vs. New Phone System**



## Old Phone System

The old phone system had limited capabilities:

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



## New Phone System

The VoIP system has expanded capabilities:

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



## Self-Service

The VoIP system allows for eight self-service menu options for beneficiaries:

- County Offices or to speak to an Eligibility Worker
- Covered California
- Denti-Cal
- Medi-Cal Fee-For-Service
- State Fair Hearing
- Health Care Options (HCO) - Enrollment, Disenrollment, or Materials
- Medicare
- Mental Health



## New Callback Feature

Queued callback allows beneficiaries waiting in the phone queue to request a call back and wait for a representative to return their call without losing their place in line, which has led to:



## New Callback Feature Continued

- **Increased customer satisfaction and retention:**  
With this new feature, beneficiaries no longer have to wait on hold. Instead, they can wait for a representative to call them back when it is their turn.
- **Decreased caller abandonment:**  
When beneficiaries have the option to request a call back, they will no longer be tempted to hang up and call back into the office.



# Total phone calls to the OMB

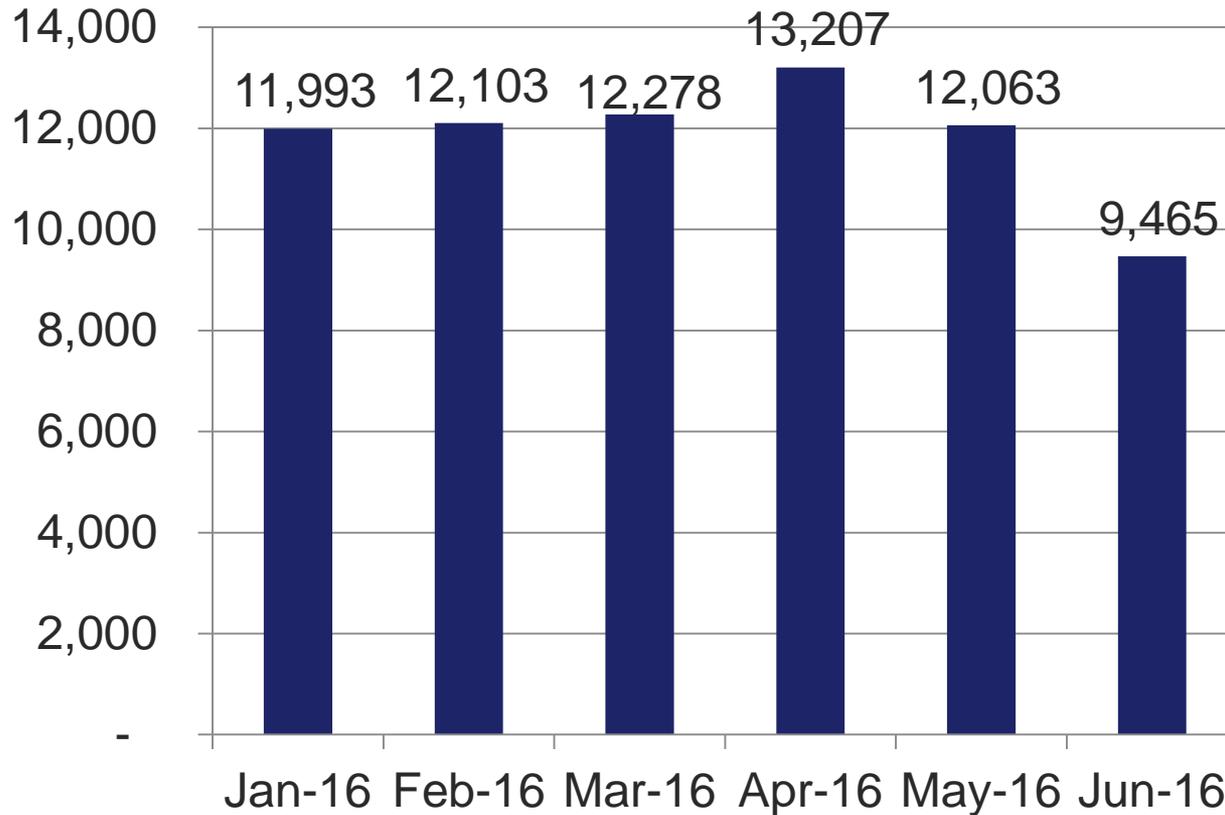
January through June 2016

- Total phone calls: 123,044
  - ❖ Incoming calls handled by OMB: 69,199 (56%)
    - ❖ Queued callbacks account for approx. 1/3 of calls handled
    - ❖ Compared to Jan – Jun 2015 this is a 151% increase in handled calls
  - ❖ Self-serve: 29,327 (24%)
  - ❖ Abandoned calls: 24,518 (20%)



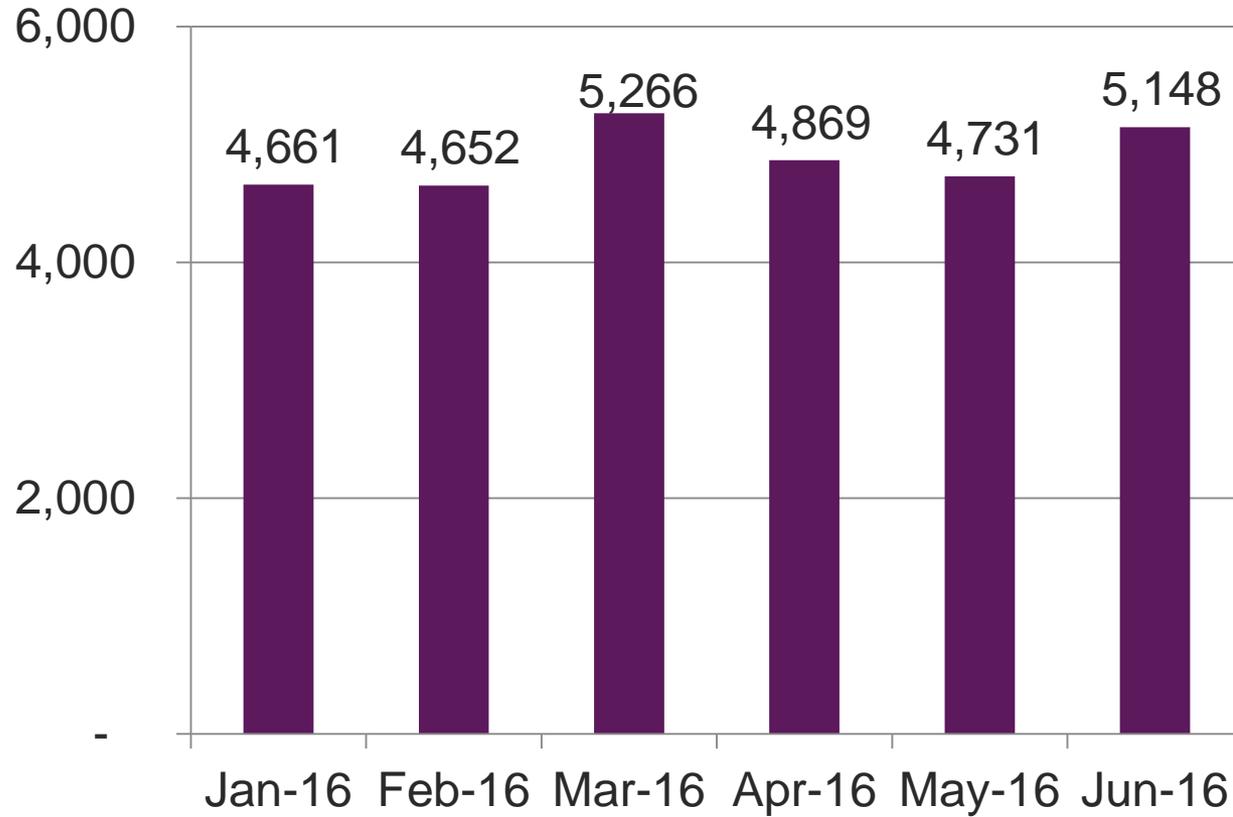
# Total calls handled by the OMB

(includes incoming and queued callbacks)





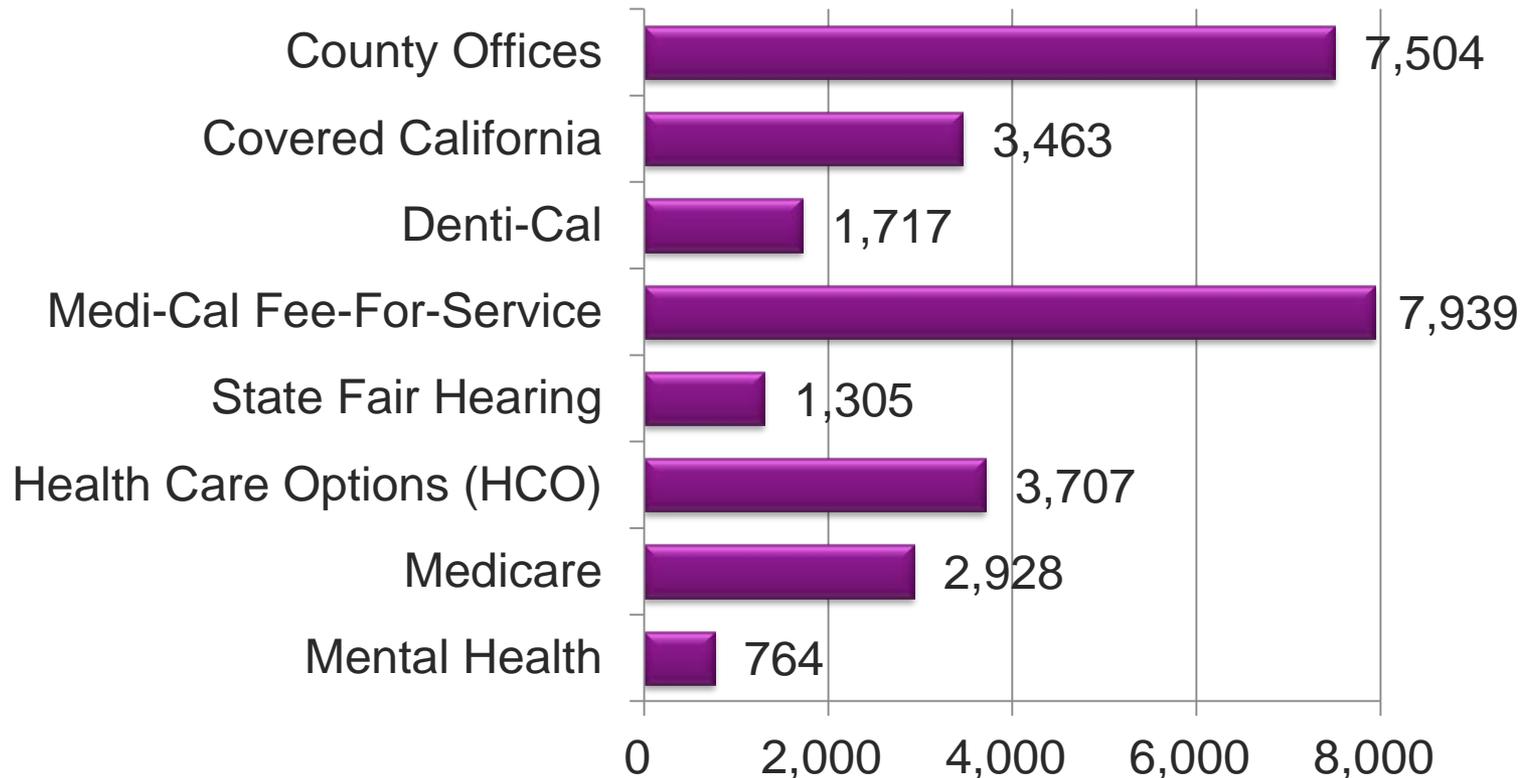
## Total Self-Service





# Self-Service options selected by beneficiaries

January through June 2016





# Total cases processed by the OMB

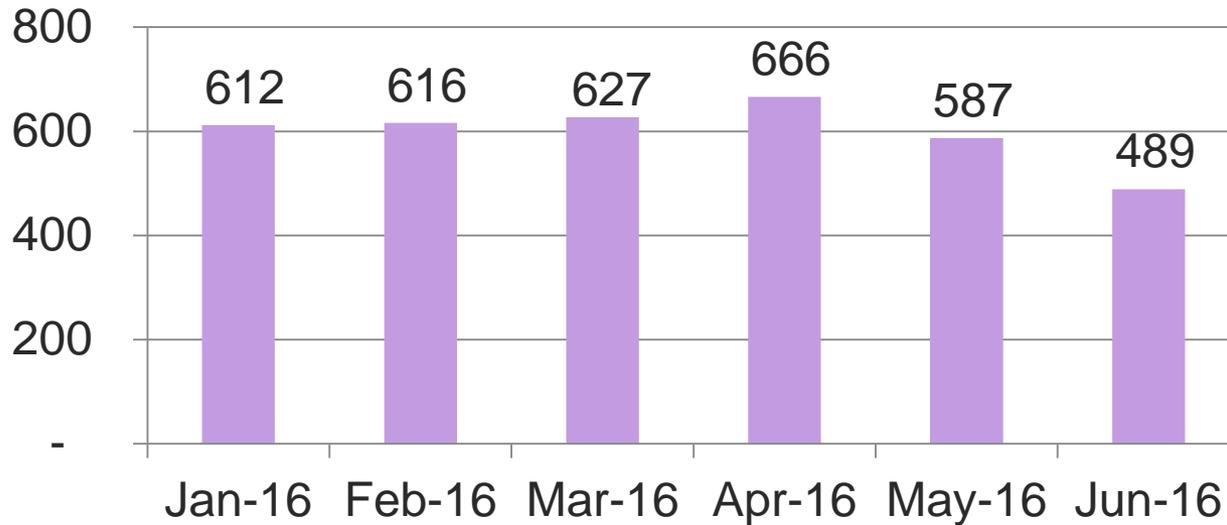
January through June 2016

- Total calls handled: 69,199
- Total e-mails: 4,861

In addition to phone contacts and e-mails, the OMB processed 22,199 requests from county offices (online fillable forms)



## Average phone and e-mail cases processed per Ombudsman analyst



16 DHCS permanent staff and 5 temporary staff



## Ways to Contact OMB

- Telephone (888) 452-8609
- Web Online Fillable Form - County Only
- Hours of operation: Monday – Friday, 8 am-5 pm excluding State holidays
- Website - <http://www.dhcs.ca.gov/services/medical/Pages/MMCDOOfficeoftheOmbudsman.aspx>