

**TABLE 1**

Contacts Received by Phone and Email	<i>Apr-23</i>	Percentage	<i>May-23</i>	Percentage	<i>Jun-23</i>	Percentage
Phone Call	7,950	92.5%	8,634	92%	8,533	93%
Emails	643	7.5%	763	8%	671	7%
<b>Total</b>	<b>8,593</b>	<b>100%</b>	<b>9,397</b>	<b>100%</b>	<b>9,204</b>	<b>100%</b>

**TABLE 2**

Average Talk Time and Wait Time	<i>Apr-23</i>	<i>May-23</i>	<i>Jun-23</i>
Average Talk Time	9	9	9
Average Wait Time	8	6	4

**TABLE 3**

Spoken Language	<i>Apr-23</i>	Percentage	<i>May-23</i>	Percentage	<i>Jun-23</i>	Percentage
English	6,729	84.6%	7,237	84%	7,217	85%
Spanish	908	11.4%	1,031	12%	1,008	12%
Other	313	3.9%	366	4%	308	4%
<b>Total</b>	<b>7,950</b>	<b>100%</b>	<b>8,634</b>	<b>100%</b>	<b>8,533</b>	<b>100%</b>

**TABLE 4**

Number and Rate of Calls Abandoned	<i>Apr-23</i>	Percentage	<i>May-23</i>	Percentage	<i>Jun-23</i>	Percentage
Calls Handled by the Ombudsman	7,950	55.4%	8,634	57%	8,533	60%
Caller Selected to Transfer Through the IVR	4,767	33.2%	5,016	33%	4,683	33%
Abandoned Calls	1,626	11.3%	1,369	9%	971	7%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>14,343</b>	<b>100%</b>	<b>15,019</b>	<b>100%</b>	<b>14,187</b>	<b>100%</b>

**TABLE 5**

Number of Calls Referred to Another Entity	Apr-23	Percentage	May-23	Percentage	Jun-23	Percentage
<b>Total Ombudsman Calls Handled</b>	<b>7,950</b>	<b>62.51%</b>	<b>8,634</b>	<b>63.25%</b>	<b>8,533</b>	<b>64.57%</b>
<b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8)</b>						
(1) County Offices	2,628	55.13%	2,808	55.98%	2,595	55.41%
(2) Covered California	355	7.45%	352	7.02%	305	6.51%
(3) Health Care Options	392	8.22%	393	7.83%	357	7.62%
(4) Medi-Cal Dental	141	2.96%	176	3.51%	177	3.78%
(5) Mental Health	218	4.57%	255	5.08%	258	5.51%
(6) Medicare	308	6.46%	322	6.42%	322	6.88%
(7) State Fair Hearing	93	1.95%	112	2.23%	95	2.03%
(8) Medi-Cal Fee-For-Service	632	13.26%	598	11.92%	574	12.26%
<b>Total</b>	<b>4,767</b>	<b>37.49%</b>	<b>5,016</b>	<b>36.75%</b>	<b>4,683</b>	<b>35.43%</b>
<b>Total Calls</b>	<b>12,717</b>	<b>100%</b>	<b>13,650</b>	<b>100%</b>	<b>13,216</b>	<b>100%</b>

**TABLE 6**

Results of Contacts	Apr-23	Percentage	May-23	Percentage	Jun-23	Percentage
Education	1,691	18.7%	1,809	18.2%	1,675	17.14%
Enrollment/ Disenrollment	2,810	31.%	2,998	30.1%	2,992	30.62%
No Answer/Left Voicemail	1,242	13.7%	1,188	11.9%	1,049	10.74%
No Changes Required	681	7.5%	777	7.8%	716	7.33%
Plan Change	368	4.1%	454	4.6%	605	6.19%
Processed Transaction	2,005	22.1%	2,506	25.2%	2,554	26.14%
Referral	268	3.%	225	2.3%	179	1.83%
<b>Total</b>	<b>9,065</b>	<b>100%</b>	<b>9,957</b>	<b>100%</b>	<b>9,770</b>	<b>100%</b>

**TABLE 7**

<b>Destination of Referred Calls</b>	<b>Apr-23</b>	<b>Percentage</b>	<b>May-23</b>	<b>Percentage</b>	<b>Jun-23</b>	<b>Percentage</b>
Covered CA	48	2.39%	54	2.15%	44	1.72%
County Eligibility Worker	740	36.91%	920	36.71%	923	36.14%
Medi-Cal Dental	17	.85%	29	1.16%	28	1.1%
Department of Managed Health Care	45	2.24%	64	2.55%	63	2.47%
Fee-For-Service	114	5.69%	136	5.43%	121	4.74%
Health Care Options	71	3.54%	78	3.11%	90	3.52%
Managed Care Plan	524	26.13%	668	26.66%	683	26.74%
MediCal for Families	0	0%	1	.04%	2	.08%
Medicare	44	2.19%	53	2.11%	45	1.76%
Mental Health Plan	51	2.54%	64	2.55%	70	2.74%
Provider Services	0	0%	3	.12%	11	.43%
Social Security Administration	63	3.14%	62	2.47%	74	2.9%
State Fair Hearings	44	2.19%	67	2.67%	45	1.76%
Third Party Liability/ OHC Status	40	2%	54	2.15%	58	2.27%
Other (Please specify in notes section)	204	10.17%	253	10.1%	297	11.63%
<b>Total:</b>	<b>2,005</b>	<b>100%</b>	<b>2,506</b>	<b>100%</b>	<b>2,554</b>	<b>100%</b>

**TABLE 8**

<b>Primary issue</b>	<b>Apr-23</b>	<b>Percentage</b>	<b>May-23</b>	<b>Percentage</b>	<b>Jun-23</b>	<b>Percentage</b>
Access to Care	3,253	35.89%	3,873	39.99%	3,707	37.94%
Address Change/Inter County Transfer (ICT)	898	9.91%	1,069	11.04%	1,197	12.25%
Beneficiary Identification Card (BIC) order	91	1%	97	1%	125	1.28%
Benefits	1,172	12.93%	1,159	11.97%	1,169	11.97%
Billing/Collection Notice	152	1.68%	195	2.01%	195	2%
Complaint	153	1.69%	254	2.62%	228	2.33%
Continuity/Coordination of Care (COC)	170	1.88%	186	1.92%	150	1.54%
Correspondence-Received Mail	80	.88%	85	.88%	78	.80%
Covered CA	49	.54%	51	.53%	40	.41%
Denial of Service	46	.51%	64	.66%	61	.62%
Disenrollment	206	2.27%	201	2.08%	209	2.14%
Durable Medical Equipment (DME)	20	.22%	24	.25%	14	.14%
Eligibility	408	4.5%	516	5.33%	476	4.87%
Enrollment	737	8.13%	701	7.24%	845	8.65%
Foster Care/Adoption	92	1.01%	86	.89%	88	.9%
Long Term Care (LTC) Exemption	72	.79%	75	.77%	29	.3%
Medical Exemption Request (MER)	103	1.14%	98	1.01%	83	.85%
Not listed	720	7.94%	363	3.75%	499	5.11%
Other Health Coverage (OHC)	134	1.48%	164	1.69%	143	1.46%
Plan Change	448	4.94%	309	3.19%	338	3.46%
Premium Assistance -QMB,WDP, MFF	1	.01%	3	.03%	6	.06%
Redetermination Questions	13	.14%	54	.56%	43	.44%
Share of Cost	12	.13%	10	.1%	5	.05%
Transplant	1	.01%	2	.02%	1	.01%
Transportation	31	.34%	38	.39%	37	.38%
Treatment Authorization Request	3	.03%	7	.07%	4	.04%
<b>Total Calls</b>	<b>9,065</b>	<b>100%</b>	<b>9,684</b>	<b>100%</b>	<b>9,770</b>	<b>100%</b>

**TABLE 9**

<b>Cases by Health Care Plan</b>	<b>Apr-23</b>	<b>Percentage</b>	<b>May-23</b>	<b>Percentage</b>	<b>Jun-23</b>	<b>Percentage</b>
Fee-For-Service	1,955	23.52%	2,177	23.41%	2,003	21.42%
Aetna Better Health of California	77	.93%	84	.9%	88	.94%
Alameda Alliance	213	2.56%	216	2.32%	263	2.81%
Anthem Blue Cross	685	8.24%	772	8.3%	744	7.96%
Blue Shield Of California	89	1.07%	81	.87%	87	.93%
California Health and Wellness	131	1.58%	178	1.91%	191	2.04%
CalOptima	461	5.55%	485	5.22%	469	5.02%
Cal Viva Health	91	1.09%	133	1.43%	97	1.04%
CenCal Health	60	.72%	47	.51%	84	.9%
Central California Alliance for Health	142	1.71%	143	1.54%	139	1.49%
Community Health Group	96	1.15%	129	1.39%	127	1.36%
Contra Costa Health Plan	158	1.9%	172	1.85%	191	2.04%
Gold Coast	133	1.6%	139	1.49%	120	1.28%
Health Net	931	11.2%	969	10.42%	1,075	11.5%
Health Plan of San Joaquin	154	1.85%	143	1.54%	128	1.37%
Health Plan of San Mateo	30	0.36%	78	.84%	61	.65%
Inland Empire for Health Plan	854	10.27%	835	8.98%	934	9.99%
Kern Family Health Plan	92	1.11%	150	1.61%	119	1.27%
KP Cal LLC	181	2.18%	139	1.49%	171	1.83%
LA Care	997	11.99%	1,169	12.57%	1,296	13.86%
Molina	363	4.37%	469	5.04%	415	4.44%
Partnership Health Plan	268	3.22%	384	4.13%	361	3.86%
San Francisco Health Plan	64	.77%	74	.8%	71	.76%
Santa Clara Family Health Plan	87	1.05%	132	1.42%	117	1.25%
<b>Total Cases by HCP</b>	<b>8,312</b>	<b>100%</b>	<b>9,298</b>	<b>100%</b>	<b>9,351</b>	<b>100%</b>

**TABLE 10**

<b>Cases by Ethnicity</b>	<b>Apr-23</b>	<b>Percentage</b>	<b>May-23</b>	<b>Percentage</b>	<b>Jun-23</b>	<b>Percentage</b>
Alaskan Native or American Indian	30	.33%	42	.42%	43	.44%
Amerasian	2	.02%	0	0%	0	0%
Asian Indian	79	.87%	97	.97%	103	1.05%
Asian or Pacific Islander	61	.67%	99	.99%	107	1.1%
Black	777	8.57%	828	8.32%	849	8.69%
Cambodian	15	.17%	19	.19%	19	.19%
Chinese	80	.88%	152	1.53%	150	1.54%
Declined to state	979	10.8%	1,021	10.25%	1,075	11%
Filipino	118	1.3%	116	1.17%	105	1.07%
Guamanian	1	.01%	3	.03%	1	.01%
Hawaiian	7	.08%	5	.05%	3	.03%
Hispanic	2,694	29.72%	2,951	29.64%	3,038	31.1%
Japanese	21	.23%	17	.17%	5	.05%
Korean	47	.52%	53	.53%	50	.51%
Laotian	5	.06%	12	.12%	8	.08%
None Found	1,078	11.89%	1,040	10.44%	741	7.58%
Other	970	10.7%	1,040	10.44%	939	9.61%
Samoan	5	.06%	3	.03%	12	.12%
Vietnamese	75	.83%	87	.87%	103	1.05%
White	2,021	22.29%	2,372	23.82%	2,419	24.76%
<b>Total</b>	<b>9,065</b>	<b>100%</b>	<b>9,957</b>	<b>100%</b>	<b>9,770</b>	<b>100%</b>

**TABLE 11**

<b>Cases by Gender</b>	<b>Apr-23</b>	<b>Percentage</b>	<b>May-23</b>	<b>Percentage</b>	<b>Jun-23</b>	<b>Percentage</b>
Female	4,438	48.96%	4,973	49.94%	4,930	50.46%
Male	3,271	36.08%	3,658	36.74%	3,781	38.7%
None Listed	1,344	14.83%	1,318	13.24%	1,056	10.81%
Transgender: Female to Male	3	.03%	5	.05%	1	.01%
Transgender: Male to Female	9	.1%	3	.03%	2	.02%
<b>Total</b>	<b>9,065</b>	<b>100%</b>	<b>9,957</b>	<b>100%</b>	<b>9,770</b>	<b>100%</b>



MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
APRIL - JUNE 2023  
DEMOGRAPHIC INFORMATION



**TABLE 12**

<b>Cases by Age Range in Decades</b>	<b>Apr-23</b>	<b>Percentage</b>	<b>May-23</b>	<b>Percentage</b>	<b>Jun-23</b>	<b>Percentage</b>
Not Listed	1,077	11.88%	1,026	10.3%	732	7.49%
Age 0-9 years	1,202	13.26%	1,331	13.37%	1,259	12.89%
Age 10-19 years	686	7.57%	863	8.67%	880	9.01%
Age 20-29 years	1,239	13.67%	1,285	12.91%	1,354	13.86%
Age 30-39 years	1,259	13.89%	1,361	13.67%	1,410	14.43%
Age 40-49 years	851	9.39%	1,056	10.61%	1,027	10.51%
Age 50-59 years	1,110	12.24%	1,185	11.9%	1,262	12.92%
Age 60-69 years	1,056	11.65%	1,126	11.31%	1,162	11.89%
Age 70-79 years	376	4.15%	436	4.38%	448	4.59%
Age 80-89 years	161	1.78%	232	2.33%	175	1.79%
Age 90 +	48	.53%	56	.56%	61	.62%
<b>Totals</b>	<b>9,065</b>	<b>100%</b>	<b>9,957</b>	<b>100%</b>	<b>9,770</b>	<b>100%</b>