

TABLE 1

Contacts Received by Phone and Email	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Phone Call	7,958	92.8%	9,335	94%	9,010	93%
Emails	614	7.2%	584	6%	718	7%
Total	8,572	100%	9,919	100%	9,728	100%

TABLE 2

Average Talk Time and Wait Time	Jul-23	Aug-23	Sep-23
Average Talk Time	9	9	10
Average Wait Time	5	6	5

TABLE 3

Spoken Language	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
English	6,755	84.9%	7,872	84%	7,675	85%
Spanish	914	11.5%	1094	12%	994	11%
Other	289	3.6%	369	4%	341	4%
Total	7,958	100%	9,335	100%	9,010	100%

TABLE 4

Number and Rate of Calls Abandoned	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Calls Handled by the Ombudsman	7,958	57.1%	9,335	57%	9,010	60%
Caller Selected to Transfer Through the IVR	4,735	33.9%	5,445	33%	5,053	33%
Abandoned Calls	1,256	9%	1,622	10%	1,035	7%
Total Number of Calls Placed to Ombudsman	13,949	100%	16,402	100%	15,098	100%

TABLE 5

Number of Calls Referred to Another Entity	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Total Ombudsman Calls Handled	7,958	62.7%	9,335	63.16%	9,010	64.07%
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8)						
(1) County Offices	2,711	57.25%	3,049	56%	2,941	58.2%
(2) Covered California	339	7.16%	365	6.7%	349	6.91%
(3) Health Care Options	409	8.64%	486	8.93%	408	8.07%
(4) Medi-Cal Dental	179	3.78%	230	4.22%	132	2.61%
(5) Mental Health	191	4.03%	214	3.93%	213	4.22%
(6) Medicare	295	6.23%	336	6.17%	309	6.12%
(7) State Fair Hearing	91	1.92%	100	1.84%	105	2.08%
(8) Medi-Cal Fee-For-Service	520	10.98%	665	12.21%	596	11.79%
Total	4,735	37.3%	5,445	36.84%	5,053	35.93%
Total Calls	12,693	100%	14,780	100%	14,063	100%

TABLE 6

Results of Contacts	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Education	1,615	17.4%	1,856	17.3%	2,021	19.22%
Enrollment/ Disenrollment	2,719	29.3%	3,201	29.8%	2,688	25.57%
No Answer/Left Voicemail	148	1.6%	223	2.1%	106	1.01%
No Changes Required	1,170	12.6%	1,415	13.2%	1,420	13.51%
Plan Change	561	6%	602	5.6%	481	4.58%
Processed Transaction	639	6.9%	795	7.4%	1,052	10.01%
Referral	2,434	26.2%	2,663	24.8%	2,745	26.11%
Total	9,286	100%	10,755	100%	10,513	100%

TABLE 7

Destination of Referred Calls	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Covered CA	50	2.05%	56	2.1%	47	1.71%
County Eligibility Worker	1,069	43.92%	1,128	42.36%	1,067	38.86%
Medi-Cal Dental	37	1.52%	27	1.01%	26	.95%
Department of Managed Health Care	61	2.51%	50	1.88%	60	2.18%
Fee-For-Service	113	4.64%	110	4.13%	123	4.48%
Health Care Options	68	2.79%	67	2.52%	104	3.79%
Managed Care Plan	586	24.08%	688	25.84%	808	29.42%
MediCal for Families	0	0%	2	.08%	1	.04%
Medicare	41	1.68%	48	1.8%	60	2.18%
Mental Health Plan	50	2.05%	71	2.67%	37	1.35%
Provider Services	5	.21%	7	.26%	13	.47%
Social Security Administration	57	2.34%	60	2.25%	58	2.11%
State Fair Hearings	48	1.97%	75	2.82%	44	1.6%
Third Party Liability/ OHC Status	53	2.18%	56	2.1%	32	1.17%
Other (Please specify in notes section)	196	8.05%	218	8.19%	266	9.69%
Total:	2,434	100%	2,663	100%	2,746	100%

TABLE 8

Primary issue	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Access to Care	3,315	35.7%	4,096	38.08%	4,240	40.33%
Address Change/Inter County Transfer (ICT)	1,247	13.43%	1,393	12.95%	1,066	10.14%
Beneficiary Identification Card (BIC) order	113	1.22%	123	1.14%	106	1.01%
Benefits	1,006	10.83%	1,233	11.46%	1,050	9.99%
Billing/Collection Notice	184	1.98%	196	1.82%	198	1.88%
Complaint	171	1.84%	197	1.83%	200	1.9%
Continuity/Coordination of Care (COC)	186	2%	230	2.14%	296	2.82%
Correspondence-Received Mail	60	.65%	78	.73%	78	.74%
Covered CA	51	.55%	80	.74%	51	.49%
Denial of Service	36	.39%	42	.39%	37	.35%
Disenrollment	181	1.95%	214	1.99%	237	2.25%
Durable Medical Equipment (DME)	25	.27%	10	.09%	18	.17%
Eligibility	559	6.02%	636	5.91%	525	4.99%
Enrollment	819	8.82%	923	8.58%	1,163	11.06%
Foster Care/Adoption	88	.95%	98	.91%	101	.96%
Long Term Care (LTC) Exemption	105	1.13%	48	.45%	64	.61%
Medical Exemption Request (MER)	73	.79%	86	.80%	83	.79%
Not listed	493	5.31%	503	4.68%	423	4.02%
Other Health Coverage (OHC)	149	1.6%	134	1.25%	94	.89%
Plan Change	296	3.19%	277	2.58%	349	3.32%
Premium Assistance -QMB,WDP, MFF	9	.1%	10	.09%	13	.12%
Redetermination Questions	35	.38%	41	.38%	38	.36%
Share of Cost	23	.25%	34	.32%	25	.24%
Transplant	3	.03%	2	.02%	0	0%
Transportation	53	.57%	60	.56%	54	.51%
Treatment Authorization Request	7	.08%	11	.1%	5	.05%
Total Calls	9,287	100%	10,755	100%	10,514	100%

TABLE 9

Cases by Health Care Plan	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Fee for Service	2,582	27.91%	2,908	27.03%	2,572	24.53%
Aetna Better Health of California	74	.8%	85	.79%	88	.84%
Alameda Alliance for Health	209	2.26%	234	2.18%	246	2.35%
Anthem Blue Cross Partnership Plan	656	7.09%	780	7.25%	690	6.58%
Blue Shield of California Promise Health Plan	71	.77%	84	.78%	99	.94%
Cal Viva Health	128	1.38%	137	1.27%	117	1.12%
California Health and Wellness Plan	136	1.47%	148	1.38%	177	1.69%
CalOptima	496	5.36%	548	5.09%	568	5.42%
CenCal Health	67	.72%	114	1.06%	113	1.08%
Central California Alliance for Health	157	1.7%	173	1.61%	206	1.97%
Community Health Group Partnership	89	.96%	111	1.03%	124	1.18%
Contra Costa Health Plan	165	1.78%	203	1.89%	187	1.78%
Gold Coast Health Plan	118	1.28%	138	1.28%	121	1.15%
Health Net Community Solutions, Inc.	919	9.93%	1,084	10.08%	1,068	10.19%
Health Plan of San Joaquin	128	1.38%	163	1.52%	168	1.6%
Health Plan of San Mateo	70	.76%	63	.59%	107	1.02%
Inland Empire Health Plan	969	10.47%	1,080	10.04%	1,093	10.43%
Kern Family Health Care	115	1.24%	116	1.08%	137	1.31%
KP Cal LLC	172	1.86%	203	1.89%	170	1.62%
L.A. Care Health Plan	1,128	12.19%	1,377	12.8%	1,384	13.2%
Molina Healthcare of California Partner	290	3.13%	395	3.67%	453	4.32%
Partnership HealthPlan of California	336	3.63%	361	3.36%	388	3.7%
San Francisco Health Plan	79	.85%	92	.86%	66	.63%
Santa Clara Family Health Plan	97	1.05%	160	1.49%	141	1.35%
Total Cases by HCP	9,251	100%	10,757	100%	10,483	100%

TABLE 10

Cases by Ethnicity	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Alaskan Native or American Indian	51	.55%	31	.29%	27	.26%
Amerasian	0	0%	0	0%	2	.02%
Asian Indian	97	1.04%	92	.86%	145	1.38%
Asian or Pacific Islander	98	1.06%	114	1.06%	118	1.12%
Black	803	8.65%	954	8.87%	886	8.43%
Cambodian	13	.14%	3	.03%	16	.15%
Chinese	141	1.52%	154	1.43%	146	1.39%
Declined to state	1,129	12.16%	1,296	12.05%	1,415	13.46%
Filipino	122	1.31%	142	1.32%	149	1.42%
Guamanian	0	0%	0	0%	4	.04%
Hawaiian	6	.06%	2	.02%	1	.01%
Hispanic	2,963	31.9%	3,406	31.67%	3,380	32.15%
Japanese	22	.24%	14	.13%	23	.22%
Korean	33	.36%	48	.45%	67	.64%
Laotian	6	.06%	9	.08%	5	.05%
None Found	782	8.42%	913	8.49%	771	7.33%
Other	818	8.81%	875	8.14%	843	8.02%
Samoan	7	.08%	10	.09%	9	.09%
Vietnamese	91	.98%	94	.87%	127	1.21%
White	2,105	22.67%	2,598	24.16%	2,380	22.64%
Total	9,287	100%	10,755	100%	10,514	100%

TABLE 11

Cases by Gender	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Female	4,700	50.61%	5,407	50.27%	5,390	51.26%
Male	3,591	38.67%	4,168	38.75%	4,057	38.59%
None Found	990	10.66%	1,172	10.9%	1,057	10.05%
Transgender: Female to Male	5	.05%	3	.03%	7	.07%
Transgender: Male to Female	1	.01%	5	.05%	3	.03%
Total	9,287	100%	10,755	100%	10,514	100%



MEDI-CAL MANAGED CARE
OFFICE OF THE OMBUDSMAN
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DEMOGRAPHIC INFORMATION



TABLE 12

Cases by Age Range in Decades	Jul-23	Percentage	Aug-23	Percentage	Sep-23	Percentage
Not Listed	771	8.3%	907	8.43%	763	7.26%
Age 0-9 years	1,247	13.43%	1,474	13.71%	1,465	13.93%
Age 10-19 years	921	9.92%	1,104	10.26%	1,161	11.04%
Age 20-29 years	1,348	14.51%	1,500	13.95%	1,516	14.42%
Age 30-39 years	1,285	13.84%	1,472	13.69%	1,394	13.26%
Age 40-49 years	888	9.56%	1,142	10.62%	1,070	10.18%
Age 50-59 years	1,162	12.51%	1,336	12.42%	1,267	12.05%
Age 60-69 years	1,070	11.52%	1,183	11%	1,147	10.91%
Age 70-79 years	386	4.16%	397	3.69%	466	4.43%
Age 80-89 years	170	1.83%	186	1.73%	223	2.12%
Age 90 +	39	.42%	54	.5%	42	.40%
Totals	9,287	100%	10,755	100%	10,514	100%