

TABLE 1

Contacts Received by Phone and Email	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
Phone Call	9,316	92%	8,715	92%	8,968	90%
Emails	836	8%	737	8%	945	10%
Total	10,152	100%	9,452	100%	9,913	100%

TABLE 2

Average Talk Time and Wait Time	Oct-23	Nov-23	Dec-23
Average Talk Time	9	7	9
Average Wait Time	3	6	4

TABLE 3

Spoken Language	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
English	7,870	84%	7,287	84%	7,642	85%
Spanish	1,046	11%	1052	12%	935	10%
Other	400	4%	376	4%	391	4%
Total	9,316	100%	8,715	100%	8,968	100%

TABLE 4

Number and Rate of Calls Abandoned	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
Calls Handled by the Ombudsman	9,316	61%	8,715	57%	8,968	62%
Caller Selected to Transfer Through the IVR	5,101	34%	5,795	38%	4,730	33%
Abandoned Calls	799	5%	653	4%	826	6%
Total Number of Calls Placed to Ombudsman	15,216	100%	15,163	100%	14,524	100%

TABLE 5

Number of Calls Referred to Another Entity- Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
(1) County Offices	2,897	57%	3,538	61%	2,667	56%
(2) Covered California	372	7%	268	5%	402	8%
(3) Health Care Options	388	8%	405	7%	380	8%
(4) Medi-Cal Dental	152	3%	140	2%	152	3%
(5) Mental Health	247	5%	221	4%	173	4%
(6) Medicare	352	7%	457	8%	392	8%
(7) State Fair Hearing	91	2%	78	1%	63	1%
(8) Medi-Cal Fee-For-Service	602	12%	688	12%	501	11%
Total IVR Calls	5,101	100%	5,795	100%	4,730	100%

TABLE 6

Results of Contacts	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
Education	2,143	20%	1,978	20%	1,930	20%
Enrollment/ Disenrollment	2,660	25%	2,376	24%	1,968	20%
No Changes Required	1,277	12%	1,114	11%	1,033	11%
Plan Change	482	4%	447	5%	629	6%
Processed Transaction	1,082	10%	1,148	12%	1,418	14%
Referral	2,972	28%	2,669	27%	2,735	28%
Remove Plan Hold	159	1%	105	1%	125	1%
Total	10,775	100%	9,837	100%	9,838	100%

TABLE 7

Destination of Referred Calls	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
Covered CA	50	2%	38	1%	109	4%
County Eligibility Worker	1,265	43%	1185	44%	1184	43%
Medi-Cal Dental	32	1%	28	1%	24	1%
Department of Managed Health Care	81	3%	62	2%	52	2%
Fee-For-Service	129	4%	106	4%	105	4%
Health Care Options	135	5%	108	4%	159	6%
Managed Care Plan	725	24%	655	25%	572	21%
MediCal for Families	1	0%	0	0%	0	0%
Medicare	56	2%	61	2%	67	2%
Mental Health Plan	39	1%	41	2%	34	1%
Provider Services	19	1%	13	0%	3	0%
Social Security Administration	76	3%	52	2%	63	2%
State Fair Hearings	57	2%	57	2%	58	2%
Third Party Liability/ OHC Status	44	1%	40	1%	47	2%
Other (Please specify in notes section)	263	9%	223	8%	258	9%
Total	2,972	100%	2,669	100%	2,735	100%

TABLE 8

Primary issue	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
Not listed	7	0%	17	0%	14	0%
Access to Care	4,297	40%	3,871	39%	3,655	37%
Address Change/Inter County Transfer (ICT)	1,058	10%	904	9%	881	9%
Beneficiary Identification Card (BIC) order	121	1%	102	1%	114	1%
Benefits	916	9%	922	9%	619	6%
Billing/Collection Notice	173	2%	181	2%	196	2%
Complaint	236	2%	195	2%	201	2%
Continuity/Coordination of Care (COC)	229	2%	179	2%	179	2%
Correspondence-Received Mail	84	1%	89	1%	92	1%
Covered CA	91	1%	82	1%	168	2%
Denial of Service	59	1%	43	0%	25	0%
Disenrollment	220	2%	219	2%	373	4%
Durable Medical Equipment (DME)	25	0%	20	0%	26	0%
Eligibility	698	6%	685	7%	721	7%
Enrollment	1,247	12%	1,275	13%	1,233	13%
Foster Care/Adoption	88	1%	79	1%	62	1%
Long Term Care (LTC) Exemption	126	1%	46	0%	218	2%
Medical Exemption Request (MER)	100	1%	69	1%	90	1%
Not listed	378	4%	311	3%	407	4%
Other Health Coverage (OHC)	130	1%	118	1%	100	1%
Plan Change	339	3%	315	3%	359	4%
Premium Assistance -QMB, WDP, MFF	7	0%	12	0%	6	0%
Redetermination Questions	34	0%	28	0%	11	0%
Share of Cost	55	1%	42	0%	38	0%
Transplant	3	0%	0	0%	5	0%
Transportation	48	0%	30	0%	37	0%
Treatment Authorization Request	6	0%	3	0%	8	0%
Total Calls	10,775	100%	9,837	100%	9,838	100%

TABLE 9

Cases by Health Care Plan	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
Fee for Service	2,033	19%	1,974	21%	1,961	21%
Aetna Better Health of California	85	1%	79	1%	87	1%
Alameda Alliance for Health	359	3%	297	3%	255	3%
Anthem Blue Cross Partnership Plan	626	6%	593	6%	540	6%
Blue Shield of California Promise Health Plan	94	1%	93	1%	95	1%
California Health and Wellness Plan	189	2%	147	2%	136	1%
CalOptima	635	6%	628	7%	602	6%
Cal Viva Health	122	1%	97	1%	71	1%
CenCal Health	123	1%	93	1%	102	1%
Central California Alliance for Health	148	1%	125	1%	131	1%
Community Health Group Partnership	117	1%	135	1%	125	1%
Contra Costa Health Plan	278	3%	211	2%	199	2%
Gold Coast Health Plan	121	1%	116	1%	116	1%
Health Net Community Solutions, Inc.	1,161	11%	1,020	11%	1029	11%
Health Plan of San Joaquin	156	1%	148	2%	128	1%
Health Plan of San Mateo	62	1%	60	1%	61	1%
Inland Empire Health Plan	1,123	11%	979	10%	962	10%
Kern Family Health Care	124	1%	138	1%	87	1%
KP Cal LLC	177	2%	199	2%	248	3%
L.A. Care Health Plan	1,342	13%	1,233	13%	1287	14%
Molina Healthcare of California Partner	454	4%	360	4%	388	4%
No eligibility	339	3%	337	4%	356	4%
Partnership HealthPlan of California	340	3%	294	3%	367	4%
San Francisco Health Plan	96	1%	69	1%	79	1%
Santa Clara Family Health Plan	140	1%	128	1%	112	1%
Total Cases by HCP	10,444	100%	9,553	100%	9,524	100%

TABLE 10

Cases by Ethnicity	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
Alaskan Native or American Indian	26	0%	27	0%	38	0%
Amerasian	1	0%	0	0%	0	0%
Asian Indian	83	1%	93	1%	90	1%
Asian or Pacific Islander	106	1%	87	1%	88	1%
Black	949	9%	852	9%	870	9%
Cambodian	17	0%	10	0%	8	0%
Chinese	201	2%	158	2%	164	2%
Declined to state	1,536	14%	1,450	15%	1,424	14%
Filipino	130	1%	127	1%	113	1%
Guamanian	6	0%	1	0%	0	0%
Hawaiian	4	0%	3	0%	3	0%
Hispanic	3,316	31%	2,963	30%	2,807	29%
Japanese	16	0%	23	0%	13	0%
Korean	43	0%	40	0%	64	1%
Laotian	6	0%	5	0%	12	0%
None Found	900	8%	883	9%	905	9%
Other	744	7%	604	6%	569	6%
Samoan	10	0%	13	0%	9	0%
Vietnamese	115	1%	111	1%	90	1%
White	2,566	24%	2,387	24%	2,571	26%
Total	10,775	100%	9,837	100%	9,838	100%

TABLE 11

Cases by Gender	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
Female	5,351	50%	4,933	50%	4,901	50%
Male	4,215	39%	3,783	38%	3,761	38%
Not Listed	1,201	11%	1,118	11%	1,169	12%
Transgender: Female to Male	3	0%	3	0%	4	0%
Transgender: Male to Female	5	0%	0	0%	3	0%
Total	10,775	100%	9,837	100%	9,838	100%

TABLE 12

Cases by Age Range in Decades	Oct-23	Percentage	Nov-23	Percentage	Dec-23	Percentage
Unknown	887	8%	878	9%	901	9%
Age 0-9 years	1,496	14%	1,342	14%	1,163	12%
Age 10-19 years	1,047	10%	893	9%	864	9%
Age 20-29 years	1,382	13%	1,283	13%	1,189	12%
Age 30-39 years	1,500	14%	1,275	13%	1,309	13%
Age 40-49 years	1,092	10%	1,073	11%	1,069	11%
Age 50-59 years	1,344	12%	1,234	13%	1,315	13%
Age 60-69 years	1,252	12%	1,178	12%	1,211	12%
Age 70-79 years	468	4%	445	5%	499	5%
Age 80-89 years	241	2%	177	2%	250	3%
Age 90+	66	1%	59	1%	68	1%
Totals	10,775	92%	9,837	91%	9,838	91%