



MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
JANUARY - MARCH 2024



TABLE 1						
Contacts Received by Phone and Email	Jan-24	Percentage	Feb-24	Percentage	Mar-24	Percentage
Phone Call	10,960	90.8%	11,079	92%	10,786	92%
Emails	1105	9.2%	930	8%	963	8%
Total	12,065	100%	12,009	100%	11,749	100%

TABLE 2						
Average Talk Time and Wait Time	Jan-24		Feb-24		Mar-24	
Average Talk Time	9		9		10	
Average Wait Time	7		9		6	

TABLE 3						
Spoken Language	Jan-24	Percentage	Feb-24	Percentage	Mar-24	Percentage
English	10,432	83.7%	9,256	84%	9,057	84%
Spanish	1,536	12.3%	1,427	13%	1,329	12%
Other	492	3.9%	396	4%	400	4%
Total	12,460	100%	11,079	100%	10,786	100%

TABLE 4						
Number and Rate of Calls Abandoned	Jan-24	Percentage	Feb-24	Percentage	Mar-24	Percentage
Calls Handled by the Ombudsman	12,460	54.8%	11,079	54%	10,786	60%
Caller Selected to Transfer Through the IVR	7,107	31.3%	6,459	32%	5,781	32%
Abandoned Calls	3,161	13.9%	2,852	14%	1,494	8%
Total Number of Calls Placed to Ombudsman	22,728	100%	20,390	100%	18,061	100%



MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
JANUARY - MARCH 2024



TABLE 5						
Number of Calls Referred to Another Entity	Jan-24	Percentage	Feb-24	Percentage	Mar-24	Percentage
Total Ombudsman Calls Handled	12,460	63.68%	11,079	63.17%	10,786	65.11%
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	3,995	56.21%	3,505	54.27%	3,254	56.29%
(2) Covered California	613	8.63%	499	7.73%	424	7.33%
(3) Health Care Options (HCO)	653	9.19%	628	9.72%	526	9.10%
(4) Denti-Cal	232	3.26%	269	4.16%	207	3.58%
(5) Mental Health	200	2.81%	208	3.22%	210	3.63%
(6) Medicare	535	7.53%	483	7.48%	411	7.11%
(7) State Fair Hearing	106	1.49%	88	1.36%	105	1.82%
(8) Medi-Cal Fee-For-Service	773	10.88%	779	12.06%	644	11.14%
Total	7,107	36.32%	6,459	36.83%	5,781	34.89%
Total Calls	19,567	100.00%	17,538	100.00%	16,567	100.00%

TABLE 6						
Results of Contacts	Jan-24	Percentage	Feb-24	Percentage	Mar-24	Percentage
Education	2,477	16.7%	2,170	16.3%	2,300	17.34%
Enrollment/Disenrollment	2,744	18.5%	2,544	19.1%	2,375	17.90%
No Changes Required	2,741	18.5%	2,643	19.9%	1,880	14.17%
Plan Change	1,286	8.7%	971	7.3%	871	6.57%
Processed Transaction	1,948	13.2%	1,991	15.0%	2,303	17.36%
Referral	3,410	23.0%	2,811	21.1%	3,266	24.6%
Remove Plan Hold	197	1.3%	172	1.3%	270	2.04%
Total	14,803	100.00%	13,302	100.00%	13,265	100.00%



MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
JANUARY - MARCH 2024



TABLE 7						
Destination of Referred Calls	Jan-24	Percentage	Feb-24	Percentage	Mar-24	Percentage
Covered CA	118	3.46%	54	1.92%	75	2.30%
County Eligibility Worker	1,439	42.20%	1,180	41.98%	1,363	41.73%
DentiCal	28	0.82%	36	1.28%	49	1.50%
Department of Managed Health Care	53	1.55%	55	1.96%	78	2.39%
Fee-For-Service	119	3.49%	118	4.20%	114	3.49%
Health Care Options	214	6.28%	151	5.37%	165	5.05%
Managed Care Plan	917	26.89%	703	25.01%	756	23.15%
MediCal for Families	1	0.03%	2	0.07%	1	0.03%
Medicare	73	2.14%	72	2.56%	71	2.17%
Mental Health Plan	30	0.88%	28	1.00%	51	1.56%
Provider Services	7	0.21%	7	0.25%	13	0.40%
Social Security Administration	70	2.05%	60	2.13%	90	2.76%
State Fair Hearings	59	1.73%	61	2.17%	64	1.96%
Third Party Liability/ OHC Status	65	1.91%	57	2.03%	58	1.78%
Other (Please specify in notes section)	217	6.36%	227	8.08%	318	9.74%
<b>Total:</b>	<b>3,410</b>	<b>100.00%</b>	<b>2,811</b>	<b>100.00%</b>	<b>3,266</b>	<b>100.00%</b>

<b>TABLE 8</b>						
<b>Primary issue</b>	<b>Jan-24</b>	<b>Percentage</b>	<b>Feb-24</b>	<b>Percentage</b>	<b>Mar-24</b>	<b>Percentage</b>
Access to Care	5,743	38.80%	4,798	36.07%	4,462	33.64%
Address Change/Inter County Transfer (ICT)	1,128	7.62%	1,003	7.54%	1,139	8.59%
Beneficiary Identification Card (BIC) order	134	0.91%	110	0.83%	140	1.06%
Benefits	463	3.13%	472	3.55%	413	3.11%
Billing/Collection Notice	213	1.44%	261	1.96%	291	2.19%
Complaint	160	1.08%	182	1.37%	242	1.82%
Continuity/Coordination of Care (COC)	345	2.33%	260	1.95%	268	2.02%
Correspondence-Received Mail	49	0.33%	65	0.49%	74	0.56%
Covered CA	200	1.35%	143	1.08%	131	0.99%
Denial of Service	33	0.22%	44	0.33%	51	0.38%
Disenrollment	208	1.41%	308	2.32%	329	2.48%
Durable Medical Equipment (DME)	17	0.11%	14	0.11%	31	0.23%
Eligibility	865	5.84%	739	5.56%	913	6.88%
Enrollment	2,175	14.69%	2,136	16.06%	2,777	20.93%
Foster Care/Adoption	89	0.60%	90	0.68%	81	0.61%
Long Term Care (LTC) Exemption	64	0.43%	26	0.20%	27	0.20%
Medical Exemption Request (MER)	109	0.74%	123	0.92%	140	1.06%
Not listed	1,789	12.09%	1,687	12.68%	926	6.98%
Other Health Coverage (OHC)	180	1.22%	177	1.33%	156	1.18%
Plan Change	668	4.51%	516	3.88%	516	3.89%
Premium Assistance -QMB,WDP, MFF	12	0.08%	11	0.08%	13	0.10%
Redetermination Questions	20	0.14%	16	0.12%	18	0.14%
Share of Cost	74	0.50%	54	0.41%	59	0.44%
Transplant	5	0.03%	3	0.02%	5	0.04%
Transportation	60	0.41%	64	0.48%	63	0.47%
Treatment Authorization Request	11	0.07%	5	0.04%	13	0.10%
<b>Total Calls</b>	<b>14,803</b>	<b>100%</b>	<b>13,302</b>	<b>100%</b>	<b>13,265</b>	<b>100%</b>

<b>TABLE 9</b>						
<b>Cases by Health Care Plan</b>	<b>Jan-24</b>	<b>Percentage</b>	<b>Feb-24</b>	<b>Percentage</b>	<b>Mar-24</b>	<b>Percentage</b>
000 - Fee for Service	3,217	23%	2,889	23%	2,445	19%
Access Dental Plan Inc.						
Aetna Better Health of California	14	0%				
Alameda Alliance for Health	397	3%	316	2%	377	3%
Anthem Blue Cross Partnership Plan	515	4%	537	4%	623	5%
Blue Shield of California Promise Health Plan	147	1%	107	1%	133	1%
Cal Viva Health	104	1%	123	1%	134	1%
California Health and Wellness Plan	13	0%				
CalOptima	600	4%	529	4%	734	6%
CenCal Health	134	1%	92	1%	110	1%
Central California Alliance for Health	183	1%	183	1%	157	1%
CHPIV	71	1%	81	1%	68	1%
Community Health Group Partnership	197	1%	159	1%	138	1%
Contra Costa Health Plan	258	2%	207	2%	266	2%
Gold Coast Health Plan	118	1%	140	1%	140	1%
Health Net Community Solutions, Inc.	1,196	8%	1,221	10%	1,209	9%
Health Net of California Dental	14	0%				
Health Plan of San Joaquin	217	2%	184	1%	211	2%
Health Plan of San Mateo	77	1%	95	1%	87	1%
Inland Empire Health Plan	1,163	8%	909	7%	1,082	8%
Kern Family Health Care	179	1%	139	1%	162	1%
KP Cal LLC	1,635	12%	1,244	10%	1,339	10%
L.A. Care Health Plan	1,586	11%	1,515	12%	1,535	12%
Liberty Dental Plan of CA Inc.						
Molina Healthcare of California Partner	492	3%	500	4%	477	4%
No eligibility	666	5%	650	5%	495	4%
Partnership HealthPlan of California	695	5%	643	5%	705	5%
San Diego PACE						
San Francisco Health Plan	98	1%	72	1%	82	1%
Santa Clara Family Health Plan	149	1%	110	1%	129	1%
Senior Care Action Network (SCAN)	14	0%	13	0%	13	0%
Stockton Pace Plan			12	0%		
<b>Total Cases by MCP</b>	<b>14,149</b>	<b>100%</b>	<b>12,670</b>	<b>100%</b>	<b>12,851</b>	<b>100%</b>

<b>TABLE 10</b>						
<b>Cases by Ethnicity</b>	<b>Jan-24</b>	<b>Percentage</b>	<b>Feb-24</b>	<b>Percentage</b>	<b>Mar-24</b>	<b>Percentage</b>
Alaskan Native or American Indian	37	0.25%	41	0.31%	37	0.28%
Amerasian	1	0.01%	1	0.01%	0	0.00%
Asian Indian	155	1.05%	122	0.92%	152	1.15%
Asian or Pacific Islander	136	0.92%	115	0.86%	128	0.96%
Black	1,114	7.53%	1039	7.81%	1146	8.64%
Cambodian	13	0.09%	10	0.08%	16	0.12%
Chinese	221	1.49%	168	1.26%	223	1.68%
Declined to state	2,044	13.81%	1743	13.10%	1948	14.69%
Filipino	178	1.20%	156	1.17%	174	1.31%
Guamanian	3	0.02%	1	0.01%	4	0.03%
Hawaiian	4	0.03%	1	0.01%	7	0.05%
Hispanic	4,373	29.54%	4086	30.72%	4236	31.93%
Japanese	20	0.14%	15	0.11%	20	0.15%
Korean	62	0.42%	69	0.52%	83	0.63%
Laotian	10	0.07%	6	0.05%	6	0.05%
None Found	2,385	16.11%	2305	17.33%	1348	10.16%
Other	553	3.74%	456	3.43%	545	4.11%
Samoan	14	0.09%	14	0.11%	8	0.06%
Vietnamese	134	0.91%	66	0.50%	134	1.01%
White	3,346	22.60%	2888	21.71%	3050	22.99%
<b>Total</b>	<b>14,803</b>	<b>100%</b>	<b>13,302</b>	<b>100%</b>	<b>13,265</b>	<b>100%</b>

<b>TABLE 11</b>						
<b>Cases by Gender</b>	<b>Jan-24</b>	<b>Percentage</b>	<b>Feb-24</b>	<b>Percentage</b>	<b>Mar-24</b>	<b>Percentage</b>
Female	6,898	46.60%	6162	46.32%	6602	49.77%
Male	5,163	34.88%	4602	34.60%	5011	37.78%
None Found	2,733	18.46%	2,530	19.02%	1,649	12.43%
Transgender: Female to Male	5	0.03%	1	0.01%	2	0.02%
Transgender: Male to Female	4	0.03%	7	0.05%	1	0.01%
<b>Total</b>	<b>14,803</b>	<b>100%</b>	<b>13,302</b>	<b>100%</b>	<b>13,265</b>	<b>100%</b>



MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
JANUARY - MARCH 2024  
DEMOGRAPHIC INFORMATION



TABLE 12						
Cases by Age Range in Decades	Jan-24	Percentage	Feb-24	Percentage	Mar-24	Percentage
Unknown	2,381	16.08%	2,300	17.29%	1,336	10.07%
Age 0-9 years	1,695	11.45%	1,503	11.30%	1,711	12.90%
Age 10-19 years	1,242	8.39%	1,131	8.50%	1,193	8.99%
Age 20-29 years	1,633	11.03%	1,518	11.41%	1,634	12.32%
Age 30-39 years	1,979	13.37%	1,779	13.37%	1,794	13.52%
Age 40-49 years	1,671	11.29%	1,461	10.98%	1,594	12.02%
Age 50-59 years	1,721	11.63%	1,451	10.91%	1,647	12.42%
Age 60-69 years	1,567	10.59%	1,413	10.62%	1,469	11.07%
Age 70-79 years	587	3.97%	471	3.54%	566	4.27%
Age 80-89 years	247	1.67%	220	1.65%	250	1.88%
Age 90 +	80	0.54%	55	0.41%	71	0.54%
Totals	14,803	100%	13,302	100%	13,265	100%