



MEDI-CAL MANAGED CARE
OFFICE OF THE OMBUDSMAN
APRIL - JUNE 2024

TABLE 1						
Contacts Received by Phone and Email	Apr-24	Percentage	May-24	Percentage	Jun-24	Percentage
Phone Call	10,759	92.4%	10,737	90%	9,379	91%
Emails	885	7.6%	1,174	10%	963	9%
Total	11,644	100%	11,911	100%	10,342	100%

TABLE 2						
Average Talk Time and Wait Time	Apr-24		May-24		Jun-24	
Average Talk Time	9		9		9	
Average Wait Time	7		7		6	

TABLE 3						
Spoken Language	Apr-24	Percentage	May-24	Percentage	Jun-24	Percentage
English	8,950	83.2%	8,985	84%	7,825	83%
Spanish	1,370	12.7%	1,334	12%	1,215	13%
Other	439	4.1%	418	4%	339	4%
Total	10,759	100%	10,737	100%	9,379	100%

TABLE 4						
Number and Rate of Calls Abandoned	Apr-24	Percentage	May-24	Percentage	Jun-24	Percentage
Calls Handled by the Ombudsman	10,759	58.9%	10,737	57%	9,379	61%
Caller Selected to Transfer Through the IVR	5,398	29.6%	5,646	30%	4,710	30%
Abandoned Calls	2,105	11.5%	2,499	13%	1,380	9%
Total Number of Calls Placed to Ombudsman	18,262	100%	18,882	100%	15,469	100%



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TABLE 5						
Number of Calls Referred to Another Entity	Apr-24	Percentage	May-24	Percentage	Jun-24	Percentage
Total Ombudsman Calls Handled	10,759	66.59%	10,737	65.54%	9,379	66.57%
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category						
(1) County Offices	2,912	53.95%	3,085	54.64%	2,668	56.65%
(2) Covered California	439	8.13%	449	7.95%	300	6.37%
(3) Health Care Options	476	8.82%	488	8.64%	437	9.28%
(4) Denti-Cal	190	3.52%	254	4.50%	185	3.93%
(5) Mental Health	197	3.65%	187	3.31%	176	3.74%
(6) Medicare	394	7.30%	402	7.12%	326	6.92%
(7) State Fair Hearing	112	2.07%	99	1.75%	80	1.70%
(8) Medi-Cal Fee-For-Service	678	12.56%	682	12.08%	538	11.42%
Total	5,398	33.41%	5,646	34.46%	4,710	33.43%
Total Calls	16,157	100%	16,383	100%	14,089	100%

TABLE 6						
Results of Contacts	Apr-24	Percentage	May-24	Percentage	Jun-24	Percentage
Education	2,136	16.5%	2,167	16.4%	1,943	17.07%
Enrollment/ Disenrollment	2,337	18.1%	2,714	20.5%	2,563	22.51%
Remove Plan Hold	475	3.7%	279	2.1%	289	2.54%
No Changes Required	2,085	16.1%	2,304	17.4%	1,507	13.24%
Plan Change	925	7.2%	841	6.3%	759	6.67%
Processed Transaction	1,954	15.1%	2,113	15.9%	1,661	14.59%
Referral	3,017	23.3%	2,832	21.4%	2,663	23.39%
Total	12,929	100%	13,250	100%	11,385	100%



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TABLE 7						
Destination of Referred Calls	Apr-24	Percentage	May-24	Percentage	Jun-24	Percentage
Covered CA	78	2.59%	50	1.76%	41	1.54%
County Eligibility Worker	1,311	43.45%	1,224	43.21%	1,066	40.03%
DentiCal	46	1.52%	51	1.80%	49	1.84%
Department of Managed Health Care	68	2.25%	54	1.91%	53	1.99%
Fee-For-Service	126	4.18%	136	4.80%	117	4.39%
Health Care Options	117	3.88%	134	4.73%	107	4.02%
Managed Care Plan	743	24.63%	710	25.06%	709	26.62%
MediCal for Families	1	0.03%	0	0.00%	1	0.04%
Medicare	54	1.79%	42	1.48%	58	2.18%
Mental Health Plan	48	1.59%	27	0.95%	30	1.13%
Provider Services	6	0.20%	5	0.18%	7	0.26%
Social Security Administration	75	2.49%	79	2.79%	82	3.08%
State Fair Hearings	63	2.09%	48	1.69%	46	1.73%
Third Party Liability/ OHC Status	53	1.76%	50	1.76%	63	2.37%
Other (Please specify in notes section)	228	7.56%	223	7.87%	234	8.79%
Total:	3,017	100.00%	2,833	100.00%	2,663	100.00%



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TABLE 8						
Primary issue	Apr-24	Percentage	May-24	Percentage	Jun-24	Percentage
Access to Care	4,269	33.02%	4,282	32.30%	4,063	35.67%
Address Change/Inter County Transfer (ICT)	1,051	8.13%	1,108	8.36%	1,011	8.87%
Beneficiary Identification Card (BIC) order	112	0.87%	96	0.72%	114	1.00%
Benefits	662	5.12%	780	5.88%	716	6.29%
Billing/Collection Notice	244	1.89%	260	1.96%	224	1.97%
Complaint	211	1.63%	182	1.37%	209	1.83%
Continuity/Coordination of Care (COC)	260	2.01%	182	1.37%	214	1.88%
Correspondence-Received Mail	96	0.74%	87	0.66%	88	0.77%
Covered CA	110	0.85%	82	0.62%	63	0.55%
Denial of Service	33	0.26%	42	0.32%	40	0.35%
Disenrollment	307	2.37%	477	3.60%	371	3.26%
Durable Medical Equipment (DME)	20	0.15%	31	0.23%	20	0.18%
Eligibility	876	6.78%	824	6.22%	668	5.86%
Enrollment	2,375	18.37%	2,336	17.62%	1,848	16.22%
Foster Care/Adoption	88	0.68%	205	1.55%	128	1.12%
Long Term Care (LTC) Exemption	34	0.26%	14	0.11%	10	0.09%
Medical Exemption Request (MER)	109	0.84%	110	0.83%	81	0.71%
Not listed	1,147	8.87%	1,332	10.05%	734	6.44%
Other Health Coverage (OHC)	156	1.21%	142	1.07%	140	1.23%
Plan Change	608	4.70%	506	3.82%	500	4.39%
Premium Assistance -QMB,WDP, MFF	13	0.10%	20	0.15%	10	0.09%
Redetermination Questions	20	0.15%	16	0.12%	16	0.14%
Share of Cost	62	0.48%	66	0.50%	40	0.35%
Transplant	4	0.03%	5	0.04%	1	0.01%
Transportation	52	0.40%	60	0.45%	67	0.59%
Treatment Authorization Request	10	0.08%	11	0.08%	16	0.14%
Total Calls	12,929	100%	13,256	100%	11,392	100%



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TABLE 9						
Cases by Health Care Plan	Apr-24	Percentage	May-24	Percentage	Jun-24	Percentage
000 - Fee for Service	3,776	29.21%	4,083	30.80%	3,124	27.42%
Alameda Alliance for Health	325	2.51%	298	2.25%	244	2.14%
Anthem Blue Cross Partnership Plan	564	4.36%	530	4.00%	506	4.44%
Blue Shield of California Promise Health Plan	123	0.95%	124	0.94%	124	1.09%
Cal Viva Health	126	0.97%	146	1.10%	115	1.01%
CalOptima	558	4.32%	528	3.98%	519	4.56%
CenCal Health	84	0.65%	70	0.53%	106	0.93%
Central California Alliance for Health	149	1.15%	153	1.15%	135	1.19%
CHPIV	55	0.43%	45	0.34%	47	0.41%
Community Health Group Partnership	200	1.55%	164	1.24%	139	1.22%
Contra Costa Health Plan	216	1.67%	229	1.73%	155	1.36%
Gold Coast Health Plan	139	1.08%	128	0.97%	95	0.83%
Health Net Community Solutions, Inc.	1,103	8.53%	1,146	8.65%	1,010	8.87%
Health Net of California Dental	17	0.13%		0.00%	15	0.13%
Health Plan of San Joaquin	183	1.42%	173	1.31%	148	1.30%
Health Plan of San Mateo	72	0.56%	91	0.69%	60	0.53%
Inland Empire Health Plan	1,018	7.87%	1,042	7.86%	987	8.66%
Kern Family Health Care	126	0.97%	117	0.88%	114	1.00%
KP Cal LLC	1,266	9.79%	1,216	9.17%	1,070	9.39%
L.A. Care Health Plan	1,478	11.43%	1,688	12.73%	1,655	14.53%
Liberty Dental Plan of CA Inc.		0.00%		0.00%	20	0.18%
Molina Healthcare of California Partner	492	3.81%	441	3.33%	352	3.09%
Partnership HealthPlan of California	636	4.92%	627	4.73%	473	4.15%
Positive Healthcare (AIDS Healthcare Foundation)		0.00%		0.00%		0.00%
San Francisco Health Plan	75	0.58%	69	0.52%	77	0.68%
Santa Clara Family Health Plan	117	0.90%	117	0.88%	90	0.79%
Senior Care Action Network (SCAN)	17	0.13%		0.00%		0.00%
Total Cases by HCP	12,929	100%	13,256	100%	11,392	100%

Blank cells represent plans with less than 11 cases reported along with complementary cell suppression, data is suppressed in accordance with the DHCS DDG v2.2.



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DEMOGRAPHIC INFORMATION

TABLE 10						
Cases by Ethnicity	-24	Percentage	May-24	Percentage	Jun-24	Percentage
Alaskan Native or American Indian	43	0.33%	48	0.36%	32	0.28%
Asian Indian	154	1.19%	149	1.12%	110	0.97%
Asian or Pacific Islander	139	1.08%	155	1.17%	107	0.94%
Black	1,227	9.49%	1,154	8.71%	1,185	10.40%
Cambodian	23	0.18%	14	0.11%	16	0.14%
Chinese	217	1.68%	175	1.32%	146	1.28%
Declined to state	3,540	27.38%	3,759	28.36%	2,853	25.04%
Filipino	162	1.25%	158	1.19%	151	1.33%
Hispanic	4,057	31.38%	4,306	32.48%	3,824	33.57%
Japanese	18	0.14%	24	0.18%	5	0.04%
Korean	38	0.29%	44	0.33%	54	0.47%
Laotian	10	0.08%	3	0.02%	9	0.08%
Other	447	3.46%	448	3.38%	391	3.43%
Samoaan	16	0.12%	10	0.08%	13	0.11%
Vietnamese	102	0.79%	112	0.84%	125	1.10%
White	2,736	21.16%	2,697	20.35%	2,371	20.81%
Total	12,929	100%	13,256	100%	11,392	100%

TABLE 11						
Cases by Gender	-24	Percentage	May-24	Percentage	Jun-24	Percentage
Female	6,172	47.74%	6,061	45.72%	5,569	48.89%
Male	4,776	36.94%	4,992	37.66%	4,331	38.02%
Not Listed	1,966	15.21%	2,195	16.56%	1,471	12.91%
Transgender: Female to Male	2	0.02%	2	0.02%	3	0.03%
Transgender: Male to Female	7	0.05%	6	0.05%	11	0.10%
Total	12,929	100%	13,256	100%	11,392	100%



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TABLE 12						
Cases by Age Range in Decades	Apr-24	Percentage	May-24	Percentage	Jun-24	Percentage
Not Listed	1,687	13.05%	1,919	14.48%	1,250	10.97%
Age 0-9 years	1,626	12.58%	1,764	13.31%	1,454	12.76%
Age 10-19 years	1,069	8.27%	1,186	8.95%	1,013	8.89%
Age 20-29 years	1,532	11.85%	1,575	11.88%	1,411	12.39%
Age 30-39 years	1,834	14.19%	1,828	13.79%	1,645	14.44%
Age 40-49 years	1,420	10.98%	1,391	10.49%	1,267	11.12%
Age 50-59 years	1,524	11.79%	1,465	11.05%	1,292	11.34%
Age 60-69 years	1,368	10.58%	1,304	9.84%	1,299	11.40%
Age 70-79 years	532	4.11%	525	3.96%	480	4.21%
Age 80-89 years	269	2.08%	238	1.80%	213	1.87%
Age 90 +	68	0.53%	61	0.46%	68	0.60%
Totals	12,929	100.00%	13,256	100.00%	11,392	100.00%