

SB97 REPORT

QUARTER 1 2026-2027

7/1/2026-9/30/2026

Senate Bill (SB) 97, which was Chaptered on July 10, 2017, requires quarterly reporting of all member calls received by the Department of Health Care Services Medi-Cal Managed Care Office of the Ombudsman (OMB).

These reports include number of contacts received by phone and email, the average talk and wait time for the OMB to answer, the number and rate of calls abandoned, the results of the contacts including the destination of the referred calls, and the number of calls referred to another entity.

The reports are used to assess contacts, trends, and actions taken by the State Department of Health Care Services as a result of contacts received.

Quarterly reports will be posted no later than 45 days from the end of the previous quarter. The annual report will be posted no later than October 1 of each year.

Table1: Contacts received by phone and email

- » Represents the number of phone calls and emails received by OMB staff during each month of the quarter.

Table 2: Average Talk Time and Wait Time

- » Represents the average amount of time for each phone call to be resolved and the average amount of time a member has remained on hold to speak to an OMB Analyst.

Table 3: Spoken Language

- » Represents the number of phone calls received in English, Spanish, or another language requiring Language assistance.

Table 4: Number and Rate of Calls Abandoned

- » Represents the total number of calls received, how many were serviced by OMB, how many transferred out through our Interactive Voice Response (IVR) feature, and how many calls abandoned before speaking to an OMB Analyst.

Table 5: Number of Calls Referred to Another Entity

- » Represents where calls transferred to another agency through eight IVR options.

Table 6: Results of Contacts

- » Identifies which of the seven call resolutions set in the OMB Case Management system were used to resolve each call.

Table 7: Destination of Referred Calls

- » Represents 15 referral options where a call was referred to when the result of the contact is referral.

Table 8: Primary Issue

- » Represents 19 possible Primary Issues tracked as the reason for the member's call. Only one issue can be recorded per call.

Table 9: Cases by Health Care Plan

- » Represents the Managed Care Plan (MCP), the member was enrolled in at the time of the call.
- » Blank cells represent MCP calls with less than 11 member cases reported during the reporting period along with complementary cell suppression. Data is suppressed in accordance with the DHCS DDG v2.2.
- » Fee-for-service members are not included in this table.

Table 10: Cases by Ethnicity

- » Represents the Ethnicity of the member calling if it is identified in the Medi-Cal Eligibility Data System (MEDS).

Table 11: Cases by Gender

- » Represents the Gender of the member calling if it is identified in MEDS.

Table 12: Cases by Age

- » Represents the age of the member in decades based on the members date of birth as it appears in MEDS.

TABLE 1

CONTACTS RECEIVED BY PHONE AND EMAIL	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Phone Call	9,713	86%	9,383	87%	9,571	87%
Emails	1,470	14%	1,394	13%	1,378	13%
Total	11,183	100%	10,777	100%	10,949	100%

TABLE 2

AVERAGE TALK TIME AND WAIT TIME	<i>Jul-26</i>		<i>Aug-26</i>		<i>Sept-26</i>	
Average Talk Time	8		8		8	
Average Wait Time	5		4		5	

TABLE 3

SPOKEN LANGUAGE	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
English	8,711	90%	8,385	89%	8,629	90%
Spanish	958	10%	944	10%	918	10%
Other	44	0%	54	1%	24	0%
Total	9,713	100%	9,383	100%	9,571	100%

TABLE 4

NUMBER AND RATE OF CALLS ABANDONED	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Calls Handled by the Ombudsman	9,713	52%	9,383	51%	9,571	52%
Caller Selected to Transfer Through the IVR	7,906	42%	7,823	43%	7,941	43%
Abandoned Calls	1,078	6%	1,029	6%	928	5%
Total Number of Calls Placed to Ombudsman	18,697	100%	18,235	100%	18,440	100%

TABLE 5

NUMBER OF CALLS REFERRED TO ANOTHER AGENCY	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Non-Ombudsman Selection Interactive Voice Response Category Selections						
(1) County Offices	5,024	64%	4,927	63%	5,090	64%
(2) Covered California	392	5%	366	5%	359	5%
(3) Medi-Cal Dental	472	6%	492	6%	395	5%
(4) Medi-Cal Fee-For-Service	775	10%	798	10%	848	11%
(5) State Hearing	637	8%	592	8%	614	8%
(6) Health Care Options	244	3%	244	3%	256	3%
(7) Medicare/SSA	242	3%	266	3%	231	3%
(8) Medi-Cal RX	120	2%	138	2%	148	2%
Total IVR Calls	7,906	100%	7,823	100%	7,941	100%

TABLE 6

RESULTS OF CONTACTS	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Education	2,116	17%	1,949	17%	1,934	16%
Enrollment/Disenrollment	3,896	32%	3,527	30%	3,640	31%
No Changes Required	1,576	13%	1,771	15%	1,721	14%
Plan Change	1,672	14%	1,555	13%	1,615	14%
Processed Transaction	163	1%	218	2%	182	2%
Referral	2,588	21%	2,628	22%	2,656	22%
Remove Plan Hold	160	1%	128	1%	178	1%
Total	12,171	100%	11,776	100%	11,926	100%

TABLE 7

DESTINATION OF REFERRED CALLS	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Covered CA	921	36%	914	35%	996	38%
County Eligibility Worker	141	5%	130	5%	147	6%
DentiCal	72	3%	77	3%	73	3%
Department of Managed Health Care	113	4%	126	5%	84	3%
Fee-For-Service	115	4%	130	5%	112	4%
Health Care Options	738	29%	773	29%	829	31%
Managed Care Plan	43	2%	55	2%	43	2%
Medicare	25	1%	22	1%	22	1%
Behavioral Health	63	2%	67	3%	75	3%
Provider Services	59	2%	49	2%	38	1%
Social Security Administration	223	9%	223	8%	178	7%
State Fair Hearings	75	3%	62	2%	59	2%
Total	2,588	100%	2,628	100%	2,656	100%

TABLE 8

PRIMARY ISSUE	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Access to Care	6,423	53%	6,074	52%	6,151	52%
Address Change/Inter County Transfer (ICT)	1,290	11%	1,259	11%	1,446	12%
Behavioral Health	57	0%	48	0%	73	1%
Beneficiary Identification Card (BIC) order	118	1%	89	1%	86	1%
Benefits	920	8%	896	8%	705	6%
Billing/Mail	324	3%	310	3%	319	3%
Complaint	273	2%	324	3%	303	3%
Continuity/Coordination of Care (COC)	262	2%	221	2%	222	2%
Covered CA	48	0%	30	0%	35	0%
Denial of Service	67	1%	68	1%	56	0%
Dental	96	1%	96	1%	102	1%
ECM/Housing Assistance	341	3%	285	2%	441	4%
Eligibility	872	7%	858	7%	803	7%
Foster Care/Adoption	265	2%	350	3%	294	2%
Request for Exemption	41	0%	68	1%	56	0%
Not listed	538	4%	539	5%	612	5%
Other Health Coverage (OHC)	148	1%	141	1%	109	1%
Pharmacy	10	0%	17	0%	39	0%
Transportation	78	1%	103	1%	74	1%
Total Calls	12,171	100%	11,776	100%	11,926	100%

TABLE 9

CASE BY HEALTH CARE PLAN	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Alameda Alliance for Health	261	3%	255	3%	269	3%
Anthem Blue Cross Partnership Plan	522	6%	425	5%	457	5%
Blue Shield of California Promise Health Plan	171	2%	164	2%	168	2%
Cal Viva Health	128	1%	166	2%	147	2%
CalOptima	540	6%	422	5%	515	6%
CenCal Health	79	1%	69	1%	78	1%
Central California Alliance for Health	173	2%	177	2%	206	2%
CHPIV	41	0%	50	1%	42	0%
Community Health Group Partnership	172	2%	184	2%	141	2%
Contra Costa Health Plan	171	2%	129	2%	157	2%
Gold Coast Health Plan	139	2%	111	1%	122	1%
Health Net Community Solutions, Inc.	1,176	13%	1,087	13%	989	11%
Health Plan of San Joaquin	177	2%	170	2%	158	2%
Health Plan of San Mateo	61	1%	75	1%	110	1%
Inland Empire Health Plan	1,127	13%	1,124	13%	1,142	13%
Kern Family Health Care	99	1%	93	1%	100	1%
KP Cal LLC	1,216	14%	1,245	15%	1,327	15%
L.A. Care Health Plan	1,403	16%	1,278	15%	1,185	14%
Molina Healthcare of CA	479	5%	434	5%	438	5%
PACE		0%		0%		0%
Partnership HealthPlan of CA	591	7%	644	8%	642	7%
Positive Healthcare (AIDS Healthcare Foundation)		0%		0%		0%
San Francisco Health Plan	78	1%	85	1%	70	1%
Santa Clara Family Health Plan	97	1%	76	1%	93	1%
SCAN		0%		0%		0%
Total Cases by HCP	8,952	100%	8,515	100%	8,611	100%

TABLE 10

CASE BY ETHNICITY	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Alaskan Native or American Indian	66	1%	45	0%	37	0%
Asian Indian	88	1%	97	1%	116	1%
Asian or Pacific Islander	208	2%	147	1%	165	1%
Black	1,377	11%	1,327	11%	1,222	10%
Cambodian	15	0%	12	0%	15	0%
Chinese	116	1%	94	1%	114	1%
Declined to state	1,532	13%	1,480	13%	1,471	12%
Filipino	118	1%	137	1%	127	1%
Hispanic	3,935	32%	3,733	32%	3,912	33%
Japanese	17	0%	15	0%	17	0%
Korean	77	1%	41	0%	65	1%
None Found	1,222	10%	1,360	12%	1,414	12%
Other	456	4%	374	3%	361	3%
Samoan	11	0%	20	0%	14	0%
Vietnamese	103	1%	111	1%	115	1%
White	2,830	23%	2,783	24%	2,761	23%
Total	12,171	100%	11,776	100%	11,926	100%

TABLE 11

CASE BY GENDER	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Female	5,777	47%	5,528	47%	5,649	47%
Male	4,996	41%	4,750	40%	4,710	39%
Not Listed	1,386	11%	1,492	13%	1,557	13%
Transgender: Female to Male	7	0%	5	0%	6	0%
Transgender: Male to Female	5	0%	1	0%	4	0%
Total	12,171	100%	11,776	100%	11,926	100%

TABLE 12

CASE BY AGE RANGE (in decades)	<i>Jul-26</i>	<i>Pct.</i>	<i>Aug-26</i>	<i>Pct.</i>	<i>Sept-26</i>	<i>Pct.</i>
Unknown	1,214	10%	1,346	11%	1,406	12%
Age 0-9 years	1,234	10%	1,272	11%	1,234	10%
Age 10-19 years	1,125	9%	1,099	9%	1,167	10%
Age 20-29 years	1,520	12%	1,345	11%	1,387	12%
Age 30-39 years	1,713	14%	1,667	14%	1,694	14%
Age 40-49 years	1,459	12%	1,325	11%	1,415	12%
Age 50-59 years	1,510	12%	1,482	13%	1,415	12%
Age 60-69 years	1,368	11%	1,238	11%	1,210	10%
Age 70-79 years	609	5%	591	5%	554	5%
Age 80-89 years	327	3%	295	3%	323	3%
Age 90+	92	1%	116	1%	121	1%
Totals	12,171	100%	11,776	100%	11,926	100%