



Senate Bill (SB) 97, which was Chaptered on July 10, 2017, requires quarterly reporting of all beneficiary calls received by the Department of Health Care Services (DHCS) Medi-Cal Managed Care Office of the Ombudsman (OMB). These reports include the number of contacts received by phone and email, the average talk and wait time for the beneficiaries 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.

Last year in response to SB 97, the Managed Care Operations Division created a page on the DHCS website in which the public can view the quarterly OMB reports. The reports are posted within 45 days after the end of each quarter. The page and reports to date can be found on the following link:

<http://www.dhcs.ca.gov/services/Pages/SB97.aspx>