

*MEDI-CAL MANAGED CARE
OFFICE OF THE OMBUDSMAN
APRIL - JUNE 2022*

TABLE 1

Contacts Received by Phone and Email	<i>Apr-22</i>	Percentage	<i>May-22</i>	Percentage	<i>Jun-22</i>	Percentage
Phone Call	8,741	90%	8,430	89%	8,671	92%
Emails	975	10%	1061	11%	708	8%
Total	9,716	100%	9,491	100%	9,379	100%

TABLE 2

Average Talk Time and Wait Time	<i>Apr-22</i>	<i>May-22</i>	<i>Jun-22</i>
Average Talk Time	7	7	7
Average Wait Time	4	1	2

TABLE 3

Spoken Language	<i>Apr-22</i>	Percentage	<i>May-22</i>	Percentage	<i>Jun-22</i>	Percentage
English	7,470	85.5%	6,992	83%	7,142	82%
Spanish	993	11.4%	1154	14%	1,217	14%
Other	278	3.2%	284	3%	312	4%
Total	8,741	100%	8,430	100%	8,671	100%

TABLE 4

Number and Rate of Calls Abandoned	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Calls Handled by the Ombudsman	8,741	59.4%	8,430	60%	8,671	61%
Caller Selected to Transfer Through the IVR	5,341	36.3%	5,014	36%	4,984	35%
Abandoned Calls	623	4.2%	623	4%	623	4%
Total Number of Calls Placed to Ombudsman	14,705	100%	14,067	100%	14,278	100%

TABLE 5

Number of Calls Referred to Another Entity	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Total Ombudsman Calls Handled	8,741	62.07%	8,430	62.7%	8,671	63.5%
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	3,290	61.6%	3,008	59.99%	2,932	58.83%
(2) Covered California	234	4.38%	229	4.57%	304	6.1%
(3) Health Care Options (HCO)	393	7.36%	379	7.56%	390	7.83%
(4) Medi-Cal Dental	163	3.05%	159	3.17%	155	3.11%
(5) Mental Health	228	4.27%	229	4.57%	276	5.54%
(6) Medicare	338	6.33%	377	7.52%	362	7.26%
(7) State Fair Hearing	79	1.48%	72	1.44%	76	1.52%
(8) Medi-Cal Fee-For-Service	616	11.53%	561	11.19%	489	9.81%
Total	5,341	37.93%	5,014	37.3%	4,984	36.5%
Total Calls	14,082	100%	13,444	100%	13,655	100%

TABLE 6

Results of Contacts	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Education	2,487	24.5%	2,424	24%	2,483	24.81%
Enrollment/ Disenrollment	2,681	26.4%	2,932	29%	2,771	27.69%
No Answer/Left Voicemail	301	3%	316	3.1%	350	3.5%
No Changes Required	1,104	10.9%	977	9.7%	913	9.12%
Plan Change	1,736	17.1%	1,640	16.2%	1,568	15.67%
Processed Transaction	177	1.7%	165	1.6%	175	1.75%
Referral	1,684	16.6%	1,657	16.4%	1,748	17.47%
Total	10,170	100%	10,111	100%	10,008	100%

TABLE 7

Destination of Referred Calls	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Covered CA	14	.83%	13	.78%	13	.74%
County Eligibility Worker	656	38.95%	630	38.02%	615	35.18%
Medi-Cal Dental	22	1.31%	25	1.51%	26	1.49%
Department of Managed Health Care	34	2.02%	50	3.02%	37	2.12%
Fee-For-Service	107	6.35%	65	3.92%	80	4.58%
Health Care Options	42	2.49%	37	2.23%	32	1.83%
Managed Care Plan	467	27.73%	505	30.48%	566	32.38%
Medi-Cal for Families	1	.06%	1	.06%	0	0%
Medicare	32	1.9%	37	2.23%	36	2.06%
Mental Health Plan	24	1.43%	30	1.81%	37	2.12%
Provider Services	4	.24%	3	.18%	1	.06%
Social Security Administration	63	3.74%	57	3.44%	71	4.06%
State Fair Hearings	19	1.13%	25	1.51%	17	.97%
Third Party Liability/ OHC Status	49	2.91%	42	2.53%	50	2.86%
Other (Please specify in notes section)	150	8.91%	137	8.27%	167	9.55%

Destination of Referred Calls	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Total:	1,684	100%	1,657	100%	1,748	100%

TABLE 8

Primary issue	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Access to Care	3581	35.2%	3374	33.37%	3523	35.19%
Address Change/Inter County Transfer (ICT)	848	8.34%	877	8.67%	877	8.76%
Beneficiary Identification Card (BIC) order	128	1.26%	113	1.12%	128	1.28%
Benefits	1532	15.06%	1756	17.37%	1468	14.66%
Billing/Collection Notice	141	1.39%	167	1.65%	163	1.63%
Continuity/Coordination of Care (COC)	123	1.21%	121	1.2%	184	1.84%
Correspondence-Received Mail	74	.73%	63	.62%	101	1.01%
Covered CA	5	.05%	2	.02%	4	.04%
Denial of Service	42	.41%	35	.35%	49	.49%
Disenrollment	189	1.86%	172	1.7%	189	1.89%
Durable Medical Equipment (DME)	10	.1%	19	.19%	13	.13%
Eligibility	438	4.31%	420	4.15%	452	4.51%
Enrollment	1271	12.5%	1233	12.19%	1129	11.28%
Foster Care/Adoption	98	.96%	120	1.19%	141	1.41%
Long Term Care (LTC) Exemption	53	.52%	84	.83%	83	.83%
Medical Exemption Request (MER)	87	.86%	65	.64%	74	.74%
Not listed	627	6.16%	507	5.01%	549	5.48%
Other Health Coverage (OHC)	205	2.02%	181	1.79%	165	1.65%
Plan Change	329	3.23%	367	3.63%	300	3%
Premium Assistance -QMB,WDP, MFF	0	0%	4	.04%	0	0%
Share of Cost	12	.12%	16	.16%	15	.15%
Transplant	7	.07%	2	.02%	2	.02%
Transportation	42	.41%	29	.29%	49	.49%

Primary issue	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Treatment Authorization Request	10	.1%	6	.06%	11	.11%
Complaint/Grievance	320	3.15%	378	3.74%	343	3.43%
Total Calls	10,172	100%	10,111	100%	10,012	100%

TABLE 9

Cases by Health Care Plan	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
000 - Fee for Service	2,868	28.22%	3,075	30.45%	3,106	31.1%
Aetna Better Health of California	54	.53%	54	.53%	55	0.55%
Alameda Alliance	224	2.2%	203	2.01%	210	2.1%
Anthem Blue Cross	614	6.04%	598	5.92%	666	6.67%
Blue Shield Promise	113	1.11%	416	4.12%	401	4.02%
Cal Optima	423	4.16%	115	1.14%	83	.83%
Cal Viva Health	104	1.02%	143	1.42%	121	1.21%
California Health and Wellness	133	1.31%	94	.93%	80	.80%
CenCal Health	72	.71%	72	.71%	73	.73%
Central California Alliance for Health	126	1.24%	117	1.16%	100	1.00%
Community Health Group	194	1.91%	153	1.52%	135	1.35%
Contra Costa Health Plan	169	1.66%	175	1.73%	178	1.78%
Gold Coast	139	1.37%	125	1.24%	122	1.22%
Health Net	1,104	10.86%	1,071	10.61%	1,236	12.38%
Health Plan of San Joaquin	123	1.21%	159	1.57%	144	1.44%
Health Plan of San Mateo	50	.49%	57	.56%	48	.48%
Inland Empire for Health Plan	978	9.62%	982	9.72%	835	8.36%
Kaiser	154	1.52%	129	1.28%	145	1.45%
Kern Family Health Plan	164	1.61%	127	1.26%	109	1.09%
LA Care	1,155	11.37%	1,034	10.24%	1,201	12.03%
Molina	685	6.74%	678	6.71%	435	4.36%

Cases by Health Care Plan	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Partnership Health Plan	306	3.01%	307	3.04%	294	2.94%
San Francisco Health Plan	73	.72%	54	.53%	75	.75%
Santa Clara Family Health Plan	118	1.16%	133	1.32%	113	1.13%
United Health Care	19	.19%	27	.27%	22	.22%
Total Cases by HCP	10,162	100%	10,098	100%	9,987	100%

TABLE 10

Cases by Ethnicity	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Alaskan Native or American Indian	36	.35%	49	.48%	30	.3%
Amerasian	1	.01%	1	.01%	2	.02%
Asian Indian	78	.77%	68	.67%	89	.89%
Asian or Pacific Islander	78	.77%	94	.93%	78	.78%
Black	926	9.10%	876	8.66%	877	8.76%
Cambodian	11	.11%	16	.16%	13	.13%
Chinese	144	1.42%	131	1.30%	157	1.57%
Declined to state	942	9.26%	980	9.69%	903	9.02%
Filipino	104	1.02%	126	1.25%	134	1.34%
Guamanian	4	.04%	5	.05%	3	.03%
Hawaiian	5	.05%	4	.04%	7	.07%
Hispanic	3175	31.21%	3394	33.57%	3235	32.31%
Japanese	11	.11%	7	.07%	12	.12%
Korean	37	.36%	58	.57%	51	.51%
Laotian	10	.10%	9	.09%	8	.08%
None Found	1028	10.11%	917	9.07%	980	9.79%
Other	1091	10.73%	997	9.86%	1068	10.67%
Samoan	13	.13%	11	.11%	8	.08%
Vietnamese	85	.84%	131	1.3%	103	1.03%

Cases by Ethnicity	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
White	2393	23.53%	2237	22.12%	2254	22.51%
Total	10,172	100%	10,111	100%	10,012	100%

TABLE 11

Cases by Gender	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Female	5032	49.47%	5011	49.56%	4959	49.53%
Male	3797	37.33%	3863	38.21%	3756	37.51%
None Listed	1,335	13.12%	1,234	12.20%	1,289	12.87%
Transgender: Female to Male	6	.06%	1	.01%	3	.03%
Transgender: Male to Female	2	.02%	2	.02%	5	.05%
Total	10,172	100%	10,111	100%	10,012	100%

TABLE 12

Cases by Age Range in Decades	Apr-22	Percentage	May-22	Percentage	Jun-22	Percentage
Not Listed	1,023	10.06%	914	9.04%	975	9.74%
Age 0-9 years	1,551	15.25%	1,506	14.89%	1,421	14.19%
Age 10-19 years	1,034	10.17%	1,024	10.13%	916	9.15%
Age 20-29 years	1,415	13.91%	1,353	13.38%	1,425	14.23%
Age 30-39 years	1,358	13.35%	1,309	12.95%	1,271	12.69%
Age 40-49 years	918	9.02%	915	9.05%	906	9.05%
Age 50-59 years	1,231	12.1%	1,423	14.07%	1,347	13.45%
Age 60-69 years	1,107	10.88%	1,099	10.87%	1,144	11.43%
Age 70-79 years	345	3.39%	356	3.52%	395	3.95%
Age 80-89 years	152	1.49%	173	1.71%	176	1.76%
Age 90 +	38	.37%	39	.39%	36	.36%
Totals	10,172	100%	10,111	100%	10,012	100%