



MEDI-CAL MANAGED CARE
OFFICE OF THE OMBUDSMAN
JULY - SEPTEMBER 2021

TABLE 1

Contacts Received by Phone and Email	Jul-21		Aug-21		Sep-21	
Phone Call	7,634	93%	7,989	93%	7,736	92%
Emails	581	7%	608	7%	679	8%
Total	8,215	100%	8,597	100%	8,415	100%

TABLE 2

Average Talk Time and Wait Time	Jul-21	Aug-21	Sep-21
Average Talk Time	8	8	8
Average Wait Time	4	2	1

TABLE 3

Spoken Language	Jul-21		Aug-21		Sep-21	
English	6,581	86%	6,880	86%	6,652	86%
Spanish	819	11%	865	11%	811	10%
Other	234	3%	244	3%	273	4%
Total	7,634	100%	7,989	100%	7,736	100%

TABLE 4

Number and Rate of Calls Abandoned	Jul-21		Aug-21		Sep-21	
Calls Handled by the Ombudsman	7,634	56%	7,989	57%	7,736	57%
Caller Selected to Transfer Through the IVR	4,992	37%	5,357	38%	5,180	38%
Abandoned Calls	918	7%	649	5%	665	5%
Total Number of Calls Placed to Ombudsman	13,544	100%	13,995	100%	13,581	100%

TABLE 5

Number of Calls Referred to Another Entity	Jul-21		Aug-21		Sep-21	
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	3,070	61%	3,314	62%	3,243	63%
(2) Covered California	228	5%	226	4%	219	4%
(3) Health Care Options (HCO)	336	7%	378	7%	377	7%
(4) Medi-Cal Dental	155	3%	169	3%	141	3%
(5) Mental Health	213	4%	212	4%	248	5%
(6) Medicare	305	6%	367	7%	286	6%
(7) State Fair Hearing	71	1%	71	1%	97	2%
(8) Medi-Cal Fee-For-Service	614	12%	620	12%	569	11%

Number of Calls Referred to Another Entity	Jul-21		Aug-21		Sep-21	
Total IVR Calls	4,992	100%	5,357	100%	5,180	100%

TABLE 6

Results of Contacts	Jul-21		Aug-21		Sep-21	
Coordination of Care	1,854	21%	2,131	23%	2,144	24%
Education	2,650	30%	3,057	33%	2,385	26%
Enrollment/ Disenrollment	268	3%	259	3%	231	3%
No Changes Required	925	11%	931	10%	994	11%
Plan Change	991	11%	884	9%	1,085	12%
Processed Transaction	277	3%	194	2%	447	5%
Referral	1,766	20%	1,898	20%	1,815	20%
Total	8,731	100%	9,354	100%	9,101	100%

TABLE 7

Destination of Referred Calls	Jul-21		Aug-21		Sep-21	
County Eligibility Worker	606	34%	700	37%	642	35%
Covered CA	12	1%	15	1%	11	1%
Medi-Cal Dental	16	1%	19	1%	28	2%
Department of Managed Health Care	52	3%	54	3%	41	2%
Fee-For-Service	162	9%	175	9%	152	8%
Health Care Options	43	2%	58	3%	63	3%
LTC Ombudsman	29	2%	41	2%	34	2%
Managed Care Plan	508	29%	520	27%	509	28%
MediCal for Families	2	0%	2	0%	0	0%
Medicare	46	3%	35	2%	41	2%
Mental Health Plan	22	1%	32	2%	60	3%
Provider Services	2	0%	4	0%	5	0%
Social Security Administration	78	4%	71	4%	66	4%
State Fair Hearings	17	1%	16	1%	11	1%
Third Party Liability/ OHC Status	58	3%	53	3%	48	3%
Other (Please specify in notes section)	113	6%	103	5%	104	6%
Total	1,766	100%	1,898	100%	1,815	100%

TABLE 8

Primary issue	Jul-21		Aug-21		Sep-21	
Access to Care	1104	13%	1273	14%	1702	19%
Address Change/Inter County Transfer (ICT)	715	8%	854	9%	764	8%
Beneficiary Identification Card (BIC) order	89	1%	117	1%	132	1%
Benefits	401	5%	578	6%	727	8%
Billing/Collection Notice	172	2%	198	2%	189	2%

Primary issue	Jul-21		Aug-21		Sep-21	
Complaint/Grievance	351	4%	369	4%	370	4%
Continuity/Coordination of Care (COC)	89	1%	71	1%	107	1%
Correspondence-Received Mail	35	0%	47	1%	49	1%
Covered CA	6	0%	12	0%	11	0%
Denial of Service	48	1%	33	0%	35	0%
Disenrollment	543	6%	551	6%	375	4%
Durable Medical Equipment (DME)	11	0%	10	0%	12	0%
Eligibility	370	4%	412	4%	400	4%
Enrollment	2418	28%	2722	29%	2128	23%
Foster Care/Adoption	111	1%	144	2%	108	1%
Long Term Care (LTC) Exemption	101	1%	91	1%	87	1%
Medical Exemption Request (MER)	72	1%	60	1%	53	1%
Other Health Coverage (OHC)	271	3%	248	3%	215	2%
Plan Change	1244	14%	1016	11%	1060	12%
Premium Assistance -QMB,WDP, MFF	1	0%	8	0%	2	0%
Share of Cost	12	0%	21	0%	12	0%
Transplant	8	0%	23	0%	16	0%
Transportation	37	0%	23	0%	44	0%
Treatment Authorization Request	14	0%	20	0%	18	0%
Not listed	508	6%	453	5%	485	5%
Total Calls	8,731	100%	9,354	100%	9,101	100%

TABLE 9

Cases by Health Care Plan	Jul-21		Aug-21		Sep-21	
000 - Fee for Service	2,225	27%	2,383	27%	2,525	29%
Access Dental Plan Inc.	0	0%	12	0%	0	0%
Aetna Better Health of California	66	1%	52	1%	39	0%
Alameda Alliance for Health	232	3%	245	3%	237	3%
AltaMed Health Services Corporation	0	0%	0	0%	0	0%
Anthem Blue Cross Partnership Plan	541	7%	600	7%	657	8%
Blue Shield of California Promise Health Plan	53	1%	61	1%	60	1%
California Health and Wellness Plan	143	2%	185	2%	137	2%
CalOptima	407	5%	433	5%	412	5%
Cal Viva Health	105	1%	103	1%	85	1%
CenCal Health	67	1%	75	1%	85	1%
Center for Elders Independence	0	0%	0	0%	0	0%
Central California Alliance for Health	138	2%	140	2%	140	2%
Central Valley Pace	0	0%	0	0%	0	0%
Community Eldercare St. Paul's PACE	0	0%	0	0%	0	0%
Community Health Group Partnership	127	2%	135	2%	128	1%
Contra Costa Health Plan	187	2%	187	2%	202	2%

Cases by Health Care Plan	Jul-21		Aug-21		Sep-21	
Family Health Centers of San Diego, Inc.	0	0%	0	0%	0	0%
Gold Coast Health Plan	153	2%	140	2%	96	1%
Health Net Community Solutions, Inc.	903	11%	801	9%	857	10%
Health Net of California Dental	13	0%	0	0%	0	0%
Health Plan of San Joaquin	135	2%	183	2%	121	1%
Health Plan of San Mateo	70	1%	58	1%	47	1%
Inland Empire Health Plan	854	10%	981	11%	837	10%
Innovage California PACE	0	0%	0	0%	0	0%
InnovAge PACE	0	0%	0	0%	0	0%
Kern Family Health Care	107	1%	90	1%	98	1%
KP Cal LLC	136	2%	117	1%	140	2%
L.A. Care Health Plan	946	11%	1,139	13%	1043	12%
Liberty Dental Plan of CA Inc.	0	0%	0	0%	0	0%
Molina Healthcare of California Partner	0	0%	0	0%	0	0%
No eligibility	220	3%	229	3%	225	3%
On Lok Lifeways	0	0%	0	0%	0	0%
Pacific PACE	0	0%	0	0%	0	0%
Partnership HealthPlan of California	284	3%	361	4%	320	4%
Positive Healthcare-AIDS Healthcare Fndtn.	0	0%	0	0%	0	0%
San Diego PACE	0	0%	0	0%	0	0%
San Francisco Health Plan	74	1%	65	1%	78	1%
Santa Clara Family Health Plan	119	1%	151	2%	112	1%
Senior Care Action Network (SCAN)	0	0%	0	0%	0	0%
Stockton Pace Plan	0	0%	0	0%	0	0%
UnitedHealthcare Community Plan of CA Inc.	17	0%	20	0%	20	0%
Total Cases by HCP	8,322	100%	8,946	100%	8,701	100%

TABLE 10

Cases by Ethnicity	Jul-21		Aug-21		Sep-21	
Alaskan Native or American Indian	31	0%	28	0%	28	0%
Amerasian	1	0%	0	0%	5	0%
Asian Indian	80	1%	104	1%	88	1%
Asian or Pacific Islander	86	1%	91	1%	67	1%
Black	799	9%	866	9%	752	8%
Cambodian	4	0%	19	0%	25	0%
Chinese	140	2%	161	2%	147	2%
Declined to state	864	10%	939	10%	900	10%
Filipino	106	1%	138	1%	123	1%
Guamanian	1	0%	0	0%	4	0%
Hawaiian	4	0%	6	0%	6	0%
Hispanic	2774	32%	2876	31%	2635	29%
Japanese	14	0%	6	0%	9	0%

Cases by Ethnicity	Jul-21		Aug-21		Sep-21	
Korean	45	1%	66	1%	38	0%
Laotian	4	0%	8	0%	3	0%
None Found	606	7%	700	7%	924	10%
Other	946	11%	1011	11%	997	11%
Samoan	5	0%	13	0%	10	0%
Vietnamese	92	1%	98	1%	163	2%
White	2131	24%	2224	24%	2181	24%
Total	8,733	100%	9,354	100%	9,105	100%

TABLE 11

Cases by Gender	Jul-21		Aug-21		Sep-21	
Female	4424	54%	4794	55%	4471	55%
Male	3395	42%	3572	41%	3375	41%
None Found	307	4%	291	3%	334	4%
Transgender: Female to Male	3	0%	0	0%	3	0%
Transgender: Male to Female	1	0%	0	0%	2	0%
Total	8,130	100%	8,657	100%	8,185	100%

TABLE 12

Cases by Age Range in Decades	Jul-21		Aug-21		Sep-21	
Age 0-9 years	1,278	16%	1474	17%	1,259	15%
Age 10-19 years	897	11%	1051	12%	965	12%
Age 20-29 years	1,413	17%	1484	17%	1,364	17%
Age 30-39 years	1,250	15%	1190	14%	1,207	15%
Age 40-49 years	756	9%	797	9%	875	11%
Age 50-59 years	1,130	14%	1159	13%	1,104	13%
Age 60-69 years	959	12%	986	11%	931	11%
Age 70-79 years	264	3%	293	3%	327	4%
Age 80-89 years	139	2%	163	2%	124	2%
Age 90+	44	1%	60	1%	29	0%
Totals	8,130	100%	8,657	100%	8,185	100%