



MEDI-CAL MANAGED CARE
OFFICE OF THE OMBUDSMAN
JANUARY - MARCH 2018

| TABLE 1 | | | | | | |
|--|---------------|-------------|---------------|-------------|---------------|-------------|
| Number of Contacts Received by Phone and Email | Jan 18 | Percentage | Feb 18 | Percentage | Mar 18 | Percentage |
| Phone Call | 11,055 | 96% | 9,609 | 95% | 10,106 | 95% |
| Emails | 497 | 4% | 462 | 5% | 479 | 5% |
| Total | 11,552 | 100% | 10,071 | 100% | 10,585 | 100% |

| TABLE 2 | | | | | | |
|---|--------|--|--------|--|--------|--|
| Average Talk Time and Wait Time For Beneficiaries To Answer | Jan 18 | | Feb 18 | | Mar 18 | |
| Average Talk Time | 8 | | 7 | | 8 | |
| Average Wait Time | 5 | | 4 | | 4 | |
| | | | | | | |

| TABLE 3 | | | | | | |
|-----------------|---------------|-------------|--------------|-------------|---------------|-------------|
| Spoken Language | Jan 18 | Percentage | Feb 18 | Percentage | Mar 18 | Percentage |
| English | 9,442 | 85% | 8,298 | 86% | 8,656 | 86% |
| Spanish | 1,243 | 11% | 1,069 | 11% | 1,208 | 12% |
| Other | 370 | 3% | 242 | 3% | 242 | 2% |
| Total | 11,055 | 100% | 9,609 | 100% | 10,106 | 100% |

| TABLE 4 | | | | | | |
|---|---------------|-------------|---------------|-------------|---------------|-------------|
| Number and Rate of Calls Abandoned | Jan 18 | Percentage | Feb 18 | Percentage | Mar 18 | Percentage |
| Total Number of Calls Handled by the Ombudsman | 11,055 | 55% | 9,609 | 57% | 10,106 | 57% |
| Caller Selected to Transfer To A Different Organization | 7,518 | 38% | 6,363 | 38% | 6,684 | 38% |
| Abandoned Calls | 1,369 | 7% | 843 | 5% | 875 | 5% |
| Total Number of Calls Placed to Ombudsman | 19,942 | 100% | 16,815 | 100% | 17,665 | 100% |





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| TABLE 5 | | | | | | |
|--|---------------|----------------|---------------|----------------|---------------|----------------|
| Results of Contacts, Including Destination of Referred Calls | Jan 18 | Percentage | Feb 18 | Percentage | Mar 18 | Percentage |
| Coordination of Care | 89 | 0.8% | 77 | 0.8% | 77 | 0.69% |
| Education | 2,925 | 25.8% | 2,792 | 27.3% | 3,152 | 28.28% |
| Enrollment/Disenrollment | 5,523 | 48.8% | 4,990 | 48.8% | 5,320 | 47.73% |
| Plan Changes | 651 | 5.7% | 772 | 7.6% | 674 | 6.05% |
| Referrals | 2,026 | 17.9% | 1,468 | 14.4% | 1,790 | 16.06% |
| No Answer/Left Voicemail | 113 | 1.0% | 119 | 1.2% | 132 | 1.18% |
| Total | 11,327 | 100.00% | 10,218 | 100.00% | 11,145 | 100.00% |

| TABLE 6 | | | | | | |
|---|---------------|----------------|---------------|----------------|---------------|----------------|
| Number of Calls Referred to Another Entity | Jan 18 | Percentage | Feb 18 | Percentage | Mar 18 | Percentage |
| Total Ombudsman Calls Handled | 11,055 | 59.52% | 9,609 | 60.16% | 10,106 | 60.19% |
| Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections | | | | | | |
| (1) County Offices | 4,837 | 64.34% | 4,053 | 63.70% | 4,216 | 63.08% |
| (2) Covered California | 326 | 4.34% | 270 | 4.24% | 313 | 4.68% |
| (3) Health Care Options (HCO) | 645 | 8.58% | 532 | 8.36% | 549 | 8.21% |
| (4) Denti-Cal | 154 | 2.05% | 136 | 2.14% | 146 | 2.18% |
| (5) Mental Health | 183 | 2.43% | 143 | 2.25% | 197 | 2.95% |
| (6) Medicare | 421 | 5.60% | 370 | 5.81% | 393 | 5.88% |
| (7) State Fair Hearing | 101 | 1.34% | 100 | 1.57% | 128 | 1.92% |
| (8) Medi-Cal Fee-For-Service | 851 | 11.32% | 759 | 11.93% | 742 | 11.10% |
| Total | 7,518 | 40.48% | 6,363 | 39.84% | 6,684 | 39.81% |
| Total Calls | 18,573 | 100.00% | 15,972 | 100.00% | 16,790 | 100.00% |



**MEDI-CAL MANAGED CARE
OFFICE OF THE OMBUDSMAN
DEFINITION OF TABLES**

| MEDI-CAL MANAGED CARE OFFICE OF THE OMBUDSMAN DEFINITION OF TABLES Definition | |
|--|---|
| Table 1 | This data represents the number of live calls and emails that the Office of the Ombudsman (OMB) received and assisted beneficiaries with. |
| Table 2 | This data represents the average time OMB spent on the phone assisting beneficiaries, and the average length of time a beneficiary was on hold to speak to a live agent. |
| Table 3 | This data represents the calls that were sorted through the Interactive Voice Response (IVR) system into three categories: English, Spanish and Other Language. Beneficiaries choose the language they prefer to speak with the OMB agent in. For those calls in the Other category the OMB agent utilizes the language assistance line to better assist the beneficiary. |
| Table 4 | This data represents the number of calls handled by the OMB agent, the number of calls where the beneficiary selected to transfer to a different organization (see Table 6), and the number of calls that were in queue but the caller chose to end the call before any conversation occurred. |
| Table 5 | This data represents the reasons beneficiaries contact the OMB Call Center. This is the initial reason for the call into the Call Center, though each call could result in multiple issues being addressed. |
| Initial Reason For Call | |
| <i>Coordination of Care</i> | <i>Represents the number of beneficiaries in need of assistance with navigating Managed Care Plan (MCP) benefits or services.</i> |
| <i>Education</i> | <i>Represents the number of calls involving the need for assistance or education on the beneficiary's next steps on various subjects, including access care.</i> |
| <i>Enrollment / Disenrollment</i> | <i>Represents the number of calls received from beneficiaries in need of assistance with current month MCP enrollments or disenrollment.</i> |
| <i>Plan Changes</i> | <i>Represents the number of calls received from beneficiaries in need of assistance changing from one MCP to another.</i> |
| <i>Referrals</i> | <i>Represents the number of beneficiaries who were referred to a more appropriate Department/Unit for assistance.</i> |
| <i>No Answer / Left Voicemail</i> | <i>Represents the number of callers who requested a call back but were unable to answer the phone at the callback time. OMB agents leave a message whenever there is a voicemail or answering machine available identifying that the call was returned and the phone number for OMB if assistance is still required</i> |
| Table 6 | <i>This data represents the eight (8) self-service IVR options available to the beneficiaries. There is a ninth (9) option (not shown) which will transfer the caller to an OMB agent. Each self-service option has information on each department and offers both the phone number and to transfer the call through the beneficiary's selected option for service.</i> |