



**MEDI-CAL MANAGED CARE**  
**OFFICE OF THE OMBUDSMAN**  
**JULY - SEPTEMBER 2019**

TABLE 1

<b>Number of Contacts Received by Phone and Email</b>	<b>Jul-19</b>	<b>Percentage</b>	<b>Aug-19</b>	<b>Percentage</b>	<b>Sep-19</b>	<b>Percentage</b>
Phone Call	9,491	95.0%	9,476	95%	8,976	95%
Emails	501	5.0%	449	5%	489	5%
<b>Total</b>	<b>9,992</b>	<b>100%</b>	<b>9,925</b>	<b>100%</b>	<b>9,465</b>	<b>100%</b>

TABLE 2

<b>Average Talk Time and Wait Time For Beneficiaries To Answer</b>	<b>Jul-19</b>	<b>Aug-19</b>	<b>Sep-19</b>
Average Talk Time	8	8	8
Average Wait Time	2	4	3

TABLE 3

<b>Spoken Language</b>	<b>Jul-19</b>	<b>Percentage</b>	<b>Aug-19</b>	<b>Percentage</b>	<b>Sep-19</b>	<b>Percentage</b>
English	8,250	86.9%	8,195	86%	7,779	87%
Spanish	1,072	11.3%	1058	11%	948	11%
Other	169	1.8%	223	2%	249	3%
<b>Total</b>	<b>9,491</b>	<b>100%</b>	<b>9,476</b>	<b>100%</b>	<b>8,976</b>	<b>100%</b>

TABLE 4

<b>Number and Rate of Calls Abandoned</b>	<b>Jul-19</b>	<b>Percentage</b>	<b>Aug-19</b>	<b>Percentage</b>	<b>Sep-19</b>	<b>Percentage</b>
Total Number of Calls Handled by the Ombudsman	9,491	59.4%	9,476	58%	8,976	56%
Caller Selected to Transfer To A Different Organization	5,704	35.7%	5,842	36%	5,830	37%
Abandoned Calls	784	4.9%	901	6%	1,114	7%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>15,979</b>	<b>100%</b>	<b>16,219</b>	<b>100%</b>	<b>15,920</b>	<b>100%</b>

TABLE 5

<b>Results of Contacts, Including Destination of Referred Calls</b>	<b>Jul-19</b>	<b>Percentage</b>	<b>Aug-19</b>	<b>Percentage</b>	<b>Sep-19</b>	<b>Percentage</b>
Coordination of Care	153	1.5%	116	1.1%	163	1.58%
Education	3,697	37.0%	3,349	30.9%	3,075	29.75%
Enrollment/Disenrollment	4,047	40.5%	4,993	46.1%	4,691	45.39%
Plan Changes	564	5.6%	705	6.5%	598	5.79%
Referrals	1,463	14.6%	1,579	14.6%	1,709	16.53%
No Answer/Left Voicemail	74	0.7%	82	0.8%	100	0.97%
<b>Total</b>	<b>9,998</b>	<b>100.00%</b>	<b>10,824</b>	<b>100.00%</b>	<b>10,336</b>	<b>100.00%</b>

TABLE 6

<b>Number of Calls Referred to Another Entity</b>	<b>Jul-19</b>	<b>Percentage</b>	<b>Aug-19</b>	<b>Percentage</b>	<b>Sep-19</b>	<b>Percentage</b>
<b>Total Ombudsman Calls Handled</b>	<b>9,491</b>	<b>62.46%</b>	<b>9,476</b>	<b>61.86%</b>	<b>8,976</b>	<b>60.62%</b>

TABLE 7

<b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</b>	<b>Jul-19</b>	<b>Percentage</b>	<b>Aug-19</b>	<b>Percentage</b>	<b>Sep-19</b>	<b>Percentage</b>
(1) <i>County Offices</i>	3,622	63.50%	3,662	62.68%	3,739	64.13%
(2) <i>Covered California</i>	247	4.33%	295	5.05%	223	3.83%
(3) <i>Health Care Options (HCO)</i>	470	8.24%	398	6.81%	433	7.43%
(4) <i>Medi-Cal Dental</i>	143	2.51%	138	2.36%	141	2.42%
(5) <i>Mental Health</i>	147	2.58%	194	3.32%	187	3.21%
(6) <i>Medicare</i>	304	5.33%	353	6.04%	331	5.68%
(7) <i>State Fair Hearing</i>	101	1.77%	97	1.66%	110	1.89%
(8) <i>Medi-Cal Fee-For-Service</i>	670	11.75%	705	12.07%	666	11.42%
<b>Total</b>	<b>5,704</b>	<b>37.54%</b>	<b>5,842</b>	<b>38.14%</b>	<b>5,830</b>	<b>39.38%</b>
<b>Total Calls</b>	<b>15,195</b>	<b>100.00%</b>	<b>15,318</b>	<b>100.00%</b>	<b>14,806</b>	<b>100.00%</b>