



MEDI-CAL MANAGED CARE  
 OFFICE OF THE OMBUDSMAN  
 JULY - SEPTEMBER 2020

**TABLE 1**

| <b>Contacts Received by Phone and Email</b> | <b>Jul-20</b> | <b>Percentage</b> | <b>Aug-20</b> | <b>Percentage</b> | <b>Sep-20</b> | <b>Percentage</b> |
|---|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| Phone Call                                  | 9,558         | 93.9%             | 8,469         | 95%               | 8,778         | 94%               |
| Emails                                      | 616           | 6.1%              | 455           | 5%                | 603           | 6%                |
| <b>Total</b>                                | <b>10,174</b> | <b>100%</b>       | <b>8,924</b>  | <b>100%</b>       | <b>9,381</b>  | <b>100%</b>       |

**TABLE 2**

| <b>Average Talk Time and Wait Time</b> | <b>Jul-20</b> | <b>Aug-20</b> | <b>Sep-20</b> |
|--|---------------|---------------|---------------|
| Average Talk Time                      | 8             | 8             | 8             |
| Average Wait Time                      | 3             | 4             | 5             |

**TABLE 3**

| <b>Spoken Language</b> | <b>Jul-20</b> | <b>Percentage</b> | <b>Aug-20</b> | <b>Percentage</b> | <b>Sep-20</b> | <b>Percentage</b> |
|------------------------|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| English                | 8,243         | 86.2%             | 7,321         | 86%               | 7,554         | 86%               |
| Spanish                | 997           | 10.4%             | 878           | 10%               | 917           | 10%               |
| Other                  | 318           | 3.3%              | 270           | 3%                | 307           | 3%                |
| <b>Total</b>           | <b>9,558</b>  | <b>100%</b>       | <b>8,469</b>  | <b>100%</b>       | <b>8,778</b>  | <b>100%</b>       |

**TABLE 4**

| <b>Number and Rate of Calls Abandoned</b>        | <b>Jul-20</b> | <b>Percentage</b> | <b>Aug-20</b> | <b>Percentage</b> | <b>Sep-20</b> | <b>Percentage</b> |
|--|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| Calls Handled by the Ombudsman                   | 9,558         | 56.8%             | 8,469         | 57%               | 8,778         | 57%               |
| Caller Selected to Transfer Through the IVR      | 6,115         | 36.4%             | 5,423         | 37%               | 5,451         | 35%               |
| Abandoned Calls                                  | 1,149         | 6.8%              | 910           | 6%                | 1,161         | 8%                |
| <b>Total Number of Calls Placed to Ombudsman</b> | <b>16,822</b> | <b>100%</b>       | <b>14,802</b> | <b>100%</b>       | <b>15,390</b> | <b>100%</b>       |



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**TABLE 5**

| <b>Number of Calls Referred to Another Entity</b>                                       | <b>Jul-20</b> | <b>Percentage</b> | <b>Aug-20</b> | <b>Percentage</b> | <b>Sep-20</b> | <b>Percentage</b> |
|---|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| <b>Total Ombudsman Calls Handled</b>  | <b>9,558</b>  | <b>60.98%</b>     | <b>8,469</b>  | <b>50.97%</b>     | <b>8,778</b>  | <b>61.69%</b>     |
| <b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</b> |               |                   |               |                   |               |                   |
| (1) County Offices  | 3,930         | 64.27%            | 3,492         | 42.87%            | 3,552         | 65.16%            |
| (2) Covered California  | 285           | 4.66%             | 252           | 3.09%             | 260           | 4.77%             |
| (3) Health Care Options (HCO)   | 413           | 6.75%             | 393           | 4.82%             | 372           | 6.82%             |
| (4) Medi-Cal Dental   | 155           | 2.53%             | 156           | 1.92%             | 126           | 2.31%             |
| (5) Mental Health   | 199           | 3.25%             | 179           | 2.2%              | 163           | 2.99%             |
| (6) Medicare  | 377           | 6.17%             | 3025          | 37.13%            | 299           | 5.49%             |
| (7) State Fair Hearing  | 86            | 1.41%             | 85            | 1.04%             | 79            | 1.45%             |
| (8) Medi-Cal Fee-For-Service  | 670           | 10.96%            | 564           | 6.92%             | 600           | 11.01%            |
| <b>Total</b>  | <b>6,115</b>  | <b>39.02%</b>     | <b>8,146</b>  | <b>49.03%</b>     | <b>5,451</b>  | <b>38.31%</b>     |
| <b>Total Calls</b>  | <b>15,673</b> | <b>100%</b>       | <b>16,615</b> | <b>100%</b>       | <b>14,229</b> | <b>100%</b>       |

**TABLE 6**

| <b>Results of Contacts</b> | <b>Jul-20</b> | <b>Percentage</b> | <b>Aug-20</b> | <b>Percentage</b> | <b>Sep-20</b> | <b>Percentage</b> |
|----------------------------|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| Coordination of Care       | 112           | 1%                | 112           | 1.1%              | 103           | 1.01%             |
| Education                  | 3,349         | 30.6%             | 2,506         | 25.3%             | 2,067         | 20.2%             |
| Enrollment/ Disenrollment  | 4,500         | 41.1%             | 4,123         | 41.7%             | 3,869         | 37.8%             |
| No Answer/Left Voicemail   | 63            | 0.6%              | 29            | 0.3%              | 19            | 0.19%             |
| No Changes Required        | 665           | 6.1%              | 1,012         | 10.2%             | 1,429         | 13.96%            |
| Plan Change                | 820           | 7.5%              | 845           | 8.5%              | 1,232         | 12.04%            |



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| Results of Contacts   | Jul-20        | Percentage  | Aug-20       | Percentage  | Sep-20        | Percentage  |
|-----------------------|---------------|-------------|--------------|-------------|---------------|-------------|
| Processed Transaction | 418           | 3.8%        | 290          | 2.9%        | 265           | 2.59%       |
| Referral              | 1,014         | 9.3%        | 981          | 9.9%        | 1,251         | 12.22%      |
| <b>Total</b>          | <b>10,941</b> | <b>100%</b> | <b>9,898</b> | <b>100%</b> | <b>10,235</b> | <b>100%</b> |

**TABLE 7**

| Destination of Referred Calls     | Jul-20       | Percentage  | Aug-20     | Percentage  | Sep-20       | Percentage  |
|-----------------------------------|--------------|-------------|------------|-------------|--------------|-------------|
| Covered CA                        | 13           | 1.27%       | 12         | 1.2%        | 8            | 0.6%        |
| County Eligibility Worker         | 454          | 44.34%      | 408        | 40.88%      | 607          | 45.57%      |
| Medi-Cal Dental                   | 12           | 1.17%       | 13         | 1.3%        | 13           | 0.98%       |
| Department of Managed Health Care | 30           | 2.93%       | 31         | 3.11%       | 37           | 2.78%       |
| Fee-For-Service                   | 53           | 5.18%       | 66         | 6.61%       | 111          | 8.33%       |
| Health Care Options               | 14           | 1.37%       | 13         | 1.3%        | 18           | 1.35%       |
| Managed Care Plan                 | 201          | 19.63%      | 208        | 20.84%      | 274          | 20.57%      |
| MediCal for Families              | 0            | 0%          | 2          | 0.2%        | 2            | 0.15%       |
| Medicare                          | 17           | 1.66%       | 21         | 2.1%        | 29           | 2.18%       |
| Mental Health Plan                | 23           | 2.25%       | 23         | 2.3%        | 31           | 2.33%       |
| Provider Services                 | 1            | 0.1%        | 2          | 0.2%        | 5            | 0.38%       |
| Social Security Administration    | 39           | 3.81%       | 56         | 5.61%       | 33           | 2.48%       |
| State Fair Hearings               | 10           | 0.98%       | 12         | 1.2%        | 4            | 0.3%        |
| Third Party Liability/ OHC Status | 112          | 10.94%      | 79         | 7.92%       | 88           | 6.61%       |
| Other                             | 45           | 4.39%       | 52         | 5.21%       | 72           | 5.41%       |
| <b>Total:</b>                     | <b>1,024</b> | <b>100%</b> | <b>998</b> | <b>100%</b> | <b>1,332</b> | <b>100%</b> |



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**TABLE 8**

| Primary issue              | Jul-20        | Percentage  | Aug-20       | Percentage  | Sep-20        | Percentage  |
|----------------------------|---------------|-------------|--------------|-------------|---------------|-------------|
| Access to Care             | 501           | 4.66%       | 581          | 5.93%       | 419           | 4.13%       |
| Address                    | 660           | 6.13%       | 634          | 6.48%       | 633           | 6.24%       |
| Behavioral Health Services | 96            | 0.89%       | 99           | 1.01%       | 87            | 0.86%       |
| Benefits                   | 625           | 5.81%       | 605          | 6.18%       | 622           | 6.13%       |
| Billing                    | 210           | 1.95%       | 194          | 1.98%       | 194           | 1.91%       |
| Complaint                  | 239           | 2.22%       | 244          | 2.49%       | 216           | 2.13%       |
| Dental                     | 296           | 2.75%       | 246          | 2.51%       | 307           | 3.03%       |
| Eligibility                | 705           | 6.55%       | 525          | 5.36%       | 686           | 6.76%       |
| Enrollment/Disenrollment   | 6,029         | 56.04%      | 5,205        | 53.17%      | 5,109         | 50.38%      |
| Long Term Care             | 81            | 0.75%       | 88           | 0.9%        | 83            | 0.82%       |
| Other Health Coverage      | 293           | 2.72%       | 253          | 2.58%       | 265           | 2.61%       |
| Pharmacy                   | 76            | 0.71%       | 81           | 0.83%       | 62            | 0.61%       |
| Referral                   | 15            | 0.14%       | 10           | 0.1%        | 27            | 0.27%       |
| Transportation             | 21            | 0.2%        | 21           | 0.21%       | 19            | 0.19%       |
| Miscellaneous              | 911           | 8.47%       | 1,004        | 10.26%      | 1,412         | 13.92%      |
| <b>Total Calls</b>         | <b>10,758</b> | <b>100%</b> | <b>9,790</b> | <b>100%</b> | <b>10,141</b> | <b>100%</b> |

**TABLE 9**

| Cases by Health Care Plan         | Jul-20 | Percentage | Aug-20 | Percentage | Sep-20 | Percentage |
|-----------------------------------|--------|------------|--------|------------|--------|------------|
| No Eligibility/Plan Hold          | 1,612  | 15.58%     | 2,217  | 22.58%     | 2,481  | 24.24%     |
| Aetna Better Health of California | 44     | 0.43%      | 48     | 0.49%      | 42     | 0.41%      |
| Alameda Alliance                  | 181    | 1.75%      | 197    | 2.01%      | 178    | 1.74%      |
| Anthem Blue Cross                 | 490    | 4.74%      | 459    | 4.68%      | 539    | 5.27%      |
| Cal Optima                        | 457    | 4.42%      | 411    | 4.19%      | 427    | 4.17%      |



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| <b>Cases by Health Care Plan</b>       | <b>Jul-20</b> | <b>Percentage</b> | <b>Aug-20</b> | <b>Percentage</b> | <b>Sep-20</b> | <b>Percentage</b> |
|--|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| Cal Viva Health                        | 89            | 0.86%             | 65            | 0.66%             | 79            | 0.77%             |
| California Health and Wellness         | 126           | 1.22%             | 137           | 1.4%              | 123           | 1.2%              |
| Care 1st                               | 79            | 0.76%             | 64            | 0.65%             | 60            | 0.59%             |
| CenCal Health                          | 64            | 0.62%             | 48            | 0.49%             | 67            | 0.65%             |
| Central California Alliance for Health | 152           | 1.47%             | 137           | 1.4%              | 125           | 1.22%             |
| Community Health Group                 | 137           | 1.32%             | 95            | 0.97%             | 106           | 1.04%             |
| Contra Costa Health Plan               | 170           | 1.64%             | 150           | 1.53%             | 144           | 1.41%             |
| Fee-For-Service                        | 1,847         | 17.85%            | 1,306         | 13.3%             | 1,222         | 11.94%            |
| Gold Coast                             | 118           | 1.14%             | 92            | 0.94%             | 88            | 0.86%             |
| Health Net                             | 772           | 7.46%             | 665           | 6.77%             | 829           | 8.1%              |
| Health Plan of San Joaquin             | 158           | 1.53%             | 124           | 1.26%             | 142           | 1.39%             |
| Health Plan of San Mateo               | 103           | 1%                | 48            | 0.49%             | 58            | 0.57%             |
| Inland Empire for Health Plan          | 1,214         | 11.74%            | 1,174         | 11.96%            | 1,108         | 10.83%            |
| Kaiser                                 | 133           | 1.29%             | 132           | 1.34%             | 130           | 1.27%             |
| Kern Family Health Plan                | 121           | 1.17%             | 91            | 0.93%             | 92            | 0.9%              |
| LA Care                                | 999           | 9.66%             | 994           | 10.13%            | 990           | 9.67%             |
| Molina                                 | 753           | 7.28%             | 637           | 6.49%             | 629           | 6.15%             |
| Partnership Health Plan                | 291           | 2.81%             | 323           | 3.29%             | 313           | 3.06%             |
| San Francisco Health Plan              | 72            | 0.7%              | 54            | 0.55%             | 82            | 0.8%              |
| San Mateo CCS Demonstration            | 0             | 0%                | 0             | 0%                | 0             | 0%                |
| Santa Clara Family Health Plan         | 124           | 1.2%              | 107           | 1.09%             | 140           | 1.37%             |
| United Health Care                     | 29            | 0.28%             | 22            | 0.22%             | 16            | 0.16%             |
| <b>Total Cases by HCP</b>              | <b>10,335</b> | <b>100%</b>       | <b>9,797</b>  | <b>100%</b>       | <b>10,210</b> | <b>100%</b>       |



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**TABLE 10**

| <b>Cases by Ethnicity</b>         | <b>Jul-20</b> | <b>Percentage</b> | <b>Aug-20</b> | <b>Percentage</b> | <b>Sep-20</b> | <b>Percentage</b> |
|-----------------------------------|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| Alaskan Native or American Indian | 40            | 0.37%             | 37            | 0.37%             | 27            | 0.26%             |
| Amerasian                         | 2             | 0.02%             | 1             | 0.01%             | 1             | 0.01%             |
| Asian Indian                      | 87            | 0.8%              | 75            | 0.76%             | 98            | 0.96%             |
| Asian or Pacific Islander         | 137           | 1.25%             | 96            | 0.97%             | 117           | 1.14%             |
| Black                             | 1,001         | 9.15%             | 956           | 9.66%             | 950           | 9.28%             |
| Cambodian                         | 20            | 0.18%             | 20            | 0.2%              | 23            | 0.22%             |
| Chinese                           | 155           | 1.42%             | 129           | 1.3%              | 123           | 1.2%              |
| Declined to state                 | 1,065         | 9.73%             | 940           | 9.5%              | 1,029         | 10.05%            |
| Filipino                          | 170           | 1.55%             | 151           | 1.53%             | 116           | 1.13%             |
| Guamanian                         | 2             | 0.02%             | 6             | 0.06%             | 1             | 0.01%             |
| Hawaiian                          | 4             | 0.04%             | 1             | 0.01%             | 1             | 0.01%             |
| Hispanic                          | 3,487         | 31.87%            | 3,252         | 32.86%            | 3,317         | 32.41%            |
| Japanese                          | 11            | 0.1%              | 20            | 0.2%              | 16            | 0.16%             |
| Korean                            | 69            | 0.63%             | 42            | 0.42%             | 62            | 0.61%             |
| Laotian                           | 5             | 0.05%             | 8             | 0.08%             | 8             | 0.08%             |
| Not Disclosed                     | 795           | 7.27%             | 700           | 7.07%             | 790           | 7.72%             |
| Other                             | 952           | 8.7%              | 801           | 8.09%             | 891           | 8.71%             |
| Samoan                            | 6             | 0.05%             | 7             | 0.07%             | 6             | 0.06%             |
| Vietnamese                        | 163           | 1.49%             | 116           | 1.17%             | 135           | 1.32%             |
| White                             | 2,770         | 25.32%            | 2,540         | 25.66%            | 2,524         | 24.66%            |
| <b>Total</b>                      | <b>10,941</b> | <b>100%</b>       | <b>9,898</b>  | <b>100%</b>       | <b>10,235</b> | <b>100%</b>       |



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**TABLE 11**

| <b>Cases by Gender</b>  | <b>Jul-20</b> | <b>Percentage</b> | <b>Aug-20</b> | <b>Percentage</b> | <b>Sep-20</b> | <b>Percentage</b> |
|-------------------------|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| Data available 1/1/2021 |               |                   |               |                   |               |                   |

**TABLE 12**

| <b>Cases by Age Range in Decades</b> | <b>Jul-20</b> | <b>Percentage</b> | <b>Aug-20</b> | <b>Percentage</b> | <b>Sep-20</b> | <b>Percentage</b> |
|--------------------------------------|---------------|-------------------|---------------|-------------------|---------------|-------------------|
| Age 0-9 years                        | 1,611         | 15.87%            | 1487          | 16.15%            | 1,552         | 16.42%            |
| Age 10-19 years                      | 1,074         | 10.58%            | 1096          | 11.9%             | 1,053         | 11.14%            |
| Age 20-29 years                      | 1,838         | 18.1%             | 1737          | 18.87%            | 1,675         | 17.72%            |
| Age 30-39 years                      | 1,487         | 14.65%            | 1406          | 15.27%            | 1,343         | 14.21%            |
| Age 40-49 years                      | 1,179         | 11.61%            | 928           | 10.08%            | 1,027         | 10.87%            |
| Age 50-59 years                      | 1,435         | 14.13%            | 1244          | 13.51%            | 1,376         | 14.56%            |
| Age 60-69 years                      | 1,098         | 10.81%            | 895           | 9.72%             | 963           | 10.19%            |
| Age 70-79 years                      | 254           | 2.5%              | 244           | 2.65%             | 281           | 2.97%             |
| Age 80-89 years                      | 132           | 1.3%              | 143           | 1.55%             | 147           | 1.56%             |
| Age 90+                              | 45            | 0.44%             | 27            | 0.29%             | 34            | 0.36%             |
| <b>Totals</b>                        | <b>10,153</b> | <b>100%</b>       | <b>9,207</b>  | <b>100%</b>       | <b>9,451</b>  | <b>100%</b>       |