

**SB97 REPORT
QUARTER 1 2025-2026
7/1/2025-9/30/2025**

Senate Bill (SB) 97, which was Chaptered on July 10, 2017, requires quarterly reporting of all member calls received by the Department of Health Care Services Medi-Cal Managed Care Office of the Ombudsman (OMB).

These reports include number of contacts received by phone and email, the average talk and wait time for the OMB to answer, the number and rate of calls abandoned, the results of the contacts including the destination of the referred calls, and the number of calls referred to another entity.

The reports are used to assess contacts, trends, and actions taken by the State Department of Health Care Services as a result of contacts received.

Quarterly reports will be posted no later than 45 days from the end of the previous quarter. The annual report will be posted no later than October 1 of each year.

Table 1: Contacts received by phone and email

- » Represents the number of phone calls and emails received by OMB staff during each month of the quarter.

Table 2: Average Talk Time and Wait Time

- » Represents the average amount of time for each phone call to be resolved and the average amount of time a member has remained on hold to speak to an OMB Analyst.

Table 3: Spoken Language

- » Represents the number of phone calls received in English, Spanish, or another language requiring Language assistance.

Table 4: Number and Rate of Calls Abandoned

- » Represents the total number of calls received, how many were serviced by OMB, how many transferred out through our Interactive Voice Response (IVR) feature, and how many calls abandoned before speaking to an OMB Analyst.

Table 5: Number of Calls Referred to Another Entity

- » Represents where calls transferred to another agency through eight IVR options.

Table 6: Results of Contacts

- » Identifies which of the seven call resolutions set in the OMB Case Management system were used to resolve each call.

Table 7: Destination of Referred Calls

- » Represents 15 referral options where a call was referred to when the result of the contact is referral.

Table 8: Primary Issue

- » Represents 19 possible Primary Issues tracked as the reason for the member's call. Only one issue can be recorded per call.

Table 9: Cases by Health Care Plan

- » Represents the Managed Care Plan (MCP) the member was enrolled in at the time of the call.
- » Blank cells represent MCP calls with less than 11 member cases reported during the reporting period along with complementary cell suppression. Data is suppressed in accordance with the DHCS DDG v2.2.
- » Fee-for-service members are not included in this table.

Table 10: Cases by Ethnicity

- » Represents the Ethnicity of the member calling if it is identified in the Medi-Cal Eligibility Data System (MEDS).

Table 11: Cases by Gender

- » Represents the Gender of the member calling if it is identified in MEDS.

Table 12: Cases by Age

- » Represents the age of the member in decades based on the members date of birth as it appears in MEDS.

TABLE 1

CONTACTS RECEIVED BY PHONE AND EMAIL	<i>Jan-25</i>	<i>Pct.</i>	<i>Feb-25</i>	<i>Pct.</i>	<i>Mar-25</i>	<i>Pct.</i>
Phone Call	11,219	91.2%	10,235	92%	10,769	92%
Emails	1,079	8.8%	930	8%	956	8%
Total	12,298	100%	11,165	100%	11,725	100%

TABLE 2

AVERAGE TALK TIME AND WAIT TIME	<i>Jan-25</i>		<i>Feb-25</i>		<i>Mar-25</i>	
Average Talk Time	8		8		8	
Average Wait Time	4		5		4	

TABLE 3

SPOKEN LANGUAGE	<i>Jan-25</i>	<i>Pct.</i>	<i>Feb-25</i>	<i>Pct.</i>	<i>Mar-25</i>	<i>Pct.</i>
English	9,687	86.3%	8,906	87%	9,454	88%
Spanish	1,281	11.4%	1,070	10%	1,076	10%
Other	251	2.2%	259	3%	239	2%
Total	11,219	100%	10,235	100%	10,769	100%

TABLE 4

NUMBER AND RATE OF CALLS ABANDONED	<i>Jan-25</i>	<i>Pct.</i>	<i>Feb-25</i>	<i>Pct.</i>	<i>Mar-25</i>	<i>Pct.</i>
Calls Handled by the Ombudsman	11,219	58.6%	10,235	55%	10,769	55%
Caller Selected to Transfer Through the IVR	6,955	36.3%	8,002	43%	8,504	43%
Abandoned Calls	963	5.0%	379	2%	388	2%
Total Number of Calls Placed to Ombudsman	19,137	100%	18,616	100%	19,661	100%

TABLE 5

NUMBER OF CALLS REFERRED TO ANOTHER AGENCY	<i>Jan-25</i>	<i>Pct.</i>	<i>Feb-25</i>	<i>Pct.</i>	<i>Mar-25</i>	<i>Pct.</i>
Non-Ombudsman Selection Interactive Voice Response Category Selections						
(1) County Offices	3,604	51.82%	3,828	47.84%	4,813	56.60%
(2) Covered California	491	7.06%	391	4.89%	477	5.61%
(3) Medi-Cal Dental	505	7.26%	601	7.51%	564	6.63%
(4) Medi-Cal Fee-For-Service	953	13.70%	708	22.21%	686	13.41%
(5) State Hearing	743	10.68%	166	8.85%	234	8.07%
(6) Health Care Options	66	0.95%	1,777	3.07%	1,140	3.08%
(7) Medicare/SSA	429	6.17%	285	3.56%	328	3.86%
(8) Medi-Cal RX	164	2.36%	246	2.07%	262	2.75%
Total IVR Calls	6,955	100%	8,002	100%	8,504	100%

TABLE 6

RESULTS OF CONTACTS	<i>Jan-25</i>	<i>Pct.</i>	<i>Feb-25</i>	<i>Pct.</i>	<i>Mar-25</i>	<i>Pct.</i>
Education	1,914	14.9%	1,737	15.5%	1,758	15.49%
Enrollment/Disenrollment	3,876	30.1%	3,404	30.4%	3,553	30.36%
No Changes Required	2,175	16.9%	1,365	12.2%	1,363	12.17%
Plan Change	1,634	12.7%	1,558	13.9%	1,522	13.90%
Processed Transaction	230	1.8%	258	2.3%	290	2.30%
Referral	2,878	22.4%	2,709	24.2%	2,788	24.16%
Remove Plan Hold	169	1.3%	181	1.6%	222	1.61%
Total	12,876	100%	11,212	100%	11,496	100%

TABLE 7

DESTINATION OF REFERRED CALLS	<i>Jan-25</i>	<i>Pct.</i>	<i>Feb-25</i>	<i>Pct.</i>	<i>Mar-25</i>	<i>Pct.</i>
Covered CA	25	0.87%	30	1.11%	25	0.90%
County Eligibility Worker	1,101	38.26%	1,054	38.91%	1,115	39.99%
DentiCal	40	1.39%	26	0.96%	40	1.43%
Dept of Managed Health Care	48	1.67%	80	2.95%	54	1.94%
Fee-For-Service	134	4.66%	113	4.17%	100	3.59%
Health Care Options	151	5.25%	147	5.43%	133	4.77%
Managed Care Plan	861	29.92%	780	28.79%	827	29.66%
Medicare	64	2.22%	48	1.77%	53	1.90%
Mental Health Plan	34	1.18%	28	1.03%	23	0.82%
Provider Services	8	0.28%	6	0.22%	10	0.36%
Social Security Administration	79	2.74%	68	2.51%	84	3.01%
State Fair Hearings	46	1.60%	44	1.62%	42	1.51%
Third Party Liability/ OHC	72	2.50%	60	2.21%	84	3.01%
Other	215	7.47%	225	8.31%	198	7.10%
Total:	2,878	100%	2,709	100%	2,788	100%

TABLE 8

PRIMARY ISSUE	<i>Jan-25</i>	<i>Pct.</i>	<i>Feb-25</i>	<i>Pct.</i>	<i>Mar-25</i>	<i>Pct.</i>
Access to Care	6,422	49.88%	6,049	53.95%	6,098	53.04%
Address Change/ICT	1,385	10.76%	1,208	10.77%	1,383	12.03%
Beneficiary Id Card Request	161	1.25%	201	1.79%	165	1.44%
Benefits	1,020	7.92%	719	6.41%	714	6.21%
Billing/Collection Notice	198	1.54%	201	1.79%	215	1.87%
Complaint	226	1.76%	249	2.22%	215	1.87%
Continuity of Care (COC)	160	1.24%	152	1.36%	147	1.28%
Correspondence-Received Mail	100	0.78%	93	0.83%	92	0.80%
Covered CA	31	0.24%	28	0.25%	40	0.35%
Denial of Service	39	0.30%	50	0.45%	36	0.31%
Durable Medical Equipment	34	0.26%	13	0.12%	11	0.10%
Eligibility	704	5.47%	665	5.93%	665	5.78%
Foster Care/Adoption	206	1.60%	254	2.27%	235	2.04%
Long Term Care (LTC)	70	0.54%	29	0.26%	41	0.36%
Medical Exemption Request	101	0.78%	85	0.76%	59	0.51%
Not listed	1,243	9.65%	611	5.45%	609	5.30%
Other Health Coverage (OHC)	146	1.13%	113	1.01%	135	1.17%
Plan Change	545	4.23%	408	3.64%	565	4.91%
Transportation	85	0.66%	84	0.75%	71	0.62%
Total Calls	12,876	100%	11,212	100%	11,496	100%

TABLE 9

CASE BY HEALTH CARE PLAN	Jan-25	Pct.	Feb-25	Pct.	Mar-25	Pct.
Alameda Alliance for Health	265	2.88%	238	2.82%	227	2.61%
Anthem Blue Cross	566	6.14%	568	6.72%	553	6.35%
Blue Shield of CA	146	1.58%	110	1.30%	122	1.40%
Cal Viva Health	144	1.56%	108	1.28%	147	1.69%
CalOptima	577	6.26%	495	5.86%	497	5.71%
CenCal Health	83	0.90%	80	0.95%	70	0.80%
Central CA Alliance for Health	251	2.72%	171	2.02%	202	2.32%
CHPIV	68	0.74%	70	0.83%	54	0.62%
Community Health Group	179	1.94%	149	1.76%	150	1.72%
Contra Costa Health Plan	176	1.91%	171	2.02%	188	2.16%
Gold Coast Health Plan	142	1.54%	131	1.55%	139	1.60%
Health Net	1,389	15.07%	1,168	13.83%	1,217	13.97%
Health Plan of San Joaquin	171	1.86%	185	2.19%	176	2.02%
Health Plan of San Mateo	76	0.82%	73	0.86%	95	1.09%
Inland Empire Health Plan	1,025	11.12%	1,061	12.56%	1,114	12.79%
InnovAge PACE						
Kern Family Health Care	109	1.18%	110	1.30%	198	2.27%
KP Cal LLC	1,153	12.51%	1,149	13.60%	1,101	12.64%
L.A. Care Health Plan	1,463	15.87%	1,186	14.04%	1,259	14.45%
Molina Healthcare of CA	396	4.30%	431	5.10%	409	4.70%
Partnership HealthPlan of CA	615	6.67%	584	6.91%	574	6.59%
Positive Healthcare						
San Francisco Health Plan	74	0.80%	65	0.77%	66	0.76%
Santa Clara Family Health Plan	135	1.46%	94	1.11%	106	1.22%
Senior Care Action Network						
Total Cases by HCP	9,285	100%	8,498	100%	8,761	100%

TABLE 10

CASE BY ETHNICITY	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
Alaskan Native or American Indian	46	0.36%	42	0.37%	59	0.51%
Asian Indian	155	1.20%	111	0.99%	112	0.97%
Asian or Pacific Islander	159	1.23%	152	1.36%	168	1.46%
Black	1,251	9.72%	1,177	10.50%	1,207	10.50%
Cambodian	15	0.12%	16	0.14%	12	0.10%
Chinese	135	1.05%	142	1.27%	171	1.49%
Declined to state	1,568	12.18%	1,486	13.25%	1,480	12.87%
Filipino	133	1.03%	107	0.95%	129	1.12%
Hispanic	4,201	32.63%	3,858	34.41%	3,870	33.66%
Japanese	10	0.08%	17	0.15%	13	0.11%
Korean	91	0.71%	46	0.41%	63	0.55%
None Found	1,753	13.61%	1,033	9.21%	1,044	9.08%
Other	435	3.38%	446	3.98%	416	3.62%
Samoan	10	0.08%	5	0.04%	11	0.10%
Vietnamese	108	0.84%	104	0.93%	116	1.01%
White	2,806	21.79%	2,470	22.03%	2,625	22.83%
Total	12,876	100%	11,212	100%	11,496	100%

TABLE 11

CASE BY GENDER	<i>Jan-25</i>	<i>Pct.</i>	<i>Feb-25</i>	<i>Pct.</i>	<i>Mar-25</i>	<i>Pct.</i>
Female	5,933	46.08%	5,603	49.97%	5,626	48.94%
Male	4,977	38.65%	4,412	39.35%	4,636	40.33%
Not Listed	1,949	15.14%	1,191	10.62%	1,227	10.67%
Transgender: Female to Male	5	0.04%	2	0.02%	0	0.00%
Transgender: Male to Female	12	0.09%	4	0.04%	7	0.06%
Total	12,876	100%	11,212	100%	11,496	100%

TABLE 12

CASE BY AGE RANGE (in decades)	<i>Jan-25</i>	<i>Pct.</i>	<i>Feb-25</i>	<i>Pct.</i>	<i>Mar-25</i>	<i>Pct.</i>
Not Listed	1,737	13.49%	1,021	9.11%	1,034	9.02%
Age 0-9 years	1,370	10.64%	1,286	11.47%	1,218	10.62%
Age 10-19 years	1,202	9.34%	1,143	10.19%	1,239	10.81%
Age 20-29 years	1,579	12.26%	1,502	13.40%	1,501	13.09%
Age 30-39 years	1,819	14.13%	1,624	14.48%	1,712	14.93%
Age 40-49 years	1,412	10.97%	1,283	11.44%	1,357	11.83%
Age 50-59 years	1,450	11.26%	1,294	11.54%	1,357	11.83%
Age 60-69 years	1,353	10.51%	1,192	10.63%	1,210	10.55%
Age 70-79 years	574	4.46%	524	4.67%	519	4.53%
Age 80-89 years	295	2.29%	261	2.33%	255	2.22%
Age 90 +	85	0.66%	82	0.73%	64	0.56%
Totals	12,876	100%	11,212	100%	11,466	100%