

# **SB97 REPORT**

**Quarter 2 2025-2026**

**10/1/2025-12/31/2025**

**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**

<b>CONTACTS RECEIVED BY PHONE AND EMAIL</b>	<b>Oct-25</b>	<b>Pct.</b>	<b>Nov-25</b>	<b>Pct.</b>	<b>Dec-25</b>	<b>Pct.</b>
Phone Call	10,351	91%	7,318	90%	9,112	91%
Emails	1015	9%	852	10%	947	9%
<b>Total</b>	<b>11,366</b>	<b>100%</b>	<b>8,170</b>	<b>100%</b>	<b>10,059</b>	<b>100%</b>

**TABLE 2**

<b>AVERAGE TALK TIME AND WAIT TIME</b>	<b>Oct-25</b>		<b>Nov-25</b>		<b>Dec-25</b>	
Average Talk Time	8		8		8	
Average Wait Time	4		4		4	

**TABLE 3**

<b>SPOKEN LANGUAGE</b>	<b>Oct-25</b>	<b>Pct.</b>	<b>Nov-25</b>	<b>Pct.</b>	<b>Dec-25</b>	<b>Pct.</b>
English	9,062	88%	6,435	88%	8,085	89%
Spanish	1,084	11%	842	12%	877	10%
Other	136	1%	41	1%	150	2%
<b>Total</b>	<b>10,282</b>	<b>100%</b>	<b>7,318</b>	<b>100%</b>	<b>9,112</b>	<b>100%</b>

**TABLE 4**

<b>NUMBER AND RATE OF CALLS ABANDONED</b>	<b>Oct-25</b>	<b>Pct.</b>	<b>Nov-25</b>	<b>Pct.</b>	<b>Dec-25</b>	<b>Pct.</b>
Calls Handled by the Ombudsman	10,282	54%	7,318	55%	9,112	55%
Caller Selected to Transfer Through the IVR	8,286	44%	5,694	43%	7,139	43%
Abandoned Calls	330	2%	215	2%	299	2%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>18,898</b>	<b>100%</b>	<b>13,227</b>	<b>100%</b>	<b>16,550</b>	<b>100%</b>

**TABLE 5**

<b>NUMBER OF CALLS REFERRED TO ANOTHER AGENCY</b>	<b>Oct-25</b>	<b>Pct.</b>	<b>Nov-25</b>	<b>Pct.</b>	<b>Dec-25</b>	<b>Pct.</b>
<b>Non-Ombudsman Selection Interactive Voice Response Category Selections</b>						
(1) County Offices	4,819	58%	3,120	55%	4,513	63%
(2) Covered California	441	5%	340	6%	441	6%
(3) Medi-Cal Dental	502	6%	391	7%	414	6%
(4) Medi-Cal Fee-For-Service	586	7%	450	8%	508	7%
(5) State Hearing	206	2%	177	3%	96	1%
(6) Health Care Options	903	11%	687	12%	700	10%
(7) Medicare/SSA	243	3%	306	5%	251	4%
(8) Medi-Cal RX	586	7%	223	4%	216	3%
<b>Total IVR Calls</b>	<b>8,286</b>	<b>100%</b>	<b>5,694</b>	<b>100%</b>	<b>7,139</b>	<b>100%</b>

**TABLE 6**

<b>RESULTS OF CONTACTS</b>	<b>Oct-25</b>	<b>Pct.</b>	<b>Nov-25</b>	<b>Pct.</b>	<b>Dec-25</b>	<b>Pct.</b>
Education	1,916	17%	1,446	17%	1,519	15%
Enrollment/Disenrollment	3,373	30%	2,584	30%	3,100	32%
No Changes Required	1,446	13%	1,060	12%	1,224	12%
Plan Change	1,393	12%	1,081	13%	1,121	11%
Processed Transaction	265	2%	200	2%	228	2%
Referral	2,754	24%	2,103	24%	2,526	26%
Remove Plan Hold	240	2%	122	1%	103	1%
<b>Total</b>	<b>11,387</b>	<b>100%</b>	<b>8,596</b>	<b>100%</b>	<b>9,821</b>	<b>100%</b>

## TABLE 7

DESTINATION OF REFERRED CALLS	<i>Oct-25</i>	<i>Pct.</i>	<i>Nov-25</i>	<i>Pct.</i>	<i>Dec-25</i>	<i>Pct.</i>
Covered CA	20	<b>1%</b>	16	<b>1%</b>	18	<b>1%</b>
County Eligibility Worker	1,089	<b>40%</b>	832	<b>40%</b>	1,034	<b>41%</b>
DentiCal	32	<b>1%</b>	32	<b>2%</b>	35	<b>1%</b>
Department of Managed Health Care	69	<b>3%</b>	51	<b>2%</b>	67	<b>3%</b>
Fee-For-Service	89	<b>3%</b>	102	<b>5%</b>	100	<b>4%</b>
Health Care Options	129	<b>5%</b>	116	<b>6%</b>	117	<b>5%</b>
Managed Care Plan	789	<b>29%</b>	538	<b>26%</b>	689	<b>27%</b>
Medicare	53	<b>2%</b>	57	<b>3%</b>	58	<b>2%</b>
Mental Health Plan	31	<b>1%</b>	24	<b>1%</b>	27	<b>1%</b>
Provider Services	11	<b>0%</b>	2	<b>0%</b>	15	<b>1%</b>
Social Security Administration	88	<b>3%</b>	62	<b>3%</b>	74	<b>3%</b>
State Fair Hearings	43	<b>2%</b>	41	<b>2%</b>	42	<b>2%</b>
Third Party Liability/ OHC Status	79	<b>3%</b>	57	<b>3%</b>	54	<b>2%</b>
Other (Please specify in notes section)	232	<b>8%</b>	173	<b>8%</b>	196	<b>8%</b>
<b>Total</b>	<b>2,754</b>	<b>100%</b>	<b>2,103</b>	<b>100%</b>	<b>2,526</b>	<b>100%</b>

## TABLE 8

PRIMARY ISSUE	Oct-25	Pct.	Nov-25	Pct.	Dec-25	Pct.
Not listed	703	6%	502	6%	538	5%
Access to Care	5,869	52%	4,472	52%	4,899	50%
Address Change/Inter County Transfer (ICT)	1,244	11%	849	10%	939	10%
Beneficiary Identification Card (BIC) order	171	2%	104	1%	123	1%
Benefits	788	7%	564	7%	748	8%
Billing/Collection Notice	215	2%	155	2%	164	2%
Complaint	211	2%	158	2%	219	2%
Continuity/Coordination of Care (COC)	141	1%	106	1%	123	1%
Correspondence-Received Mail	95	1%	86	1%	137	1%
Covered CA	29	0%	35	0%	44	0%
Denial of Service	46	0%	32	0%	25	0%
Durable Medical Equipment	28	0%	18	0%	12	0%
Eligibility	776	7%	582	7%	790	8%
Foster Care/Adoption	294	3%	281	3%	265	3%
Long Term Care (LTC)	33	0%	27	0%	46	0%
Medical Exemption Request	60	1%	65	1%	79	1%
Other Health Coverage (OHC)	135	1%	119	1%	149	2%
Plan Change	483	4%	382	4%	473	5%
Transportation	66	1%	59	1%	50	1%
<b>Total Calls</b>	<b>11,387</b>	<b>100%</b>	<b>8,596</b>	<b>100%</b>	<b>9,823</b>	<b>100%</b>

## TABLE 9

CASE BY HEALTH CARE PLAN	Oct-25	Pct.	Nov-25	Pct.	Dec-25	Pct.
Alameda Alliance for Health	238	3%	218	3%	230	3%
AltaMed Health Services		0%		0%		0%
Anthem Blue Cross	533	6%	430	7%	417	6%
Blue Shield of California Promise Health Plan	146	2%	89	1%	110	2%
Cal Viva Health	138	2%	105	2%	135	2%
CalOptima	554	7%	413	6%	452	6%
CenCal Health	99	1%	73	1%	59	1%
Central California Alliance	226	3%	136	2%	144	2%
CHPIV	43	1%	37	1%	36	1%
Community Health Group Partnership	169	2%	102	2%	134	2%
Contra Costa Health Plan	164	2%	115	2%	158	2%
Gold Coast Health Plan	132	2%	84	1%	71	1%
Health Net Community Solutions, Inc.	1,095	13%	845	13%	895	13%
Health Plan of San Joaquin	162	2%	119	2%	131	2%
Health Plan of San Mateo	45	1%	54	1%	61	1%
Inland Empire Health Plan	1,032	12%	765	12%	790	11%
Kern Family Health Care	106	1%	88	1%	67	1%
KP Cal LLC	1,139	13%	851	13%	982	14%
L.A. Care Health Plan	1,234	15%	981	15%	1079	15%
Molina Healthcare of CA	420	5%	331	5%	358	5%
PACE		0%		0%		0%
Partnership HealthPlan of CA	591	7%	419	6%	512	7%
Positive Healthcare (AIDS Healthcare Foundation)		0%		0%		0%
San Francisco Health Plan	52	1%	54	1%	50	1%
Santa Clara Family Health Plan	100	1%	86	1%	67	1%
Senior Care Action Network		0%		0%		0%
<b>Total Cases by HCP</b>	<b>8,471</b>	<b>100%</b>	<b>6,466</b>	<b>100%</b>	<b>6,980</b>	<b>100%</b>



## TABLE 10

CASE BY ETHNICITY	Oct-25	Pct.	Nov-25	Pct.	Dec-25	Pct.
Alaskan Native or American Indian	41	0%	26	0%	35	0%
Amerasian		0%		0%		0%
Asian Indian	115	1%	77	1%	71	1%
Asian or Pacific Islander	117	1%	143	2%	132	1%
Black	1,161	10%	909	11%	977	10%
Cambodian	11	0%	13	0%	12	0%
Chinese	110	1%	84	1%	103	1%
Declined to state	1,574	14%	1,178	14%	1,365	14%
Filipino	116	1%	94	1%	78	1%
Guamanian		0%		0%		0%
Hawaiian		0%		0%		0%
Hispanic	3,746	33%	2,900	34%	3,044	31%
Japanese	15	0%	8	0%	12	0%
Korean	47	0%	36	0%	69	1%
Laotian		0%		0%		0%
Other	1,482	13%	1,126	13%	1,491	15%
Samoaan		0%		0%		0%
Vietnamese	85	1%	68	1%	80	1%
White	2,750	24%	1,921	22%	2,332	24%
<b>Total</b>	<b>11,387</b>	<b>100%</b>	<b>8,596</b>	<b>100%</b>	<b>9,823</b>	<b>100%</b>

## TABLE 11

CASE BY GENDER	Oct-25	Pct.	Nov-25	Pct.	Dec-25	Pct.
Female	5,510	48%	4,120	48%	4,602	47%
Male	4,567	40%	3,498	41%	3,937	40%
Not Listed	1,301	11%	972	11%	1,278	13%
Transgender: Female to Male	4	0%	1	0%	4	0%
Transgender: Male to Female	5	0%	5	0%	2	0%
<b>Total</b>	<b>11,387</b>	<b>100%</b>	<b>8,596</b>	<b>100%</b>	<b>9,823</b>	<b>100%</b>

## TABLE 12

CASE BY AGE RANGE (in decades)	Oct-25	Pct.	Nov-25	Pct.	Dec-25	Pct.
Unknown	1,102	10%	833	10%	1,127	11%
Age 0-9 years	1,251	11%	961	11%	985	10%
Age 10-19 years	964	8%	747	9%	743	8%
Age 20-29 years	1,364	12%	986	11%	1,100	11%
Age 30-39 years	1,676	15%	1,242	14%	1,384	14%
Age 40-49 years	1,362	12%	1,046	12%	1,154	12%
Age 50-59 years	1,459	13%	1,047	12%	1,323	13%
Age 60-69 years	1,313	12%	1,009	12%	1,181	12%
Age 70-79 years	528	5%	467	5%	483	5%
Age 80-89 years	275	2%	197	2%	256	3%
Age 90+	93	1%	61	1%	87	1%
<b>Totals</b>	<b>11,387</b>	<b>100%</b>	<b>8,596</b>	<b>100%</b>	<b>9,823</b>	<b>100%</b>