

SB 97 REPORT
QUARTER 3 2024-2025
1/1/2025-3/31/2025

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

CONTACTS RECEIVED BY PHONE AND EMAIL	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
Phone Call	11,066	91%	10,044	91%	10,398	90%
Emails	1,155	9%	994	9%	1,128	10%
Total	12,221	100%	11,038	100%	11,526	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	3		5		4	

TABLE 3

SPOKEN LANGUAGE	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
English	9,406	85%	8,632	86%	8,880	85%
Spanish	1,275	12%	1,105	11%	1,161	11%
Other	385	3%	307	3%	357	3%
Total	11,066	100%	10,044	100%	10,398	100%

TABLE 4

NUMBER AND RATE OF CALLS ABANDONED	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
Calls Handled by the Ombudsman	11,066	59%	10,044	61%	10,398	63%
Caller Selected to Transfer Through the IVR	6,568	35%	5,344	32%	5,196	32%
Abandoned Calls	1,105	6%	1,178	7%	844	5%
Total Number of Calls Placed to Ombudsman	18,739	100%	16,566	100%	16,438	100%

TABLE 5

NUMBER OF CALLS REFERRED TO ANOTHER AGENCY	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
Non-Ombudsman Selection Interactive Voice Response Category Selections						
(1) County Offices	3,871	59%	3,048	57%	2,958	57%
(2) Covered California	517	8%	390	7%	418	8%
(3) Health Care Options	535	8%	459	9%	425	8%
(4) Medi-Cal Dental	226	3%	195	4%	200	4%
(5) Mental Health	197	3%	158	3%	174	3%
(6) Medicare	470	7%	396	7%	349	7%
(7) State Hearing	83	1%	107	2%	78	2%
(8) Medi-Cal Fee-For-Service	669	10%	591	11%	594	11%
Total IVR Calls	6,568	100%	5,344	100%	5,196	100%

TABLE 6

RESULTS OF CONTACTS	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
Education	2,591	19%	2,302	19%	2,362	19%
Enrollment/Disenrollment	4,077	30%	3,413	28%	3,235	26%
No Changes Required	1,789	13%	1,654	14%	1,645	13%
Plan Change	1,214	9%	1,635	13%	1,954	16%
Processed Transaction	555	4%	317	3%	233	2%
Referral	2,946	22%	2,560	21%	2,926	23%
Remove Plan Hold	221	2%	247	2%	220	2%
Total	13,393	100%	12,128	100%	12,575	100%

TABLE 7

DESTINATION OF REFERRED CALLS	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
County Behavioral Health Plan	43	1%	20	1%	28	1%
County Eligibility Worker	1,246	42%	1,039	41%	1,159	40%
Covered CA	37	1%	38	1%	27	1%
Dept. of Managed Health Care	69	2%	61	2%	58	2%
Fee-For-Service	132	4%	122	5%	108	4%
Health Care Options	173	6%	132	5%	168	6%
Managed Care Plan	651	22%	676	26%	819	28%
Medi-Cal Dental	34	1%	35	1%	38	1%
Medicare	78	3%	51	2%	57	2%
Provider Services	5	0%	5	0%	7	0%
Social Security Administration	86	3%	59	2%	79	3%
State Fair Hearings	78	3%	47	2%	61	2%
Third Party Liability	50	2%	53	2%	67	2%
Other	264	9%	222	9%	250	9%
Total	2,946	100%	2,560	100%	2,926	100%

TABLE 8

PRIMARY ISSUE	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
Access to Care	6,537	49%	6,152	51%	6,644	54%
Address Change (ICT)	1,094	8%	948	8%	1,252	10%
Beneficiary Identification Card	195	1%	148	1%	142	1%
Benefits	988	7%	738	6%	876	7%
Billing/Collection Notice	240	2%	228	2%	257	2%
Complaint	233	2%	185	2%	198	2%
Continuity of Care (COC)	170	1%	126	1%	149	1%
Correspondence-Received Mail	110	1%	134	1%	120	1%
Covered CA	58	0%	47	0%	36	0%
Denial of Service	37	0%	28	0%	53	0%
Disenrollment	106	1%	74	1%	12	0%
Durable Medical Equipment	8	0%	9	0%	21	0%
Eligibility	872	7%	789	7%	866	7%
Enrollment	729	5%	775	6%	75	1%
Foster Care/Adoption	273	2%	227	2%	283	2%
Long Term Care (LTC)	17	0%	24	0%	63	1%
Medical Exemption Request	84	1%	108	1%	102	1%
Not listed	821	6%	751	6%	626	5%
Other Health Coverage (OHC)	203	2%	207	2%	182	1%
Plan Change	574	4%	360	3%	346	3%
Transportation	44	0%	70	1%	50	0%
Total Calls	13,393	100%	12,128	100%	12,353	100%

TABLE 9

CASE BY HEALTH CARE PLAN	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
Alameda Alliance for Health	334	2%	267	2%	311	3%
AltaMed Health Services		0%		0%		0%
Anthem Blue Cross Partnership	652	5%	572	5%	570	5%
Blue Shield of CA Promise Plan	124	1%	141	1%	133	1%
CalOptima	641	5%	523	4%	527	4%
Cal Viva Health	121	1%	110	1%	123	1%
CenCal Health	92	1%	88	1%	106	1%
Central CA Alliance for Health	185	1%	148	1%	209	2%
CHPIV	49	0%	38	0%	44	0%
Community Health Group	166	1%	160	1%	183	1%
Contra Costa Health Plan	238	2%	220	2%	208	2%
Gold Coast Health Plan	133	1%	152	1%	112	1%
Health Net	1,175	9%	1,225	10%	1,247	10%
Health Plan of San Joaquin	332	2%	258	2%	284	2%
Health Plan of San Mateo	91	1%	65	1%	75	1%
Inland Empire Health Plan	1,203	9%	1,059	9%	1,089	9%
Kern Family Health Care	140	1%	122	1%	118	1%
KP Cal LLC	1,227	9%	1,094	9%	1,183	10%
L.A. Care Health Plan	1,593	12%	1,524	13%	1,646	13%
Molina Healthcare of CA	464	3%	439	4%	411	3%
Partnership HealthPlan of CA	698	5%	555	5%	591	5%
Positive Healthcare		0%		0%		0%
San Francisco Health Plan	103	1%	82	1%	83	1%
Santa Clara Family Health Plan	165	1%	114	1%	120	1%
Senior Care Action Network		0%		0%		0%
Total Cases by MCP	13,393	74%	12,128	74%	12,353	76%

TABLE 10

CASE BY ETHNICITY	Jan-25	Pct.	Feb-25	Pct.	Mar-25	Pct.
Alaskan Native or American Indian	44	0%	58	0%	46	0%
Amerasian	1	0%	0	0%	1	0%
Asian Indian	150	1%	126	1%	101	1%
Asian or Pacific Islander	163	1%	118	1%	178	1%
Black	1,290	10%	1,155	10%	1,242	10%
Cambodian	25	0%	11	0%	24	0%
Chinese	214	2%	188	2%	208	2%
Declined to state	1,898	14%	1,664	14%	1,685	13%
Filipino	153	1%	158	1%	118	1%
Guamanian	6	0%	1	0%	1	0%
Hawaiian	7	0%	3	0%	2	0%
Hispanic	4,249	32%	3,886	32%	4,192	33%
Japanese	12	0%	23	0%	15	0%
Korean	63	0%	96	1%	73	1%
Laotian	6	0%	9	0%	7	0%
None Found	1,393	10%	1,265	10%	1,293	10%
Other	517	4%	418	3%	498	4%
Samoan	8	0%	8	0%	12	0%
Vietnamese	125	1%	98	1%	97	1%
White	3,069	23%	2,843	23%	2,780	22%
Total	13,393	100%	12,128	100%	12,573	100%

TABLE 11

CASE BY GENDER	Jan-25	Pct.	Feb-25	Pct.	Mar-25	Pct.
Female	6436	48%	5,705	47%	5954	47%
Male	5297	40%	4933	41%	5086	40%
Not Listed	1642	12%	1486	12%	1,512	13%
Transgender: Female to Male	5	0%	4	0%	0	0%
Transgender: Male to Female	13	0%	0	0%	21	0%
Total	13,393	100%	12,128	100%	12,573	100%

TABLE 12

CASE BY AGE RANGE (in decades)	<i>Jan-25</i>	Pct.	<i>Feb-25</i>	Pct.	<i>Mar-25</i>	Pct.
Unknown	1,373	10%	1,252	10%	1,279	10%
Age 0-9 years	1,547	12%	1,460	12%	1,467	12%
Age 10-19 years	1,211	9%	1,033	9%	1,104	9%
Age 20-29 years	1,740	13%	1,497	12%	1,547	12%
Age 30-39 years	1,987	15%	1,861	15%	1,887	15%
Age 40-49 years	1,512	11%	1,398	12%	1,440	11%
Age 50-59 years	1,597	12%	1,450	12%	1,529	12%
Age 60-69 years	1,457	11%	1,290	11%	1,423	11%
Age 70-79 years	570	4%	559	5%	521	4%
Age 80-89 years	318	2%	245	2%	290	2%
Age 90+	81	1%	83	1%	86	1%
Totals	13,393	100%	12,128	100%	12,573	100%