

SB97 REPORT

QUARTER 4 2025-2026

4/1/2026-6/30/2026

Senate Bill (SB) 97, which was Chaptered on Jan 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.

Table1: 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>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
Phone Call	10,560	87.0%	9,345	88%	9,461	89%
Emails	1,578	13.0%	1,253	12%	1,214	11%
Total	12,138	100%	10,598	100%	10,675	100%

TABLE 2

AVERAGE TALK TIME AND WAIT TIME	<i>Apr-26</i>		<i>May-26</i>		<i>Jun-26</i>	
Average Talk Time	8		8		8	
Average Wait Time	5		5		5	

TABLE 3

SPOKEN LANGUAGE	<i>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
English	9,379	88.8%	8,352	89%	8,508	90%
Spanish	1,122	10.6%	954	10%	915	10%
Other	59	0.6%	39	0%	38	0%
Total	10,560	100%	9,345	100%	9,461	100%

TABLE 4

NUMBER AND RATE OF CALLS ABANDONED	<i>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
Calls Handled by the Ombudsman	10,560	55.1%	9,345	55%	9,461	54%
Caller Selected to Transfer Through the IVR	8,307	43.3%	7,465	44%	7,848	45%
Abandoned Calls	300	1.6%	179	1%	193	1%
Total Number of Calls Placed to Ombudsman	19,167	100%	16,989	100%	17,502	100%

TABLE 5

NUMBER OF CALLS REFERRED TO ANOTHER AGENCY	<i>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
Non-Ombudsman Selection Interactive Voice Response Category Selections						
(1) County Offices	5,174	62.28%	4,620	61.89%	4,967	63.29%
(2) Covered California	417	5.02%	380	5.09%	413	5.26%
(3) Medi-Cal Dental	535	6.44%	562	7.53%	510	6.50%
(4) Medi-Cal Fee-For-Service	849	10.22%	748	10.02%	801	10.21%
(5) State Hearing	635	7.64%	574	7.69%	577	7.35%
(6) Health Care Options	267	3.21%	223	2.99%	214	2.73%
(7) Medicare/SSA	276	3.32%	234	3.13%	261	3.33%
(8) Medi-Cal RX	154	1.85%	124	1.66%	105	1.34%
Total IVR Calls	8,307	100%	7,465	100%	7,848	100%

TABLE 6

RESULTS OF CONTACTS	<i>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
Education	2,021	15.4%	1,900	16.7%	2,110	18.24%
Enrollment/Disenrollment	4,095	31.2%	3,756	33.1%	3,681	31.83%
No Changes Required	2,058	15.7%	1,544	13.6%	1,558	13.47%
Plan Change	1,453	11.1%	1,158	10.2%	1,283	11.09%
Processed Transaction	261	2.0%	217	1.9%	186	1.61%
Referral	3,072	23.4%	2,650	23.4%	2,592	22.41%
Remove Plan Hold	172	1.3%	122	1.1%	155	1.34%
Total	13,132	100%	11,347	100%	11,565	100%

TABLE 7

DESTINATION OF REFERRED CALLS	<i>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
Covered CA	1,159	37.73%	1,036	39.09%	1,029	39.70%
County Eligibility Worker	121	3.94%	79	2.98%	88	3.40%
DentiCal	135	4.39%	115	4.34%	122	4.71%
Department of Managed Health Care	855	27.83%	738	27.85%	738	28.47%
Fee-For-Service	55	1.79%	42	1.58%	45	1.74%
Health Care Options	32	1.04%	36	1.36%	19	0.73%
Managed Care Plan	99	3.22%	82	3.09%	81	3.13%
Medicare	34	1.11%	18	0.68%	17	0.66%
Behavioral Health	32	1.04%	32	1.21%	38	1.47%
Provider Services	79	2.57%	60	2.26%	51	1.97%
Social Security Administration	8	0.26%	6	0.23%	4	0.15%
State Fair Hearings	59	1.92%	66	2.49%	52	2.01%
Third Party Liability/ OHC Status	113	3.68%	120	4.53%	74	2.85%
Other (Please specify in notes section)	291	9.47%	220	8.30%	234	9.03%
Total	3,072	100%	2,650	100%	2,592	100%

TABLE 8

PRIMARY ISSUE	<i>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
Access to Care	6,630	50.48%	5,696	50.20%	5,818	50.31%
Address Change/Inter County Transfer (ICT)	1,124	8.56%	1,023	9.02%	1,090	9.42%
Beneficiary Identification Card (BIC) order	153	1.17%	127	1.12%	122	1.05%
Benefits	1,183	9.01%	939	8.28%	875	7.57%
Billing/Collection Notice	262	1.99%	229	2.02%	199	1.72%
Complaint	304	2.31%	292	2.57%	272	2.35%
Continuity/Coordination of Care (COC)	135	1.03%	167	1.47%	173	1.50%
Correspondence-Received Mail	114	0.87%	77	0.68%	100	0.86%
Covered CA	45	0.34%	26	0.23%	39	0.34%
Denial of Service	60	0.46%	27	0.24%	46	0.40%
Durable Medical Equipment (DME)	26	0.20%	20	0.18%	14	0.12%
ECM/Housing Assistance	180	1.37%	248	2.19%	321	2.78%
Eligibility	991	7.55%	863	7.61%	927	8.02%
Foster Care/Adoption	382	2.91%	238	2.10%	243	2.10%
Long Term Care (LTC)	50	0.38%	55	0.48%	49	0.42%
Medical Exemption Request (MER)	88	0.67%	67	0.59%	68	0.59%
Not listed	567	4.32%	475	4.19%	485	4.19%
Other Health Coverage (OHC)	164	1.25%	145	1.28%	138	1.19%
Plan Change	568	4.32%	561	4.94%	512	4.43%
Transportation	107	0.81%	72	0.63%	74	0.64%
Total Calls	13,133	100%	11,347	100%	11,565	100%

TABLE 9

CASE BY HEALTH CARE PLAN	Apr-26	Pct.	May-26	Pct.	Jun-26	Pct.
Alameda Alliance for Health,	264	2.76%	244	2.92%	206	2.40%
Anthem Blue Cross Partnership Plan,	569	5.95%	494	5.90%	502	5.86%
Blue Shield of California Promise Health Plan,	156	1.63%	126	1.51%	143	1.67%
Cal Viva Health,	143	1.50%	140	1.67%	153	1.79%
CalOptima,	518	5.42%	486	5.81%	478	5.58%
CenCal Health,	52	0.54%	43	0.51%	61	0.71%
Central California Alliance for Health,	257	2.69%	185	2.21%	174	2.03%
CHPIV,	35	0.37%	37	0.44%	43	0.50%
Community Health Group Partnership,	154	1.61%	154	1.84%	156	1.82%
Contra Costa Health Plan,	208	2.18%	163	1.95%	159	1.86%
Gold Coast Health Plan,	122	1.28%	102	1.22%	118	1.38%
Health Net Community Solutions, Inc.,	1,186	12.40%	925	11.05%	1,044	12.18%
Health Plan of San Joaquin,	196	2.05%	162	1.94%	160	1.87%
Health Plan of San Mateo,	72	0.75%	61	0.73%	73	0.85%
Inland Empire Health Plan,	1,238	12.95%	1,043	12.46%	1,020	11.90%
Kern Family Health Care,	105	1.10%	96	1.15%	103	1.20%
KP Cal LLC,	1,374	14.37%	1,192	14.24%	1,311	15.30%
L.A. Care Health Plan,	1,533	16.03%	1,403	16.76%	1,321	15.42%
Molina Healthcare of California	458	4.79%	498	5.95%	490	5.72%
Partnership HealthPlan of California,	647	6.77%	604	7.22%	614	7.17%
Positive Healthcare (AIDS Healthcare Foundation),		0.00%		0.00%		0.00%
San Francisco Health Plan,	66	0.69%	50	0.60%	64	0.75%
Santa Clara Family Health Plan,	95	0.99%	116	1.39%	120	1.40%
Senior Care Action Network		0.00%		0.00%		0.00%
Total Cases by HCP	9,561	100%	8,369	100%	8,569	100%

TABLE 10

CASE BY ETHNICITY	<i>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
Alaskan Native or American Indian	47	0.36%	44	0.39%	52	0.45%
Asian Indian	110	0.84%	95	0.84%	86	0.74%
Asian or Pacific Islander	169	1.29%	148	1.30%	155	1.34%
Black	1,415	10.77%	1,277	11.25%	1,241	10.73%
Cambodian	20	0.15%	12	0.11%	15	0.13%
Chinese	134	1.02%	117	1.03%	113	0.98%
Declined to state	1,605	12.22%	1,353	11.92%	1,456	12.59%
Filipino	154	1.17%	103	0.91%	115	0.99%
Guamanian	3	0.02%	1	0.01%	1	0.01%
Hawaiian	13	0.10%	6	0.05%	4	0.03%
Hispanic	4,220	32.13%	3,727	32.85%	3,713	32.11%
Japanese	15	0.11%	14	0.12%	9	0.08%
Korean	45	0.34%	55	0.48%	36	0.31%
Laotian	11	0.08%	3	0.03%	10	0.09%
None Found	1,565	11.92%	1,231	10.85%	1,163	10.06%
Other	446	3.40%	385	3.39%	417	3.61%
Samoan	10	0.08%	8	0.07%	15	0.13%
Vietnamese	104	0.23%	82	0.18%	108	0.23%
White	3,047	23.20%	2,686	23.67%	2,856	24.70%
Total	13,133	100%	11,347	100%	11,565	100%

TABLE 11

CASE BY GENDER	<i>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
Female	6,140	46.75%	5,381	47.42%	5,574	48.20%
Male	5,258	40.04%	4,575	40.32%	4,682	40.48%
Not Listed	1,728	13.16%	1,383	12.19%	1,306	11.29%
Transgender: Female to Male	3	0.02%	3	0.03%	2	0.02%
Transgender: Male to Female	4	0.03%	5	0.04%	1	0.01%
Total	13,133	100%	11,347	100%	11,565	100%

TABLE 12

CASE BY AGE RANGE (in decades)	<i>Apr-26</i>	<i>Pct.</i>	<i>May-26</i>	<i>Pct.</i>	<i>Jun-26</i>	<i>Pct.</i>
Unknown	1,552	11.82%	1,221	10.76%	1,145	9.90%
Age 0-9 years	1,368	10.42%	1,250	11.02%	1,149	9.94%
Age 10-19 years	1,042	7.93%	818	7.21%	870	7.52%
Age 20-29 years	1,444	11.00%	1,305	11.50%	1,386	11.98%
Age 30-39 years	1,881	14.32%	1,815	16.00%	1,728	14.94%
Age 40-49 years	1,577	12.01%	1,411	12.44%	1,462	12.64%
Age 50-59 years	1,659	12.63%	1,449	12.77%	1,527	13.20%
Age 60-69 years	1,488	11.33%	1,185	10.44%	1,319	11.41%
Age 70-79 years	661	5.03%	539	4.75%	629	5.44%
Age 80-89 years	359	2.73%	276	2.43%	261	2.26%
Age 90+	102	0.78%	78	0.69%	89	0.77%
Totals	13,133	100%	11,347	100%	11,565	100%