



MEDI-CAL MANAGED CARE  
 OFFICE OF THE OMBUDSMAN  
 July - September 2024

<b>TABLE 1</b>						
<b>Contacts Received by Phone and Email</b>	<i>Jul-24</i>	<b>Percentage</b>	<i>Aug-24</i>	<b>Percentage</b>	<i>Sep-24</i>	<b>Percentage</b>
Phone Call	10,618	91.0%	10,795	91%	10,084	91%
Emails	1,044	9.0%	1,071	9%	993	9%
<b>Total</b>	<b>11,662</b>	<b>100%</b>	<b>11,866</b>	<b>100%</b>	<b>11,077</b>	<b>100%</b>

<b>TABLE 2</b>						
<b>Average Talk Time and Wait Time</b>	<i>Jul-24</i>		<i>Aug-24</i>		<i>Sep-24</i>	
Average Talk Time	8		9		9	
Average Wait Time	5		4		7	

<b>TABLE 3</b>						
<b>Spoken Language</b>	<i>Jul-24</i>	<b>Percentage</b>	<i>Aug-24</i>	<b>Percentage</b>	<i>Sep-24</i>	<b>Percentage</b>
English	8,765	82.5%	8,923	83%	8,226	82%
Spanish	1,486	14.0%	1,504	14%	1,382	14%
Other	367	3.5%	368	3%	476	5%
<b>Total</b>	<b>10,618</b>	<b>100%</b>	<b>10,795</b>	<b>100%</b>	<b>10,084</b>	<b>100%</b>

<b>TABLE 4</b>						
<b>Number and Rate of Calls Abandoned</b>	<i>Jul-24</i>	<b>Percentage</b>	<i>Aug-24</i>	<b>Percentage</b>	<i>Sep-24</i>	<b>Percentage</b>
Calls Handled by the Ombudsman	10,618	60.1%	10,795	59%	10,084	56%
Caller Selected to Transfer Through the IVR	5,661	32.0%	5,739	32%	5,949	33%
Abandoned Calls	1,385	7.8%	1,660	9%	1,837	10%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>17,664</b>	<b>100%</b>	<b>18,194</b>	<b>100%</b>	<b>17,870</b>	<b>100%</b>



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<b>TABLE 5</b>						
<b>Number of Calls Referred to Another Entity</b>	<i>Jul-24</i>	<b>Percentage</b>	<i>Aug-24</i>	<b>Percentage</b>	<i>Sep-24</i>	<b>Percentage</b>
<b>Total Ombudsman Calls Handled</b>	<b>10,618</b>	<b>65.23%</b>	<b>10,795</b>	<b>65.29%</b>	<b>10,084</b>	<b>62.90%</b>
<b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</b>						
(1) County Offices	3,176	56.10%	3,177	55.36%	3,484	58.56%
(2) Covered California	431	7.61%	428	7.46%	429	7.21%
(3) Health Care Options	468	8.27%	518	9.03%	459	7.72%
(4) Denti-Cal	229	4.05%	253	4.41%	224	3.77%
(5) Mental Health	203	3.59%	182	3.17%	215	3.61%
(6) Medicare	417	7.37%	437	7.61%	473	7.95%
(7) State Fair Hearing	105	1.85%	110	1.92%	112	1.88%
(8) Medi-Cal Fee-For-Service	632	11.16%	634	11.05%	553	9.30%
<b>Total</b>	<b>5,661</b>	<b>34.77%</b>	<b>5,739</b>	<b>34.71%</b>	<b>5,949</b>	<b>37.10%</b>
<b>Total Calls</b>	<b>16,279</b>	<b>100.00%</b>	<b>16,534</b>	<b>100.00%</b>	<b>16,033</b>	<b>100.00%</b>

<b>TABLE 6</b>						
<b>Results of Contacts</b>	<i>Jul-24</i>	<b>Percentage</b>	<i>Aug-24</i>	<b>Percentage</b>	<i>Sep-24</i>	<b>Percentage</b>
Education	2,133	16.2%	2,229	16.6%	2,143	17.40%
Enrollment/Disenrollment	3,033	23.1%	3,047	22.7%	2,445	19.85%
No Changes Required	1,792	13.6%	1,831	13.7%	1,896	15.39%
Plan Change	994	7.6%	913	6.8%	854	6.93%
Processed Transaction	1,734	13.2%	2,168	16.2%	2,143	17.40%
Referral	3,143	23.9%	2,935	21.9%	2,598	21.09%
Remove Plan Hold	321	2.4%	285	2.1%	239	1.94%
<b>Total</b>	<b>13,150</b>	<b>100.00%</b>	<b>13,408</b>	<b>100.00%</b>	<b>12,318</b>	<b>100.00%</b>



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<b>TABLE 7</b>						
<b>Destination of Referred Calls</b>	<b>Jul-24</b>	<b>Percentage</b>	<b>Aug-24</b>	<b>Percentage</b>	<b>Sep-24</b>	<b>Percentage</b>
Covered CA	35	1.11%	58	1.98%	35	1.35%
County Eligibility Worker	1,283	40.82%	1,291	43.99%	1,118	43.03%
DentiCal	58	1.85%	43	1.47%	47	1.81%
Department of Managed Health Care	58	1.85%	59	2.01%	41	1.58%
Fee-For-Service	142	4.52%	136	4.63%	91	3.50%
Health Care Options	127	4.04%	124	4.22%	122	4.70%
Managed Care Plan	813	25.87%	676	23.03%	682	26.25%
MediCal for Families	2	0.06%	0	0.00%	0	0.00%
Medicare	80	2.55%	43	1.47%	51	1.96%
Mental Health Plan	36	1.15%	42	1.43%	41	1.58%
Provider Services	9	0.29%	1	0.03%	7	0.27%
Social Security Administration	110	3.50%	82	2.79%	70	2.69%
State Fair Hearings	74	2.35%	92	3.13%	67	2.58%
Third Party Liability/ OHC Status	55	1.75%	49	1.67%	44	1.69%
Other (Please specify in notes section)	261	8.30%	239	8.14%	182	7.01%
<b>Total:</b>	<b>3,143</b>	<b>100.00%</b>	<b>2,935</b>	<b>100.00%</b>	<b>2,598</b>	<b>100.00%</b>



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<b>TABLE 8</b>						
<b>Primary issue</b>	<b>Jul-24</b>	<b>Percentage</b>	<b>Aug-24</b>	<b>Percentage</b>	<b>Sep-24</b>	<b>Percentage</b>
Access to Care	4,904	37.29%	4,532	33.80%	3,942	32.00%
Address Change/Inter County Transfer (ICT)	1,386	10.54%	1,450	10.81%	1,209	9.81%
Beneficiary Identification Card (BIC) order	111	0.84%	115	0.86%	115	0.93%
Benefits	808	6.14%	906	6.76%	748	6.07%
Billing/Collection Notice	250	1.90%	206	1.54%	195	1.58%
Complaint	229	1.74%	230	1.72%	229	1.86%
Continuity/Coordination of Care (COC)	177	1.35%	129	0.96%	172	1.40%
Correspondence-Received Mail	98	0.75%	82	0.61%	130	1.06%
Covered CA	71	0.54%	90	0.67%	50	0.41%
Denial of Service	39	0.30%	50	0.37%	28	0.23%
Disenrollment	274	2.08%	369	2.75%	298	2.42%
Durable Medical Equipment (DME)	31	0.24%	20	0.15%	13	0.11%
Eligibility	772	5.87%	824	6.15%	727	5.90%
Enrollment	2,069	15.73%	2,407	17.95%	2,347	19.05%
Foster Care/Adoption	166	1.26%	216	1.61%	220	1.79%
Long Term Care (LTC) Exemption	17	0.13%	30	0.22%	11	0.09%
Medical Exemption Request (MER)	73	0.56%	97	0.72%	78	0.63%
Not listed	915	6.96%	762	5.68%	1,034	8.39%
Other Health Coverage (OHC)	171	1.30%	161	1.20%	118	0.96%
Plan Change	511	3.89%	675	5.03%	591	4.80%
Premium Assistance -QMB,WDP, MFF	78	0.59%	57	0.43%	63	0.51%
<b>Total Calls</b>	<b>13,150</b>	<b>100%</b>	<b>13,408</b>	<b>100%</b>	<b>12,318</b>	<b>100%</b>



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<b>TABLE 9</b>						
<b>Cases by Health Care Plan</b>	<b>Jul-24</b>	<b>Percentage</b>	<b>Aug-24</b>	<b>Percentage</b>	<b>Sep-24</b>	<b>Percentage</b>
000 - Fee for Service	3,594	27.33%	3,749	27.96%	3,600	29.23%
Alameda Alliance for Health	315	2.40%	335	2.50%	269	2.18%
Anthem Blue Cross Partnership Plan	533	4.05%	549	4.09%	521	4.23%
Blue Shield of California Promise Health Plan	117	0.89%	110	0.82%	142	1.15%
Cal Viva Health	127	0.97%	132	0.98%	128	1.04%
CalOptima	623	4.74%	617	4.60%	549	4.46%
CenCal Health	89	0.68%	80	0.60%	61	0.50%
Central California Alliance for Health	202	1.54%	206	1.54%	162	1.32%
CHPIV	65	0.49%	61	0.45%	47	0.38%
Community Health Group Partnership	154	1.17%	173	1.29%	209	1.70%
Contra Costa Health Plan	163	1.24%	171	1.28%	230	1.87%
Gold Coast Health Plan	127	0.97%	140	1.04%	136	1.10%
Health Net Community Solutions, Inc.	1,244	9.46%	1,290	9.62%	1,098	8.91%
Health Plan of San Joaquin	206	1.57%	251	1.87%	282	2.29%
Health Plan of San Mateo	102	0.78%	104	0.78%	79	0.64%
Inland Empire Health Plan	1,165	8.86%	1,107	8.26%	1,074	8.72%
Kern Family Health Care	126	0.96%	158	1.18%	120	0.97%
KP Cal LLC	1,312	9.98%	1,251	9.33%	1,098	8.91%
L.A. Care Health Plan	1,608	12.23%	1,631	12.16%	1,352	10.98%
Molina Healthcare of California Partner	451	3.43%	434	3.24%	396	3.21%
Partnership HealthPlan of California	563	4.28%	577	4.30%	529	4.29%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)		0.00%		0.00%	14	0.11%
San Francisco Health Plan	99	0.75%	120	0.89%	92	0.75%
Santa Clara Family Health Plan	133	1.01%	137	1.02%	111	0.90%
Senior Care Action Network (SCAN)		0.00%		0.00%	19	0.15%
<b>Total Cases by HCP</b>	<b>13,150</b>	<b>99.76%</b>	<b>13,408</b>	<b>99.81%</b>	<b>12,318</b>	<b>100.00%</b>

Blank cells represent plans with less than 11 cases reported along with complementary cell suppression, data is suppressed in accordance with the DHCS DDG v2.2.



MEDI-CAL MANAGED CARE  
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 DEMOGRAPHIC INFORMATION

<b>TABLE 10</b>						
<b>Cases by Ethnicity</b>	<b>Jul-24</b>	<b>Percentage</b>	<b>Aug-24</b>	<b>Percentage</b>	<b>Sep-24</b>	<b>Percentage</b>
Alaskan Native or American Indian	43	0.33%	36	0.27%	25	0.20%
Amerasian	0	0.00%	1	0.01%	1	0.01%
Asian Indian	148	1.13%	133	0.99%	83	0.67%
Asian or Pacific Islander	154	1.17%	147	1.10%	143	1.16%
Black	1,156	8.79%	1,199	8.94%	1,057	8.58%
Cambodian	9	0.07%	23	0.17%	24	0.19%
Chinese	191	1.45%	215	1.60%	202	1.64%
Declined to state	1,766	13.43%	1,858	13.86%	1,631	13.24%
Filipino	156	1.19%	154	1.15%	150	1.22%
Guamanian	2	0.02%	7	0.05%	1	0.01%
Hawaiian	4	0.03%	5	0.04%	8	0.06%
Hispanic	4,691	35.67%	4,618	34.44%	4,103	33.31%
Japanese	14	0.11%	14	0.10%	13	0.11%
Korean	66	0.50%	65	0.48%	59	0.48%
Laotian	3	0.02%	9	0.07%	6	0.05%
None Found	1,449	11.02%	1,469	10.96%	1,633	13.26%
Other	495	3.76%	482	3.59%	492	3.99%
Samoan	5	0.04%	7	0.05%	12	0.10%
Vietnamese	110	0.84%	131	0.98%	137	1.11%
White	2,688	20.44%	2,835	21.14%	2,538	20.60%
<b>Total</b>	<b>13,150</b>	<b>100.00%</b>	<b>13,408</b>	<b>100.00%</b>	<b>12,318</b>	<b>100.00%</b>



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DEMOGRAPHIC INFORMATION

<b>TABLE 11</b>						
<b>Cases by Gender</b>	<b>Jul-24</b>	<b>Percentage</b>	<b>Aug-24</b>	<b>Percentage</b>	<b>Sep-24</b>	<b>Percentage</b>
Female	6,402	48.68%	6,506	48.52%	5,756	46.73%
Male	5,037	38.30%	5,147	38.39%	4,704	38.19%
None Found	1,700	12.93%	1,740	12.98%	1,850	15.02%
Transgender: Female to Male	3	0.02%	5	0.04%	0	0.00%
Transgender: Male to Female	8	0.06%	10	0.07%	8	0.06%
<b>Total</b>	<b>13,150</b>	<b>100.00%</b>	<b>13,408</b>	<b>100.00%</b>	<b>12,318</b>	<b>100.00%</b>

<b>TABLE 12</b>						
<b>Cases by Age Range in Decades</b>	<b>Jul-24</b>	<b>Percentage</b>	<b>Aug-24</b>	<b>Percentage</b>	<b>Sep-24</b>	<b>Percentage</b>
Not Listed	1,435	10.91%	1,457	10.87%	1,620	13.15%
Age 0-9 years	1,797	13.67%	1,762	13.14%	1,487	12.07%
Age 10-19 years	1,283	9.76%	1,339	9.99%	1,254	10.18%
Age 20-29 years	1,703	12.95%	1,711	12.76%	1,554	12.62%
Age 30-39 years	1,877	14.27%	1,883	14.04%	1,662	13.49%
Age 40-49 years	1,486	11.30%	1,511	11.27%	1,358	11.02%
Age 50-59 years	1,503	11.43%	1,563	11.66%	1,393	11.31%
Age 60-69 years	1,269	9.65%	1,364	10.17%	1,221	9.91%
Age 70-79 years	500	3.80%	524	3.91%	498	4.04%
Age 80-89 years	218	1.66%	221	1.65%	210	1.70%
Age 90 +	79	0.60%	73	0.54%	61	0.50%
<b>Totals</b>	<b>13,150</b>	<b>100.00%</b>	<b>13,408</b>	<b>100.00%</b>	<b>12,318</b>	<b>100.00%</b>