



MEDI-CAL MANAGED CARE
 OFFICE OF THE OMBUDSMAN
 OCTOBER - DECEMBER 2024

TABLE 1						
Contacts Received by Phone and Email	Oct-24		Nov-24		Dec-24	
Phone Call	11,196	91%	9,047	90%	9,449	90%
Emails	1102	9%	974	10%	1,105	10%
Total	12,298	100%	10,021	100%	10,554	100%

TABLE 2						
Average Talk Time and Wait Time	Oct-24		Nov-24		Dec-24	
Average Talk Time	9		9		8	
Average Wait Time	4		6		4	

TABLE 3						
Spoken Language	Oct-24		Nov-24		Dec-24	
English	9,337	83%	7,532	83%	7,884	83%
Spanish	1,426	13%	1,203	13%	1,201	13%
Other	433	4%	312	3%	364	4%
Total	11,196	100%	9,047	100%	9,449	100%

TABLE 4						
Number and Rate of Calls Abandoned	Oct-24		Nov-24		Dec-24	
Calls Handled by the Ombudsman	11,196	58%	9,047	54%	9,449	56%
Caller Selected to Transfer Through the IVR	6,844	35%	6,347	38%	6,493	38%
Abandoned Calls	1,339	7%	1,347	8%	1,031	6%
Total Number of Calls Placed to Ombudsman	19,379	100%	16,741	100%	16,973	100%

TABLE 5						
Number of Calls Referred to Another Entity	Oct-24		Nov-24		Dec-24	
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	4,035	59%	3,873	61%	3,967	61%
(2) Covered California	522	8%	481	8%	464	7%
(3) Health Care Options (HCO)	509	7%	444	7%	487	8%
(4) Denti-Cal	246	4%	223	4%	228	4%
(5) Mental Health	214	3%	153	2%	185	3%
(6) Medicare	512	7%	451	7%	505	8%
(7) State Fair Hearing	144	2%	97	2%	93	1%
(8) Medi-Cal Fee-For-Service	662	10%	625	10%	564	9%
Total IVR Calls	6,844	100%	6,347	100%	6,493	100%



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TABLE 6

Results of Contacts	Oct-24		Nov-24		Dec-24	
Education	2,662	20%	2,013	18%	2,249	19%
Enrollment/Disenrollment	2,530	19%	2,532	23%	3,287	28%
No Changes Required	273	2%	217	2%	150	1%
Plan Change	1,680	12%	1,468	13%	1,463	13%
Processed Transaction	736	5%	708	6%	1,145	10%
Referral	2,783	21%	1,797	16%	597	5%
Remove Plan Hold	2,911	21%	2,409	22%	2,777	24%
Total	13,575	100%	11,144	100%	11,668	100%

TABLE 7

Destination of Referred Calls	Oct-24		Nov-24		Dec-24	
Covered CA	31	1%	28	1%	41	1%
County Eligibility Worker	1,201	41%	1,053	44%	1,167	42%
DentiCal	50	2%	39	2%	34	1%
Department of Managed Health Care	61	2%	54	2%	73	3%
Fee-For-Service	134	5%	104	4%	112	4%
Health Care Options	145	5%	134	6%	159	6%
Managed Care Plan	721	25%	577	24%	645	23%
MediCal for Families	1	0%	0	0%	0	0%
Medicare	75	3%	73	3%	76	3%
Mental Health Plan	49	2%	27	1%	32	1%
Provider Services	14	0%	11	0%	4	0%
Social Security Administration	83	3%	65	3%	88	3%
State Fair Hearings	55	2%	29	1%	84	3%
Third Party Liability/ OHC Status	47	2%	27	1%	39	1%
Other (Please specify in notes section)	244	8%	188	8%	223	8%
Total	2,911	100%	2,409	100%	2,777	100%



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TABLE 8

Primary issue	Oct-24		Nov-24		Dec-24	
Not listed	762	6%	741	7%	736	6%
Access to Care	4,557	34%	4,286	38%	5,281	45%
Address Change/Inter County Transfer (ICT)	1,173	9%	1,003	9%	1,002	9%
Beneficiary Identification Card (BIC) order	147	1%	119	1%	247	2%
Benefits	779	6%	638	6%	938	8%
Billing/Collection Notice	227	2%	219	2%	199	2%
Complaint	262	2%	170	2%	228	2%
Continuity/Coordination of Care (COC)	163	1%	116	1%	90	1%
Correspondence-Received Mail	158	1%	99	1%	129	1%
Covered CA	60	0%	35	0%	61	1%
Denial of Service	45	0%	33	0%	54	0%
Disenrollment	294	2%	186	2%	82	1%
Durable Medical Equipment (DME)	15	0%	17	0%	15	0%
Eligibility	782	6%	635	6%	778	7%
Enrollment	2,941	22%	1,848	17%	831	7%
Foster Care/Adoption	253	2%	285	3%	243	2%
Long Term Care (LTC) Exemption	7	0%	5	0%	7	0%
Medical Exemption Request (MER)	73	1%	72	1%	71	1%
Other Health Coverage (OHC)	181	1%	115	1%	167	1%
Plan Change	628	5%	468	4%	461	4%
Transportation	71	1%	54	0%	48	0%
Total Calls	13,578	100%	11,144	100%	11,668	100%



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TABLE 9

Cases by Health Care Plan	Oct-24		Nov-24		Dec-24	
Access Dental Plan Inc.		0%		0%		0%
Alameda Alliance for Health	331	3%	257	3%	285	3%
AltaMed Health Services Corporation		0%		0%		0%
Anthem Blue Cross Partnership Plan	532	5%	442	5%	486	6%
Blue Shield of California Promise Health Plan	150	2%	127	2%	138	2%
Cal Optima	638	6%	542	7%	545	6%
Cal Viva Health	127	1%	106	1%	115	1%
Cen Cal Health	114	1%	92	1%	94	1%
Center for Elders Independence		0%		0%		0%
Central California Alliance for Health	196	2%	171	2%	203	2%
Central Valley Pace		0%		0%		0%
CHPIV	50	1%	40	0%	52	1%
Community Health Group Partnership	172	2%	143	2%	168	2%
Contra Costa Health Plan	200	2%	166	2%	160	2%
Gold Coast Health Plan	122	1%	95	1%	119	1%
Health Net Community Solutions, Inc.	1,213	12%	1,004	12%	1059	12%
Health Net of California Dental		0%		0%		0%
Health Plan of San Joaquin	292	3%	268	3%	284	3%
Health Plan of San Mateo	89	1%	63	1%	76	1%
Inland Empire Health Plan	1,189	12%	1,053	13%	1035	12%
Innovage California PACE		0%		0%		0%
InnovAge PACE		0%		0%		0%
Kern Family Health Care	118	1%	112	1%	201	2%
KP Cal LLC	1,337	13%	1,016	12%	1090	13%
L.A. Care Health Plan	1,734	17%	1,353	17%	1347	16%
Liberty Dental Plan of CA Inc.		0%		0%		0%
Molina Healthcare of California Partner	473	5%	370	5%	388	4%
Pacific PACE		0%		0%		0%
Partnership HealthPlan of California	648	6%	511	6%	526	6%
Positive Healthcare (AIDS Healthcare Foundation)		0%		0%		0%
San Diego PACE		0%		0%		0%
San Francisco Health Plan	89	1%	77	1%	80	1%
Santa Clara Family Health Plan	138	1%	96	1%	109	1%
Senior Care Action Network (SCAN)	12	0%	15	0%	20	0%
Sutter Senior Care		0%		0%		0%
Total Cases by HCP	9,998	100%	8,160	99%	8,623	100%



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 DEMOGRAPHIC INFORMATION

TABLE 10						
Cases by Ethnicity	Oct-24		Nov-24		Dec-24	
Alaskan Native or American Indian	44	0%	44	0%	43	0%
Amerasian		0%		0%		0%
Asian Indian	117	1%	100	1%	125	1%
Asian or Pacific Islander	162	1%	119	1%	122	1%
Black	1,383	10%	1,011	9%	1,105	9%
Cambodian	11	0%	7	0%	11	0%
Chinese	210	2%	146	1%	189	2%
Declined to state	1,995	15%	1,525	14%	1,713	15%
Filipino	158	1%	151	1%	130	1%
Guamanian		0%		0%		0%
Hawaiian	3	0%	4	0%	7	0%
Hispanic	4,423	33%	3,671	33%	3,746	32%
Japanese	24	0%	10	0%	6	0%
Korean	67	0%	48	0%	70	1%
Laotian	10	0%	4	0%	1	0%
None Found	1,324	10%	1,260	11%	1,237	11%
Other	490	4%	428	4%	415	4%
Samoan	8	0%	4	0%	5	0%
Vietnamese	138	1%	115	1%	126	1%
White	3,007	22%	2,497	22%	2,612	22%
Total	13,578	100%	11,144	100%	11,688	100%

TABLE 11						
Cases by Gender	Oct-24		Nov-24		Dec-24	
Female	6,601	49%	5,339	48%	5,569	48%
Male	5,358	39%	4,308	39%	4,609	39%
Not Listed	1,604	12%	1,479	13%	1,500	13%
Transgender: Female to Male	4	0%	7	0%	3	0%
Transgender: Male to Female	11	0%	11	0%	7	0%
Total	13,578	100%	11,144	100%	11,688	100%



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TABLE 12

Cases by Age Range in Decades	Oct-24		Nov-24		Dec-24	
Unknown	1,309	10%	1,242	11%	1,223	10%
Age 0-9 years	1,629	12%	1,434	13%	1,392	12%
Age 10-19 years	1,333	10%	1,018	9%	1,027	9%
Age 20-29 years	1,709	13%	1,377	12%	1,449	12%
Age 30-39 years	1,947	14%	1,551	14%	1,732	15%
Age 40-49 years	1,490	11%	1,261	11%	1,274	11%
Age 50-59 years	1,675	12%	1,282	12%	1,395	12%
Age 60-69 years	1,506	11%	1,207	11%	1,304	11%
Age 70-79 years	643	5%	513	5%	567	5%
Age 80-89 years	272	2%	209	2%	245	2%
Age 90+	65	0%	50	0%	60	1%
Totals	13,578	90%	11,144	89%	11,668	90%

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