



MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
JANUARY - MARCH 2023



TABLE 1

Contacts Received by Phone and Email	Jan-23	Percentage	Feb-23	Percentage	Mar-23	Percentage
Phone Call	9,970	92%	9,180	91%	9,297	93%
Emails	840	8%	858	9%	711	7%
<b>Total</b>	<b>10,810</b>	<b>100%</b>	<b>10,038</b>	<b>100%</b>	<b>10,008</b>	<b>100%</b>

TABLE 2

Average Talk Time and Wait Time	Jan-23	Feb-23	Mar-23
Average Talk Time	8	8	8
Average Wait Time	4	5	5

TABLE 3

Spoken Language	Jan-23	Percentage	Feb-23	Percentage	Mar-23	Percentage
English	8,467	85%	7,851	84%	7,791	84%
Spanish	1,138	1%	1,124	12%	1,081	12%
Other	365	4%	391	4%	425	5%
<b>Total</b>	<b>9,970</b>	<b>100%</b>	<b>9,366</b>	<b>100%</b>	<b>9,297</b>	<b>100%</b>

TABLE 4

Number and Rate of Calls Abandoned	Jan-23	Percentage	Feb-23	Percentage	Mar-23	Percentage
Calls Handled by the Ombudsman	9,970	56%	9,366	54%	9,297	51%
Caller Selected to Transfer Through the IVR	6,708	38%	6,625	38%	7,316	40%

<b>Number and Rate of Calls Abandoned</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Abandoned Calls	1,022	6%	1,338	8%	1,660	9%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>17,700</b>	<b>100%</b>	<b>17,329</b>	<b>100%</b>	<b>18,273</b>	<b>100%</b>

**TABLE 5**

<b>Number of Calls Referred to Another Entity</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
<b>Total Ombudsman Calls Handled</b>	<b>9,970</b>	<b>60%</b>	<b>9,366</b>	<b>59%</b>	<b>9,297</b>	<b>56%</b>
<b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</b>						
(1) County Offices	4,139	62%	3,992	60%	4,644	63%
(2) Covered California	344	5%	301	5%	371	5%
(3) Health Care Options (HCO)	494	7%	504	8%	532	7%
(4) Medi-Cal Dental	201	3%	189	3%	185	3%
(5) Mental Health	305	5%	266	4%	329	5%
(6) Medicare	463	7%	456	7%	472	6%
(7) State Fair Hearing	124	2%	112	2%	114	2%
(8) Medi-Cal Fee-For-Service	638	10%	805	12%	669	9%
<b>Total</b>	<b>6,708</b>	<b>40%</b>	<b>6,625</b>	<b>41%</b>	<b>7,316</b>	<b>44%</b>

**TABLE 6**

<b>Results of Contacts</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Education	2,960	26%	2,335	22%	2,011	19%
Enrollment/ Disenrollment	3,015	26%	3,024	28%	2,971	28%
No Answer/Left Voicemail	1,017	9%	1,329	12%	1,373	13%
No Changes Required	1,660	15%	1,273	12%	1,054	10%
Plan Change	186	2%	210	2%	340	3%

<b>Results of Contacts</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Processed Transaction	2,289	20%	2,284	21%	2,445	23%
Referral	341	3%	300	3%	275	3%
<b>Total</b>	<b>11,468</b>	<b>100%</b>	<b>10,755</b>	<b>100%</b>	<b>10,469</b>	<b>100%</b>

**TABLE 7**

<b>Destination of Referred Calls</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Covered CA	49	2%	42	2%	64	3%
County Eligibility Worker	837	37%	797	35%	849	35%
Medi-Cal Dental	21	1%	29	1%	40	2%
Department of Managed Health Care	53	2%	44	2%	60	2%
Fee-For-Service	87	4%	105	5%	99	4%
Health Care Options	73	3%	159	7%	134	5%
Managed Care Plan	621	27%	623	27%	642	26%
MediCal for Families	0	0%	1	0%	0	0%
Medicare	73	3%	54	2%	61	2%
Mental Health Plan	45	2%	50	2%	60	2%
Provider Services	4	0%	0	0%	4	0%
Social Security Administration	93	4%	75	3%	103	4%
State Fair Hearings	33	1%	40	2%	48	2%
Third Party Liability/ OHC Status	41	2%	32	1%	34	1%
Other (Please specify in notes section)	259	11%	233	10%	247	10%
<b>Total</b>	<b>2,289</b>	<b>100%</b>	<b>2,284</b>	<b>100%</b>	<b>2,445</b>	<b>100%</b>

**TABLE 8**

<b>Primary issue</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Access to Care	3,767	33%	3,131	29%	3,057	29%

<b>Primary issue</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Address Change/Inter County Transfer	1,038	9%	897	8%	974	9%
Beneficiary Identification Card (BIC) order	144	1%	129	1%	145	1%
Benefits	2,280	20%	1,900	18%	1,778	17%
Billing/Collection Notice	182	2%	179	2%	192	2%
Complaint	237	2%	202	2%	210	2%
Continuity/Coordination of Care (COC)	114	1%	168	2%	219	2%
Correspondence-Received Mail	114	1%	73	1%	99	1%
Covered CA	33	0%	38	0%	55	1%
Denial of Service	27	0%	45	0%	44	0%
Disenrollment	149	1%	309	3%	216	2%
Durable Medical Equipment (DME)	13	0%	11	0%	21	0%
Eligibility	496	4%	478	4%	462	4%
Enrollment	1,010	9%	1,171	11%	1,037	10%
Foster Care/Adoption	145	1%	154	1%	137	1%
Long Term Care (LTC) Exemption	73	1%	142	1%	90	1%
Medical Exemption Request (MER)	133	1%	159	1%	158	2%
Not listed	781	7%	856	8%	881	8%
Other Health Coverage (OHC)	219	2%	139	1%	140	1%
Plan Change	447	4%	517	5%	482	5%
Premium Assistance -QMB,WDP, MFF	3	0%	7	0%	3	0%
Share of Cost	13	0%	9	0%	14	0%
Transplant	4	0%	3	0%	0	0%
Transportation	45	0%	37	0%	52	0%
Treatment Authorization Request	1	0%	1	0%	3	0%
<b>Total Calls</b>	<b>11,468</b>	<b>100%</b>	<b>10,755</b>	<b>100%</b>	<b>10,469</b>	<b>100%</b>

**TABLE 9**

<b>Cases by Health Care Plan</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
000 - Fee for Service	3,440	30%	2,624	24%	2,746	26%
Aetna Better Health of California	76	1%	108	1%	113	1%
Alameda Alliance for Health	219	2%	229	2%	218	2%
Anthem Blue Cross Partnership Plan	821	7%	975	9%	825	8%
Blue Shield of California Promise Health Plan	95	1%	89	1%	93	1%
California Health and Wellness Plan	169	1%	176	2%	147	1%
CalOptima	452	4%	462	4%	407	4%
Cal Viva Health	106	1%	142	1%	111	1%
CenCal Health	38	0%	60	1%	81	1%
Central California Alliance for Health	127	1%	113	1%	120	1%
Community Health Group Partnership	121	1%	138	1%	122	1%
Contra Costa Health Plan	188	2%	201	2%	204	2%
Gold Coast Health Plan	150	1%	95	1%	154	1%
Health Net Community Solutions, Inc.	1,210	11%	1,273	12%	1,018	10%
Health Plan of San Joaquin	199	2%	206	2%	196	2%
Health Plan of San Mateo	46	0%	76	1%	49	0%
Inland Empire Health Plan	917	8%	899	8%	936	9%
Kern Family Health Care	112	1%	132	1%	113	1%
KP Cal LLC	181	2%	156	1%	147	1%
L.A. Care Health Plan	1,236	11%	1,279	12%	1,253	12%
Molina Healthcare of California Partner	540	5%	467	4%	488	5%
No eligibility	364	3%	333	3%	294	3%
Partnership HealthPlan of California	387	3%	275	3%	342	3%
San Francisco Health Plan	93	1%	67	1%	82	1%

<b>Cases by Health Care Plan</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Santa Clara Family Health Plan	121	1%	116	1%	153	1%
Senior Care Action Network (SCAN)	17	0%	30	0%	28	0%
<b>Total Cases by MCP</b>	<b>11,468</b>	<b>100%</b>	<b>10,755</b>	<b>100%</b>	<b>10,469</b>	<b>100%</b>

**TABLE 10**

<b>Cases by Ethnicity</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Alaskan Native or American Indian	49	0%	51	0%	22	0%
Amerasian	0	0%	0	0%	1	0%
Asian Indian	112	1%	112	1%	151	1%
Asian or Pacific Islander	114	1%	117	1%	81	1%
Black	950	8%	870	8%	891	9%
Cambodian	12	0%	12	0%	11	0%
Chinese	190	2%	203	2%	155	1%
Declined to state	1,135	10%	1074	10%	1029	10%
Filipino	130	1%	96	1%	107	1%
Guamanian	2	0%	1	0%	6	0%
Hawaiian	7	0%	5	0%	3	0%
Hispanic	3,252	28%	3119	29%	2960	28%
Japanese	20	0%	15	0%	17	0%
Korean	75	1%	53	0%	62	1%
Laotian	10	0%	7	0%	6	0%
Unknown/Not Disclosed	1,170	10%	1159	11%	1205	12%
Other	1,306	11%	1207	11%	1165	11%
Samoan	13	0%	10	0%	2	0%
Vietnamese	92	1%	97	1%	108	1%
White	2,829	25%	2547	24%	2487	24%
<b>Total</b>	<b>11,468</b>	<b>100%</b>	<b>10,755</b>	<b>100%</b>	<b>10,469</b>	<b>100%</b>

**TABLE 11**

<b>Cases by Gender</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Female	5,698	50%	5205	48%	5070	48%
Male	4,205	37%	3977	37%	3825	37%
Transgender: Female to Male	2	0%	1	0%	2	0%
Transgender: Male to Female	3	0%	6	0%	3	0%
Unknown/Not Disclosed	1,560	14%	1,566	15%	1,569	15%
<b>Total</b>	<b>11,468</b>	<b>100%</b>	<b>10,755</b>	<b>100%</b>	<b>10,469</b>	<b>100%</b>

**TABLE 12**

<b>Cases by Age Range in Decades</b>	<b>Jan-23</b>	<b>Percentage</b>	<b>Feb-23</b>	<b>Percentage</b>	<b>Mar-23</b>	<b>Percentage</b>
Unknown	1,162	10%	1,156	11%	1,196	11%
Age 0-9 years	1,537	13%	1,398	13%	1,449	14%
Age 10-19 years	1,015	9%	930	9%	897	9%
Age 20-29 years	1,457	13%	1,346	13%	1,310	13%
Age 30-39 years	1,390	12%	1,370	13%	1,360	13%
Age 40-49 years	1,043	9%	914	8%	1,012	10%
Age 50-59 years	1,485	13%	1,404	13%	1,252	12%
Age 60-69 years	1,441	13%	1,247	12%	1,163	11%
Age 70-79 years	599	5%	597	6%	520	5%
Age 80-89 years	286	2%	298	3%	215	2%
Age 90 +	53	0%	95	1%	95	1%
<b>Totals</b>	<b>11,468</b>	<b>100%</b>	<b>10,755</b>	<b>100%</b>	<b>10,469</b>	<b>100%</b>