

SB97 REPORT
QUARTER 3 2025-2026
1/1/2026-3/31/2026

Senate Bill (SB) 97, which was Chaptered on Jany 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-26</i>	<i>Pct.</i>	<i>Feb-26</i>	<i>Pct.</i>	<i>Mar-26</i>	<i>Pct.</i>
Phone Call	9,944	91%	9,210	89%	9,304	88%
Emails	1,000	9%	1,179	11%	1,263	12%
Total	10,944	100%	10,389	100%	10,567	100%

TABLE 2

AVERAGE TALK TIME AND WAIT TIME	<i>Jan-26</i>		<i>Feb-26</i>		<i>Mar-26</i>	
Average Talk Time	8		8		8	
Average Wait Time	4		5		5	

TABLE 3

SPOKEN LANGUAGE	<i>Jan-26</i>	<i>Pct.</i>	<i>Feb-26</i>	<i>Pct.</i>	<i>Mar-26</i>	<i>Pct.</i>
English	8,863	89%	8,217	89%	8,259	88%
Spanish	1,031	10%	961	10%	994	11%
Other	50	1%	32	0%	51	1%
Total	9,944	100%	9,210	100%	9,304	100%

TABLE 4

NUMBER AND RATE OF CALLS ABANDONED	<i>Jan-26</i>	<i>Pct.</i>	<i>Feb-26</i>	<i>Pct.</i>	<i>Mar-26</i>	<i>Pct.</i>
Calls Handled by the Ombudsman	9,944	52%	9,210	49%	9,304	50%
Caller Selected to Transfer Through the IVR	8,321	44%	8,190	44%	8,136	43%
Abandoned Calls	682	4%	1,383	7%	1,229	7%
Total Number of Calls Placed to Ombudsman	18,947	100%	18,783	100%	18,669	100%

TABLE 5

NUMBER OF CALLS REFERRED TO ANOTHER AGENCY	<i>Jan-26</i>	<i>Pct.</i>	<i>Feb-26</i>	<i>Pct.</i>	<i>Mar-26</i>	<i>Pct.</i>
Non-Ombudsman Selection Interactive Voice Response Category Selections						
(1) County Offices	165	2%	121	1%	166	2%
(2) Covered California	311	4%	253	3%	268	3%
(3) Medi-Cal Dental	269	3%	246	3%	257	3%
(4) Medi-Cal Fee-For-Service	579	7%	567	7%	568	7%
(5) State Hearing	952	11%	932	11%	893	11%
(6) Health Care Options	439	5%	435	5%	447	5%
(7) Medicare/SSA	376	5%	391	5%	442	5%
(8) Medi-Cal RX	5,230	63%	5,245	64%	5,095	63%
Total IVR Calls	8,321	100%	8,190	100%	8,136	100%

TABLE 6

RESULTS OF CONTACTS	<i>Jan-26</i>	<i>Pct.</i>	<i>Feb-26</i>	<i>Pct.</i>	<i>Mar-26</i>	<i>Pct.</i>
Education	1,786	15%	1,616	14%	1,802	16%
Enrollment/Disenrollment	3,831	32%	3,663	32%	3,627	31%
No Changes Required	1,785	15%	1,724	15%	1,701	15%
Plan Change	1,481	12%	1,580	14%	1,309	11%
Processed Transaction	224	2%	225	2%	280	2%
Referral	2,809	23%	2,639	23%	2,753	24%
Remove Plan Hold	111	1%	85	1%	126	1%
Total	12,027	100%	11,532	100%	11,598	100%

TABLE 7

DESTINATION OF REFERRED CALLS	<i>Jan-26</i>	<i>Pct.</i>	<i>Feb-26</i>	<i>Pct.</i>	<i>Mar-26</i>	<i>Pct.</i>
Covered CA	26	1%	25	1%	33	1%
County Eligibility Worker	1,132	40%	1,111	42%	1,052	38%
DentiCal	18	1%	25	1%	25	1%
Department of Managed Health Care	78	3%	68	3%	61	2%
Fee-For-Service	108	4%	101	4%	133	5%
Health Care Options	157	6%	146	6%	135	5%
Managed Care Plan	773	28%	670	25%	720	26%
Medicare	59	2%	43	2%	43	2%
Mental Health Plan	26	1%	15	1%	24	1%
Provider Services	24	1%	11	0%	12	0%
Social Security Administration	77	3%	61	2%	65	2%
State Fair Hearings	49	2%	77	3%	87	3%
Third Party Liability/ OHC Status	73	3%	60	2%	101	4%
Other (Please specify in notes section)	209	7%	226	9%	262	10%
Total	2,809	100%	2,639	100%	2,753	100%

TABLE 8

PRIMARY ISSUE	Jan-26	Pct.	Feb-26	Pct.	Mar-26	Pct.
Access to Care	6,407	53%	5,791	50%	5,784	50%
Address Change/Inter County Transfer (ICT)	1,145	10%	1,168	10%	978	8%
Beneficiary Identification Card (BIC) order	130	1%	109	1%	147	1%
Benefits	808	7%	944	8%	1,034	9%
Billing/Collection Notice	178	1%	189	2%	239	2%
Complaint	238	2%	247	2%	246	2%
Continuity/Coordination of Care (COC)	135	1%	165	1%	171	1%
Correspondence-Received Mail	108	1%	81	1%	114	1%
Covered CA	49	0%	38	0%	53	0%
Denial of Service	46	0%	59	1%	54	0%
Durable Medical Equipment (DME)	18	0%	15	0%	16	0%
ECM/Housing Assistance	233	2%	215	2%	222	2%
Eligibility	866	7%	892	8%	889	8%
Foster Care/Adoption	257	2%	246	2%	263	2%
Long Term Care (LTC)	24	0%	30	0%	52	0%
Medical Exemption Request (MER)	70	1%	86	1%	85	1%
Not listed	570	5%	556	5%	511	4%
Other Health Coverage (OHC)	150	1%	114	1%	168	1%
Plan Change	515	4%	523	5%	515	4%
Transportation	80	1%	64	1%	57	0%
Total Calls	12,027	100%	11,532	100%	11,598	100%

TABLE 9

CASE BY HEALTH CARE PLAN	Jan-26	Pct.	Feb-26	Pct.	Mar-26	Pct.
Alameda Alliance for Health	344	4%	259	3%	232	3%
AltaMed Health Services		0%		0%		0%
Anthem Blue Cross Partnership	583	7%	545	6%	505	6%
Blue Shield Promise	169	2%	135	2%	118	1%
Cal Viva Health	139	2%	122	1%	115	1%
CalOptima	532	6%	484	6%	450	5%
CenCal Health	62	1%	68	1%	73	1%
Central California Alliance	213	2%	189	2%	163	2%
CHPIV	43	0%	36	0%	52	1%
Community Health Group	135	2%	128	1%	102	1%
Contra Costa Health Plan	192	2%	223	3%	193	2%
Gold Coast Health Plan	90	1%	96	1%	84	1%
Health Net	1,076	12%	1,036	12%	1,071	13%
Health Plan of San Joaquin	172	2%	138	2%	131	2%
Health Plan of San Mateo	85	1%	68	1%	66	1%
Inland Empire Health Plan	996	11%	1,042	12%	1,072	13%
Kern Family Health Care	99	1%	99	1%	124	1%
KP Cal LLC	1,280	14%	1,369	16%	1,359	16%
L.A. Care Health Plan	1,294	15%	1,287	15%	1,320	16%
Molina Healthcare of California	469	5%	401	5%	422	5%
PACE		0%		0%		0%
Partnership HealthPlan of CA	644	7%	653	8%	618	7%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)		0%		0%		0%
San Francisco Health Plan	62	1%	52	1%	51	1%
Santa Clara Family Health Plan	97	1%	108	1%	99	1%
Senior Care Action Network		0%		0%		0%
Total	8,841	100%	8,579	100%	8,487	100%

TABLE 10

CASE BY ETHNICITY	Jan-26	Pct.	Feb-26	Pct.	Mar-26	Pct.
Alaskan Native or American Indian	47	0%	55	0%	53	0%
Amerasian		0%		0%		0%
Asian Indian	99	1%	92	1%	125	1%
Asian or Pacific Islander	133	1%	154	1%	144	1%
Black	1,221	10%	1,152	10%	1,228	11%
Cambodian	10	0%	14	0%	10	0%
Chinese	126	1%	105	1%	119	1%
Declined to state	1,638	14%	1,556	13%	1,461	13%
Filipino	142	1%	121	1%	108	1%
Guamanian		0%		0%		0%
Hawaiian		0%		0%		0%
Hispanic	3,804	32%	3,708	32%	3,764	32%
Japanese	13	0%	19	0%	11	0%
Korean	79	1%	69	1%	49	0%
Laotian		0%		0%		0%
None Found	1,320	11%	1,282	11%	1,278	11%
Other	448	4%	368	3%	400	3%
Samoan	11	0%	14	0%	15	0%
Vietnamese	107	1%	90	1%	92	1%
White	2,804	23%	2,723	24%	2,734	24%
Total	12,027	100%	11,532	100%	11,598	100%

TABLE 11

CASE BY GENDER	Jan-26	Pct.	Feb-26	Pct.	Mar-26	Pct.
Female	5,875	49%	5,463	47%	5,453	47%
Male	4,645	39%	4,689	41%	4,689	40%
Not Listed	1,493	12%	1,376	12%	1,453	13%
Transgender: Female to Male	8	0%	2	0%	1	0%
Transgender: Male to Female	6	0%	2	0%	2	0%
Total	12,027	100%	11,532	100%	11,598	100%

TABLE 12

CASE BY AGE RANGE (in decades)	Jan-26	Pct.	Feb-26	Pct.	Mar-26	Pct.
Unknown	1,302	11%	1,273	11%	1,271	11%
Age 0-9 years	1,340	11%	1,283	11%	1,257	11%
Age 10-19 years	940	8%	901	8%	918	8%
Age 20-29 years	1,421	12%	1,335	12%	1,363	12%
Age 30-39 years	1,718	14%	1,731	15%	1,788	15%
Age 40-49 years	1,400	12%	1,387	12%	1,411	12%
Age 50-59 years	1,519	13%	1,428	12%	1,403	12%
Age 60-69 years	1,438	12%	1,331	12%	1,311	11%
Age 70-79 years	559	5%	511	4%	502	4%
Age 80-89 years	292	2%	261	2%	273	2%
Age 90+	98	1%	91	1%	101	1%
Totals	12,027	100%	11,532	100%	11,598	100%