

SB 97 REPORT
QUARTER 4 2024-2025
4/1/2025-6/30/2025

Senate Bill (SB) 97, which was Chaptered on July 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>Apr-25</i>	<i>Pct.</i>	<i>May-25</i>	<i>Pct.</i>	<i>Jun-25</i>	<i>Pct.</i>
Phone Call	11,835	91.6%	10,493	91%	10,976	92%
Emails	1,091	8.4%	1,013	9%	896	8%
Total	12,926	100%	11,506	100%	11,872	100%

TABLE 2

AVERAGE TALK TIME AND WAIT TIME	<i>Apr-25</i>		<i>May-25</i>		<i>Jun-25</i>	
Average Talk Time	8		8		8	
Average Wait Time	4		4		5	

TABLE 3

SPOKEN LANGUAGE	<i>Apr-25</i>	<i>Pct.</i>	<i>May-25</i>	<i>Pct.</i>	<i>Jun-25</i>	<i>Pct.</i>
English	10,047	84.9%	8,924	85%	9,392	86%
Spanish	1,381	11.7%	1,219	12%	1,225	11%
Other	407	3.4%	350	3%	359	3%
Total	11,835	100%	10,493	100%	10,976	100%

TABLE 4

NUMBER AND RATE OF CALLS ABANDONED	<i>Apr-25</i>	<i>Pct.</i>	<i>May-25</i>	<i>Pct.</i>	<i>Jun-25</i>	<i>Pct.</i>
Calls Handled by the Ombudsman	11,835	63.2%	10,493	63%	10,976	57%
Caller Selected to Transfer Through the IVR	5,763	30.8%	5,241	31%	6,586	34%
Abandoned Calls	1,131	6.0%	984	6%	1,599	8%
Total Number of Calls Placed to Ombudsman	18,729	100%	16,718	100%	19,161	100%

TABLE 5

NUMBER OF CALLS REFERRED TO ANOTHER AGENCY	<i>Apr-25</i>	<i>Pct.</i>	<i>May-25</i>	<i>Pct.</i>	<i>Jun-25</i>	<i>Pct.</i>
Non-Ombudsman Selection Interactive Voice Response Category Selections						
(1) County Offices	3,224	55.94%	2,858	54.53%	3,534	53.66%
(2) Covered California	460	7.98%	398	7.59%	494	7.50%
(3) Health Care Options	532	9.23%	474	9.04%	572	8.69%
(4) Medi-Cal Dental	206	3.57%	204	3.89%	387	5.88%
(5) Mental Health	206	3.57%	221	4.22%	493	7.49%
(6) Medicare	428	7.43%	373	7.12%	325	4.93%
(7) State Hearing	109	1.89%	118	2.25%	126	1.91%
(8) Medi-Cal Fee-For-Service	598	10.38%	595	11.35%	655	9.95%
Total IVR Calls	5,763	100%	5,241	100%	6,586	100%

TABLE 6

RESULTS OF CONTACTS	<i>Apr-25</i>	<i>Pct.</i>	<i>May-25</i>	<i>Pct.</i>	<i>Jun-25</i>	<i>Pct.</i>
Education	2,337	16.8%	2,045	16.7%	2,010	15.88%
Enrollment/Disenrollment	4,006	28.7%	3,502	28.6%	3,702	29.25%
No Changes Required	259	1.9%	187	1.5%	212	1.68%
Plan Change	1,979	14.2%	1,829	15.0%	1,804	14.26%
Processed Transaction	2,092	15.0%	1,734	14.2%	1,765	13.95%
Referral	276	2.0%	298	2.4%	295	2.33%
Remove Plan Hold	2,998	21.5%	2,632	21.5%	2,867	22.66%
Total	13,947	100%	12,227	100%	12,655	100%

TABLE 7

DESTINATION OF REFERRED CALLS	<i>Apr-25</i>	<i>Pct.</i>	<i>May-25</i>	<i>Pct.</i>	<i>Jun-25</i>	<i>Pct.</i>
Covered CA	30	1.00%	18	0.68%	22	0.77%
County Eligibility Worker	1,175	39.19%	972	36.93%	1,097	38.26%
DentiCal	47	1.57%	40	1.52%	51	1.78%
Dept. of Managed Health Care	59	1.97%	60	2.28%	60	2.09%
Fee-For-Service	138	4.60%	101	3.84%	125	4.36%
Health Care Options	163	5.44%	153	5.81%	143	4.99%
Managed Care Plan	834	27.82%	804	30.55%	842	29.37%
Medicare	54	1.80%	63	2.39%	80	2.79%
Mental Health Plan	28	0.93%	21	0.80%	30	1.05%
Provider Services	5	0.17%	2	0.08%	18	0.63%
Social Security Administration	101	3.37%	92	3.50%	99	3.45%
State Fair Hearings	46	1.53%	43	1.63%	42	1.46%
Third Party Liability OHC Status	69	2.30%	60	2.28%	75	2.62%
Other	249	8.31%	203	7.71%	183	6.38%
Total:	2,998	100%	2,632	100%	2,867	100%

TABLE 8

PRIMARY ISSUE	<i>Apr-25</i>	<i>Pct.</i>	<i>May-25</i>	<i>Pct.</i>	<i>Jun-25</i>	<i>Pct.</i>
Access to Care	7,571	54.28%	6,549	53.56%	6,793	53.68%
Address Change/ICT	1,491	10.69%	1,244	10.17%	1,279	10.11%
Beneficiary Identification Card order	149	1.07%	118	0.97%	135	1.07%
Benefits	937	6.72%	798	6.53%	942	7.44%
Billing/Collection Notice	222	1.59%	229	1.87%	195	1.54%
Complaint	250	1.79%	226	1.85%	224	1.77%
Continuity/Coordination of Care	152	1.09%	130	1.06%	154	1.22%
Correspondence-Received Mail	124	0.89%	114	0.93%	142	1.12%
Covered CA	40	0.29%	49	0.40%	30	0.24%
Denial of Service	41	0.29%	33	0.27%	38	0.30%
Durable Medical Equipment	15	0.11%	18	0.15%	14	0.11%
Eligibility	784	5.62%	771	6.31%	683	5.40%
Foster Care/Adoption	262	1.88%	256	2.09%	248	1.96%
Long Term Care (LTC)	56	0.40%	45	0.37%	37	0.29%
Medical Exemption Request	100	0.72%	90	0.74%	81	0.64%
Not listed	959	6.88%	735	6.01%	901	7.12%
Other Health Coverage (OHC)	175	1.25%	144	1.18%	141	1.11%
Plan Change	545	3.91%	598	4.89%	556	4.39%
Transportation	74	0.53%	80	0.65%	62	0.49%
Total Calls	13,947	100%	12,227	100%	12,655	100%

TABLE 9

CASE BY HEALTH CARE PLAN	Apr-25	Pct.	May-25	Pct.	Jun-25	Pct.
000 - Fee for Service	3,518	25.22%	3,069	25.10%	3,260	25.76%
Alameda Alliance for Health	344	2.47%	246	2.01%	229	1.81%
Anthem Blue Cross	696	4.99%	559	4.57%	647	5.11%
Blue Shield of CA Promise	155	1.11%	127	1.04%	131	1.04%
Cal Viva Health	169	1.21%	139	1.14%	151	1.19%
CalOptima	615	4.41%	528	4.32%	627	4.95%
CenCal Health	106	0.76%	75	0.61%	70	0.55%
Central CA Alliance for Health	227	1.63%	183	1.50%	212	1.68%
CHPIV	73	0.52%	41	0.34%	58	0.46%
Community Health Group	145	1.04%	170	1.39%	141	1.11%
Contra Costa Health Plan	197	1.41%	176	1.44%	201	1.59%
Gold Coast Health Plan	132	0.95%	148	1.21%	156	1.23%
Health Net	1,363	9.77%	1,170	9.57%	1,285	10.15%
Health Net of California Dental		0.00%		0.00%		0.00%
Health Plan of San Joaquin	244	1.75%	208	1.70%	179	1.41%
Health Plan of San Mateo	76	0.54%	74	0.61%	78	0.62%
Inland Empire Health Plan	1,337	9.59%	1,161	9.50%	1,170	9.25%
InnovAge PACE		0.00%		0.00%		0.00%
Kern Family Health Care	120	0.86%	130	1.06%	97	0.77%
KP Cal LLC	1,339	9.60%	1,200	9.81%	1,159	9.16%
L.A. Care Health Plan	1,662	11.92%	1,630	13.33%	1,496	11.82%
Liberty Dental Plan of CA Inc.		0.00%		0.00%		0.00%
Molina Healthcare of CA	480	3.44%	412	3.37%	482	3.81%
Partnership HealthPlan of CA	692	4.96%	545	4.46%	570	4.50%
San Francisco Health Plan	71	0.51%	94	0.77%	76	0.60%
Santa Clara Family Health Plan	122	0.87%	103	0.84%	117	0.92%
Senior Care Action Network	21	0.15%	12	0.10%	19	0.15%
Total Cases by HCP	13,947	100%	12,227	100%	12,655	100%

*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.

TABLE 10

CASE BY ETHNICITY	Apr-25	Pct.	May-25	Pct.	Jun-25	Pct.
Alaskan or American Indian	57	0.41%	49	0.40%	53	0.42%
Amerasian	1	0.01%	0	0.00%	0	0.00%
Asian Indian	147	1.05%	138	1.13%	115	0.91%
Asian or Pacific Islander	157	1.13%	148	1.21%	154	1.22%
Black	1,407	10.09%	1,178	9.63%	1,272	10.05%
Cambodian	20	0.14%	13	0.11%	11	0.09%
Chinese	191	1.37%	144	1.18%	171	1.35%
Declined to state	1,893	13.57%	1,626	13.30%	1,686	13.32%
Filipino	145	1.04%	146	1.19%	151	1.19%
Guamanian	3	0.02%	5	0.04%	4	0.03%
Hawaiian	6	0.04%	5	0.04%	2	0.02%
Hispanic	4,781	34.28%	4,024	32.91%	4,145	32.75%
Japanese	13	0.09%	8	0.07%	13	0.10%
Korean	78	0.56%	65	0.53%	52	0.41%
Laotian	10	0.07%	9	0.07%	10	0.08%
None Found	1,342	9.62%	1,253	10.25%	1,358	10.73%
Other	490	3.51%	450	3.68%	459	3.63%
Samoan	7	0.02%	6	0.01%	12	0.03%
Vietnamese	132	0.95%	106	0.87%	97	0.77%
White	3,067	21.99%	2,854	23.34%	2,890	22.84%
Total	13,947	100%	12,227	100%	12,655	100%

TABLE 11

CASE BY GENDER	Apr-25	Pct.	May-25	Pct.	Jun-25	Pct.
Female	6,862	49.20%	5,784	47.31%	6,041	47.74%
Male	5,483	39.31%	4,930	40.32%	4,990	39.43%
Not Listed	1,596	11.44%	1,505	12.31%	1,617	12.78%
Transgender: Female to Male	3	0.02%	3	0.02%	2	0.02%
Transgender: Male to Female	3	0.02%	5	0.04%	5	0.04%
Total	13,947	100%	12,227	100%	12,655	100%

TABLE 12

CASE BY AGE RANGE (in decades)	Apr-25	Pct.	May-25	Pct.	Jun-25	Pct.
Unknown	1,330	9.54%	1,231	10.07%	1,345	10.63%
Age 0-9 years	1,637	11.74%	1,343	10.98%	1,305	10.31%
Age 10-19 years	1,124	8.06%	999	8.17%	1,007	7.96%
Age 20-29 years	1,767	12.67%	1,484	12.14%	1,637	12.94%
Age 30-39 years	2,114	15.16%	1,924	15.74%	1,906	15.06%
Age 40-49 years	1,604	11.50%	1,477	12.08%	1,434	11.33%
Age 50-59 years	1,701	12.20%	1,474	12.06%	1,576	12.45%
Age 60-69 years	1,646	11.80%	1,353	11.07%	1,465	11.58%
Age 70-79 years	660	4.73%	561	4.59%	619	4.89%
Age 80-89 years	282	2.02%	281	2.30%	286	2.26%
Age 90+	82	0.59%	100	0.82%	75	0.59%
Totals	13,947	100%	12,227	100%	12,655	100%