



MEDI-CAL MANAGED CARE
 OFFICE OF THE OMBUDSMAN
 JANUARY - MARCH 2022

TABLE 1

Contacts Received by Phone and Email	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Phone Call	8,760	76.9%	8,469	84%	9,183	87%
Emails	2636	23.1%	1619	16%	1,327	13%
Total	11,396	100%	10,088	100%	10,510	100%

TABLE 2

Average Talk Time and Wait Time	Jan-22	Feb-22	Mar-22
Average Talk Time	8	8	7
Average Wait Time	1	2	1

TABLE 3

Spoken Language	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
English	7,602	86.3%	7,282	86%	7,963	87%
Spanish	927	10.5%	927	11%	960	10%
Other	275	3.1%	271	3%	266	3%
Total	8,804	100%	8,480	100%	9,189	100%

TABLE 4

Number and Rate of Calls Abandoned	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Calls Handled by the Ombudsman	8,804	57.3%	8,480	59%	9,189	60%
Caller Selected to Transfer Through the IVR	5,677	36.9%	5,167	36%	5,503	36%
Abandoned Calls	888	5.8%	803	6%	632	4%
Total Number of Calls Placed to Ombudsman	15,369	100%	14,450	100%	15,324	100%

TABLE 5

Number of Calls Referred to Another Entity	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Total Ombudsman Calls Handled	8,804	60.8%	8,480	62.14%	9,189	62.54%
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	3,593	63.29%	3,150	60.96%	3,424	62.22%
(2) Covered California	250	4.4%	264	5.11%	235	4.27%
(3) Health Care Options (HCO)	390	6.87%	416	8.05%	370	6.72%
(4) Medi-Cal Dental	145	2.55%	148	2.86%	168	3.05%
(5) Mental Health	215	3.79%	238	4.61%	253	4.6%
(6) Medicare	350	6.17%	331	6.41%	363	6.6%
(7) State Fair Hearing	74	1.3%	62	1.2%	56	1.02%
(8) Medi-Cal Fee-For-Service	660	11.63%	558	10.8%	634	11.52%
Total	5,677	39.2%	5,167	37.86%	5,503	37.46%
Total Calls	14,481	100%	13,647	100%	14,692	100%

TABLE 6

Results of Contacts	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Education	2,793	23%	2,496	23.7%	2,638	23.74%
Enrollment/ Disenrollent	2,648	21.8%	2,881	27.4%	2,769	24.92%
No Answer/Left Voicemail	287	2.4%	255	2.4%	555	4.99%
No Changes Requir	949	7.8%	924	8.8%	1,118	10.06%
Plan Change	2,314	19.1%	1,979	18.8%	2,013	18.12%
Processed Transacti	1,306	10.8%	226	2.1%	192	1.73%
Referral	1,828	15.1%	1,757	16.7%	1,827	16.44%
Total	12,125	100%	10,518	100%	11,112	100%

TABLE 7

Destination of Referred Calls	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Covered CA	16	.84%	15	.83%	9	.48%
County Eligibility Worker	714	37.36%	706	39.11%	751	40.01%
Medi-Cal Dental	23	1.2%	17	.94%	24	1.28%
Department of Managed Healt are	28	1.47%	36	1.99%	58	3.09%
Fee-For-Service	109	5.7%	116	6.43%	107	5.7%
Health Care Options	53	2.77%	35	1.94%	37	1.97%
Managed Care Plan	493	25.8%	456	25.26%	452	24.08%
MediCal for Families	0	0%	1	.06%	2	.11%
Medicare	51	2.67%	43	2.38%	41	2.18%
Mental Health Plan	9	.47%	17	.94%	30	1.6%
Provider Services	6	.31%	8	.44%	4	.21%
Social Security Administration	72	3.77%	67	3.71%	64	3.41%
State Fair Hearings	10	.52%	26	1.44%	35	1.86%
Third Party Liability/ OHC Stat	66	3.45%	65	3.6%	67	3.57%

Destination of Referred Calls	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Other (Please specify in notes section)	261	13.66%	197	10.91%	196	10.44%
Total:	1,911	100%	1,805	100%	1,877	100%

TABLE 8

Primary issue	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Access to Care	3,586	29.57%	3,536	33.62%	3,802	34.21%
Address Change/Inter County Transfer (ICT)	818	6.75%	859	8.17%	951	8.56%
Beneficiary Identification Card (BIC) order	127	1.05%	174	1.65%	142	1.28%
Benefits	1,197	9.87%	1,416	13.46%	1,674	15.06%
Billing/Collection Notice	176	1.45%	157	1.49%	192	1.73%
Continuity/Coordination of Care (COC)	178	1.47%	146	1.39%	143	1.29%
Correspondence-Received Mail	59	.49%	69	.66%	71	.64%
Covered CA	11	.09%	6	.06%	2	.02%
Denial of Service	56	.46%	45	.43%	36	.32%
Disenrollment	304	2.51%	203	1.93%	197	1.77%
Durable Medical Equipment (DME)	17	.14%	15	.14%	14	.13%
Eligibility	684	5.64%	592	5.63%	523	4.71%
Enrollment	2,533	20.89%	1,439	13.68%	1,354	12.18%
Foster Care/Adoption	119	.98%	96	.91%	128	1.15%
Long Term Care (LTC) Exemption	62	.51%	93	.88%	101	.91%
Medical Exemption Request (MER)	145	1.2%	115	1.09%	110	.99%
Not listed	501	4.13%	506	4.81%	631	5.68%
Other Health Coverage (OHC)	231	1.9%	233	2.22%	250	2.25%
Plan Change	900	7.42%	450	4.28%	358	3.22%
Premium Assistance -QMB,WDP, MFF	1	.01%	2	.02%	2	.02%
Share of Cost	13	.11%	17	.16%	18	.16%

Primary issue	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Transplant	16	.13%	6	.06%	5	.04%
Transportation	28	.23%	22	.21%	35	.31%
Treatment Authorization Request	12	.1%	1	.01%	3	.03%
Complaint/Grievance	352	2.9%	320	3.04%	372	3.35%
Total Calls	12,126	100%	10,518	100%	11,114	100%

TABLE 9

Cases by Health Care Plan	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
000 - Fee for Service	2,174	19%	1,996	20%	2,207	21%
Aetna Better Health of California	37	0%	42	0%	57	1%
Alameda Alliance for Health	222	2%	248	3%	269	3%
Anthem Blue Cross Partnership Plan	565	5%	614	6%	609	6%
Blue Shield of California Promise Health Plan	113	1%	97	1%	78	1%
Cal Viva Health	107	1%	84	1%	126	1%
California Health and Wellness Plan	142	1%	124	1%	142	1%
CalOptima	403	4%	369	4%	480	5%
CenCal Health	91	1%	64	1%	104	1%
Central California Alliance for Health	104	1%	136	1%	156	2%
Community Health Group Partnership	192	2%	174	2%	173	2%
Contra Costa Health Plan	172	2%	169	2%	193	2%
Gold Coast Health Plan	110	1%	131	1%	111	1%
Health Net Community Solutions, Inc.	1,261	11%	1,189	12%	1,128	11%
Health Plan of San Joaquin	152	1%	145	1%	166	2%
Health Plan of San Mateo	62	1%	46	0%	49	0%
Inland Empire Health Plan	1,303	11%	1,059	11%	1,045	10%
Kern Family Health Care	311	3%	185	2%	161	2%

Cases by Health Care Plan	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
KP Cal LLC	189	2%	174	2%	144	1%
L.A. Care Health Plan	1,118	10%	1,128	11%	1,167	11%
Molina Healthcare of California Partner	1,772	16%	980	10%	979	9%
No eligibility	298	3%	277	3%	315	3%
Partnership HealthPlan of California	315	3%	271	3%	317	3%
San Francisco Health Plan	55	0%	67	1%	80	1%
Santa Clara Family Health Plan	124	1%	119	1%	135	1%
UnitedHealthcare Community Plan of California, Inc.	29	0%	0	0%	0	0%
Total Cases by MCP	11,421	100%	9,888	100%	10,391	100%

TABLE 10

Cases by Ethnicity	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Alaskan Native or American Indian	35	.29%	37	.35%	38	.34%
Amerasian	0	0%	2	.02%	0	0%
Asian Indian	95	.78%	132	1.25%	83	.75%
Asian or Pacific Islander	91	.75%	95	.9%	90	.81%
Black	989	8.16%	845	8.03%	938	8.44%
Cambodian	17	.14%	18	.17%	15	.13%
Chinese	139	1.15%	138	1.31%	155	1.39%
Declined to state	1206	9.95%	964	9.17%	1092	9.83%
Filipino	129	1.06%	136	1.29%	125	1.12%
Guamanian	9	.07%	2	.02%	0	0%
Hawaiian	2	.02%	10	.1%	2	.02%
Hispanic	3588	29.59%	3113	29.6%	3406	30.65%
Japanese	24	.2%	10	.1%	15	.13%
Korean	63	.52%	64	.61%	65	.58%

Cases by Ethnicity	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Laotian	11	.09%	5	.05%	9	.08%
None Found	1012	8.35%	965	9.17%	1096	9.86%
Other	1109	9.15%	1078	10.25%	1097	9.87%
Samoan	10	.08%	14	.13%	12	.11%
Vietnamese	135	1.11%	127	1.21%	138	1.24%
White	3462	28.55%	2763	26.27%	2738	24.64%
Total	12,126	100%	10,518	100%	11,114	100%

TABLE 11

Cases by Gender	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Female	6078	50.12%	5223	49.66%	5434	48.89%
Male	4628	38.17%	3981	37.85%	4245	38.2%
None Found	1,412	11.64%	1308	12.44%	1428	12.85%
Transgender: Female to Male	7	.06%	5	.05%	1	.01%
Transgender: Male to Female	1	.01%	1	.01%	6	.05%
Total	12,126	100%	10,518	100%	11,114	100%

TABLE 12

Cases by Age Range in Decades	Jan-22	Percentage	Feb-22	Percentage	Mar-22	Percentage
Age 0-9 years	2,153	19.36%	1,710	17.88%	1,808	18.12%
Age 10-19 years	1,626	14.62%	1,104	11.55%	1,244	12.47%
Age 20-29 years	1,589	14.29%	1,459	15.26%	1,501	15.04%
Age 30-39 years	1,409	12.67%	1,393	14.57%	1,412	14.15%
Age 40-49 years	1,136	10.21%	979	10.24%	927	9.29%
Age 50-59 years	1,423	12.8%	1,240	12.97%	1,365	13.68%
Age 60-69 years	1,206	10.84%	1,123	11.74%	1,160	11.63%

Cases by Age Range in Decades	<i>Jan-22</i>	Percentage	<i>Feb-22</i>	Percentage	<i>Mar-22</i>	Percentage
Age 70-79 years	354	3.18%	334	3.49%	377	3.78%
Age 80-89 years	182	1.64%	169	1.77%	149	1.49%
Age 90 +	43	.39%	51	.53%	35	.35%
Totals	11,121	100%	9,562	100%	9,978	100%