



MEDI-CAL MANAGED CARE
OFFICE OF THE OMBUDSMAN
OCTOBER - DECEMBER 2021

TABLE 1

Contacts Received by Phone and Email	Oct-21		Nov-21		Dec-21	
Phone Call	7,903	92%	7,547	92%	7,550	89%
Emails	669	8%	694	8%	956	11%
Total	8,572	100%	8,241	100%	8,506	100%

TABLE 2

Average Talk Time and Wait Time	Oct-21	Nov-21	Dec-21
Average Talk Time	8	8	8
Average Wait Time	3	3	1

TABLE 3

Spoken Language	Oct-21		Nov-21		Dec-21	
English	6,806	86%	6,508	86%	6,542	87%
Spanish	835	11%	761	10%	770	10%
Other	262	3%	278	4%	238	3%
Total	7,903	100%	7,547	100%	7,550	100%

TABLE 4

Number and Rate of Calls Abandoned	Oct-21		Nov-21		Dec-21	
Calls Handled by the Ombudsman	7,903	58%	7,547	57%	7,550	57%
Caller Selected to Transfer Through the IVR	5,177	38%	5,023	38%	5,081	38%
Abandoned Calls	663	5%	623	5%	604	5%
Total Number of Calls Placed to Ombudsman	13,743	100%	13,193	100%	13,235	100%

TABLE 5

Number of Calls Referred to Another Entity	Oct-21		Nov-21		Dec-21	
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	3,207	62%	3,139	62%	3,095	61%
(2) Covered California	240	5%	229	5%	217	4%
(3) Health Care Options (HCO)	374	7%	383	8%	385	8%
(4) Medi-Cal Dental	118	2%	146	3%	155	3%
(5) Mental Health	260	5%	204	4%	202	4%
(6) Medicare	303	6%	300	6%	343	7%

Number of Calls Referred to Another Entity	Oct-21		Nov-21		Dec-21	
(7) State Fair Hearing	64	1%	54	1%	70	1%
(8) Medi-Cal Fee-For-Service	611	12%	568	11%	614	12%
Total IVR Calls	5,177	100%	5,023	100%	5,081	100%

TABLE 6

Results of Contacts	Oct-21		Nov-21		Dec-21	
Education	2,215	24%	2,448	28%	2,345	26%
Enrollment/ Disenrollment	1,732	19%	1,739	20%	1,599	18%
Remove Plan Hold	238	3%	252	3%	248	3%
No Changes Required	1,000	11%	826	9%	938	10%
Plan Change	819	9%	619	7%	879	10%
Processed Transaction	1,467	16%	1,450	16%	1,463	16%
Referral	1,822	20%	1,542	17%	1,662	18%
Total	9,293	100%	8,876	100%	9,134	100%

TABLE 7

Destination of Referred Calls	Oct-21		Nov-21		Dec-21	
Covered CA	14	1%	10	1%	16	1%
County Eligibility Worker	692	34%	627	36%	625	35%
Medi-Cal Dental	20	1%	23	1%	18	1%
Department of Managed Health Care	48	2%	34	2%	35	2%
Fee-For-Service	188	9%	113	6%	98	6%
Health Care Options	42	2%	45	3%	56	3%
Managed Care Plan	551	27%	465	27%	461	26%
Medi-Cal for Families	0	0%	0	0%	2	0%
Medicare	57	3%	29	2%	46	3%
Mental Health Plan	25	1%	30	2%	22	1%
Provider Services	6	0%	5	0%	4	0%
Social Security Administration	70	3%	72	4%	63	4%
State Fair Hearings	15	1%	10	1%	7	0%
Third Party Liability/ OHC Status	85	4%	104	6%	61	3%
Other (Please specify in notes section)	227	11%	175	10%	248	14%
Total	2,040	100%	1,742	100%	1,762	100%

TABLE 8

Primary issue	Oct-21		Nov-21		Dec-21	
Access to Care	2,783	30%	2,586	29%	2,391	26%
Address Change/Inter County Transfer (ICT)	799	9%	699	8%	721	8%
Beneficiary Identification Card (BIC) order	161	2%	136	2%	104	1%
Benefits	761	8%	790	9%	818	9%
Billing/Collection Notice	213	2%	178	2%	194	2%

Primary issue	Oct-21		Nov-21		Dec-21	
Complaint/Grievance	352	4%	319	4%	386	4%
Continuity/Coordination of Care (COC)	110	1%	80	1%	58	1%
Correspondence-Received Mail	66	1%	65	1%	85	1%
Covered CA	9	0%	5	0%	13	0%
Denial of Service	54	1%	42	0%	34	0%
Disenrollment	270	3%	296	3%	279	3%
Durable Medical Equipment (DME)	16	0%	32	0%	13	0%
Eligibility	491	5%	504	6%	510	6%
Enrollment	1,725	19%	1,703	19%	2,017	22%
Foster Care/Adoption	80	1%	97	1%	107	1%
Long Term Care (LTC) Exemption	49	1%	47	1%	61	1%
Medical Exemption Request (MER)	46	0%	68	1%	89	1%
Not listed	526	6%	431	5%	501	5%
Other Health Coverage (OHC)	235	3%	230	3%	185	2%
Plan Change	436	5%	481	5%	487	5%
Premium Assistance -QMB,WDP, MFF	4	0%	2	0%	2	0%
Share of Cost	25	0%	11	0%	9	0%
Transplant	14	0%	17	0%	16	0%
Transportation	56	1%	39	0%	39	0%
Treatment Authorization Request	12	0%	18	0%	15	0%
Total Calls	9,293	100%	8,876	100%	9,134	100%

TABLE 9

Cases by Health Care Plan	Oct-21		Nov-21		Dec-21	
000 - Fee for Service	2,944	32%	2,832	32%	2,974	33%
Access Dental Plan Inc.	0	0%	0	0%	0	0%
Aetna Better Health of California	54	1%	51	1%	41	0%
Alameda Alliance for Health	280	3%	204	2%	204	2%
Anthem Blue Cross Partnership Plan	571	6%	570	6%	528	6%
Blue Shield of California Promise Health Plan	79	1%	66	1%	59	1%
Cal Viva Health	110	1%	107	1%	88	1%
California Health and Wellness Plan	120	1%	147	2%	125	1%
CalOptima	372	4%	386	4%	370	4%
CalOptima (CMC)	0	0%	0	0%	0	0%
CenCal Health	65	1%	53	1%	55	1%
Central California Alliance for Health	115	1%	118	1%	111	1%
Community Health Group Partnership	122	1%	103	1%	95	1%
CHG CommuniCare Advantage (CMC)	0	0%	0	0%	22	0%
Contra Costa Health Plan	186	2%	196	2%	168	2%
Gold Coast Health Plan	131	1%	98	1%	86	1%
Health Net Community Solutions, Inc.	918	10%	841	10%	900	10%
Health Net of California Dental	0	0%	0	0%	0	0%

Cases by Health Care Plan	Oct-21		Nov-21		Dec-21	
Health Plan of San Joaquin	162	2%	133	2%	127	1%
Health Plan of San Mateo	57	1%	53	1%	31	0%
Health Plan of San Mateo CareAdvantage (CMC)	0	0%	0	0%	0	0%
Inland Empire Health Plan	812	9%	789	9%	877	10%
IEHP DualChoice - Riverside (CMC)	12	0%	0	0%	0	0%
IEHP DualChoice - San Bernardino (CMC)	0	0%	16	0%	0	0%
Kern Family Health Care	95	1%	112	1%	115	1%
KP Cal LLC	165	2%	144	2%	127	1%
L.A. Care Health Plan	917	10%	979	11%	908	10%
L.A. Care Health Plan (CMC)	13	0%	15	0%	18	0%
Liberty Dental Plan of CA Inc.	0	0%	0	0%	0	0%
Molina Dual Options - Riverside (CMC)	0	0%	0	0%	0	0%
Molina Healthcare of California Partner	378	4%	349	4%	561	6%
Partnership HealthPlan of California	351	4%	284	3%	288	3%
Positive Healthcare (AIDS Healthcare Foundation)	0	0%	0	0%	0	0%
San Francisco Health Plan	69	1%	80	1%	84	1%
Santa Clara Family Health Plan	118	1%	96	1%	87	1%
Senior Care Action Network (SCAN)	0	0%	0	0%	0	0%
UnitedHealthcare Community Plan of California	16	0%	0	0%	18	0%
Total Cases by HCP	9,232	100%	8,822	100%	9,067	100%

TABLE 10

Cases by Ethnicity	Oct-21		Nov-21		Dec-21	
Alaskan Native or American Indian	32	0%	46	1%	25	0%
Asian Indian	83	1%	73	1%	85	1%
Asian or Pacific Islander	78	1%	77	1%	89	1%
Black	804	10%	789	10%	758	9%
Cambodian	13	0%	17	0%	13	0%
Chinese	156	2%	181	2%	153	2%
Declined to state	850	10%	831	10%	878	11%
Filipino	129	2%	98	1%	100	1%
Guamanian	3	0%	5	0%	2	0%
Hawaiian	3	0%	3	0%	2	0%
Hispanic	2,567	31%	2,571	32%	2,536	31%
Japanese	12	0%	12	0%	9	0%
Korean	50	1%	57	1%	49	1%
Laotian	7	0%	9	0%	9	0%
Other	1,139	14%	961	12%	952	12%
Samoan	13	0%	6	0%	10	0%
Vietnamese	110	1%	102	1%	114	1%
White	2,286	27%	2,134	27%	2,361	29%

Cases by Ethnicity	Oct-21		Nov-21		Dec-21	
Total	8,335	100%	7,972	100%	8,145	100%

TABLE 11

Cases by Gender	Oct-21		Nov-21		Dec-21	
Female	4,598	55%	4,364	55%	4,485	55%
Male	3,422	41%	3,318	42%	3,353	41%
None Found	310	4%	289	4%	306	4%
Transgender: Female to Male	2	0%	0	0%	1	0%
Transgender: Male to Female	3	0%	1	0%	0	0%
Total	8,335	100%	7,972	100%	8,145	100%

TABLE 12

Cases by Age Range in Decades	Oct-21		Nov-21		Dec-21	
Age 0-9 years	1,296	16%	1,264	16%	1,308	16%
Age 10-19 years	863	10%	905	11%	873	11%
Age 20-29 years	1,319	16%	1,296	16%	1,287	16%
Age 30-39 years	1,199	14%	1,112	14%	1,155	14%
Age 40-49 years	884	11%	835	10%	829	10%
Age 50-59 years	1,222	15%	1,110	14%	1,156	14%
Age 60-69 years	1,023	12%	1,004	13%	1,046	13%
Age 70-79 years	350	4%	262	3%	304	4%
Age 80-89 years	145	2%	140	2%	160	2%
Age 90+	34	0%	44	1%	27	0%
Totals	8,335	100%	7,972	100%	8,145	100%