MEDI-CAL MANAGED CARE

OFFICE OF THE OMBUDSMAN

APRIL - JUNE 2018

TABLE 1

Number of Contacts Received by Phone and Email	Apr 18	Percentage	May 18	Percentage	Jun 18	Percentage
Phone Call	9,706	95.5%	9,676	95%	9,019	95%
Emails	460	4.5%	467	5%	441	5%
Total	**10,166**	**100%**	**10,143**	**100%**	**9,460**	**100%**

TABLE 2

Average Talk Time and Wait Time For Beneficiaries To Answer	Apr 18		May 18		Jun 18	
Average Talk Time	8		7		7	
Average Wait Time	4		5		4	

TABLE 3

Spoken Language	Apr 18	Percentage	May 18	Percentage	Jun 18	Percentage
English	8,338	85.9%	8,250	85%	7,761	86%
Spanish	1,147	11.8%	1183	12%	1,067	12%
Other	221	2.3%	243	3%	191	2%
Total	**9,706**	**100%**	**9,676**	**100%**	**9,019**	**100%**

TABLE 4

Number and Rate of Calls Abandoned	Apr 18	Percentage	May 18	Percentage	Jun 18	Percentage
Total Number of Calls Handled by the Ombudsman	9,706	58.3%	9,676	57%	9,019	57%
Caller Selected to Transfer To A Different Organization	6,174	37.1%	6,480	38%	6,032	38%
Abandoned Calls	756	4.5%	821	5%	712	5%
Total Number of Calls Placed to Ombudsman	**16,636**	**100%**	**16,977**	**100%**	**15,763**	**100%**

TABLE 5

Results of Contacts, Including Destination of Referred Calls	Apr 18	Percentage	May 18	Percentage	Jun 18	Percentage
Coordination of Care	123	1.1%	74	0.7%	68	0.69%
Education	3,150	29.3%	2,958	27.6%	2,891	29.49%
Enrollment/Disenrollment	4,936	45.9%	4,987	46.6%	4,450	45.40%
Plan Changes	678	6.3%	663	6.2%	554	5.65%
Referrals	1,752	16.3%	1,852	17.3%	1,688	17.22%
No Answer/Left Voicemail	126	1.2%	170	1.6%	151	1.54%
Total	**10,765**	**100.00%**	**10,704**	**100.00%**	**9,802**	**100.00%**

TABLE 6

Number of Calls Referred to Another Entity	Apr 18	Percentage	May 18	Percentage	Jun 18	Percentage
Total Ombudsman Calls Handled	**9,706**	**61.12%**	**9,676**	**59.89%**	**9,019**	**59.92%**
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	3,922	63.52%	4,179	64.49%	3,864	64.06%
(2) Covered California	295	4.78%	279	4.31%	290	4.81%
(3) Health Care Options (HCO)	482	7.81%	513	7.92%	461	7.64%
(4) Denti-Cal	156	2.53%	151	2.33%	129	2.14%
(5) Mental Health	135	2.19%	185	2.85%	149	2.47%
(6) Medicare	350	5.67%	342	5.28%	342	5.67%
(7) State Fair Hearing	109	1.77%	141	2.18%	107	1.77%
(8) Medi-Cal Fee-For-Service	725	11.74%	690	10.65%	690	11.44%
Total	**6,174**	**38.88%**	**6,480**	**40.11%**	**6,032**	**40.08%**
Total Calls	**15,880**	**100.00%**	**16,156**	**100.00%**	**15,051**	**100.00%**

MEDI-CAL MANAGED CARE OFFICE OF THE OMBUDSMAN DEFINITION OF TABLES Definition	
Table 1	This data represents the number of live calls and emails that the Office of the Ombudsman (OMB) received and assisted beneficiaries with.
Table 2	This data represents the average time OMB spent on the phone assisting beneficiaries, and the average length of time a beneficiary was on hold to speak to a live agent.
Table 3	This data represents the calls that were sorted through the Interactive Voice Response (IVR) system into three categories: English, Spanish and Other Language. Beneficiaries choose the language they prefer to speak with the OMB agent in. For those calls in the Other category the OMB agent utilizes the language assistance line to better assist the beneficiary.
Table 4	This data represents the number of calls handled by the OMB agent, the number of calls where the beneficiary selected to transfer to a different organization (see Table 6), and the number of calls that were in queue but the caller chose to end the call before any conversation occurred.
Table 5	This data represents the reasons beneficiaries contract the OMB Call Center. This is the initial reason for the call into the Call Center, though each call could result in multiple issues being addressed.
Initial Reason For Call	
Coordination of Care	*Represents the number of beneficiaries in need of assistance with navigating Managed Care Plan (MCP) benefits or services.*
Education	*Represents the number of calls involving the need for assistance or education on the beneficiary's next steps on various subjects, including access care.*
Enrollment / Disenrollment	*Represents the number of calls received from beneficiaries in need of assistance with current month MCP enrollments or disenrollment.*
Plan Changes	*Represents the number of calls received from beneficiaries in need of assistance changing from one MCP to another.*
Referrals	*Represents the number of beneficiaries who were referred to a more appropriate Department/Unit for assistance.*
No Answer / Left Voicemail	*Represents the number of callers who requested a call back but were unable to answer the phone at the callback time. OMB agents leave a message whenever there is a voicemail or answering machine available identifying that the call was returned and the phone number for OMB if assistance is still required*
Table 6	*This data represents the eight (8) self-service IVR options available to the beneficiaries. There is a ninth (9) option (not shown) which will transfer the caller to an OMB agent. Each self-service option has information on each department and offers both the phone number and to transfer the call through the beneficiary's selected option for service.*