



**MEDI-CAL MANAGED CARE**  
**OFFICE OF THE OMBUDSMAN**  
**APRIL - JUNE 2019**

**TABLE 1**

<b>Number of Contacts Received by Phone and Email</b>	<b>Apr-19</b>	<b>Percentage</b>	<b>May-19</b>	<b>Percentage</b>	<b>Jun-19</b>	<b>Percentage</b>
Phone Call	8,829	93.6%	8,745	94%	8,241	95%
Emails	607	6.4%	523	6%	469	5%
<b>Total</b>	<b>9,436</b>	<b>100%</b>	<b>9,268</b>	<b>100%</b>	<b>8,710</b>	<b>100%</b>

**TABLE 2**

<b>Average Talk Time and Wait Time For Beneficiaries To Answer</b>	<b>Apr-19</b>		<b>May-19</b>		<b>Jun-19</b>	
Average Talk Time	8		8		8	
Average Wait Time	3		2		2	

**TABLE 3**

<b>Spoken Language</b>	<b>Apr-19</b>	<b>Percentage</b>	<b>May-19</b>	<b>Percentage</b>	<b>Jun-19</b>	<b>Percentage</b>
English	7,679	86.9%	7,581	86%	7,185	87%
Spanish	1,002	11.3%	976	11%	880	11%
Other	151	1.7%	223	3%	186	2%
<b>Total</b>	<b>8,832</b>	<b>100%</b>	<b>8,780</b>	<b>100%</b>	<b>8,251</b>	<b>100%</b>

TABLE 4

<b>Number and Rate of Calls Abandoned</b>	<b>Apr-19</b>	<b><i>Percentage</i></b>	<b>May-19</b>	<b><i>Percentage</i></b>	<b>Jun-19</b>	<b><i>Percentage</i></b>
Total Number of Calls Handled by the Ombudsman	8,829	57.1%	8,745	57%	8,241	59%
Caller Selected to Transfer To A Different Organization	5,783	37.4%	5,699	37%	5,132	36%
Abandoned Calls	840	5.4%	872	6%	712	5%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>15,452</b>	<b>100%</b>	<b>15,316</b>	<b>100%</b>	<b>14,085</b>	<b>100%</b>



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**TABLE 5**

<b>Results of Contacts, Including Destination of Referred Calls</b>	<b>Apr-19</b>	<b>Percentage</b>	<b>May-19</b>	<b>Percentage</b>	<b>Jun-19</b>	<b>Percentage</b>
Coordination of Care	196	1.9%	196	1.9%	193	2.02%
Education	3,546	34.1%	3,663	35.7%	3,404	35.64%
Enrollment/Disenrollment	4,640	44.6%	4,592	44.7%	3,830	40.10%
Plan Changes	568	5.5%	566	5.5%	590	6.18%
Referrals	1,347	12.9%	1,130	11.0%	1,406	14.72%
No Answer/Left Voicemail	115	1.1%	118	1.1%	127	1.33%
<b>Total</b>	<b>10,412</b>	<b>100.00%</b>	<b>10,265</b>	<b>100.00%</b>	<b>9,550</b>	<b>100.00%</b>

**TABLE 6**

<b>Number of Calls Referred to Another Entity</b>	<b>Apr-19</b>	<b>Percentage</b>	<b>May-19</b>	<b>Percentage</b>	<b>Jun-19</b>	<b>Percentage</b>
<b>Total Ombudsman Calls Handled</b>	<b>8,829</b>	<b>60.42%</b>	<b>8,745</b>	<b>60.54%</b>	<b>8,251</b>	<b>61.65%</b>
<b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</b>						
(1) County Offices	3,632	62.80%	3,564	62.54%	3,217	62.69%
(2) Covered California	253	4.37%	260	4.56%	239	4.66%
(3) Health Care Options (HCO)	493	8.52%	451	7.91%	433	8.44%
(4) Denti-Cal	140	2.42%	156	2.74%	144	2.81%
(5) Mental Health	176	3.04%	168	2.95%	153	2.98%
(6) Medicare	330	5.71%	313	5.49%	280	5.46%
(7) State Fair Hearing	94	1.63%	117	2.05%	89	1.73%
(8) Medi-Cal Fee-For-Service	665	11.50%	670	11.76%	577	11.24%
<b>Total</b>	<b>5,783</b>	<b>39.58%</b>	<b>5,699</b>	<b>39.46%</b>	<b>5,132</b>	<b>38.35%</b>
<b>Total Calls</b>	<b>14,612</b>	<b>100.00%</b>	<b>14,444</b>	<b>100.00%</b>	<b>13,383</b>	<b>100.00%</b>



**MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
DEFINITION OF TABLES**

	<b>Definition</b>	
<b>Table 1</b>	This data represents the number of live calls and emails that the Office of the Ombudsman (OMB) received and assisted beneficiaries with.	
<b>Table 2</b>	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.	
<b>Table 3</b>	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.	
<b>Table 4</b>	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.	
<b>Table 5</b>	This data represents the reasons beneficiaries contact 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.	
	<b>Initial Reason For Call</b>	
	<i>Coordination of Care</i>	<i>Represents the number of beneficiaries in need of assistance with navigating Managed Care Plan (MCP) benefits or services.</i>
	<i>Education</i>	<i>Represents the number of calls involving the need for assistance or education on the beneficiary's next steps on various subjects, including access care.</i>
	<i>Enrollment / Disenrollment</i>	<i>Represents the number of calls received from beneficiaries in need of assistance with current month MCP enrollments or disenrollment.</i>
	<i>Plan Changes</i>	<i>Represents the number of calls received from beneficiaries in need of assistance changing from one MCP to another.</i>
	<i>Referrals</i>	<i>Represents the number of beneficiaries who were referred to a more appropriate Department/Unit for assistance.</i>
	<i>No Answer / Left Voicemail</i>	<i>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.</i>
<b>Table 6</b>	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.	