



**MEDI-CAL MANAGED CARE**  
**OFFICE OF THE OMBUDSMAN**  
**APRIL 20 - JUNE 20**

**TABLE 1**

<b>Number of Contacts Received by Phone and Email</b>	<b>Apr-20</b>	<b>Percentage</b>	<b>May-20</b>	<b>Percentage</b>	<b>Jun-20</b>	<b>Percentage</b>
Phone Call	7,840	93.7%	7,931	94%	9,660	93%
Emails	525	6.3%	515	6%	749	7%
<b>Total</b>	<b>8,365</b>	<b>100%</b>	<b>8,446</b>	<b>100%</b>	<b>10,409</b>	<b>100%</b>

**TABLE 2**

<b>Average Talk Time and Wait Time For Beneficiaries To Answer</b>	<b>Apr-20</b>	<b>May-20</b>	<b>Jun-20</b>
Average Talk Time	9	8	8
Average Wait Time	2	2	3

**TABLE 3**

<b>Spoken Language</b>	<b>Apr-20</b>	<b>Percentage</b>	<b>May-20</b>	<b>Percentage</b>	<b>Jun-20</b>	<b>Percentage</b>
English	6,690	85.3%	6,845	86%	8,366	87%
Spanish	894	11.4%	842	11%	1,059	11%
Other	256	3.3%	244	3%	235	2%
<b>Total</b>	<b>7,840</b>	<b>100%</b>	<b>7,931</b>	<b>100%</b>	<b>9,660</b>	<b>100%</b>

**TABLE 4**

<b>Number and Rate of Calls Abandoned</b>	<b>Apr-20</b>	<b>Percentage</b>	<b>May-20</b>	<b>Percentage</b>	<b>Jun-20</b>	<b>Percentage</b>
Total Number of Calls Handled by the Ombudsman	7,840	59%	7,931	61%	9,660	59%
Caller Selected to Transfer To A Different Organization	4,813	36.2%	4,371	33%	5,677	35%
Abandoned Calls	625	4.7%	800	6%	899	6%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>13,278</b>	<b>100%</b>	<b>13,102</b>	<b>100%</b>	<b>16,236</b>	<b>100%</b>

**TABLE 5**

<b>Results of Contacts, Including Destination of Referred Calls</b>	<b>Apr-20</b>	<b>Percentage</b>	<b>May-20</b>	<b>Percentage</b>	<b>Jun-20</b>	<b>Percentage</b>
Coordination of Care	102	1.1%	98	1.1%	83	.72%
Education	2,192	24.1%	2,278	24.5%	3,203	27.83%
Enrollment/ Disenrollment	3,551	39%	3,717	40%	4,795	41.67%
No Answer/Left Voicemail	38	.4%	25	.3%	53	.46%
No Changes Required	494	5.4%	643	6.9%	650	5.65%
Plan Change	783	8.6%	651	7%	868	7.54%
Processed Transaction	432	4.7%	677	7.3%	647	5.62%
Referral	1,514	16.6%	1,202	12.9%	1,209	10.51%
<b>Total</b>	<b>9,106</b>	<b>100%</b>	<b>9,291</b>	<b>100%</b>	<b>11,508</b>	<b>100%</b>

**TABLE 6**

<b>Number of Calls Referred to Another Entity</b>	<b>Apr-20</b>	<b>Percentage</b>	<b>May-20</b>	<b>Percentage</b>	<b>Jun-20</b>	<b>Percentage</b>
<b>Total Ombudsman Calls Handled</b>	<b>7,840</b>	<b>61.96%</b>	<b>7,931</b>	<b>64.47%</b>	<b>9,660</b>	<b>62.98%</b>

**TABLE 7**

<b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</b>	<b>Apr-20</b>	<b>Percentage</b>	<b>May-20</b>	<b>Percentage</b>	<b>Jun-20</b>	<b>Percentage</b>
(1) <i>County Offices</i>	2,919	61.96%	7,931	64.47%	9,660	62.62%
(2) <i>Covered California</i>	283	5.88%	209	4.78%	268	4.72%
(3) <i>Health Care Options (HCO)</i>	345	7.17%	332	7.6%	401	7.06%
(4) <i>Medi-Cal Dental</i>	73	1.52%	90	2.06%	133	2.34%
(5) <i>Mental Health</i>	281	5.84%	157	3.59%	182	3.21%
(6) <i>Medicare</i>	272	5.65%	303	6.93%	365	6.43%
(7) <i>State Fair Hearing</i>	88	1.83%	55	1.26%	78	1.37%
(8) <i>Medi-Cal Fee-For-Service</i>	552	11.47%	463	10.59%	695	12.24%
<b>Total</b>	<b>4,813</b>	<b>38.04%</b>	<b>4,371</b>	<b>35.53%</b>	<b>5,677</b>	<b>37.02%</b>
<b>Total Calls</b>	<b>12,653</b>	<b>100%</b>	<b>12,302</b>	<b>100%</b>	<b>15,337</b>	<b>100%</b>

8/4/2020