



MEDI-CAL MANAGED CARE
 OFFICE OF THE OMBUDSMAN
 APRIL - JUNE 2021

TABLE 1

Contacts Received by Phone and Email	<i>Apr-21</i>	Percentage	<i>May-21</i>	Percentage	<i>Jun-21</i>	Percentage
Phone Call	8,161	92.4%	7,047	92%	7,896	92%
Emails	669	7.6%	583	8%	657	8%
Total	8,830	100%	7,630	100%	8,553	100%

TABLE 2

Average Talk Time and Wait Time	<i>Apr-21</i>	<i>May-21</i>	<i>Jun-21</i>
Average Talk Time	8	8	8
Average Wait Time	4	3	4

TABLE 3

Spoken Language	<i>Apr-21</i>	Percentage	<i>May-21</i>	Percentage	<i>Jun-21</i>	Percentage
English	7,060	86.5%	6,093	86%	6,793	86%
Spanish	822	10.1%	738	10%	853	11%
Other	279	3.4%	216	3%	250	3%
Total	8,161	100%	7,047	100%	7,896	100%



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TABLE 4

Number and Rate of Calls Abandoned	Apr-21	Percentage	May-21	Percentage	Jun-21	Percentage
Calls Handled by the Ombudsman	8,161	56.5%	7,047	57%	7,896	58%
Caller Selected to Transfer Through the IVR	5,323	36.9%	4,580	37%	5,045	37%
Abandoned Calls	959	6.6%	660	5%	721	5%
Total Number of Calls Placed to Ombudsman	14,443	100%	12,287	100%	13,662	100%

TABLE 5

Number of Calls Referred to Another Entity	Apr-21	Percentage	May-21	Percentage	Jun-21	Percentage
Total Ombudsman Calls Handled	8,161	60.52%	7,047	60.61%	7,896	61.02%
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	3,301	62.01%	2,768	60.44%	3,072	60.89%
(2) Covered California	241	4.53%	201	4.39%	219	4.34%
(3) Health Care Options (HCO)	369	6.93%	357	7.79%	329	6.52%
(4) Medi-Cal Dental	164	3.08%	128	2.79%	161	3.19%
(5) Mental Health	242	4.55%	221	4.83%	237	4.7%
(6) Medicare	307	5.77%	277	6.05%	289	5.73%
(7) State Fair Hearing	71	1.33%	75	1.64%	105	2.08%
(8) Medi-Cal Fee-For-Service	628	11.8%	553	12.07%	633	12.55%
Total	5,323	39.48%	4,580	39.39%	5,045	38.98%
Total Calls	13,484	100%	11,627	100%	12,941	100%



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TABLE 6

Results of Contacts	<i>Apr-21</i>	Percentage	<i>May-21</i>	Percentage	<i>Jun-21</i>	Percentage
Education	2,308	24.4%	1,820	22.3%	2,042	22.36%
Enrollment/ Disenrollment	2,617	27.7%	2,201	27%	2,608	28.56%
No Answer/Left Voicemail	337	3.6%	321	3.9%	295	3.23%
No Changes Required	1,074	11.4%	1,057	13%	1,136	12.44%
Plan Change	1,046	11.1%	914	11.2%	1,023	11.2%
Processed Transaction	455	4.8%	272	3.3%	289	3.16%
Referral	1,618	17.1%	1,575	19.3%	1,739	19.04%
Total	9,455	100%	8,160	100%	9,132	100%



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TABLE 7

Destination of Referred Calls	Apr-21	Percentage	May-21	Percentage	Jun-21	Percentage
Covered CA	9	.54%	16	1%	20	1.14%
County Eligibility Worker	619	37%	498	31.16%	591	33.77%
Medi-Cal Dental	16	.96%	26	1.63%	21	1.2%
Department of Managed Health Care	39	2.33%	47	2.94%	73	4.17%
Fee-For-Service	115	6.87%	146	9.14%	152	8.69%
Health Care Options	38	2.27%	33	2.07%	35	2%
Managed Care Plan	454	27.14%	469	29.35%	526	30.06%
Medicare	37	2.21%	35	2.19%	48	2.74%
Mental Health Plan	35	2.09%	30	1.88%	28	1.6%
Social Security Administration	87	5.2%	60	3.75%	65	3.71%
State Fair Hearings	12	.72%	17	1.06%	13	.74%
Third Party Liability/ OHC Status	86	5.14%	69	4.32%	54	3.09%
Other	126	7.53%	152	9.51%	124	7.09%
Total:	1,673	100%	1,598	100%	1,750	100%



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TABLE 8

Primary issue	<i>Apr-21</i>	Percentage	<i>May-21</i>	Percentage	<i>Jun-21</i>	Percentage
Access to Care	1,381	14.61%	1,278	15.66%	1,531	16.77%
Address	929	9.83%	697	8.54%	768	8.41%
Benefits	180	1.9%	172	2.11%	149	1.63%
Billing	255	2.7%	232	2.84%	262	2.87%
Complaint	387	4.09%	412	5.05%	460	5.04%
Eligibility	580	6.13%	441	5.4%	551	6.03%
Enrollment/Disenrollment	4,430	46.85%	3,757	46.04%	4,309	47.19%
Long Term Care	88	.93%	101	1.24%	107	1.17%
Other Health Coverage	330	3.49%	319	3.91%	266	2.91%
Miscellaneous	895	9.47%	751	9.2%	729	7.98%
Total Calls	9,455	100%	8,160	100%	9,132	100%



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TABLE 9

Cases by Health Care Plan	Apr-21	Percentage	May-21	Percentage	Jun-21	Percentage
000 - Fee for Service	2,050	23.59%	1,693	22.56%	1,971	23.54%
Aetna Better Health of California	56	.64%	46	.61%	51	.61%
Alameda Alliance for Health	239	2.75%	192	2.56%	181	2.16%
Anthem Blue Cross Partnership Plan	629	7.24%	588	7.83%	609	7.27%
Blue Shield of California Promise Health Plan	89	1.02%	62	.83%	63	.75%
California Health and Wellness Plan	139	1.6%	105	1.4%	125	1.49%
CalOptima	417	4.8%	322	4.29%	351	4.19%
Cal Viva Health	95	1.09%	79	1.05%	93	1.11%
CenCal Health	91	1.05%	55	.73%	79	.94%
Central California Alliance for Health	120	1.38%	128	1.71%	117	1.4%
Community Health Group Partnership	146	1.68%	121	1.61%	127	1.52%
Contra Costa Health Plan	147	1.69%	137	1.83%	186	2.22%
Gold Coast Health Plan	141	1.62%	155	2.07%	0	0%
Health Net Community Solutions, Inc.	985	11.33%	873	11.63%	133	1.59%
Health Plan of San Joaquin	211	2.43%	142	1.89%	993	11.86%
Health Plan of San Mateo	68	.78%	53	.71%	140	1.67%
Inland Empire Health Plan	887	10.21%	768	10.23%	55	.66%
Kern Family Health Care	85	.98%	74	.99%	132	1.58%
KP Cal LLC	118	1.36%	118	1.57%	953	11.38%
L.A. Care Health Plan	1,049	12.07%	981	13.07%	106	1.27%
Molina Healthcare of California Partner	422	4.86%	354	4.72%	1,036	12.37%
PACE	0	0%	0	0%	432	5.16%



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Cases by Health Care Plan	Apr-21	Percentage	May-21	Percentage	Jun-21	Percentage
Partnership HealthPlan of California	277	3.19%	240	3.2%	250	2.99%
San Francisco Health Plan	74	.85%	74	.99%	53	.63%
Santa Clara Family Health Plan	120	1.38%	99	1.32%	103	1.23%
UnitedHealthcare Community Plan of California, Inc.	23	.26%	28	.37%	26	.31%
Total Cases by HCP	8,678	100%	7,487	100%	8,365	100%

TABLE 10

Cases by Ethnicity	Apr-21	Percentage	May-21	Percentage	Jun-21	Percentage
Alaskan Native or American Indian	39	.41%	24	.29%	43	.47%
Amerasian	0	0%	0	0%	2	.02%
Asian Indian	86	.91%	74	.91%	84	.92%
Asian or Pacific Islander	83	.88%	68	.83%	70	.77%
Black	822	8.69%	677	8.3%	821	8.99%
Cambodian	15	.16%	11	.13%	17	.19%
Chinese	140	1.48%	118	1.45%	166	1.82%
Declined to state	885	9.36%	727	8.91%	879	9.63%
Filipino	112	1.18%	129	1.58%	126	1.38%
Guamanian	3	.03%	1	.01%	2	.02%
Hawaiian	3	.03%	4	.05%	7	.08%
Hispanic	2,882	30.47%	2,509	30.75%	2,784	30.49%
Japanese	14	.15%	14	.17%	10	.11%
Korean	42	.44%	38	.47%	40	.44%
Laotian	8	.08%	4	.05%	6	.07%
None Found	737	7.79%	618	7.57%	714	7.82%
Other	1,042	11.02%	837	10.26%	985	10.79%



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Cases by Ethnicity	Apr-21	Percentage	May-21	Percentage	Jun-21	Percentage
Samoan	8	.08%	10	.12%	9	.1%
Vietnamese	118	1.25%	103	1.26%	104	1.14%
White	2,419	25.58%	2,194	26.89%	2,263	24.78%
Total	9,458	100%	8,160	100%	9,132	100%

TABLE 11

Cases by Gender	Apr-21	Percentage	May-21	Percentage	Jun-21	Percentage
Female	4,684	61.32%	4,210	55.84%	4,537	53.91%
Male	3,716	48.65%	3,038	40.29%	3,509	41.69%
None Found	329	4.31%	289	3.83%	370	4.4%
Transgender: Female to Male	1	.01%	0	0%	0	0%
Transgender: Male to Female	0	0%	3	.04%	0	0%
Total	7,638	114.3%	7,540	100%	8,416	100%

TABLE 12

Cases by Age Range in Decades	Apr-21	Percentage	May-21	Percentage	Jun-21	Percentage
Age 0-9 years	1,226	14.04%	1,073	14.22%	1,249	14.91%
Age 10-19 years	935	10.71%	799	10.59%	856	10.22%
Age 20-29 years	1,417	16.23%	1,321	17.51%	1,321	15.77%
Age 30-39 years	1,367	15.66%	1,132	15.01%	1,264	15.09%
Age 40-49 years	954	10.93%	818	10.84%	906	10.82%
Age 50-59 years	1,266	14.5%	1,168	15.48%	1,225	14.62%
Age 60-69 years	1,049	12.02%	793	10.51%	1,005	12%
Age 70-79 years	339	3.88%	260	3.45%	304	3.63%



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Cases by Age Range in Decades	<i>Apr-21</i>	Percentage	<i>May-21</i>	Percentage	<i>Jun-21</i>	Percentage
Age 80-89 years	137	1.57%	156	2.07%	195	2.33%
Age 90 +	40	.46%	24	.32%	52	.62%
Totals	8,730	100%	7,544	100%	8,377	100%