



**MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
JULY - SEPTEMBER 2017**

TABLE 1						
<b>Number of Contacts Received, Separated by Inquiries and Complaints</b>	<b>Jul-17</b>	<b>Percentage</b>	<b>17-Aug</b>	<b>Percentage</b>	<b>Sep-17</b>	<b>Percentage</b>
Phone Call	8,798	95%	9,696	95%	8,791	95%
Emails	464	5%	540	5%	418	5%
<b>Total</b>	<b>9,262</b>	<b>100%</b>	<b>10,223</b>	<b>100%</b>	<b>9,209</b>	<b>100%</b>

TABLE 2						
<b>Average Talk Time and Wait Time For Callers To Answer</b>	<b>Jul-17</b>		<b>17-Aug</b>		<b>Sep-17</b>	
Average Talk Time	8		8		8	
Average Wait Time	8		7		7	

TABLE 3						
<b>Spoken Language</b>	<b>Jul-17</b>	<b>Percentage</b>	<b>17-Aug</b>	<b>Percentage</b>	<b>Sep-17</b>	<b>Percentage</b>
English	7,423	84%	8,256	85%	7,509	85%
Spanish	1138	13%	1253	13%	1,088	12%
Other	277	3%	187	2%	194	2%
<b>Total</b>	<b>8,838</b>	<b>100%</b>	<b>9,696</b>	<b>100%</b>	<b>8,791</b>	<b>100%</b>

TABLE 4						
<b>Number of Calls Abandoned</b>	<b>Jul-17</b>	<b>Percentage</b>	<b>17-Aug</b>	<b>Percentage</b>	<b>Sep-17</b>	<b>Percentage</b>
Total Number of Calls Handled by the Ombudsman	8,798	49%	9,696	51%	8,791	51%
Caller Selected to Transfer To A Different Organization	7,017	39%	7,175	38%	6,649	39%
Abandoned Calls (OMB Queue)	2,013	11%	1,991	11%	1,747	10%
<b>Total Number of Calls Placed to Ombudsman Toll Free Line</b>	<b>17,828</b>	<b>100%</b>	<b>18,862</b>	<b>100%</b>	<b>17,187</b>	<b>100%</b>



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TABLE 5						
Results of Contacts, Including Destination of Referred Calls	Jul-17	Percentage	17-Aug	Percentage	Sep-17	Percentage
Coordination of Care	61	0.62%	58	0.54%	59	0.62%
Education	2,149	21.86%	2,199	20.52%	2,060	21.68%
Enrollment/Disenrollment	5,217	53.06%	5,685	53.05%	5,035	53.00%
Plan Changes	390	3.97%	491	4.58%	453	4.77%
Referrals	1,861	18.93%	2,125	19.83%	1,764	18.57%
No Answer/Left Voicemail	154	1.57%	158	1.47%	129	1.36%
<b>Total</b>	<b>9,832</b>	<b>100.00%</b>	<b>10,716</b>	<b>100.00%</b>	<b>9,500</b>	<b>100.00%</b>

TABLE 6						
Number of Calls Referred to Another Area of the Department or to The Department of Managed Health Care	Jul-17	Percentage	17-Aug	Percentage	Sep-17	Percentage
<b>Total Ombudsman Calls Handled</b>	<b>8,798</b>	<b>55.63%</b>	<b>9,683</b>	<b>57.44%</b>	<b>8,791</b>	<b>56.94%</b>
<b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</b>						
(1) County Offices	4,371	62.29%	4,515	62.93%	4,181	62.88%
(2) Covered California	362	5.16%	367	5.11%	296	4.45%
(3) Health Care Options (HCO)	639	9.11%	618	8.61%	609	9.16%
(4) Denti-Cal	178	2.54%	197	2.75%	147	2.21%
(5) Mental Health	131	1.87%	145	2.02%	168	2.53%
(6) Medicare	428	6.10%	386	5.38%	332	4.99%
(7) State Fair Hearing	135	1.92%	124	1.73%	128	1.93%
(8) Medi-Cal Fee-For-Service	773	11.02%	823	11.47%	788	11.85%
<b>Total (IVR 1-8)</b>	<b>7,017</b>	<b>44.37%</b>	<b>7,175</b>	<b>42.56%</b>	<b>6,649</b>	<b>43.06%</b>
<b>Total Calls</b>	<b>15,815</b>	<b>100.00%</b>	<b>16,858</b>	<b>100.00%</b>	<b>15,440</b>	<b>100.00%</b>



**MEDI-CAL MANAGED CARE  
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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>



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<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.
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