



**MEDI-CAL MANAGED CARE**  
**OFFICE OF THE OMBUDSMAN**  
**JANUARY 20 - MARCH 20**

**TABLE 1**

<b>Number of Contacts Received by Phone and Email</b>	<b>Jan-20</b>	<b>Percentage</b>	<b>Feb-20</b>	<b>Percentage</b>	<b>Mar-20</b>	<b>Percentage</b>
Phone Call	9,617	93.8%	8,900	94%	8,551	95%
Emails	634	6.2%	537	6%	427	5%
<b>Total</b>	<b>10,251</b>	<b>100%</b>	<b>9,437</b>	<b>100%</b>	<b>8,978</b>	<b>100%</b>

**TABLE 2**

<b>Average Talk Time and Wait Time For Beneficiaries To Answer</b>	<b>Jan-20</b>	<b>Feb-20</b>	<b>Mar-20</b>
Average Talk Time	8	8	8
Average Wait Time	5	4	4

**TABLE 3**

<b>Spoken Language</b>	<b>Jan-20</b>	<b>Percentage</b>	<b>Feb-20</b>	<b>Percentage</b>	<b>Mar-20</b>	<b>Percentage</b>
English	8,246	85.7%	7,663	86%	7,460	87%
Spanish	1,085	11.3%	991	11%	887	10%
Other	286	3.0%	246	3%	204	2%
<b>Total</b>	<b>9,617</b>	<b>100%</b>	<b>8,900</b>	<b>100%</b>	<b>8,551</b>	<b>100%</b>

**TABLE 4**

<b>Number and Rate of Calls Abandoned</b>	<b>Jan-20</b>	<b>Percentage</b>	<b>Feb-20</b>	<b>Percentage</b>	<b>Mar-20</b>	<b>Percentage</b>
Total Number of Calls Handled by the Ombudsman	9,617	54.7%	8,900	59%	8,551	58%
Caller Selected to Transfer To A Different Organization	6,649	37.8%	5,244	35%	5,331	36%
Abandoned Calls	1,302	7.4%	835	6%	803	5%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>17,568</b>	<b>100%</b>	<b>14,979</b>	<b>100%</b>	<b>14,685</b>	<b>100%</b>

**TABLE 5**

<b>Results of Contacts, Including Destination of Referred Calls</b>	<b>Jan-20</b>	<b>Percentage</b>	<b>Feb-20</b>	<b>Percentage</b>	<b>Mar-20</b>	<b>Percentage</b>
Coordination of Care	169	1.5%	162	1.6%	150	1.46%
Education	4,104	36.5%	3,579	35.1%	2,614	25.51%
Enrollment/Disenrollment	4,731	42.1%	4,448	43.7%	4,261	41.59%
Plan Changes	740	6.6%	675	6.6%	649	6.33%
Referrals	1,402	12.5%	1,223	12%	1,804	17.61%
No Answer/Left Voicemail	94	.8%	96	.9%	768	7.5%
<b>Total</b>	<b>11,240</b>	<b>100%</b>	<b>10,183</b>	<b>100%</b>	<b>10,246</b>	<b>100%</b>

**TABLE 6**

<b>Number of Calls Referred to Another Entity</b>	<b>Jan-20</b>	<b>Percentage</b>	<b>Feb-20</b>	<b>Percentage</b>	<b>Mar-20</b>	<b>Percentage</b>
<b>Total Ombudsman Calls Handled</b>	<b>9,617</b>	<b>59.12%</b>	<b>8,900</b>	<b>62.92%</b>	<b>8,551</b>	<b>61.6%</b>

**TABLE 7**

<b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</b>	<b>Jan-20</b>	<b>Percentage</b>	<b>Feb-20</b>	<b>Percentage</b>	<b>Mar-20</b>	<b>Percentage</b>
(1) <i>County Offices</i>	4,348	65.39%	3,303	62.99%	3,265	61.25%
(2) <i>Covered California</i>	287	4.32%	237	4.52%	278	5.21%
(3) <i>Health Care Options (HCO)</i>	488	7.34%	390	7.44%	372	6.98%
(4) <i>Medi-Cal Dental</i>	163	2.45%	127	2.42%	94	1.76%
(5) <i>Mental Health</i>	179	2.69%	140	2.67%	309	5.8%
(6) <i>Medicare</i>	371	5.58%	282	5.38%	326	6.12%
(7) <i>State Fair Hearing</i>	88	1.32%	104	1.98%	78	1.46%
(8) <i>Medi-Cal Fee-For-Service</i>	725	10.9%	661	12.6%	609	11.42%
<b>Total</b>	<b>6,649</b>	<b>40.88%</b>	<b>5,244</b>	<b>37.08%</b>	<b>5,331</b>	<b>38.4%</b>
<b>Total Calls</b>	<b>16,266</b>	<b>100%</b>	<b>14,144</b>	<b>100%</b>	<b>13,882</b>	<b>100%</b>

5/6/2020