



MEDI-CAL MANAGED CARE
 OFFICE OF THE OMBUDSMAN
 JANUARY - MARCH 2021

TABLE 1

Contacts Received by Phone and Email	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Phone Call	7,316	92%	6,871	91%	8,367	92%
Emails	638	8%	677	9%	774	8%
Total	7,954	100%	7,548	100%	9,141	100%

TABLE 2

Average Talk Time and Wait Time	Jan-21	Feb-21	Mar-21
Average Talk Time	8	8	9
Average Wait Time	4	3	4

TABLE 3

Spoken Language	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
English	6,277	85.8%	5,957	87%	7,248	87%
Spanish	713	9.7%	684	10%	843	10%
Other	326	4.5%	230	3%	276	3%
Total	7,316	100%	6,871	100%	8,367	100%



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TABLE 4

Number and Rate of Calls Abandoned	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Calls Handled by the Ombudsman	7,316	54.4%	6,871	55%	8,367	56%
Caller Selected to Transfer Through the IVR	5,347	39.7%	5,053	37%	5,343	39%
Abandoned Calls	789	5.9%	802	6%	815	5%
Total Number of Calls Placed to Ombudsman	13,452	100%	12,490	100%	14,845	100%

TABLE 5

Number of Calls Referred to Another Entity	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Total Ombudsman Calls Handled	7,316	57.77%	6,871	58.79%	8,367	59.34%
<i>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</i>						
(1) County Offices	3,462	64.75%	3,004	62.36%	3,446	60.85%
(2) Covered California	236	4.41%	206	4.28%	282	4.98%
(3) Health Care Options (HCO)	406	7.59%	338	7.02%	363	6.41%
(4) Medi-Cal Dental	128	2.39%	134	2.78%	155	2.74%
(5) Mental Health	161	3.01%	200	4.15%	301	5.32%
(6) Medicare	294	5.5%	298	6.19%	343	6.06%
(7) State Fair Hearing	81	1.51%	75	1.56%	96	1.7%
(8) Medi-Cal Fee-For-Service	579	10.83%	562	11.67%	677	11.95%
Total	5,347	42.23%	4,817	41.21%	5,663	40.36%
Total Calls	12,663	100%	11,688	100%	14,030	100%



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TABLE 6

Results of Contacts	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Education	2,327	27.4%	2,384	27.8%	2,658	26.91%
Enrollment/ Disenrollment	2,353	27.7%	2,468	28.8%	2,919	29.55%
No Answer/Left Voicemail	308	3.6%	299	3.5%	380	3.85%
No Changes Required	1,225	14.4%	1,130	13.2%	1,168	11.83%
Plan Change	746	8.8%	772	9%	853	8.64%
Processed Transaction	256	3%	355	4.1%	487	4.93%
Referral	1,269	15%	1,161	13.5%	1,412	14.30%
Total	8,484	100%	8,569	100%	9,877	100%



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TABLE 7

Destination of Referred Calls	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Covered CA	11	.73%	14	1.02%	16	.99%
County Eligibility Worker	635	42.19%	519	37.72%	597	36.94%
Medi-Cal Dental	23	1.53%	18	1.31%	26	1.61%
Department of Managed Health Care	35	2.33%	34	2.47%	33	2.04%
Fee-For-Service	113	7.51%	101	7.34%	104	6.44%
Health Care Options	41	2.72%	22	1.6%	34	2.1%
Managed Care Plan	344	22.86%	352	25.58%	443	27.41%
Medicare	39	2.59%	32	2.33%	34	2.1%
Mental Health Plan	8	.53%	23	1.67%	29	1.79%
Social Security Administration	51	3.39%	46	3.34%	58	3.59%
State Fair Hearings	14	.93%	7	.51%	19	1.18%
Third Party Liability/ OHC Status	97	6.45%	103	7.49%	102	6.31%
Other	94	6.25%	105	7.63%	121	7.49%
Total:	1,505	100%	1,376	100%	1,616	100%



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TABLE 8

Primary issue	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Access to Care	948	11.20%	1,068	12.53%	1,266	12.87%
Address	511	6.04%	480	5.63%	547	5.56%
Behavioral Health Services	47	.56%	81	.95%	118	1.2%
Benefits	730	8.63%	664	7.79%	734	7.46%
Billing	130	1.54%	163	1.91%	186	1.89%
Complaint	190	2.25%	216	2.53%	269	2.73%
Dental	224	2.65%	248	2.91%	318	3.23%
Eligibility	576	6.81%	489	5.74%	512	5.2%
Enrollment/Disenrollment	3,463	4.92%	3,636	42.65%	4,329	44%
Long Term Care	100	1.18%	66	.77%	97	.99%
Other Health Coverage	305	3.6%	277	3.25%	325	3.3%
Pharmacy	56	.66%	67	.79%	82	.83%
Transportation	6	.07%	19	.22%	28	.28%
Miscellaneous	1,176	13.9%	1,052	12.34%	1,028	1.45%
Total Calls	8,462	100%	8,526	100%	9,839	100%



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TABLE 9

Cases by Health Care Plan	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
000 - Fee for Service	2,053	27.41%	1,877	24.32%	2,154	24.16%
Aetna Better Health of California	44	.59%	44	.57%	52	.58%
Alameda Alliance for Health	185	2.47%	212	2.75%	272	3.05%
Anthem Blue Cross Partnership Plan	493	6.58%	576	7.46%	723	8.11%
Blue Shield of California Promise Health Plan	343	4.58%	373	4.83%	89	1.0%
CalOptima	119	1.59%	107	1.39%	410	4.6%
Cal Viva Health	68	.91%	71	.92%	93	1.04%
California Health and Wellness Plan	70	.93%	84	1.09%	155	1.74%
CenCal Health	78	1.04%	71	.92%	74	.83%
Central California Alliance for Health	110	1.47%	129	1.67%	107	1.2%
Community Health Group Partnership	120	1.6%	124	1.61%	132	1.48%
Contra Costa Health Plan	155	2.07%	120	1.55%	181	2.03%
Gold Coast Health Plan	145	1.94%	135	1.75%	153	1.72%
Health Net Community Solutions, Inc.	786	1.5%	884	11.45%	1,048	11.75%
Health Plan of San Joaquin	128	1.71%	140	1.81%	159	1.78%
Health Plan of San Mateo	43	.57%	55	.71%	75	.84%
Inland Empire Health Plan	668	8.92%	692	8.96%	767	8.6%
Kern Family Health Care	101	1.35%	143	1.85%	137	1.54%
KP Cal LLC	86	1.15%	92	1.19%	94	1.05%
L.A. Care Health Plan	939	12.54%	930	12.05%	1,084	12.16%
Molina Healthcare of California Partner	322	4.3%	374	4.85%	398	4.46%
PACE	15	.2%	19	.25%	15	.17%



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Cases by Health Care Plan	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Partnership HealthPlan of California	232	3.1%	260	3.37%	306	3.43%
San Francisco Health Plan	75	1%	60	.78%	68	.76%
Santa Clara Family Health Plan	96	1.28%	119	1.54%	149	1.67%
UnitedHealthcare Community Plan of California, Inc.	15	.2%	28	.36%	21	.24%
Total Cases by HCP	7,489	100%	7,719	100%	8,916	100%

TABLE 10

Cases by Ethnicity	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Alaskan Native or American Indian	42	.5%	36	.42%	37	.37%
Amerasian	0	0%	1	.01%	1	.01%
Asian Indian	94	1.11%	84	.98%	96	.97%
Asian or Pacific Islander	77	.91%	83	.97%	76	.77%
Black	725	8.55%	765	8.93%	859	8.7%
Cambodian	11	.13%	13	.15%	22	.22%
Chinese	152	1.79%	85	.99%	144	1.46%
Declined to state	779	9.18%	778	9.08%	891	9.02%
Filipino	129	1.52%	111	1.3%	165	1.67%
Guamanian	2	.02%	3	.04%	3	.03%
Hawaiian	4	.05%	5	.06%	3	.03%
Hispanic	2,336	27.53%	2505	29.23%	2837	28.72%
Japanese	20	.24%	9	.11%	24	.24%
Korean	47	.55%	43	.5%	48	.49%



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Cases by Ethnicity	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Laotian	5	.06%	4	.05%	8	.08%
Not Listed	853	1.05%	758	8.85%	904	9.15%
Samoan	5	.06%	11	.13%	8	.08%
Vietnamese	119	1.4%	86	1%	131	1.33%
White	3084	36.35%	3189	37.22%	3620	36.65%
Total	8,484	100%	8,569	100%	9,877	100%

TABLE 11

Cases by Gender	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Female	4,274	55.96%	4,332	55.47%	5,013	55.83%
Male	3,005	39.34%	3,124	40.01%	3,595	40.04%
None Found	358	4.69%	351	4.49%	359	4%
Transgender: Female to Male	0	0%	1	.01%	5	.06%
Transgender: Male to Female	1	.01%	1	.01%	7	.08%
Total	7,638	100%	7,809	100%	8,979	100%

TABLE 12

Cases by Age Range in Decades	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Age 0-9 years	1,065	13.94%	1,050	13.44%	1,247	13.88%
Age 10-19 years	755	9.88%	837	10.71%	920	10.24%
Age 20-29 years	1,373	17.98%	1,377	17.62%	1,509	16.8%



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Cases by Age Range in Decades	Jan-21	Percentage	Feb-21	Percentage	Mar-21	Percentage
Age 30-39 years	1,223	16.01%	1,206	15.43%	1,438	16.01%
Age 40-49 years	839	10.98%	910	11.64%	1,004	11.18%
Age 50-59 years	1,110	14.53%	1,133	14.5%	1,334	14.85%
Age 60-69 years	887	11.61%	880	11.26%	1,038	11.56%
Age 70-79 years	225	2.95%	261	3.34%	286	3.18%
Age 80-89 years	124	1.62%	140	1.79%	158	1.76%
Age 90 +	37	.48%	21	.27%	47	.52%
Totals	7,638	100%	7,815	100%	8,981	100%