MEDI-CAL MANAGED CARE

OFFICE OF THE OMBUDSMAN

JANUARY - MARCH 2019

TABLE 1

Number of Contacts Received by Phone and Email	Jan-19	Percentage	Feb-19	Percentage	Mar-19	Percentage
Phone Call	9,563	95.0%	8,527	94%	9,046	94%
Emails	501	5.0%	547	6%	568	6%
Total	**10,064**	*100%*	**9,074**	*100%*	**9,614**	*100%*

TABLE 2

Average Talk Time and Wait Time For Beneficiaries To Answer	Jan-19		Feb-19		Mar-19	
Average Talk Time	8		8		8	
Average Wait Time	4		4		4	

TABLE 3

Spoken Language	Jan-19	Percentage	Feb-19	Percentage	Mar-19	Percentage
English	8,334	87.1%	7,360	86%	7,739	86%
Spanish	998	10.4%	932	11%	1,053	12%
Other	231	2.4%	235	3%	254	3%
Total	**9,563**	100%	**8,527**	100%	**9,046**	100%

TABLE 4

Number and Rate of Calls Abandoned	Jan-19	Percentage	Feb-19	Percentage	Mar-19	Percentage
Total Number of Calls Handled by the Ombudsman	9,563	56.2%	8,527	57%	9,046	56%
Caller Selected to Transfer To A Different Organization	6,474	38.1%	5,414	36%	5,996	37%
Abandoned Calls	970	5.7%	932	6%	1,044	6%
Total Number of Calls Placed to Ombudsman	**17,007**	100%	**14,873**	100%	**16,086**	100%

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TABLE 5

Results of Contacts, Including Destination of Referred Calls	Jan-19	Percentage	Feb-19	Percentage	Mar-19	Percentage
Coordination of Care	88	0.9%	128	1.3%	192	1.82%
Education	3,345	33.3%	3,401	34.7%	3,472	32.88%
Enrollment/Disenrollment	4,298	42.8%	4,220	43.1%	4,741	44.90%
Plan Changes	649	6.5%	650	6.6%	577	5.46%
Referrals	1,564	15.6%	1,266	12.9%	1,454	13.77%
No Answer/Left Voicemail	103	1.0%	124	1.3%	124	1.17%
Total	**10,047**	**100.00%**	**9,789**	**100.00%**	**10,560**	**100.00%**

TABLE 6

Number of Calls Referred to Another Entity	Jan-19	*Percentage*	Feb-19	*Percentage*	Mar-19	*Percentage*
Total Ombudsman Calls Handled	**9,563**	***59.63%***	**8,527**	***61.16%***	**9,046**	***60.14%***
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	*4,182*	*64.60%*	*3,390*	*62.62%*	*3,772*	*62.91%*
(2) Covered California	*272*	*4.20%*	*217*	*4.01%*	*259*	*4.32%*
(3) Health Care Options (HCO)	*554*	*8.56%*	*440*	*8.13%*	*491*	*8.19%*
(4) Denti-Cal	*139*	*2.15%*	*159*	*2.94%*	*119*	*1.98%*
(5) Mental Health	*160*	*2.47%*	*157*	*2.90%*	*153*	*2.55%*
(6) Medicare	*314*	*4.85%*	*339*	*6.26%*	*351*	*5.85%*

Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections	Jan-19	*Percentage*	Feb-19	*Percentage*	Mar-19	*Percentage*
(7) State Fair Hearing	93	1.44%	100	1.85%	101	1.68%
(8) Medi-Cal Fee-For-Service	760	11.74%	612	11.30%	750	12.51%
Total	**6,474**	*40.37%*	**5,414**	**38.84%**	**5,996**	**39.86%**
Total Calls	**16,037**	*100.00%*	**13,941**	*100.00%*	**15,042**	*100.00%*

	Definition	
Table 1	This data represents the number of live calls and emails that the Office of the Ombudsman (OMB) received and assisted beneficiaries with.	
Table 2	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.	
Table 3	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.	
Table 4	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.	
Table 5	This data represents the reasons beneficiaries contract 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.	
	Initial Reason For Call	
	Coordination of Care	*Represents the number of beneficiaries in need of assistance with navigating Managed Care Plan (MCP) benefits or services.*
	Education	*Represents the number of calls involving the need for assistance or education on the beneficiary's next steps on various subjects, including access care.*
	Enrollment / Disenrollment	*Represents the number of calls received from beneficiaries in need of assistance with current month MCP enrollments or disenrollment.*
	Plan Changes	*Represents the number of calls received from beneficiaries in need of assistance changing from one MCP to another.*
	Referrals	*Represents the number of beneficiaries who were referred to a more appropriate Department/Unit for assistance.*
	No Answer / Left Voicemail	*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.*
Table 6	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.	