



**MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
OCTOBER - DECEMBER 2019**

**TABLE 1**

<b>Number of Contacts Received by Phone and Email</b>	<b>Oct-19</b>	<b>Percentage</b>	<b>Nov-19</b>	<b>Percentage</b>	<b>Dec-19</b>	<b>Percentage</b>
Phone Call	9,412	94.1%	7,378	95%	7,829	94%
Emails	585	5.9%	370	5%	512	6%
<b>Total</b>	<b>9,997</b>	<b>100%</b>	<b>7,748</b>	<b>100%</b>	<b>8,341</b>	<b>100%</b>

**TABLE 2**

<b>Average Talk Time and Wait Time For Beneficiaries To Answer</b>	<b>Oct-19</b>	<b>Nov-19</b>	<b>Dec-19</b>
Average Talk Time	8	8	8
Average Wait Time	4	3	5

**TABLE 3**

<b>Spoken Language</b>	<b>Oct-19</b>	<b>Percentage</b>	<b>Nov-19</b>	<b>Percentage</b>	<b>Dec-19</b>	<b>Percentage</b>
English	8,180	86.9%	6,386	87%	6,842	87%
Spanish	982	10.4%	810	11%	762	10%
Other	250	2.7%	182	2%	225	3%
<b>Total</b>	<b>9,412</b>	<b>100%</b>	<b>7,378</b>	<b>100%</b>	<b>7,829</b>	<b>100%</b>

**TABLE 4**

<b>Number and Rate of Calls Abandoned</b>	<b>Oct-19</b>	<b>Percentage</b>	<b>Nov-19</b>	<b>Percentage</b>	<b>Dec-19</b>	<b>Percentage</b>
Total Number of Calls Handled by the Ombudsman	9,412	57.1%	7,378	56%	7,829	56%
Caller Selected to Transfer To A Different Organization	5,976	36.2%	4,821	37%	5,378	38%
Abandoned Calls	1,099	6.7%	935	7%	765	5%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>16,487</b>	<b>100%</b>	<b>13,134</b>	<b>100%</b>	<b>13,972</b>	<b>100%</b>

**TABLE 5**

<b>Results of Contacts, Including Destination of Referred Calls</b>	<b>Oct-19</b>	<b>Percentage</b>	<b>Nov-19</b>	<b>Percentage</b>	<b>Dec-19</b>	<b>Percentage</b>
Coordination of Care	210	1.9%	119	1.5%	130	1.46%
Education	3,358	30.6%	2,524	32.1%	3,161	35.49%
Enrollment/Disenrollment	4,854	44.2%	3,489	44.3%	3,793	42.58%
Plan Changes	724	6.6%	556	7.1%	539	6.05%
Referrals	1,731	15.8%	1,123	14.3%	1,224	13.74%
No Answer/Left Voicemail	98	0.9%	60	0.8%	60	0.67%
<b>Total</b>	<b>10,975</b>	<b>100.00%</b>	<b>7,871</b>	<b>100.00%</b>	<b>8,907</b>	<b>100.00%</b>

**TABLE 6**

<b>Number of Calls Referred to Another Entity</b>	<b>Oct-19</b>	<b>Percentage</b>	<b>Nov-19</b>	<b>Percentage</b>	<b>Dec-19</b>	<b>Percentage</b>
<b>Total Ombudsman Calls Handled</b>	<b>9,412</b>	<b>61.16%</b>	<b>7,378</b>	<b>60.48%</b>	<b>7,829</b>	<b>59.28%</b>

**TABLE 7**

<b>Number of Calls Referred to Another Entity</b>	<b>Oct-19</b>	<b>Percentage</b>	<b>Nov-19</b>	<b>Percentage</b>	<b>Dec-19</b>	<b>Percentage</b>
(1) <i>County Offices</i>	3,808	63.72%	3,080	63.89%	3,482	64.75%
(2) <i>Covered California</i>	262	4.38%	223	4.63%	250	4.65%
(3) <i>Health Care Options (HCO)</i>	408	6.83%	342	7.09%	370	6.88%
(4) <i>Medi-Cal Dental</i>	137	2.29%	121	2.51%	125	2.32%
(5) <i>Mental Health</i>	180	3.01%	131	2.72%	156	2.90%
(6) <i>Medicare</i>	316	5.29%	253	5.25%	287	5.34%
(7) <i>State Fair Hearing</i>	80	1.34%	71	1.47%	107	1.99%
(8) <i>Medi-Cal Fee-For-Service</i>	785	13.14%	600	12.45%	601	11.18%
<b>Total</b>	<b>5,976</b>	<b>38.84%</b>	<b>4,821</b>	<b>39.52%</b>	<b>5,378</b>	<b>40.72%</b>
<b>Total Calls</b>	<b>15,388</b>	<b>100.00%</b>	<b>12,199</b>	<b>100.00%</b>	<b>13,207</b>	<b>100.00%</b>