



MEDI-CAL MANAGED CARE
 OFFICE OF THE OMBUDSMAN
 OCTOBER - DECEMBER 2020

TABLE 1

Contacts Received by Phone and Email	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Phone Call	8,686	92.7%	7,601	93%	7,632	92%
Emails	689	7.3%	592	7%	650	8%
Total	9,375	100%	8,193	100%	8,282	100%

TABLE 2

Average Talk Time and Wait Time	Oct-20	Nov-20	Sep-20
Average Talk Time	8	8	8
Average Wait Time	2	4	4

TABLE 3

Spoken Language	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
English	7,526	86.6%	6,543	86%	6,628	87%
Spanish	901	10.4%	782	10%	716	9%
Other	259	3%	276	4%	288	4%
Total	8,686	100%	7,601	100%	7,632	100%



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TABLE 4

Number and Rate of Calls Abandoned	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Calls Handled by the Ombudsman	8,686	58.6%	7,601	56%	7,632	55%
Caller Selected to Transfer Through the IVR	5,385	36.3%	5,053	37%	5,343	39%
Abandoned Calls	751	5.1%	824	6%	815	6%
Total Number of Calls Placed to Ombudsman	14,822	100%	13,478	100%	13,790	100%

TABLE 5

Number of Calls Referred to Another Entity	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Total Ombudsman Calls Handled	8,686		7,601		7,632	
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	3,463	64.31%	3,300	65.31%	3,426	64.12%
(2) Covered California	211	3.92%	222	4.39%	251	4.7%
(3) Health Care Options (HCO)	375	6.96%	353	6.99%	390	7.3%
(4) Medi-Cal Dental	154	2.86%	120	2.37%	122	2.28%
(5) Mental Health	190	3.53%	151	2.99%	185	3.46%
(6) Medicare	285	5.29%	261	5.17%	303	5.67%
(7) State Fair Hearing	104	1.93%	66	1.31%	63	1.18%
(8) Medi-Cal Fee-For-Service	603	11.2%	580	11.48%	603	11.29%
Total	5,385	38.27%	5,053	39.93%	5,343	41.18%
Total Calls	14,071	38.27%	12,654	39.93%	12,975	41.18%



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TABLE 6

Results of Contacts	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Coordination of Care	103	1%	75	.8%	67	.74%
Education	2,170	20.9%	1,820	19.9%	2,046	22.72%
Enrollment/ Disenrollment	3,910	37.6%	3,549	38.8%	2,915	32.37%
No Answer/Left Voicemail	12	.1%	22	.2%	22	.24%
No Changes Required	1,621	15.6%	1,301	14.2%	1,253	13.91%
Plan Change	1,059	10.2%	909	9.9%	1,058	11.75%
Processed Transaction	246	2.4%	220	2.4%	229	2.54%
Referral	1,276	12.3%	1,261	13.8%	1,416	15.72%
Total	10,397	100%	9,157	100%	9,006	100%



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TABLE 7

Destination of Referred Calls	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Covered CA	17	1.28%	15	1.12%	24	1.53%
County Eligibility Worker	559	42.25%	601	44.75%	678	43.24%
Medi-Cal Dental	12	.91%	20	1.49%	10	.64%
Department of Managed Health Care	48	3.63%	34	2.53%	45	2.87%
Fee-For-Service	82	6.2%	70	5.21%	104	6.63%
Health Care Options	24	1.81%	28	2.08%	30	1.91%
Managed Care Plan	258	19.5%	298	22.19%	370	23.6%
Medicare	44	3.33%	26	1.94%	24	1.53%
Mental Health Plan	31	2.34%	16	1.19%	27	1.72%
Social Security Administration	70	5.29%	62	4.62%	55	3.51%
State Fair Hearings	10	.76%	14	1.04%	8	.51%
Third Party Liability/ OHC Status	99	7.48%	114	8.49%	119	7.59%
Other	69	5.22%	45	3.35%	74	4.72%
Total:	1,323	100%	1,343	100%	1,568	100%



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TABLE 8

Primary issue	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Access to Care	431	4.15%	483	5.28%	748	8.32%
Address	611	5.89%	513	5.61%	521	5.8%
Behavioral Health Services	98	.94%	57	.62%	99	1.1%
Benefits	788	7.59%	677	7.4%	708	7.88%
Billing	143	1.38%	129	1.41%	148	1.65%
Complaint	257	2.48%	162	1.77%	209	2.33%
Dental	331	3.19%	304	3.32%	235	2.61%
Eligibility	530	5.11%	511	5.59%	571	6.35%
Enrollment/Disenrollment	5,398	52.01%	4,771	52.18%	4,086	45.46%
Long Term Care	85	.82%	83	.91%	56	.62%
Other Health Coverage	257	2.48%	267	2.92%	266	2.96%
Pharmacy	85	.82%	67	.73%	72	.8%
Transportation	20	.19%	19	.21%	25	.28%
Miscellaneous	1,345	12.96%	1,101	12.04%	1,245	13.85%
Total Calls	10,379	100%	9,144	100%	8,989	100%



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TABLE 9

Cases by Health Care Plan	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
000 - Fee for Service	1,489	18.06%	1,127	16.43%	1,095	15.97%
Aetna Better Health of California	51	.62%	46	.67%	51	.74%
Alameda Alliance for Health	179	2.17%	152	2.22%	181	2.64%
Anthem Blue Cross Partnership Plan	533	6.46%	461	6.72%	506	7.38%
Blue Shield of California Promise Health Plan	92	1.12%	64	.93%	79	1.15%
California Health and Wellness Plan	114	1.38%	105	1.53%	98	1.43%
CalOptima	455	5.52%	292	4.26%	340	4.96%
Cal Viva Health	100	1.21%	59	.86%	76	1.11%
CenCal Health	78	.95%	61	.89%	89	1.3%
Central California Alliance for Health	131	1.59%	104	1.52%	102	1.49%
Community Health Group Partnership	115	1.39%	131	1.91%	118	1.72%
Contra Costa Health Plan	116	1.41%	111	1.62%	165	2.41%
Gold Coast Health Plan	113	1.37%	94	1.37%	126	1.84%
Health Net Community Solutions, Inc.	876	10.62%	772	11.26%	733	10.69%
Health Plan of San Joaquin	162	1.96%	100	1.46%	125	1.82%
Health Plan of San Mateo	78	.95%	43	.63%	54	.79%
Inland Empire Health Plan	1,123	13.62%	1,039	15.15%	884	12.9%
Kern Family Health Care	101	1.22%	82	1.2%	79	1.15%
KP Cal LLC	136	1.65%	131	1.91%	114	1.66%
L.A. Care Health Plan	1,066	12.93%	936	13.65%	909	13.26%
Molina Healthcare of California Partner	632	7.67%	535	7.8%	463	6.75%
Partnership HealthPlan of California	314	3.81%	228	3.32%	276	4.03%



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Cases by Health Care Plan	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
San Francisco Health Plan	42	7.67%	62	7.8%	62	6.75%
Santa Clara Family Health Plan	113	1.37%	91	1.33%	103	1.5%
UnitedHealthcare Community Plan of California, Inc.	31	.38%	21	.31%	20	.29%
Total Cases by HCP	8,240	93.82%	6,847	93.82%	6,848	93.16%

TABLE 10

Cases by Ethnicity	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Arabic	15	.14%	24	.24%	37	.36%
Armenian	32	.31%	28	.28%	44	.43%
Cambodian	4	.04%	8	.08%	3	.03%
Cantonese	30	.29%	28	.28%	43	.42%
English	7,817	75.28%	6,693	67.62%	6,576	64.25%
Farsi	27	.26%	32	.32%	56	.55%
Hmong	2	.02%	1	.01%	2	.02%
Ilocano	3	.03%	1	.01%	5	.05%
Japanese	1	.01%	2	.02%	7	.07%
Korean	23	.22%	20	.20%	14	.14%
Mandarin	46	.44%	37	.37%	48	.47%
None Found	921	8.87%	1090	11.01%	991	9.68%
Other Chinese Languages	6	.06%	7	.07%	2	.02%
Other Non-English	28	.27%	28	.28%	24	.23%



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Cases by Ethnicity	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Portuguese	0	0%	3	.03%	1	.01%
Russian	26	.25%	17	.17%	21	.21%
Samoan	5	.05%	0	0%	0	0%
Spanish	1,289	12.41%	1,048	10.59%	1,001	9.78%
Tagalog	21	.20%	8	.08%	32	.31%
Vietnamese	88	.85%	78	.79%	96	.94%
Total	10,384	100%	9,898	92.47%	10,235	87.96%

TABLE 11

Cases by Gender	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Data available 1/1/2021						

TABLE 12

Cases by Age Range in Decades	Oct-20	Percentage	Nov-20	Percentage	Dec-20	Percentage
Age 0-9 years	1,427	14.99%	1,338	16.3%	1,234	15.34%
Age 10-19 years	998	10.48%	817	9.95%	868	10.79%
Age 20-29 years	1,708	17.94%	1,413	17.21%	1,400	17.4%
Age 30-39 years	1,404	14.75%	1,244	15.15%	1,162	14.44%
Age 40-49 years	1,070	11.24%	892	10.87%	861	10.7%
Age 50-59 years	1,381	14.5%	1,074	13.08%	1,123	13.96%
Age 60-69 years	1,009	10.6%	927	11.29%	947	11.77%
Age 70-79 years	314	3.3%	363	4.42%	288	3.58%



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Cases by Age Range in Decades	<i>Oct-20</i>	<i>Percentage</i>	<i>Nov-20</i>	<i>Percentage</i>	<i>Dec-20</i>	<i>Percentage</i>
Age 80-89 years	170	1.79%	105	1.28%	123	1.53%
Age 90 +	40	.42%	36	.44%	40	.50%
Totals	9,521	100%	8,209	100%	8,046	100%