

*MEDI-CAL MANAGED CARE
OFFICE OF THE OMBUDSMAN
JULY - SEPTEMBER 2022*

TABLE 1

Contacts Received by Phone and Email	<i>Jul-22</i>		<i>Aug-22</i>		<i>Sep-22</i>	
Phone Call	8,210	93%	10,178	91%	8,724	93%
Emails	637	7%	979	9%	689	7%
Total	8,847	100%	11,157	100%	9,413	100%

TABLE 2

Average Talk Time and Wait Time	<i>Jul-22</i>	<i>Aug-22</i>	<i>Sep-22</i>
Average Talk Time	7	7	7
Average Wait Time	4	1	1

TABLE 3

Spoken Language	<i>Jul-22</i>		<i>Aug-22</i>		<i>Sep-22</i>	
English	6,833	83%	8,602	85%	7,381	85%
Spanish	1,089	13%	1,223	12%	1,048	12%
Other	288	4%	353	3%	295	3%
Total	8,210	100%	10,178	100%	8,724	100%

TABLE 4

Number and Rate of Calls Abandoned	<i>Jul-22</i>		<i>Aug-22</i>		<i>Sep-22</i>	
Calls Handled by the Ombudsman	8,210	59%	10,178	60%	8,724	57%
Caller Selected to Transfer Through the IVR	5,176	37%	6,176	36%	5,942	39%

Number and Rate of Calls Abandoned	<i>Jul-22</i>		<i>Aug-22</i>		<i>Sep-22</i>	
Abandoned Calls	615	4%	727	4%	673	4%
Total Number of Calls Placed to Ombudsman	14,001	100%	17,081	100%	15,339	100%

TABLE 5

Number of Calls Referred to Another Entity	<i>Jul-22</i>		<i>Aug-22</i>		<i>Sep-22</i>	
Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections						
(1) County Offices	3,213	62%	3,898	63%	3,784	64%
(2) Covered California	278	5%	312	5%	262	4%
(3) Health Care Options (HCO)	400	8%	469	8%	448	8%
(4) Medi-Cal Dental	124	2%	171	3%	151	3%
(5) Mental Health	233	5%	270	4%	272	5%
(6) Medicare	313	6%	399	6%	420	7%
(7) State Fair Hearing	86	2%	89	1%	94	2%
(8) Medi-Cal Fee-For-Service	529	10%	568	9%	511	9%
Total IVR Calls	5,176	100%	6,176	100%	5,942	100%

TABLE 6

Results of Contacts	<i>Jul-22</i>		<i>Aug-22</i>		<i>Sep-22</i>	
Coordination of Care	2,264	24%	2,817	23%	2,437	24%
Education	2,598	28%	3,588	30%	2,830	28%
Enrollment/ Disenrollment	350	4%	489	4%	443	4%
No Changes Required	887	9%	951	8%	842	8%
Plan Change	1,501	16%	1,778	15%	1,511	15%
Processed Transaction	164	2%	215	2%	161	2%
Referral	1,677	18%	2,150	18%	1,885	19%
Total	9,441	100%	11,988	100%	10,109	100%

TABLE 7

Destination of Referred Calls	Jul-22		Aug-22		Sep-22	
Covered CA	5	0%	10	0%	9	0%
County Eligibility Worker	633	38%	764	35%	687	36%
Medi-Cal Dental	17	1%	27	1%	28	1%
Department of Managed Health Care	34	2%	65	3%	57	3%
Fee-For-Service	73	4%	94	4%	90	5%
Health Care Options	39	2%	43	2%	40	2%
Managed Care Plan	484	29%	693	32%	536	28%
MediCal for Families	1	0%	0	0%	0	0%
Medicare	49	3%	44	2%	39	2%
Mental Health Plan	32	2%	41	2%	41	2%
Provider Services	0	0%	2	0%	4	0%
Social Security Administration	59	4%	62	3%	59	3%
State Fair Hearings	20	1%	27	1%	9	0%
Third Party Liability/ OHC Status	49	3%	60	3%	51	3%
Other (Please specify in notes section)	182	11%	221	10%	235	12%
Total	1,677	100%	2,153	100%	1,885	100%

TABLE 8

Primary issue	Jul-22		Aug-22		Sep-22	
Access to Care	3,176	33%	3,956	33%	3,281	32%
Address Change/Inter County Transfer (ICT)	960	10%	1,195	10%	1,088	11%
Beneficiary Identification Card (BIC) order	131	1%	129	1%	134	1%
Benefits	1,596	17%	2,259	19%	1,904	19%
Billing/Collection Notice	175	2%	202	2%	190	2%
Complaint	262	3%	402	3%	308	3%
Continuity/Coordination of Care (COC)	128	1%	178	1%	147	1%

Primary issue	Jul-22		Aug-22		Sep-22	
Correspondence-Received Mail	58	1%	91	1%	52	1%
Covered CA	1	0%	2	0%	1	0%
Denial of Service	49	1%	56	0%	40	0%
Disenrollment	156	2%	174	1%	143	1%
Durable Medical Equipment (DME)	12	0%	8	0%	14	0%
Eligibility	370	4%	427	4%	371	4%
Enrollment	997	10%	1,151	10%	963	10%
Foster Care/Adoption	124	1%	168	1%	126	1%
Long Term Care (LTC) Exemption	103	1%	95	1%	71	1%
Medical Exemption Request (MER)	70	1%	108	1%	79	1%
Not listed	579	6%	566	5%	509	5%
Other Health Coverage (OHC)	162	2%	218	2%	175	2%
Plan Change	336	4%	524	4%	444	4%
Premium Assistance -QMB,WDP, MFF	2	0%	6	0%	7	0%
Share of Cost	14	0%	25	0%	15	0%
Transplant	0	0%	4	0%	3	0%
Transportation	37	0%	38	0%	40	0%
Treatment Authorization Request	3	0%	9	0%	6	0%
Total Calls	9,501	100%	11,991	100%	10,111	100%

TABLE 9

Cases by Health Care Plan	Jul-22		Aug-22		Sep-22	
000 - Fee for Service	2,015	23%	2,317	21%	2,063	22%
Aetna Better Health of California	57	1%	75	1%	58	1%
Alameda Alliance for Health	208	2%	286	3%	216	2%
Anthem Blue Cross Partnership Plan	564	6%	686	6%	487	5%
Blue Shield of California Promise Health Plan	67	1%	94	1%	85	1%

Cases by Health Care Plan	Jul-22		Aug-22		Sep-22	
California Health and Wellness Plan	135	2%	202	2%	164	2%
CalOptima	376	4%	529	5%	438	5%
Cal Viva Health	110	1%	85	1%	123	1%
CenCal Health	79	1%	95	1%	105	1%
Central California Alliance for Health	148	2%	129	1%	148	2%
Community Health Group Partnership	150	2%	194	2%	137	1%
Contra Costa Health Plan	177	2%	236	2%	213	2%
Gold Coast Health Plan	134	1%	144	1%	148	2%
Health Net Community Solutions, Inc.	1,061	12%	1,317	12%	1,071	11%
Health Plan of San Joaquin	158	2%	167	2%	136	1%
Health Plan of San Mateo	68	1%	68	1%	69	1%
Inland Empire Health Plan	856	10%	1,202	11%	970	10%
Kern Family Health Care	105	1%	134	1%	110	1%
KP Cal LLC	149	2%	166	1%	171	2%
L.A. Care Health Plan	1,151	13%	1,477	13%	1,302	14%
Molina Healthcare of California Partner	407	5%	548	5%	423	4%
No eligibility	262	3%	291	3%	244	3%
Partnership HealthPlan of California	262	3%	417	4%	345	4%
San Francisco Health Plan	89	1%	84	1%	93	1%
Santa Clara Family Health Plan	127	1%	157	1%	157	2%
UnitedHealthcare Community Plan of California, Inc.	27	0%	28	0%	21	0%
Total Cases by HCP	8,942	100%	11,128	100%	9,497	100%

TABLE 10

Cases by Ethnicity	Jul-22		Aug-22		Sep-22	
Alaskan Native or American Indian	38	0%	41	0%	33	0%
Amerasian	0	0%	0	0%	1	0%

Cases by Ethnicity	Jul-22		Aug-22		Sep-22	
Asian Indian	103	1%	127	1%	90	1%
Asian or Pacific Islander	83	1%	96	1%	86	1%
Black	869	9%	988	8%	859	8%
Cambodian	7	0%	16	0%	16	0%
Chinese	147	2%	194	2%	165	2%
Declined to state	889	9%	1,117	9%	933	9%
Filipino	109	1%	153	1%	105	1%
Guamanian	3	0%	3	0%	2	0%
Hawaiian	5	0%	5	0%	5	0%
Hispanic	2,996	32%	3,729	31%	3,155	31%
Japanese	9	0%	35	0%	13	0%
Korean	68	1%	74	1%	58	1%
Laotian	7	0%	14	0%	9	0%
None Found	973	10%	1,256	10%	938	9%
Other	1,116	12%	1,240	10%	1,171	12%
Samoan	7	0%	4	0%	4	0%
Vietnamese	115	1%	172	1%	143	1%
White	1,957	21%	2,727	23%	2,325	23%
Total	9,501	100%	11,991	100%	10,111	100%

TABLE 11

Cases by Gender	Jul-22		Aug-22		Sep-22	
Female	4,679	55%	5,968	56%	5,061	55%
Male	3,555	42%	4,397	41%	3,831	42%
None Found	295	3%	368	3%	284	3%
Transgender: Female to Male	2	0%	3	0%	3	0%
Transgender: Male to Female	5	0%	11	0%	3	0%

Cases by Gender	<i>Jul-22</i>		<i>Aug-22</i>		<i>Sep-22</i>	
Total	8,536	100%	10,747	100%	9,182	100%

TABLE 12

Cases by Age Range in Decades	<i>Jul-22</i>		<i>Aug-22</i>		<i>Sep-22</i>	
Age 0-9 years	1,355	16%	1675	16%	1,417	15%
Age 10-19 years	982	12%	1414	13%	1,123	12%
Age 20-29 years	1,329	16%	1611	15%	1,553	17%
Age 30-39 years	1,226	14%	1441	13%	1,329	14%
Age 40-49 years	822	10%	1059	10%	950	10%
Age 50-59 years	1,249	15%	1486	14%	1,218	13%
Age 60-69 years	1,018	12%	1362	13%	1,013	11%
Age 70-79 years	336	4%	406	4%	369	4%
Age 80-89 years	176	2%	233	2%	159	2%
Age 90+	43	1%	60	1%	51	1%
Totals	8,536	100%	10,747	100%	9,182	100%