

*MEDI-CAL MANAGED CARE  
OFFICE OF THE OMBUDSMAN  
OCTOBER - DECEMBER 2022*

**TABLE 1**

<b>Contacts Received by Phone and Email</b>	<i>Oct-22</i>		<i>Nov-22</i>		<i>Dec-22</i>	
Phone Call	8,591	92%	8,715	92%	8,388	91%
Emails	739	8%	801	8%	785	9%
<b>Total</b>	<b>9,330</b>	<b>100%</b>	<b>9,516</b>	<b>100%</b>	<b>9,173</b>	<b>100%</b>

**TABLE 2**

<b>Average Talk Time and Wait Time</b>	<i>Oct-22</i>	<i>Nov-22</i>	<i>Dec-22</i>
Average Talk Time	7	8	7
Average Wait Time	2	4	2

**TABLE 3**

<b>Spoken Language</b>	<i>Oct-22</i>		<i>Nov-22</i>		<i>Dec-22</i>	
English	7,240	84%	7,334	84%	7,220	86%
Spanish	1,055	12%	1052	12%	837	10%
Other	296	3%	329	4%	331	4%
<b>Total</b>	<b>8,591</b>	<b>100%</b>	<b>8,715</b>	<b>100%</b>	<b>8,388</b>	<b>100%</b>

**TABLE 4**

<b>Number and Rate of Calls Abandoned</b>	<i>Oct-22</i>		<i>Nov-22</i>		<i>Dec-22</i>	
Calls Handled by the Ombudsman	8,591	59%	8,715	59%	8,388	58%
Caller Selected to Transfer Through the IVR	5,315	36%	5,330	36%	5,429	38%

<b>Number and Rate of Calls Abandoned</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Abandoned Calls	657	5%	653	4%	609	4%
<b>Total Number of Calls Placed to Ombudsman</b>	<b>14,563</b>	<b>100%</b>	<b>14,698</b>	<b>100%</b>	<b>14,426</b>	<b>100%</b>

**TABLE 5**

<b>Number of Calls Referred to Another Entity</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
<b>Non-Ombudsman Selection Interactive Voice Response (IVR 1-8) Category Selections</b>						
(1) County Offices	3,246	61%	3,174	60%	3,132	58%
(2) Covered California	296	6%	264	5%	270	5%
(3) Health Care Options (HCO)	372	7%	405	8%	404	7%
(4) Medi-Cal Dental	161	3%	132	2%	166	3%
(5) Mental Health	234	4%	186	3%	255	5%
(6) Medicare	342	6%	416	8%	402	7%
(7) State Fair Hearing	82	2%	65	1%	97	2%
(8) Medi-Cal Fee-For-Service	582	11%	688	13%	703	13%
<b>Total IVR Calls</b>	<b>5,315</b>	<b>100%</b>	<b>5,330</b>	<b>100%</b>	<b>5,429</b>	<b>100%</b>

**TABLE 6**

<b>Results of Contacts</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Coordination of Care	2,432	24%	2,720	27%	2,559	26%
Education	2,744	27%	2,626	26%	2,451	25%
Enrollment/ Disenrollment	363	4%	324	3%	325	3%
No Changes Required	820	8%	889	9%	863	9%
Plan Change	1,517	15%	1,451	14%	1,485	15%
Processed Transaction	171	2%	166	2%	147	2%
Referral	2,003	20%	1,947	19%	1,913	20%
<b>Total</b>	<b>10,050</b>	<b>100%</b>	<b>10,123</b>	<b>100%</b>	<b>9,743</b>	<b>100%</b>

**TABLE 7**

<b>Destination of Referred Calls</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Covered CA	12	<b>1%</b>	15	<b>1%</b>	42	<b>2%</b>
County Eligibility Worker	753	<b>38%</b>	705	<b>36%</b>	670	<b>35%</b>
Medi-Cal Dental	25	<b>1%</b>	28	<b>1%</b>	13	<b>1%</b>
Department of Managed Health Care	63	<b>3%</b>	45	<b>2%</b>	51	<b>3%</b>
Fee-For-Service	92	<b>5%</b>	87	<b>4%</b>	75	<b>4%</b>
Health Care Options	30	<b>1%</b>	56	<b>3%</b>	93	<b>5%</b>
Managed Care Plan	568	<b>28%</b>	579	<b>30%</b>	542	<b>28%</b>
MediCal for Families	0	<b>0%</b>	1	<b>0%</b>	0	<b>0%</b>
Medicare	58	<b>3%</b>	61	<b>3%</b>	52	<b>3%</b>
Mental Health Plan	20	<b>1%</b>	34	<b>2%</b>	53	<b>3%</b>
Provider Services	1	<b>0%</b>	1	<b>0%</b>	1	<b>0%</b>
Social Security Administration	87	<b>4%</b>	89	<b>5%</b>	54	<b>3%</b>
State Fair Hearings	23	<b>1%</b>	17	<b>1%</b>	23	<b>1%</b>
Third Party Liability/ OHC Status	41	<b>2%</b>	45	<b>2%</b>	30	<b>2%</b>
Other (Please specify in notes section)	230	<b>11%</b>	184	<b>9%</b>	214	<b>11%</b>
<b>Total</b>	<b>2,003</b>	<b>100%</b>	<b>1,947</b>	<b>100%</b>	<b>1,913</b>	<b>100%</b>

**TABLE 8**

<b>Primary issue</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Not listed	25	<b>0%</b>	191	<b>2%</b>	341	<b>4%</b>
Access to Care	3,199	<b>32%</b>	3,057	<b>30%</b>	3,017	<b>31%</b>
Address Change/Inter County Transfer (ICT)	1,015	<b>10%</b>	907	<b>9%</b>	848	<b>9%</b>
Beneficiary Identification Card (BIC) order	127	<b>1%</b>	120	<b>1%</b>	109	<b>1%</b>
Benefits	1,872	<b>19%</b>	1,906	<b>19%</b>	1,862	<b>19%</b>
Billing/Collection Notice	168	<b>2%</b>	138	<b>1%</b>	149	<b>2%</b>
Complaint	293	<b>3%</b>	209	<b>2%</b>	256	<b>3%</b>

<b>Primary issue</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Continuity/Coordination of Care (COC)	97	1%	136	1%	137	1%
Correspondence-Received Mail	95	1%	191	2%	174	2%
Covered CA	6	0%	4	0%	17	0%
Denial of Service	45	0%	54	1%	44	0%
Disenrollment	191	2%	199	2%	152	2%
Durable Medical Equipment (DME)	17	0%	14	0%	18	0%
Eligibility	453	5%	450	4%	413	4%
Enrollment	1,037	10%	1,034	10%	947	10%
Foster Care/Adoption	106	1%	152	2%	102	1%
Long Term Care (LTC) Exemption	101	1%	131	1%	71	1%
Medical Exemption Request (MER)	80	1%	101	1%	126	1%
Not listed	477	5%	461	5%	385	4%
Other Health Coverage (OHC)	183	2%	188	2%	159	2%
Plan Change	402	4%	425	4%	366	4%
Premium Assistance -QMB,WDP, MFF	1	0%	3	0%	0	0%
Share of Cost	16	0%	17	0%	17	0%
Transplant	0	0%	5	0%	2	0%
Transportation	40	0%	28	0%	23	0%
Treatment Authorization Request	4	0%	2	0%	4	0%
<b>Total Calls</b>	<b>10,050</b>	<b>100%</b>	<b>10,123</b>	<b>100%</b>	<b>9,739</b>	<b>100%</b>

**TABLE 9**

<b>Cases by Health Care Plan</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
000 - Fee for Service	2,052	22%	2,380	25%	2,146	24%
Aetna Better Health of California	46	0%	82	1%	74	1%
Alameda Alliance for Health	236	3%	232	2%	177	2%
Anthem Blue Cross Partnership Plan	593	6%	597	6%	717	8%

<b>Cases by Health Care Plan</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Blue Shield of California Promise Health Plan	88	1%	86	1%	85	1%
Cal Viva Health	95	1%	124	1%	90	1%
California Health and Wellness Plan	131	1%	131	1%	127	1%
CalOptima	425	5%	461	5%	450	5%
CenCal Health	78	1%	77	1%	68	1%
Central California Alliance for Health	149	2%	142	2%	137	2%
Community Health Group Partnership	143	2%	112	1%	105	1%
Contra Costa Health Plan	193	2%	192	2%	165	2%
Gold Coast Health Plan	140	1%	140	1%	130	1%
Health Net Community Solutions, Inc.	1094	12%	993	11%	949	11%
Health Plan of San Joaquin	166	2%	144	2%	128	1%
Health Plan of San Mateo	55	1%	48	1%	49	1%
Inland Empire Health Plan	985	10%	783	8%	794	9%
Kern Family Health Care	91	1%	91	1%	74	1%
KP Cal LLC	158	2%	148	2%	172	2%
L.A. Care Health Plan	1248	13%	1,096	12%	990	11%
Molina Healthcare of California Partner	415	4%	423	5%	438	5%
No eligibility	302	3%	310	3%	243	3%
Partnership HealthPlan of California	354	4%	339	4%	270	3%
San Francisco Health Plan	59	1%	73	1%	82	1%
Santa Clara Family Health Plan	114	1%	112	1%	133	2%
UnitedHealthcare Community Plan of California, Inc.	24	0%	71	1%	68	1%
<b>Total Cases by HCP</b>	<b>9,434</b>	<b>100%</b>	<b>9,387</b>	<b>100%</b>	<b>8,861</b>	<b>100%</b>

**TABLE 10**

<b>Cases by Ethnicity</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Alaskan Native or American Indian	35	0%	44	0%	49	1%

<b>Cases by Ethnicity</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Amerasian	0	0%	2	0%	0	0%
Asian Indian	93	1%	89	1%	85	1%
Asian or Pacific Islander	100	1%	89	1%	103	1%
Black	851	8%	845	8%	711	7%
Cambodian	11	0%	24	0%	14	0%
Chinese	174	2%	162	2%	180	2%
Declined to state	946	9%	1,001	10%	1,016	10%
Filipino	110	1%	110	1%	104	1%
Guamanian	0	0%	4	0%	6	0%
Hawaiian	7	0%	4	0%	7	0%
Hispanic	3,068	31%	2,914	29%	2,683	28%
Japanese	12	0%	17	0%	13	0%
Korean	70	1%	55	1%	51	1%
Laotian	21	0%	7	0%	12	0%
None Found	892	9%	965	10%	1,035	11%
Other	1,127	11%	1,218	12%	1,145	12%
Samoaian	6	0%	11	0%	8	0%
Vietnamese	153	2%	125	1%	123	1%
White	2,376	24%	2,440	24%	2,396	25%
<b>Total</b>	<b>10,052</b>	<b>100%</b>	<b>10,126</b>	<b>100%</b>	<b>9,741</b>	<b>100%</b>

**TABLE 11**

<b>Cases by Gender</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Female	5,010	55%	4,976	54%	4,719	54%
Male	3,826	42%	3,827	42%	3,661	42%
None Found	327	4%	357	4%	327	4%
Transgender: Female to Male	1	0%	1	0%	0	0%

<b>Cases by Gender</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Transgender: Male to Female	1	0%	4	0%	3	0%
<b>Total</b>	<b>9,165</b>	<b>100%</b>	<b>9,165</b>	<b>100%</b>	<b>8,710</b>	<b>100%</b>

**TABLE 12**

<b>Cases by Age Range in Decades</b>	<b>Oct-22</b>		<b>Nov-22</b>		<b>Dec-22</b>	
Age 0-9 years	1,457	16%	1,505	16%	1,225	14%
Age 10-19 years	993	11%	960	10%	899	10%
Age 20-29 years	1,426	16%	1,417	15%	1,320	15%
Age 30-39 years	1,307	14%	1,298	14%	1,176	14%
Age 40-49 years	885	10%	949	10%	981	11%
Age 50-59 years	1,311	14%	1,247	14%	1,237	14%
Age 60-69 years	1,123	12%	1,113	12%	1,170	13%
Age 70-79 years	410	4%	419	5%	455	5%
Age 80-89 years	203	2%	206	2%	188	2%
Age 90+	50	1%	51	1%	59	1%
<b>Totals</b>	<b>9,165</b>	<b>100%</b>	<b>9,165</b>	<b>100%</b>	<b>8,710</b>	<b>100%</b>