

The Children's Partnership

Medi-Cal Call Wait Times Study

July 2024

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Study Overview

Research Goals:

- The Children’s Partnership (TCP) desires to better understand Medi-Cal call responsiveness and to identify opportunities to better support Californian’s access to support related to Medi-Cal coverage.
- The objective of the research is to collect quantitative data that documents telephone hold wait time lengths for residents of 30 or more California counties who need assistance via telephone for renewing Medicaid coverage through Medi-Cal.

Methodology:

- WestGroup Research (WGR) conducted an initial audit to document key aspects of each county’s Medi-Cal call line as the first step or Phase 1 of the research. This documentation allowed the research team to determine which counties to focus on in Phase 2 of the research.
- In Phase 2, WGR placed calls in 44 counties to determine telephone hold times for Californian’s needing assistance renewing Medi-Cal. The team also called most of these counties in Spanish and some were also called in other threshold languages.

Calls Conducted:

- The team completed an audit of Medi-Cal calls in all 58 Californian counties in English. Audits of Medi-Cal call systems were performed in Spanish in 40 counties, in Mandarin and Cantonese in 12 counties, in Vietnamese in 9 counties, Tagalog in 7 counties, Hmong in 4 counties, Farsi in 4 counties, Arabic in 4 counties, Russian in 3 counties, Korean in 2 counties, Armenian in 1 county, and Cambodian in 1 county. Languages audited by county are listed in the Appendix.
- During Phase 2 data collection, the team reduced the number of counties to focus on those with automated phone systems and capture call hold times. In total, 44 of 58 counties in California had automated phone systems at their call line. The team completed 742 calls. Phase 2 data collection included calls in English, Spanish, Cantonese, Mandarin, Vietnamese, Tagalog, Hmong, Russian, and Cambodian.
- These calls varied by time of day and day of the week, covering morning, mid-day, and afternoon calls as well as all days of the week Monday through Friday.

Summary of Findings

These findings highlight the need for additional resources, procedures, and staffing support to improve Medi-Cal call experiences.

- **Disconnecting high volume calls without another option.** The call lines for many counties, specifically 14 out of the 44 counties with automated call systems, are experiencing exceptionally high call volumes. This overwhelming demand resulted in one in five calls being disconnected with a message indicating that the call volume is too high and to call back later (20%). Occasionally, callers may receive a message stating that their chosen option is “full,” and are redirected back to the start of the menu. This indicates a clear inability of these call lines to manage their current call volumes with the existing staff, resources, and systems in place. Notably, six of these counties are among those with the largest number of residents enrolled in Medi-Cal, exacerbating the issue.
- **Varying county protocols to manage high call volume.** Moreover, counties appear to have varying thresholds before the high call volume message is activated. This impacts the average hold times. When the maximum hold time is set at a lower threshold, hold times may appear lower, but residents are just being disconnected and not allowed to wait on hold for a representative. Consequently, residents in these counties often have no option for telephone support when call volumes peak.
- **Insufficient menu options available for other languages.** Menu options available for other languages are insufficient. Often, these menus include at least part of the instructions in English and/or after a caller selects their preferred language, the first message is first played in English before switching to the selected language. This language inconsistency confused the research team but due to their role in the study, they remained on the line and eventually heard the message in the selected language. However, in a real-world scenario, it is likely residents would often wrongly conclude that they cannot obtain support in their preferred language causing them to abandon their efforts and hang up. The menus in all languages need to be checked by native speakers and double-checked when changes are made to the automated telephone system. Of note, hold times per call are consistently about one hour across all languages. The average hold time for Spanish was the lowest at 50 minutes, compared to 56 minutes for English and about one hour for other threshold languages (61 minutes).

Summary of Findings (continued)

- **Average hold times hover just under one hour.** Overall, the average hold time for Medi-Cal calls is high, at 55 minutes. While 16% of calls were answered in less than one minute, a significant portion (44%) of calls yielded a hold time of one hour or longer. These long hold times affect residents' ability to obtain needed support.
- **Counties with low enrollment also had lower average hold times.** Average hold times in counties with less than 100,000 enrollees were about 17 minutes. This average hold time is in comparison to counties with 100,000 to 400,000 enrollees (54 minutes) and the counties with over 400,000 enrollees (58 minutes). Counties with low enrollment also had a significant portion of calls with less than one minute wait on hold. Forty-three percent of calls had a hold time of less than one minute in counties with less than 100,000 enrollees.
- **Three of the top 10 high enrollment counties had hold times averaging under 15 minutes.** While a majority of large counties have high average hold times, three of the largest counties have hold times under 15 minutes. San Diego, Santa Clara, and Riverside are all counties with over 400,000 enrollees and impressively low average hold times. These call lines have similar levels of enrollees to other counties, but lower hold times, which provides a place for counties to compare notes and make adjustments to improve accessibility and support for residents. (Note: Study methodology was purposefully designed to avoid tying up county resources. Thus, counties answering more quickly may have done so in an attempt to ensure callers were placed in the proper queue and ultimately callers may have been placed back on hold to wait for appropriate support.)

Background and Methodology

Background & Methodology

Phase 1 – Call Line Audit

- A database was compiled of 58 California County Medi-Cal call line phone numbers and hours of operation. The team designed the “audit” form to capture relevant call line information. We called multiple times to gather the necessary information to complete the audit form in English and to identify and document the path required to capture hold times for the full study. Bilingual staff members completed this process for 40 counties with Spanish as a threshold language. An additional 11 languages were audited and included targeted threshold languages available on automated systems. The additional 11 threshold languages included Cantonese, Mandarin, Vietnamese, Tagalog, Hmong, Russian, Cambodian, Korean, Farsi, Arabic, and Armenian.

Phase 2 – Medi-Cal Call Data Collection

- The results of the Phase 1 Audit were used to inform and finalize the secret shopper questionnaire and to select the counties to evaluate for call hold times. Phase 2 data collection included calls to all 44 counties with an automated telephone system which included 33 counties with Spanish as a threshold language. Phase 2 data collection included calls in Cantonese, Mandarin, Vietnamese, Tagalog, Hmong, Russian, and Cambodian as well.
- For each call, research staff “shopped” the call line by making calls as if they were seeking assistance to renew their Medi-Cal coverage and then waiting on hold to capture the experience that residents have when contacting support via telephone. The interviewer or “shopper” then hung up the call once it was answered by a live representative. It was important to call each call line at varying times of day and over multiple days of the week. Each county was assigned two weekdays for calls and three times of day on each day. During Phase 2 data collection some call lines were closed on Wednesdays, despite the finding that they were open Monday through Friday during the audit. For this reason, the final results include a lower number of calls on Wednesdays than the other weekdays.
- When considering the number of calls and allocation of calls across each county, the team reviewed enrollment size by county and decided to allocate more calls to the top 10 counties with the most enrollees to complete at least 30 calls in each of these 10 counties. This sample size change allowed the team to report hold time results by these top 10 counties individually, as well as in total.

Background & Methodology (continued)

Weighting, Analysis, and Limitations

- Hold time averages were calculated using actual collected hold times as well as assigning a minimum “floor value” of “zero,” for calls answered right away without holding, and a “ceiling” hold time was assigned to calls that ended due to being “high call volume disconnects.” The “ceiling value” varied by county as it was based on the longest captured hold time for each county. Counties with protocols for high volume disconnected calls might appear to have lower average hold times, but they have a higher portion of high volume disconnected calls.
- Overall results are weighted based on the size of Medi-Cal enrollment. Counties were grouped into three size categories - less than 100,000 residents enrolled, 100,000 to 400,000 enrolled, and over 400,000 residents enrolled. Results shown are weighted by enrollment category. Aggregated results are weighted, but individual county-level results are not weighted.
- This study includes a small sample of calls for each county and provides a descriptive picture based on observations made of the simulated experience of California residents trying to renew Medi-Cal through their call line. Additional calls were allocated to the top 10 counties with the highest Medi-Cal enrollment to ensure results could be shown individually for these counties that together represent 75% of enrolled residents.
- The Appendix includes margin of error estimates at a 90% confidence level for results overall, by enrollment level, and each of the top 10 counties.

Phase 1: Audit Details

Audit Details

Automated Answering Services

- 75% of counties have automated telephone systems or IVR systems to manage Medi-Cal calls. Conversely, about 25% of counties have staff that answer the telephones directly during open hours without an automated system to navigate first. The counties with automated telephone answering services were the ones called during Phase 2 data collection.

| Automated Telephone Systems | # of Counties | Distribution |
|-----------------------------|---------------|--------------|
| Yes | 44 | 75.9% |
| No | 14 | 24.1% |

- 70% of these answering services requested personal information including ongoing case numbers or social security numbers and the callers date of birth.

Menu Option to Renew Medi-Cal.

- No counties with an IVR or automated phone system provide a menu option specifically to renew Medi-Cal. However, LA County offers a menu option to renew benefits. Other counties provide menu options for help with an existing case, Medi-Cal, or simply ask for the caller to state what they need.

Hours Open

- Over half of Medi-Cal call lines are open Monday to Friday from 8am to 5pm. None offered Saturday hours.

| Call Line Days / Hours | # of Counties | Distribution |
|---|---------------|--------------|
| M, T, W, F (closed Thursday) | | |
| 8:00 AM - 4:30 PM (closed 11:40 AM - 1:00 pm) | 1 | 1.7% |
| M-F | | |
| 6:30 AM - 8:00 PM | 1 | 1.7% |
| 7:00 AM - 5:00 PM | 1 | 1.7% |
| 7:00 AM - 5:00 PM (M-TH) / 7:00 AM - 4:30 PM (F) | 1 | 1.7% |
| 7:30 AM - 3:30 PM | 1 | 1.7% |
| 7:30 AM - 4:00 PM | 1 | 1.7% |
| 7:30 AM - 4:30 PM | 1 | 1.7% |
| 7:30 AM - 5:30 PM | 1 | 1.7% |
| 7:30 AM - 6:30 PM | 1 | 1.7% |
| 8:00 AM - 12:00 PM, 1:00 PM - 5:00 PM | 1 | 1.7% |
| 8:00 AM - 3:30 PM | 1 | 1.7% |
| 8:00 AM - 4:00 PM | 5 | 8.6% |
| 8:00 AM - 4:30 PM | 3 | 5.2% |
| 8:00 AM - 5:00 PM | 32 | 55.2% |
| 8:00 AM - 6:00 PM | 1 | 1.7% |
| 8:15 AM - 4:15 AM | 1 | 1.7% |
| 8:30 AM - 5:00 PM | 1 | 1.7% |
| 9:00 AM - 3:30 PM | 1 | 1.7% |
| 9:00 AM - 4:00 PM | 1 | 1.7% |
| M-TH (7:30 AM - 5:00 PM) / F (8:00 AM - 12:00 PM) | 1 | 1.7% |
| M-TH | | |
| 7:00 AM - 5:00 PM | 1 | 1.7% |

Audit Details (continued)

Other Threshold Language Experience (excludes English and Spanish).

- In nearly all cases, after a caller presses the number selection for their preferred language, a very long message in English plays and is followed by an equally long or longer message in the desired language. Bilingual research staff indicated that speakers of these other threshold languages may assume, upon hearing the lengthy English message, that they made an error and/or that there is no assistance available and may hang up without accessing assistance.

Additional Threshold Language Concerns:

1. Live English speaker answer and attempt to discern the caller's language support needs in English.
2. Recorded voice prompts or messages are played in English, or a combination of English and the preferred language, or in English with an accent of the preferred language.
3. Language codes are reversed (*San Mateo County initially reversed Mandarin and Cantonese*)
4. The language selected results in a dead end (*Riverside County/ Mandarin and Cantonese offered in the initial menu but selecting either of them results in no method to proceed.*)

Phase 2: Medi-Cal Call Findings

County Enrollment Levels

- The top 10 counties by population all also have an enrollment of over 400,000 residents, based on March 2024 enrollment figures. To report hold times at the county level for these 10 counties, a total of at least 30 calls were made to each of these counties. All of the top 10 counties were called in English and Spanish, and most other threshold language calls also naturally fell to these larger counties.
- Counties were grouped into three size categories - less than 100,000 residents enrolled, 100,000 to 400,000 enrolled, and over 400,000 enrolled, which are shown in the Top 10 table.
 - <100K Enrollee Counties (22 counties): Butte, Colusa, Del Norte, El Dorado , Glenn, Humboldt, Kings, Lassen, Madera, Marin, Modoc, Napa, Nevada, Placer, Santa Cruz, Shasta, Sutter, Tehama, Trinity, Tuolumne, Yolo, Yuba
 - 100-400K Enrollee Counties (12 counties): Contra Costa, Merced, Monterey, San Francisco, San Joaquin, San Mateo, Santa Barbara, Solano, Sonoma, Stanislaus, Tulare, Ventura

Top 10 Counties by Enrollment

| County | Enrollment - March 2024 | Population - 2022 ACS 5-yr Estimates |
|----------------|-------------------------|--------------------------------------|
| Los Angeles | 4,141,859 | 9,936,690 |
| San Diego | 1,060,453 | 3,289,701 |
| Orange | 1,020,517 | 3,175,227 |
| Riverside | 1,015,744 | 2,429,487 |
| San Bernardino | 986,496 | 2,180,563 |
| Sacramento | 636,723 | 1,579,211 |
| Fresno | 539,477 | 1,008,280 |
| Alameda | 491,071 | 1,663,823 |
| Kern | 489,993 | 906,883 |
| Santa Clara | 470,243 | 1,916,831 |

Enrollment Levels

| County Enrollment | Enrollment (March 2024) | Percentage of Total Enrollment | Completes | Percentage of Completes |
|--|-------------------------|--------------------------------|-----------|-------------------------|
| Over 400,000 enrolled (10 counties) | 10,852,576 | 75% | 362 | 49% |
| 100,000 - 400,000 enrolled (12 counties) | 2,723,312 | 19% | 170 | 23% |
| Under 100,000 enrolled (22 counties) | 956,216 | 7% | 211 | 28% |

County Enrollment Levels - Number of Medi-Cal Calls

- A total of 742 secret shopper calls were completed, which exceeded the original goal of 600 calls.
- The team focused more of the Phase 2 data collection effort on ten counties with the highest enrollment.
- Secret shopper calls covered all days of the week and time periods of day that call lines are open. However, some of the larger counties were closed on Wednesdays unexpectedly with messages about staffing levels and catching up on processing time.

| Number of Calls | Total | Under 100,000 enrolled | 100,000 - 400,000 enrolled | Over 400,000 enrolled |
|-------------------------------|-------|------------------------|----------------------------|-----------------------|
| Total | | | | |
| Total Secret Shopper Calls | 742 | 211 | 168 | 363 |
| Language | | | | |
| English | 386 | 141 | 86 | 159 |
| Spanish | 275 | 68 | 54 | 153 |
| Other Languages | 81 | 2 | 28 | 51 |
| Day of Week | | | | |
| Monday | 151 | 45 | 30 | 76 |
| Tuesday | 168 | 37 | 43 | 88 |
| Wednesday | 84 | 44 | 27 | 13 |
| Thursday | 165 | 46 | 35 | 84 |
| Friday | 174 | 39 | 33 | 102 |
| Time of Day | | | | |
| Morning (Open to 11:00 AM) | 246 | 67 | 57 | 122 |
| Mid-day (11:00 AM to 2:00 PM) | 250 | 77 | 55 | 118 |
| Afternoon (2:00 PM to Close) | 246 | 67 | 56 | 123 |

County Enrollment Levels - Call Results

- Call results consisted of calls that were answered immediately after a menu selection was made, calls that were put on hold, calls that ended because there was a message about high call volume asking the caller to call again later and disconnecting the call, the call was sent to a voicemail, or there was another issue like the caller got a message that the call line was closed.
- About two thirds of calls were put on hold. This occurs more frequently in counties with a higher numbers of enrollees needing support.
- Twenty percent of calls, overall, get a message about high call volume and then the caller is disconnected. This issue almost never happened in counties with low enrollment (1.9%).
- These results are weighted by enrollment group size to provide total results.
- Note that we did leave voicemails when calls were sent to voicemail automatically, but only three counties called back these voicemail messages. There were a total of 38 voicemails left across 9 counties and only 6 calls were returned and in a total of 3 counties.

| Call Results | Total | Under 100,000 enrolled | 100,000 - 400,000 enrolled | Over 400,000 enrolled |
|--------------------------------------|------------|------------------------|----------------------------|-----------------------|
| <i>Unweighted n</i> | 742 | 211 | 168 | 363 |
| Put on hold | 67.6% | 54.5% | 61.3% | 70.2% |
| Call ended due to high call volume | 20.5% | 1.9% | 26.2% | 20.7% |
| Answered immediately without holding | 7.4% | 25.6% | 11.9% | 4.7% |
| Sent to voicemail | 2.8% | 13.7% | 0.0% | 2.5% |
| Other | 1.8% | 4.3% | 0.6% | 1.9% |

County Enrollment Levels - Hold Times

- Overall, average hold times hover just under one hour at almost 55 minutes.
- For calls disconnected because of a high call volume, a maximum hold time or ceiling was assigned individually to each county based on the longest hold time recorded for each county. This method results in potentially underestimating the average hold time for impacted counties.
- There are two extremes, very short waits which includes calls answered immediately after the selection was made, and extremely long wait times on hold where calls are not answered for an hour or more. 44% of calls yielded a hold time of one hour or longer.

| Hold Times | Total | Under 100,000 enrolled | 100,000 - 400,000 enrolled | Over 400,000 enrolled |
|-----------------------|------------|------------------------|----------------------------|-----------------------|
| <i>Unweighted n</i> | 679 | 172 | 161 | 346 |
| Less than 1 minute | 16.3% | 43.0% | 23.6% | 12.4% |
| 1 to 4 minutes | 8.4% | 8.7% | 5.0% | 9.2% |
| 5 to 9 minutes | 6.7% | 6.4% | 5.6% | 6.9% |
| 10 to 19 minutes | 4.5% | 17.4% | 3.7% | 3.8% |
| 20 to 29 minutes | 3.6% | 5.8% | 3.7% | 3.5% |
| 30 to 39 minutes | 6.1% | 5.8% | 7.5% | 5.8% |
| 40 to 49 minutes | 4.8% | 2.9% | 3.7% | 5.2% |
| 50 to 59 minutes | 5.6% | 1.2% | 5.0% | 6.1% |
| 60 to 69 minutes | 10.9% | 2.3% | 7.5% | 12.4% |
| 70 to 79 minutes | 5.4% | 1.2% | 3.7% | 6.1% |
| 80 to 89 minutes | 10.6% | 1.2% | 10.6% | 11.3% |
| 90 minutes to 2 hours | 3.9% | 1.2% | 7.5% | 3.2% |
| More than 2 hours | 13.3% | 2.9% | 13.0% | 14.2% |
| Mean* | 54.69 | 16.93 | 53.62 | 57.79 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - Call Results

- Six of the 10 counties with the highest enrollment, hung up on callers with the high-volume message.
- Kern and Riverside both sent some of our calls to voicemail automatically (21.2% and 6.5% respectively).
- Only three counties evaluated have calls that were answered without a hold wait, San Diego (33.3%), Riverside (16.1%), and Santa Clara (5.6%).

| Call Results | Alameda | Fresno | Kern | Los Angeles | Orange | Riverside | Sacramento | San Bernardino | San Diego | Santa Clara |
|--------------------------------------|---------|--------|-------|-------------|--------|-----------|------------|----------------|-----------|-------------|
| <i>Unweighted n</i> | 45 | 34 | 33 | 38 | 36 | 31 | 43 | 37 | 30 | 36 |
| Put on hold | 55.6% | 64.7% | 33.3% | 100.0% | 100.0% | 71.0% | 72.1% | 48.6% | 66.7% | 86.1% |
| Call ended due to high call volume | 44.4% | 29.4% | 39.4% | 0.0% | 0.0% | 0.0% | 25.6% | 48.6% | 0.0% | 8.3% |
| Answered immediately without holding | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 16.1% | 0.0% | 0.0% | 33.3% | 5.6% |
| Sent to voicemail | 0.0% | 0.0% | 21.2% | 0.0% | 0.0% | 6.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 5.9% | 6.1% | 0.0% | 0.0% | 6.5% | 2.3% | 2.7% | 0.0% | 0.0% |

Top 10 High Enrollment Counties - Hold Times

- The counties with the highest enrollment include hold times at both end of extremes. There are three counties with average hold times less than 15 minutes and there are five counties with over an hour average hold time.
- There are counties with lower average hold times because the maximum amount of time that a resident can hold is capped at a lower hold time. For example, Alameda County appears to cap hold times for calls at 90 minutes. As a result, all hold times are just under 90 minutes. However, this county is still experiencing challenges when supporting residents because this limit does cause calls to be disconnected due to high call volume. During our Phase 2 data collection, 44% of calls were disconnected due to high call volume in Alameda.

| Hold Times | Alameda | Fresno | Kern | Los Angeles | Orange | Riverside | Sacramento | San Bernardino | San Diego | Santa Clara |
|-----------------------|---------|--------|--------|-------------|--------|-----------|------------|----------------|-----------|-------------|
| <i>Unweighted n</i> | 45 | 32 | 23 | 38 | 36 | 27 | 43 | 36 | 30 | 36 |
| Less than 1 minute | 2.2% | 0.0% | 0.0% | 2.6% | 2.8% | 22.2% | 4.7% | 0.0% | 76.7% | 25.0% |
| 1 to 4 minutes | 4.4% | 0.0% | 0.0% | 0.0% | 8.3% | 18.5% | 18.6% | 0.0% | 13.3% | 27.8% |
| 5 to 9 minutes | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% | 33.3% | 7.0% | 0.0% | 10.0% | 19.4% |
| 10 to 19 minutes | 2.2% | 0.0% | 4.3% | 0.0% | 8.3% | 7.4% | 4.7% | 0.0% | 0.0% | 11.1% |
| 20 to 29 minutes | 2.2% | 0.0% | 0.0% | 2.6% | 11.1% | 7.4% | 2.3% | 2.8% | 0.0% | 5.6% |
| 30 to 39 minutes | 15.6% | 0.0% | 0.0% | 5.3% | 16.7% | 0.0% | 0.0% | 2.8% | 0.0% | 11.1% |
| 40 to 49 minutes | 15.6% | 3.1% | 0.0% | 2.6% | 5.6% | 3.7% | 0.0% | 16.7% | 0.0% | 0.0% |
| 50 to 59 minutes | 2.2% | 3.1% | 4.3% | 28.9% | 0.0% | 0.0% | 0.0% | 19.4% | 0.0% | 0.0% |
| 60 to 69 minutes | 2.2% | 18.8% | 0.0% | 31.6% | 2.8% | 3.7% | 2.3% | 58.3% | 0.0% | 0.0% |
| 70 to 79 minutes | 2.2% | 3.1% | 17.4% | 21.1% | 16.7% | 0.0% | 2.3% | 0.0% | 0.0% | 0.0% |
| 80 to 89 minutes | 51.1% | 9.4% | 4.3% | 5.3% | 16.7% | 3.7% | 7.0% | 0.0% | 0.0% | 0.0% |
| 90 minutes to 2 hours | 0.0% | 12.5% | 8.7% | 0.0% | 2.8% | 0.0% | 9.3% | 0.0% | 0.0% | 0.0% |
| More than 2 hours | 0.0% | 50.0% | 60.9% | 0.0% | 2.8% | 0.0% | 41.9% | 0.0% | 0.0% | 0.0% |
| Mean* | 63.29 | 123.41 | 110.04 | 60.92 | 47.89 | 13.27 | 88.76 | 59.12 | 0.95 | 8.27 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - Los Angeles County

- Los Angeles County is the largest county in California with a total population from the 2022 5-year ACS estimates of 9,936,690. Los Angeles County also has the largest number of residents enrolled in Medi-Cal, 4,141,859.
- The Los Angeles County call line is open Monday through Friday from 7:30am to 6:30pm. The WGR Team called Los Angeles County in English (15 calls), Spanish (15 calls), Cantonese (2 calls), Mandarin (2 calls), Vietnamese (1 call), Tagalog (1 call), Russian (1 call), and Cambodian (1 call).
- All calls were put on hold before reaching a representative with an average hold time of about 60 minutes.

Call Results

| | Los Angeles |
|--------------------------------------|-------------|
| <i>Unweighted n</i> | 38 |
| Put on hold | 100.0% |
| Call ended due to high call volume | 0.0% |
| Answered immediately without holding | 0.0% |
| Sent to voicemail | 0.0% |
| Other | 0.0% |

Hold Times

| | Los Angeles |
|-----------------------|-------------|
| <i>Unweighted n</i> | 38 |
| Less than 1 minute | 2.6% |
| 1 to 4 minutes | 0.0% |
| 5 to 9 minutes | 0.0% |
| 10 to 19 minutes | 0.0% |
| 20 to 29 minutes | 2.6% |
| 30 to 39 minutes | 5.3% |
| 40 to 49 minutes | 2.6% |
| 50 to 59 minutes | 28.9% |
| 60 to 69 minutes | 31.6% |
| 70 to 79 minutes | 21.1% |
| 80 to 89 minutes | 5.3% |
| 90 minutes to 2 hours | 0.0% |
| More than 2 hours | 0.0% |
| Mean* | 60.92 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - San Diego County

- San Diego County is the second largest county in California with a total population from the 2022 5-year ACS estimates of 3,289,701. San Diego County also has the second largest number of residents enrolled in Medi-Cal, 1,060,453.
- The San Diego County call line is open Monday through Friday from 7am to 5pm. The WGR Team called San Diego County in English (15 calls) and Spanish (15 calls).
- The hold times were short in San Diego County, at an average hold time of just under 1 minute. Two thirds of calls were put on hold for a very short amount of time and the remaining one-third were answered without any wait. For the average hold time calculation, calls answered immediately are given a zero-minute hold length.

Call Results

| | San Diego |
|--------------------------------------|-----------|
| <i>Unweighted n</i> | 30 |
| Put on hold | 66.7% |
| Call ended due to high call volume | 0.0% |
| Answered immediately without holding | 33.3% |
| Sent to voicemail | 0.0% |
| Other | 0.0% |

Hold Times

| | San Diego |
|-----------------------|-----------|
| <i>Unweighted n</i> | 30 |
| Less than 1 minute | 76.7% |
| 1 to 4 minutes | 13.3% |
| 5 to 9 minutes | 10.0% |
| 10 to 19 minutes | 0.0% |
| 20 to 29 minutes | 0.0% |
| 30 to 39 minutes | 0.0% |
| 40 to 49 minutes | 0.0% |
| 50 to 59 minutes | 0.0% |
| 60 to 69 minutes | 0.0% |
| 70 to 79 minutes | 0.0% |
| 80 to 89 minutes | 0.0% |
| 90 minutes to 2 hours | 0.0% |
| More than 2 hours | 0.0% |
| Mean* | 0.95 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - Orange County

- Orange County is the third largest county in California with a total population from the 2022 5-year ACS estimates of 3,175,227. Orange County also has the third largest number of residents enrolled in Medi-Cal, 1,020,517.
- Orange County is open Monday through Friday from 6:30am to 8pm. The WGR Team called Orange County in English (15 calls), Spanish (15 calls), Cantonese (2 calls), Mandarin (3 calls), and Vietnamese (1 call).
- All calls were put on hold and had with widely varying hold times. On average hold times were about 48 minutes.

Call Results

| | Orange |
|--------------------------------------|--------|
| <i>Unweighted n</i> | 36 |
| Put on hold | 100.0% |
| Call ended due to high call volume | 0.0% |
| Answered immediately without holding | 0.0% |
| Sent to voicemail | 0.0% |
| Other | 0.0% |

Hold Times

| | Orange |
|-----------------------|--------|
| <i>Unweighted n</i> | 36 |
| Less than 1 minute | 2.8% |
| 1 to 4 minutes | 8.3% |
| 5 to 9 minutes | 5.6% |
| 10 to 19 minutes | 8.3% |
| 20 to 29 minutes | 11.1% |
| 30 to 39 minutes | 16.7% |
| 40 to 49 minutes | 5.6% |
| 50 to 59 minutes | 0.0% |
| 60 to 69 minutes | 2.8% |
| 70 to 79 minutes | 16.7% |
| 80 to 89 minutes | 16.7% |
| 90 minutes to 2 hours | 2.8% |
| More than 2 hours | 2.8% |
| Mean* | 47.89 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - Riverside County

- Riverside County is the fourth largest county in California with a total population from the 2022 5-year ACS estimates of 2,429,487. Riverside County also has the fourth largest number of residents enrolled in Medi-Cal, 1,015,744.
- Riverside County is open Monday through Friday from 8am to 5pm. The WGR Team called Riverside County in English (15 calls) and Spanish (16 calls).
- Most calls to the Riverside County call line result in being placed on hold (71%), with some being answered with no hold time (16%) and a few being sent to voicemail (6.5%). On average hold times were about 13 minutes. Riverside is one of three of the largest counties with hold times under 15 minutes.

Call Results

| | Riverside |
|--------------------------------------|-----------|
| <i>Unweighted n</i> | 31 |
| Put on hold | 71.0% |
| Call ended due to high call volume | 0.0% |
| Answered immediately without holding | 16.1% |
| Sent to voicemail | 6.5% |
| Other | 6.5% |

Hold Times

| | Riverside |
|-----------------------|-----------|
| <i>Unweighted n</i> | 27 |
| Less than 1 minute | 22.2% |
| 1 to 4 minutes | 18.5% |
| 5 to 9 minutes | 33.3% |
| 10 to 19 minutes | 7.4% |
| 20 to 29 minutes | 7.4% |
| 30 to 39 minutes | 0.0% |
| 40 to 49 minutes | 3.7% |
| 50 to 59 minutes | 0.0% |
| 60 to 69 minutes | 3.7% |
| 70 to 79 minutes | 0.0% |
| 80 to 89 minutes | 3.7% |
| 90 minutes to 2 hours | 0.0% |
| More than 2 hours | 0.0% |
| Mean* | 13.27 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - San Bernardino County

- San Bernardino County is the fifth largest county in California with a total population from the 2022 5-year ACS estimates of 2,180,563. San Bernardino County also has the fifth largest number of residents enrolled in Medi-Cal, 986,496.
- San Bernardino County is open Monday through Thursday from 7am to 5pm and Fridays from 7am to 4:30pm. The WGR Team called San Bernardino County in English (15 calls), Spanish (15 calls), Cantonese (2 calls), Mandarin (4 calls), and Vietnamese (1 call).
- About half of calls in San Bernardino County were discontinued due to high call volume (48.6%) and half of calls were put on hold (48.6%). High volume disconnected calls were assigned the maximum hold time of 67 minutes based on the longest hold time recorded. On average hold times were about an hour.

Call Results

| | San Bernardino |
|--------------------------------------|----------------|
| <i>Unweighted n</i> | 37 |
| Put on hold | 48.6% |
| Call ended due to high call volume | 48.6% |
| Answered immediately without holding | 0.0% |
| Sent to voicemail | 0.0% |
| Other | 2.7% |

Hold Times

| | San Bernardino |
|-----------------------|----------------|
| <i>Unweighted n</i> | 36 |
| Less than 1 minute | 0.0% |
| 1 to 4 minutes | 0.0% |
| 5 to 9 minutes | 0.0% |
| 10 to 19 minutes | 0.0% |
| 20 to 29 minutes | 2.8% |
| 30 to 39 minutes | 2.8% |
| 40 to 49 minutes | 16.7% |
| 50 to 59 minutes | 19.4% |
| 60 to 69 minutes | 58.3% |
| 70 to 79 minutes | 0.0% |
| 80 to 89 minutes | 0.0% |
| 90 minutes to 2 hours | 0.0% |
| More than 2 hours | 0.0% |
| Mean* | 59.12 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - Sacramento County

- Sacramento County is the eighth largest county in California with a total population from the 2022 5-year ACS estimates of 1,579,211. Sacramento County also has the sixth largest number of residents enrolled in Medi-Cal, 636,723.
- Sacramento County is open Monday through Friday 8am to 4pm. The WGR Team called Sacramento County in English (17 calls), Spanish (15 calls), Cantonese (4 calls), Mandarin (3 calls), Vietnamese (1 call), Hmong (2 calls), and Russian (1 call).
- In Sacramento County most calls resulted in the caller being placed on hold (72%) and about a quarter were disconnected due to high call volume (25.6%) and were assigned the maximum hold time of 170.35 minutes based on the longest hold time recorded. On average hold times were about an hour and a half at 88.76 minutes.

Call Results

| | Sacramento |
|--------------------------------------|------------|
| <i>Unweighted n</i> | 43 |
| Put on hold | 72.1% |
| Call ended due to high call volume | 25.6% |
| Answered immediately without holding | 0.0% |
| Sent to voicemail | 0.0% |
| Other | 2.3% |

Hold Times

| | Sacramento |
|-----------------------|------------|
| <i>Unweighted n</i> | 43 |
| Less than 1 minute | 4.7% |
| 1 to 4 minutes | 18.6% |
| 5 to 9 minutes | 7.0% |
| 10 to 19 minutes | 4.7% |
| 20 to 29 minutes | 2.3% |
| 30 to 39 minutes | 0.0% |
| 40 to 49 minutes | 0.0% |
| 50 to 59 minutes | 0.0% |
| 60 to 69 minutes | 2.3% |
| 70 to 79 minutes | 2.3% |
| 80 to 89 minutes | 7.0% |
| 90 minutes to 2 hours | 9.3% |
| More than 2 hours | 41.9% |
| Mean* | 88.76 |



*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - Fresno County

- Fresno County is the tenth largest county in California with a total population from the 2022 5-year ACS estimates of 1,008,280. Fresno County also has the seventh largest number of residents enrolled in Medi-Cal, 539,477.
- Fresno County is open Monday through Friday 7:30am to 3:30pm. The WGR Team called Fresno County in English (17 calls), Spanish (16 calls), and Hmong (1 call).
- On average hold times were about two hours for our calls to Fresno County. Two-thirds of calls were placed on hold (64.7%) and almost thirty percent of these calls were disconnected due to high call volume (29.4%) and were assigned the maximum hold time of 183 minutes based on the longest hold time recorded.

Call Results

| | Fresno |
|--------------------------------------|--------|
| <i>Unweighted n</i> | 34 |
| Put on hold | 64.7% |
| Call ended due to high call volume | 29.4% |
| Answered immediately without holding | 0.0% |
| Sent to voicemail | 0.0% |
| Other | 5.9% |

Hold Times

| | Fresno |
|-----------------------|--------|
| <i>Unweighted n</i> | 32 |
| Less than 1 minute | 0.0% |
| 1 to 4 minutes | 0.0% |
| 5 to 9 minutes | 0.0% |
| 10 to 19 minutes | 0.0% |
| 20 to 29 minutes | 0.0% |
| 30 to 39 minutes | 0.0% |
| 40 to 49 minutes | 3.1% |
| 50 to 59 minutes | 3.1% |
| 60 to 69 minutes | 18.8% |
| 70 to 79 minutes | 3.1% |
| 80 to 89 minutes | 9.4% |
| 90 minutes to 2 hours | 12.5% |
| More than 2 hours | 50.0% |
| Mean* | 123.41 |



*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - Alameda County

- Alameda County is the seventh largest county in California with a total population from the 2022 5-year ACS estimates of 1,663,823. Alameda County also has the eighth largest number of residents enrolled in Medi-Cal, 491,071.
- Alameda County is open Monday through Friday 8:30am to 5pm. The WGR Team called Alameda County in English (17 calls), Spanish (16 calls), Cantonese (4 calls), Mandarin (6 calls), Vietnamese (1 call), and Tagalog (1 call).
- Over 40% of calls were ended due to high call volume and disconnected (44.4%) and were assigned the maximum hold time of 89 minutes based on the longest hold time recorded. On average hold times were about an hour at 63 minutes.

Call Results

| | Alameda |
|--------------------------------------|---------|
| <i>Unweighted n</i> | 45 |
| Put on hold | 55.6% |
| Call ended due to high call volume | 44.4% |
| Answered immediately without holding | 0.0% |
| Sent to voicemail | 0.0% |
| Other | 0.0% |

Hold Times

| | Alameda |
|-----------------------|---------|
| <i>Unweighted n</i> | 45 |
| Less than 1 minute | 2.2% |
| 1 to 4 minutes | 4.4% |
| 5 to 9 minutes | 0.0% |
| 10 to 19 minutes | 2.2% |
| 20 to 29 minutes | 2.2% |
| 30 to 39 minutes | 15.6% |
| 40 to 49 minutes | 15.6% |
| 50 to 59 minutes | 2.2% |
| 60 to 69 minutes | 2.2% |
| 70 to 79 minutes | 2.2% |
| 80 to 89 minutes | 51.1% |
| 90 minutes to 2 hours | 0.0% |
| More than 2 hours | 0.0% |
| Mean* | 63.29 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - Kern County

- Kern County is the eleventh largest county in California with a total population from the 2022 5-year ACS estimates of 906,883. Kern County also has the ninth largest number of residents enrolled in Medi-Cal, 489,993.
- Kern County is open Monday through Friday 7:30am to 4pm. The WGR Team called Kern County in English (18 calls) and Spanish (15 calls).
- Many calls to Kern County resulted in the caller being directed to leave a voicemail (21.2%), Kern County did return these voicemail messages, once 24 hours later and then one week later. In addition, about 40% of calls were disconnected due to high call volume and were assigned the maximum hold time of 133.17 minutes. On average hold times were almost two hours at 110 minutes.

Call Results

| | Kern |
|--------------------------------------|-------|
| <i>Unweighted n</i> | 33 |
| Put on hold | 33.3% |
| Call ended due to high call volume | 39.4% |
| Answered immediately without holding | 0.0% |
| Sent to voicemail | 21.2% |
| Other | 6.1% |

Hold Times

| | Kern |
|-----------------------|--------|
| <i>Unweighted n</i> | 23 |
| Less than 1 minute | 0.0% |
| 1 to 4 minutes | 0.0% |
| 5 to 9 minutes | 0.0% |
| 10 to 19 minutes | 4.3% |
| 20 to 29 minutes | 0.0% |
| 30 to 39 minutes | 0.0% |
| 40 to 49 minutes | 0.0% |
| 50 to 59 minutes | 4.3% |
| 60 to 69 minutes | 0.0% |
| 70 to 79 minutes | 17.4% |
| 80 to 89 minutes | 4.3% |
| 90 minutes to 2 hours | 8.7% |
| More than 2 hours | 60.9% |
| Mean* | 110.04 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Top 10 High Enrollment Counties - Santa Clara County

- Santa Clara County is the sixth largest county in California with a total population from the 2022 5-year ACS estimates of 1,916,831. Santa Clara County also has the tenth largest number of residents enrolled in Medi-Cal, 470,243.
- Santa Clara County is open Monday through Friday 8am to 5pm. The WGR Team called Alameda County in English (15 calls), Spanish (15 calls), Cantonese (2 calls), Mandarin (2 calls), Vietnamese (1 call), and Tagalog (1 call).
- Most calls in Santa Clara County were put on hold (86%), while 8% were disconnected due to high call volume, and 6% were answered immediately. On average hold times were low for Santa Clara county at just 8 minutes, calls disconnected due to high call volume were assigned a maximum hold time of 33 minutes based on the longest hold recorded.

Call Results

| | Santa Clara |
|--------------------------------------|-------------|
| <i>Unweighted n</i> | 36 |
| Put on hold | 86.1% |
| Call ended due to high call volume | 8.3% |
| Answered immediately without holding | 5.6% |
| Sent to voicemail | 0.0% |
| Other | 0.0% |

Hold Times

| | Santa Clara |
|-----------------------|-------------|
| <i>Unweighted n</i> | 36 |
| Less than 1 minute | 25.0% |
| 1 to 4 minutes | 27.8% |
| 5 to 9 minutes | 19.4% |
| 10 to 19 minutes | 11.1% |
| 20 to 29 minutes | 5.6% |
| 30 to 39 minutes | 11.1% |
| 40 to 49 minutes | 0.0% |
| 50 to 59 minutes | 0.0% |
| 60 to 69 minutes | 0.0% |
| 70 to 79 minutes | 0.0% |
| 80 to 89 minutes | 0.0% |
| 90 minutes to 2 hours | 0.0% |
| More than 2 hours | 0.0% |
| Mean* | 8.27 |



*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Language

- There are only slight differences between English, Spanish, and other threshold languages. Languages by county are specified in the Appendix.
- Compared to English and Spanish, fewer other threshold language calls were answered without a hold.
- The average hold time for Spanish was the lowest at 50 minutes, compared to 56 minutes for English and about one hour for other threshold languages (61 minutes).

Call Results

| Call Results | Total | English | Spanish | Other Languages |
|--------------------------------------|------------|------------|------------|-----------------|
| <i>Unweighted n</i> | 742 | 386 | 275 | 81 |
| Put on hold | 67.6% | 65.4% | 69.3% | 70.0% |
| Call ended due to high call volume | 20.5% | 22.9% | 15.4% | 26.7% |
| Answered immediately without holding | 7.4% | 8.6% | 7.8% | 2.3% |
| Sent to voicemail | 2.8% | 2.1% | 4.4% | 0.2% |
| Other | 1.8% | 1.1% | 3.1% | 0.8% |

Hold Times

| | Total | English | Spanish | Other Languages |
|-----------------------|------------|------------|------------|-----------------|
| <i>Unweighted n</i> | 679 | 358 | 244 | 77 |
| Less than 1 minute | 16.3% | 16.8% | 16.8% | 12.9% |
| 1 to 4 minutes | 8.4% | 7.4% | 10.7% | 5.7% |
| 5 to 9 minutes | 6.7% | 8.0% | 6.2% | 3.1% |
| 10 to 19 minutes | 4.5% | 5.0% | 4.5% | 3.1% |
| 20 to 29 minutes | 3.6% | 3.7% | 3.2% | 4.7% |
| 30 to 39 minutes | 6.1% | 5.9% | 6.3% | 6.3% |
| 40 to 49 minutes | 4.8% | 3.8% | 4.9% | 7.9% |
| 50 to 59 minutes | 5.6% | 5.3% | 4.6% | 9.4% |
| 60 to 69 minutes | 10.9% | 11.0% | 11.9% | 7.9% |
| 70 to 79 minutes | 5.4% | 5.0% | 6.6% | 3.1% |
| 80 to 89 minutes | 10.6% | 8.9% | 10.8% | 15.5% |
| 90 minutes to 2 hours | 3.9% | 2.7% | 3.2% | 9.6% |
| More than 2 hours | 13.3% | 16.4% | 10.4% | 10.9% |
| Mean* | 54.69 | 56.38 | 50.14 | 61.35 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Time of Month

- Calls were answered the quickest at the end of the month with about 12% of calls answered immediately versus about 6% at the beginning of the month and 6% in the middle of the month.
- Calls at the beginning and middle of the month spent similar time on hold, 57 minutes and 55 minutes, versus the end of the month with an average of 48 minutes on hold.

Call Results

| Call Results | Total | Beginning of the Month | Middle of the Month | End of the Month |
|--------------------------------------|-------|------------------------|---------------------|------------------|
| <i>Unweighted n</i> | 742 | 275 | 324 | 143 |
| Put on hold | 67.6% | 63.1% | 70.3% | 65.7% |
| Call ended due to high call volume | 20.5% | 23.8% | 20.4% | 15.5% |
| Answered immediately without holding | 7.4% | 6.5% | 6.3% | 12.2% |
| Sent to voicemail | 2.8% | 3.1% | 1.6% | 5.8% |
| Other | 1.8% | 3.5% | 1.3% | 0.8% |

Hold Times

| Hold Times | Total | Beginning of the Month | Middle of the Month | End of the Month |
|-----------------------|-------|------------------------|---------------------|------------------|
| <i>Unweighted n</i> | 679 | 248 | 302 | 129 |
| Less than 1 minute | 16.3% | 15.8% | 15.4% | 19.8% |
| 1 to 4 minutes | 8.4% | 7.4% | 8.9% | 8.5% |
| 5 to 9 minutes | 6.7% | 7.0% | 6.3% | 7.3% |
| 10 to 19 minutes | 4.5% | 2.7% | 4.9% | 6.0% |
| 20 to 29 minutes | 3.6% | 5.0% | 3.3% | 2.7% |
| 30 to 39 minutes | 6.1% | 7.2% | 5.7% | 5.8% |
| 40 to 49 minutes | 4.8% | 4.0% | 5.1% | 4.9% |
| 50 to 59 minutes | 5.6% | 1.9% | 5.1% | 12.9% |
| 60 to 69 minutes | 10.9% | 10.5% | 13.0% | 4.7% |
| 70 to 79 minutes | 5.4% | 5.7% | 5.8% | 3.2% |
| 80 to 89 minutes | 10.6% | 14.5% | 9.2% | 9.0% |
| 90 minutes to 2 hours | 3.9% | 3.6% | 3.7% | 4.8% |
| More than 2 hours | 13.3% | 14.8% | 13.5% | 10.3% |
| Mean* | 54.69 | 57.45 | 55.46 | 47.88 |

Days of the Week

- hold times were shorter on Wednesdays due to larger counties being closed on Wednesday during our calls. Only 13 of all 386 calls in counties with high enrollment were made on Wednesdays.
- Monday, Tuesday, Thursday, and Friday have similar hold times.

Call Results

| | Total | Monday | Tuesday | Wednesday | Thursday | Friday |
|--------------------------------------|------------|------------|------------|-----------|------------|------------|
| Unweighted n | 742 | 151 | 168 | 84 | 165 | 174 |
| Put on hold | 67.6% | 73.0% | 55.6% | 62.1% | 71.2% | 72.6% |
| Call ended due to high call volume | 20.5% | 19.4% | 27.9% | 10.8% | 22.4% | 15.4% |
| Answered immediately without holding | 7.4% | 2.9% | 11.8% | 15.2% | 4.7% | 7.1% |
| Sent to voicemail | 2.8% | 2.2% | 2.8% | 8.1% | 0.8% | 3.4% |
| Other | 1.8% | 2.5% | 2.0% | 3.8% | 0.9% | 1.5% |

Hold Times

| | Total | Monday | Tuesday | Wednesday | Thursday | Friday |
|-----------------------|------------|------------|------------|-----------|------------|------------|
| Unweighted n | 679 | 135 | 153 | 73 | 157 | 161 |
| Less than 1 minute | 16.3% | 10.9% | 18.9% | 46.9% | 9.9% | 16.2% |
| 1 to 4 minutes | 8.4% | 9.0% | 4.4% | 6.5% | 11.4% | 9.5% |
| 5 to 9 minutes | 6.7% | 9.9% | 5.0% | 0.0% | 6.0% | 8.0% |
| 10 to 19 minutes | 4.5% | 5.9% | 3.4% | 4.4% | 6.4% | 2.8% |
| 20 to 29 minutes | 3.6% | 2.3% | 2.4% | 2.8% | 5.3% | 4.5% |
| 30 to 39 minutes | 6.1% | 5.3% | 11.2% | 3.4% | 4.1% | 4.4% |
| 40 to 49 minutes | 4.8% | 6.2% | 4.7% | 2.3% | 2.8% | 6.2% |
| 50 to 59 minutes | 5.6% | 5.4% | 6.5% | 2.3% | 4.2% | 6.9% |
| 60 to 69 minutes | 10.9% | 10.3% | 11.4% | 11.2% | 13.3% | 8.8% |
| 70 to 79 minutes | 5.4% | 5.4% | 2.8% | 7.3% | 7.6% | 5.2% |
| 80 to 89 minutes | 10.6% | 12.6% | 9.7% | 7.5% | 12.3% | 9.0% |
| 90 minutes to 2 hours | 3.9% | 4.0% | 2.8% | 1.8% | 1.6% | 7.4% |
| More than 2 hours | 13.3% | 12.8% | 17.0% | 3.6% | 15.1% | 11.0% |
| Mean* | 54.69 | 56.11 | 58.45 | 32.20 | 57.92 | 52.69 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Times of the Day

- Mid-day calls around lunchtime between 11am and 2pm experienced the highest hold times at over one hour on average (63 minutes). Average hold times comparatively for morning were 53 minutes and 49 minutes for afternoons.

Call Results

| Call Results | Total | Morning (Open to 11:00 AM) | Mid-day (11:00 AM to 2:00 PM) | Afternoon (2:00 PM to Close) |
|--------------------------------------|-------|----------------------------------|-------------------------------------|------------------------------------|
| <i>Unweighted n</i> | 742 | 246 | 250 | 246 |
| Put on hold | 67.6% | 69.7% | 61.4% | 71.4% |
| Call ended due to high call volume | 20.5% | 18.8% | 25.4% | 17.3% |
| Answered immediately without holding | 7.4% | 6.5% | 7.9% | 7.8% |
| Sent to voicemail | 2.8% | 3.1% | 3.0% | 2.2% |
| Other | 1.8% | 1.8% | 2.3% | 1.4% |

Hold Times

| | Total | Morning (Open to 11:00 AM) | Mid-day (11:00 AM to 2:00 PM) | Afternoon (2:00 PM to Close) |
|-----------------------|-------|----------------------------------|-------------------------------------|------------------------------------|
| <i>Unweighted n</i> | 679 | 225 | 227 | 227 |
| Less than 1 minute | 16.3% | 17.6% | 14.7% | 16.5% |
| 1 to 4 minutes | 8.4% | 10.6% | 6.5% | 8.1% |
| 5 to 9 minutes | 6.7% | 5.6% | 7.7% | 6.7% |
| 10 to 19 minutes | 4.5% | 5.0% | 4.7% | 3.9% |
| 20 to 29 minutes | 3.6% | 2.9% | 4.8% | 3.3% |
| 30 to 39 minutes | 6.1% | 5.6% | 2.9% | 9.6% |
| 40 to 49 minutes | 4.8% | 3.2% | 2.8% | 8.3% |
| 50 to 59 minutes | 5.6% | 9.0% | 2.7% | 5.1% |
| 60 to 69 minutes | 10.9% | 10.7% | 11.0% | 11.1% |
| 70 to 79 minutes | 5.4% | 2.5% | 9.4% | 4.2% |
| 80 to 89 minutes | 10.6% | 9.0% | 10.0% | 12.6% |
| 90 minutes to 2 hours | 3.9% | 5.2% | 4.5% | 2.0% |
| More than 2 hours | 13.3% | 13.1% | 18.4% | 8.6% |
| Mean* | 54.69 | 52.67 | 62.70 | 48.88 |

*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

Appendix

Margin of Error

- The project team allocated additional calls on the top 10 counties with the highest Medi-Cal enrollment to ensure that results could be shown individually in these counties. The team reported individual county results for counties with at least 30 calls.
- This table includes margin of error estimates at a 90% confidence level for results overall, by enrollment level, and each of the top 10 counties.

Margin of Error at 90% Confidence Level

| Enrollee Categories/County | Sample Size | Margin of Error |
|--------------------------------|-------------|-----------------|
| Total | 743 | +/-3.0% |
| Under 100,000 Enrollees | 211 | +/-5.7% |
| 100,000 -400,000 Enrollees | 170 | +/-6.3% |
| Over 400,000 Enrollees -Top 10 | 362 | +/-4.3% |
| Los Angeles | 38 | +/-13.3% |
| San Diego | 30 | +/-15.0% |
| Orange | 36 | +/-13.7% |
| Riverside | 31 | +/-14.8% |
| San Bernardino | 37 | +/-13.5% |
| Sacramento | 43 | +/-12.5% |
| Fresno | 34 | +/-14.1% |
| Alameda | 45 | +/-12.3% |
| Kern | 33 | +/-14.3% |
| Santa Clara | 36 | +/-13.7% |

Languages Audited by County – Phase 1

| Language Audits by County - 157 Total Audits |
|--|
| English (58 counties - all) |
| Spanish (40 counties) |
| Alameda |
| Butte |
| Colusa |
| Contra Costa |
| El Dorado |
| Fresno |
| Glenn |
| Imperial |
| Inyo |
| Kern |
| Kings |
| Lake |
| Los Angeles |
| Madera |
| Marin |
| Mendocino |
| Merced |
| Mono |
| Monterey |
| Napa |
| Nevada |
| Orange |
| Placer |
| Riverside |
| Sacramento |
| San Benito |
| San Bernadino |
| San Diego |
| San Francisco |
| San Joaquin |
| San Luis Obispo |
| San Mateo |
| Santa Barbara |
| Santa Clara |
| Santa Cruz |
| Solano |
| Sonoma |
| Stanislaus |
| Sutter |
| Tehama |

| Mandarin (12 counties) |
|-------------------------|
| Alameda |
| Contra Costa |
| Los Angeles |
| Orange |
| Riverside |
| Sacramento |
| San Bernadino |
| San Diego |
| San Francisco |
| San Joaquin |
| San Mateo |
| Santa Clara |
| Cantonese (12 counties) |
| Alameda |
| Contra Costa |
| Los Angeles |
| Orange |
| Riverside |
| Sacramento |
| San Bernadino |
| San Diego |
| San Francisco |
| San Joaquin |
| San Mateo |
| Santa Clara |
| Vietnamese (9 counties) |
| Alameda |
| Los Angeles |
| Orange |
| Sacramento |
| San Bernadino |
| San Diego |
| San Francisco |
| Santa Clara |
| Yolo |
| Tagalog (7 counties) |
| Alameda |
| Los Angeles |
| San Diego |
| San Francisco |
| San Mateo |
| Santa Clara |
| Solano |

| Hmong (4 counties) |
|----------------------|
| Fresno |
| Merced |
| Placer |
| Sacramento |
| Farsi (4 counties) |
| Los Angeles |
| Orange |
| Sacramento |
| San Diego |
| Arabic (4 counties) |
| Los Angeles |
| Orange |
| Sacramento |
| San Diego |
| Russian (3 counties) |
| Los Angeles |
| Sacramento |
| San Francisco |
| Korean (2 counties) |
| Los Angeles |
| Orange |
| Armenian (1 county) |
| Los Angeles |
| Cambodian (1 county) |
| Los Angeles |

Number of Medi-Cal Calls by County and Language – Phase 2

| County | English | Spanish | Mandarin | Cantonese | Tagalog | Vietnamese | Russian | Hmong | Cambodian |
|----------------|---------|---------|----------|-----------|---------|------------|---------|-------|-----------|
| Alameda | 17 | 16 | 6 | 4 | 1 | 1 | - | - | - |
| Butte | 6 | 5 | - | - | - | - | - | - | - |
| Colusa | 6 | 5 | - | - | - | - | - | - | - |
| Contra Costa | 8 | 5 | 3 | 6 | - | - | - | - | - |
| Del Norte | 6 | - | - | - | - | - | - | - | - |
| El Dorado | 6 | 5 | - | - | - | - | - | - | - |
| Fresno | 17 | 16 | - | - | - | - | - | 1 | - |
| Glenn | 7 | 5 | - | - | - | - | - | - | - |
| Humboldt | 7 | - | - | - | - | - | - | - | - |
| Kern | 18 | 15 | - | - | - | - | - | - | - |
| Kings | 6 | 7 | - | - | - | - | - | - | - |
| Lassen | 8 | - | - | - | - | - | - | - | - |
| Los Angeles | 15 | 15 | 2 | 2 | 1 | 1 | 1 | - | 1 |
| Madera | 6 | 5 | - | - | - | - | - | - | - |
| Marin | 6 | 5 | - | - | - | - | - | - | - |
| Merced | 7 | 5 | - | - | - | - | - | - | - |
| Modoc | 6 | - | - | - | - | - | - | - | - |
| Monterey | 6 | 5 | - | - | - | - | - | - | - |
| Napa | 6 | 5 | - | - | - | - | - | - | - |
| Nevada | 6 | 6 | - | - | - | - | - | - | - |
| Orange | 15 | 15 | 3 | 2 | - | 1 | - | - | - |
| Placer | 6 | 5 | - | - | - | - | - | 1 | - |
| Riverside | 15 | 16 | - | - | - | - | - | - | - |
| Sacramento | 17 | 15 | 3 | 4 | - | 1 | 1 | 2 | - |
| San Bernardino | 15 | 15 | 4 | 2 | - | 1 | - | - | - |
| San Diego | 15 | 15 | - | - | - | - | - | - | - |
| San Francisco | 6 | 5 | 2 | 2 | 1 | 1 | 1 | - | - |
| San Joaquin | 6 | 6 | 2 | 3 | - | - | - | - | - |
| San Mateo | 6 | 5 | 3 | 2 | 1 | - | - | - | - |
| Santa Barbara | 9 | 5 | - | - | - | - | - | - | - |
| Santa Clara | 15 | 15 | 2 | 2 | 1 | 1 | - | - | - |
| Santa Cruz | 8 | 5 | - | - | - | - | - | - | - |
| Shasta | 7 | - | - | - | - | - | - | - | - |
| Solano | 10 | 5 | - | - | 1 | - | - | - | - |
| Sonoma | 7 | 5 | - | - | - | - | - | - | - |
| Stanislaus | 8 | 8 | - | - | - | - | - | - | - |
| Sutter | 6 | 5 | - | - | - | - | - | - | - |
| Tehama | 7 | 5 | - | - | - | - | - | - | - |
| Trinity | 6 | - | - | - | - | - | - | - | - |
| Tulare | 6 | - | - | - | - | - | - | - | - |
| Tuolumne | 6 | - | - | - | - | - | - | - | - |
| Ventura | 7 | - | - | - | - | - | - | - | - |
| Yolo | 7 | - | - | - | - | 1 | - | - | - |
| Yuba | 6 | - | - | - | - | - | - | - | - |