

X INFORMATION

TAB SECTION: H

\_\_\_ ACTION REQUIRED:

DATE OF MEETING: 10/18/12

PREPARED BY: Jane Adcock

DATE MATERIAL

PREPARED: 9/25/2012

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**AGENDA ITEM:** California Department of Managed Health Care Help Center

**ENCLOSURES:**

**OTHER MATERIAL RELATED TO ITEM:**

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**ISSUE:**

### **Background**

Both the Department of Insurance and the Department of Managed Health Care are oversight agencies for the insurance industry in California. The Department of Insurance handles all manner of insurance e.g., auto, home, and health. However, they mostly oversee the Preferred Provider Organizations (PPOs) and California's two largest health plans, Blue Shield and Blue Cross. The Department of Managed Health Care oversees Health Maintenance Organizations (HMOs) and MediCare managed care plans.

Both organizations handle consumer issues and complaints. We have invited the Help Center at the Department of Managed Health Care to present their consumer assistance process and also what, if any, data they may have regarding complaints for mental health services. These services will become very important with the implementation of the Affordable Care Act in California. This office works closely with the Office of Patient Advocate.

### **The Department of Managed Health Care**

California health plan members are protected by a large body of laws. These laws include statutes that have been created by the Legislature, signed by the Governor and are known as the Knox-Keene Health Care Service Plan Act of 1975.

### **Mission**

The people of the Department of Managed Health Care work toward an affordable, accountable and robust managed care delivery system that promotes healthier Californians.

Through leadership and partnership, the Department shares responsibility with everyone in managed care to ensure aggressive prevention and high quality health care, as well as cost-effective regulatory oversight.

### **Vision**

To be nationally recognized health care policy experts and establish national benchmarks for Health Maintenance Organization regulation, policy, patient advocacy and consumer awareness.

## **The Help Center**

Californians have the strongest patient's rights laws in the nation. The Help Center at the Department of Managed Health Care is here to explain your health care rights and help you understand how to use your health care benefits. We make sure that health plans follow the law and address member complaints on time.