



State of California—Health and Human Services Agency
Department of Health Care Services



ARNOLD SCHWARZENEGGER
Governor

November 9, 2007

April Freeman
Department of Consumer Affairs
Board of Occupational Therapy
444 North 3rd Street, Suite 410
Sacramento, CA 95814

Dear Ms. Freeman:

On March 15, 2007, the Court of Appeal issued a published decision that requires the Department of Health Care Services (DHCS) to review reimbursement rates for home health services for years 2001 through 2005 annually (*California Association for Health Services at Home v. Department of Health Services* (2007) 148 Cal.App.4th 696). DHCS requests the following data for the years 2001 through 2005:

- The number of patient complaints against occupational therapists involved in HHA services by county and year,
- The number of Medi-Cal beneficiary complaints against occupational therapists involved in HHA services by county and year.

Your cooperation is greatly appreciated and will assist DHCS in complying with the decision from the Court of Appeal. Please send your data by December 31, 2007 to:

Ms. [REDACTED]
Department of Health Care Services
Medi-Cal Benefits, Waivers Analysis, and Rates Division
P.O. Box 997417
1501 Capital Avenue, Suite 71.4001, MS 4612
Sacramento, CA 95899-7417

Or if preferable by e-mail to:

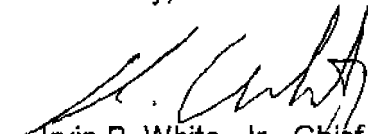
[REDACTED]

April Freeman
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November 9, 2007

We recognize these are very difficult and complex requests. Alternatively you may submit a contact person to us to coordinate fulfilling this information request.

If you have any questions or concerns, please contact Ms. [REDACTED] at (916) [REDACTED] or e-mail her at [REDACTED]

Sincerely,



Irvin B. White, Jr., Chief
Medi-Cal Benefits, Waivers Analysis, and Rates Division
Department of Health Care Services

[REDACTED] (DHCS-BWRD-RAU)

From: [REDACTED]
Sent: Wednesday, January 23, 2008 3:13 PM
To: [REDACTED] (DHCS-BWRD-RAU)
Subject: Request for Complaint Statistics for Home Health Agencies

Hello Ms. [REDACTED]

This will serve to follow up our telephone conversation earlier today. Data entered into our complaint tracking system does not distinguish complaints involving home health agencies. Therefore, we are not capable of extracting these statistics by running a computer generated report.

Please accept my apology that we have not responded to your request earlier.

[REDACTED]
California Board of Occupational Therapy
(916) [REDACTED]



SANDRA SHEWRY
Director

State of California—Health and Human Services Agency
Department of Health Care Services



ARNOLD SCHWARZENEGGER
Governor

November 9, 2007

Annemarie Del Mugnaio
Department of Consumer Affairs
Speech-Language Pathology and Audiology Board
1422 Howe Avenue, Suite 3
Sacramento, CA 95825

Dear Ms. Mugnaio:

On March 15, 2007, the Court of Appeal issued a published decision that requires the Department of Health Care Services (DHCS) to review reimbursement rates for home health services for years 2001 through 2005 annually (*California Association for Health Services at Home v. Department of Health Services* (2007) 148 Cal.App.4th 696). DHCS requests the following data for the years 2001 through 2005:

- The number of patient complaints against speech-language pathologists involved in HHA services by county and year,
- The number of Medi-Cal beneficiary complaints against speech-language pathologists involved in HHA services by county and year.

Your cooperation is greatly appreciated and will assist DHCS in complying with the decision from the Court of Appeal. Please send your data by December 31, 2007 to:

Ms. [REDACTED]
Department of Health Care Services
Medi-Cal Benefits, Waivers Analysis, and Rates Division
P.O. Box 997417
1501 Capitol Avenue, Suite 71.4001, MS 4612
Sacramento, CA 95899-7417

Or if preferable by e-mail to:

[REDACTED]

Ms. Annemarie Del Mugnaio

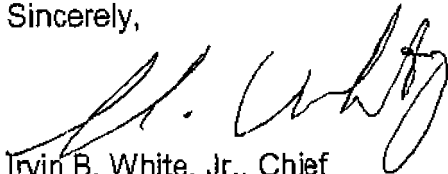
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We recognize these are very difficult and complex requests. Alternatively you may submit a contact person to us to coordinate fulfilling this information request.

If you have any questions or concerns, please contact Ms. [REDACTED], Research Analyst II at (916) [REDACTED] or e-mail her at [REDACTED]

Sincerely,



Irvin B. White, Jr., Chief
Medi-Cal Benefits, Waivers Analysis, and Rates Division
Department of Health Care Services

[REDACTED] (DHCS-BWARD-RAU)

From: [REDACTED]@dca.ca.gov
Sent: Tuesday, January 08, 2008 2:03 PM
To: [REDACTED] (DHCS-BWARD-RAU)
Subject: Response to Information Request

Ms. [REDACTED]

We received your data request for both the number of patient complaints and the number of Medi-Cal beneficiary complaints made against speech-language pathologist involved in HHA services by county and year. Unfortunately, we are unable to provide you with this information because we do not identify this type of information during our complaint handling process.

If you have any questions, please feel free to contact me for additional clarification.

Thank you,

[REDACTED]
Enforcement Coordinator

Speech-Language Pathology and Audiology Board
1422 Howe Avenue, Suite #3
Sacramento, CA 95825
(916) [REDACTED]



State of California—Health and Human Services Agency
Department of Health Care Services



ARNOLD SCHWARZENEGGER
Governor

November 9, 2007

Teresa Bello-Jones, J.D., M.S.N, R.N
Department of Consumer Affairs
Board of Vocational Nursing and Psychiatric Technicians
2535 Capitol Oaks Drive, Suite 205
Sacramento, CA 95833

Dear Ms. Bello-Jones:

On March 15, 2007, the Court of Appeal issued a published decision that requires the Department of Health Care Services (DHCS) to review reimbursement rates for home health services for years 2001 through 2005 annually (*California Association for Health Services at Home v. Department of Health Services* (2007) 148 Cal.App.4th 696). DHCS requests the following data for the years 2001 through 2005:

- The number of patient complaints against licensed vocational nurses involved in HHA services by county and year,
- The number of Medi-Cal beneficiary complaints against licensed vocational nurses involved in HHA services by county and year.

Your cooperation is greatly appreciated and will assist DHCS in complying with the decision from the Court of Appeal. Please send your data by December 31, 2007 to:

Ms. [REDACTED]
Department of Health Care Services
Medi-Cal Benefits, Waivers Analysis, and Rates Division
P.O. Box 997417
1501 Capital Avenue, Suite 71.4001, MS 4612
Sacramento, CA 95899-7417

Or if preferable by e-mail to:

[REDACTED]

Ms. Teresa Bello-Jones

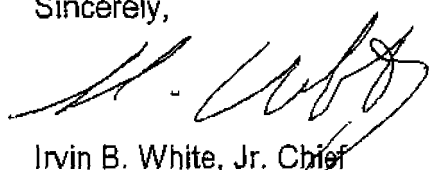
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If you have any questions or concerns, please contact Ms. [REDACTED], Research Analyst II at (916) [REDACTED] or e-mail her at [REDACTED]

Sincerely,



Irvin B. White, Jr. Chief
Medi-Cal Benefits, Waivers Analysis, and Rates Division
Department of Health Care Services

[REDACTED] (DHCS-BWRD-RAU)

From: [REDACTED]

Sent: Thursday, January 24, 2008 1:28 PM

To: [REDACTED] (DHCS-BWRD-RAU)

Cc: [REDACTED] (K...)

Subject: Request for LVN Information

Dear Ms. [REDACTED] (Health and Human Services Agency, Dept. of Health Care Services):

I am responding by email (as discussed in our telephone conversation this morning) to your written request dated November 9, 2007, seeking data for the years 2001 through 2005, on the following:

- The number of patient complaints against licensed vocational nurses involved in HHA services by county and year,
- The number of Medi-Cal beneficiary complaints against licensed vocational nurses involved in HHA services by county and year.

After reviewing your request and discussing the matter with the appropriate Enforcement Division staff, I regret to inform you that the Board of Vocational Nursing and Psychiatric Technicians cannot assist you in this matter. The data that you are seeking is such that we do not require the disclosure of it, and therefore, it is not captured as part of our complaint intake process.

Sincerely,

[REDACTED]
Manager, Complaint Unit
Board of Vocational Nursing and Psychiatric Technicians
Direct Line (916) [REDACTED]
Fax (916) [REDACTED]

Confidentiality Notice: This e-mail, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and/or privileged information. Unauthorized interception, review, use, disclosure or distribution is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.



SANDRA SHEWRY
Director

State of California—Health and Human Services Agency
Department of Health Care Services



ARNOLD SCHWARZENEGGER
Governor

November 9, 2007

Steven K. Hartzell
Department of Consumer Affairs
Physical Therapy Board of California
1418 Howe Avenue, Suite 16
Sacramento, CA 95825-3204

Dear Mr. Hartzell:

On March 15, 2007, the Court of Appeal issued a published decision that requires the Department of Health Care Services (DHCS) to review reimbursement rates for home health services for years 2001 through 2005 annually (*California Association for Health Services at Home v. Department of Health Services* (2007) 148 Cal.App.4th 696). DHCS requests the following data for the years 2001 through 2005:

- The number of patient complaints against physical therapists involved in HHA services by county and year,
- The number of Medi-Cal beneficiary complaints against physical therapists involved in HHA services by county and year.

Your cooperation is greatly appreciated and will assist DHCS in complying with the decision from the Court of Appeal. Please send your data by December 31, 2007 to:

Ms. [REDACTED]
Department of Health Care Services
Medi-Cal Benefits, Waivers Analysis, and Rates Division
P.O. Box 997417
1501 Capitol Avenue, Suite 71.4001, MS 4612
Sacramento, CA 95899-7417

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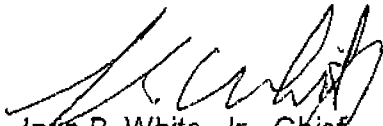
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Mr. Steven K. Hartzell
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If you have any questions or concerns, please contact Ms. [REDACTED], Research Analyst II at (916) [REDACTED] or e-mail her at [REDACTED]

Sincerely,



Irvin B. White, Jr., Chief
Medi-Cal Benefits, Waivers Analysis, and Rates Division
Department of Health Care Services



STATE AND CONSUMER SERVICES AGENCY • ARNOLD SCHWARZENEGGER, GOVERNOR

**Physical Therapy Board of California
Consumer Protection Services Program**

1418 Howe Avenue, Suite 16, Sacramento, California 95825
Phone: (916) 561-8200 FAX : (916)263-2560 TOLL FREE 1-800-832-2251
Internet: www.ptb.ca.gov
EMAIL cps@dca.ca.gov



December 15, 2007

DEC 14 2007

Ms. [REDACTED]
Dept of Health Care Services
Medi-Cal Benefits, Waivers Analysis, and Rates Division
PO Box 997417
1501 Capital Ave., Ste. 71.4001, MS 4612
Sacramento, CA 95899-7417

Dear Ms. [REDACTED]:

In response to your request, regarding data on licensees involved in HHA services, the Physical Therapy Board (Board) cannot provide this information as it is not a requirement of licensees to provide employment information to the Board, nor whether they are a Medi-Cal provider.

If there is other information the Board can assist you with, please let know. If you have questions regarding this response, please do not hesitate to contact me at (916) [REDACTED]

Sincerely,


Elsa Ybarra
Consumer Protection Services