

# Know Your Patient Rights: What To Do if You Are Denied Care December 2, 2014

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[www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov)

# Help Center Contact Information

Toll Free Phone: 1-888-466-2219

Website: [www.healthhelp.ca.gov](http://www.healthhelp.ca.gov)

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# What is the Department of Managed Health Care (DMHC) and what do they do?

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# Regulatory Functions

- Plan Licensing
- Consumer Assistance
- Plan Surveys
- Financial Audits
- Enforcement

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# DMHC's Oversight

**There are more than 20 million Californians in DMHC-regulated plans.**

- Group
- Individual
- Medi-Cal Managed Care

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# Requesting Care

- Patient or Provider can request authorization for services.
- Plans have 72 hours to respond to expedited authorization requests and five business days for non-expedited requests.
- Plans can deny requests as not medically necessary, experimental/investigational, non-urgent/emergent, or not a covered benefit.
- Plans must issue denials in writing and advise enrollee of the grievance process.

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# Filing a Grievance

- What is a grievance?
- Filing a grievance with a Health Plan (internal review)
- Filing a complaint with the Regulatory Agency (external review)

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# DMHC Complaint Types

- Urgent / Quick Resolutions
- Standard Complaints
- Independent Medical Reviews (IMR)

**Complaints can be filed online.**

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# Independent Medical Review (IMR)

- Fast
- Free
- Final

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# What Are My Chances?

In the past two years, 57% of IMRs filed resulted in health plans' decisions being overturned or in health plans' reversing their original decisions.

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# Help Center

## Monthly Statistics for 2014

- Over 8,000 phone calls answered
- Over 800 standard complaints received
- Over 125 Urgent / Quick Resolution cases resolved
- 250 Independent Medical Review applications received

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# Division of Plan Surveys

- Routine Medical Surveys (every three years)
- Non-Routine Surveys (for good cause)

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# Areas Reviewed

- Quality Management
- Utilization Management
- Grievance and Appeals
- Access and Availability
- Language Assistance
- Access to Emergency Services and Payments
- Prescription Drug
- Continuity of Care

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# Provider Assistance

- DMHC Provider Complaint Unit
- Phone: 1-877-525-1295
- Email: [pcu@dmhc.ca.gov](mailto:pcu@dmhc.ca.gov)
- Accepts provider complaints related to claims disputes

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# Questions?

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