

Interagency Coordinating Council (ICC) on Early Intervention Meeting

January 20, 2023



Housekeeping



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and live closed captioning is active



This meeting is being recorded

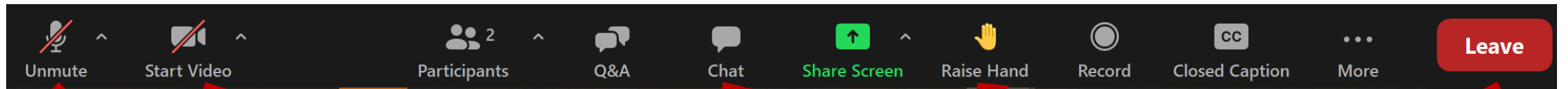


Materials are available at: <https://www.dds.ca.gov/services/early-start/state-icc-on-early-intervention-overview/>



Submit written comments via email to: earlystart@dds.ca.gov

Zoom Tips



Unmute mic only when it's your turn to speak



Turn your webcam on/off

All attendees can type questions/comments in the Q&A

Chat is available for Workgroup members only

Workgroup members can raise your hand when you want to speak

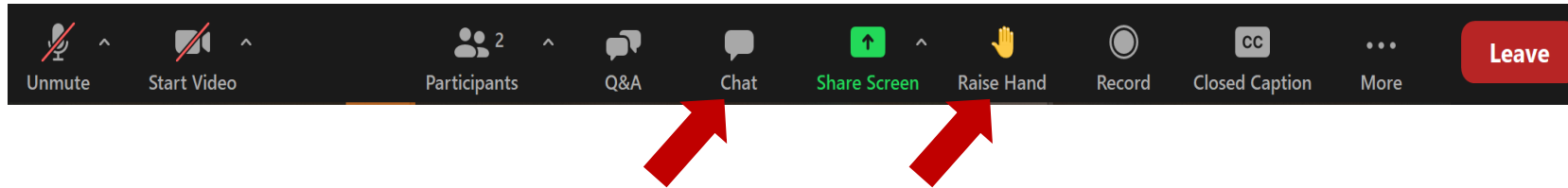
Leave the webinar at the end of the meeting



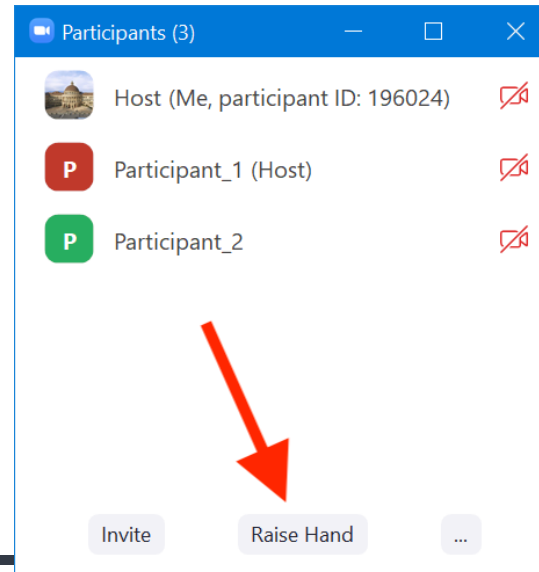
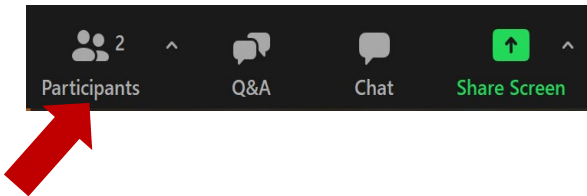
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Providing Comments- Appointed Members

Appointed Members: Please use the “Chat” or “Raise Hand” to comment



You may need to click on “Participants” and a new window will open where you can “Raise Hand”




Agenda

- I. Opening: Welcome and Roll Call
- II. Review ICC Mission and Purpose
- III. ICC Council Reports
- IV. Presentation- Overview of the Department of Managed Healthcare's Help Center
- V. Public input

Lunch

- VI. Committee Report Outs
- VII. Video- "Max Turns 3"
- VIII. Public Input
- IX. Recap and closing remarks

ICC MISSION AND PURPOSE



To promote and enhance a coordinated family service system for infants and toddlers, ages birth to three years, who have, or are at risk for having a developmental delay or disability, and their families, by utilizing and encouraging a family-centered approach, family-professional partnerships, and interagency collaboration.

ICC Council Member Reports

Presentation

Overview of the Department of Managed Health Care's Help Center

Suzanne Sherinian
Lori Loutan

California Department of Managed Health Care

Help Center Overview
January 20, 2023

Suzanne Sherinian, Assistant Chief Counsel
Lori Loutan, Attorney III

DMHC Mission Statement

The California Department of Managed Health Care protects consumers' health care rights and ensures a stable health care delivery system.

What is the DMHC?

- Established in 2000 through consumer-sponsored legislation
- Funded by assessments on health plans
- Authority from Knox-Keene Health Care Service Plan Act of 1975

DMHC Regulates:

- All HMO products
- PPO, EPO & POS products
- Specialized plans (vision, dental, behavioral, chiropractic)
- Prescription drug plans
- Some large group and most small group & individual products
- **96%** of the commercial and public health plan enrollment
- **98%** of the state's health benefit exchange enrollment

DMHC does NOT Regulate:

- California Department of Insurance products
- Most Medicare coverage
- Some Medi-Cal coverage (FFS and COHS)
- ERISA self-insured plans
- Private health benefit exchanges

Our Accomplishments



2.6 MILLION
CONSUMERS ASSISTED

The DMHC Help Center educates consumers about their rights, resolves consumer complaints, helps consumers navigate and understand their coverage, and ensures access to health care services.



\$86.3 MILLION

dollars assessed against health plans that violated the law

140
LICENSED
HEALTH PLANS



94 FULL SERVICE



46 SPECIALIZED



\$296.1 MILLION

dollars saved on Health Plan Premiums through the Rate Review Program since 2011

28.4 MILLION
CALIFORNIANS' HEALTH CARE RIGHTS
ARE PROTECTED BY THE DMHC



96%

of state-regulated commercial and public health plan enrollment is regulated by the DMHC



\$38.5
MILLION

dollars recovered from health plans on behalf of consumers



\$177.8
MILLION

dollars in payments recovered to physicians and hospitals

Approximately

68%

of consumer appeals (IMRs) to the DMHC resulted in the consumer receiving the requested service or treatment from their health plan

December 31, 2021

DMHC Offices

- Plan Licensing
- Plan Monitoring
- Financial Review
- Help Center
- Enforcement
- Legal Services
- Technology and Innovation
- Administrative Services
- Director's Office

Help Center

- Educates consumers about their health care rights
- Resolves consumer complaints against health plans
- Assists consumers in getting timely access to appropriate health care services
- Provides direct assistance in all languages to health care consumers

HELP CENTER

122,666 CONSUMERS ASSISTED⁹

106,641 TELEPHONE INQUIRIES

10,771 CONSUMER COMPLAINTS¹⁰

3,747 IMRs CLOSED¹¹

\$2.4 M RECOVERED FOR CONSUMERS

1,507 NON-JURISDICTIONAL REFERRALS

6,350 PROVIDER COMPLAINTS

\$10.2 M RECOVERED PROVIDER PAYMENTS

22 NON-EMERGENCY SERVICES IDPR CASES COMPLETED

The Help Center

- Contact Center
- Provider Complaint Section
- Standard Complaint Branch
- Independent Medical Review Branch
- Legal Affairs Branch

**Have a problem
with your
Health Plan?**

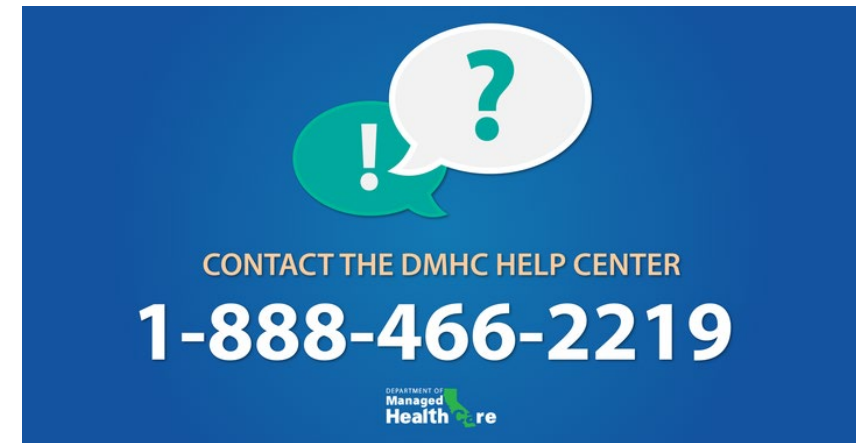
Contact the DMHC
Help Center:
1-888-466-2219



DEPARTMENT OF
Managed
Health Care

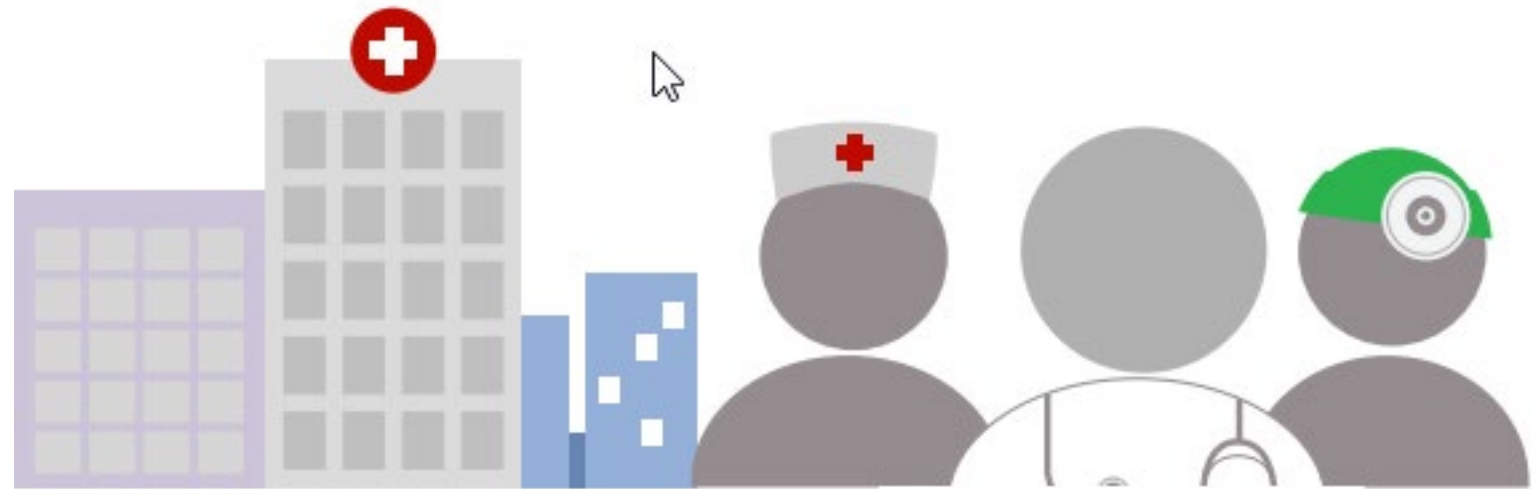
The Contact Center

- Educates consumers about the DMHC complaint process
- Addresses consumer inquiries
- Refers consumers to appropriate agencies or resources
- Resolves issues between health plans and consumers through the quick resolution process
- Processes written consumer complaints (Mail, fax, email, online submission)



Provider Complaint Section (PCS)

- Claims Payment Disputes
- Payor's Dispute Resolution Problems
- Non-Contracted Providers
- Overpayment/Refund Requests



How to File a Complaint



Submit Online
([English](#) / [Español](#))



Submit by Mail
(Many Languages)



Submit by Fax
(Many Languages)

NOTE: The DMHC strongly encourages you to file an IMR or Complaint form electronically through the online option ([English](#) / [Español](#)) to process your request as quickly as possible. Filing by mail may take longer to process.

Independent Medical Review (IMR)

- An IMR is a review of the complaint by an independent expert who is not part of the health plan when there is a dispute about a requested treatment or service.
- An IMR is free to enrollees.

Assistance is Fast, Free & Confidential

Approximately 68% of consumer appeals (IMRs) to the DMHC resulted in the consumer receiving the requested service or treatment from their health plan

Call: 1-888-466-2219 | Visit: HealthHelp.ca.gov

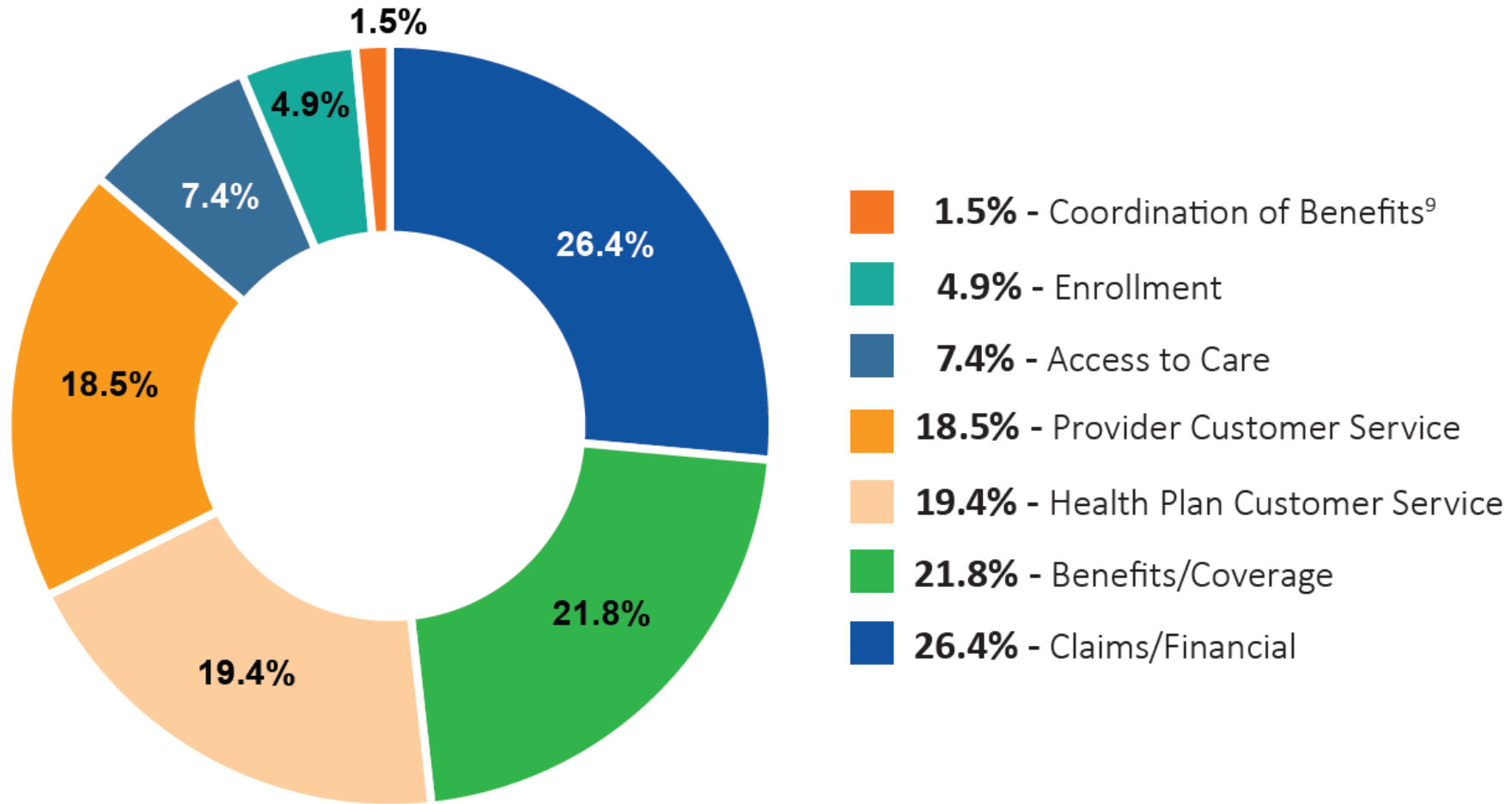
68%



Expedited Complaints

- An enrollee can skip a health plan's internal grievance process if there is an imminent and serious threat to the health of the patient.
- Early Review Complaints
 - Cancellations, rescissions, or nonrenewal of a health care service plan contract
 - Any other case where the Department determines that an earlier review is warranted

Consumer Complaints Resolved in 2021



Standard Consumer Complaint Example

Sean filed a complaint with the Help Center after losing his health plan coverage because of asserted nonpayment of premiums and his health plan would not offer reinstatement.

Expedited Complaint Example

Adam is a nine-year-old with non-Hodgkin's lymphoma. His mother filed a complaint asking for his health plan to authorize coverage for Adam to receive chemotherapy and testing at a non-contracted in-state children's hospital.








IMR Case Example 1

Sarah's parents requested authorization and coverage of an insulin pump, which the health plan denied as not medically necessary.

IMR Case Example 2

Jesse's parents requested inpatient psychiatric treatment for his behavioral health condition.

Timely and Geographic Access

Urgent Care	
prior authorization not required by health plan  2 days	prior authorization required by health plan  4 days
Non-Urgent Care	
Doctor Appointment	
PRIMARY CARE PHYSICIAN  10 business days	SPECIALTY CARE PHYSICIAN  15 business days
Mental Health Appointment (non-physician ¹)  10 business days	Appointment (ancillary provider ²)  15 business days
Follow-Up Care	
Mental Health / Substance Use Disorder Follow-Up Appointment (non-physician)  10 business days from prior appointment (effective July 1, 2022)	

Health Consumer Alliance



Offers free assistance over-the-phone or in-person to help people who are struggling to get or maintain health coverage and resolve problems with their health plans.

Stay Connected

If you would like to stay in touch with the Department and receive notifications about public meetings, join our list serve at www.HealthHelp.ca.gov.

Keep In Touch

Stay updated on the latest news from DMHC

Questions?

Amanda Levy

Deputy Director, Health Policy and Stakeholder Relations
California Department of Managed Health Care

Amanda.Levy@dmhc.ca.gov

916-319-9922

PUBLIC INPUT

Public Input Guidelines

- **COMMENTS CAN BE IN WRITING OR SPOKEN**
All comments are published as part of the public record and provided to ICC members
- **EACH PERSON HAS 2 MINUTES TO COMMENT**
We want to make sure there's time to hear from everyone. Longer comments? Submit them in writing to ensure your full message is shared
- **COMMENTING ON BEHALF OF OTHERS**
One person is welcome to share input from others, please just be mindful of time, summarize key points and turn in any written statements
- **IF YOU WANT TO SPEAK, SIGN IN**
Signing in allows us to call on you when it is time for public comment
- **PLEASE BE SPECIFIC**
A clear statement-including specific suggestions for addressing any concerns you may have- is most helpful
- **WANT TO SHARE A POWERPOINT OR VIDEOS AS PART OF YOUR PUBLIC COMMENT?**
Email EarlyStart@dds.ca.gov at least 14 days in advance with any audio/visual needs

LUNCH

COMMITTEE REPORTS

Improving Systems Committee

Communications and Outreach Committee

VIDEO

“MAX TURNS 3”

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THANK YOU FOR ATTENDING OUR JANUARY ICC MEETING WITH THE THEME OF “ACCESS TO INSURANCE SERVICES”

IDEA Part C (Early Start) is a statewide, comprehensive, coordinated, multidisciplinary, interagency system that provides Early Intervention services for infants and toddlers with disabilities and their families. This includes the coordination of Early Start services from Federal, State, local, and private sources (including public and private insurance coverage)

References:

<https://sites.ed.gov/idea/statute-chapter-33/subchapter-iii/1431>

[ECTA Center: Part C of IDEA](#)

CONTACT INFO

DDS Early Start Mailbox:
earlystart@dds.ca.gov

DDS Early Start Webpage:
[Early Start - CA Department of
Developmental Services](#)

ICC Webpage
[State ICC on Early Intervention
Overview](#)

