

## What people are saying about the Help Center

*"World class customer service."*

*"Thank you for all that you do. Thank you for empowering me and standing with me. I am truly grateful."*

*"You took the time to listen to me and he went above and beyond to help me."*

*"Your hard work to ensure that serious complaints are not brushed away will honor others."*

*"Your compassion and willingness to 'go the extra mile' to help us get justice has restored my optimism. We will never forget what you have done for us."*

*"You were the one who finally got [our health plan] to cover my surgery, which helped out a lot with all the pain! Thank you so much!!!"*

The Help Center works with community-based organizations to assist you with enrollment into health coverage, filing of complaints and appeals, and provide you with educational materials and information about health coverage and health care reform.

If you need one-on-one, local help, please request direct assistance from the Help Center.

## Health Coverage

*With changes in health care, there are more ways to get health coverage.*

Plans cannot refuse to cover people who have a pre-existing condition. They cannot put a limit on lifetime or yearly costs. They cannot cancel your coverage just because you have a costly health condition.

The Help Center can help you find information on:

- ✓ Covered California, the new health insurance marketplace.
- ✓ Health plans for people with both Medicare and Medi-Cal.
- ✓ Medi-Cal health plans.

If the Help Center cannot help you directly, we will connect you to a program that can.



DEPARTMENT OF  
**Managed Health Care**

*The Help Center provides help in many languages and formats. All services are free.*

### Help Center

Department of Managed Health Care  
980 9<sup>th</sup> Street, Suite 500  
Sacramento, CA 95814-2725

**1-888-466-2219**

HAVE QUESTIONS ABOUT YOUR HEALTH PLAN? CONTACT THE HELP CENTER.

**HealthHelp.ca.gov**

FAX: 1-916-255-5241

TTY: 1-877-688-9891

 **CaliforniaDMHC**

 **@CADMHC**

*This brochure is also available in large print, audio, braille or online.*



# Need Help with your Health Plan?

DEPARTMENT OF  
**Managed Health Care**  
**Help Center**

*A Free Service*

**1-888-466-2219**



## The Help Center

*A free service for Californians*

Do you have a problem with your health plan? In California, you have a place to go—the **Help Center**.

The Help Center is part of the Department of Managed Health Care (DMHC). DMHC is the state agency that oversees health plans. DMHC protects the rights of health plan members. DMHC staff includes medical and legal experts.

**All Help Center services are free.** We can help you get the treatment you need for medical, mental health, and other health issues.



## Take the First Step

*Call the Help Center if you are not sure what to do about your problem.*

- ✔ We can explain your rights.
- ✔ We can help you file a complaint
- ✔ We can explain how to qualify for an IMR and how to apply.
- ✔ Urgent issues are decided quickly. Other issues are usually decided within 30 days.
- ✔ Your privacy is safe. We keep your name and medical information confidential.



## File a Complaint

*The Help Center can help you with problems and concerns like these:*

- ✔ I need help filing a complaint.
- ✔ I have to wait too long for an appointment.
- ✔ I have a problem with a bill.
- ✔ I cannot get services in sign language (or another language).
- ✔ My doctor is no longer in my plan's network, but I am in the middle of treatment.
- ✔ I have a problem with my Medi-Cal Managed Care Plan.
- ✔ I cannot get the health care treatments that I need.



## Apply for IMR

*The Help Center can help you apply for an Independent Medical Review (IMR).*

This is a kind of appeal or complaint. You can apply for IMR if your health plan denies care.

- ✔ Your plan won't approve a service you want, and says you do not medically need the service.  
*For example, you and your doctor think you need a specific medication, a medical test, or a surgery. But, your plan says you don't need it or wants you to try something else.*
- ✔ Your plan won't pay for an experimental treatment for a serious condition. This is a treatment that's still being studied.
- ✔ Your plan won't pay for emergency care that you received.  
*In an IMR, doctors outside your health plan review your case. Your health plan must do what they decide.*

✔ More than half of IMRs are decided in the patient's favor.

✔ IMR is free, fast, and easy.



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