

From: DMHC Licensing eFiling

Subject: APL 23-024 - Request for Health Plan Information Addendum – Additional Questions Section Added

Date: Tuesday, December 19, 2023 3:43 PM

Attachments: APL 23-024 - Request for Health Plan Information Addendum – Additional Questions Section Added (12.19.23).pdf

Dear Health Plan Representative:

The Department of Managed Health Care (DMHC) hereby issues this All Plan Letter (APL) 23-024, to notify health care service plans the Department has revised the attached, Request for Health Plan Information (RHPI) Addendum form.

Thank you.



Gavin Newsom, Governor
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ALL PLAN LETTER

DATE: December 19, 2023

TO: Health Care Service Plans

FROM: Rachel Long
Deputy Director Help Center

SUBJECT: APL 23-024 - Request for Health Plan Information Addendum – Additional Questions Section Added

The Department of Managed Health Care (Department) issues this All-Plan Letter (APL) to notify health care service plans the Department has revised the Request for Health Plan Information (RHPI) Addendum form.

The Department has revised the RHPI Addendum form to include a designated section for Additional Questions/Information. The Additional Questions/Information section will list any additional questions and/or information specific to the consumer's complaint. This section has been added to ensure consistency in review and communications with health care service plans.

For each RHPI Addendum form section selected, health care service plans should provide thorough written responses that address all issues in the consumer's complaint.

Included with this APL is the revised RHPI Addendum form. All health care service plans are required to use the revised form effective **January 1, 2024**.

If you have questions regarding this APL, please contact Rachel Long, Help Center Deputy Director, at Rachel.Long@dmhc.ca.gov.