

# Strategic Plan 2015 – 2019

## Message from the Director

California, like the rest of the nation, is undergoing a transformation of its health care industry. Through the Affordable Care Act, millions of Californians now have health coverage that didn't have it before.

In response to this unprecedented change, the Department of Managed Health Care (DMHC) recently completed a strategic planning process that will guide the department over the next five years. This process resulted in a new mission statement:

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

In 2000, the DMHC was created as a consumer protection agency first and foremost. Our strategic plan continues to reflect that priority and focus. The DMHC now protects the health care rights of more than 25 million Californians. And we expect that number to continue to grow.

Currently, the DMHC regulates 121 health plans. We regulate the vast majority of commercial plans and products in the large group, small group and individual markets, as well as most of the government-sponsored health plans under Medi-Cal managed care. Our regulation is focused on ensuring that the health care system works for consumers.

Ensuring that the health care delivery system is stable is essential to ensuring that consumers get the health care they need when they need it. Day in and day out, the DMHC strives to achieve our mission. Whether analyzing the financial solvency of a plan or medical group, monitoring a plan's operational policies and procedures, reviewing a filing for a new product or service area expansion, or bringing an enforcement action for violating the law, the DMHC focuses on how these activities benefit consumers and protect their rights.

The DMHC works to ensure that all Californians with health coverage know and understand their rights and how to get the most from their health coverage. Consumer protection has been our focus from day one, and will continue to be our focus in the years to come.

Sincerely,

Shelley Rouillard  
Director  
California Department of Managed Health Care