

**From:** DMHC Licensing eFiling

**Subject:** APL 24-011 – Request for Health Plan Information and Addendum Revisions

**Date:** Monday, June 17, 2024, 8:15 AM

**Attachments:** APL 24-011 – Request for Health Plan Information and Addendum Revisions (6.17.2024).pdf  
RHPI Revised (6.17.2024).pdf  
RHPI Addendum SB 855 (6.17.2024).pdf

Dear Health Plan Representative:

The Department of Managed Health Care (Department) issues this All Plan Letter (APL) 24-011 to notify health care service plans the Department has revised the attached, Request for Health Plan Information (RHPI) and RHPI Addendum forms.

Thank you.



Gavin Newsom, Governor  
State of California  
Health and Human Services Agency  
**DEPARTMENT OF MANAGED HEALTH CARE**  
980 9<sup>th</sup> Street, Suite 500  
Sacramento, CA 95814  
Phone: 916-324-8176 | Fax: 916-255-5241  
[www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov)

## ALL PLAN LETTER

**DATE:** June 17, 2024

**TO:** Health Care Service Plans

**FROM:** Rachel Long  
Deputy Director, Help Center

**SUBJECT:** APL 24-011 - Request for Health Plan Information and Addendum Revisions

---

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) and RHPI Addendum forms.

The Department revised the RHPI format, but the substance remains unchanged. The RHPI Addendum form has also been revised to reflect the new SB 855 regulations and health plan requirements. Both forms are to ensure consistency in review and communications with health care service plans.

Health care service plans should correctly complete each RHPI field. Additionally, health care service plans are expected to provide thorough written responses in the RHPI Addendum that address all issues in the consumer's complaint.

Included with this APL are the revised RHPI and RHPI Addendum forms. All health care service plans are required to use the revised forms effective **June 30, 2024**.

If you have questions regarding this APL, please contact Rachel Long, Help Center Deputy Director, at [Rachel.Long@dmhc.ca.gov](mailto:Rachel.Long@dmhc.ca.gov).