

## Health Coverage

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

Plans cannot refuse to cover people who have disabilities. 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.

## Fact Sheets

*For People with Disabilities*

- Physical Access to Your Doctor's Office and Medical Equipment: For people with physical disabilities
- Communication Assistance for Your Health Care: If you have a vision disability
- Communication Assistance for Your Health Care: If you are hard-of-hearing or deaf
- Keeping Your Doctor: Continuity of care
- Getting Health Care Benefits and Services

Read or download fact sheets at

[www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov)

Order by phone  
**1-888-466-2219**

## California Department of Managed Health Care **Help Center**

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

Voice: **1-888-466-2219**

FAX: **1-916-255-5241**

TTY: **1-877-688-9891**

Website: [www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov)

Mailing address:

**Help Center**  
Department of  
Managed Health Care  
980 9th Street, Suite 500  
Sacramento, CA 95814-2725

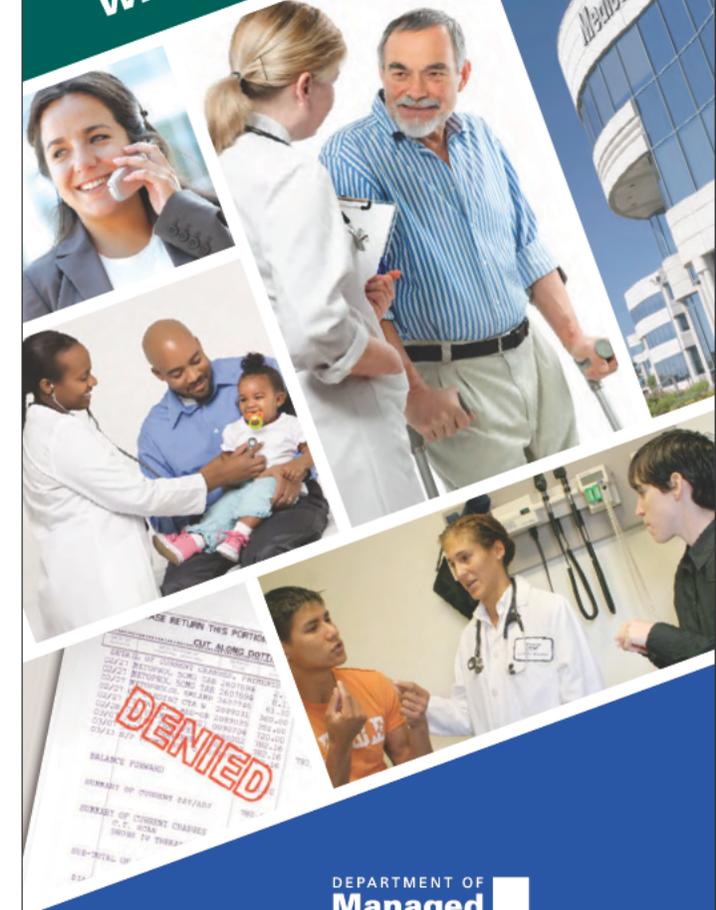
*A Free California  
Government Service*

DEPARTMENT OF  
**Managed  
Health Care  
Help Center**



*Making sure you  
get the right care  
at the right time*

**Need help  
with your health plan?**



DEPARTMENT OF  
**Managed  
Health Care  
Help Center**

A FREE SERVICE

call us **1-888-466-2219**

*You can get this brochure in  
large print, audio, Braille, or online.*



## 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.

- The **Help Center** provides telephone help in many languages.
- We can give you information in different forms, such as large print, Braille, online, and audio.

## 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).
- I use a wheelchair and I cannot get a mammogram because the machine requires me to stand.
- I cannot get forms in large print.
- 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.

## 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.

1. 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 wheelchair. But your plan says you don't need it.*
2. Your plan won't pay for an experimental treatment for a serious condition. This is a treatment that's still being studied.
3. 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.

## 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.

Call the **Help Center** at

**1-888-466-2219**

Get complaint and IMR forms at

**[www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov)**