

Instructions: Managed Care Reporting Decision Tree/Reporting Form

Working in partnership with CHA, the California Department of Managed Care (DMHC) and the Department of Health Care Services (DHCS) have developed the attached form for hospital case managers and other to report concerns about health plan communication and prior authorization practices for managed care plans and Medi-Cal managed care plans. The goal of this reporting form is to provide DMHC and DHCS with information to better understand statewide issues of concern and to inform future DMHC and DHCS policy and oversight.

Hospital case managers that encounter problems with plan communication or authorization should first escalate within the plan by contacting the designated representative on the linked contact list. If the issue/concern is not resolved, case managers are asked to submit a completed reporting form to DMHC at HospitalReporting@dmhc.ca.gov.

Examples of reportable problems include lack of timely response from plan personnel, delays in authorization for services, or the lack of beneficiary access to post-hospital care. The form can be used to report a pattern or practice of concern (e.g., Plan does not respond to requests for prior authorization on weekends), or specific examples (e.g., no network SNF willing/able to accept patient.)

Please note that this reporting form is **not** for issues that require urgent action by the above-mentioned state departments and will not result in immediate intervention. Such issues should be addressed through the applicable ombudsman or appeal/grievance process.

This reporting process will also provide a process for submitting similar information for Medicare Advantage (MA) plans. CHA will collect MA data and provide to The Centers for Medicare and Medicaid Services (CMS), the entity with responsibility for oversight of MA plans.

Should you have additional questions or comments, please contact me at pblaisdell@calhospital.org, or (916) 494-8478.