



Health care you can count on.  
Service you can trust.

## **State of California Regulatory Agencies**

Alameda Alliance for Health is regulated by two state agencies, the DHCS and DMHC. This document outlines the roles of these agencies and their organization structure.

### **Department of Health Care Services (DHCS)**

The mission of DHCS is to provide Californians with access to affordable, integrated, high- quality health care, including medical, dental, mental health, substance use treatment services and long-term care. Our vision is to preserve and improve the overall health and well-being of all Californians. DHCS funds health care services for over 15 million Medi- Cal members. About one-third of Californians receive health care services financed or organized by DHCS, making the department the largest health care purchaser in California. Our success is made possible only through collaboration and cooperation with other state agencies, counties, and partners as we invest more than \$100 billion for the care of low- income of our State.

Among the programs administered by DHCS, some of which are mandated by the federal government and others required by state law, are California Children's Services; Child Health and Disability Prevention program; the Genetically Handicapped Persons Program; the Newborn Hearing Screening Program; the Family Planning, Access, Care, and Treatment program; and Coordinated Care Management. DHCS also administers programs for underserved Californians, including farm workers.

DHCS is constantly seeking to improve its services. For example, to improve our members' access to services and to ensure we spend tax dollars efficiently, nearly 90 percent of our members now receive care from a Medi-Cal managed care plan. Under these models access to health care is easier and the quality of care is improved.

DHCS is a dynamic department with ambitious goals and a talented, committed staff. We work hard each day to fulfill our vital responsibility to support the delivery of quality health care to Californians. Going forward, we will continue to use our state's tax dollars as effectively as possible while finding opportunities to improve Californians' health and the health care delivery system of our great state.

Source: DHCS, [www.dhcs.ca.gov](http://www.dhcs.ca.gov)

## **Department of Managed Health Care (DMHC)**

The DMHC was established in 2000 through consumer-sponsored legislation and is funded by assessments on health plans. The DMHC regulates plans under the authority of the Knox Keene Health Care Service Plan Act of 1975.

Key functions of the DMHC:

- Consumer Protection / DMHC Help Center
- License Health Plans & Ensure Compliance with State laws
- Medical Surveys of Health Plan Operations
- Financial Exams to Ensure Financial Stability
- Review Proposed Premium Rate Changes (Individual & Small Group Products)
- Take Enforcement Action Against Plans that Violate the Law

Created by consumer sponsored legislation in 1999, the DMHC regulates the majority of health coverage in California including 96 percent of commercial and public health plan enrollment. The DMHC is funded by assessments on its regulated health plans. The DMHC began operations in 2000 as the first state department in the country dedicated solely to regulating managed health care plans and assisting consumers to resolve disputes with those plans. The Department educates consumers about their health care rights, helps them resolve complaints with their health plans, assists consumers in navigating their health coverage and ensures consumers can access necessary health care services timely.

Over seventy-five (75) full service health plans licensed by the DMHC provide health care services to more than 26 million Californians. This includes approximately 13.2 million commercial enrollees and approximately 15 million government enrollees. The DMHC licenses and regulates the full scope of managed care models, including all Health Maintenance Organizations (HMO) in the state, as well as Preferred Provider Organizations (PPO), Exclusive Provider Organizations (EPO), Point-of-Service (POS) products and Medi-Cal managed care plans. The DMHC also licenses and conducts financial reviews of Medicare Advantage and Part D plans.

In addition to full service health plans, the DMHC oversees over 50 specialized health plans including chiropractic, dental, vision, psychological (behavioral health) and pharmacy.

Source: DMHC, [www.dmhc.ca.gov](http://www.dmhc.ca.gov)