

DHCS Responses to Follow-Up Items from April 18 MCHAP Meeting

Follow-up Items	DHCS Response	DHCS Follow-Up
<p>Network Adequacy Standards for Medi-Cal Managed Care <i>Karen Lauterbach, Nonprofit Primary Care Clinic</i> <i>Representative:</i> For time and distance standards, it can be problematic for populations to travel certain distances, such as 15 miles in Los Angeles. DHCS should consider amending the network adequacy proposal.</p>	<p><i>Sarah Brooks, DHCS:</i> We're still considering this but don't have a concrete answer at this time.</p>	<p>This is a consideration in DHCS' overall network adequacy proposal.</p>
<p>Network Adequacy Standards for Medi-Cal Managed Care <i>Diana Vega, Parent</i> <i>Representative:</i> How can families navigate the managed care system?</p>	<p><i>Sarah Brooks, DHCS:</i> You can contact your health plan or DHCS' Office of the Ombudsman. We can provide this information to the panel.</p>	<p>Contact information for the Office of the Ombudsman can be found on this webpage:</p> <p>http://www.dhcs.ca.gov/services/Pages/Ombudsman.aspx</p> <p>Additionally, the directory for the Medi-Cal Managed Care Health Plans can be found on this webpage:</p> <p>http://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx</p>