



State of California—Health and Human Services Agency
Department of Health Care Services



**Medi-Cal Children’s Health Advisory Panel
April 28, 2015**

Questions addressed during 3/18 Rates and Access Deep Dive Presentation

ITEMS DISCUSSED	DHCS RESPONSE
1. How many Medi-Cal managed care contracts are currently suspended or revoked?	Currently DHCS does not have any suspended or revoked contracts.
2. Can DHCS provide data on grievances?	The Medi-Cal Managed Care Dashboard provides information on grievances and appeals. You can visit the Medi-Cal Managed Care Dashboard at: http://www.dhcs.ca.gov/services/Pages/MngdCarePerformDashboard.aspx
3. How can DHCS increase workforce so there is not a long wait for beneficiaries to have non-emergency/annual visits with their Primary Care Providers?	The Administration has a number of initiatives to address workforce development issues. The upcoming 1115 Waiver Medi-Cal 2020 proposal includes a request for financial incentives to attract new providers to serve Medi-Cal as well as for existing Medi-Cal providers to take on additional Medi-Cal patients.
4. What is the process for getting stakeholders’ recommendations implemented?	DHCS values stakeholder and consumer input. There are many channels by which comments can be submitted to DHCS. The most prominent avenue to submit comments is through stakeholder meetings or forums. DHCS examines all comments received and takes into consideration stakeholder feedback when implementing policies and is developing a tracking process to capture next steps or feedback for all workgroups. As an example, the AB 1296 stakeholder group allowed participants to submit recommendations to the new Medi-Cal eligibility application. Many recommendations were accepted and incorporated into the final version of the application. DHCS welcomes any recommendations on the best way to survey beneficiaries and providers on the programs, policies and operations as it impacts access to care.

5. How can panel members provide feedback from families regarding access to DHCS?

DHCS has many public stakeholder venues to receive feedback from consumers. In addition, DHCS has a publicly available email, Medi-CalNow@dhcs.ca.gov that is monitored daily to address consumer concerns. Managed care specific inquiries can also be submitted to MCQMD@dhcs.ca.gov.