

Transgender, Gender Diverse, or Intersex (TGI) Health Care Quality Standards and Training Curriculum Working Group Meeting

April 12, 2023

DMHC Mission Statement

The California Department of Managed Health Care protects consumers' health care rights and ensures a stable health care delivery system.

Agenda

1. Welcome
2. Opening Remarks
3. Working Group Member Introductions
4. Overview of the Department of Managed Health Care (DMHC)
5. Break
6. Facilitated Discussion: Working Group Goals, Future Presentations, and Timeline
7. Public Comment

Opening Remarks

Senator Scott Wiener

**Kimberly Chen, Assistant Secretary, California Health
and Human Services Agency**

Purpose of TGI Working Group

- No later than March 1, 2024, the TGI working group will make recommendations for:
 1. A quality standard for patient experience to measure cultural competency related to the TGI community.
 2. A training curriculum to provide trans-inclusive healthcare.
- The working group will conduct at least four listening sessions across the state with patients from the TGI community.

Working Group Member Introductions

DMHC Attendees

1. **Mary Watanabe (she/her/hers), Director**
2. **Amanda Levy (she/her/hers), Deputy Director, Health Policy Stakeholder Relations**
3. **Mary Peterson (she/her/hers), Attorney III**
4. **Latika Sharma (she/her/hers), Attorney III**
5. **Asha Jennings (she/her/hers), Attorney III**
6. **Jonah Hendler (he/him), Staff Services Manager I**

DMHC Attendees

7. Sara Ortiz (she/her/hers), Staff Services Manager I
8. Leslie Thompson (she/her/hers), Associate Governmental Program Analyst
9. Shaini Rodrigo (she/her), Staff Services Analyst
10. Alma Ochoa-Soria (she/her/hers), Associate Governmental Program Analyst

Voting Working Group Members

1. **Dannie Ceseña (he/him/they/them), California LGBTQ Health and Human Services Network**
2. **Thomi Clinton (she/her/hers), Transgender Health & Wellness Center**
3. **Bee Curiel (they/them), The TransLatin@ Coalition**
4. **Miles Harris, FNP-BC (he/him), UC Davis Health**
5. **J.M. Jaffe (they/them), Lyon-Martin Community Health Services**

Voting Working Group Members

6. **Evan Johnson (they/them/theirs), Trans Family Support Services**
7. **Farnaz Mobasheri Kaufman (she/her/hers), Global Educational Initiatives**
8. **Kendra J. Muller (she/they), Disability Rights California**
9. **Dr. Scott Nass (he/him/his), Transgender Health and Wellness Center**
10. **Morey Riordan (he/him/his), Transgender Strategy Center**

Voting Working Group Members

11. Skyler Rosellini (he/him), National Health Law Program

12. Jacob Rostovsky (he/him/his), Queer Works

13. Dr. Ryan Spielvogel MD, MS (he/him), Sutter Family
Medicine Residency Program

14. Katalina Zambrano (she/her/ella), Somos Familia Valle
Central

Ex Officio

Working Group Members

15. **Bambi Cisneros (she/her/hers), Department of Health Care Services**
16. **Stesha Hodges (she/her/hers), California Department of Insurance**
17. **Adrian Naidu (he/him/his), California Public Employees' Retirement System**

Ex Officio

Working Group Members

18. Taylor Priestly (she/her), Covered California

19. Jason Tescher (he/him/his), Department of Public Health

Overview of the Department of Managed Health Care

Amanda Levy, Deputy Director, Health Policy and
Stakeholder Relations

Our Accomplishments



2.6 MILLION
CONSUMERS ASSISTED

The DMHC Help Center educates consumers about their rights, resolves consumer complaints, helps consumers navigate and understand their coverage, and ensures access to health care services.



\$86.3 MILLION

dollars assessed against health plans that violated the law

140
LICENSED
HEALTH PLANS



94 FULL SERVICE



46 SPECIALIZED



\$296.1 MILLION

dollars saved on Health Plan Premiums through the Rate Review Program since 2011

28.4 MILLION

CALIFORNIANS' HEALTH CARE RIGHTS
ARE PROTECTED BY THE DMHC



96%

of state-regulated commercial and public health plan enrollment is regulated by the DMHC

Approximately

68%

of consumer appeals (IMRs) to the DMHC resulted in the consumer receiving the requested service or treatment from their health plan



\$38.5 MILLION

dollars recovered from health plans on behalf of consumers



\$177.8 MILLION

dollars in payments recovered to physicians and hospitals

December 31, 2021

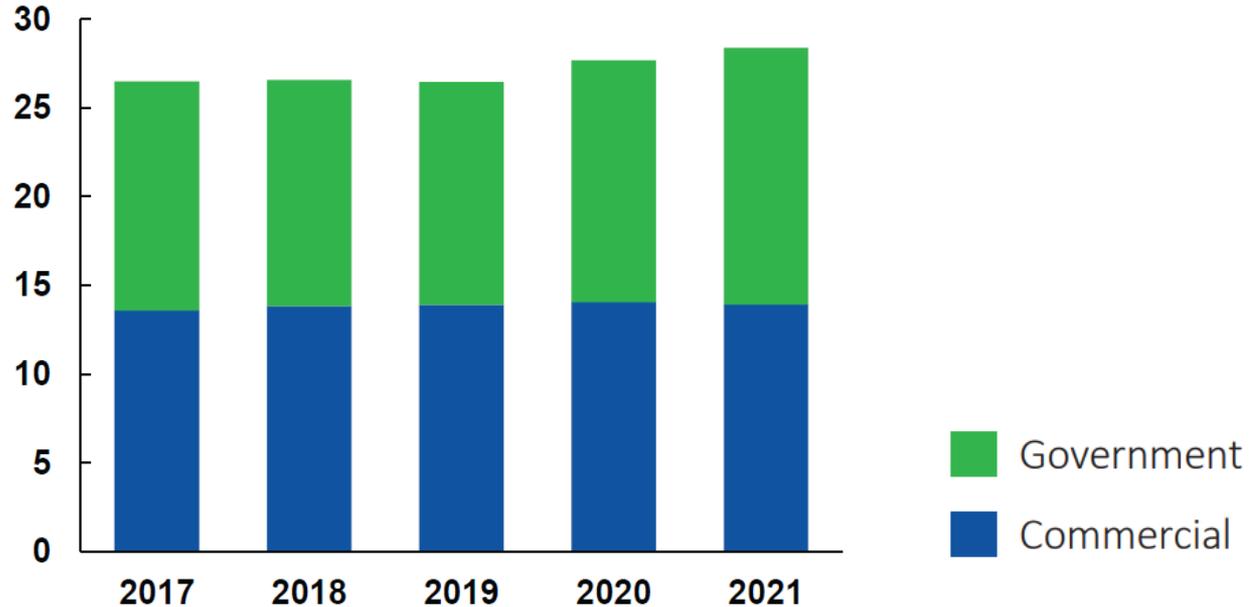
What is the DMHC?

Regulator of full service and specialized health plans

- All HMO and some PPO/EPO products
- Some large group and most small group & individual products
- Most Medi-Cal Managed Care plans
- Dental, vision, behavioral health, chiropractic and prescription drug plans
- Medicare Advantage (for financial solvency only)

DMHC Enrollment Over Time

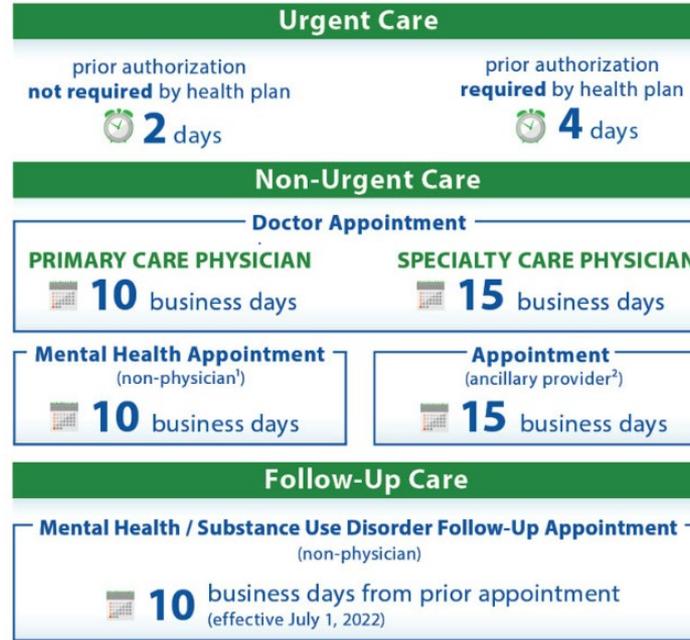
Full Service Enrollment (In Millions)



How Does the DMHC Regulate Plans?

- License plans and approve products
- Analyze provider networks
- Ensure basic health care services and mandated benefits are provided
- Monitor financial health
- Evaluate plan policies and procedures
- Resolve grievances and appeals
- Track enrollee complaints
- Enforce the law

Timely Access To Care



¹ Examples of non-physician mental health providers include counseling professionals, substance abuse professionals and qualified autism service providers.

² Examples of ancillary services include lab work or diagnostic testing, such as mammogram or MRI, or treatment such as physical therapy.

DMHC Help Center

1-888-466-2219

HealthHelp.ca.gov

Break

Facilitated Discussion: Working Group Goals, Future Presentations, and Timeline

Facilitated Discussion

1. What presentations/presenters would help in the working group's tasks?
 - Training Curriculum
 - Quality Standard
2. What communities/locations would you like to hold the listening sessions?

Public Comment

*Public comments may be submitted until 5 p.m.
on April 19, 2023 to publiccomments@dmhc.ca.gov*