

DEPARTMENT OF
**Managed
Health Care**

Press Release

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DMHC Monitoring Access to Services at Kaiser Permanente During Strike

(Sacramento) – The California Department of Managed Health Care (DMHC) is continuing to monitor access to services for Californians enrolled in Kaiser Foundation Health Plan, Inc. (Kaiser Permanente) who may be impacted during a strike by behavioral health care workers in Northern California.

“Ensuring California health plans provide timely access to care is a top priority for the DMHC. The law requires health plans provide enrollees with medically necessary care within timely access and clinical standards at all times, which includes during an employee strike,” said DMHC Director Mary Watanabe. “I encourage any Kaiser enrollee experiencing issues with receiving appropriate access to care to contact Kaiser directly, or to contact the DMHC Help Center for further assistance.”

The DMHC Help Center is available at 1-888-466-2219 or www.HealthHelp.ca.gov. The DMHC Help Center provides help in all languages and all services are free. If you believe you are experiencing a medical emergency, dial 9-1-1 or go to the nearest hospital.

Health plans must continue to comply with the law during a labor strike, including meeting timely access standards and providing appropriate mental health and substance use disorder care to enrollees. The DMHC was notified of the planned strike by behavioral health care workers in the plan’s Northern California service area, and the DMHC Help Center staff are prepared to assist Kaiser Permanente enrollees who may be impacted.

The DMHC is closely monitoring Kaiser Permanente’s compliance with the law during the strike to ensure the plan is providing their enrollees with appropriate access to necessary health care services.

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About DMHC:

The DMHC protects the health care rights of 28.4 million Californians and ensures a stable health care delivery system. The DMHC Help Center has assisted 2.6 million Californians to resolve complaints and issues with their health plan. The DMHC Help Center provides assistance in all languages and all services are free. For more information visit www.HealthHelp.ca.gov or call 1-888-466-2219.