

# Public Records Act Requests

## GUIDELINES FOR ACCESSING PUBLIC RECORDS

(Government Code 6253.4)

Public access to records maintained by the Department of Managed Health Care (“DMHC”) is governed by the California Public Records Act (Government Code s 6250 et. seq.). Public records are available for inspection and/or copying pursuant to the guidelines below.

Public records requests must be sufficiently descriptive to enable DMHC personnel to identify, locate, and retrieve the records. Requests may be submitted as follows:

- At <https://wps0.dmhc.ca.gov/pral> by completing the Request for General Information Form;
- By email at [pra@dmhc.ca.gov](mailto:pra@dmhc.ca.gov); by phone (916) 322-6727;
- By fax (916) 322-3968;
- By mail to Department of Managed Health Care, 980 9th Street, Suite 500, Sacramento, CA 95814, Attention: Office of Legal Services; or
- In person at 980 9th Street, Suite 500, Sacramento, CA 95814.

Retrieval and inspection of any record shall not interfere with ordinary business operations of the DMHC. Operational functions of the DMHC will not be suspended to permit inspection of records where the records are reasonably required by DMHC personnel in the performance of their duties. If the request requires reviewing numerous records, a mutually agreeable time will be established for the inspection of the records. All inspections will occur during regular business hours of the DMHC.

Physical inspection of records is permitted in DMHC offices. Upon completion of the inspection, the person conducting the inspection shall relinquish possession of the records. Persons inspecting DMHC records shall not destroy, mutilate, deface, alter, or remove any such records from the DMHC. The DMHC reserves the right to have DMHC personnel present during the inspection of records to prevent the loss or destruction of records.

The DMHC may refuse to disclose records exempt from disclosure under the Public Records Act and state or federal laws and regulations. (See e.g, Gov. Code, s 6254.)

Most responsive documents subject to disclosure can be provided electronically by email or CD/DVD. **Requests for *hard copies* of public records will be processed as follows:**

- The DMHC may charge thirty cents (\$0.30) per page for hard copies of responsive documents. Payment of the total estimated copy charge is required in advance.
- If DMHC personnel determines the number of responsive records is voluminous, the DMHC may require the person requesting the records to provide a copy service to photocopy the records. The cost of providing the copy service shall be the responsibility of the requesting person.
- Hard Copies of transcripts from Department committees, panels or boards are \$30.00 per transcript regardless of page length.

DEPARTMENT: <b>DEPARTMENT OF MANAGED HEALTH CARE, OFFICE OF LEGAL SERVICES</b>	ADDRESS: <b>980 9<sup>TH</sup> STREET, SUITE 500 SACRAMENTO, CA 95814</b>
Public Records Review Unit <b><a href="mailto:pra@dmhc.ca.gov">pra@dmhc.ca.gov</a></b>	Business Hours <b>8:00 AM to 5:00 PM</b>
Telephone Number <b>(916) 322-6727</b>	Hard Copy Price Per Page <b>\$.30 per image</b>

A copy of these guidelines will be posted in the reception or public area of every office of the DMHC, and is available free of charge upon request.