

The Affordable Care Act: Resources for You

RESOURCE LIST

The Patient Protection and Affordable Care Act provides you and your family more freedom and control over health care choices. This resource list provides contact information for organizations dedicated to helping you better understand and navigate your health care coverage.

California Department of Managed Health Care

The California Department of Managed Health Care (DMHC) is the state agency that oversees health plans and protects the rights of health plan members.

1-888-466-2219

www.HealthHelp.ca.gov

California Department of Insurance (CDI)

CDI regulates, investigates and audits insurance businesses in the State of California. In most cases PPO, EPO, POS, indemnity and association plans are regulated by the CDI.

CDI Consumer Hot Line: 1-800-927-4357

www.insurance.ca.gov

Health Consumer Alliance (HCA)

HCA provides one-on-one assistance to low-income consumers in many counties. HCA offers services in multiple languages.

www.HealthConsumer.org

Health Insurance Counseling and Advocacy Program (HICAP)

HICAP provides counseling and advocacy for people who have or will soon have Medicare.

1-800-434-0222

www.cahealthadvocates.org/HICAP

Medi-Cal Managed Care Ombudsman

The Medi-Cal Managed Care Office of the Ombudsman helps ensure people on Medi-Cal receive all medically necessary covered services through their health plans.

1-888-452-8609 (many languages)

California Health Benefit Exchange

Starting in 2014, the Exchange will help individuals and small businesses buy affordable health coverage.

www.HealthExchange.ca.gov

Healthcare.gov

Provides information about the Affordable Care Act, insurance options, prevention and wellness.

www.HealthCare.gov

U.S. Department of Labor COBRA

Provides information on the Federal COBRA program to help you keep group health insurance if you lose your job or your hours are cut.

1-866-444-3272

www.dol.gov/dol/topic/health-plans/cobra.htm

U.S. Department of Labor HIPAA

Provides information on your Federal HIPAA rights to buy or keep health insurance.

1-866-444-3272

www.dol.gov/dol/topic/health-plans/portability.htm

Health Services Advisory Group (HSAG)

HSAG assists Medicare members with certain problems and appeals.

1-800-841-1602

www.hsag.com

Office of the Patient Advocate (OPA)

The OPA educates health care consumers on their rights and responsibilities and promotes transparency and quality health care by publishing an annual Health Care Quality Report Card.

1-800-466-8900

www.opa.ca.gov

For More Information: For assistance, call the Help Center at **1-888-466-2219**, email us at helpline@dmhc.ca.gov or log onto healthhelp.ca.gov.