



Provider Alert

To: Sharp Health Plan Providers and Provider Office Staff
From: Sharp Health Plan
Date: August 12, 2024
Subject: All Plan Letter 24-011- Request for Health Plan Information and Addendum

Hello Plan Partners,

The Department of Managed Health Care (Department) issues this All-Plan Letter (APL) to notify health care service plans the Department has revised the Request for Health Plan Information (RHPI) and RHPI Addendum forms.

The Department revised the RHPI format, but the substance remains unchanged. The RHPI Addendum form has also been revised to reflect the new SB 855 regulations and health plan requirements. Both forms are to ensure consistency in review and communications with health care service plans.

Health care service plans should correctly complete each RHPI field. Additionally, health care service plans are expected to provide thorough written responses in the RHPI Addendum that address all issues in the consumer's complaint.

Attached please find the Department of Managed Health Care's All Plan Letter, APL 24-011

Best regards,
Sharp Health Plan
Provider Account Management
Provider.Relations@sharp.com
Tel: 1-858-499-8330 | Fax: 1-858-303-9049

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Gavin Newsom, Governor
State of California
Health and Human Services Agency
DEPARTMENT OF MANAGED HEALTH CARE
980 9th Street, Suite 500
Sacramento, CA 95814
Phone: 916-324-8176 | Fax: 916-255-5241
www.HealthHelp.ca.gov

ALL PLAN LETTER

DATE: June 17, 2024

TO: Health Care Service Plans

FROM: Rachel Long
Deputy Director, Help Center

SUBJECT: APL 24-011 - Request for Health Plan Information and Addendum Revisions

The Department of Managed Health Care (Department) issues this All-Plan Letter (APL) to notify health care service plans the Department has revised the Request for Health Plan Information (RHPI) and RHPI Addendum forms.

The Department revised the RHPI format, but the substance remains unchanged. The RHPI Addendum form has also been revised to reflect the new SB 855 regulations and health plan requirements. Both forms are to ensure consistency in review and communications with health care service plans.

Health care service plans should correctly complete each RHPI field. Additionally, health care service plans are expected to provide thorough written responses in the RHPI Addendum that address all issues in the consumer's complaint.

Included with this APL are the revised RHPI and RHPI Addendum forms. All health care service plans are required to use the revised forms effective **June 30, 2024**.

If you have questions regarding this APL, please contact Rachel Long, Help Center Deputy Director, at Rachel.Long@dmhc.ca.gov.