



MISSION

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

CORE VALUES

Integrity • Leadership • Commitment to Service

GOALS & OBJECTIVES

GOAL 1: EDUCATE AND ASSIST CALIFORNIA'S DIVERSE HEALTH CARE CONSUMERS

- Equip consumers with useful tools to help them meet their health care needs
- Provide vital, timely and effective assistance to California's diverse health care consumers
- Increase understanding of the Department's role in ensuring consumers get the care they need

GOAL 2: CULTIVATE A COORDINATED AND SUSTAINABLE HEALTH CARE MARKETPLACE

- Keep pace with rapid health care marketplace changes and innovations
- Increase the transparency of health care cost, quality and access
- Improve the performance of the health care marketplace

GOAL 3: REGULATE FAIRLY, EFFICIENTLY AND EFFECTIVELY

- Exercise the Department's legal authority fairly, effectively and strategically
- Improve the operational and clinical performance of health plans
- Monitor and protect system financial solvency
- Communicate Department actions, decisions and opinions timely and transparently

GOAL 4: FOSTER A CULTURE OF EXCELLENCE THROUGHOUT THE ORGANIZATION

- Develop, recognize, and retain talent, effort and leadership
- Apply the Department's core values daily
- Share knowledge and information
- Use all resources effectively efficiently, and securely
- Assure the organization can respond effectively and timely to unexpected events