



Andrew George  
Grant Project Director  
California Dept. of Managed Health Care  
980 9th Street, Suite 500  
Sacramento, California 95814

Dear Director George:

The Department of Health & Human Services (HHS), Office of Consumer Information & Insurance Oversight (OCIIO) is pleased to inform you that your application for the Affordable Care Act – Consumer Assistance Program Grants is awarded. Congratulations on your successful application. The Notice of Grant Award is included in the attachments to this Award Letter. These grants will be used to:

- Assist with the filing of complaints and appeals, including filing appeals with the internal appeal or grievance process of the group health plan or health insurance issuer involved and providing information about the external appeal process;
- Collect, track, and quantify problems and inquiries encountered by consumers;
- Educate consumers on their rights and responsibilities with respect to group health plans and health insurance coverage; and
- Assist consumers with enrollment in a group health plan or health insurance coverage by providing information, referral, and assistance.

Pursuant to the HHS Grants Policy Statement, there are terms and conditions associated with the provision of this grant and are also attached to this Award Letter. These include the Standard and Programmatic Terms and Conditions.

We at OCIIO thank you for your commitment to this program and we look forward to continued collaboration with your state as you embark upon your mission to establish or strengthen consumer assistance activities that will educate consumers about their health coverage options, empower consumers and ensure access to accurate information.

Sincerely,



Jay Angoff  
Director