

**DEPARTMENT OF MANAGED HEALTH CARE GUIDELINES
FOR ACCESS TO PUBLIC RECORDS
Government Code, Section 6253.4**

The California Public Records Act (Gov. Code, § 6250 et seq.) requires the Department of Managed Health Care (DMHC) to provide public access to any records it maintains, unless those records are legally exempt from disclosure. (Gov. Code, § 6254 et seq.) Where portions of a record are exempt, the DMHC will produce the reasonably segregable, non-exempt portions.

Requests for inspection or copying of public records must be sufficiently descriptive to enable DMHC personnel to identify, locate, and retrieve the records. To ensure accuracy in responding to a request for public records, requests must be sent in writing to the DMHC's Office of Legal Services by one of the following methods:

- Through the DMHC's website link to [The Department of Managed Health Care](#);
- By email to pra@dmhc.ca.gov;
- By mail to Department of Managed Health Care, Attn: Office of Legal Services, 980 Ninth Street, Suite 500, Sacramento, CA 95814;
- By faxing the request to (916) 322-3968; or
- Submit a request in person to the DMHC's Office of Legal Services public counter at the address above.

Processing Requests:

Within 10 days of receipt of a request for public records, the DMHC will notify the requestor of the availability of any disclosable records responsive to the request, the anticipated timeframe for their production, and/or any legal basis for the withholding of any requested records. Under some circumstances, the DMHC may require an additional 14 days to make those initial determinations.

Personal Inspection and Copying of Public Records:

Physical inspection and copying of records maintained by the DMHC is available during regular business hours (8:00 a.m. until 5:00 p.m., PST), Monday through Friday, excluding state holidays. However, retrieval and inspection of any records shall not interfere with ordinary DMHC business operations. If the request requires reviewing numerous records, a mutually agreeable time will be established for the inspection and/or copying of the records. 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. Most responsive documents subject to disclosure will be provided electronically by CD/DVD or email.

Fees:

The DMHC may charge thirty cents (\$0.30) per page for hard copies of responsive documents made by DMHC personnel. Payment of the total estimated copy charge is required in advance of production. If DMHC personnel determine that 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.

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.