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ALL PLAN LETTER

DATE: October 31, 2025

TO: All Health Care Service Plans

FROM: Rachel Long
Deputy Director Help Center – Call Center, Provider Complaint, and
Information Division

SUBJECT: APL 25-016 – Request for Health Plan Information 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) form.

The Department has revised the RHPI form to improve clarity, support more effective data capture, and promote interoperability. Health care service plans are expected to accurately complete each RHPI field and provide thorough written responses that address all issues in the consumer's complaint.

Included with this APL is the revised RHPI form. All health care service plans are required to use this form effective December 1, 2025.

If you have questions regarding this APL, please contact Rachel Long, Help Center – Call Center, Provider Complaint, and Information Division Deputy Director, at Rachel.Long@dmhc.ca.gov.