

## Behavioral Health Focused Investigations

The DMHC received approval in the 2020-21 state budget to conduct focused Behavioral Health Investigations (BHI) of all full service commercial health plans regulated by the Department to further evaluate health plan compliance with California laws and assess whether enrollees have consistent access to medically necessary behavioral health care services. Any parity issues discovered or suspected during the BHI process will be referred internally for further investigation.

A goal of the investigations is to identify and understand the challenges and barriers enrollees may still face in obtaining behavioral health care services, and to identify systemic changes that can be made to improve the delivery of care.

The DMHC anticipates an average of five (5) health plans will be investigated during each phase of the behavioral health focused investigations.

The first phase of the investigations commenced in 2021 for the following five health plans:

- Cigna HealthCare of California, Inc.
- Community Care Health Plan, Inc.
- Contra Costa County Medical Services
- Sutter Health Plan
- Ventura County Health

The second phase of the investigations commenced in 2022 for the following four health plans:

- Alameda Alliance for Health
- Blue Cross of California (Anthem Blue Cross)
- Sharp Health Plan
- Western Health Advantage

The third phase of the investigations commenced in 2023 for the following five health plans:

- Chinese Community Health Plan
- Molina Healthcare of California
- Aetna Health of California, Inc.
- San Francisco Health Authority (San Francisco Health Plan)
- UHC of California (UnitedHealthcare of California)

The DMHC has identified the next four health plans to be investigated in the fourth phase, commencing in 2025:

- Health Net of California, Inc.
- MemorialCare Select Health Plan
- Santa Clara County (Valley Health Plan)
- California Physicians' Service (Blue Shield of California)

Remaining full service commercial health plans to be investigated:

- Kaiser Foundation Health Plan, Inc. (Kaiser Permanente)<sup>1</sup>
- L.A. Care Health Plan Joint Powers Authority (QIF)
- Local Health Initiative of California

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<sup>1</sup> The DMHC originally planned to conduct a BHI of Kaiser Permanente during Phase Two. However, following a significant enforcement action taken in 2023 requiring the plan to make transformative changes to its delivery of behavioral health care services, the Department decided it would be more meaningful to conduct a BHI of this plan after it has had an opportunity to implement some of the corrective actions expected in connection with the enforcement action.

- San Mateo Health Commission (Health Plan of San Mateo)
- Santa Cruz-Monterey-Merced Managed Medical Care Commission (Central California Alliance for Health)
- Scripps Health Plan Services, Inc.
- UnitedHealthcare Benefits Plan of California