Information & Oversight Hearing

Provider Complaints to the Department of Managed Health Care Regarding Underpayments from HMOs

I. Panel 1 -- Department of Managed Health Care (INVITED)
Overview of the Department's process for handling complaints; review of the numbers and types of complaints received by the Department; staffing requirements, needs, and history of the Department's provider complaint unit.

II. Panel 2 – Emergency Physicians
Discussion of the experiences of emergency physicians with submitting complaints to the Department of Managed Health Care regarding underpayments from HMOs.

♦ Andrea Brault, MD, President, California Chapter of the American College of Emergency Physicians
♦ Michael H. Forman, MD, Emergency Physician
♦ David Strumpf, MD, Emergency Physician
♦ Andy Selesnick, Michelson & Robinson

III. Discussion and Question & Answer Period with all hearing participants

IV. Public Testimony