

§ 1397.5. Summary of grievances against plans

(a) The director shall make and file annually with the Department of Managed Health Care as a public record, an aggregate summary of grievances against plans filed with the director by enrollees or subscribers. This summary shall include at least all of the following information:

- (1) The total number of grievances filed.
- (2) The types of grievances.

(b) The summary set forth in subdivision (a) shall include the following disclaimer:

“THIS INFORMATION IS PROVIDED FOR STATISTICAL PURPOSES

ONLY. THE DIRECTOR OF THE DEPARTMENT OF MANAGED CARE HAS NEITHER INVESTIGATED NOR DETERMINED WHETHER THE GRIEVANCES COMPILED WITHIN THIS SUMMARY ARE REASONABLE OR VALID.”

(c) Nothing in this section shall require or authorize the disclosure of grievances filed with or received by the director and made confidential pursuant to any other provision of law including, but not limited to, the California Public Records Act (Division 10 (commencing with Section 7920.000) of Title 1 of the Government Code) and the Information Practices Act of 1977 (Chapter 1 (commencing with Section 1798) of Title 1.8 of Part 4 of Division 3 of the Civil Code). Nothing in this section shall affect any other provision of law including, but not limited to, the California Public Records Act and the Information Practices Act of 1977.

HISTORY:

Added Stats 1994 ch 614 § 8 (SB 1832).
Amended Stats 1999 ch 525 § 153 (AB 78),
operative July 1, 2000; Stats 2000 ch 857 § 46

(AB 2903); Stats 2021 ch 615 § 229 (AB 474),
effective January 1, 2022, operative January 1,
2023.