

53893 Medi-Cal Managed Care Ombudsman

(a)

The department may designate a Medi-Cal Managed Care Ombudsman. The Ombudsman shall provide Medi-Cal beneficiaries access to a service which investigates and resolves complaints about managed care plans by, or on behalf of, Medi-Cal beneficiaries.

(b)

The duties of the Ombudsman shall include, but not be limited to the following:

(1) Encouraging beneficiaries to avail themselves of the opportunity to obtain health care through Medi-Cal managed care plans. (2) Assisting beneficiaries by removing inappropriate barriers to accessing care. (3) Educating and informing managed care plans of the specific needs of Medi-Cal beneficiaries. (4) Educating beneficiaries on how to use the managed care system effectively.

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