



2.3 MILLION CONSUMERS ASSISTED

The DMHC Help Center educates consumers about their rights, resolves consumer complaints, helps consumers navigate and understand their coverage, and ensures access to health care services.

125

LICENSED HEALTH PLANS



78

FULL SERVICE



47

SPECIALIZED



\$29.6 MILLION

dollars recovered from health plans on behalf of consumers



96%

of commercial and public health plan enrollment is regulated by the DMHC

**\$226
MILLION**

dollars saved on Health Plan Premiums through the Rate Review Program



**\$96.2
MILLION**

dollars in payments recovered to physicians and hospitals

more than

**26
MILLION**

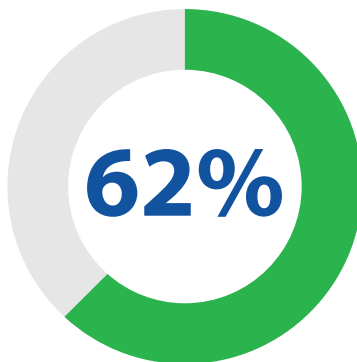
Californians' health care rights are protected by the DMHC



**\$73
MILLION**

dollars assessed against health plans that violated the law

INDEPENDENT MEDICAL REVIEW (IMR)



Approximately **62%** of consumer appeals (IMRs) to the DMHC resulted in the consumer receiving the requested service or treatment from their health plan