

# 2024 Mental Health Parity Complaints

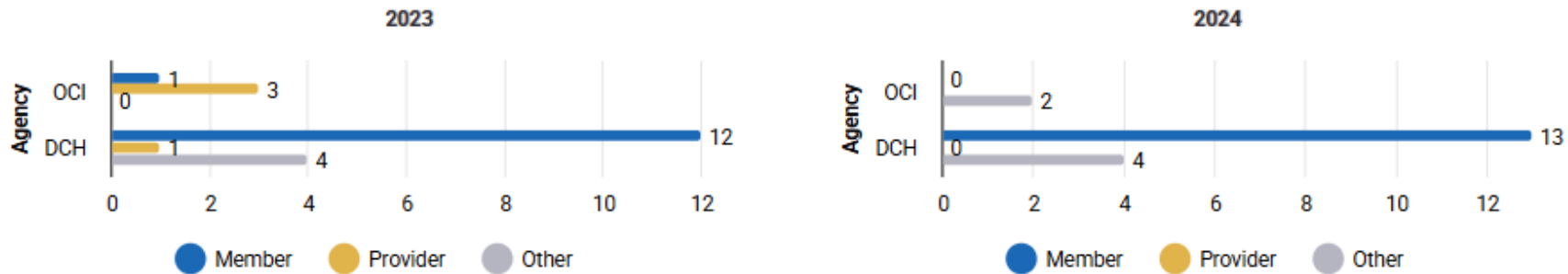
**19**  
Total Complaints

**2**  
Complaints Deemed Valid and Resolved

From January 1 to December 31, 2024, the **Department of Community Health (DCH)** received 17 submissions via its Mental Health Parity complaint portal, with 13 being unique complaints. Two duplicate complaints were about differences in copayment requirements for a mental health visit compared to primary care visit. The complainant was not a member of Medicaid, Peachcare for Kids, or the State Health Benefit Plan, so the case was referred to the **Office of Commissioner of Insurance and Safety Fire (OCI)**.

During the same period, OCI received no complaints specifically about mental health parity, though two healthcare provider complaints coded to "other" mentioned behavioral health or substance abuse disorder. Upon review, no violations of the Mental Health Parity and Addiction Equity Act (MHPAEA) were found.

Program Affiliated with Complaint



Agency	*Issue Category	2023	2024
OCI	Claim Handling	2	0
OCI	Billing and Premium Dispute	1	0
OCI	Other	1	2
DCH	Access to Providers	3	5
DCH	Coinsurance Cost	1	1
DCH	Limited Benefit Design	3	1
DCH	Prescription Drug Formulary	1	0
DCH	Prior Authorization Denial	2	1
DCH	Other/No Issue Selected	7	9

Agency	Mitigation Category	2023	2024
OCI	Denial was determined standard; therefore, not mental health parity violation	2	0
OCI	Lacked insurance policy coverage/or self-funded ERISA plan, out of jurisdiction; therefore, not mental health parity violation	2	0
OCI	Change in in-network provider: No violation found; therefore not a mental health parity violation	0	1
OCI	Commission payment dispute: No violation of mental health parity laws; therefore, not a mental health parity violation	0	1
DCH	Handled by Medicaid – Fee for Service members	5	5
DCH	Referred to Insurance Commissioner's Office	1	1
DCH	Routed to applicable CMO	5	5
DCH	Other (includes lack of information to research or follow up with complainant)	6	6

\*DCH: The complainant selects the issue category upon submitting a complaint into the mental health parity complaint portal. Upon review, one or more other categories of classification may be warranted to reach resolution.