

2023

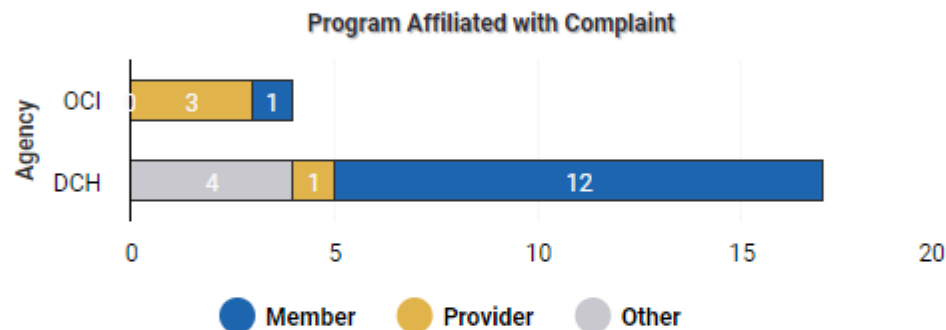
# Mental Health Parity Complaints

Between July 1 and December 2023, the **Department of Community Health (DCH)** received 17 submissions through its Mental Health Parity complaint portal. Two (2) were determined to be mental health parity complaints related to the denial of coverage for prescription drugs by the Peach State Health Plan. Peach State worked with the members and their providers to address the members' needs.

Between January 1, 2023 to December 31, 2023 the **Office of Commissioner of Insurance and Safety Fire (OCI)** received 4 submissions through its Mental Health Parity complaint portal. Of those received, none were deemed as valid mental health parity violations.

**21**  
Total Complaints

**2**  
Complaints Deemed Valid and Resolved



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

Agency	Mitigation Category	Total
OCI	Denial was determined standard; therefore, not mental health parity violation	2
OCI	Lacked insurance policy coverage and/or self-funded ERISA plan, out of jurisdiction; therefore, not mental health parity violation	2
DCH	Handled by Medicaid – Fee for Service members	5
DCH	Referred to Insurance Commissioner’s Office	1
DCH	Routed to applicable CMO	5
DCH	Other (includes lack of information to research or follow up with complainant)	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.