

California Department of Managed Health Care Annual Report

MediExcel Health Plan continues to lead in member satisfaction year after year with the lowest number of complaints by Health Plan and Category seven years in a row.

	2016	2017	2018	2019	2020	2021	2022
Benefits/ Coverage	MEHP 0	MEHP 0	MEHP 0	MEHP 0	MEHP 0	MEHP 0	MEHP 0
	SIMNSA 4	SIMNSA 0	SIMNSA 2	SIMNSA 1	SIMNSA 2	SIMNSA 7	SIMNSA 0
Claims/ Financial	MEHP 0	MEHP 1	MEHP 0	MEHP 0	MEHP 1	MEHP 3	MEHP 0
	SIMNSA 14	SIMNSA 33	SIMNSA 12	SIMNSA 17	SIMNSA 10	SIMNSA 7	SIMNSA 6

- CA DMHC Reports 2016-2022

Emergency Coverage

MediExcel Health Plan covers emergency care services in Tijuana, San Diego, Mexicali, Tecate, Imperial County and worldwide.

If a member is faced with a life-threatening emergency in the U.S., they should call 911 or go to their nearest emergency room.

An authorization is required for all post-stabilization treatment, including surgeries, procedures, inter-facility transfers, or therapies.

All emergency related follow-up care **MUST BE** provided by our network in Mexico.