

*California Healthline*

The Healthy Families transition started Jan. 1, moving 197,000 children to Medi-Cal managed care plans. So far, according to DHCS officials, the telephone complaint hotline has been pretty quiet. "That's what we're trying to assess right now," said Kristen Golden Testa, director of the California Health Program for The Children's Partnership. She said several provider groups are conducting surveys of their members to see what providers are experiencing, and that data hasn't come in yet. "I'm not sure I would rely on the call center and complaint lines because on the ground is where we'll hear it," she said.

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