

## MEMBER GRIEVANCE/COMPLAINT FORM

Date:				
Please print all in Complainant info				
N	(	ork Telephone Number	( )	T. 1
Name	W	ork Telephone Number	Home	Telephone Number
Address	C	ity	State	Zip Code
Name of person(s)	) related to con	nplainant:		
			#:	
Name			ID Number	
			#:	
Name			ID Number	
			#:	
Name			ID Number	
Nature of complai	nt: [Check all	that apply]		
Marketin	g	Difficulty disenrolling		Member billing
Quality		Transportation		Accessibility to care
Emergen	cy care	Staff attitude		Authorization
Other:				
Problem staten  Describe the probl	Provid	Occurrence:L ler Name n detail:	ocation: _	
Use the back of the	is form if addit	ional space is needed.		
Signature of Member (or signature of parent where member is a minor or incapac			itated)	Date

MEDICAL RELEASE
<b>MEMBER:</b> Please provide name and telephone number of any providers who may have treated you for the condition, which is the subject of this grievance.
All Medical Records obtained will be held in strict confidence and used solely for reviewing your grievance.
I HEREBY AUTHORIZE AND REQUEST THE ABOVE LISTED PROVIDER(S) TO RELEASE ANY AND ALL MEDICAL RECORDS TO HEALTH NET SUPPORTING MEDICAL NECESSITY FOR THE SUBJECT OF THIS GRIEVANCE:
SIGNATURE: DATE:

If you should have any further questions or need additional assistance concerning this matter, please contact our Member Services Department toll free at (800) 977-7307 (TTY:711). When complete, please submit this form to: Health Net, Attn: Medi-Cal Member Appeals and Grievance Department, P.O. Box 10348, Van Nuys, CA 91410-0348. Fax Number: (877) 831-6019.

RELATIONSHIP:

(MOTHER, FATHER, GUARDIAN)

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at 1-800-977-7307 and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (1-888-466-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The department's internet website <a href="https://www.dmhc.ca.gov">www.dmhc.ca.gov</a> has complaint forms, IMR application forms, and instructions online.

(If signed by other than Member)