

# Having Trouble Getting the Care You Need?

If you have a complaint against your health plan or are having trouble getting the care you need, contact your health plan and file a grievance. You can file a grievance with your health plan by contacting the member services phone number listed on your membership card. If



you do not hear back from your health plan within 30 days (3 days for urgent issues), or you are unsatisfied with your health plans response, you can file an Independent Medical Review/Complaint with the Department of Managed Health Care (DMHC). Please ask the clinic staff if you need assistance filing a grievance/complaint.

**If your health issue is urgent, contact the DMHC at 1-888-466-2219 (TDD 1-877-688-9891) for assistance.**

## Tips on filing a complaint:

- ✓ If you cannot get the care you need, ask for the reason in writing.
- ✓ If you are unsure where to start, contact clinic staff to assist
- ✓ Act soon. If you wait longer than 6 months, you may lose the right to file a complaint with the DMHC.

Information about the DMHC Independent Medical Review/Complaint process and complaint forms, available in many languages, can be found on the DMHC website at: [www.healthhelp.ca.gov](http://www.healthhelp.ca.gov)

***\*IMPORTANT: If you would like your health care provider to assist you with the DMHC process, please complete, sign and date the Authorized Assistance Form included in the DMHC Independent Medical Review/Complaint form.***