

Grievance Form for California HMO Members

Attention Medicare + Choice members – do not complete this form. Request the “California Medicare + Choice Plan Member Appeal and Grievance Form”

HMO and DMO-based plans - **IMPORTANT:** Can you read this letter? If not, we can have somebody help you read it. You may also be able to get this letter written in your language. For free help, please call right away at 1-877-287-0117.

Planes basados en DMO y HMO - **IMPORTANTE:** ¿Puede leer esta carta? En caso de no poder leerla, le brindamos nuestra ayuda. También puede obtener esta carta escrita en su idioma. Para obtener ayuda gratuita, por favor llame de inmediato al 1-877-287-0117.

You have the right to file a grievance about any of your medical care or service. If you want to file a grievance, please use this form. There is a process you need to follow to file a grievance. Your health plan must, by law, give you an answer within 30 days. If you have any questions, please feel free to call your doctor’s office or health plan at the phone numbers on the back of this form. You may also call the phone numbers on your health identification (ID) card. If you think that waiting for an answer from your health plan will hurt your health, call and ask for an “Expedited Review.”

Please print or type the following information:

Member Name (Last, first, middle initial) _____

Address _____

Home Phone number (include area code) _____

City, State, Zip _____

Work Phone number (include area code) _____

Name of Employer or Group _____

Enrollment or Member ID # _____

Date of Birth _____

If someone other than the member is filing this grievance, please provide the following information:

Name: _____ Daytime Telephone # _____

Relationship to Member: _____

Address: _____

City: _____ State: _____ Zip: _____

Do you have a Terminal Illness? YES NO

Is the treatment Experimental or Investigational? YES NO

Write what your grievance is about. Give dates, times, people’s names, places, etc. that are involved. If you need more room, please attach another piece of paper.

Please attach copies of anything that may help us understand your grievance.

If you attach other pages, please check this box.

Please sign and MAIL or FAX, if applicable, TO

Aetna Health of California Inc.

Attn: Commercial Grievance & Appeals

P.O. Box 24030

Fresno, CA. 93779

Standard Fax: 860-262-7705

Member Services: 800-445-5299

TDD-TTY: (800) 628-3323

Fax 860-754-5321 (72 Hr. Expedited)

Date _____ **Member Signature:** _____

Date _____ **Signature of Representative** _____

NOTICE TO THE MEMBER OR YOUR REPRESENTATIVE:

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 **1-800-445-5299** 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 treatment 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 Web site <http://www.dmhca.ca.gov> has complaint forms, IMR application forms and instructions online.