

Grievance Form for Managed Care Members

Attention Medicare Advantage members – do not complete this form.

You have the right to file a formal grievance about any of your medical care or services. If you want to file, please use this form. There is a process you need to follow to file a grievance. PacifiCare, by law, must give you an answer within 30 days. If you have any questions, or prefer to file this grievance orally, please feel free to call PacifiCare Customer Service at 1-800-624-8822 or 1-800-422-8833 (TDHI), Monday through Friday, 7 a.m. to 9 p.m. If you think that waiting for an answer from PacifiCare will hurt your health, call and ask for an "Expedited Review."

| CURRENT PERSONAL INFORMATION (please print or type) | | | | |
|--|--|--------------------------|------------------------|-----------|
| Enrollment or Member ID # | | | Employer or Group Name | |
| Last Name | | First Name | | MI |
| Date of Birth | | | | |
| Address | | Apt # | City | State |
| ZIP | | | | |
| Home Telephone () | | Work Telephone () | | Extension |
| If someone other than the member is filing this grievance, please provide the following information: | | | | |
| Name | | Daytime Telephone () | | |
| Relationship to Member | | | | |
| Address | | Apt # | City | State |
| ZIP | | | | |

Due to privacy laws, you will be required to submit authorization of representation indicating you can file a complaint on behalf of the member.

DESCRIBE YOUR GRIEVANCE

Please describe your complaint. Be sure to include specific dates, times, people's and providers' names, places, etc. that were involved. Please send copies of anything that may help us understand your grievance to the address listed above or fax the documents to 1-866-704-3420.

If you attach other pages, please check this box.

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 **1-800-624-8822** or **1-800-442-8833 (TDHI)** and use your health plan's grievance process before calling 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 the 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-HMO-2219)** and a **TDD (1-877-688-9891)** for the hearing- and speech-impaired. The department's Internet Web site **<http://www.hmohelp.ca.gov>** has complaint forms, IMR application forms and instructions online.

If you are a Federal Employee, you have grievance rights through the Office of Personnel Management (OPM) instead of the DMHC. Please reference your Federal Employees Health Benefits (FEHB) Program brochure, which states that you may ask OPM to review the denial after you ask PacifiCare to reconsider the initial denial or refusal. OPM will determine if PacifiCare correctly applied the terms of our contract when we denied your claim or request for service. Send your request for review to: Office of Personnel Management, Office of Insurance Programs Contracts Division 3, 1900 E Street NW, Washington, DC 20415-3630.

SIGNATURE

| | |
|-----------------------------|------|
| Your Signature | Date |
| Signature of Representative | Date |

Please sign and MAIL or FAX to:

ATTN: Appeals and Grievances Department
MS. CA124-0160
P.O. Box 6107
Cypress, CA 90630-9972
FAX: 1-866-704-3420