

## Are Your Patients Having Trouble Getting the Care They Need?

If your patients have a complaint against their health plan or are having trouble getting the care they need, instruct them to contact their health plan and file a grievance. They can file a grievance with their health plan by contacting the member services phone number listed on their membership card. If they do not receive a response from their health plan within 30 days (3 days for urgent issues), or they are unsatisfied with their health plans response, they can file an Independent Medical Review/Complaint with the Department of Managed Health Care (DMHC).

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

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 to assist the patient with the DMHC process, please have the patient complete, sign and date the Authorized Assistance Form included in the DMHC Independent Medical Review/Complaint form.***