

Transgender, Gender Diverse, and Intersex Grievance Reporting Requirements

Instructions for Behavioral Health Plans

Behavioral Health Plans (BHPs) shall submit grievances related to Transgender, Gender Diverse, and Intersex (TGI) health care to the Department of Health Care Services on a quarterly basis. Please use this template and include the following information:

Grievances filed for failure to provide trans-inclusive care	Grievances resolved in the member's favor
Total:	Total:

In addition, BHPs shall report individual grievance information, using the categories below. You may add additional rows as needed to the table below.

Grievance #	Date Grievance Received	Date Grievance Resolved	Name of the individual, position title, affiliation with the BHP	Completion date of the refresher training	Any additional actions taken by the BHP to prevent future complaints
Grievance #1					
Grievance #2					
Grievance #3					
Grievance #4					
Grievance #5					