

## Medi-Cal Fee-For-Service (FFS) Members

# Not happy with your medical care? Was the service bad or do you have medical bills that should be covered?

As a Medi-Cal FFS member, you have rights. You will not lose your benefits if you file a complaint, regardless of your immigration status or if you have complained before.

### You can file a complaint or ask for help.

Contact the Department of Health Care Service (DHCS) if you have questions about your covered benefits, doctors, or how to use your health coverage.

If you still have issues, follow the steps below:

- 1 Contact DHCS to file a complaint.**  
You can submit the complaint by phone or email.  
**Phone:** (916) 345-8980  
**Email:** [Medi-Cal.Benefits@dhcs.ca.gov](mailto:Medi-Cal.Benefits@dhcs.ca.gov)
- 2 What to expect once you have submitted a complaint?**  
DHCS will let you know when we receive your complaint. A member representative will also provide a contact to whom you can send questions or concerns.
- 3 The Department has 30 days to respond to your complaint.**  
DHCS will respond to your complaint as soon as possible to let you know the outcome and next steps.



## GET FREE HELP

You can get free information on how and where to file a complaint by contacting:

**Dental Fee-For-Service (Dental FFS):**  
(800) 322-6384

**Medi-Cal Rx:**  
(800) 977-2273

**Health Consumer Alliance:**  
(888) 804-3536  
[healthconsumer.org](http://healthconsumer.org)

Have your Medi-Cal card number ready. This number will help the person assisting you find your information.

## DEFINITION

**Complaint** - Also known as a grievance, a complaint expresses dissatisfaction with services received or the quality of care provided.

**FFS** - Fee-For-Service refers to the system where the state pays providers directly, allowing you to see any provider accepting FFS.