



**Medi-Cal**

## Medi-Cal Managed Care Plan Members

# Not happy with your medical care? Was the service bad, or do you have medical bills your plan should be covering?

As a Medi-Cal 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.

Call your health plan if you have questions about your benefits, doctors, or how to use your health coverage. If you still have issues, follow the steps below:

#### 1 Contact your health plan to file a complaint.

You can submit the complaint by mail, online, or phone.

If you do not know your health plan's contact information, visit <http://www.dhcs.ca.gov/mmchpd>.

#### 2 What to expect once you have submitted a complaint?

Within five (5) days, your health plan will let you know it received your complaint. The plan will also provide a contact to whom you can send questions or concerns.

#### 3 Your health plan has 30 days to respond to your complaint.

If you do not receive a response, reach out to your health plan contact.



### GET FREE HELP

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

Phone: **(888) 452-8609**

Email: [MemberHelp@dhcs.ca.gov](mailto:MemberHelp@dhcs.ca.gov)

Have your Benefits Identification Card/Medi-Cal number ready. This number will help the person assisting you find your information.

#### Another free resource

Health Consumer Alliance

Phone: **(888) 804-3536**

Online: [healthconsumer.org](http://healthconsumer.org)

