

## Member Grievances & Appeals Support for Health Plans/Payers

Health Plans	Appeals & Grievances (website and/or forms)
<b>Adventist Health Corporate (Employer Group)</b>	<a href="https://www.adventisthealth.org/patient-resources/compliance-information/">https://www.adventisthealth.org/patient-resources/compliance-information/</a>
<b>Aetna</b>	<a href="http://www.aetna.com/data/forms_library/68192.pdf">http://www.aetna.com/data/forms_library/68192.pdf</a> <a href="https://www.aetna.com/individuals-families/member-rights-resources/complaints-grievances-appeals.html">https://www.aetna.com/individuals-families/member-rights-resources/complaints-grievances-appeals.html</a>
<b>Anthem Blue Cross</b>	<a href="https://www.anthem.com/ca/forms/">https://www.anthem.com/ca/forms/</a>
<b>Beech Street</b>	See Multiplan
<b>Blue Shield</b>	<a href="https://www.blueshieldca.com/bsca/bsc/wcm/connect/provider/provider_content_en/guidelines_resources/patient_care_resources/member_rights_responsibilities">https://www.blueshieldca.com/bsca/bsc/wcm/connect/provider/provider_content_en/guidelines_resources/patient_care_resources/member_rights_responsibilities</a>  (for <b>Blue Shield Commercial Members</b> ): <a href="https://www.blueshieldca.com/bsca/bsc/wcm/connect/provider/provider_content_en/guidelines_resources/forms_patient_care">https://www.blueshieldca.com/bsca/bsc/wcm/connect/provider/provider_content_en/guidelines_resources/forms_patient_care</a>  &  (for <b>Blue Shield Promise Health members</b> ): <a href="https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites_content_en/bsp/providers/policies-guidelines-standards-forms/forms">https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites_content_en/bsp/providers/policies-guidelines-standards-forms/forms</a>
<b>CA. Health &amp; Wellness</b>	<a href="https://www.cahealthwellness.com/members/medicaid/resources.html">https://www.cahealthwellness.com/members/medicaid/resources.html</a> <a href="https://www.cahealthwellness.com/members/medicaid/Appeals-and-Grievances.html">https://www.cahealthwellness.com/members/medicaid/Appeals-and-Grievances.html</a>
<b>CIGNA</b>	<a href="https://www.cigna.com/individuals-families/member-resources/appeals-grievances">https://www.cigna.com/individuals-families/member-resources/appeals-grievances</a>
<b>First Health</b>	By telephone by calling: 1-800-226-5116
<b>Great West Health (GWH-Cigna)</b>	See Cigna.
<b>Health Net</b>	<a href="https://www.healthnet.com/portal/member/content/iwc/member/unprotected/health_plan/content/file_ag_med_adv.action">https://www.healthnet.com/portal/member/content/iwc/member/unprotected/health_plan/content/file_ag_med_adv.action</a>
<b>Health Plan of San Joaquin</b>	<a href="https://www.hpsj.com/grievances-appeals/">https://www.hpsj.com/grievances-appeals/</a>
<b>Hometown Health Plan</b>	<a href="https://www.hometownhealth.com/customer-service-support/member-grievance-procedure/">https://www.hometownhealth.com/customer-service-support/member-grievance-procedure/</a>
<b>Interplan Health Group (HealthSmart)</b>	Call the number on member's ID card or file a request for information through: <a href="https://www.healthsmart.com/Top-Menu/Contact-Us">https://www.healthsmart.com/Top-Menu/Contact-Us</a>

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<b>Kaiser</b>	<a href="https://healthy.kaiserpermanente.org/northern-california/support/forms#grievanceforms">https://healthy.kaiserpermanente.org/northern-california/support/forms#grievanceforms</a>
<b>Magellan Health Services</b>	Call the number on member's ID card or file a request for information through: <a href="https://www.magellanassist.com/mem/memserv/messaging/default.aspx">https://www.magellanassist.com/mem/memserv/messaging/default.aspx</a>
<b>Medical Eye Services</b>	By telephone by calling: (800) 877 6372
<b>Mental Health Network (MHN)</b>	<a href="https://www.mhn.com/members/behavioral-health/appeals-grievances/appeals-grievances-process.html">https://www.mhn.com/members/behavioral-health/appeals-grievances/appeals-grievances-process.html</a>
<b>MultiPlan</b>	By writing to: MultiPlan 16 Crosby Drive Bedford, MA 01730 Attn: Corporate Quality Management
<b>Networks by Design</b>	<a href="https://www.netbyd.com/contact-us.aspx">https://www.netbyd.com/contact-us.aspx</a> or by telephone at (209) 229-8537
<b>Optum Behavioral Health</b>	By telephone by calling: 1-866-894-5795
<b>Optum Transplant</b>	By telephone by calling: (800) 328-5979
<b>Pacific Foundation for Medical Care</b>	By telephone by calling: (800) 548-7677
<b>Partnership Health Plan</b>	<a href="http://www.partnershiphp.org/Members/Medi-Cal/Pages/GrievanceAndAppeals.aspx">http://www.partnershiphp.org/Members/Medi-Cal/Pages/GrievanceAndAppeals.aspx</a>
<b>TriCare (Health Net Federal Services)</b>	<a href="https://www.tricare-west.com/content/hnfs/home/tw/bene/res/bene_forms.html">https://www.tricare-west.com/content/hnfs/home/tw/bene/res/bene_forms.html</a>
<b>TriWest (Blue Shield)(see VA CCN below)</b>	By telephone by calling: 877-CCN-TRIW (226-8749)
<b>UC Care: staff &amp; residents (Anthem)</b>	<a href="https://ucnet.universityofcalifornia.edu/tools-and-services/administrators/group-insurance-appeals-process.html">https://ucnet.universityofcalifornia.edu/tools-and-services/administrators/group-insurance-appeals-process.html</a>
<b>UC SHIP: medical students (Anthem)</b>	<a href="https://www.ucop.edu/ucship/_files/sbc/2021/ucd-sbc.pdf">https://www.ucop.edu/ucship/_files/sbc/2021/ucd-sbc.pdf</a>
<b>United Healthcare</b>	<a href="https://memberforms.uhc.com/Memberappealsandgrievances.html">https://memberforms.uhc.com/Memberappealsandgrievances.html</a> <a href="https://www.uhcprovider.com/content/dam/provider/docs/public/commpplan/ca/forms/CA-UHCCP-Member-Grievance-Form.pdf">https://www.uhcprovider.com/content/dam/provider/docs/public/commpplan/ca/forms/CA-UHCCP-Member-Grievance-Form.pdf</a>
<b>VA Community Care Network (VA Direct)</b>	<a href="https://www.va.gov/decision-reviews/">https://www.va.gov/decision-reviews/</a>
<b>Western Health Advantage: UCD medical students</b>	<a href="https://www.westernhealth.com/pdfs/member-downloads/grievance-form/">https://www.westernhealth.com/pdfs/member-downloads/grievance-form/</a>