

Member Grievances & Appeals Support for Health Plans/Payers

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

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