

## Health Plan Contact List - Appeals and Grievances

### Filing a Complaint with the Health Plan

The health plan membership card has a member services phone number listed on the card.

### Health Plan Contact Information for Filing a Complaint

To file a complaint with your Health Plan please refer to the listing below. The complaint can be filed by mail, on-line web, and/or by telephone.

<b>Location Name</b> Contact Address Phone Fax TDD-TTY Email Website	AETNA Health of California Inc. Commercial Grievance & Appeals P.O. Box 24030, Fresno, CA 93779 800.445.5299; 877.665.6736 (Expedited) 1-860.262.7705; 1-860.754.5321 (Expedited) 711; 800.628.3323 Not Available www.aetna.com
<b>Location Name</b> Contact Address Phone Fax TDD-TTY Email Website	AETNA Medicare Advantage Plan Aetna Medicare Appeals and Grievances P.O. Box 10467, Lexington, KY 40512 800.282.5366; 800-932-2159 (Expedited) 1-724-741-4953; 1-724.741.4958 (Expedited) 711 Not Available <a href="http://www.aetnamedicare.com">www.aetnamedicare.com</a>
<b>Location Name</b> Contact Address Phone Fax <b>TTY</b> Email Website	Alignment Health Plan (Formerly Citizens Choice Health Plan) Attn: Appeals and Grievance Department 1100 W. Town & Country Road #300, Orange, CA 92868 866.634.2247 1.323.201.5690 711 Not Available <a href="https://www.alignmenthealthplan.com">https://www.alignmenthealthplan.com</a>
<b>Location Name</b> Contact(s) Address(es) Phone(s) Fax(es) TTY Email	Anthem Blue Cross of California Grievances and Appeals (Commercial) Complaints, Appeals & Grievances (D-SNP) Senior Appeals & Grievances (Medicare) P.O. Box 4310, Woodland Hills, CA 91365 (Commercial) 21215 Burbank Boulevard, Woodland Hills, CA 91367 (Commercial Expedited) 4361 Irwin Simpson Rd., OH 0205-A537, Mason OH 45040 (Non-Commercial) 800.365.0609 (Commercial) 833.897.1342 (D-SNP) 888.230.7338 (Medicare Fast Complaint) 1.877.551.6183 (Commercial) 1.855.211.3699 (Commercial Expedited) 1.888.458.1406 (Non-Commercial) 711, 866.333.4823

Website	Not Available
<b>Location Name</b>	<a href="http://www.anthem.com">http://www.anthem.com</a>
Contact	Astiva Health Plan
Address	Appeals and Grievances Department
Phone	765 The City Drive South, Suite 200, Orange, CA 92868
Fax	866.688.9021
TTY	1.714.908.8041
Email	711
Website	Not Available Astivahealth.com
<b>Location Name</b>	Blue Shield of California
Contact(s)	Attn: Member Appeals and Grievances (Commercial)
Address(es)	Medicare Appeals and Grievances P.O. Box 5588, El Dorado Hills, CA 95762 (Commercial) P.O. Box 927 Woodland Hills, CA 91365 (Non-Commercial)
Phone(s)	800.393.6130 (Commercial) 800.452.4413 (Medicare) 800.776.4466 (Expedited)
Fax	1.916.350.6518 (Non-Commercial)
TTY	711
Email	Not Available
Website	<a href="http://www.blueshieldca.com">www.blueshieldca.com</a>
<b>Location Name</b>	Cal Optima (OneCare Connect)
Contact	Grievance and Appeals Resolution Services
Address	505 City Parkway West, Orange, CA 92868
Phone	855.705.8823
Fax	714.246.8562
TTY	711
Email	Not Available
Website	<a href="http://www.caloptima.org">www.caloptima.org</a>
<b>Location Name</b>	Cal Optima (Medi-Cal)
Contact	Not Available
Address	505 City Parkway West, Orange, CA 92868
Phone	714.246.8500; 888.587.8088
Fax	Not Available
TTY	711
Email	Not Available
Website	<a href="http://www.caloptima.org">www.caloptima.org</a>
Location Name	Central Health Medicare Plan
Contact	ATTN: Grievance and Appeals
Address	P.O. Box 22816 Long Beach, CA 90801-9977
Phone	866.314.2427
Fax	(626) 388-2361
TTY	711
Email	memberservices@centralhealthplan.com
Website	<a href="http://www.centralhealthplan.com">www.centralhealthplan.com</a>
<b>Location Name</b>	CIGNA HealthCare of California
Contact	Member Appeals and Grievances

Address Phone Fax TTY Email Website	P.O. Box 188011, Chattanooga, TN 37422 800.244.6224; 704.752.5239 (Expedited) 1.877.815.4827; 1.860.731.3452 (Expedited) 711 Not Available <a href="http://www.cigna.com">www.cigna.com</a>
<b>Location Name</b> Contact Address Phone Fax TTY Email Website	Health Net Individual and Family Member Services Appeals and Grievances P.O. Box 10348, Van Nuys, CA 91410 800.522.0088 877.831.6019 800.995.0852 Not Available <a href="http://www.healthnet.com">www.healthnet.com</a>
<b>Location Name</b> Contact Address Phone Fax TTY Email Website	Health Net Medi-Cal Attn: Medi-Cal Member Appeals and Grievance Department P.O. Box 10348, Van Nuys, CA 91410-0348 800.675.6110 1-877.713.6189 711 Not Available <a href="http://www.healthnet.com">www.healthnet.com</a>
<b>Location Name</b> Contact Address Phone Fax TTY Email Website	Health Net Medicare Appeals and Grievances, Medicare Operations P.O. Box 10450 Van Nuys, CA 91410 800.275.4737 844.273.2671 711 Not Available <a href="http://www.healthnet.com">www.healthnet.com</a>
<b>Location Name</b> Contact Address Phone Fax TTY Email Website	Humana Grievance and Appeals Department P.O. Box 14165 Lexington, KY 40512 800.457.4708; 800.867.6601 (Expedited) 1.800.949.2961 711 Not Available <a href="http://Humana.com/denial">Humana.com/denial</a>
<b>Location Name</b> Contact Address Phone Fax TTY Email Website	Imperial Health Plan Appeals & Grievance P.O. Box 60874 Pasadena, CA 91116 800.838.8271 1.626.380.9049 711 Not Available <a href="http://www.ImperialHealthPlan.com">www.ImperialHealthPlan.com</a>

<b>Location Name</b> Contact Address Phone Fax TTY Email Website	Inland Empire Health Plan Grievance Department P.O. Box 1800, Rancho Cucamonga, CA 9173 877.273.4347 1.909.890.5748 800.718.4347 Not Available <a href="http://www.iehp.org">www.iehp.org</a>
<b>Location Name</b> Contact(s) Address(es) Phone(s) Fax(es) TDD-TTY Email Website	Molina Health Care of California Appeals and Grievance Department (Commercial) Grievance and Appeals Unit (Medi-Cal) Appeals and Grievances (Medicare) 200 Oceangate, Suite 100 Long Beach, CA 90802 P. O. Box 22816 Long Beach, CA 90801 888.858.2150 (Commercial) 888.665.4621 (Medi-Cal) 855.665.4627 (Medicare) 1.562.499.0757 (Medi-Cal) 1.562.499.0610 (Medicare) 711 <a href="mailto:MHCMemberGandA@Molinahealthcare.com">MHCMemberGandA@Molinahealthcare.com</a> (Commercial only) <a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>
<b>Location Name</b> Contact Address Phone Fax TTY Email Website	SCAN Health Plan Grievance and Appeals Department P.O. Box 22644, Long Beach, CA 90801 800.559.3500 1.562.989.0958 711 Not Available <a href="http://www.scanhealthplan.com">www.scanhealthplan.com</a>
<b>Location Name</b> Contact(s) Address Phone Fax TTY Email Website	UnitedHealthcare of California (Commercial) UnitedHealthcare Central Escalation Unit UnitedHealthcare Appeals Unit P.O. Box 30573, Salt Lake City, UT 84130 Not Available 1.801.938.2100; 1.801.994.1083 (Expedited) 711 Not Available <a href="http://www.unitedhealthcareonline.com">www.unitedhealthcareonline.com</a>
<b>Location Name</b> Contact Address(es) Phone Fax TTY Email Website	United Healthcare of California (Medicare) Attn: Appeals & Grievances Dept. P.O. Box 6103, MS CA 120-0360, Cypress CA 90630 5701 Katella Avenue, Cypress CA 90630 877.262.9203 1.866.373.1081 (Expedited) 711 Not Available <a href="https://www.medicare.uhc.com">https://www.medicare.uhc.com</a>

<b>Location Name</b>	Wellcare
Contact	Attn: Appeals Department
Address	P.O. Box 31368 Tampa, FL 33631
Phone	1-866-999-3945
Fax	1.866.201.0657
TTY	711
Email	Not Available
Website	<a href="http://www.wellcare.com">www.wellcare.com</a>

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