



California

Virtually every third-party payer has a formal internal complaint submission mechanism. Physicians may be able to successfully resolve disputes through the payer's internal process. However, if you have submitted a claim appeal or complaint to the payer and believe it was not handled fairly, your practice may benefit from an impartial review of your complaint conducted by a state insurance regulatory agency, your state medical association or the AMA. The complaint submission mechanisms offered through these organizations can be helpful in resolving payer disputes.

Some links on this page will take you to sites other than the AMA Web site. The AMA is not responsible for the content of other Web sites.

There are five ways you can file a complaint against health insurers that operate in the state of California:

1) Contact the California Department of Insurance (DOI)

- 1) Determine whether the plan you wish to file a complaint against is regulated by the DOI
- 2) Review the types of problems the DOI can assist you with
- 3) Call the Consumer Hotline at (800) 927-HELP (4357)

For additional information, visit the [California DOI Web site](#).

2) Contact the Department of Managed Health Care (DMHC)

- 1) Determine whether the plan you wish to file a complaint with is regulated by the DMHC.
- 2) Review the instructions for submitting a complaint or call the Provider Help Line at (877) 525-1295.

For additional information, visit the [Department of Managed Health Care Web site](#).

3) Contact the California Medical Association (CMA)

- 1) CMA members and their staff can contact the Reimbursement Help line at (888) 401-5911 to report unfair payment practices.
- 2) CMA members can file a Hassle Factor Report with CMA
- 3) For more information on filing complaints, physicians can download CMA ON CALL document #1051, Physician Complaints About Managed Care Plans, for the [CMA Web site](#).

1201 J St STE 200
Sacramento, CA 95814
Phone: (916) 444-5532
Fax: (916) 551-2027
Web site: www.cmanet.org

4) Contact the Office of the Los Angeles City Attorney

The Office of the LA City Attorney has launched an investigation of health insurers to ensure fair business practices. The Office has set up the Web site www.protectingtheinsured.org for physicians, other health care providers and consumers to file complaints.

5) Contact the AMA

Fill out our [Health Plan Complaint Form and/or HIPAA Complaint Form](#) located on the AMA Web site.