

WHAT CAN I DO IF I'M UNHAPPY WITH MY MEDICAL CARE?

Brought to you by Inland Counties Legal Services.

1: TALK TO YOUR DOCTOR

If you are comfortable, your first step should be to speak with your doctor about your concerns. You can have a trusted family member or friend be with you to provide support and help you explain the problem.



2: FILE A COMPLAINT WITH YOUR HEALTH INSURANCE COMPANY

Your health insurance company is responsible for making sure you receive quality health care. If you have a problem with the care you received, call your health insurance company to make a complaint.

3: FILE AN APPEAL

If you are not satisfied with your health insurance company's response to your complaint, you can file an appeal with the California Department of Managed Health Care. It is their job to make sure your insurance company follows the law.



4: MEDI-CAL RECIPIENTS CAN ALSO REQUEST A HEARING

If you are unhappy with the Department of Managed Health Care's decision, and your health insurance provider is Medi-Cal, you can ask the California Department of Social Services for a hearing with a judge.

Learn more by calling (888) 245-4257 or by visiting www.inlandlegal.org

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