



Member Services Department
 P.O. Box 2818
 Alameda, CA 94501-0818
 Tel: 510-747-4567 or 1-877-371-2222
 Fax: 1-855-891-7258
 CRS/TTY: 711 or 1-800-735-2929
 www.alamedaalliance.org

MEMBER GRIEVANCE FORM*

Member Name		Alliance Member ID #	
Address	Street	City	Zip
Day Telephone Number	Alternate Telephone Number	Date of Birth	
Name of Person Filing Grievance (if not the same person as above)		Telephone Number	
Where Incident Occurred		Date Incident Occurred	

Please describe the problem you had.

 _____ (attach extra pages if needed)

How have you tried to resolve this problem?

What do you think is a good solution to your problem?

Signature _____ Date _____

“The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at 510-747-4567 and use your health plan’s grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (1-888-HMO-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The department’s internet Web site <http://www.hmohelp.ca.gov> has complaint forms, IMR application forms and instructions online.”

***If you need help with this form call 510-747-4567.**