



Quality of Care Chart

For problems with or questions regarding	Agency	Contact Information
Civil Rights & Discrimination	U.S. Department of Health & Human Services, Office for Civil Rights CA Department of Fair Employment & Housing DHCS Office of Civil Rights	P: 1-800-368-1019 Email: OCRMail@hhs.gov P: 1-800-884-1684 Email: contact.center@calcivilrights.ca.gov Interactive Complaint System: https://ccrs.civilrights.ca.gov/s/ P: 916-440-7370 Email: CivilRights@dhcs.ca.gov
Covered California Enrollment	Covered California Covered California Ombuds Office	Service Center: 1-800-300-1506 After speaking with a service center representative, you can contact the Ombuds Office for help. https://www.coveredca.com/support/ombuds-office/
Covered California Plans	CA Department of Managed Health Care (DMHC) <u>OR</u> CA Department of Insurance (CDI)	Before filing a complaint with DMHC or CDI, you are first required to file a complaint with your health plan or insurer. DMHC Help Center: 1-888-466-2219 File complaint here: https://www.dmhc.ca.gov/FileaComplaint/IndependentMedicalReviewComplaintForms.aspx CDI: 1-800-927-4357 (HELP) https://www.insurance.ca.gov/01-consumers/101-help/
Dental Complaint	Dental Board of California Smile, California (Medi-Cal Dental) Complaints CA Dental Association	P: 916-263-2300 F: 916-263-0873 P: 1-800-322-6384 TTY: 1-800-735-2922 Email: dentalboardcomplaints@dca.ca.gov Fax/mail this PDF form using this link . Dispute Resolution: 800-232-7645 or use this link . Email: contactcda@cda.org

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For free and confidential legal assistance, contact the **Health Consumer Center** at **1-888-804-3536**. Visit www.healthconsumer.org for more information.

For problems with or questions regarding	Agency	Contact Information
Health Care Facilities (eg. Hospitals)	CA Department of Public Health, Center for Health Care Quality (CHCQ) The Joint Commission	www.cdph.ca.gov/Programs/CHCQ/LCP/Cal-HealthFind/Pages/Complaint.aspx https://www.jointcommission.org/resources/patients-safetytopics/report-a-patient-safety-concern-or-complaint/
Hemodialysis Technician, Home Health Aid, Nursing Assistant Complaint	Investigation Branch of CA Department of Public Health's Center for Health Care Quality	P: 916-445-4423 F: 916-552-8788 cnamisconduct@cdph.ca.gov
HMOs & other health plans	CA Department of Managed Health Care (DMHC)	DMHC Help Center: 1-888-466-2219 https://www.dmhc.ca.gov/Filea-Complaint/IndependentMedicalReviewComplaintForms.aspx
Long-Term Care Facility Complaint	Long Term Care Ombudsman CA Department of Public Health, Health Facility Licensing and Certification Program	www.aging.ca.gov/programs/lcop/Contacts http://hfcis.cdph.ca.gov/longterm-care/consumercomplaint.aspx
Long-Term Care Facility Complaint (Immediate Concerns)	CA Department of Aging CRISISline	1-800-231-4024
Medicare	Medicare's Quality Improvement Organizations (QIO) Program for California	Livanta, LLC 1-877-588-1123 TTY: 1-877-588-1123
Medi-Cal Managed Care Plans	Medi-Cal Managed Care Plan Medi-Cal Managed Care Division Office of the Ombudsman CA Department of Managed Health Care (DMHC)	(See Member ID Card) 1-888-452-8609 MMCDombudsmanOffice@dhcs.ca.gov DMHC Help Center: 1-888-466-2219 https://www.dmhc.ca.gov/Filea-Complaint/IndependentMedicalReviewComplaintForms.aspx *Only for Knox-Keene Licensed plans. Before filing a complaint with DMHC, you are first required to file a complaint with your Health Plan.

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Medi-Cal Mental Health Services	DHCS Mental Health Ombudsman's Services	P: 1-888-452-8609 or 1-800-896-4042 MMCDOmbudsmanOffice@dhcs.ca.gov
Nursing Complaint	CA Board of Registered Nursing	P: (916) 557-1213 F: (916) 574-7693 https://www.rn.ca.gov/enforcement/complaint.shtml Board of Registered Nursing ATTN: Complaint Intake PO Box 944210 Sacramento, CA 94244
Nursing Home Administrators or Management Complaint	Investigation Section of the CA Department of Public Health's Center for Health Care Quality	P: (916) 552-8780 F: (916) 552-8777 NHAP@cdph.ca.gov
Pharmacy Complaint	CA Board of Pharmacy	P: (916) 518-3100 https://www.pharmacy.ca.gov/consumers/complaint_info.shtml
Physician Complaint: Standards of care	Medical Board of California	1-800-633-2322 https://www.mbc.ca.gov/Consumers/file-a-complaint/
PPOs & EPOs (except Blue Cross/Blue Shield)	CA Department of Insurance	*Before filing a complaint with CDI, you are first required to file a complaint with your Health Insurer https://www.insurance.ca.gov/01-consumers/101-help/ 1-800-927-4357 (HELP)
Psychologist Complaint	CA Board of Psychology	1-866-503-3221 Board of Psychology 1625 North Market Street, Suite N-215 Sacramento, CA 95834 https://www.psychology.ca.gov/consumers/filecomplaint.shtml
Self-Insured Plans	U.S. Department of Labor, Employee Benefits Security Administration	1-866-444-3272
Substance Use Disorders Services Narcotic Treatment Programs	DHCS SUD Compliance Division	P: (877) 685-8333 F: (916) 440-5094 sudcomplaints@dhcs.ca.gov P: (916) 322-6682 F: (916) 440-5230

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