



# 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: <a href="mailto:OCRMail@hhs.gov">OCRMail@hhs.gov</a>  P: 1-800-884-1684 Email: <a href="mailto:contact.center@calcivilrights.ca.gov">contact.center@calcivilrights.ca.gov</a> Interactive Complaint System: <a href="https://ccrs.calcivilrights.ca.gov/s/">https://ccrs.calcivilrights.ca.gov/s/</a>  P: 916-440-7370 Email: <a href="mailto:CivilRights@dhcs.ca.gov">CivilRights@dhcs.ca.gov</a>
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. <a href="https://www.coveredca.com/support/ombuds-office/">https://www.coveredca.com/support/ombuds-office/</a>
Covered California Plans	CA Department of Managed Health Care (DMHC)  OR  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: <a href="https://www.dmhc.ca.gov/FileaComplaint/IndependentMedicalReviewComplaintForms.aspx">https://www.dmhc.ca.gov/FileaComplaint/IndependentMedicalReviewComplaintForms.aspx</a>  CDI: 1-800-927-4357 (HELP) <a href="https://www.insurance.ca.gov/01-consumers/101-help/">https://www.insurance.ca.gov/01-consumers/101-help/</a>
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: <a href="mailto:dentalboardcomplaints@dca.ca.gov">dentalboardcomplaints@dca.ca.gov</a> Fax/mail this PDF form using this <a href="#">link</a> .  Dispute Resolution: 800-232-7645 or use this <a href="#">link</a> . Email: <a href="mailto:contactcda@cda.org">contactcda@cda.org</a>

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For free and confidential legal assistance, contact the **Health Consumer Center** at **1-888-804-3536**. Visit [www.healthconsumer.org](http://www.healthconsumer.org) for more information.

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Health Care Facilities (eg. Hospitals)	CA Department of Public Health, Center for Health Care Quality (CHCQ)  The Joint Commission	<a href="http://www.cdph.ca.gov/Programs/CHCQ/LCP/Cal-HealthFind/Pages/Complaint.aspx">www.cdph.ca.gov/Programs/CHCQ/LCP/Cal-HealthFind/Pages/Complaint.aspx</a>  <a href="https://www.jointcommission.org/resources/patients-safetytopics/report-a-patient-safety-concern-or-complaint/">https://www.jointcommission.org/resources/patients-safetytopics/report-a-patient-safety-concern-or-complaint/</a>
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 <a href="mailto:cnamisconduct@cdph.ca.gov">cnamisconduct@cdph.ca.gov</a>
HMOs & other health plans	CA Department of Managed Health Care (DMHC)	DMHC Help Center: 1-888-466-2219 <a href="https://www.dmhc.ca.gov/Filea-Complaint/IndependentMedicalReviewComplaintForms.aspx">https://www.dmhc.ca.gov/Filea-Complaint/IndependentMedicalReviewComplaintForms.aspx</a>
Long-Term Care Facility Complaint	Long Term Care Ombudsman  CA Department of Public Health, Health Facility Licensing and Certification Program	<a href="http://www.aging.ca.gov/programs/lcscop/Contacts">www.aging.ca.gov/programs/lcscop/Contacts</a>  <a href="http://hfcis.cdph.ca.gov/longterm-care/consumercomplaint.aspx">http://hfcis.cdph.ca.gov/longterm-care/consumercomplaint.aspx</a>
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 <a href="mailto:MMCDOmbudsmanOffice@dhcs.ca.gov">MMCDOmbudsmanOffice@dhcs.ca.gov</a>  DMHC Help Center: 1-888-466-2219 <a href="https://www.dmhc.ca.gov/Filea-Complaint/IndependentMedicalReviewComplaintForms.aspx">https://www.dmhc.ca.gov/Filea-Complaint/IndependentMedicalReviewComplaintForms.aspx</a> *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 <a href="mailto:MMCDOmbudsmanOffice@dhcs.ca.gov">MMCDOmbudsmanOffice@dhcs.ca.gov</a>
Nursing Complaint	CA Board of Registered Nursing	P: (916) 557-1213 F: (916) 574-7693 <a href="https://www.rn.ca.gov/enforcement/complaint.shtml">https://www.rn.ca.gov/enforcement/complaint.shtml</a>  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 <a href="mailto:NHAP@cdph.ca.gov">NHAP@cdph.ca.gov</a>
Pharmacy Complaint	CA Board of Pharmacy	P: (916) 518-3100 <a href="https://www.pharmacy.ca.gov/consumers/complaint_info.shtml">https://www.pharmacy.ca.gov/consumers/complaint_info.shtml</a>
Physician Complaint: Standards of care	Medical Board of California	1-800-633-2322 <a href="https://www.mbc.ca.gov/Consumers/file-a-complaint/">https://www.mbc.ca.gov/Consumers/file-a-complaint/</a>
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  <a href="https://www.insurance.ca.gov/01-consumers/101-help/">https://www.insurance.ca.gov/01-consumers/101-help/</a> 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 <a href="https://www.psychology.ca.gov/consumers/filecomplaint.shtml">https://www.psychology.ca.gov/consumers/filecomplaint.shtml</a>
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 <a href="mailto:sudcomplaints@dhcs.ca.gov">sudcomplaints@dhcs.ca.gov</a>  P: (916) 322-6682 F: (916) 440-5230

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