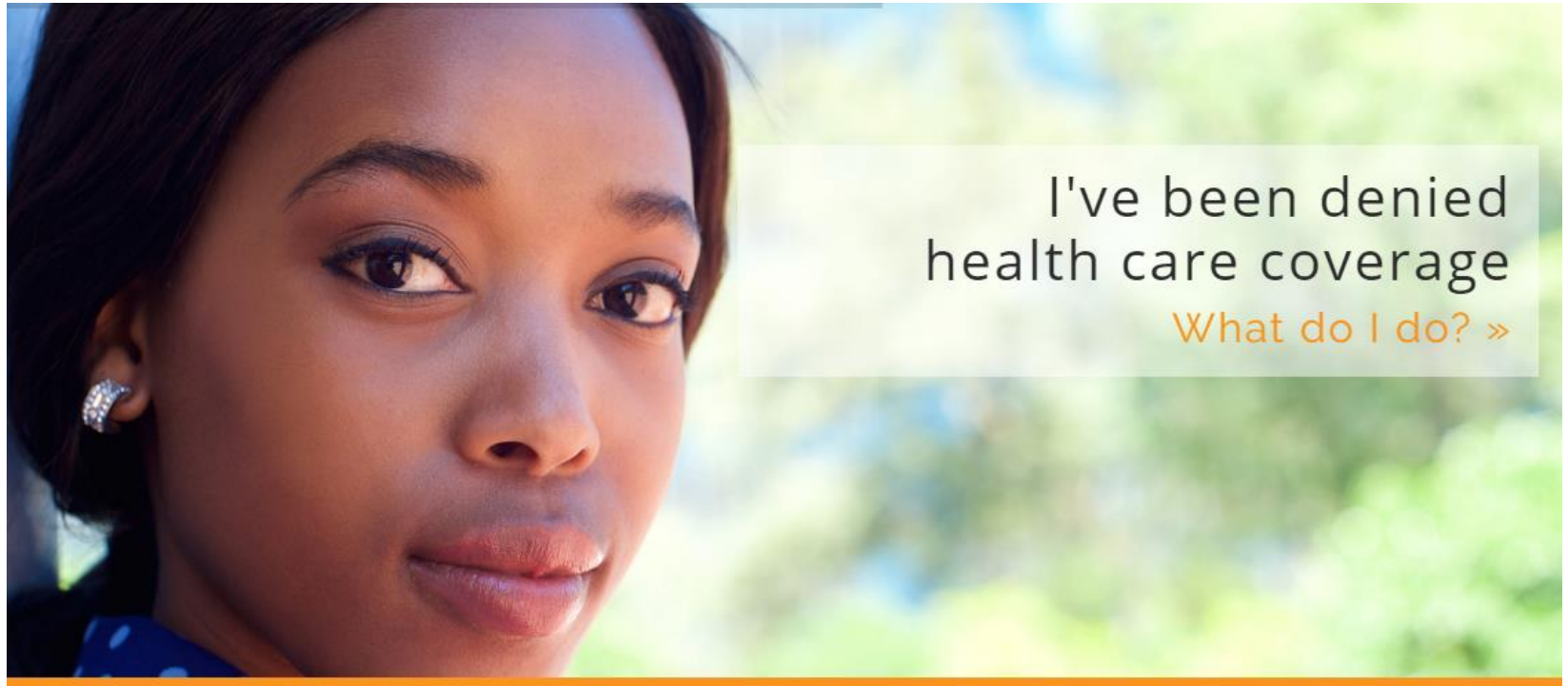




An online resource helping patients
access the care they need and deserve

MyPatientRights.org



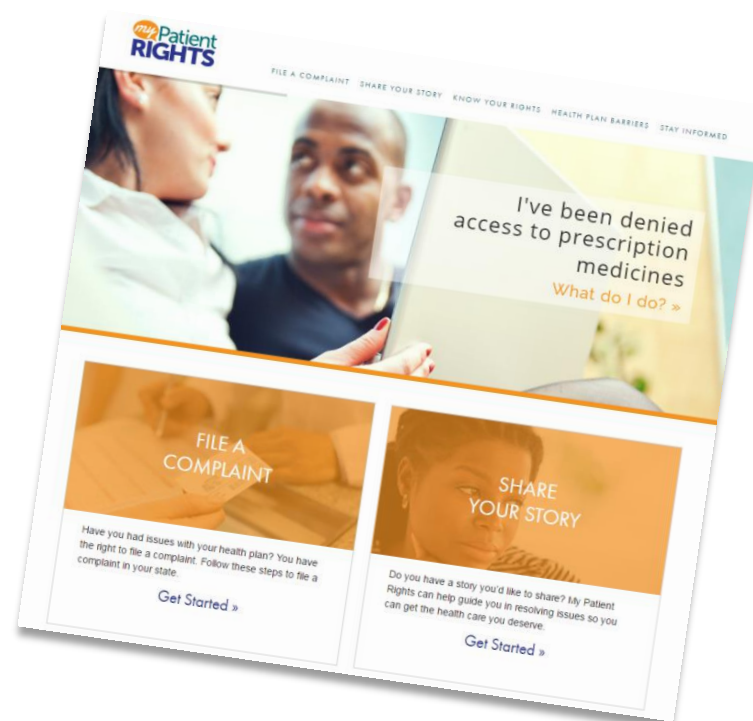
The California Chronic Care Coalition (CCCC) launched this website in California and is taking it nationwide to help people who have been denied treatment or medicines, experienced delays or are dissatisfied with the decisions made by their health plan.

1225 8th Street, Suite 485
Sacramento, CA 95814
(916) 531-3585

My Patient Rights (MPR) is a one stop shop for patients to file complaints with their health plan and state regulators to access the care they need.

MPR helps patients who experience:

- Denials to important procedures
- Barriers to prescription medicines
- Medical bills from out-of-network providers
- Delays receiving tests for chronic diseases
- Denials to specialists
- Billing issues



Knowing Your Rights

Many patients either don't understand their health care treatment options or are subject to their health plan's barriers to care.



Getting Help

Patients who have been denied treatments often don't know where to go for help. MPR streamlines and simplifies the complaint processes for patients in 17 states:

- California
- Colorado
- Florida
- Illinois
- Louisiana
- Maryland
- Massachusetts
- Michigan
- Nevada
- North Carolina
- Ohio
- Oregon
- Pennsylvania
- Texas
- Virginia
- Washington



Filing a Complaint

After clicking on California via the interactive map, patients are given a step-by-step guide on how to file a complaint with their health plan and the California Department of Managed Health Care (DMHC) or California Department of Insurance (DOI):

- Links to complaint forms of California's top health plans
- Contact information and links to the complaint forms of the DMHC and DOI
- A link to MPR's contact form if the patient's health plan is not listed



California

My Patient Rights | File A Complaint | California

STEP ONE – Notify Your Health Plan

The first thing you need to do is file a complaint with your health plan. By California law, complaints must be resolved within 30 days. Follow the steps below to file a complaint and appeal with your health plan:

- Call the member/customer service phone number for your health plan.
- State clearly that you want to file a formal complaint and then explain the problem.
- You can also file your complaint by letter, email, or online through your health plan's website (see below).
- If you disagree with your health plan's decision, you have the right to file an appeal.

Below are links to the complaint forms of California's top health plans:

- Anthem Blue Cross of California/Blue Shield of California
- Assurant Health
- Chinese Community Health
- Health Net
- Kaiser Permanente
- L.A. Care Health Plan
- Molina Healthcare
- Sharp health Plan
- Valley Health Plan
- Western Health Advantage
- My plan isn't listed

STEP TWO – File a Complaint

You have the right to file a complaint with the California Department of Managed Health Care (DMHC) and the California Department of Insurance (DOI) if you have a problem getting the services you need, including quality and affordable health care coverage. To file a complaint you must first complete your health plan's appeal process.

Depending on your coverage, you may need to file your complaint with the DMHC, the DOI or both. Call the DOI to determine which agency handles your health plan: (800) 927-4357.

- File a complaint with the DMHC and submit an Independent Medical Review application [here](#) or call the DMHC help line: (888) 466-2219.
- File a complaint with the Department of Insurance [here](#).

Share Your Story

My Patient Rights can help guide you in resolving issues so you can get the health care you deserve.

FAQ

Find answers to commonly asked questions.

Know Your Rights

State and federal law protects your rights. When you sign up for a health plan and/or if you have problems accessing care through your health plan, it is important to know your rights.

Keeping You Informed

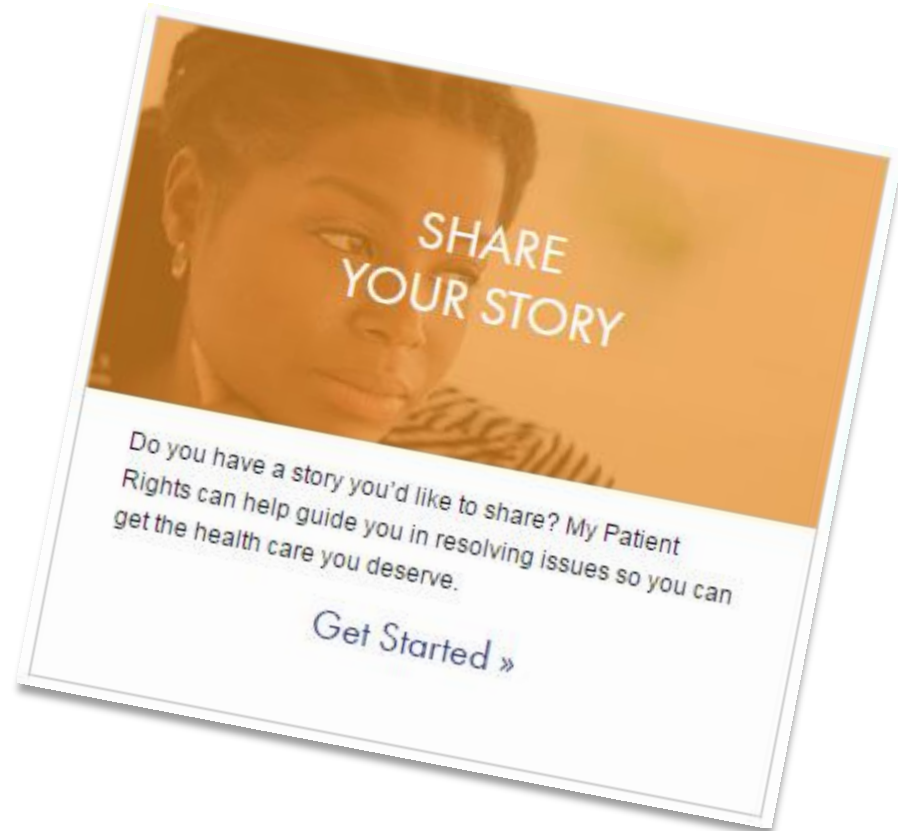
You can stay up to date on current events and hear of other individuals' health care journeys via the MPR blog and social media channels.



Sharing Stories

- Amplifies **your** voice to make policymakers understand how health plans and others block access to care
- Empowers patients to tell their stories and impact public policy changes

Patients have the right to share their story publicly or not; for confidentiality reasons, they must agree to allow MPR to share their story publicly.



Toolkit

Help us impact change by educating, activating and mobilizing people like you. Legislators and policymakers need to hear our stories. We need your help to share them.

This toolkit provides you with the following:

- Social media content
- Blog or newsletter content
- MPR badge to share on your website



Email info@mypatientrights.org to receive the toolkit.



California Chronic Care Coalition

 @CAChronicCare

www.CaliforniaChronicCare.org

 @CAChronicCare

 @MyHealthRights

info@mypatientrights.org

 @MyPatientRights