

Landmark Healthplan

CALIFORNIA GRIEVANCE FORM

Landmark Healthplan of California, Inc.

1610 Arden Way, Suite 280, Sacramento, CA 95815

Phone (800) 298-4875 • FAX (916) 929-2048

Basic Information

Please check one: The person submitting this grievance, or complaint, is:

Patient Patient's Representative Practitioner of Care Employer or Broker

Other (Please specify): _____

Your Name _____ Telephone # (____) _____

Your Address _____

City, State _____ ZIP Code _____

Patient's Name: _____ Relationship to Patient: _____

Health Plan Name _____ Patient ID # (if known): _____

FOR OFFICE USE ONLY: Method of Grievance

Telephone Mail Hand delivered

Grievance Information

Please provide names, phone numbers and addresses of other persons referenced in your grievance, such as your doctor. Please indicate whether this person is the patient, a doctor, an employer group or other individual. Attach additional sheets if necessary.

Name _____ Telephone Number (____) _____

Address _____ City, State _____ ZIP Code: _____

Patient Practitioner Employer or Broker Other (please specify): _____

Name _____ Telephone Number (____) _____

Address _____ City, State _____ ZIP Code: _____

Patient Practitioner Employer or Broker Other (please specify): _____

Subject of Your Grievance _____

Signature _____ Date _____

ADDITIONAL INFORMATION REGARDING THE GRIEVANCE PROCESS

- You may initiate the grievance process at any time by submitting a written or verbal grievance to Landmark at the address and phone number listed on the top of this form. A grievance may also be submitted through a secure link on Landmark's website at www.landmarkhealthcare.com. **For confidentiality purposes, do not send grievance information by e-mail.**
- Include all appropriate documentation you would like considered during review of your grievance, such as **service dates, copies of claims, names and phone number of people referenced in your grievance**, or of **people you may have spoken with regarding your grievance**.
- You will receive an **acknowledgement letter within 5 business days** of Landmark receiving your grievance. Landmark will review your complaint and inform you of our **decision in writing within 30 days**. If your case involves an imminent and serious threat to your health, including but not limited to severe pain, the potential loss of life, limb, or major bodily function, we will expedite the process as an urgent grievance within three (3) days from receipt of your request.
- The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against Landmark, you should first telephone Landmark at **(1-800-298-4875)** and use Landmark'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 Landmark, 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 Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by Landmark 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 has a toll free number **(1-888-HMO-2219)** and a **TDD line (1-877-688-9891)** for the hearing- and speech-impaired. The Department's Internet website (<http://www.hmohelp.ca.gov>) has complaint forms, IMR application forms and instructions online.