

Health Plan Contact List

Filing a Complaint with the Health Plan

The health plan membership card has a member services phone number listed on the card.

Health Plan Contact Information for Filing a Complaint

To file a complaint with your Health Plan please refer to the listing below. The complaint can be filed by mail, on-line web, and/or by telephone.

Location Name Contact Address Phone Fax TTY Email Website	Alignment Health Plan (Formerly Citizens Choice Health Plan) Attn: Grievance & Appeals 1100 W. Town & Country Road #300, Orange, CA 92868 866.634.2247 323.201.5690 711 Not Available www.citizenschoicehealth.com
Location Name Contact Address Phone Fax TDD-TTY Email Website	AETNA Health of California Inc. Commercial Grievance & Appeals P.O. Box 24030, Fresno, CA 93779 800.756.7039 860.262.7705; 860.754.5321 (72 Hr. Expedited) 888.628.3323 Not Available www.aetna.com
Location Name Contact Address Phone Fax TDD-TTY Email Website	AETNA Medicare Advantage Plan Aetna Medicare Grievance & Appeals P.O. Box 10467, Lexington, KY 40512 800.282.5366 866.604.7092 888.760.4748 Not Available www.aetnamedicare.com
Location Name Contact Address Phone Fax TTY Email Website	Anthem Blue Cross of California Grievances and Appeals P.O. Box 4310 Woodland Hills, CA 91365 800.365.0609 Not Available 866.333.4823 Not Available www.anthem.com/ca
Location Name Contact Address Phone Fax TTY Email Website	Blue Shield of California Attn: Member Services Grievances P.O. Box 5588, El Dorado Hills, CA 95762 800.424.6521 (HMO) or 800.351.2465 (PPO) Not Available 800.241.1823 Not Available www.blueshieldca.com

Location Name Contact Address Phone Fax TTY Email Website	Brand New Day HMO Attn: Appeals and Grievances 5455 Garden Grove Blvd., Suite #500, Westminster, CA 92683 866.255.4795 562.427.2563 or 562.981.5818 566.321.5955 Not Available www.bndhmo.com
Location Name Contact Address Phone Fax TTY Email Website	Cal Optima (Cal MediConnect) OneCare Connect Customer Service Department 505 City Parkway West, Orange, CA 92868 855.705.8823 714.246.8562 800.735.2929 Not Available www.caloptima.com
Location Name Contact Address Phone Fax TTY Email Website	Cal Optima (Medi-Cal) Grievance and Appeals, Resolution Services 505 City Parkway West, Orange, CA 92868 888.587.8088 Not Available Not Available Not Available www.caloptima.com
Location Name Contact Address Phone Fax TDD/TTY Email Website	Cal Optima (PACE) CalOptimaPACE 13300 Garden Grove Blvd., Garden Grove, CA 92843 855.785.2584 or 714.468.1100 Not Available 714.468.1063 Not Available www.caloptima.com
Location Name Contact Address Phone Fax TTY Email Website	Care1st Health Plan Appeals and Grievances Unit P.O. Box 3829, Montebello, CA 90640 800.544.0088 323.837.0853 800.735.2929 Not Available www.care1st.com
Location Name Contact Address Phone Fax TTY Email Website	Central Health Medicare Plan Attn: Member Services Department 1540 Bridgeway Drive, Diamond Bar, CA 91765 866.314.2427 626.388.2361 888.205.7671 Not Available www.centralhealthplan.com

Location Name Contact Address Phone Fax TTY Email Website	CIGNA HealthCare of California National Appeals Unit P.O. Box 5225, Scranton, PA 18505 800.244.6224 866.254.9406 800.321.9545 Not Available www.cigna.com
Location Name Contact Address Phone Fax TTY Email Website	Easy Choice Health Plan Appeals and Grievances Dept. 10803 Hope St. Suite B, Cypress, CA 90630 866.999.3945 877.999.3945 Not Available Not Available www.easychoicehealthplan.com
Location Name Contact Address Phone Fax TTY Email Website	Golden State Medicare Health Plan Member Services 3030 Old Ranch Parkway, Suite #155, Seal Beach, CA 90740 877.541.4111 or 562.799.0319 562.799.0507 877.551.4111 Not Available www.gsmhp.com
Location Name Contact Address Phone Fax TTY Email Website	Health Net Individual and Family Appeals and Grievances Department P.O. Box 10348, Van Nuys, CA 91410 800.522.0088 877.831.6019 Not Available Not Available www.healthnet.com
Location Name Contact Address Phone Fax TTY Email Website	Health Net Medi-Cal Grievance and Appeals Department B-5 21281 Burbank Blvd., Woodland Hills, CA 91367 800.675.6110 818.676.6182 800.431.0964 Not Available www.healthnet.com
Location Name Contact Address Phone Fax TTY Email Website	Health Net Medicare Appeals and Grievances Department P.O. Box 10344, Van Nuys, CA 91410 800.275.4737 or 800.431.9007 818.676.8179 711 Not Available www.healthnet.com

Location Name Contact Address Phone Fax TTY Email Website	Inland Empire Health Plan Member Care Team P.O. Box 6002, Pomona, CA 91769 800.251.8191 or 909.623.6333 909.620.6413 800.505.7150 MemberServices@ivhp.com www.ivhp.com
Location Name Contact Address Phone Fax TTY Email Website	Inter Valley Health Plan Grievance Dept. P.O. Box 1800, Rancho Cucamonga, CA 91729 800.440.IEHP (4347) Not Available 800.718.4347 Not Available ww3.iehp.org
Location Name Contact Address Phone Fax TTY Email Website	LA Care Health Plan Appeals and Grievance Unit 1055 West 7 th Street, Los Angeles, CA 90017 888.839.9909 213.438.5748 Not Available Not Available www.lacare.org
Location Name Contact Address Phone Fax TDD-TTY Email Website	Molina Health Care of California Appeals and Grievances P.O. Box 22816 Long Beach, CA 90801 800.665.0898 562.499.0610 711 www.molinahealthcare.com
Location Name Contact Address Phone Fax TTY Email Website	SCAN Health Plan Grievances and Appeals Department P.O. Box 22644, Long Beach, CA 90801 800.559.3500 562.989.0958 711 Not Available www.scanhealthplan.com
Location Name Contact Address Phone Fax TDHI Email Website	United Healthcare of California (Non-Medicare) Appeals and Grievances Department P.O. Box 6107, Cypress, CA 90630, Mail Stop: CA124-0160 800.624.8822 866.704.3420 800.442.8833 Not Available www.unitedhealthcareonline.com

Location Name	United Healthcare of California (Medicare)
Contact	Attn: Appeals and Grievances
Address	P.O. Box 6106, Cypress, CA 90630, Mail Stop: CY124-0157
Phone	800.595.9532
Fax	562.989.0958
TTY	711
Email	Not Available
Website	www.unitedhealthcareonline.com