

## State and Federal Agency Contact List

### Filing a Complaint with the Department of Managed Health Care

DMHC Help Center Telephone Number: **1-888-466-2219**

The complaint may be mailed to the DMHC at the address listed below, using the complaint forms online.

**Help Center  
Department of Managed Health Care  
980 9<sup>th</sup> Street, Suite 500  
Sacramento, Ca 95814-2725  
Fax: 1-916-255-5241**

Web site <http://www.hmohelp.ca.gov>

Hearing and Speech Impaired toll- free telephone number (**1-888-HMO-2219**)  
TDD line (**1-877-688-9891**) for the hearing and speech impaired.

---

### Filing a Complaint for Medicare Members

Medicare Members may file a complaint online, directly with Medicare at the following URL address:  
<https://www.medicare.gov/MedicareComplaintForm/home.aspx>

In addition, Medicare Members may contact the Quality Improvement Organization (QIO) directly with your quality of care concern.

**Agency Name: Livanta**

**Mailing Address: BFCC-QIO Area 1  
9090 Junction Drive, Suite 10  
Annapolis Junction, MD 20701**

**Helpline Phone Number (complaints and appeals): (877) 588-1123**

**TTY: (855) 887-6668**

**Fax: (844) 420-6672 (for Quality)  
(855) 694-2929 (for Appeals)**

---

### Medi-Cal Managed Care

1. Medi-Cal Managed Care Ombudsman **1-888-452-8609**
2. Medi-Cal Mental Health Care Ombudsman **1-800-896-4042**
3. Office of the Patient Advocate at **1-916-324-6407**
4. Cal Medi Connect Ombudsman Program at **1-855-501-3077**
5. DMHC Help Center at **1-888-466-2219**

### Additional Resources

#### Medi-Cal State Hearing

File an appeal if your health plan denies you the services you need  
**1-800-952-5253 (Spanish)**