



**CALIFORNIA HEALTH ADVOCATES**

## Medicare Beneficiary Complaint Chart

Remember to send a copy of your complaints to your California Assembly Member and Senator. Visit [leginfo.ca.gov/yourleg.html](http://leginfo.ca.gov/yourleg.html) to identify the Assembly Member and Senator for your district.

### Physicians

Health Services Advisory Group (HSAG), California's Quality Improvement Organization; 800-842-1602; [hsag.com/camedicare/index.asp](http://hsag.com/camedicare/index.asp)  
California Medical Board: 800-633-2322; [mbc.ca.gov](http://mbc.ca.gov)

### Hospital Care

Contact hospital's ombudsman program.

Contact Health Services Advisory Group (HSAG) for quality of care complaints (866-800-8749) and/or early discharge appeal (800-842-1602); [hsag.com/camedicare/index.asp](http://hsag.com/camedicare/index.asp)

California Department of Public Health – Licensing and Certification Division for Hospitals & Nursing Homes to file a complaint; 916-552-8700; [cdph.ca.gov](http://cdph.ca.gov)

### Skilled Nursing Facility (SNF)

Contact SNF's administration for information on their complaint process.

Your local Ombudsman Program; 800-231-4024; [aging.ca.gov/programs/ombudsman.asp](http://aging.ca.gov/programs/ombudsman.asp)

California Department of Public Health – Licensing and Certification Division for Hospitals & Nursing Homes to file a complaint; 916-552-8700; [cdph.ca.gov](http://cdph.ca.gov)

California Advocates for Nursing Home Reform (CANHR; [canhr.org](http://canhr.org)) for assistance with complaint process; 800-474-1116.

### Home Health Care

Contact the home health agency's administration for information on their complaint process; contact Health Services Advisory Group (above).

Call the Home Health Hotline (800-554-0354) to file a complaint with a local home health agency.

### Durable Medical Equipment, Billings and Claims

Call 1-800-Medicare

### Pharmacists

Contact the pharmacy manager or corporate office. California Board of Pharmacy [pharmacy.ca.gov](http://pharmacy.ca.gov) to file a complaint. Download the complaint form [pharmacy.ca.gov/forms/complaint\\_form2.pdf](http://pharmacy.ca.gov/forms/complaint_form2.pdf) to mail in, or file online: [app.dca.ca.gov/pharmacy/complaint.htm](http://app.dca.ca.gov/pharmacy/complaint.htm)

### Medicare Fraud

Contact CHA's Senior Medicare Patrol (SMP) project. They'll forward the complaint to the appropriate Medicare Integrity Unit. Tel: 714-560-0309; [cahealthadvocates.org](http://cahealthadvocates.org)

Call 1-800-Medicare to report complaints to respective Medicare Integrity Unit.

Unresolved complaints can be reported to Office of Inspector General's Medicare Fraud Hotline at 1-800-HHS-TIPS (1-800-447-8477).

### Insurance Agents

File a complaint with the CA Dept. of Insurance. See their website section "[File a Complaint.](#)"  
CDI Consumer Hotline: 800-927-HELP (4357)  
[insurance.ca.gov/contact-us/0200-file-complaint/index.cfm](http://insurance.ca.gov/contact-us/0200-file-complaint/index.cfm)

File a complaint with the MA plan and/or Medicare Part D plan.

If it involves Part D, send a copy to the Medicare Drug Integrity Contractor (MEDIC) via CHA's SMP project. MEDIC is keeping a record of these complaints to identify abuse trends. CHA's SMP tel: 714-560-0309.

If you have permission from the person filing the complaint, you can also send CHA a copy of the complaint for monitoring trends and beneficiary advocacy. Email our Staff Attorney, David Lipschutz: [dlipschutz@cahealthadvocates.org](mailto:dlipschutz@cahealthadvocates.org).

Contact your local Health Insurance Counseling and Advocacy Program (HICAP) at 800-434-0222 or online at [cahealthadvocates.org/HICAP/](http://cahealthadvocates.org/HICAP/).