Grievances

Filing a Grievance

A grievance is a written complaint. You can file a grievance if you think you were treated unfairly. You must send your grievance to your health plan **in writing**. You must send it within **60** days of the day you think you were treated unfairly. Filing a grievance will not affect your health care services or your benefits. To learn more about grievances, see your health plan's member handbook or go to your health plan's website. You can also call your health plan's Member Services helpline.