

PacificSource Community Solutions PO Box 5729, Bend, OR 97708-5729 800-431-4135, TTY: 711. We accept all relay calls. PacificSource.com/Medicaid

Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.

You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135 or TTY: 711. We accept all relay calls.

## **Complaint Form**

Use this form to tell us about any grievances, also called complaints, you have about your care. This includes any part of your care, like:

- Seeing your provider (example: scheduling problems)
- Quality of your care (example: wrong diagnosis)
- Quality of service (example: staff not meeting your needs)

This form should not be used if you want to dispute a coverage decision made by us.

Include any important documents. You may also include extra pages if you need more room. **Note:** We may share your complaint information to the provider(s) or person(s) you list below to research or resolve your complaint.

Name (First, Last):		Member ID Number:	
Who is your complaint against?			
Provider:	Staff	□ Staff:	
□ Plan:	□ Other:		
Details of your complaint:			

Signature:			
Date:	Phone Number:		
(If you are not a person with legal authority to represent the member the member must sign above to confirm the complaint. If they are unable to sign due to a limitation, please make note of it.)			
Person filling out form:	Relationship to men	nber:	

Please return this form to: PacificSource Community Solutions Attn: Appeals and Grievances PO Box 5729 Bend, OR 97708

We will follow up with you about your complaint.

Questions?

Chat with us through our secure member portal, InTouch for Members. Sign in or create your account at <u>PacificSource.com/Medicaid</u>. Click the chat icon in the lower right corner for help from our Customer Service team.

You can also reach us by phone at 800-431-4135, TTY: 711. We accept all relay calls. We are open:

- October 1 January 31: 8:00 a.m. to 8:00 p.m. local time zone, seven days a week.
- February 1 September 30: 8:00 a.m. to 5:00 p.m. local time zone, Monday-Friday.