

MEMBER REPORT OF COMPLAINT/GRIEVANCE

In order to file a complaint (also known as a grievance), you may call Kern Family Health Care or complete the following form and return it to the Kern Family Health Care Member Services Department. Following receipt of your complaint (also known as a grievance), Kern Family Health Care will send you additional information within (5) calendar days. **The Member Services Department can be reached at (800) 391-2000 if you need assistance.**

Member's Name: _____ Date: _____

Member's I.D.#: _____ Effective Date of Coverage: _____

Address: _____
(Street)

_____ (City) _____ (State) _____ (Zip)

Phone: _____
(Home) _____ (Work)

Name of Person Making/ Filing Complaint: _____

Relationship to Patient: _____

Phone Number (if different): _____

Complaint Summary: _____

Desired Outcome/Resolution:

Please see the back of this form for additional important information.

Member's Signature: _____ Date: _____

You can contact Kern Family Health Care at the following address and/or phone number:

2900 Buck Owens Boulevard
Bakersfield, CA 93308
1-800-391-2000
www.kernfamilyhealthcare.com

Kern Family Health Care (KFHC) resolves grievances within 30 days.

If your case involves an imminent and serious threat to the health of the patient, including, but not limited to, severe pain, potential loss of life, limb, or major bodily function, it will be classified as an expedited grievance. We will send you a written statement on the disposition or pending status of an expedited grievance within 72 hours of receipt.

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **(1-800-391-2000)** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-466-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department's internet website **www.dmhca.ca.gov** has complaint forms, IMR application forms and instructions online."

You also have the right to file a grievance if you believe that Kern Family Health Care failed to provide trans-inclusive health care. "Trans-inclusive health care" means comprehensive health care that is consistent with the standards of care for individuals who identify as transgender, gender diverse or intersex (TGI), honors an individual's personal bodily autonomy, does not make assumptions about an individual's gender, accepts gender fluidity and nontraditional gender presentation, and treats everyone with compassion, understanding, and respect.