

Customer Relations Department

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Santa Clara Valley Medical Center

1-800-351-1818
Main:408-885-4826
Fax:408-793-1825

Concern/Comment Form

Name of Patient:

Date of Concern/Comment:

Contact Name:

Relationship to Patient:

Address:

Phone:

Medical Record #:

Date of Birth:

Male: Female:

Language Preferred:

Office Use Only

Customer Service Representative:

Telephone:

Referred to:

Type of Concern:

FYI:

Letter: Telephone:

Description of Concern/Comment:(Include who, what, where and when):

Do you wish to be contacted? No Yes If yes, how? Letter Telephone

Signature: _____ Date: _____

This form is not for distribution as it contains confidential patient information.

For Managed Care Plan Members Only:

"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 408.885.4760 or 1.888.421.8444 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-HMO-2219) and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's Internet Web site <http://www.hmohelp.ca.gov> has complaint forms, IMR application forms and instructions online."