

## HEALTH PLAN GRIEVANCE & APPEAL CONTACT INFORMATION

Health Plan Name	Standard Grievance	Expedited Grievance
<b>Aetna</b>	Aetna Health of California, Inc. Attn: Customer Resolution Team P.O. Box 24030 Fresno, CA 93779  Telephone: 1-800-756-7039 TTY/TDD: 1-800-628-3323 Fax: 1-860-262-9730	Call or Fax the Aetna Commercial Grievance and Appeals Unit: Telephone: 1-877-665-6736 TTY/TDD: 1-800-628-3323 Fax: 1-860-754-5321
<b>Anthem Blue Cross</b>	Anthem Blue Cross Attn: Grievance & Appeals Department PO Box 4310 Woodland Hills, CA 91365-4310  Telephone: 1-800-365-0609 TTY/TDD: 1-866-333-4823 Fax: 1-818-234-1089 Internet: <a href="http://www.anthem.com/ca">www.anthem.com/ca</a>	Anthem Blue Cross Attn: Grievance & Appeals Department PO Box 4310 Woodland Hills, CA 91365-4310  Telephone: 1-800-365-0609 TTY/TDD: 1-866-333-4823 Fax: 1-818-234-1089 Internet: <a href="http://www.anthem.com/ca">www.anthem.com/ca</a>
<b>Blue Shield of California</b>	Blue Shield of California Attn: Member Appeals and Grievances P.O. Box 5588 El Dorado Hills, CA 95762-0011  Telephone: 1-800-424-6521 TTY/TDD: 1-800-241-1823 Fax: 1-916-350-7585 Internet: <a href="http://www.blueshieldca.com">www.blueshieldca.com</a>	Blue Shield of California Attn: Member Appeals and Grievances P.O. Box 5588 El Dorado Hills, CA 95762-0011  Telephone: 1-800-424-6521 TTY/TDD: 1-800-241-1823 Fax: 1-916-350-7585 Internet: <a href="http://www.blueshieldca.com">www.blueshieldca.com</a>
<b>Cal Optima</b>	Cal Optima Attention: Grievance & Appeals Resolution Services 1120 West La Veta Avenue Orange, Ca 92868  Telephone: 1-800-530-2899 (Medi-Cal) TTY/TDD: 1-714-246-8523 Fax: 1-714-481-6499	Cal Optima Attention: Grievance & Appeals Resolution Services 1120 West La Veta Avenue Orange, Ca 92868  Telephone: 1-800-530-2899 (Medi-Cal) TTY/TDD: 1-714-246-8523 Fax: 1-714-481-6499
<b>Chinese Community</b>	Chinese Community Health Plan Attn: Member Services (Mail) 445 Grant Ave, Suite 700 San Francisco, CA 94108 <u>or</u> (In Person) 835 Jackson Street San Francisco, CA 94133  Telephone: 1-415-834-2118 TTY/TDD: 1-877-681-8896 Fax: 1-415-397-2129	Chinese Community Health Plan Attn: Member Services (Mail) 445 Grant Ave, Suite 700 San Francisco, CA 94108 <u>or</u> (In Person) 835 Jackson Street San Francisco, CA 94133  Telephone: 1-415-834-2118 TTY/TDD: 1-877-681-8896 Fax: 1-415-397-2129

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<b>Cigna Health Plan</b>	<p>CIGNA Appeals National Appeals Organization (NAO) P.O. Box 188011 Chattanooga, TN 37422</p> <p>Telephone: 1-800-244-6224 TTY/TDD: 711 Fax: 1-877-815-4827</p>	<p>CIGNA Member Appeals National Appeals Organization (NAO) P.O. Box 188011 Chattanooga, TN 37422</p> <p>Telephone: 1-800-244-6224 or 1-704-752-5239 TTY/TDD: 711 Fax: 1-860.731.3452</p>
<b>GEMCare Health Plan</b>	<p>GEMCare Health Plan Attn: Appeals &amp; Grievance Department 4550 California Ave., Suite 100 Bakersfield, CA 93309</p> <p>Telephone: 1-877-697-2464 1-661-716-8800 TTY/TDD: 888-833-9312 Fax: 1-661-716-4810 Internet: <a href="http://www.gemcarehealthplan.com">www.gemcarehealthplan.com</a></p>	<p>GEMCare Health Plan Attn: Appeals &amp; Grievance Department 4550 California Ave., Suite 100 Bakersfield, CA 93309</p> <p>Telephone: 1-877-697-2464 1-661-716-8800 TTY/TDD: 888-833-9312 Fax: 1-661-716-4810 Internet: <a href="http://www.gemcarehealthplan.com">www.gemcarehealthplan.com</a></p>
<b>Great-West Healthcare</b>	<p>Great-West Healthcare Attn: Utilization Management Dept. 655 North Central Ave. 19<sup>th</sup> Floor Glendale, CA 91203</p> <p>Telephone: 1-800-663-8081 TTY/TDD: 1-800-735-2929 Fax: 1-866-817-9340</p>	<p>Great-West Healthcare Attn: Utilization Management Dept. 655 North Central Ave. 19<sup>th</sup> Floor Glendale, CA 91203</p> <p>Telephone: 1-800-663-8081 TTY/TDD: 1-800-735-2929 Fax: 1-866-817-9340</p>
<b>Health Net</b>	<p>Health Net Member Services Appeals and Grievances Department P. O. Box 10348 Van Nuys, CA 91410-0348</p> <p>Telephone: 1-800-522-0088 – HN Customer Service TTY/TDD: 1-800-995-0852 Fax: 1-877-831-6019 Internet: <a href="http://www.healthnet.com">www.healthnet.com</a></p>	<p>Health Net Member Services Appeals and Grievances Department P. O. Box 10348 Van Nuys, CA 91410-0348</p> <p>Telephone: 1-800-522-0088 – HN Customer Service TTY/TDD: 1-800-995-0852 Fax: 1-877-831-6019 Internet: <a href="http://www.healthnet.com">www.healthnet.com</a></p>

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Health Plan Name	Standard Grievance	Expedited Grievance
<b>Healthy Families State Health Programs</b>	Health Net Healthy Families Attn: Member Services Appeals and Grievances Department P. O. Box 9103 Van Nuys, CA 91409-9103  Telephone: 1-888-231-9473 – State Health Programs TTY/TDD: 1-800-735-2929 or 800-431-0964 Fax: 1-877-713-6182 Internet: <a href="http://www.healthnet.com">www.healthnet.com</a>	Health Net Healthy Families Attn: Member Services Appeals and Grievances Department P. O. Box 9103 Van Nuys, CA 91409-9103  Telephone: 1-888-231-9473 – State Health Programs TTY/TDD: 1-800-735-2929 or 800-431-0964 Fax: 1-877-713-6182 Internet: <a href="http://www.healthnet.com">www.healthnet.com</a>
<b>Sharp Health Plan</b>	Sharp Health Plan Attn: Appeals and Grievances 8520 Tech Way, Suite 200 San Diego, CA 92123-1450  Telephone: 1-800-359-2002 TTY/TDD: 711 Fax: 1-619-740-8572	Sharp Health Plan Attn: Appeals and Grievances 8520 Tech Way, Suite 200 San Diego, CA 92123-1450  Telephone: 1-800-359-2002 TTY/TDD: 711 Fax: 1-619-740-8572
<b>UnitedHealthcare</b>	UnitedHealthcare of California Attn: Appeals & Grievances Unit P.O. Box 6107, Mail Stop CA124-0160 Cypress, CA 90630-9972  Telephone: 1-800-624-8822 TTY/TDD: 1-800-442-8833 Fax: 1-866-704-3420	UnitedHealthcare of California Attn: Appeals & Grievances Unit P.O. Box 6107, Mail Stop CA124-0160 Cypress, CA 90630-9972  Telephone: 1-888-277-4232 TTY/TDD: 1-800-442-8833 Fax: 1-800-346-0930
<b>Western Health Advantage</b>	Western Health Advantage Attn: Appeals Unit 2349 Gateway Oaks Drive, Suite 100 Sacramento, CA 95833 Telephone: 1-888-563-2250 TTY: 1-800-735-2929 TDD: 1-877-688-9891 Fax: 1-916-563-2207	Western Health Advantage Attn: Appeals Unit 2349 Gateway Oaks Drive, Suite 100 Sacramento, CA 95833 Telephone: 1-888-563-2250 TTY: 1-800-735-2929 TDD: 1-877-688-9891 Fax: 1-916-563-2207

**NOTE: Please contact the ICE Service Denial Standardization – Main Team co-leads if there are any changes to contact information. Updates will be processed and posted to the ICE Library within 2 business days unless otherwise indicated.**