



**To our Bear Valley region friends/family and patients** – here is a complaint contact for you, friends and family to lodge your complaint to the State of California Department of Managed Care about having to:

- Requiring travel off the hill for services that can be provided at Bear Valley Community Hospital
- Being directed by your health plan off the hill for services that can be provided at Bear Valley Community Hospital
- Requiring travel off the hill for services that should be contracted at Bear Valley Community Hospital
- Specific Plan complaints can include; Heritage and Kaiser

**They can be about- member abrasion/network adequacy complaints:**

## Health Plans and Providers



**Email:** [plans-providers@dmhc.ca.gov](mailto:plans-providers@dmhc.ca.gov)



**Phone:** [\(916\) 324-8176](tel:(916)324-8176)

**Toll-free provider complaint line:** [\(916\) 324-8176](tel:(916)324-8176)