

What if You Have a Complaint/Grievance?

Call the telephone number shown on your ID card. Representatives are available to take your call during regular business hours, Monday through Friday.

If you would rather send your complaint/grievance to us in writing, the representative can provide you with the address.

If the representative cannot resolve the issue over the phone, he/she can help you prepare and submit an oral or written complaint/grievance. We will notify you that we have received your complaint/grievance within five business days. We will notify you of our decision regarding your complaint/grievance within 20 business days after receiving all needed information from you. If for reasons beyond our control we are unable to make our decision, we will notify you before the 20th business day and complete the review within 10 additional business days. We will notify you within five business days after we have made our decision. This notification will include:

- A statement of the decision reached by us;
- A statement of the reasons, policies, and procedures that are the basis of the decision;
- Notice of your right to appeal the decision; and
- The department, address, and telephone number through which you may contact a qualified representative to obtain additional information about the decision or the right to appeal.