

## Right to Submit Grievance for Cancellation, Rescission or Nonrenewal of Your Plan Enrollment, Subscription or Contract

If you believe your health care coverage has been (or will be) improperly cancelled, rescinded or not renewed, you have the right to file a grievance with Sutter Health Plus and/or the Department of Managed Health Care (DMHC).

### Option 1 – Submit a Grievance to Sutter Health Plus

You may submit a grievance to Sutter Health Plus using one of the following methods:

MAIL	Sutter Health Plus Attn: Grievances and Appeals P.O. Box 160305 Sacramento, CA 95816
TELEPHONE	1-855-315-5800 TTY: 1-855-830-3500
FAX	1-916-736-5422 1-855-759-8755
ONLINE	<a href="http://sutterhealthplus.org">sutterhealthplus.org</a>

You may want to submit your grievance to Sutter Health Plus first if you believe your cancellation, rescission or nonrenewal is the result of a mistake. You should submit a grievance as soon as possible after you receive the *Notice of Cancellation, Rescission or Nonrenewal* or *Notice of End of Coverage*.

Sutter Health Plus will resolve your grievance or provide a pending status within three calendar days of receipt. If you do not receive a response from Sutter Health Plus within three calendar days, or if you are not satisfied in any way with Sutter Health Plus response, you can submit a grievance to the DMHC as detailed under Option 2, below.

### Option 2 – Submit a Grievance Directly to the DMHC

You may submit a grievance to DMHC without first submitting it to Sutter Health Plus, or after you have received the health plan's decision on your grievance.

You may submit a grievance to the DMHC by mail, telephone, fax, or online using the following contact information:

MAIL	Help Center Department of Managed Health Care 980 Ninth Street, Suite 500 Sacramento, CA 95814-2725
TELEPHONE	1-888-466-2219 TDD: 1-877-688-9891
FAX	1-916-255-5241
ONLINE	<a href="http://www.dmhc.ca.gov">www.dmhc.ca.gov</a>

### **Grievance Forms for Cancellations, Rescissions and Nonrenewals**

Sutter Health Plus makes the Grievance Forms for Cancellations, Rescissions and Nonrenewals of an Enrollment or Subscription available on its website at [sutterhealthplus.org](http://sutterhealthplus.org), in the Forms section of the Members and Employers webpages.