

# Where to File Complaints



## Medicare/Medicare Advantage

Consumer Complaints:

<https://www.medicare.gov/MedicareComplaintForm/home.aspx>

Phone: 1-800-633-4227

Provider Complaints:

Centers for Medicare and Medicaid Services  
Dallas Regional Office  
1301 Young Street, Room 833  
Dallas, TX 75202  
Phone: (214) 767-4463

## Medicaid/Medicaid Managed Care Plans

For contacts and other resources regarding these plans, visit the [Texas HHS website](#) for more information.

Traditional Medicaid:

Medicaid fee-for-service providers must exhaust the administrative and medical appeals provider resolution process with the HHSC claims administrator contractor, TMHP, before filing an appeal or complaint with HHSC. Providers can report complaints by calling the TMHP Contact Center at 1-800-925-9126 or by submitting a written complaint to:

Texas Medicaid and Healthcare Partnership  
TMHP Complaints Resolution Department  
PO Box 2014270  
Austin, TX 778720-4270

If appeals with TMHP have been exhausted, written appeals and complaints may be sent to HHSC at:

Texas Health and Human Services Commission  
HHSC Claims Administrator Contract Management  
PO Box 204077, Mail Code 91-X  
Austin, Texas 78720-4077  
Phone: (512) 249-3744

### Star/Star-Plus/CHIP Plans:

Medicaid managed care providers must exhaust the complaints or grievance process with their managed care plan before filing a complaint with HHSC. If after completing this process, the provider believes they did not receive full due process from the plan, they may file a complaint or inquiry at [HPM\\_complaints@hhsc.state.tx.us](mailto:HPM_complaints@hhsc.state.tx.us) or a STAR Health complaint or inquiry at [STAR.Health@hhsc.state.tx.us](mailto:STAR.Health@hhsc.state.tx.us), or in writing at the address below.

The complaint process can be viewed on this [flow chart \(PDF\)](#). An accessible version of the [steps](#) in the Health Plan Management complaint process is also available. Providers may also mail STAR, STAR+PLUS, STAR Health or children's Medicaid dental services complaint or inquiry to:

HHSC Medicaid/CHIP  
Health Plan Management  
Mail Code H-320  
P.O. Box 85200  
4900 N. Lamar  
Austin, Texas 78708-5200  
Phone: 1-877-787-8999 (Toll-Free)  
Fax: 1-512-491-1958

### CHIP Enrollment Issues:

Health and Human Services Commission  
Attention: Complaint Department  
PO Box 14200  
Midland, TX 79711-4200  
Phone: 1-800-647-6558

### CHIP Claims Issues:

Texas Department of Insurance  
MCQA Office, Mail Code 103-6A  
PO Box 149104  
Austin, TX 78714-9104  
Phone: 1-866-554-4926

### **Fully-Insured Plans**

On June 17, 2003, then Governor Rick Perry signed into law [SB 418](#) also known as Texas Prompt Pay to help physicians receive payment for services promptly. Plans that are regulated by this law will have "TDI" or "DOI" printed on the front of the member's insurance card. The Texas Department of Insurance (TDI) [provider](#)



[website](#) has [tips](#) and [FAQ's](#) on prompt pay laws and online access for providers and consumers to file complaints against payers who violate provisions of SB 418.

Texas Department of Insurance  
Consumer Protection (111-1A)  
P.O. Box 149091  
Austin, Texas 78714-9091  
Phone: 1-800-578-4677  
Fax: (512) 475-1771  
[TDI contact numbers](#)

[Instructions](#) and online complaint portal (scroll to Step 4).

### **Self-Funded Health Plans**

Certain health benefits fall under ERISA's jurisdiction. If the employer is responsible for paying the employees' health claims and the health plan is only responsible for administering the benefits, then the plan is considered to be “self-funded” and falls under ERISA regulations. If your appeal efforts have been exhausted with the payer and you feel the plan is in violation of the [Summary Plan Description \(SPD\)](#) or ERISA, you can file an [appeal](#) with the Department of Labor Employee Benefits Security Administration (EBSA).

U.S. Department of Labor  
Employee Benefits Security Administration  
EBSA Public Disclosure Room  
200 Constitution Avenue, NW, Room N-1515  
Washington, DC 20210  
Telephone: (202) 693-8673

### **Kepro Health Quality Institute (Beneficiaries only)**

Kepro Health Quality Institute is the Quality Improvement Organization (QIO) for Medicare beneficiaries in Texas. Kepro can review patient concerns regarding care provided by physicians and facilities. (Example – Hospital UR or Medicare/Medicare Advantage Plan is wanting a patient discharged. Patient doesn't feel they are ready. Patient can notify Kepro for assistance).

KEPRO Rock Run Center  
5700 Lombardo Center Dr., Suite 100  
Seven Hills, OH 44131  
(216) 447-9604  
(216) 447-7925 Fax



[Medicare Quality of Care Complaint Form](#) (English)

[Medicare Quality of Care Complaint Form](#) (Spanish)

Website: <http://www.keproqio.com/default.aspx>

Texas Phone: 1-844-430-9504 or contact 1-800-MEDICARE (1-800-633-4227)

### **Tricare East**

#### Provider Complaints:

Regional Grievance Coordinator  
Humana Military Healthcare Services  
8123 Datapoint Drive, Suite 400  
San Antonio, TX 78229

