

The California Department of Managed Health Care (DMHC) is responsible for regulating health care service plans. If you have a grievance against Health Net, you should first telephone Health Net Dental at **(800) 977-7307** [TDD/TTY for the hearing impaired at **(800) 880-3165**] and use Health Net Dental's grievance process before contacting the DMHC. Using this grievance procedure does not prohibit any legal rights or remedies that may be available to you. If you need help with a Grievance involving an emergency, a grievance that has not been satisfactorily resolved by Health Net Dental, or a grievance that remained unresolved for more than 30 days, you may call the DMHC for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for an IMR, the IMR process will provide an impartial view of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency and urgent medical services. The DMHC has a toll-free telephone number at **(888) HMO-2219** to receive complaints regarding health plans. The hearing and speech impaired may use the DMHC's TDD line at **(877) 688-9891** to contact the DMHC. The DMHC's Web site at <http://www.hmohelp.ca.gov> has complaint forms, IMR application forms and instructions online.