

COMMUNITY HEALTH CHOICE, INC.
MEMBER COMPLAINT RESOLUTION PROCESS

What should I do if I have a complaint?

We want to help. If you have a complaint, please call us at 713-295-2294 or toll-free at 1-888-760-2600 (TDD: 1-800-518-1655) to tell us about your problem. A Community Member Services Advocate can help you file a complaint. Most of the time, we can help you right away or at the most within a few days. You can also write a letter or you can ask to complete a "complaint form." We will mail you the form. Send your complaint to the address below.

Community Health Choice, Inc.
Member Complaints Coordinator
2636 S. Loop W., Suite 700
Houston, Texas 77054

We will send you a letter within 5 business days telling you that we received your complaint. We will send you a resolution letter within 30 calendar days.

What if I am not happy with the answer to my complaint?

Once you have gone through Community's complaint process, you can complain to the Health and Human Services Commission (HHSC) by calling toll-free 1-866-566-8989. If you would like to make your complaint in writing, please send it to the following address:

Texas Health and Human Services Commission
Health Plan Operations - H-320
P.O. Box 85200
Austin, TX 78708-5200
ATTN: Resolution Services

If you can get on the Internet, you can send your complaint in an email to
HPM_Complaints@hhsc.state.tx.us.