



Quality of Care Chart

For problems with or questions regarding	Agency	Contact Information
Civil Rights & Discrimination	Department of Health & Human Services, Office for Civil Rights	1-800-368-1019
	CA Department of Fair Employment & Housing	1-800-884-1684
	DHCS Office of Civil Rights	P: 916-440-7370 CivilRights@dhcs.ca.gov
Covered California Enrollment	Covered California	Service Center: 1-800-300-1506
	Covered California Office of the Ombudsman	Ombuds Office: 1-888-726-0840
Covered California Plans	CA Department of Managed Health Care	Help Center: 1-888-466-2219
	OR CA Department of Insurance	1-800-927-4357 (HELP)
Dental Complaint	Dental Board of California	P: 916-263-2300 F: 916-263-0873
	Denti-Cal Complaints	P: 1-800-322-6384 TTY: 1-800-735-2922 Fax/mail this PDF form (link)
	CA Dental Association	Dispute Resolution: 800-232-7645 (link)

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For free and confidential legal assistance, contact the **Health Consumer Center** at **1-888-804-3536**. Visit www.healthconsumer.org for more information.

For problems with or questions regarding	Agency	Contact Information
Health Care Facilities (eg. Hospitals)	CA Department of Public Health, Center for Health Care Quality (CHCQ)	www.cdph.ca.gov/Programs/CHCQ
Hemodialysis Technician, Home Health Aid, Nursing Assistant Complaint	Investigation Section of CA Department of Public Health's Center for Health Care Quality	P: 916-445-4423 F: 916-552-8788 cnamisconduct@cdph.ca.gov
HMOs & other health plans	CA Department of Managed Health Care	Help Center: 1-888-466-2219
Long-Term Care Facility Complaint	Long Term Care Ombudsman CA Department of Public Health, Health Facility Licensing and Certification Program	www.aging.ca.gov/programs/ltcop/Contacts
Long-Term Care Facility Complaint (Immediate Concerns)	CA Department of Aging CRISISline	1-800-231-4024
Medicare	Medicare's Quality Improvement Organizations (QIO) Program for California	Livanta, LLC 1-877-588-1123 TTY: 1-877-588-1123
Medi-Cal Managed Care Plans	Medi-Cal Managed Care Plan Medi-Cal Managed Care Division Office of the Ombudsman CA Department of Managed Health Care	(See Member ID Card) 1-888-452-8609 MMCDOmbudsmanOffice@dhcs.ca.gov Help Center: 1-888-466-2219 *Only for Knox-Keene Licensed plans

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For problems with or questions regarding	Agency	Contact Information
Medi-Cal Mental Health Services	DHCS Mental Health Ombudsman's Services	P: 1-888-452-8609 or 1-800-896-4042 MMCDOmbudsmanOffice@dhcs.ca.gov
Nursing Complaint	CA Board of Registered Nursing	P: (916) 557-1213 F: (916) 574-7693 Board of Registered Nursing ATTN: Complaint Intake PO Box 944210 Sacramento, CA 94244
Nursing Home Administrators Complaint	Investigation Section of the CA Department of Public Health's Center for Health Care Quality	P: (916) 552-8780 F: (916) 552-8777 NHAP@cdph.ca.gov
Pharmacy Complaint	CA Board of Pharmacy	P: (916) 574-7900
Physician Complaint: Standards of care	Medical Board of California	1-800-633-2322
PPOs & EPOs (except Blue Cross/Blue Shield)	CA Department of Insurance	1-800-927-4357 (HELP)
Psychologist Complaint	CA Board of Psychology	1-866-503-3221 Board of Psychology 1625 North Market Street, Suite N-215 Sacramento, CA 95834
Self-Insured Plans	U.S. Department of Labor, Employee Benefits Security Administration	1-866-275-7922
Substance Use Disorders Services Narcotic Treatment Programs	DHCS SUD Compliance Division	P: (916) 322-2911 F: (916) 440-5094 P: (916) 322-6682 F: (916) 440-5230

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