

Health Net and TriWest Complaint Process

Patient-Centered Community Care (PC3) and Veterans Choice Program (VCP)



Health Net Federal Service's (HNFS) grievance program is designed to review complaints, determine if errors were made or if poor service was provided, and take action to resolve issues and improve services in the future.

Who can file a grievance?

Anyone can file a grievance; however, if the grievance is from someone other than the involved Veteran, Health Net may not be able to give a full response without authorization to disclose medical information on file. This generally applies to spouses and parents writing on behalf of the Veteran.

What is the grievance process?

Once documentation is submitted, HNFS conducts a thorough investigation of the concerns and takes actions as necessary to resolve the issue. HNFS will contact the involved provider(s) and various Health Net departments to gather additional information.

How is a grievance submitted?

Phone: Providers can call **1-800-979-9620** to address questions regarding authorizations, authorization extensions, grievances, or claims questions or inquiries. They may also call the Veterans Choice Call Center at **1-866-608-8198**

In writing: Submit a claim via email, mail, or fax. Complete and print a Health Net **Grievance Form** and send via fax or mail

- Mail: Health Net Federal Services, LLC
Veterans Choice Program Grievances
2025 Aerojet Road
Rancho Cordova, CA 95742

- Fax: (916) 353-6826

Grievance Form

https://www.hnfs.com/content/dam/hnfs/va/provider/pdf/PPN_Grievance.pdf

TriWest's grievance process allows for submission of a grievance regarding the quality of services received by the Veteran during a network care visit or any other issue related to service provided.

Who can file a grievance?

Grievance can be submitted by any Provider, Veteran, or an authorized representative of the Veteran. TriWest may not be able to provide a full response without an authorization to disclose medical information form on file.

What is the grievance process?

Once documentation is submitted, TriWest conducts a thorough investigation into the complaint and makes necessary steps to improve services. TriWest works with the appropriate departments to ensure matters are resolved and lessons learned are shared with appropriate TriWest and VA leadership.

How is a grievance submitted?

Phone: You can submit a grievance verbally by calling TriWest at **1-855-722-2838** or by calling the Veterans Choice Call Center **1-866-606-8198**

In writing: A VA PC3/VCP Complaint/Grievance Form can be accessed by visiting **Forms** and sent via fax or mail

- Mail: TriWest Healthcare Alliance
Grievance Department
P.O. Box 41970
Phoenix, AZ 85080-1970

- Fax: (602) 564-2523

Grievance Form

http://www.triwest.com/globalassets/documents/veteran-services/complaint-grievance_form.pdf

Provider Handbook

<https://www.triwest.com/en/VAPC3-Provider/Provider-Handbook/2013-HA-VAPC3-Provider-Handbook.pdf>