

HealthNet and TriWest Complaint Process

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



Health Net's grievance program is designed to review what occurred, determine if errors were made or if poor service was provided, and obtain corrective actions to 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, Health Net conducts a thorough investigation of the concerns and takes actions as necessary to improve services. Health Net will contact the involved provider(s) and various Health Net departments to gather additional information. The person who submitted the grievance will receive a written response, usually within 60 days.

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

- ◆ **Online:** Health Net [Website](#)
- ◆ 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

Website: <https://www.hnfs.com/apps/Grievance/Grievance/Submitter>

Grievance Form: <https://www.hnfs.com/content/hnfs/home/va/home/veterans-choice/forms/grievance.html>

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

TriWest's complaint/grievance process allows for submission of a written complaint/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 to TriWest's Congressional Relations & Customer Grievances department can be submitted by any Provider, Veteran, or an authorized representative of the Veteran.

What is the grievance process?

Once documentation is submitted, TriWest conducts thorough investigation into complaint and makes necessary steps to improve services.

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 VAPC3 Complaint/Grievance Form can be accessed by visiting [Forms](#) and send via fax or mail

- ✦ **Mail:** TriWest Healthcare Alliance
Congressional Relations
and Customer Grievances
P.O. Box 41970, Phoenix, AZ 85080-1970
- ✦ **Fax:** (602) 564-2523

Website Grievance Form: http://www.triwest.com/en/vapc3-veteran/Forms/VAPC3_Complaint-Grievance_Form.pdf

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