

HEALTH NET COMPLAINT PROCESS

VETERANS CHOICE PROGRAM (VCP) AND PATIENT-CENTERED COMMUNITY CARE (PC3)

Health Net Federal Services (Health Net) uses a grievance process that is designed to review a complaint, determine if errors were made or if poor service was provided, and put corrective actions in place to improve services in the future.

Who can file a grievance?

Anyone can file a grievance, including providers, Veterans, or authorized representatives of Veterans. If the grievance comes from someone other than the Veteran (such as a spouse or parent), Health Net may not be able to give a full response without Veteran authorization to disclose medical information.

What is the grievance process?

After you file a complaint, Health Net conducts a thorough investigation and takes actions as needed to improve services. Health Net will contact the provider(s) involved and will coordinate with other Health Net departments to gather information. You will receive a written response within about 60 days.

How is a grievance submitted?

You may file your complaint by phone or in writing using the contact information below:

Contact Method	Contact Information
Phone	Veterans Choice Program Call Center: 866-606-8198 PC3: 800-979-9620
Mail	Complete and print the Health Net Grievance Form, available at Health Net Federal Services website . Mail to: Health Net Federal Services, LLC Veterans Choice Program Grievances / Patient-Centered Community Care Grievances 2025 Aerojet Road Rancho Cordova, CA 95742
Fax	Complete and print the Health Net Grievance Form, available at Health Net Federal Services website Fax to: 916-353-6826

For more information

Learn more about grievances in the *Veterans Choice Program Participating Provider Handbook* at [Health Net Federal Services Website](#) or the *Patient-Centered Community Care Network Provider Handbook* at [Health Net Federal Services website](#).