



TRIWEST COMPLAINT PROCESS

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

TriWest Healthcare Alliance (TriWest) 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.

What is the grievance process?

After you file a complaint, TriWest conducts a thorough investigation and takes actions as needed to improve services.

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: 866-606-8198 PC3: 855-722-2838
Mail	Complete and print the TriWest Complaint/Grievance Form, available at TriWest Healthcare Alliance website . Mail to: TriWest Healthcare Alliance Congressional Relations and Customer Grievances P.O. Box 41970 Phoenix, AZ 85080-1970
Fax	Complete and print the TriWest Complaint/Grievance Form, available at TriWest Healthcare Alliance website Fax to: 602-564-2523

For more information

To learn more about the TriWest grievance process, view the *Department of Veterans Affairs Patient-Centered Community Care and Veterans Choice Program Provider Handbook* at [TriWest Healthcare Alliance website](#).

