



PO Box 182273
Chattanooga, TN 37422

Member Complaint Form

Instructions for filing a complaint:

1. Fill out this form completely. Describe the issue(s) in as much detail as possible.
2. Attach copies of any records you wish to submit. (Do Not Send Originals).
3. If you have someone else submit on your behalf, you must give your consent below.
4. You may submit the completed form through one of the following ways:
 - a. Send to the address listed below,
 - b. Fax to the fax number below,
 - c. Send an email to: txmemberinquiryresearchandresolution@molinahealthcare.com

We will send a written acknowledgement letter of your request. It will be mailed to you within five (5) working days after the request is received.

Member's name: _____ Today's date: _____

Name of person requesting complaint, if other than the Member: _____

Relationship to the Member: _____

Member's ID #: _____

Daytime telephone #: _____

Specific issue(s): _____

Please state all details relating to your request including names, dates and places. Attach another sheet of paper to this form if more space is needed.

By signing below, you agree that the information provided is true and correct. If someone else is completing this form for you, you are giving written consent for the person named above to submit on your behalf.

Member's Signature: _____ Date: _____

If you would like help with your request, we can help. We can help you in the language you speak or if you need other special support for hearing or seeing. **You can call, write or fax us at:**

Molina Healthcare Member Services: 1-866-449-6849
Hearing Impaired TTY/TX Relay: 1-800-346-4128

Molina Healthcare of Texas
Attn: Member Inquiry Research and Resolution Unit
P. O. Box 182273
Chattanooga, TN 37422

Fax Number: 1-877-816-6416

Once you have gone through the Molina complaint process, you can complain to the Health and Human Services Commission (HHSC) by calling toll-free 1-866-566-8989. If you would like to make your Complaint in writing, please send it to the following address:

Texas Health and Human Services Commission
Ombudsman Managed Care Assistance Team
P.O. Box 13247
Austin, Texas 78711-3247

If you can get on the Internet, you can submit your complaint at: hhs.texas.gov/managed-care-help

Thank you for advising us of your concerns.

This form is available on our website at www.MolinaHealthcare.com.