



Grievance System

Pursuant to California Health and Safety Code Sections 1368 and 1368.02, Vision Service Plan would like to inform each of its subscribers/enrollees of the following information:

If a subscriber/enrollee (hereafter 'enrollee') has a complaint/grievance (hereafter 'grievance') regarding VSP service or claim payment, the enrollee may communicate the grievance to VSP by using a form which is available by calling VSP's Customer Service Department's toll free number (1-800-877-7195) Monday through Friday, 6:00a.m. to 7:00 p.m. (PST). Grievances may be filed in writing with VSP at 3333 Quality Drive, Rancho Cordova, CA 95670.

Upon receipt of a verbal or written grievance, VSP will respond in writing to the enrollee acknowledging receipt and/or disposition of the grievance within five (5) business days. VSP is generally responsible for resolving grievances within thirty (30) days from the date of receipt. VSP will keep all grievances and the responses thereto on file for seven years.

Notice from the Department of Managed Health Care:

The California Department of Managed Health Care is responsible for regulating health care service plans. The Department has a toll-free telephone number **(1-800-400-0815)** to receive complaints regarding health plans. The hearing and speech impaired may use the California Relay Services toll-free telephone number **(1-877-688-9891)** (TDD) to contact the Department. The Department's Internet website (www.hmohelp.ca.gov) has complaint forms and instructions online. If you have a grievance against your health plan, you should first telephone your plan at **(1-800-877-7195)** and use the plan's grievance process before contacting the Department. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your plan, or a grievance that has remained unresolved for more than 30 days, you may call the Department for assistance. The plan's grievance process and the Department's complaint review process are in addition to any other dispute resolution procedures that may be available to you, and your failure to use these processes does not preclude your use of any other remedy provided by law.