

# Complaint Process

## Complaints

### **What Should I do If I Have a Complaint? Who Do I Call to Help Me With Filing a Complaint?**

We want to help. An Aetna Medicaid Member Advocate can help you file a complaint, just call us. Most of the time, we can help you right away or at the most within a few days.

### **Can Someone from Aetna Medicaid Help Me File a Complaint?**

Our Member Advocate can help you file a complaint. The Member Advocate will write down your concern. You may also send a written complaint to the Member Advocate at:

**Aetna Medicaid and CHIP Services**  
Attention: Member Advocate  
P.O. Box 569150  
Dallas TX 75356-9150  
1-800-306-8612 (Tarrant) or  
1-800-248-7767 (Bexar) or  
214-200-8140

### **How Long Will It Take to Process My Complaint?**

When we get the complaint from you, we will send you a letter within five (5) days to let you know that your complaint came to us. We will send you another letter within thirty (30) days from the date we got your complaint that will give you the results.

### **If I am Not Satisfied with the Outcome, Who Else Can I Contact?**

If you are not happy with the results of your complaint, you can call us at 1-800-306-8612 for Tarrant or 1-800-248-7767 for Bexar, and ask for an appeal. You may ask for an appeal of a complaint resolution by writing to:

**Aetna Medicaid and CHIP Services**  
Attention: Member Advocate  
P.O. Box 569150  
Dallas TX 75356-9150  
1-800-306-8612 (Tarrant) or  
1-800-248-7767 (Bexar) or  
214-200-8140

### **Do I Have a Right to Meet with a Complaint Appeal Panel?**

Within five (5) days of getting your request for an Appeal, the Member Advocate will send you a letter to let you know that your appeal came to us. The Appeal Panel will look over the information you sent us and discuss your case. It is not a court of law. You have the right to appear in front of the Appeal Panel at a specific place to talk about the written appeal you sent to us. When we make the decision on your appeal, we will send you a response in writing within thirty (30) after we receive your appeal.

Once you have exhausted the Aetna Medicaid complaint process, you can complain to the Texas Health and Human Services Commission (HHSC) by calling 1-800-252-8263 or writing to:

**Texas Health and Human Services Commission**  
Health Plan Operations H-320  
Resolution Services  
P.O. Box 85200  
Austin, TX 78708-5200