

Provider Complaint System Changes

Archived Data

Complaints submitted prior to the new system going live will not be available to providers in the new system. Please be sure to print any complaints you want to keep for your records. The DMHC staff will have access to the archived records.

Account Changes

The login/email address and password will be the same for the new system.

The first time a user logs in they'll be required to provide security questions and responses that will be used when resetting the account password.

My Account

✖ Security questions must be completed.
✖ A provider must be associated with your account.

Contact Information **Security Questions** Password Provider Association

PLEASE NOTE: You must enter values for each blank field.

Question 1: *
(Select one)

Answer 1: *

Question 2: *
(Select one)

Answer 2: *

Question 3: *
(Select one)

Answer 3: *

User accounts will need to be associated with one or more providers before a complaint can be submitted. If your account is the first to associate with a provider, you are the administrator of that provider. If there is already an administrator for the provider, your account will need to be approved by the administrator before you can be associated with the provider.

My Account

✖ Security questions must be completed.
✖ A provider must be associated with your account.

Contact Information Security Questions Password **Provider Association**

If your account is **the first** to associate with a provider, you are the **administrator** of that provider. If there is already an administrator for the provider, your account will need to be **approved** by the administrator before you can be associated with the provider.

Provider(s) Associated with Your Account

No provider(s).

Add a Provider

Select a search parameter:
 Individual Organization NPI Number

Supporting Documents

The provider will be able to upload and attach supporting documents to a complaint before submitting the complaint to the DMHC.



Provider Complaint System

[Logout](#)

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Complaint #	PC109	Provider Name	TEST ORGANIZATION	Contact	Test User	
Date Created	6/15/2015 1:32:38 PM	Complaint Type	Individual Complaint	Email	test@test.com	
Created By	Test User	Complaint Status	Pending Submission to DMHC	Phone	999.999.9999	
Provider	Payor	Nature of Complaint	Claim	Submit Documents	Complete	Delete

Required Documents: Explanation of Benefits (EOB) / Remittance Advice (RA), Initial Claim, Provider Dispute Resolution (PDR) Determination Letter, Provider Dispute Resolution (PDR) Submission

Additional Supporting Documents If Available: Correspondences, Email, Phone Log

Attach Supporting Documents

Document Type *

-- REQUIRED DOCUMENTS --

Description *

Browse for the file and click the "Upload Attachment" button. There is a 20MB size limit. Accepted Files: .pdf, .txt, .doc, .xls, .ppt, .gif, .jpg, .docx, .xlsx, .pptx

File *

Browse...

Upload Attachment

Communication

There is a new feature that will allow users to securely email and submit documents to the DMHC staff. The messages can be related to a complaint or just be general messages submitted to the DMHC staff. This will help to keep all communication secure and accessible in one place.



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Send a Message to DMHC

Send a Message Respond to Document Request

To

wps@dmhc.ca.gov

Provider *

-- Select a Provider --

Subject *

Message *

[Send Message](#)

Filter Messages (Count: 1)

-- Sent By Any User --

-- Sent By Any Provider --

-- Any Complaint Number --

	Complaint #	Date Sent	From	To	Type	Subject	
View	N/A	6/15/2015 1:38:12 PM	Provider - Test User	wps@dmhc.ca.gov	Message to DMHC	Question about PC109?	

(Indicates a message has not been opened by the recipient in the 'To' field)