

## **Filing a Complaint for Plan Non-compliance With AB 895**

CDA has been advised by both the State Departments of Managed Health Care and Insurance to file complaints with the departments when it's suspected that a dental plan is in violation with the coordination of benefits law. The failure to pay as a secondary payer would be considered a compliance issue for which the appropriate department is responsible for enforcing.

Should your office encounter a dental benefit carrier failing to pay as a secondary, where it is clear they should, file a complaint with the following:

- Contact the DMHC Provider Complaint Unit at 877-525-1295, or file a complaint online at [http://www.hmohelp.ca.gov/providers/clm/clm\\_comp.asp](http://www.hmohelp.ca.gov/providers/clm/clm_comp.asp)
- Contact the Department of Insurance at 800-927-HELP, or file a complaint in writing through a form available at <http://www.insurance.ca.gov/0100-consumers/hcpcomplaints.cfm>