Complaint and Grievance Form

Use this form to report dissatisfaction or concern about clinical review, quality of care, access, service, communication, or privacy. A member, provider, client, authorized representative, or other person acting on a member's behalf may submit a complaint or grievance. Submit the completed form by mail to Point C Health P.O. Box 25307, Overland Park, KS 66225; by fax to (859) 253-0099. For help completing this form, contact Point C at 855-984-2583. Point C will review your complaint and provide a written response within 30 days, unless a different timeframe is required by law.

1. PERSON SUBMITTING AND MEMBER INFORMATION

Enter name	Enter member name
Enter phone number	Enter member DOB
Enter fax number	Enter member ID
Enter mailing address	Enter member group name

☐ I am the member ☐ Provider ☐ Authorized representative ☐ Client ☐ Other:

2. COMPLAINT OR GRIEVANCE INFORMATION

☐ Denial / medical necessity ☐ Privacy / confidentiality ☐ Other:

3. DESCRIPTION OF COMPLAINT OR GRIEVANCE

Please provide a detailed description of your complaint or grievance, including dates, names of providers or staff involved, and any other relevant information. If you disagree with a denial or medical-necessity determination and want the decision changed, follow the appeal instructions in your determination notice. Point C will route a submission that appears to be an appeal to the appropriate team, but submitting this complaint form does not extend an appeal deadline.

Describe your complaint or grievance here...

4. SUPPORTING DOCUMENTATION

List any documents you are attaching to support your complaint (e.g., medical records, correspondence, Explanation of Benefits):

List attached documents here...

5. SIGNATURE

Type name as signature	Signature Date

Please submit this form by mail, fax, or in person to your plan's member services. Retain a copy for your records.

IMPORTANT: This form is not an appeal. To request reconsideration of an adverse benefit or medical-necessity determination, follow the appeal instructions in the determination notice. Filing a complaint does not replace or extend an appeal deadline.