

Complaints and Appeals

What Should I Do if I Have a Complaint?

We want to help. If you have a complaint, please call us toll-free at **1-877-597-7799** to tell us about your problem. A UnitedHealthcare Community Plan Member Services Advocate can help you file a complaint. Just call **1-877-597-7799**. Most of the time, we can help you right away or at the most within a few days.

Once you have gone through the UnitedHealthcare Community Plan complaint process, you can complain to the Health and Human Services Commission (HHSC) by calling toll-free 1-866-566-8989. If you would like to make your complaint in writing, please send it to the following address:

Texas Health and Human Services Commission
Health Plan Operations – H-320
PO Box 85200
Austin, TX 78708-5200
ATTN: Resolution Services

If you can get on the Internet, you can send your complaint in an email to **HPM_Complaints@hhsc.state.tx.us**.

Who do I call?

Call UnitedHealthcare Member Services for help **1-877-597-7799**.

Where can I mail a complaint?

For written complaints, please send your letter to UnitedHealthcare Community Plan. You must state your name, your member ID, your telephone number and address, and the reason for your complaint. Please send your letter to:

UnitedHealthcare Community Plan
Attn: Complaint and Appeals Department
PO Box 31364
Salt Lake City, UT 84131-0364