



## Health Plans

### Step-by-step: Making a complaint

#### Step 1: Contact us promptly – either by phone or in writing.

- Call our Customer Solutions Center at 317.963.9700.
  - Hours: Oct. 1 to March 31, 8 am to 8 pm, seven days a week. April 1 to Sept. 30, 8 am to 8 pm, Monday through Friday. Call 800.455.9776 (TTY/TDD 711).
    - Outside of normal business hours, you may leave a voicemail or send an inquiry to [IUHPMedicare@IUHealth.org](mailto:IUHPMedicare@IUHealth.org). You will receive a response in 1 business day.
    - Our Customer Solutions Center has free language interpreter services available.
- If you do not wish to call, you can put your complaint in writing and we will respond in writing.
  - Fax: 317.963.9801
  - Mail: Indiana University Health Plans, 950 N. Meridian Street, Suite 400, Indianapolis, IN 46204.
- A complaint must be made within 60 calendar days after you had the problem
- If you are making a complaint because we denied your request for a “fast coverage decision” or a “fast appeal,” we will automatically give you a “fast complaint.” A “fast complaint,” means we will give you an answer within 24 hours.

#### Step 2: We look into your complaint and give you our answer.

- If possible or if your health condition requires, we will answer you right away.
- Most complaints are answered within 30 calendar days.
  - If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total). We will tell you in writing in extra days are required.
- If we do not agree with some or all of your complaint or don't take responsibility for the problem you are complaining about, you will be notified. Our response will include our reasons for this answer. We must respond whether we agree or disagree.

### You can also make complaints about quality of care to the Quality Improvement Organization

When your complaint is about quality of care, you also have two extra options:

- You can make your complaint to the Quality Improvement Organization.
  - The Quality Improvement Organization is a group of practicing doctors and health care experts paid by the Federal government to check and improve the care given to Medicare patients.
  - Find contact information for the Quality Improvement Organization for your state [here](#).
- If you wish, you can make your complaint about quality of care to us and to the Quality Improvement Organization.

### You can also tell Medicare about your complaint

You can submit a complaint about Indiana University Health Plans Medicare Select Plus directly to Medicare. Submit a complaint to Medicare [here](#). Medicare takes your complaints seriously and will use this information to help improve the quality of the Medicare program.

If you have any other feedback or concerns, or if you feel the plan is not addressing your issue, please call 1.800.MEDICARE (1.800.633.4227). TTY/TDD users can call 877.486.2048.