



## Complaint Procedures

You may provide a written expression of your dissatisfaction by following our complaint procedure. A complaint is defined as dissatisfaction with the quality of services you received from us, including any failure to respect your rights. You may also express dissatisfaction about the quality of care you receive from a participating provider. You have the right to have someone assist you or act on your behalf. If you wish to designate someone to act on your behalf please contact customer service to obtain an Authorization for Release of Information. If you need help completing this complaint form, please contact customer service.

**(651) 662-5425 or 1-866-356-2425**

The following is a general outline of our complaint process:

- A. Complaint:** If you disagree with an action taken by CCStpa, call customer service for an explanation. If you are not satisfied with the explanation, you may provide a written expression of your dissatisfaction by completing a Complaint form.
- B. Formal Complaint:** You may submit this form and any documents, records, or other information that relates to your complaint. CCStpa believes the comments and opinions offered by our members can be useful for educational purposes and process improvement. Please be assured that we will conduct a full review to try to determine how your concerns developed and will follow up internally on any opportunities for improvement we identify. A response to you will be provided only when circumstances necessitate one. This form may be faxed to **(651) 662-1533** or mailed to:  
**CCtpa**  
**P.O. Box 64668**  
**St. Paul, MN 55164**
- C. Appeal:** If you are not satisfied with our decision regarding your request for plan benefits, you may elect to appeal to CCStpa. For specific details on the appeal process, please refer to your summary plan description. To obtain an Appeal form, contact our customer service.
- D. ERISA:** If your group health plan is subject to ERISA and you have completed the appeal process, you have the right to file suit in Federal Court under Section 502(a) of ERISA.