

SECTION 8

COMPLAINT AND MEMBER CARE PROBLEMS

Kaiser Permanente will work with a contracted provider to resolve complaints regarding provider or contractual issues, or problems encountered while providing health care to Kaiser Permanente members.

- **For Referral Related Issues**
For assistance with referral or authorization issues, please contact a Referral Coordinator from the referring Kaiser Permanente facility. The telephone number is listed in the "Key Contacts" section of this Provider Manual
- **For Contractual Concerns**
For assistance in resolving contractual issues, please contact National Provider Contracting and Network Management. The telephone number is listed in the "Key Contacts" section of this Provider Manual
- **For Claim Issues**
For assistance in resolving claim-related issues, please refer to the "Claims" section of this Provider Manual. If your issue cannot be addressed in this section, please contact the local claims department at the telephone number listed in the "Key Contacts" section of this Provider Manual
- **For All Other Issues**
If any issue remains unresolved, please contact National Provider Contracting and Network Management. The telephone number is listed in the "Key Contacts" section of this Provider Manual

For assistance in filing a Provider Dispute, please refer to the "Provider Appeals Process" section of this Provider Manual.