

Fax to Medica at: 952-992-3880 or

Email to: QualityComplaints@medica.com



Case Management Complaint Reporting

Purpose: Medica case management teams must not prohibit providers from submitting claims or making benefit determinations for any type of service. To ensure this does not occur, Medica has set up a process for providers to report and escalate complaints when any provider believes a case management team member is acting to prohibit a provider from submitting a claim or making a benefit determination. **Please fill out and submit this form to report a complaint to Medica.**

**Medical Group/
Care System:** _____

Provider/Clinic #: _____

Address: _____

_____ **Completed by (Name & Phone):** _____

_____ **Total Complaints:** _____

Date Reported	Occurrence Date	Verbal (V) Written(W)	Clinic Site	Member Name	Pt. DOB	Issue	Additional Comments