

HOW TO OBTAIN AN AGGREGATE NUMBER OF GRIEVANCES, APPEALS AND EXCEPTIONS FILED WITH THE PLAN

You have the right to get information from CarePlus Health Plans, Inc. about the number of appeals, grievances, and exceptions that members have filed against our organization in the past. To get this information, please call our Member Services Department at 1-800-794-5907. If you have a speech or hearing impairment and use a TTY device, please call 1-877-245-7930. Our hours are from 8:00 am to 8:00 pm, Monday through Friday. You may also leave us a voice mail message after hours, Saturdays, Sundays and holidays and we will return your call the next business day.