



Resource Guide Template

Subject:	Member Grievances & Complaints
Facility Site Review Source:	Department of Health Care Services (DHCS) All Plan Letter 20-006, Site Reviews: Facility Site Review and Medical Record Review
Relevant Law/Standard:	
Agency//Organization Source:	San Francisco Health Plan
Agency/Organization URL	https://www.sfhp.org/about-us/grievance-info/

Background:

Per DHCS PL 20-006, at least one telephone number for filing grievances is posted on site or is readily available upon request. Complaint forms and a copy of the grievance procedure are readily available on site and can be provided to members promptly upon request.

Purpose:

To provide staff resources regarding grievance information for San Francisco Health Plan Members. The link above directs staff and members to SFHP Grievance Information, including the following:

1. SFHP Online Grievance Form
2. Information on how to request a Grievance Form from SFHP
3. Grievance Forms in English, Spanish, Chinese, Russian, Vietnamese, Tagalog

The material in this document is a knowledge-sharing tool provided by the FSR team to enhance compliance with Facility Site Review requirements. All content is for informational purposes and may be used and/or modified according to site-specific practices. Ensure appropriate review and approval by site management prior to adoption.