



**eoocco**

EASTERN OREGON  
COORDINATED CARE  
ORGANIZATION

# Filing a Complaint with EOCCO

You have a right to make a complaint if you are not satisfied with any part of your care. Tell us if you have concerns about your plan, provider or your health care and we will try to make things better. You can make a complaint over the phone or in writing.

## How can I make a complaint?

To make (or file) a complaint over the phone, you can call **EOCCO Customer Service at 888-788-9821** (TTY/ OREGON RELAY users, please call 711). EOCCO Customer Service can help you with making a complaint.

Or you can write to us at:  
**EOCCO**  
**Attn: Appeal Unit**  
**601 SW Second Ave**  
**Portland, OR 97204**

## What happens after I make a complaint?

EOCCO will look into your complaint and let you know what can be done as quickly as your health requires. We will contact any provider involved in the complaint, gather information and send you a letter. This will be done within five business days from the day we got your complaint.

If EOCCO needs more time, we will send you a letter within five business days and tell you why we need extra time. We will send you a letter to resolve the issue no later than 30 days from when we got the complaint.

## Can someone help me make a complaint?

A representative or your doctor may make a complaint on your behalf with your written permission to do so.

You can also call **customer service at 888-788-9821** to help you file a complaint.

## **I made a complaint about my doctor. Will they see my complaint?**

Yes. EOCCO will contact your provider when we look into the complaint. We will ask the doctor to address the complaint or provide more information.

## **Can EOCCO take away my insurance because of a complaint?**

No. You cannot lose your EOCCO insurance because you filed a complaint.

## **Will my complaint make a difference?**

It can. EOCCO wants to provide quality healthcare to all our members. Complaints help us find areas that need improvement. This may help other members in the future.

## **Who can I contact for more information?**

You can call EOCCO Customer Service at 888-788-9821 (TTY/OREGON RELAY users, please call 711).

### **Other languages and formats**

You can get this document in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 888-788-9821 (TTY/TDD users, please call 711). We accept relay calls.

### **Otros idiomas y formatos**

Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 888-788-9821 o TTY 711. Aceptamos todas las llamadas de retransmisión.