

HOWTO FILE A COMPLAINT ABOUT HEALTH CARE WITH THE MASSACHUSETTS OFFICE OF THE ATTORNEY GENERAL

Prepared by the Mental Health Legal Advisors Committee
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The Attorney General may investigate problems in the delivery of health care with billing, claims, and scams.

The Attorney General does **not** handle cases concerning Masshealth, Medicare, Workers compensation claims, COBRA issues (temporary continuation of employer's group insurance after employee's termination or resignation), or quality of care issues. The Attorney General's office also does not handle cases for individuals with existing legal representation.

The Attorney General's Health Care Hotline gives general information and referrals. It may suggest that you submit a complaint with their Health Care Division. The Division may be contacted at:

Office of the Attorney General
Health Care Division
One Ashburton Place
Boston, MA 02108
Phone: (888) 830-6277 (Health Care Hotline)
Fax: (617) 573-5386

The complaint form can be found at this website:

https://www.eform.ago.state.ma.us/ago_eforms/forms/hcd_ecomplaint.action

As you complete the form, describe your problem in detail, including steps you have taken to resolve the problem. Save all the documents related to your problem, such as bills, insurance documents and letters, which you may be asked to provide later.

Once a complaint is filed, it may take up to several months to be processed.

The Health Care Division will determine if your claim is appropriate for free mediation. If not, it will tell you about other actions you can pursue.

The Attorney General does not represent individuals. However, individual companies are a source of Attorney General Investigations and legal actions.