

# Have a complaint about your HMO?

## You have the right to:

- Complain to your HMO about its procedures, requirements, or the health care you got from your doctor.
- Get a written response to your complaint.
- Appeal the HMO's decision.
- File a complaint with TDI if you disagree with the HMO's decision.

## Questions?

To learn more about complaint processes and your options, contact TDI.



**[TDI.texas.gov](http://TDI.texas.gov) | 1-800-252-3439**