



HOSPITAL FAIR BILLING
HOSPITAL BILL COMPLAINT PROGRAM (HBCP)
Patient Complaint Portal User Guide - Hospital User

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Hospital Bill Complaint Program- Patient Complaint Portal

The Department of Health Care Access and Information is responsible for enforcing the Hospital Fair Pricing Act (Act) beginning January 1, 2024, through its Hospital Fair Billing Program established by the implementation of Assembly Bill 1020.

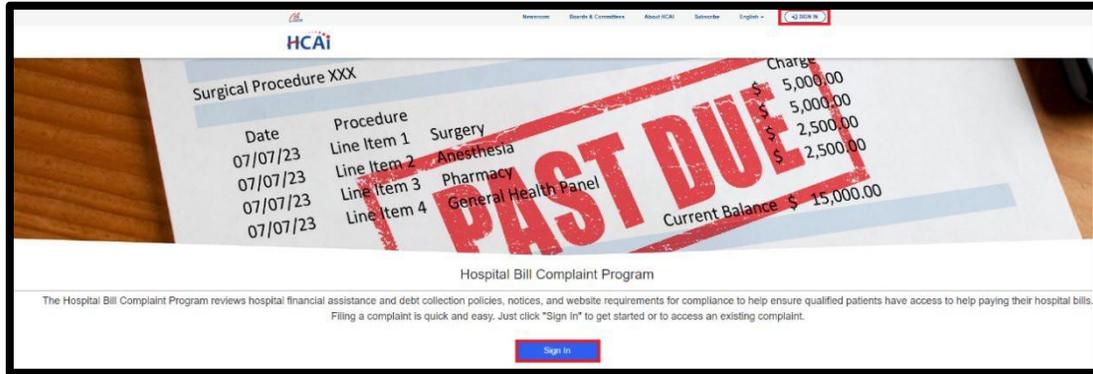
Under the Hospital Fair Billing Program, the Hospital Bill Complaint Program was created to investigate patient complaints about the hospital's application of its financial assistance and debt collection policies, as well as the hospital's compliance with notice, accessibility, and website requirements.

Hospital Access

How to create an account

Step 1: Go to <https://hbcg.hcai.ca.gov>

Step 2: Click “Sign in” from the top right gray banner of the homepage or select the blue “Sign in” tab.



Step 3: Click on “Sign up now.”

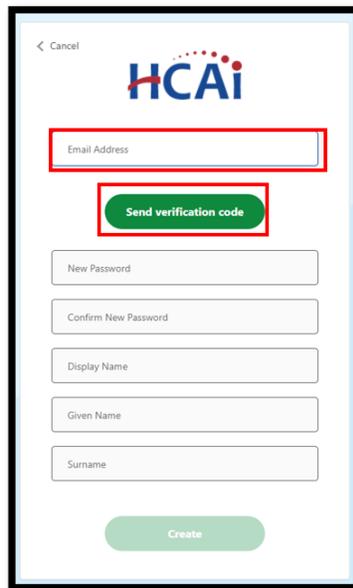
The screenshot shows the HCAI sign-in and sign-up page. At the top, the HCAI logo is displayed. Below the logo, the text reads 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. Below these fields, there is a link for 'Forgot your password?'. A green 'Sign in' button is present. Below the 'Sign in' button, there is a link for 'Don't have an account? Sign up now', which is highlighted with a red box. Below the 'Sign up now' link, there is a section for 'Sign in with your social account' with three options: 'HCAI', 'Microsoft', and 'Google', each with a corresponding icon.

Step 4: Enter your **business email address** and click on **“Send verification code.”**

Note: Personal e-mail addresses are not accepted when creating an account for requesting to be a hospital representative.

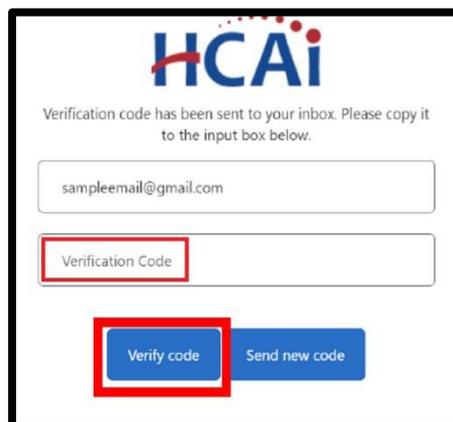
Examples of non-acceptable personal email domains include:

Gmail.com	Mail.com
Hotmail.com	Rocketmail.com
Yahoo.com	Mac.com
AOL.com	icloud.com
Inbox.com	Comcast.net



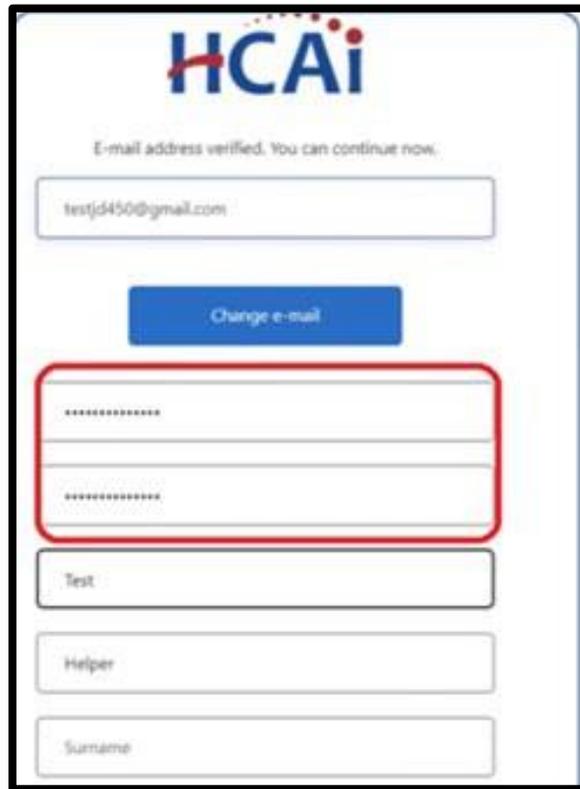
A screenshot of the HCAi account creation interface. At the top is the HCAi logo. Below it is a form with several fields: 'Email Address', 'New Password', 'Confirm New Password', 'Display Name', 'Given Name', and 'Surname'. A green 'Send verification code' button is positioned below the 'Email Address' field. At the bottom of the form is a green 'Create' button. Red boxes highlight the 'Email Address' input field and the 'Send verification code' button.

Step 5: Check your email inbox or junk mail for the verification code and type it into the verification code field. Click **“Verify code.”**



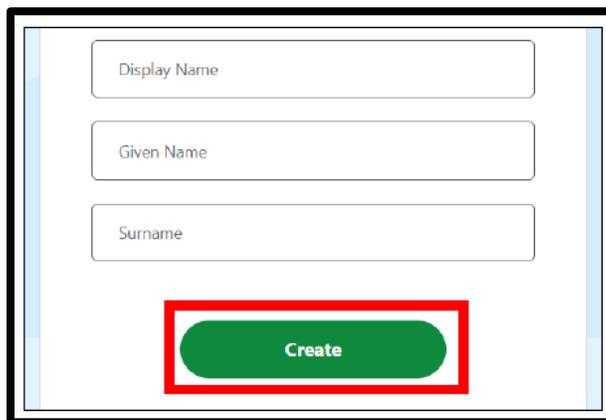
A screenshot of the HCAi verification code screen. At the top is the HCAi logo. Below it is a message: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There is a text input field containing 'sampleemail@gmail.com'. Below that is a 'Verification Code' input field. At the bottom are two buttons: a blue 'Verify code' button and a blue 'Send new code' button. Red boxes highlight the 'Verification Code' input field and the 'Verify code' button.

Step 6: Create a password and confirm the password in the corresponding fields.



The screenshot shows the HCAi registration interface. At the top is the HCAi logo. Below it, a message states "E-mail address verified. You can continue now." A text box contains the email address "testj450@gmail.com". A blue button labeled "Change e-mail" is positioned below the email field. Two password fields, each containing a series of asterisks, are highlighted with a red rounded rectangular border. Below these are three more text input fields labeled "Test", "Helper", and "Surname".

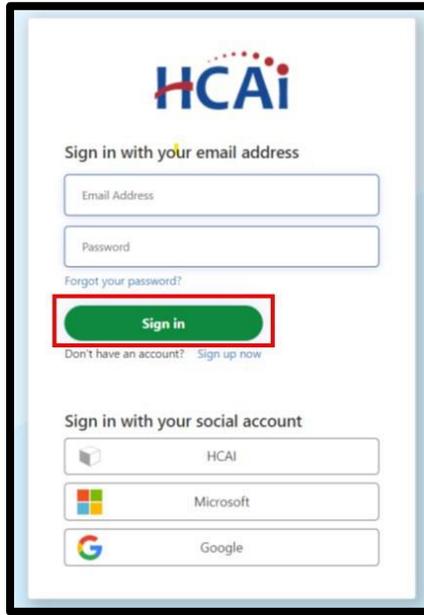
Step 7: Type your first name for the “**Display Name**” and “**Given Name**” fields then type your last name for the “**Surname**” field. Click “**Create**.”



The screenshot shows the name creation section of the registration form. It features three text input fields stacked vertically, labeled "Display Name", "Given Name", and "Surname". Below these fields is a green button with the text "Create", which is highlighted with a red rounded rectangular border.

How to log in

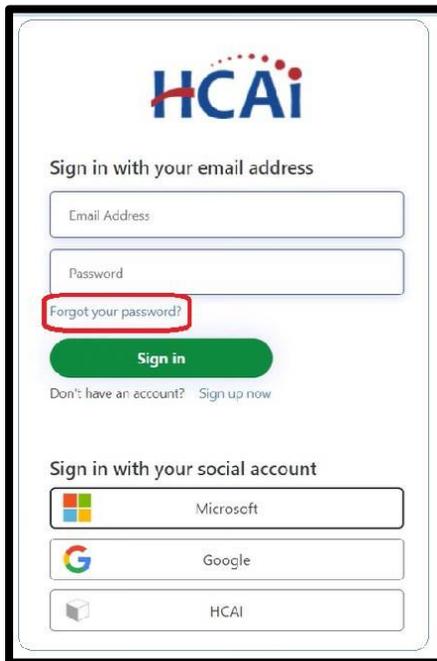
- Step 1:** Go to <https://hbc.hcai.ca.gov>, and click “**Sign In.**”
- Step 2:** Type your email address and password in the corresponding fields.
- Step 3:** Click “**Sign in.**”



The screenshot shows the HCAI sign-in page. At the top is the HCAI logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link that says "Forgot your password?". A red rectangular box highlights the green "Sign in" button. Below the button are the links "Don't have an account?" and "Sign up now". At the bottom, there is a section titled "Sign in with your social account" with three buttons: "HCAI", "Microsoft", and "Google".

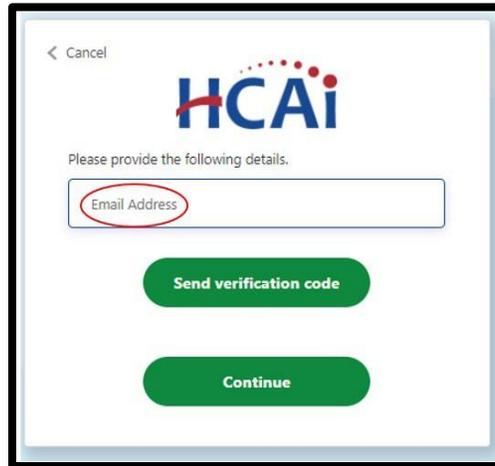
How to recover a forgotten password

- Step 1:** Go to <https://hbc.hcai.ca.gov>
- Step 2:** Click on “**Forgot password?**”

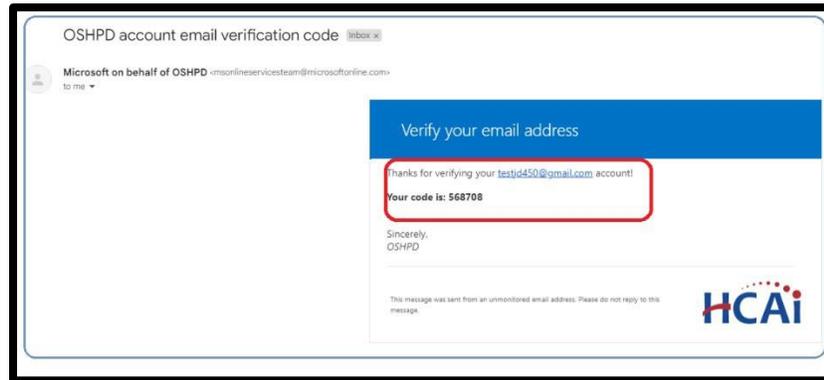


The screenshot shows the HCAI sign-in page. At the top is the HCAI logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link that says "Forgot your password?". A red rectangular box highlights this link. Below the link is the green "Sign in" button. Below the button are the links "Don't have an account?" and "Sign up now". At the bottom, there is a section titled "Sign in with your social account" with three buttons: "Microsoft", "Google", and "HCAI".

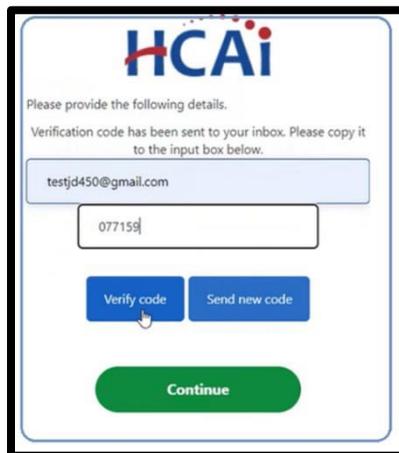
Step 3: Enter your email address and click “Send verification code.”



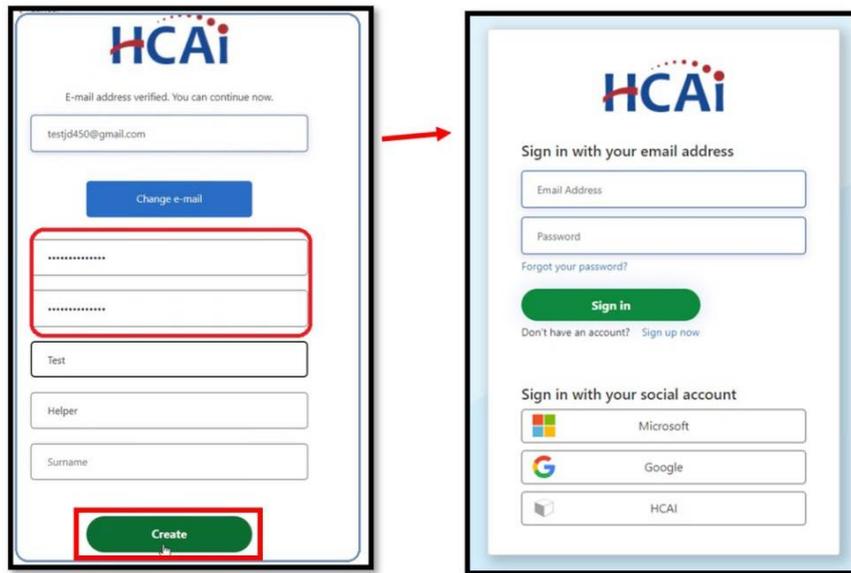
Step 4: Retrieve the verification code from your email.



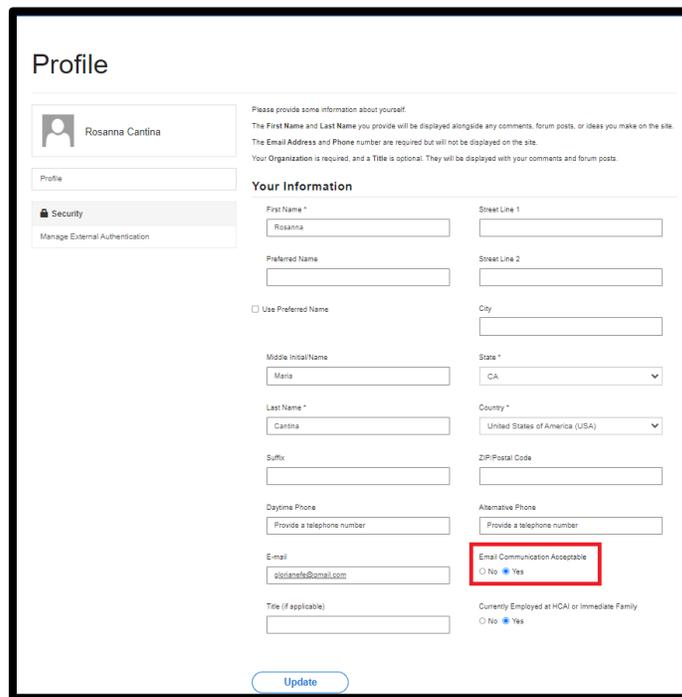
Step 5: Enter the code you received via email and click on “Continue.”



Step 6: Enter the new password and click on “**Create.**” You will be redirected to the log in screen.



Step 7: Provide your profile information. Click “**Update**” once your profile information is completed. Please note: if you select “**No**” for “**Email Communication Acceptable,**” you will not receive notifications related to your complaint.



How to request to become a hospital primary representative

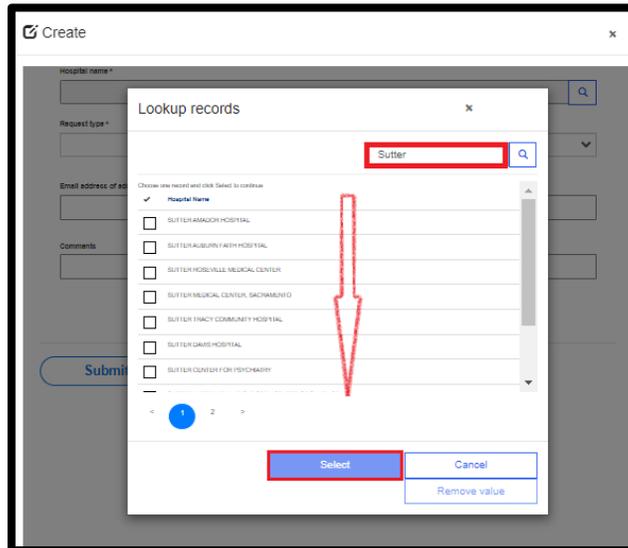
Step 1: Click “Hospital Representative Request,” which is in the blue bar at the top of the page.



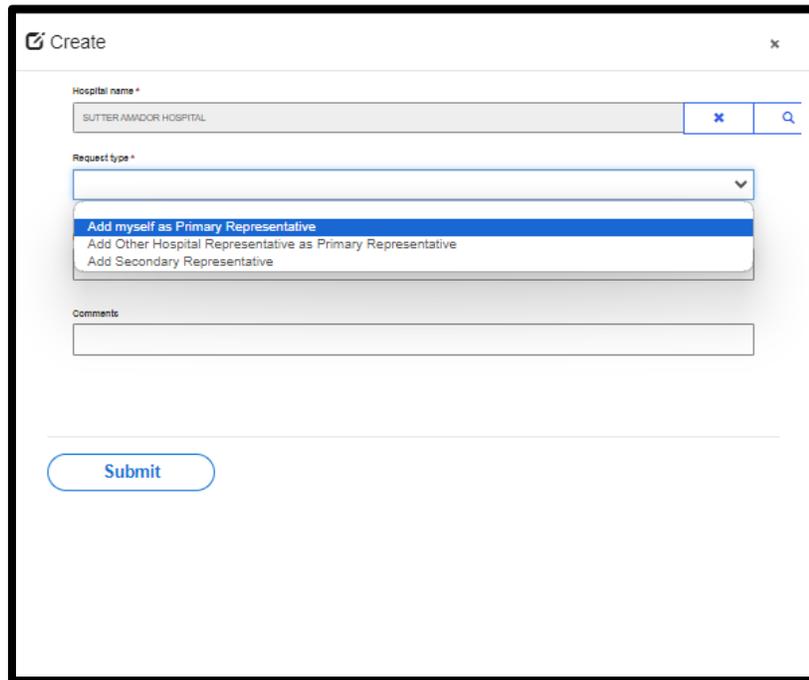
Step 2: The Hospital Representative Request page will open. Select “Hospital Representative Request.”



Step 3: To add a hospital name, you can perform a search by entering the hospital’s name and all available locations will be displayed. Select your desired location and then click “Select.”



Step 4: To add the “Request type,” click on the drop-down arrow and select “Add myself as Primary Representative.” Note: A fourth option is being added, named “Add Additional Representative.”

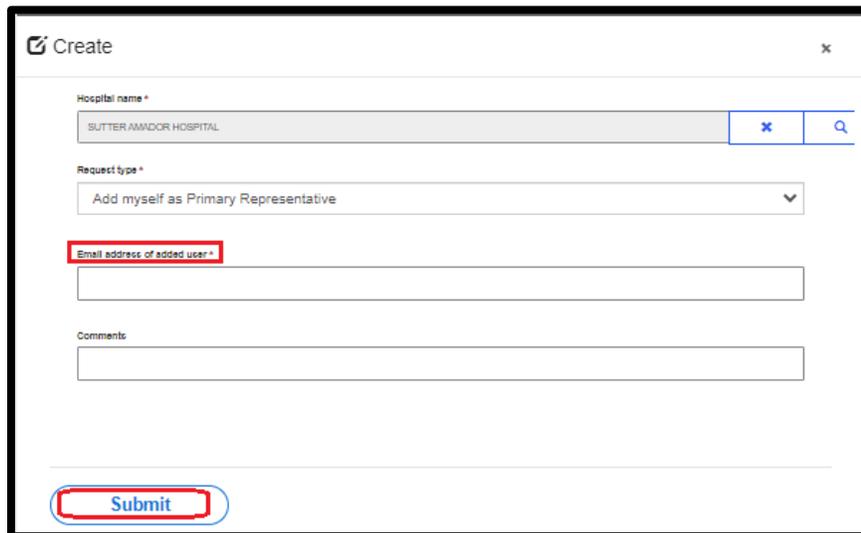


The screenshot shows a web form titled "Create" with a close button (x) in the top right corner. The form contains the following fields:

- Hospital name ***: A text input field containing "SUTTER AMADOR HOSPITAL" with a clear (x) and search (Q) button to its right.
- Request type ***: A dropdown menu that is open, showing three options: "Add myself as Primary Representative" (highlighted in blue), "Add Other Hospital Representative as Primary Representative", and "Add Secondary Representative".
- Comments**: A text input field.

A "Submit" button is located at the bottom of the form.

Step 5: Enter the hospital representative email address under “Email address of added user” and click “Submit.”



This screenshot shows the same "Create" form as in Step 4, but with the following changes:

- The **Request type *** dropdown menu is now closed and displays "Add myself as Primary Representative".
- The **Email address of added user *** field is highlighted with a red border.
- The **Submit** button is also highlighted with a red border.

Step 6: Your account should now display a pending request under the Hospital Representative Request in section “**Request status.**”

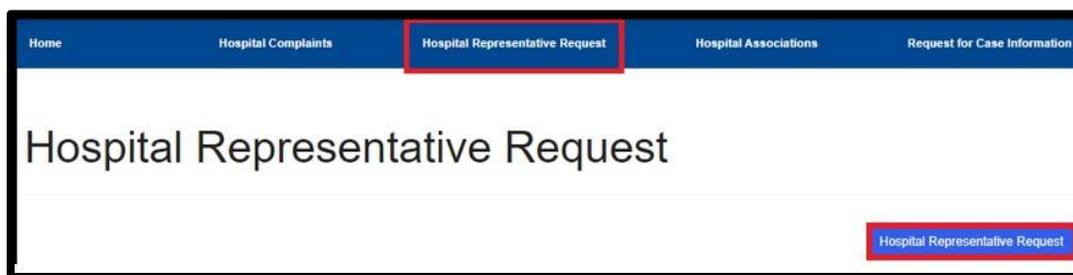


Hospital Representative Request					
Hospital Representative Request					
Hospital name	Request type	Request status	Requested by	Email address of added user	Modified on ↓
	Add myself as Primary Representative	Pending		fspigarelli@hcai.ca.gov	12/12/2023 2:02 PM

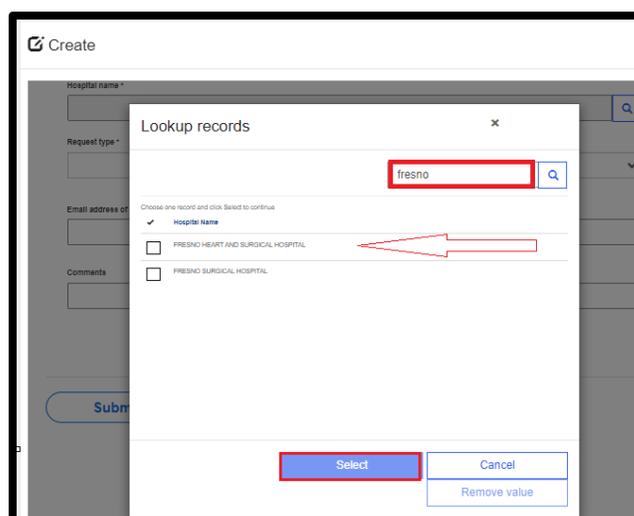
How to add additional representatives

Step 1: As the Primary Representative, you can add other representatives to the account. Click “**Hospital Representative Request**” in the blue bar at the top of the page.

Step 2: Click “**Hospital Representative Request**”



Step 3: To add the hospital name, you can perform a search by entering the hospital’s name and all available locations will be displayed. Select your desired location and then click “**Select.**”



Step 4: To add the “**Request type**,” click on the drop-down arrow and then choose between the following options:

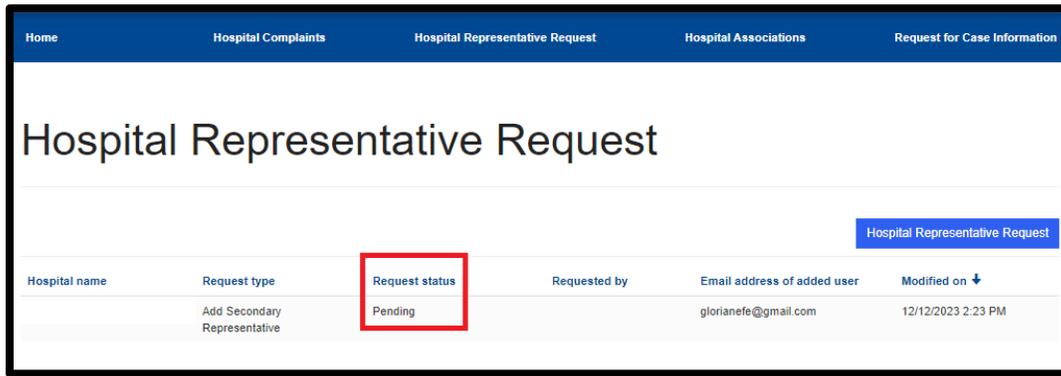
- **Add other Hospital Representative as Primary Representative** (this request will remove the current primary representative and replace them with the requested hospital representative).
- **Add Secondary Representative** (a fourth option will be added, named “**Add Additional Representative**” to facilitate the addition of multiple representatives).

The screenshot shows a 'Create' form with the following fields: 'Hospital Name' (text input), 'Request Type' (dropdown menu), and 'Comments' (text input). The 'Request Type' dropdown is open, showing three options: 'Add myself as Primary Representative', 'Add Other Hospital Representative as Primary Representative', and 'Add Secondary Representative'. The 'Request Type' label and the dropdown menu are highlighted with red boxes. A 'Submit' button is at the bottom.

Step 5: Enter the hospital representative email under “**Email address of added user**” and click “**Submit.**”

The screenshot shows the 'Create' form with the following fields: 'Hospital name' (text input containing 'EMANUEL MEDICAL CENTER'), 'Request type' (dropdown menu containing 'Add Secondary Representative'), and 'Email address of added user' (text input containing 'glorianefe@gmail.com'). The 'Request type' dropdown and the email field are highlighted with red boxes. A 'Submit' button is at the bottom.

Step 6: You should now see the request for a Secondary Representative under the section “Request status.”



Hospital name	Request type	Request status	Requested by	Email address of added user	Modified on ↓
	Add Secondary Representative	Pending		glorianefe@gmail.com	12/12/2023 2:23 PM

How to remove representatives

Step 1: Got to: <https://hbcpc.hcai.ca.gov>

Step 2: Select “Hospital Associations” in the blue bar at the top of the page.



Step 3: You will see your associated hospitals here. Click on “Edit” or the hospital name for which the change will be made.



Hospital name	Primary hospital representative	
SUTTER AMADOR HOSPITAL	Fulvia Spigarelli	Request Hospital Name Change
BARTON MEMORIAL HOSPITAL	Fulvia Spigarelli	✎ Edit

Step 4: Under the “Associated Representatives” section, click “Remove.”

Edit Hospital Association

Hospital Information

Hospital Name *
SUTTER AUCURN FAITH HOSPITAL

Primary Hospital Representative
Clocobato Fondente

Related Hospital Facilities

HCAI ID	License Number	Hospital ID	Hospital Name	Facility Type	Facility Level
106219791	30000912	SUTTER AUCURN FAITH HOSPITAL	SUTTER AUCURN FAITH HOSPITAL	ISO 125C (a)	Parent Facility

Associated Representatives

Name ↓
Add clocobato as a rep

Remove

How to notify of hospital name change

Step 1: Go to “Hospital Associations” and then click “Request Hospital Name Change.”

Home Hospital Complaints Hospital Representative Request Hospital Associations Request for Case Information

Hospital Associations

Search

Request Hospital Name Change

Step 2: A new page will open with a few fields to fill out. You can search for the hospital name by clicking the “Search” tool.

HCAI

Home Hospital Complaints Hospital Representative Request Hospital Associations Request for Case Information

Notify HCAI

Hospital name *

Search

Step 3: Enter the hospital's name in the search box and all available locations will be displayed. Select your desired location and then click **"Select."**

The screenshot shows a 'Lookup records' dialog box with a search bar at the top. Below the search bar, there is a table of records. The table has columns for 'Account Name', 'Email', 'Main Phone', 'Account Number', 'Primary Contact', and 'Address 1: City'. The records listed are:

Account Name	Email	Main Phone	Account Number	Primary Contact	Address 1: City
<input type="checkbox"/> Hospital of Hospitals		855-555-5555			Sacramento
<input type="checkbox"/> Rabbit Surgical Center		999-454-4321		Elmyra Duff	Los Angeles
<input type="checkbox"/> SUTTER AMADOR HOSPITAL					JACKSON
<input type="checkbox"/> SUTTER AUBURN FAITH HOSPITAL					AUBURN
<input type="checkbox"/> DAMERON HOSPITAL					STOCKTON
<input type="checkbox"/> EMANUEL MEDICAL CENTER					TURLOCK

At the bottom of the dialog box, there are three buttons: 'Select', 'Cancel', and 'Remove value'. The 'Select' button is highlighted with a red box.

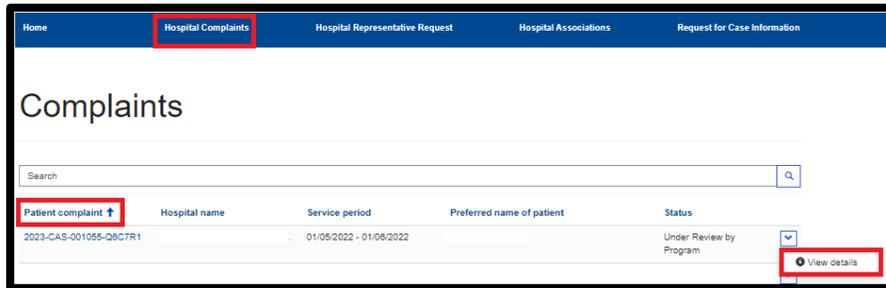
Step 4: Enter the updated hospital name in the **"Requested hospital name."** Add a description of the updated hospital name and click **"Submit."**

The screenshot shows a 'Notify HCAI' form. At the top, there is a navigation bar with links for 'Home', 'Hospital Complaints', 'Hospital Representative Request', 'Hospital Associations', and 'Request for Case Information'. The main content area has the title 'Notify HCAI' and a search bar for 'Hospital name'. Below the search bar, there are two text input fields: 'Requested hospital name' and 'Description'. The 'Requested hospital name' field is highlighted with a red box. At the bottom of the form, there is a 'Submit' button, which is also highlighted with a red box.

How to review new patient complaints

Step 1: Go to <https://hbcg.hcai.ca.gov>

Step 2: Click on **“Hospital Complaints.”** A list of complaints will appear under the **“Patient complaint”** section. Click on the drop-down arrow to **“View details”** to access a complaint.



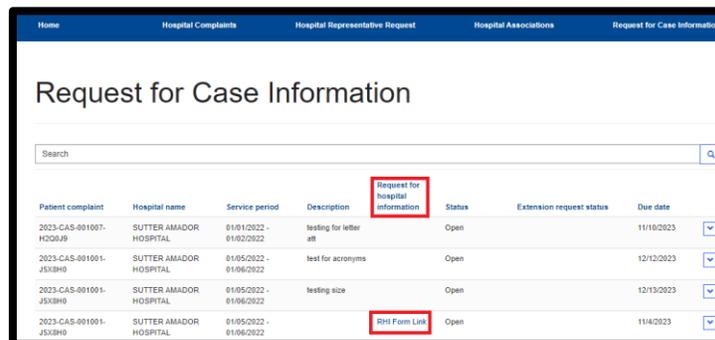
Step 3: The patient complaint is divided into multiple sections. You will be able to view all sections, but editing is not permitted. Attachments sent by the patient(s) may also be available for viewing.



How to locate and respond to the Department's Requests for Case Information

Requests are categorized into two sections:

- **Request for Hospital Information-** This is the initial request notifying the hospital of a new complaint. Notifications are sent via email to the hospital's registered primary representative. This request has an accessible link (**“RHI Form Link”**) under the **“Request for hospital information”** column to be completed by the registered hospital representative.



Step 1: The form is divided into three sections. If you answer “No” to question 2, you will only need to provide a response to the question 2 sub-questions. You may then submit the RHI Form without proceeding to questions 3 through 21.

Step 2: If you answer “Yes” to question 2, you will need to complete all three sections of the form and sign the form before it can be submitted.

Step 3: After completing the RHI form, click **“I am done uploading documents”** to finalize the request.

Request for Case Information- (subsequent requests)

Step 1: Requests for information notifications are sent to the registered hospital representative via email. Once a notification is received, go to <https://hbcp.hcai.ca.gov>.

Step 2: Click **“Request for Case Information”** and select the case number under **“Patient complaint”** for which you received an email notification. Click the drop-down arrow and select **“Edit”** for open cases.

Patient complaint	Hospital name	Description	Request for hospital information	Status	Extension request status	Due date
2023-CAS-001053-P2R828		Need patient good bye letter		Closed	Approved	8/22/2023
2023-CAS-001070-D1J8K0				Closed	Approved	8/21/2023
2023-CAS-001070-D1J8K0			RHI Form Link	Closed	Approved	8/22/2023
2023-CAS-001070-D1J8K0			RHI Form Link	Closed		8/30/2023
2023-CAS-001053-P2R828				Open		8/21/2023

Step 3: After the “Request for Case Information” page opens, you have the option to request extensions, input comments, and upload documents.

The screenshot shows the 'Edit Information/Documents' page. It contains several input fields: 'Patient complaint' (2023-CAS-001037-FSPBP0 - SUTTER AMADOR HOSPITAL), 'Description' (RHI leading from Phone), 'Request for hospital information' (2023-RHI-001005-C802R2), 'Due date' (11/21/2023), 'Extension request date' (MD/YYYY), 'Extension request comments' (empty), 'Submit extension request' (radio buttons for No and Yes), and 'Extension request status' (dropdown menu). At the bottom, there is a checkbox for 'I am done uploading documents' and a blue 'Upload documents' button.

How to complete an electronic signature on an attestation form

Electronic signatures are not currently available. You can simply type your name into the signature panel when prompted.

How to contact the assigned case manager through the portal

Hospital Representatives can contact the assigned case manager while there is an open “Request for Case Information.”

Step 1: Go to <https://hbcg.hcai.ca.gov>

Step 2: Click “Request for Case Information,” choose the open case number under “Patient complaint” for which you received an email notification and then click “Edit.”

The screenshot shows the 'Request for Case Information' page with a search bar and a table of cases. The table has columns for Patient complaint, Hospital name, Service period, Description, Request for hospital information, Status, Extension request status, and Due date. A red box highlights the 'Patient complaint' column, and another red box highlights the 'Edit' button in the bottom right corner of the table.

Patient complaint	Hospital name	Service period	Description	Request for hospital information	Status	Extension request status	Due date
2023-CAS-001007-H2QJ9	SUTTER AMADOR HOSPITAL	01/01/2022 - 01/02/2022	testing for letter att		Open		11/10/2023

Step 3: Once a “Request for Case Information” opens, you can request extensions, input comments, and upload documents.

The screenshot shows the 'Edit Information/Documents' page in the HCAi portal. The page has a blue header with the HCAi logo and navigation links: Home, Hospital Complaints, Hospital Representative Request, Hospital Associations, and Request for Case Information. The main content area is titled 'Edit Information/Documents'. It contains several form fields: 'Patient complaint' (2023-CAS-001053-P2R320 - SUTTER AUBURN FAITH HOSPITAL), 'Description' (empty), 'Request for hospital information' (empty, highlighted with a red box), 'Due date' (8/21/2023), 'Extension request date' (MD/YYYY, empty), 'Extension request comments' (empty, highlighted with a red box), 'Submit extension request' (radio buttons for No and Yes, No is selected), 'Extension request status' (dropdown menu), 'Request letter' (No file selected, checkbox for 'I am done uploading documents'), and 'Related documents' (empty table with columns: Patient complaint, Document type, File, Date of submission). A red 'Upload documents' button is located at the bottom right of the form.

How to assign complaints and tasks to other hospital representatives through the portal

This function is yet to be determined.

How to view documents uploaded by the hospital representative for open complaints

Step 1: Select a case number under section “Patient complaint,” click “Edit.”

The screenshot shows the 'Request for Case Information' page in the HCAi portal. The page has a blue header with the HCAi logo and navigation links: Home, Hospital Complaints, Hospital Representative Request, Hospital Associations, and Request for Case Information. The main content area is titled 'Request for Case Information'. It contains a search bar and a table with columns: Patient complaint, Hospital name, Description, Request for hospital information, Status, Extension request status, and Due date. The table has three rows of data. The first row has Patient complaint 2023-CAS-001121-Q6D9K6, Hospital name, Description, Request for hospital information RHI Form Link, Status Open, Extension request status Approved, and Due date 12/31/1969. The second row has Patient complaint 2023-CAS-001144-P4R4J6, Hospital name, Description, Request for hospital information, Status Open, Extension request status Approved, and Due date 12/31/1969. The third row has Patient complaint 2023-CAS-001121-Q6D9K6, Hospital name, Description, Request for hospital information RHI Form Link, Status Open, Extension request status, and Due date 8/15/2023. Red boxes highlight the 'Request for Case Information' tab, the '2023-CAS-001121-Q6D9K6' case number, the 'Open' status, and the 'Edit' button.

Patient complaint	Hospital name	Description	Request for hospital information	Status	Extension request status	Due date
2023-CAS-001121-Q6D9K6			RHI Form Link	Open	Approved	12/31/1969
2023-CAS-001144-P4R4J6				Open	Approved	12/31/1969
2023-CAS-001121-Q6D9K6			RHI Form Link	Open		8/15/2023

Step 2: Scroll down to “**Related documents.**” Click the link to view the document.

Edit Information/Documents

Patient complaint
2023-CAS-001053-P2RS26 - SUTTER AUBURN FAITH HOSPITAL

Description
This is a test.

Request for hospital information

Due date
9/1/2023

Extension request date
MM/YYYY

Extension request comments

Submit extension request
 No Yes

Extension request status

I am done uploading documents

Related documents Hospital

Upload documents

Patient complaint	Document type	File	Date of submission
2023-CAS-001053-P2RS26 - SUTTER AUBURN FAITH HOSPITAL	My Credit Report	FPL Guidelines HFEP star	9/1/2023 11:16 AM

How to access closed complaints and their related documents

Step 1: Select a case number under section “**Patient complaint**” and click “**View details.**”

HCAI

Home Hospital Complaints Hospital Representative Request Hospital Associations Request for Case Information

Request for Case Information

Search

Patient complaint	Hospital name	Description	Request for hospital information	Status	Extension request status	Due date
2023-CAS-001053-P2RS26		Need patient good bye letter		Closed	Approved	8/22/2023
2023-CAS-001117-L0R2985				Open	Rejected	8/26/2023

View Details

Step 2: Scroll down to “**Related documents**” to view documents previously submitted to the Department. You can view attachments that were previously submitted, but editing is not available.

Edit Information/Documents

Patient complaint
2023-CAS-001053-PDRSZ6 - SUTTER AUBURN FAITH HOSPITAL

Description
This is a test.

Request for hospital information

Due date
9/1/2023

Extension request date
MM/YYYY

Extension request comments

Submit extension request
 No Yes

Extension request status

I am done uploading documents

Related documents Hospital

Upload documents

Patient complaint	Document type	File	Date of submission
2023-CAS-001053-PDRSZ6 - SUTTER AUBURN FAITH HOSPITAL	My Credit Report	FPL Guidelines HEP.xlsx	9/1/2023 11:16 AM

How to locate due dates

Step 1: Go to <https://hbcg.hcai.ca.gov>

Step 2: Click on “**Request for Case Information**” to view the due date.

Home Hospital Complaints Hospital Representative Request Hospital Associations **Request for Case Information**

Request for Case Information

Search

Patient complaint	Hospital name	Service period	Description	Request for hospital information	Status	Extension request status	Due date
2023-CAS-001007-H200J9	SUTTER AMADOR HOSPITAL	01/01/2022 - 01/02/2022	testing for letter att		Open		11/10/2023

How to request an extension

Step 1: Go to <https://hbcg.hcai.ca.gov>

Step 2: Click “Request for Case Information,” choose the open case number under the “Patient complaint” section for which you received an email notification and click “Edit.”

Patient complaint	Hospital name	Service period	Description	Request for hospital information	Status	Extension request status	Due date
2023-CAS-001007-H2Q09	SUTTER AMADOR HOSPITAL	01/01/2022 - 01/02/2022	testing for letter att		Open		11/10/2023

Step 3: Once the **Request for Case Information** window is open, you can request an extension, enter a new proposed due date, input comments explaining why an extension is needed, and submit the request. You can still upload documents.

Patient complaint: 2023-CAS-001007-H2Q09 - SUTTER AMADOR HOSPITAL

Description: Test for extension

Request for hospital information:

Due date: 12/5/2023

Extension request date: 1/1/2024

Extension request comments: Need more time to gather documents

Submit extension request: No Yes

Extension request status: Submitted

I am done uploading documents

Related documents: Upload documents

Patient complaint	Document type	File	Date of submission
There are no records to display.			

Submit

How to view an extension request status to see whether it has been approved, denied, or modified

- Step 1:** Go to <https://hbcg.hcai.ca.gov>
- Step 2:** Click on **“Request for Case Information”** and review the **“Extension request status”** column. You can also review the status from the open extension request page.

Patient complaint	Hospital name	Service period	Description	Request for hospital information	Status	Extension request status	Due date
2023-CAS-001001-J5X8H0	SUTTER AMADOR HOSPITAL	01/05/2022 - 01/08/2022	Please complete RHI form previously submitted		Open	Approved	11/05/2023
2023-CAS-001001-J5X8H0	SUTTER AMADOR HOSPITAL	01/05/2022 - 01/08/2022	Test for extension		Open	Submitted	12/15/2023

How to upload documents through a Request for Case Information

- Step 1:** Go to <https://hbcg.hcai.ca.gov>.
- Step 2:** Click on **“Request for Case Information,”** choose the open case number under the **“Patient Complaint”** column, for which you received an email notification and then click **“Edit.”** You can upload documents here.

Edit Information/Documents

Patient complaint: 2023-CAS-001121-Q8C9WS - MARK TWAIN MEDICAL CENTER

Description: [Empty field]

Request for hospital information: [Empty field]

Due date: 9/13/2023

Extension request date: [MM/YYYY dropdown]

Extension request comments: [Empty text area]

Submit extension request: No Yes

Extension request status: Approved

Request letter: No file selected

I am done uploading documents

Related documents: [Empty list]

Upload documents

Step 3: Once you are done uploading documents, click “**I am done uploading documents**” to complete the request.

Edit Information/Documents

Patient complaint
2023-CAS-001121-Q6D9KG - MARK TWAIN MEDICAL CENTER

Description

Request for hospital information

Due date
9/13/2023

Extension request date
MM/YYYY

Extension request comments

Submit extension request
 No Yes

Extension request status
Approved

Request letter
No file selected

I am done uploading documents

Related documents

Upload documents

How to communicate with the Department after a “Request for Case Information” is closed.

Once a Request for Case Information is closed, the hospital representative(s) will not be able to submit an additional response through the same link. To maintain communication between the Department and the hospital, we will generate a placeholder **Request for Case Information** to be used if you have questions or if you have additional information/documentation to submit for the patient complaint.

Step 1: Go to <https://hbcg.hcai.ca.gov>.

Step 2: Click “**Request for Case Information**,” choose the open case number under the “**Patient Complaint**” column.

- Step 3:** Find the Request for Case Information with description “**Communicate with Hospital Fair Billing Program.**”
- Step 4:** Click the complaint number in the “Patient complaint” column to upload document(s) containing questions/information related to the complaint.

Note: A “**Request for Information**” opened under “**Communicate with Hospital Fair Billing Program**” is still subject to a due date.

Patient complaint	Hospital name	Service period	Description	Request for hospital information	Status	Extension request status	Due date
SUTTER AMADOR HOSPITAL		01/09/2022 - 01/09/2022	Communicate with Hospital Fair Billing Program		Open		12/10/2024

How to revise a Request for Case Information response (update a response)

You can edit a “**Request for Case Information**” while it is open, but once it is closed, you can no longer make updates. However, you will still have access to view previously uploaded documents. Refer to the “**How to communicate with the Department after a Request for Case Information is closed**” section for guidance on effectively communicating with the department following the completion of a “**Request for Case Information.**”

Patient complaint	Document type	File	Date of submission
2023-CAS-01089-11081 - SUTTER AMADOR HOSPITAL	Additional Documents - Other	Payment made by patient - TEST (PDF) doc	9/11/2022 10:55 AM

How to view patient complaint statuses

Step 1: Go to <https://hbcg.hcai.ca.gov>.

Step 2: Click on “Hospital Complaints” and review the “Status” column.



How to check the status of a hospital representative request to verify it is pending, approved, or rejected.

Step 1: Go to <https://hbcg.hcai.ca.gov>.

Step 2: Click on “Primary Representative Request,” scroll down the “Request Status” column to verify the status of your request.



Email notifications after the response due date has expired

As a courtesy, you will receive three emails after the response due date has expired. The notification emails will be sent as follows:

- Day 1 of being past due.
- Day 5 of being past due.
- Day 10 of being past due.

Violations, penalty assessments, and appeals

Violations, penalty assessments, and appeals are handled separately from the patient complaint portal.

If you encounter technical issues, please contact the Hospital Fair Billing Program at hfbp@hcai.ca.gov.