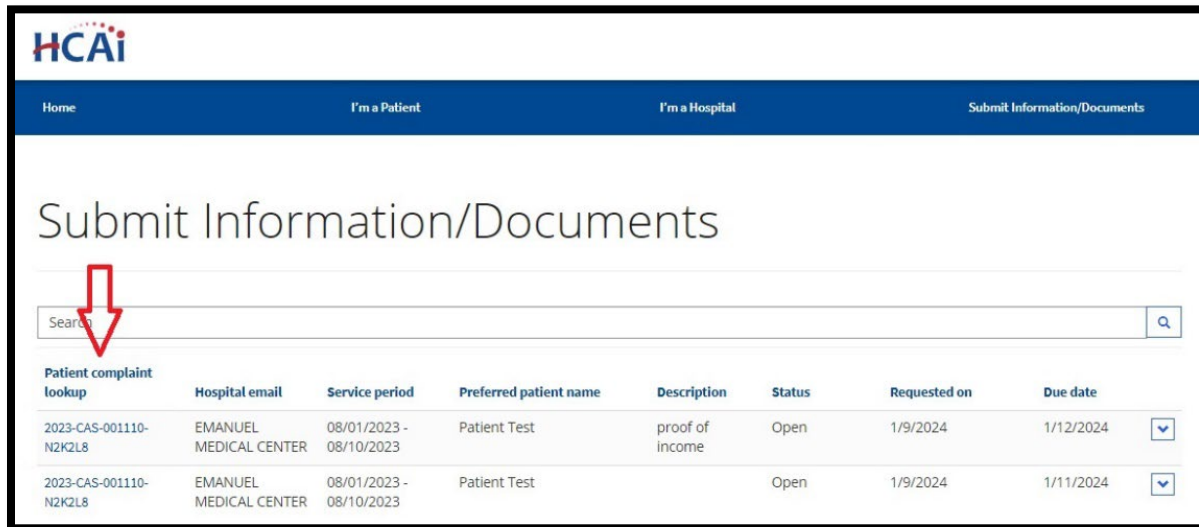


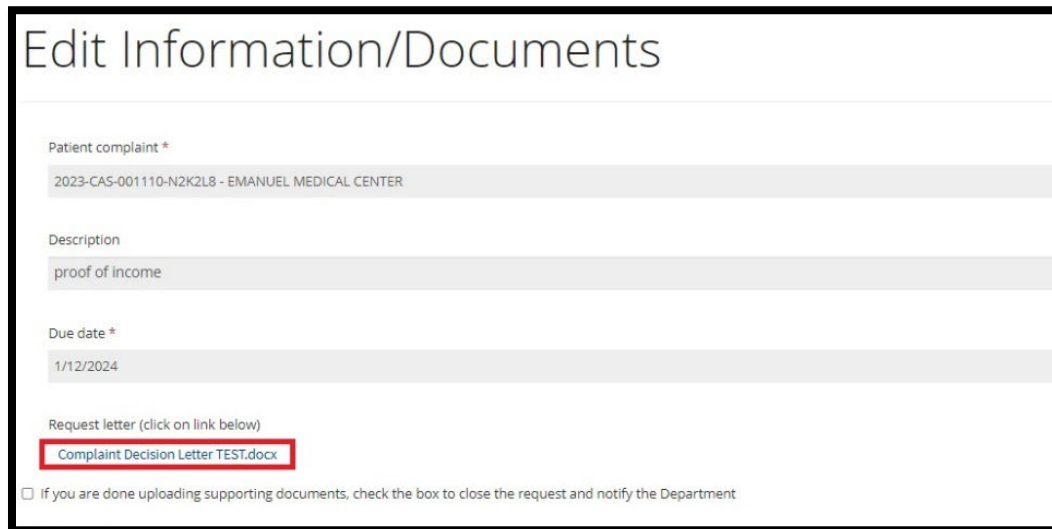
Responding to Patient Requests for Information Guide

To provide your response, please log in to your account in the patient complaint portal at <https://hbcg.hcai.ca.gov/en-US/>. Once logged in, go to the “Submit Information/Document” section, and select your Case ID number (listed at the top of the email notification that was sent to you). You may then provide your response by either of the following methods:

Option 1: Select your Case ID number from the “Patient complaint lookup” column.



From the “Edit Information/Documents” page, a “Request for Patient Information” letter will be attached under the “Request letter” section. Click on the letter to download it your computer.



Open the letter and type your response directly into the document. When you are finished adding your response, save the document to your computer. After saving the document, proceed to the “Attach Document” section and upload the document to your complaint.

Option 2: Create your own document to upload to the “Attach Document” section of your complaint.

Option 3: If you are unable to upload a document, you may mail your response to:

Department of Health Care Access and Information
Hospital Bill Complaint Program
2020 West El Camino Avenue, Suite 1101
Sacramento, CA 95833

Please include your case ID number and only include copies of documents. **Do not send originals, they will not be returned.**