

## HOW TO FILE A COMPLAINT



Your experience as a member of MotivHealth is very important to us. Anytime you have a question or concern about anything related to your health, your provider, your HSA or your benefits, we want to hear from you right away. Your Personal Health Assistant is always available to help, 24 hours a day, 7 days a week. Just call us at 844-234-4472.

If you prefer to file a complaint in writing, you can send your complaint to our mailing address:

MotivHealth  
PO Box 709718  
Sandy, UT 84070-9718

Please be sure to include your name, your member ID number, your address, and telephone number. We will acknowledge your complaint as soon as we receive it, and we will let you know if we need any additional information in order to conduct a thorough and complete investigation. We will also let you know when to expect a response from us. Once we have investigated your complaint, we will notify you of the outcome.

