

# Medically Indigent Services Program (MISP)

## Denial and Complaint Information

### Was Your MISP Application Denied?

If you were denied MISP because you did not apply for Medi-Cal or for insurance through Covered California (CoveredCA), you must first apply for Medi-Cal or CoveredCA insurance. You may be eligible for insurance premium assistance or cost-sharing subsidies. If you apply and are denied Medi-Cal and CoveredCA insurance, you may be eligible for MISP. You must provide documentation of the Medi-Cal and CoveredCA denial.

You will get a written notice if your MISP application was denied which states the reason why you are not eligible for MISP.

If you were denied MISP because your income is too high, you may be able to apply for a Financial Hardship Waiver if you pay any of the following:

- ◆ Court Ordered Payments
- ◆ Prior year's owed taxes
- ◆ Past medical debt payment plan

### Fair Administrative Appeal

If you were denied MISP because you have access to another source of health care, such as Medi-Cal or through CoveredCA, but failed to apply or failed to pay your premiums and you believe you have a good reason why you did not apply or failed to pay, you can file a Fair Administrative Appeal request.

You can also file a Fair Administrative Appeal if you have MISP, but were denied a medical service and you believe there is a good reason MISP should cover the service.

- ◆ You may pick up information on how to file an appeal at the MISP Unit Office at (559) 600-6580.
- ◆ You must file the request in writing.
- ◆ Your appeal request must be filed within **10 days** of the denial of your application or denied medical service.
- ◆ Call the MISP Ombudsman at (559) 600-7069 or (559) 600-3200 if you have questions about the Fair Administrative Appeal process.

### Fair Hearing

You can file an appeal with the Fair Hearing Office if you disagree with any action taken or not taken by MISP. Your appeal request must be filed within **30 days** Call the Fair Hearing Office at 600-6212 to request a Fair Hearing.



### Do You Have A Complaint About MISP Services? Call this number:

County of Fresno MISP Ombudsman at (559) 600-7069 or (559) 600-3200.

### Do You Want To File A Complaint?

**Regarding a Hospital:** Call the California Department of Licensure and Certification  
Fresno Office at (800) 554-0351

**Regarding a Doctor:** Call the Medical Board of California at 1(800) 633-2322

**Regarding the Translation Services:** Call the Office for Civil Rights at (415) 437-8310 or  
TDD (415) 437-8311

