

## Are you looking for a doctor who specializes in psychiatry (psychiatrist)?

Check your health insurance's provider directory online or call them for a list of psychiatrists in your area

↓ Still no appointment?

Call back your health insurance company about your difficulty and mention that under the **Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA)**, they must find you a psychiatrist and if they fail to do so you will be filing a formal complaint about their "inadequate provider network"

↓ Still no appointment?

Make a complaint with your health insurance plan about their "failure to maintain an adequate provider network"

File a complaint with your respective health insurance plan. In all complaints, provide details of your situation and request a written report about the investigation, outcome, and enforcement.

Medicaid (QUEST): contact Med-QUEST Customer Service Section at 808-587-3521 (Oahu) and 1-800-316-8005 (neighbor island)

Medicare Advantage: contact CMS (Center for Medicare and Medicaid Services) at 1-800-633-4227 or contact Sage Plus at 1-888-875-9229

TRICARE: contact CHAMPVA at 1-800-733-8387 or TRICARE at 1-800-242-6788

For all other commercial health plans, contact Hawaii state insurance commissioner **Gordon Ito** about your difficulty at 808-586-2790 (speak with Health Insurance Branch investigator)

Call the federal government's Center for Consumer Information and Insurance oversight (CCIIO) at 1-877-267-2323 ext. 6-1565 or email its Public Health Interest Group at [phig@cms.hhs.gov](mailto:phig@cms.hhs.gov)