



## **PHLP Complaint Policy**

The Pennsylvania Health Law Project (PHLP) is a non-profit Pennsylvania corporation committed to delivering high quality legal services at no cost to low-income individuals and families, people with disabilities, and older adults across Pennsylvania. PHLP does not have the staff to handle every matter or legal problem.

Our work focuses on addressing and resolving problems people have getting health care coverage and/or services through programs such as Medicaid (called Medical Assistance in Pennsylvania). Our priority is ensuring low-income Pennsylvanians receive the health care coverage and services they need to enjoy a productive life. We handle limited cases involving Medicare and the Children's Health Insurance Program (CHIP). We do not handle cases involving problems with commercial or employer-based insurance coverage. As with all other Pennsylvania law firms, we cannot help anyone if it would create a conflict of interest for a past or present client.

If you have a complaint about the services you received, please let us know. Our toll-free number is 1-800-274-3258. You can talk to the Managing Attorney, Kyle Fisher. If you are not satisfied after that conversation, you may submit a written complaint to: Executive Director, PHLP, 123 Chestnut Street, Suite 400, Philadelphia PA 19106.

If you want detailed information about our complaint procedure, please call the number above.