

# Incorrectly Billed for an Abortion

**As of January 1, 2023 SB 245 went into effect.** This bill prohibits a health care service plan or an individual or group policy or certificate of health insurance or student blanket disability insurance that is issued, amended, renewed, or delivered on or after January 1, 2023, from imposing a deductible, coinsurance, copayment, or any other cost-sharing requirement on coverage for all abortion and abortion-related services, as specified. More information can be located at the [California Abortion Access site](#).

If a caller is billed by their California insurance plan for an abortion here are the steps to file a complaint and notify the [Department of Managed Health Care](#) (DMHC) 1-888-466-2219.

- **Immediately file a grievance/complaint with your health plan.** Health plans are required by law to have a grievance/complaint process in place to resolve enrollee complaints within 30 days. You can file with your health plan by phone or by mail. You may also be able to file a complaint on your health plan's website. Search "Complaint" or "Grievance" in the search bar. Some health plans have you sign into your portal. If you need assistance locating your health plan's information or assistance getting the complaint paperwork you can contact DMHC for assistance.
- **Health plan's have not covered your abortion or you have not received a decision, contact DMHC.** Your health plan has 30 days to respond and resolve the issue. If 30 days have passed, You can contact DMHC via phone 1-888-466-2219, [online portal](#), via [mail, email or fax](#). There is also support in multiple languages.