DHA Complaints process

Phase

Client

Start

Register a complaint

Mode of complaint?

Personal visit to office

Fill the complaints form at the reception desk

800 MARSH Helpdesk

Email (common mailbox)

Contact provider network / register complaint with DHA as per the instruction

Stop

Receive resolution

Issue resolved?

Yes

Provide acknowledgement and satisfaction rating

Stop

No

Provide feedback to Marsh

Yes

Issue Resolved?

No

Provide feedback and satisfaction rating

Stop

Marsh Complaints Resolution Team

Reception desk scans and sends email to common mailbox

Understand the nature of the complaints and gather the required information

Understand the nature of the complaints and follow up for missing information

Send acknowledgement of the complaint

Type of complaint?

Non medical complaint – Non network

Guide member to contact provider management

Medical provider - Medical complaint

Guide member to register complaint with DHA

Internal Marsh / Insurer complaint / Non-medical complaint – in network

Manage resolution of complaint with the insurer

Connect with the right party to provide resolution to client

Follow escalation guidelines and provide resolution