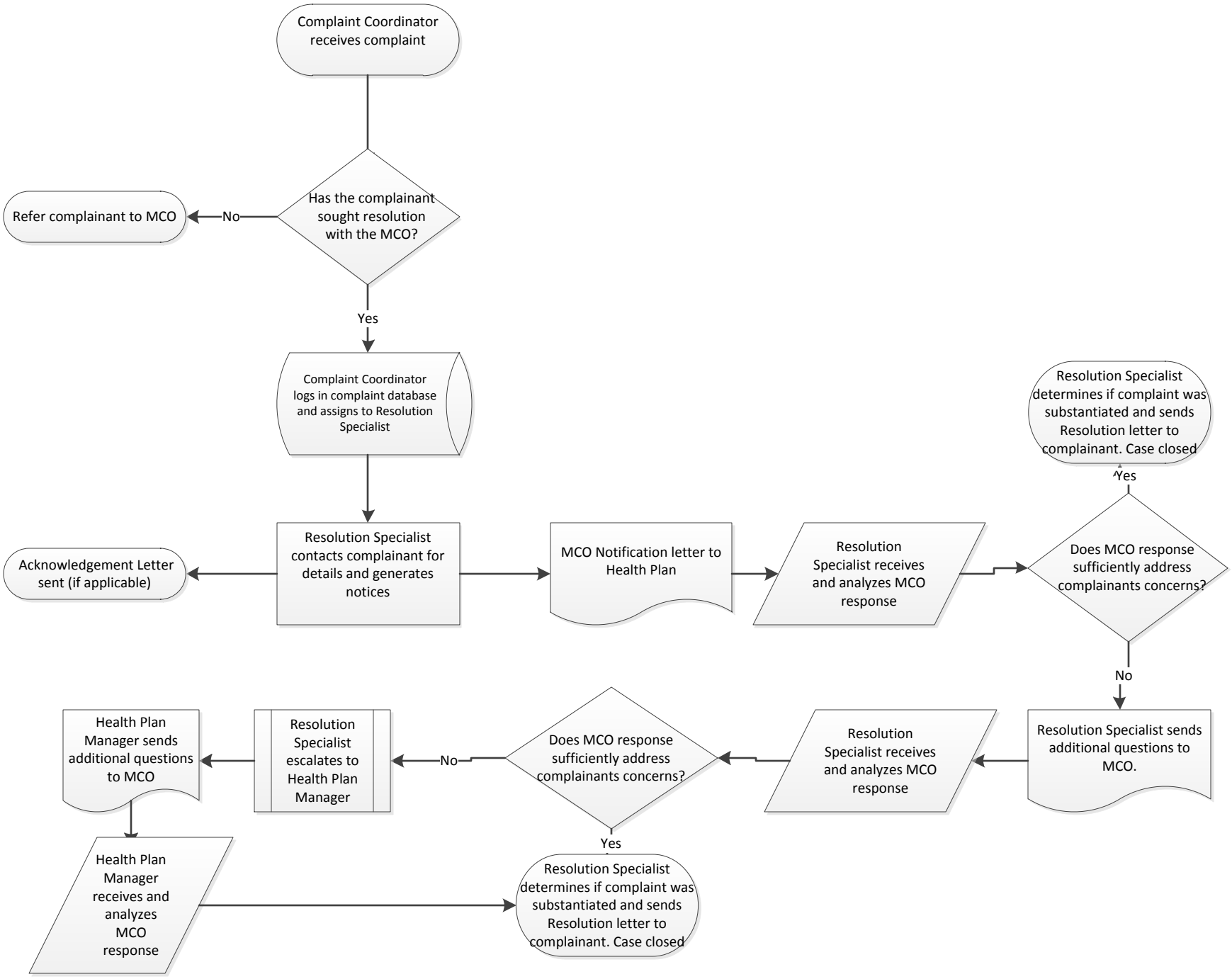Health Plan Management Complaint Process