

99107105041000

Submitting a complaint about social insurance institutions that can be accessed directly by the state

Heruntergeladen am 21.06.2025

<https://fimportal.de/xzufi-services/6022745/L100022>

Modul	Sachverhalt
Leistungsschlüssel	99107105041000
Leistungsbezeichnung I	Submitting a complaint about social insurance institutions that can be accessed directly by the state
Leistungsbezeichnung II	Submitting a complaint about social insurance institutions that can be accessed directly by the state
Typisierung	3 - Bundesaufsichtsverwaltung: Regelung
Quellredaktion	Baden-Württemberg
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	

Modul	Sachverhalt
Lagen Portalverbund	
Einheitlicher Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	<ul style="list-style-type: none"> • Artikel 17 • § 87 Umfang der Aufsicht • § 88 Prüfung und Unterrichtung • § 89 Aufsichtsmittel • § 90 Aufsichtsbehörden • § 90a Zuständigkeitsbereich
Teaser	<p>Would you like to complain about statutory health, long-term care, accident or pension insurance in Baden-Württemberg? Here you can submit your complaint directly to the responsible office at the Baden-Württemberg Ministry of Social Affairs.</p>
Volltext	<p>Would you like to complain about statutory health, long-term care, accident or pension insurance in Baden-Württemberg? Here you can submit your complaint directly to the responsible office at the Baden-Württemberg Ministry of Social Affairs. You will be informed of the outcome of the investigation in writing.</p>
Erforderliche Unterlagen	<ul style="list-style-type: none"> • Please describe the facts of the case in detail. • You are welcome to enclose further documents, for example your previous correspondence with the social insurance institution.
Voraussetzungen	<p>Which organisations can I complain about? The Ministry of Social Affairs, Health and Integration (in short: Ministry of Social Affairs) has legal supervision exclusively over the social insurance institutions that are independent of the federal state. As providers of statutory health and long-term care insurance, these include</p> <ul style="list-style-type: none"> • AOK Baden-Württemberg • BKK Groz-Beckert • BKK Mahle • BKK MTU

Modul

Sachverhalt

- BKK Rieker Ricosta Weisser
- BKK Schwarzwald-Baar-Heuberg
- BKK Scheufelen
- BKK Voralb HELLER * INDEX * LEUZE

As a provider of statutory accident insurance:

- Unfallkasse Baden-Württemberg

As a provider of statutory pension insurance:

- German Pension Insurance Baden-Württemberg

The Ministry of Social Affairs also has legal supervision over

- the BKK Landesverband Süd,
- the Baden-Württemberg Medical Service and
- the Baden-Württemberg Association of Statutory Health Insurance Physicians and Dentists.

The Ministry of Social Affairs ensures that the social insurance institutions act in a legally correct manner.

However, the Ministry cannot dictate to the social insurance institutions how they should act in certain situations where they have discretionary powers. The Ministry is not an arbitration board and it cannot oblige the institutions to act within the framework of supervision. The courts are responsible for the legal clarification of individual legal relationships and claims. There are prescribed procedures for this in the social insurance system.

If you wish to complain about the personal behaviour of employees, please contact the management of the relevant authority.

Kosten

none

Verfahrensablauf

- Once you have submitted your complaint, you will receive a confirmation of receipt
- Your complaint will be examined immediately.
- If necessary, the social insurance institution concerned will be asked to comment on your complaint. The statement and all associated documents will then be reviewed. Once the review has been completed, you will receive a reply with the results of the review.
- If it is an ongoing procedure, your request will be forwarded to the responsible social insurance institution for processing and a decision.

Modul	Sachverhalt
Bearbeitungsdauer	The duration of processing depends on the individual case. It also depends on which other bodies need to be involved.
Frist	none
weiterführende Informationen	
Hinweise	You have the option of submitting the complaint anonymously. However, providing your personal data will make it easier to process your complaint. If you would like to know the outcome of your complaint, your personal data is required.
Rechtsbehelf	none
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	