



Protocol for Resolving Complaints from Medicare Beneficiaries (Pursuant to 42 CFR § 424.57(c)(19))

Parkview Health Services, LLC (Parkview) is an approved Medicare supplier of Durable Medical Equipment (DME) and supplies. Medicare patients have the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment, and billing complaints addressed to Parkview will be communicated to Parkview management. These complaints will be documented in the *Concern and Complaint Log*. Completed complaint forms shall include the patient's name, Medicare or Health Insurance Claim number, and a summary of the complaint, the date it was received by Parkview, the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint.

All complaints addressed to Parkview will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by a Parkview representative within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified. Medicare patients will be informed of this complaint resolution protocol at the time of set-up of service.

Complaints can be registered either by phone at 716-876-2323 (toll free 866-776-2323) or by using the attached form and faxing to 716-876-1349 (toll free 888-690-5250).

If you feel the complaint warrants further action, either from the seriousness of the incident or a lack of satisfactory resolution, you may contact the following:

NYS Department of Education/Pharmacy Board
Phone: 800-442-8106

Medicare Beneficiary Complaints
Phone: 800-331-7767

Our Accreditor:

The Compliance Team
www.thecomplianceteam.org
Phone: 888-291-5353



CONCERN AND COMPLAINT FORM

NAME: _____ DATE: _____

Regarding: _____

Employee involved (if applicable): _____

Reported by: _____

Nature of problem as reported by contact person:

Signature of person receiving complaint: _____

Position: _____

Action taken (include dates):

Signed: _____ *Title:* _____

Copies to: (1) General Manager (2) Quality Improvement Coordinator

In the event your complaint remains unresolved with Parkview, you may file a complaint with our Accreditor, The Compliance Team, Inc. via their website www.thecomplianceteam.org or by phone at 1-888-291-5353