

Customer Complaint Process



Customer Complaint Process

Any patient who feels their rights have been denied, who desires to have further clarification of rights, or who desires to lodge a complaint or express either contentment or discontentment with any aspect of service or equipment, should contact us through our main telephone number at (800) 745-2215, without fear of reprisal by the Company or any of its employees. If the issue cannot be resolved via telephone with a Customer Service Representative, the matter will automatically be forwarded to the appropriate management staff member. Patients will receive a response no later than five (5) working days from the date the issue was brought to our attention. Patients may also contact the following hotlines:

[Accreditation Commission for Healthcare 919-785-1214](tel:919-785-1214)

[Medicare & Medicaid Fraud & Abuse Hotline 888-419-3456](tel:888-419-3456)