

## CENTERS FOR MEDICARE & MEDICAID SERVICES



# How to File a Complaint

Medicare has health and safety standards to protect you. You can file a complaint against a Medicare or Medicaid provider (including hospitals, home health agencies, hospices, or nursing homes) for improper care or treatment.

CMS, the Federal agency that runs the Medicare program, the State Medicaid Agency, and the State survey agency (usually part of your state's health department) work together to make sure providers meet Federal standards.

## What are examples of complaints?

The State survey agency can help you with the following types of complaints:

- Claims of abuse to a person in a nursing home,
- A mistake in giving out or prescribing medication,
- Poor quality of care in a hospital (including psychiatric and rehabilitation hospitals), nursing home, dialysis facility, ambulatory surgery center, home health agency, hospice, intermediate care facility for the mentally retarded, and others,
- Unsafe conditions, like water damage or electrical or fire safety concerns, or
- Laboratory results that were wrong and lead to improper care.

*My Health.  
My Medicare.*



## How do I file a complaint?

You can file a complaint either verbally or in writing. The State survey agency and CMS will only share your personal information with organizations who are working to protect you and investigate the complaint. If you prefer, you may file a complaint without using your name.

To file a complaint, contact your State's health department by looking at the blue pages in your telephone book. Or, you can visit [www.medicare.gov](http://www.medicare.gov). Under "Search Tools," select "Find Helpful Phone Numbers and Websites."

### **Have the following information available to give to the person who takes your complaint:**

- Your name, address, and telephone number,
- Name of health care provider,
- Location of health care provider, including room or floor, if applicable,
- Details of your concern, including the date and time, and
- Name(s) of other people involved and/or affected,
- Whether you have reported this complaint to anyone else, including the provider. If so, what was the response, and
- What you would like to see happen to resolve your complaint.

## For more information

Visit [www.medicare.gov](http://www.medicare.gov) on the web. Or, call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.