



## **REFERRALS FOR COMPLAINTS AND GRIEVANCES**

Issues not specifically Network issues, such as staff safety, compliance with the Conditions of Coverage, and fraud are handled by other agencies. Below is a list of other agencies that may be more appropriate to handle the following type of issues.

- **Carriers and Federal Intermediaries (FI)** – If the complaint or grievance concerns a payment or denial of services, the Network will refer the complainant to the appropriate carrier or intermediary or the CMS Regional Office representative who works with carriers or intermediaries. For example, an ESRD patient who expressed concern that his/her Medicare statement is not an accurate reflection of the care received should be referred to the carrier or Federal Intermediary, as appropriate. Another example would be, an ESRD patient who complains about the denial of services should be referred to the Federal Intermediary or carrier. The carrier contact information is:

800-Medicare (800-633-4227)

At the voice prompt select Billing

Fiscal Intermediary – Part A bills, services, hospital and skilled nursing care

Local Carriers – Part B bills, services, hospital and skilled nursing care

Regional Offices – Transplant coverage

- **State Survey Agencies (SA)** – If the complaint or grievance is a survey and certification issue, (for example, water quality/treatment, dialyzer reuse, infection control/prevention techniques, staffing, or other items included in the Conditions for Coverage) the complaint or grievance may be referred to the State Survey Agency. The contact information is:

Illinois State Survey Agency

Office of Health Care Regulation

Illinois Department of Public Health

Central Complaint Registry

525 West Jefferson St., 5<sup>th</sup> Floor

Springfield, IL 62761

217-782-4977 Local

800-547-0466 TDD

Indiana State Survey Agency  
Health Care Regulatory Services Commission  
Indiana State Department of Health  
2 North Meridian Street, Section 4B  
Indianapolis, IN 46204  
800-246-8909 Toll free – ask for complaint intake person

Kentucky State Survey Agency  
Division of Health Care Facilities and Services  
Kentucky Cabinet for Health and Family Services  
Office of Inspector General  
275 East Main Street, 4E-A  
Frankfort, KY 40621-0001  
502-564-7963

Ohio State Survey Agency  
Community Health Care Facilities and Services  
Ohio Department of Health  
246 North High Street  
Columbus, OH 43266-0118  
614-995-7466

- **Quality Improvement Organizations (QIO)** – Complaints or grievances involving hospital inpatient stays, and other health care settings, except for outpatient dialysis and Managed Care, will be referred to the QIO for peer review in the state where the hospital or service provider is located whether or not they specifically relate to ESRD treatment or services. For example, an ESRD patient complains that he received poor care while in the hospital and as a result suffered complications incurring an extended hospitalization. The Network would refer this complaint or grievance to the QIO responsible for the area where the hospital is located. The contact information is:

Illinois  
Illinois Foundation for Quality Healthcare  
2625 Butterfield Rd., Suite 102E  
Oakbrook, IL 60523-1234  
630-571-5540 Local  
800-386-6431 TDD

Indiana and Kentucky  
Health Care Excel, Inc.  
2901 Ohio Blvd  
PO Box 3713  
Terre Haute, IN 47803

800-288-1499 Beneficiary Help Line to talk with representative with questions and assistance with complaint

## Ohio

Ohio KePro, Inc  
Rock Run Center, Suite 100  
5700 Lombardo Center Drive  
Seven Hills, OH 44131  
216-447-9604 Local / 800-589-7337 Beneficiary Help Line 8:00-300  
Monday through Friday. A representative is available to discuss a complaint and a packet will be mailed for completion

- **CMS Regional Office** – Complaints or grievances that are potential or alleged fraud or abuse cases will be referred to the CMS Regional Office. For example, a Medicare ESRD patient complains that a physician is submitting charges to Medicare for treatments that have not been given. The Network would refer this complaint or grievance to the CMS Regional Office. The contact information is:

### ***Region V – Illinois, Indiana and Ohio***

DHHS/CMS/DSC

CMS – Region 5

233 N. Michigan Avenue – Suite 600  
Chicago, IL 60601  
312-353-3255

Medicare Fraud Information Specialist Network

Region V  
AdminaStar Federal  
Contact Mary Beach  
317-841-4470

### **Region IV – Kentucky**

DHHS/CMS/DMSO

CMS – Region 4

Atlanta Federal Center  
61 Forsyth Street, SW – Suite 4T20  
Atlanta, GA 30303-8909  
404-562-7400

Medicare Fraud Information Specialist Network

Region IV  
CIGNA Healthcare Medicare Adm.  
Contact James Lauderdale  
615-782-4593

- **State Licensing Boards** – Any complaints or grievances about physicians or other provider services furnished in private offices, clinics or other ambulatory settings (not dialysis facilities) will be referred to the appropriate accreditation, licensing or certification agency and/or the QIO for investigation. For example, a relative of an ESRD patient infected and resulted in fatal septicemia. Since the alleged lack of care resulted in the death of the complainant's father, the Network will refer the case to the QIO for peer review and discuss the case with CMS Regional Office Project Officer to determine if referral to the State Board of Medical Examiners is appropriate. The contact information is:

Illinois Division of Professional Regulation

James R. Thompson Center  
Complaint Intake Unit  
100 W. Randolph Street #9-300  
Chicago, IL 60601  
312-814-4500 -complaints against medical personnel ie doctors,  
nurses, and technicians

Indiana State Medical Association

322 Canal Walk  
Indianapolis, IN 46202-3268  
800-257-4762 - complaints for doctors only.

Office of the Indiana Attorney General

Indiana Consumer Protection Division  
Indiana Government Center South  
302 West Washington Street, 5<sup>th</sup> Floor  
Indianapolis, IN 46204  
317-232-6330  
800-382-5516 Consumer Protection Line - complaints against other  
medical professionals

Kentucky Board of Medical Licensure

Hurstborne Office Park  
310 Whittington Parkway, Suite 1B  
Louisville, KY 40222-4916  
502-429-7150 - all complaints against medical professionals

State Medical Board of Ohio

77 S. High Street, 17<sup>th</sup> Floor  
Columbus, OH 43215-6127

800-554-7717 Toll free Complaint Line to receive a complaint  
packet  
614-466-3934  
[www.med.ohio.gov](http://www.med.ohio.gov) (Complete on line complaint form)

Ohio Board of Nursing  
17 S. High Street, Suite 400  
Columbus, OH 43215  
614-466-3947 - complaints against nurses

