

CLIENT GRIEVANCE POLICY

King Medical Supply has provided excellent service to our customers for the over 20 years.

To maintain this high level of service, we want to inform you that you have the opportunity to participate in decisions regarding your services, to voice your grievances, and to recommend changes in policies and services without coercion, discrimination, reprisal, or unreasonable interruption of services.

If you feel your rights have been denied, desire further clarification of your rights, or if you desire to lodge a complaint about any aspect of service or equipment, then you may contact our Customer Service Department, or the manager so an attempt can be made to resolve the complaint to your satisfaction.

You can do so by calling our corporate headquarters at 1-800-488-6535, ext. 110. If calling after hours, please leave a message and someone will contact you as soon as possible.

If you have not received a response within 24 hours of the next business day, please call the manager at extension 101.

All attempts will be made to resolve your complaint to your satisfaction, and you should receive a follow up letter stating your complaint and the resolution.

For concerns or complaints about the safety and quality of care that were not resolved to your satisfaction, you can also contact the Board of Certification at:

Board of Certification/Accreditation

1-877-776-2200

<http://www.bocusa.org/>

CMS - Centers for Medicare & Medicaid Services

Call 1-800-MEDICARE

<http://www.cms.gov>

CALIFORNIA CONSUMER HOTLINE

Consumer Information Center at: (800) 952-5210

Department of Consumer Affairs

Consumer Information Division

1625 North Market Blvd., Suite N 112

Sacramento, CA 95834

Please note that matters concerning billing, insurance, payment disputes, individual personnel or labor relations issues are not within the Board of Certification's scope.