**Total Care Home Health Inc**

**COMPLAINT PROCEDURE**

**Total Care Home Health Inc. wants to know about your concerns. Please review the following information. This will assist you in getting your concerns addressed. If you have any questions about the complaint process, please call our office 512-367-9049 fax 512-727-9209** If you have a question or concern about the services you receive, first contact your Program Manager for assistance:

**Your Program Manager is: Elizabeth Hall-Moten**

512-367-9049

**Your Case Manager is:**

N/A

You may put a complaint in writing to: **Total Care Home Health Inc. 8237 Arezzo Drive Round Rock, Texas 78665 512-367-**

**9049**

**You may deliver your complaint by mail or in person**

Total Care Home Health Inc. procedures for investigating and resolving a complaint about services provided under a contract, other than an allegation of abuse, neglect, or exploitation, that: The complaint can be submitted to the contractor: (A) either orally or in writing; and (B) anonymously; and (2) require the contractor to: (A) request the name, mailing address, and telephone number of a complainant; (B) investigate and resolve a complaint within 30 days after the complaint is received by the contractor; (C) document the name of the person who conducted the investigation; (D) document the name of persons contacted during an investigation;

(E) obtain written statements from persons contacted during an

If you are still unhappy, or feel that the problem has not been resolved, you may contact any of the following for assistance:

**Office of Consumer Services and Rights Protection at 701 W. 51'' Austin, TX. 78751**

**1-800-458-9858**

**The Rights Protection Office**

**The Texas Commission of Alcohol and Drug Abuse 720 Brazos**

**Austin, Texas 78701-2506**

**Telephone Number: (512) 867-8700**

**Advocacy, Inc.**

**1800 Shoal Creek Blvd Austin, Texas 78757**

**Telephone Number: 1-800-223-4206**

**This Form is updated annually** 40

**Texas Board of Medical Examiners**

**1812 Center Creek Dr.**

**Austin, Texas 78711-834-7728 Telephone Number: (512) 834-7728**

**The Texas Department of Protective and Regulatory Services (For Abuse, Neglect, and Exploitation of Waiver Program Consumers) 1-800-647-7418**

**This Form is updated annually** 40