

COMPLAINTS OR CONCERNS

If you have any concerns or complaints about the services you are receiving from our organization we would like to hear from you. You may contact Joe Daniel, General Manager at **304-255-0202**. Within 5 days of receiving a complaint you will be contacted by telephone, email, fax or letter that we have received your complaint. Within 14 calendar days we will provide a written notification of the results of your inquiry and the resolution. We have also provided Hotline numbers if you may have a concern regarding fraud and abuse or any treatment or services provided by our organization.

Medicare Hotline (800) 447-8477

VA State Board of Pharmacy (800) 533-1560

WV Hotline (888) 372-8398

ACHC (919) 785-1214