

Steps to Filing a Complaint with Medicare Regarding Access to Home Medical Equipment

COPD patient calls the C.O.P.D. Infoline (866.316.2673) to report a complaint

COPD patient calls the CMS at 1-800-MEDICARE to officially file the complaint

COPD patient calls the CMS regional office (contact information provided by the C.O.P.D. Infoline) to officially file the complaint

The C.O.P.D. Infoline documents the case, directs the patient to the 1-800-MEDICARE Line and if appropriate the CMS Ombudsman, provides the contact information for both the national CMS office and the regional office to patient, and obtains verbal consent to share the complaint information with COPD Foundation Staff

The C.O.P.D. Infoline will follow up with the COPD patient to determine if their problem was resolved and suggest filing a complaint with the CMS Ombudsman and if so what was the end result

The C.O.P.D. Infoline will transmit complaints to the COPD Foundation staff each Friday while this issue is ongoing

POLICY CHANGE