CMS-Approved Accrediting Organization Complaint Contacts

Accreditation Association for Ambulatory Health Care (AAAHC)

Approved Programs: **ASC**

**Contact Name:** Cheryl Pistone - Clinical Director  
**eMail:** cpistone@aaahc.org  **Phone:** 847-853-6060

**Contact Name:** Tarin English - Assistant Director, Regulatory Compliance  
**eMail:** tenglish@aaahc.org  **Phone:** 847-853-6087

**Complaint Website:** NONE

Accreditation Commission for Health Care, Inc (ACHC)

Approved Programs: **HHA, Hospice**

**Contact Name:** Josh Boatright - Customer Service Quality Specialist  
**eMail:** jboatright@achc.org  **Phone:** 919-785-1214 ext 308

**Complaint Website:** NONE
CMS-Approved Accrediting Organization Complaint Contacts

American Association for Accreditation of Ambulatory Surgery Facilities (AAAASF)

Approved Programs: **ASC, OPT, RHC**

**Contact Name:** Jeanne Henry - Director of Accreditation  
**eMail:** jhenry@aaaasf.org  
**Phone:** 847-775-1970 
**Complaint Website:** NONE

American Osteopathic Association/Healthcare Facilities Accreditation Program (HFAP)

Approved Programs: **ASC, CAH, Hospital**

**Contact Name:** Meg Gravesmill - CEO  
**eMail:** mgravesmill@hfap.org  
**Phone:** 312-202-9062  
**Contact Name:** Karen Beem - Standards Interpretation Team  
**eMail:** kbeem@hfap.org  
**Phone:** 312-202-8069  
**Complaint Website:** NONE
CMS-Approved Accrediting Organization Complaint Contacts

Community Health Accreditation Partner (CHAP)

Approved Programs: **HHA, Hospice**

**Contact Name:** Frances Petrella - SVP Accreditation  
**eMail:** fran.petrella@chapinc.org  
**Phone:** 202-467-1710

**Contact Name:** Celeste Gee - Senior Compliance Analyst  
**eMail:** Celeste.Gee@chapinc.org  
**Phone:** 800-656-9656

**Contact Name:** CHAP Complaints Inbox - NA  
**eMail:** complaints@chapinc.org  
**Phone:** 800-656-9656

**Contact Name:** Barbara McCann - President & CEO  
**eMail:** barbara.mccann@chapinc.org  
**Phone:** 202-467-1705

**Contact Name:** Leah Kaufman - Quality Analysts  
**eMail:** leah.kaufman@chapinc.org  
**Phone:** 202-862-3413

**Contact Name:** Margaret Terry - VP Quality and Standards  
**eMail:** margaret.terry@chapinc.org  
**Phone:** 202-862-3413

**Contact Name:** Leah Kaufman - Quality Analyst  
**eMail:** leah.kaufman@chapinc.org  
**Phone:** 202-862-3413

**Contact Name:** Grace Minner - Quality Specialist  
**eMail:** grace.minner@chapinc.org  
**Phone:** 202-862-3413

**Complaint Website:** NONE
CMS-Approved Accrediting Organization Complaint Contacts

**DNV GL - Healthcare (DNV GL)**

Approved Programs: **CAH, Hospital**

**Contact Name:** Judith Purdy - Accreditation Specialist  
**eMail:** judith.purdy@dnvgl.com  
**Phone:** 866-496-9647  
**Contact Name:** Complaints - Complaints - Public Mailbox  
**eMail:** hospitalcomplaint@dnvgl.com  
**Phone:** 866-496-9647  
**Contact Name:** Wally Cwalina - Accreditation Specialist  
**eMail:** walter.matthew.cwalina@dnvgl.com  
**Phone:** 866-496-9647  
**Complaint Website:** NONE

**The Joint Commission (TJC)**

Approved Programs: ASC, CAH, HHA, Hospice, Hospital, Psychiatric Hospital

**Contact Name:** Stephanie Kaufman - Project Manager, External Reporting Management, CMS  
**eMail:** skaufman@jointcommission.org  
**Phone:** 630-792-5708  
**Contact Name:** Management Quality - Office of Quality and Patient Safety  
**eMail:** Complaint@jointcommission.org  
**Phone:** 800-994-6610  
**Contact Name:** Steve Misenko - Project Director, External Reporting Management, CMS  
**eMail:** smisenko@jointcommission.org  
**Phone:** 630-792-5836  
**Complaint Website:** NONE
CMS-Approved Accrediting Organization Complaint Contacts

Center for Improvement in Healthcare Quality (CIHQ)

Approved Programs: Hospital

Contact Name: Richard Curtis - Executive Director & CEO
eMail: rcurtis@cihq.org Phone: 866-324-5080
Complaint Website: NONE

The Compliance Team (TCT)

Approved Programs: RHC

Contact Name: Kate Hill - Vice President of Clinical Services
eMail: khill@thecomplianceteam.org Phone: 215-654-9110 Ext 114
Contact Name: Steve Simmerman - Vice President, Operations
eMail: ssimmerman@thecomplianceteam.org Phone: 215-654-9110 Ext 114
Contact Name: Lesa Merchant - Vice President, Field Operations
eMail: lmerchant@thecomplianceteam.org Phone: 215-654-9110 Ext 114
Contact Name: Cindy Melanson - Regulatory Strategic Advisor
eMail: cmelanson@thecomplianceteam.org Phone: 215-654-9110 Ext 114
Complaint Website: NONE
National Dialysis Accreditation Commission (NDAC)

Contact Name: Curt Anliker - Chief Executive Officer

eMail: c.anliker@ndacommission.com  Phone: 630-387-6680

Contact Name: Jennifer Vavrinchik - Chief Operating Officer

eMail: j.vavrinchik@ndacommission.com  Phone: 630-387-6680

Contact Name: Glenda Payne - Chief Compliance Officer

eMail: g.payne@ndacommission.com  Phone: 630-387-6680

Complaint Website: NONE