

HOW TO FILE A COMPLAINT ABOUT HOSPICE CARE

If you or your caregiver have concerns about the quality of care you receive from your hospice provider, you can file a complaint.



Directly with your hospice provider.



If you've already filed a complaint and aren't satisfied with the response, or if you're uncomfortable talking to your hospice provider, you can use one of the other options.



OPTION 1:
Through your State Survey Agency (SA).
[\[click here\]](#)



OPTION 2:
Through your state's Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO).
[\[click here\]](#)

What are SAs and BFCC-QIOs?

They work to ensure quality of care for all Americans.

If you prefer, you can call **1-800-MEDICARE (1-800-633-4227)** and an automated operator will help you.

