

Healthcare Reporting Resources for Patients and Families in NC

Complaints Regarding Quality of Care or Services (including patient safety)

- [NC DHHS](#): Division of Health Service Regulation (Complaint Intake and Health Care Personnel Investigations Section)
 - DC DHSR CIHCP investigates complaints regarding the care and services provided to patients, residents, and consumers by health care facilities, agencies and homes that are licensed by the Division of Health Service Regulation
 - To report incidents that have occurred in the past year and that are regulated by federal regulations or state statutes, use the following resources
 - **Complaint Hotline:** 1-800-624-3004 (within N.C.) or 919-855-4500
 - **Fax:** 919-715-7724
 - **Mail**
Complaint Intake Unit
2711 Mail Service Center
Raleigh, NC 27699-2711
 - Complaint form is available for download, if desired [[DOC](#), 63 KB] [[PDF](#), 75 KB]
- [The Joint Commission](#)
 - Patients can submit a complaint to TJC by e-mail at complaint@jointcommission.org.
 - Your e-mail should include the name and address of the hospital, and a thorough explanation of your complaint.
 - The public can also submit a complaint to TJC via the website: www.jointcommission.org. Scroll down to “Filing a Complaint.”
 - The Joint Commission also has a complaint telephone number at **(800) 994-6610**
 - Note that no complaints are taken over the telephone
- [CMS](#): Medicare beneficiaries can file complaints about their health care or health care provider
 - 1-800-MEDICARE
 - Quality Improvement Organization Program ([KEPRO](#)) (Region 4: 888-317-0751)
 - [Quality of Care Complaints](#)
 - Toll-free Phone: 888-317-0751
 - Local Phone: 813-280-8256
 - TTY: 855-843-4776
 - Toll-free Fax: 833-868-4058
 - beneficiary.complaints@kepro.com
 - Mailing Address
5201 West Kennedy Blvd.
Suite 900
Tampa, FL 33609

Additional Resources:

Complaints against Providers

- **[NC Medical Board](#)**: Provides pathway for patients, public, and healthcare professionals to make reports against physicians and physician assistants (PAs)
 - <https://www.ncmedboard.org/resources-information/consumer-resources/complaint-process/file-a-complaint>
 - Complaints can be filed via an online form here, or via a downloadable PDF that can be mailed or emailed to the Board
 - NORTH CAROLINA MEDICAL BOARD
Attn: Complaint Department
PO Box 20007
Raleigh, NC 27619
 - complaints@ncmedboard.org
 - For additional questions, contact the complaint department at
 - 919- 326-1109
 - 1-800-253-9653, Ext. 501
- **[NC Board of Nursing](#)**
 - Complaint Gateway available [here](#)

Complaints about Breaches of Privacy/Confidentiality

- **[HIPAA \(Health Information Privacy and Security\)](#)**
- Provides pathway for complaints with OCR if a covered entity or business associate violated your health information privacy rights or committed another Privacy, Security, or Breach Notification Rules within 180 days of violation
 - File in writing mail, fax, e-mail, or via the [OCR Complaint Portal](#)
 - Southeast Region - Atlanta (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)
 - Barbara Stampul, Acting Regional Manager
Office for Civil Rights
U.S. Department of Health and Human Services
Sam Nunn Atlanta Federal Center, Suite 16T70
61 Forsyth Street, S.W.
Atlanta, GA 30303-8909
 - Customer Response Center: (800) 368-1019
Fax: (202) 619-3818
TDD :(800) 537-7697
Email: ocrmail@hhs.gov

Patient Safety Confidentiality Complaints

- OCR enforces the confidentiality provisions of the Patient Safety Act and Patient Safety Rule.

- If you believe a person or organization shared confidential patient safety work products, you may file a complaint within 180 days of when you knew or should've known that the act complained of occurred. (OCR can waive time limit for good cause shown)

Complaints about Discrimination or Working Conditions

- [Civil Rights Complaints](#) (the OCR)
- [NC Department of Labor](#)
 - Wage complaints (1-800-625-2267)
 - Workplace Safety and Health Complaint (1-800-625-2267)

Complaints about Fraud

- [NCDHHS: NC Medicaid Division of Health Benefits](#) (provides avenue for people to report matters involving Medicaid fraud and abuse)
 - DHHS Customer Service Center
800-662-7030 (English or Spanish)
[Online Confidential Complaint Form](#)
 - Medicaid Fraud, Waste and Program Abuse Tip-Line
877-DMA-TIP1 (877-362-8471)
 - Health Care Financing Administration, OIG Fraud Line
800-HHS-TIPS
 - State Auditor Waste Line
800-730-TIPS
- [Medicare Fraud](#)
 - Office of the Inspector General investigates tips and complaints about potential fraud, abuse, and mismanagement. The OIG only investigates [certain complaints](#)