

## Customer/Vendor Satisfaction

At SpecialtyCare, customer and vendor satisfaction are the most important measurements of our work. We encourage customers to express complaints, grievances, concerns and other comments to us, and we are committed to providing a timely and effective resolution.

Our written policies and procedures, which comply with all applicable federal, state, and local laws and regulations, ensure the interests of our customers and associates are respected.

1. Any customer or vendor is encouraged to file a complaint, grievance or concern pertaining to services rendered or conduct of a SpecialtyCare associate.
2. Any customer or vendor is encouraged to communicate their satisfaction with services rendered or the favorable conduct of a SpecialtyCare Associate.
3. A complaint, grievance or other comment may be made verbally, through the toll-free telephonic SpecialtyCare Compliance Help-Line, or in writing through the Web-based reporting system for the SpecialtyCare Compliance Help-Line.
4. A complaint, grievance or other comment may also be made directly to the Clinical Manager, Regional Vice-President Operations, Human Resources, Director of Compliance and Regulatory Affairs or to the President of SpecialtyCare.
5. Any person submitting a report through the Compliance Help-Line, either telephonic or Web-based, may remain anonymous, if they so choose.
6. All customers and vendors have the right to receive copies of the SpecialtyCare Associate, Customer and Vendor Satisfaction policies.
7. Associates, customers and vendors with a complaint, grievance or concern, including complaints or concerns related to HIPAA, are assured that there will be no retaliatory action toward them by SpecialtyCare.
8. If a customer or vendor has a quality-of-care or patient-safety concern that has not been addressed by SpecialtyCare, the customer or vendor is encouraged to contact the Joint Commission Office of Quality Monitoring directly.

### SpecialtyCare Compliance Help-Line

Telephonic: 1-800-481-6982

Web-based Reporting: <http://specialtycarecompliance.com>

### The Joint Commission Office of Quality Monitoring

Telephonic: 1-800-994-6610

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)