

Complaints and Grievances Procedures

Your questions, concerns and complaints are important to us. We are committed to compliance with applicable federal, state and local laws, regulations and rules. If you have questions regarding our activities, or if you have a concern or complaint pertaining to our services, contact the appropriate store contact phone number listed above and ask to speak to a manager or supervisor. We will research your question or concern and provide you with written notification of the results of our investigation within 14 calendar days, or provide you with a written explanation if more time is required to complete the investigation. You may also contact The Board of Certification (BOC) at 1-800-776-2200, the Medicare Hotline number at 1-800-Medicare or 1-800-633-4227, or the NY Consumer Assistance Helpline at 1-800-697-1220.