

JUNE 2025

Filing a Quality of Care Complaint Form

Sending the Complaint Form to Acentra Health by Email

If you are unhappy with the medical care you had from a healthcare provider, such as a hospital or skilled nursing facility, you can call Acentra Health, and one of our staff members will talk with you to write out and file a formal complaint. If you don't want to call, you can also complete the form on your own and email it to Acentra Health.

To file a Quality of Care complaint using the email option, please follow these steps:

1. Save the form to your computer.

- a. If you received a Medicare Quality of Care Complaint form by email, save the file attachment to your computer. If you need guidance for how to save the document to your computer, go to step 2. If you were able to save the attachment to your computer, go to step 3.
- b. The form is also available on the Centers for Medicare & Medicaid Services website.
- c. Click this link to open the form (CMS form 10287):
www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms10287.pdf
- d. The document should open in a new tab in your internet browser. You will see a PDF file.
- e. If your computer downloads the document automatically, you can skip step 2.

2. Save the document to your computer.

- a. Look for the download icon near the top of the page (it looks like a down arrow). If you are saving the document from an email, look for a download button.
- b. Choose "Save As" or "Save link as."
- c. You can give the file another name if you want to.
- d. Pick a place on your computer (like your Desktop or Documents folder).
- e. Click "Save."

3. Fill out the fields in the form.

- a. Click on each field within the document to enter your information.
- b. Please make sure to type your name in the *Signature of Beneficiary or Representative Field* and add today's date within the date field. If you aren't able to enter your name in the signature field, you can email the form without a signature.

4. Save the document (again).

- a. After you're finished filling out the form, save the form to your computer again (Click File, then Save).

5. Email the form.

- a. Open your email.
- b. Start a new message.
- c. In the subject line, type: Quality of Care Complaint.
- d. Attach the document you filled out.

If you have Outlook, click on the Attach File icon (usually a paperclip), navigate to the saved form, select it, and click Open.

If you have Gmail: Click on the paperclip icon at the bottom of the compose window, navigate to the saved form, select it, and click Open.

If you have another type of email, you should be able to find something similar as described above.

6. Send the Email.

- a. Send to this email address: **beneficiary.complaints@acentra.com**

Once the form is received, the case is in progress. Someone from Acentra Health's quality of care team will call the person who sent the form to confirm that it was received.

For more information about quality of care complaints, please visit
www.acentraqio.com/bene/qualityofcarecomp.

Please note that while returning the completed form by email is an option, Acentra Health is not responsible for the privacy of the beneficiary's private health information, and that doing so may not offer enough security for protected health information.