

HOW TO FILE A GRIEVANCE

As you learn to live with kidney failure, you may have to deal with problems along the way. In dealing with any problems that may arise, it's best if you and your healthcare team can talk in a calm way about what's happening.

If you have a problem with your dialysis treatments or transplant services that you haven't been able to resolve, you can file a grievance.

STEP 1: TALK TO A MEMBER OF YOUR ESRD CARE TEAM

- Every facility has a grievance policy for trying to work out your problems or concerns. If you don't know your facility's grievance policy or rules, ask for a copy.
- You can also call your ESRD Network to find out how to file a grievance. ESRD Networks monitor quality of care for Medicare beneficiaries who have kidney failure.



STEP 2: CALL YOUR ESRD NETWORK

- In addition to working with your ESRD care team, you have the right to file a grievance with your ESRD Network.
- If you have already filed a grievance with your facility and you still feel that your problem has not been solved, call your Network for additional help.



STEP 3: CALL YOUR STATE SURVEY AGENCY

- The State Survey Agency (SSA) carries out dialysis center inspections for the Medicare program. These inspections make sure that your treatment center is clean and safe and that your center meets Medicare standards.
- The SSA in your area also investigates grievances and makes sure that the treatment center fixes problems. You have the right to contact your SSA if you wish to file a grievance about your treatment center. Visit www.medicare.gov/contacts. You can also call 1(800) MEDICARE.

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