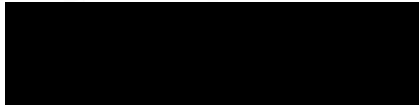




525-535 West Jefferson Street • Springfield, Illinois 62761-0001 • www.dph.illinois.gov

June 15, 2023



RE: Complaint # 2310768 Hope Clinic for Women, Granite City



This letter acknowledges our receipt of your complaint. The Illinois Dept. of Public Health (IDPH) will review your complaint to determine if any applicable state or federal regulations may have been violated. All complaints are initially screened to determine the nature and severity of the allegations. Complaints alleging harm or potential harm, quality of care issues, infection control, medication errors and physical environment are designated as priority investigations.

Your individual complaint may or may not trigger an investigation. If the complaint is not authorized for investigation based upon our initial screening, the issue you raise in your complaint may be reviewed as part of the next authorized inspection of that facility. If an investigation is conducted as a result of your complaint, you will be notified and will receive information about obtaining a copy of the findings.

Please note the attachment with contact numbers for other agencies that may be better able to address your complaint. For instance, complaints against specific physicians or other licensed health care personnel should be addressed to the Illinois Department of Professional Regulation. For complaints concerning billing issues or insurance disputes, please contact either the Attorney General's Health Care Fraud Unit or the Illinois Department of Insurance.

For all future correspondence to this agency concerning this complaint, please reference the facility name, city, and the complaint number located within this letter.

If you have any questions, please call 217/782-7412, or write to the Illinois Dept. of Public Health, Division of Health Care Facilities and Programs, 525 W. Jefferson, 4th Floor Springfield, IL 62761-0001. The fax number is 217/782-0382. The TTY number is 1/800/547-0466 for the hearing impaired.

Sincerely,

Karen Senger, RN, BSN
Division Chief of the Office of Health Care Regulation
Division of Health Care Facilities and Programs



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Reference Listing For Other Agencies

Illinois Attorney General's Office

Health Care Fraud Unit

100 W. Randolph St., 12th FL

Chicago, IL 60601

Health Care Hotline: 877-305-5145 (TTY 800-964-3013) or fax 312-793-0802

www.ag.state.il.us/consumers/filecomplaint.html

Illinois Department of Financial & Professional Regulation

Division of Insurance

320 W. Washington St.

Springfield, IL 62767

Consumer Assistance Hotline: 866-445-5364

Complaints may be submitted in the following ways:

On-line: <https://mc.insurance.illinois.gov/messagecenter.nsf>

By Email: consumer_complaints@ins.state.il.us

<http://insurance.illinois.gov/Complaints/UnderstandComplaintProcess.html>

By Fax: (217) 558-2083

By Mail: 320 W. Washington St., Springfield, IL 62767

Keep all originals and send only copies of information. For a printed copy of the Department's complaint form, contact our toll-free Consumer Assistance Hotline at (866) 445-5364.

Illinois Department of Financial & Professional Regulation

Complaint Intake Unit

100 W. Randolph St., Ste 9-300

Chicago, IL 60601

312-814-6910

To file a complaint on-line at: <https://www.idfpr.com/Admin/DPR/Complaint.asp>

Illinois Department of Human Services

Office of Mental Health

100 S. Grand Ave. West

Springfield, IL 62762-0001

(312) 814-3784

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This is the Medicare Beneficiary Quality Review Organization

Livanta is Illinois Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO)

BFCC-QIOs are responsible for medical case review, which supports the rights people on Medicare. BFCC-QIOs can help you if you have a concern about the care you have been receiving or if you want to request a review (appeal) of your discharge from a health care facility. (Livantaqio.com/en/states/illinois website)

10820 Guilford Road, Suite 202

Annapolis Junction, MD 20701-1105

Contact number: 888-524-9900

Fax: 844-420-6671

TTY for all areas: 888-985-8775

Hours of operation: Weekdays: 9:00 a.m. to 5:00 p.m. Eastern time and Saturday and Sunday 11:00 a.m. to 3:00p.m. Eastern time.

To file a complaint, call the number above or go the link below, complete and sign the complaint form and mail to the address above or fax to 844-420-6671.

<https://www.livantaqio.com/assets/file/cms10287english.pdf>

General Contact Information

<https://livantaqio.com/en> (If you are a facility, Medicare beneficiary, or representative and have questions about a specific case, please call the toll-free number for your state listed above. Please do not send personal, protected health information [PHI], such as a Medicare number or patient/provider name, to this email address)

For billing problems with Medicare, you may call 1-800-Medicare or (800) 633-4227 to talk directly with a Medicare customer representative or with the Senior Health Insurance Program (SHIP) within the Department of Aging at (800) 548-9034 or (800) 252-8966 or via email at:

<https://www2.illinois.gov/aging/ship/Pages/default.aspx>

<https://www.medicare.gov/contacts/#findsomeone&stateCode=IL|Illinois>

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**End Stage Renal Dialysis Facilities concerns may also want to reach out to
Network 10- The Renal Network**

911 East 86th Street, Suite 202

Indianapolis, IN 46420

Toll-free number for patients 800-456-691

www.therenalnetwork.org

The Network Organizations develop a relationship with the dialysis professionals, providers, and patients and create a collaborative environment to improve patient care. Network Organization of each network be responsible for:

- Encouraging, consistent with sound medical practice, the use of the treatment settings most compatible with the successful rehabilitation of the patient and the participation of patients, providers of services, and renal disease facilities in vocational rehabilitation programs.
- Developing criteria and standards relating to the quality and appropriateness of patient care and with respect to working with patients, facilities, and providers in encouraging participation in vocational rehabilitation programs; and network goals with respect to the placement of patients in self-care settings and undergoing or preparing for transplantation.
- Evaluating the procedure by which facilities and providers in the Network assess the appropriateness of patients for proposed treatment modalities.
- Implementing a procedure for evaluating and resolving patient grievances.

Illinois Department of Healthcare and Family Services/Office of the Inspector

General:

- 201 S Grand Ave E
- Springfield, IL 62704
- 1-217-557-4257

Office of Civil Rights, contact them at (312) 886-2359 or the OCR toll free # 800-368-1019.

If your complaint involves abuse, neglect, or financial exploitation in nature, please additionally contact local law enforcement and one of the below, if appropriate.

For individuals 65 years or older please notify the Department of Aging: Abuse, Neglect and Financial Exploitation Hotline **800-843-6154** (voice), **866-324-5553** (TTY).

For individuals who are 18 years of age or younger please notify the Department of Children and Family Services Complaint Hotline **800-252-2783** (voice), **800-358-5117** (TTY).

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