



HOW TO FILE A COMPLAINT WITH ACCREDITATION ASSOCIATION OF AMBULATORY HEALTH CARE (AAAHC):

The public may contact AAAHC to report any concerns or register complaints about an AAAHC accredited organization by either:

Calling (847) 853- 6060,
Emailing at Complaints@aaahc.org, or
Writing to:

Accreditation Association for Ambulatory Health Care (AAAHC)
5250 Old Orchard Rd, Ste 200, Skokie, IL 60077

MEDICARE COMPLAINTS:

TO FILE A COMPLAINT ABOUT QUALITY OF CARE AT THIS ORGANIZATION CONTACT:

American Surgical Centers
Attn: Lauren Zoner
Quality, Compliance, & Accreditation Director
7091 Orchard Lake Rd. Suite 230
West Bloomfield, MI 48322
Phone # 248-538-7095
Fax # 248-538-7298

TO FILE A COMPLAINT ABOUT YOUR DOCTOR, FACILITY CONDITIONS, IMPROPER CARE OR UNSAFE CONDITIONS CONTACT:

Complaint Hotline: (800) 882-6006
Fax: (517) 335-7167
Emailing: BCHS-Complaints@michigan.gov

Department of Licensing & Regulatory Affairs
Bureau of Community & Health Systems
Health Facility Complaints
PO Box 30664
Lansing, MI 48909-8170

You may also contact the U.S. Dept. of Health and Human Services Beneficiary Ombudsman regarding a Medicare complaint. The following web address will provide information and instructions:

1-800-Medicare
[Medicare.gov](http://www.cms.gov/Medicare/BeneficiaryOmbudsman/Medicare-Beneficiary-Ombudsman-Home)
<https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home>

Call 1-800-MEDICARE (800-633-4227) to get help. TTY users should call (877) 486-2048. A representative can direct your inquiry to the Medicare Ombudsman as needed.