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We Welcome Your Input!

In the interest of ensuring satisfaction with services, Qualis Health welcomes feedback - positive and negative - about our work. Compliments and complaints come to Qualis Health from a variety of sources (e.g., clients, providers, practitioners, patients, and patients' families) and through a variety of methods (e.g., in-person communication, letter, telephone call, email, and facsimile).

Once received, the compliment or complaint is entered into our internal tracking system. The system supports responding, and reporting to all customer complaints (and compliments) for the purpose of continuous quality improvement through positive and constructive employee coaching, systems and process problem identification and resolution, and to improve efficiencies in service delivery.

Once a complaint has been entered into the system, it is auto-routed to the appropriate internal manager investigates and responds. If a complaint addresses an issue for which Qualis Health cannot offer resolution, then the individual will be referred directly to the appropriate external party. It is Qualis Health's practice to offer an initial response to a complaint within 24 hours of receipt, with resolution or closure of the complaint within seven calendar days. If the complainant is not satisfied with the resolution and requests further action, then the issue is referred through the Qualis Health chain of command until resolution.

Qualis Health's New Mexico Team has an overall philosophy that emphasizes a commitment to excellence. Again, **we welcome your input toll-free at 866-962-2180.**

Sincerely,

Kimberly Scott, Director New Mexico

Doreen Hunter, Manager New Mexico

Cara Robinson, Vice President Care Management