



PO Box 1540, Mexia, TX 76667-1540
866-324-5080

Memorandum

DATE: May 13, 2024
TO: CIHQ Accredited Organizations Participating in Medicare
FR: Richard Curtis, Chief Executive Officer – CIHQ *RC*
RE: COMPLAINT POSTING INFORMATION - UPDATED

Dear Colleague:

As you may know, CIHQ is moving the location of its corporate office. Because of this, CIHQ has changed its mailing address for complaint postings required by all accredited hospitals participating in Medicare.

The new address is:
Center for Improvement in Healthcare Quality
P.O. Box 1540
Mexia, TX 76667-1540
Attn: Chief Executive Officer

Please update information on your website as well as postings in all lobby/registration areas.

Accredited organizations will have until August 31, 2024 to make this change. Please let me know if you have any questions.

Thank you!



Complaint Process

Informing Patients of the Complaint Process

Organizations using CIHQ accreditation for Medicare deemed-status purposes must inform patients, or their surrogate decision-maker, of the right to file complaints regarding quality-of-care concerns or safety issues to CIHQ. The patient / surrogate decision maker is not required to notify the organization prior to filing the complaint.

Information on how to contact **CIHQ** to file a complaint must be provided as follows:

Online <https://cihq.org/complaint>

Mail

Center for Improvement in Healthcare Quality
P.O. Box 1540
Mexia, TX 76667-1540
Attn: Chief Executive Officer

Phone

512-661-2813

This information must be posted on the organization's website (if there is one), and in registration areas at all of the organization's sites of care (both inpatient and outpatient).