Customer Concerns

Our goal is to provide the highest quality of services to our patients. If you have any concerns about the services you are receiving from our organization we would like to hear from you.

You may contact our Corporate Operator at 1-800-458-4590 ext. 4590 to be connected with the appropriate manager(s). If they are not able to resolve your concern, the concern will be forwarded to the Corporate Compliance Officer, who will contact you within three business days to resolve your concern.

If you have a concern regarding fraud or abuse by our organization, you may utilize the following telephone numbers to voice your concerns.

* Accreditation Commission for Health Care 919-785-1214
* Medicare Complaint Hotline 1-800-404-8702
* Texas Medicaid 1-800-252-8263​
* Texas State Board of Pharmacy 512-305-8000