

GRIEVANCE PROCESS

The Grievance Process is designed to express concerns regarding the quality of home care services you received or any violation of your rights. You may lodge a complaint without reprisal or unreasonable interruption of services with Tropics Home Care Services, Inc. by calling (561) 739-3270 or by sending an email to: info@tropicshomecare.com.

If your concerns or issues are not resolved to your satisfaction within five (5) business days from date reported and you wish to file an official complaint with the state you may contact the Florida State Agency for Health Care Administration (AHCA).

You may contact the Florida State Agency for Health Care Administration (AHCA)

By calling: Toll-free (888) 419-3456

OR

By US Mail: Agency for Health Care Administration(AHCA)
Complaint Administration Unit
2727 Mahan Drive, Mail Stop #49
Tallahassee, FL. 32308

To report Abuse, Neglect or Exploitation, please call

Toll-free (800) 962-2873

To report Suspected Medicaid Fraud, please call

Toll-free (866) 966-7226

Or visit the Florida State Agency for Health Care Administration website:
http://ahca.myflorida.com/Executive/Inspector_General/complaints.shtml.

The hotline telephone numbers above are for filing complaint(s) with Florida State as required by Florida Statutes 408.810(5).