

Who can file a Grievance?

A Grievance may be filed by the following:

- You may file a Grievance
- Your Authorized Representative may file a Grievance

You may file a standard Grievance over the phone or in writing to:

Georgia – 1-855-855-0668 (TTY 711)

North Carolina and South Carolina – 1-855-855-0759 (TTY 711)

Fax – 1-833-610-2380

Mail:

PruittHealth Premier
Appeals and Grievances Department
P.O. Box 2190
Glen Allen, VA 23058

If you would like you can file a complaint directly with Medicare by filling out the complaint form at <https://www.medicare.gov/MedicareComplaintForm/home.aspx>

Can I expedite a Grievance?

Yes, you may file an expedited grievance by calling:

Georgia – 1-855-855-0668 (TTY 711)

North Carolina and South Carolina – 1-855-855-0759 (TTY 711)

If you disagree with PruittHealth Premier's decision to extend the timeframe or PruittHealth Premier's decision to process your expedited request as a standard request, you may file an expedited grievance and receive a response within 24 hours of receipt.