



## REVO HEALTH, LLC COMPLAINT PROCESS

### **YOUR RIGHT TO SUBMIT SUGGESTIONS TO REVO HEALTH, LLC**

You or someone acting on your behalf may submit suggestions or concerns to Revo Health, LLC at any time by contacting Revo Health, LLC's Agent at 763-302-2701 or [LeahZimmerman@TCOmn.com](mailto:LeahZimmerman@TCOmn.com)

### **YOUR RIGHT TO SUBMIT A COMPLAINT TO REVO HEALTH, LLC**

You have the right to complain to Revo Health, LLC about the services that are provided, or fail to be provided, and how you are treated by Revo Health, LLC. To submit a complaint to Revo Health, LLC, please follow these steps:

1. Request (or have someone request on your behalf) a Patient Grievance Form from any Revo Health, LLC staff member or the Revo Health, LLC Administrator of Home Care Services. The Revo Health, Agent of Home Care Services can be reached at 763-302-2701 or [LeahZimmerman@TCOmn.com](mailto:LeahZimmerman@TCOmn.com)
2. Complete (or have someone complete on your behalf) the Grievance Form.
3. Submit (or have someone submit on your behalf) the completed Grievance Form to the Revo Health, LLC Home Care Director of Services by mailing the Form to the following address:

ATTN: Leah Zimmerman, Health Care Agent  
Revo Health, LLC  
4200 Dahlberg Drive, Suite 300  
Golden Valley, MN 55422

The Revo Health, LLC Home Care Director of Services will investigate and attempt to resolve your complaint. You will receive a written response to your complaint no later than fifteen (15) days after Revo Health, LLC receives your completed Grievance Form.

### **YOUR RIGHT TO SUBMIT A COMPLAINT AND SEEK HELP FROM OUTSIDE ORGANIZATIONS**

You also have the right to complain to and seek counsel from outside organizations and entities, including the following:

Office of Health Facility Complaints  
Minnesota Department of Health  
85 East Seventh Place, Suite 300  
P.O. Box 64970  
St. Paul, Minnesota 55164-0970  
**Phone:** 651-201-4200 or 1-800-369-7994      **Fax:** 651-281-9796  
**Website:** <http://www.health.state.mn.us/divs/fpc/ohfcinfo/contohfc.htm>  
**Email:** [health.ohfc-complaints@state.mn.us](mailto:health.ohfc-complaints@state.mn.us)

### **WE WILL NOT RETALIATE AGAINST YOU FOR SUBMITTING A COMPLAINT**

Revo Health, LLC may not take any action that negatively affects you in retaliation for a complaint made or a concern expressed by you or someone acting on your behalf.