



Filing a Complaint with the Office of Licensure Certification (OLC)

We want to let you know about another way you can file complaints. If you have a complaint about a health care service or facility that is licensed or certified by the Office of Licensure Certification (OLC), you can file a complaint with the OLC. You can file your complaint over the phone or in writing.

To report a complaint over the phone, call:

Toll Free: 1-800-955-1819 (TTY: 711)
 Metro Richmond area: 804-367-2106 (TTY: 711)

When filing a complaint over the phone, be ready to tell the hotline staff:

1. Your name, telephone number and address. If you want to stay anonymous (nameless) then you can file your report in writing.
2. The name and address of the medical care entity being reported.
3. A detailed summary of your concerns.

You can leave a message if you call outside of normal business hours. Messages should be returned the next business day.

To file a complaint in writing, follow these steps:

1. Go online to www.vdh.virginia.gov/licensure-and-certification/complaint-unit and select the claims form you need. Depending on your concern, you can use either a *Nursing Facility Complaint* form or an *Other Licensed Entity Complaint* form.
2. Complete the form and include any documents related to your concerns.
3. Send the written form and related documents using one of the following options.

By US Mail	By Fax	By Email
Complaint Intake Office of Licensure and Certification Virginia Department of Health 9960 Mayland Drive, Suite 401 Henrico, VA 23233-1463	1-804-527-4503	OLC-Complaints@vdh.virginia.gov

Getting Support from the Managed Care Ombudsman

As a Virginia Premier member, you can get help from the Office of the Managed Care Ombudsman if you have questions or need assistance. You can get in touch with them by calling their toll free phone at 1-877-310-6560 (select option 1) or by using one of the following methods.

By US Mail	By Fax	By Email
Office of the Managed Care Ombudsman Bureau of Insurance P.O. Box 1157 Richmond, Virginia 23218	804-371-9944	ombudsman@scc.virginia.gov

To learn more, visit <https://scc.virginia.gov/boi/omb/index.aspx>