



# Oregon

Kate Brown, Governor

## Department of Human Services

*Safety, Oversight and Quality*

PO Box 14530, Salem, OR 97309

3406 Cherry Ave NE, Salem, OR 97303

Phone: (503) 373-2227

Fax (503) 378-8966

### Information Memorandum

Nursing Facility Providers

NF-19-44

Date: April 29, 2019

From: Nursing Facility Licensing Unit – Safety, Oversight and Quality

Subject: Reminder of Nursing Facility Complaint Process

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As of October 29, 2018, the Centers for Medicare and Medicaid Services (CMS) directed the Nursing Facility Survey Unit (NFSU) to change its procedures for handling nursing facility complaints. Prior to that time, NFSU had a long-standing practice of sharing the NF complaint process with local APD/AAA Adult Protective Services (APS) offices. The current process now requires that all NF related complaints are investigated by NFSU surveyors.

Since these changes were implemented, there continues to be some confusion related to the Nursing Facility complaint process. Please review the information below and remind affected staff or community partners of these changes.

Any concerns, complaints or allegations related to a Nursing Facility (NF) or a resident of a NF must be submitted by contacting the [NF Complaints Unit](#). All NF complaint allegations are logged, reviewed and triaged to determine the appropriate response time involved.

Although email is the preferred delivery method, nursing facility complaints or concerns may also be submitted by phone or fax as follows:

- Email: [nf.complaints@dhsosha.state.or.us](mailto:nf.complaints@dhsosha.state.or.us),
- Phone: (877) 280-4555
- Fax: (888) 550-6788

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