

Complaint Resolution

Pivotal Med Supply
Mon-Fri from 9a.m. to 3p.m.
2010 E Continental Blvd, Suite F
Southlake, TX 76052

We want you to always be satisfied with the products and services that you receive from our company. If, at any time, you are concerned, have a problem, or wish to voice a grievance you may do so without fear of reprisal.

We encourage you to let us know when you are not satisfied. You may tell our Compliance Officer, Gregg Gallucci, at Pivotal Med Supply and the number is (888) 838-1558 or after hours at (888) 850-7719. You may also call the State at 800-735-2989. The CMS hotline is 800-633-4227 and the BOC is 877-776-2200. You may voice a complaint with any of these agencies.

The Manager will respond to your complaint within 5 days. We will resolve your complaint within 14 days of receipt and make every reasonable effort to resolve the concern to your mutual satisfaction.

We encourage patients to voice their concerns and allow our staff the opportunity to resolve any problems or grievances that may arise.

We look forward to exceeding your expectations.

Best Regards,
Pivotal Med Supply
(888) 838-1558