



## Complaint Form Regarding NABP Accredited DMEPOS Pharmacy

Thank you for contacting our National Association of Board of Pharmacy (NABP) regarding a concern involving a Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) pharmacy.

Before submitting a formal complaint, we encourage you to first contact the pharmacy directly and provide them the opportunity to address and resolve your concern.

NABP will review complaints received on (DMEPOS) items (eg, blood glucose monitors, diabetic testing supplies, canes) regarding facilities that currently hold a DMEPOS Pharmacy Accreditation through NABP.

Upon receipt of a complaint against a NABP DMEPOS accredited facility, NABP:

- Will review the information provided and investigate;
- May contact the facility for an explanation or additional information, in accordance with accreditation requirements;
- Will evaluate a facility's compliance with the Centers for Medicare and Medicaid Services (CMS) Quality Standards and applicable law;
- Will document findings and notify CMS and appropriate state, local, or federal governmental authorities if NABP believes in good faith that the facility engaged in or is engaging in a violation of applicable law;
- May conduct an unannounced survey of the pharmacy; and
- NABP will acknowledge receipt of your complaint.

If the matter described does not involve a potential breach of the standards, our organization may have no authority to take further action. Note: All non-DMEPOS, prescription drug, or general pharmacy complaints should be addressed directly to your state board of pharmacy. Contact information for the boards is available on the "Boards of Pharmacy" page on the NABP website at [www.nabp.pharmacy/boards-of-pharmacy](http://www.nabp.pharmacy/boards-of-pharmacy).

Please note that if a complaint involves possible abuse, neglect, exploitation, unprofessional conduct, or noncompliance with applicable state or federal laws, we may notify the appropriate regulatory or enforcement authority.

Our organization does **not** have jurisdiction over general customer service disputes, payment issues, billing disputes, insurance coverage decisions, or matters unrelated to accreditation or quality standards.

## NABP DMEPOS Pharmacy Complaint Form

<input type="checkbox"/> Yes, I verified using this <a href="#">link</a> that the pharmacy holds NABP DMEPOS Pharmacy Accreditation. If the pharmacy does not hold NABP DMEPOS Pharmacy Accreditation, please do not submit this form.	
<b>Information about the pharmacy the complaint is filed against (*required information):</b>	
Pharmacy Name*	
Street Address*	
City, State Postal Code*	
Store Number*	
<b>Complainant information (if not the patient):</b>	
First and Last Name	
Phone number	
Email Address	
<b>Medicare beneficiary/patient/client information:</b>	
First and Last Name	
Street Address	
City, State Postal Code	
Email Address	
Phone Number	
Date of DMEPOS item provided*	
Confirmation Medicare B was billed for this DMEPOS item*	<input type="checkbox"/> Yes, I confirm
Description of DMEPOS Item (eg, blood glucose monitor, diabetic testing supplies, cane)*	
Have you filed a complaint with the pharmacy?	Yes <input type="checkbox"/> If so, approximate date it was filed with the pharmacy: No <input type="checkbox"/>
<b>Provide a detailed description of the complaint*:</b>	
<b>May NABP or a regulatory agency contact you for more information or clarification? (recommended)</b>	
Yes <input type="checkbox"/>	No <input type="checkbox"/>

To submit a complaint for a NABP DMEPOS Pharmacy Accredited location, please email it to [DMEPOS@nabp.pharmacy](mailto:DMEPOS@nabp.pharmacy).

By submitting this complaint, you authorize NABP to initiate an investigation of your complaint with the NABP DMEPOS accredited pharmacy. NABP has no authority to resolve disputes outside of its authority. Complaints against pharmacies that are not DMEPOS accredited by NABP or complaints that are outside CMS Quality Standards may need to be referred to the state regulatory authorities.