June 2021

We welcome your input!

In the interest of ensuring satisfaction with services, Comagine Health welcomes feedback — positive and negative — about our work. Compliments and complaints come to Comagine Health from a variety of sources (e.g., clients, providers, practitioners, patients and patients' families) and through a variety of methods (e.g., in-person communication, letter, telephone call, email and fax).

Once received, the compliment or complaint is entered into our internal tracking system. The system supports reporting and responding to all customer complaints and compliments for the purpose of continuous quality improvement and improved efficiencies in service delivery through positive and constructive employee coaching and systems and process problem identification and resolution.

Once a complaint has been entered into the system, it is auto-routed to the appropriate internal manager, who investigates and responds. If a complaint addresses an issue for which Comagine Health cannot offer resolution, the complainant will be referred directly to the appropriate external party. It is Comagine Health's practice to offer an initial response to a complaint within 24 hours of receipt, with resolution or closure of the complaint within seven calendar days. If the complainant is not satisfied with the resolution and requests further action, the issue is referred through the Comagine Health chain of command until resolution.

Comagine Health's New Mexico Team has an overall philosophy that emphasizes a commitment to excellence. Again, we welcome your input. Please call us toll-free at 866-962-2180.

Sincerely,

Kimberley Scott
New Mexico Medicaid TPA Regional Director

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