



Foot & Ankle Associates Inc.

Edward D. Williams, D.P.M.*
William J. Blake, D.P.M.
Jason W. Rockwood, D.P.M.

*Diplomate, American Board of Podiatric Surgery
Certified in Foot & Ankle Surgery
*Diplomate, American Board of Podiatric Orthopedics
*Board Certified American Board of Disability Analysis

Complaint Resolution Policy

This office has a policy to allow any patient the right to register a complaint regarding services and billing relative to the dispensing of durable medical equipment.

Any complaint regarding durable medical equipment should be submitted in writing to the office manager on the premises. Our office staff will address any complaint in a timely fashion (within 14 business days). We will adhere to the Medicare Durable Medical Equipment Supplier Standards which all patients receive a copy prior to their receipt of Durable Medical Equipment.

We will take any necessary steps to obtain proper information from the Medicare National Supplier Clearinghouse (NSC) to assure that regulations are followed relative to any complaint. We will notify the patient submitting the complaint, in writing, the action taken to resolve the complaint.

Santa Fe, New Mexico 87505 * 1 Calle Medico * Ph: (505) 982-0123 * Fax: (505) 982-5714
Las Vegas, New Mexico 87701 * 2020 7th Street * Ph: (505) 454-0123 * Fax: (505) 454-1185
Raton, New Mexico 87740 * Miner's Colfax Medical Center, 203 Hospital Drive * Ph: (575) 445-0123 * Fax: (505) 982-5714
Los Alamos, New Mexico 87544 * 2101 Trinity Drive Suite A-1 * Ph: (505) 661-0123 * Fax: (505) 982-5714
Taos, New Mexico 87571 * 1399 Weimer Road, Suite 700B * Ph: (575) 751-0123 * Fax: (505) 982-5714
Española, New Mexico 87532 * 835 Spruce Street Suite C * Ph: (505) 753-0123 * Fax: (505) 982-5714
Toll Free: 1-888-982-0123



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