

**For questions or concerns:**

Equipment: Call (651) 639-0608 and ask for a manager or a pharmacist

Billing: Call (651) 414-6855 and ask for a billing representative

Service Concerns or Complaints: Call (651) 639-0608 and ask for a pharmacist-in-charge

*If you have a complaint about Merwin LTC Pharmacy or a person providing you with care you may write, call or visit the following organizations:*

Office of Health Facility Complaints  
Minnesota Department of Health  
85 East 7<sup>th</sup> Place, Suite 300  
PO Box 64970  
St Paul, MN 55164-0970  
(651) 201-4201 or (800) 657-3591

DME Regional Carrier (Medicare)  
Office of the Regional Administrator  
233 North Michigan Avenue, Suite 600  
Chicago, IL 60601  
(312) 353-8850

Minnesota Board of Pharmacy  
2829 University Avenue SE, Suite 530  
Minneapolis, MN 55414-3251  
(651) 201-2825  
[http://www.phcybrd.state.mn.us/mn\\_home.htm](http://www.phcybrd.state.mn.us/mn_home.htm)

Office of Ombudsman for Long-Term Care  
540 Cedar Street  
St Paul, MN 55155  
(651) 431-2555