



HEALTH CARE
AUTHORITY

DO YOU HAVE A COMPLAINT?

Employees—Visitors—Residents

Report any suspected cases of:

Abuse, neglect, exploitation, and injuries of unknown origin. Complaints are investigated under applicable federal and/or state regulations.

Please report the information that you have to:

New Mexico Health Care Authority

Division of Health Improvement

Intake Hotline: 1-800-752-8649

Reporting Fax: 1-888-576-0012

Reports can also be submitted online at:

<https://ironline.doh.nm.gov/>

In addition to these sources, you may report your information to:

New Mexico Long-Term Care Ombudsman

866-451-2901

Effective July 2024