



Complaint Procedure

You have the right to file a complaint at any time with IPMG. This means it's your right to let us know when you are not happy about something.



Anyone can help you file the complaint. You can file a complaint without worrying about anyone becoming upset with you.



If you're not happy about something, you can let us know in one of the following ways:



Send us an email at customerservice@gotoipmg.com.



If you'd like, you can also just tell your Case Manager in person.



Give us a call at 866-672-4764.



Send a letter to:
1305 Cumberland Avenue
Suite 110
West Lafayette, IN 47906



If you have an emergency after 5:00 on a weekday, or anytime on a weekend or holiday, and you need case management help, please call our Crisis Line at 800-878-9133.

If you have a complaint about your Case Manager, a person who works at IPMG who is not your Case Manager will investigate the problem.

After we finish our investigation into your complaint, we will give you the outcome in writing and explain it to you in a way you can understand.

Remember that it is always your right to express your concerns, and your IPMG case manager is happy to assist you with that process. Please contact your case manager if you have any questions.