



Mark Wolgin &lt;mwolgin@gmail.com&gt;

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**Re: Complaint - Ambetter**

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**NCQA Customer Support** <customersupport@ncqa.org>  
To: "mwolgin@gmail.com" <mwolgin@gmail.com>

Fri, Feb 17, 2023 at 1:38 PM

Hello Dr. Wolgin,

Thank you for your correspondence expressing your concerns with Ambetter. It is unfortunate that matters have not been handled to your satisfaction.

NCQA Accredited, Certified or Recognized entities must have policies and procedures in place for the thorough, appropriate and timely resolution of member complaints and appeals. We will forward this complaint to Ambetter and request, on your behalf, that this complaint is handled in accordance with its established policies and procedures. We will ask that they respond directly to you and copy us on the resolution.

NCQA will include your complaint in our quality monitoring database that tracks the performance of Accredited, Certified or Recognized entities.

Thank you for bringing this matter to our attention.

Best,

Gloria Strickland

Manager, Customer Support

NCQA

888.275.7585

Fax (secure): 202.955.3531

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**From:** Mark Wolgin <mwolgin@gmail.com>  
**Sent:** Tuesday, February 14, 2023 6:31 AM  
**To:** Gloria Strickland <Strickland@ncqa.org>  
**Cc:** Mark Kishel <mkishel@mag.org>  
**Subject:** Re: Complaint - Ambetter

**This message originated outside your organization**

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