



**“I was informed that I had a lump in my breast, but I was denied a biopsy to determine if I had cancer.”**



**“I think I need a doctor. Do I qualify for help?”**



**“I need transportation to see my doctor but the transportation offered is always late.”**

## ADDITIONAL INFORMATION...

- The **Office of Health Care Ombudsman and Bill of Rights** is opened from 8:15am to 4:45pm - Monday through Friday with **24 hour voice mail service**. Please call: **202-724-7491 (or) 1-877-685-6391**. **\*\*\*\*ALL INFORMATION IS CONFIDENTIAL \*\*\*\***
- If you have questions about Medicare, please call: **1-800-MEDICARE (or) (1-800-633-4227)**.
- If you are on Medicare, you can also call the **Health Insurance Counseling Project at George Washington University**. Call and leave your confidential message at the **Telephone Help Line: 202-994-6272**.
- If you have questions about long-term care, please call the **Long-Term Care Ombudsman’s Office at 202-434-2140**.
- You can also call the **DC Office on Aging/Disability and Aging Resource Center at 202-724-5626**.
- If you have questions about the **EPD Waiver Program**, please call the **DHCF at 202-442-9054**.

Office of Health Care Ombudsman and Bill of Rights

One Judiciary Square

441 4th Street, N.W.

900S - 9th Floor

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Telephone: 202-724-7491

Toll Free: 1-877-685-6391

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Website: [www.healthcareombudsman.dc.gov](http://www.healthcareombudsman.dc.gov)

*Member: International Ombudsman Association*

District of Columbia  
**Office of Health Care Ombudsman  
and Bill of Rights**



**WHEN YOU FACE HEALTH CARE  
ISSUES, THERE IS HELP . . .**

**YOUR  
HEALTH CARE  
ADVOCATE**

Government of the District of Columbia



## ***WE CAN OFFER ADVICE WITH . . .***

- Alliance;
- Appeals/Grievances;
- Billing Issues;
- Commercial Insurance;
- DC Healthy Families;
- Denials;
- EPD Waivers;
- Eligibility for State Programs;
- Health Care Rights and Responsibilities;
- Katie Beckett Waiver;
- Medicaid;
- Medicare;
- Pre-Existing Condition Insurance;
- Prescription Drug Coverage;
- Qualified Medicare Beneficiary (QMB) - Medicare Savings Program
- Transportation Services-Non-Emergency; or
- Uninsured/Underinsured

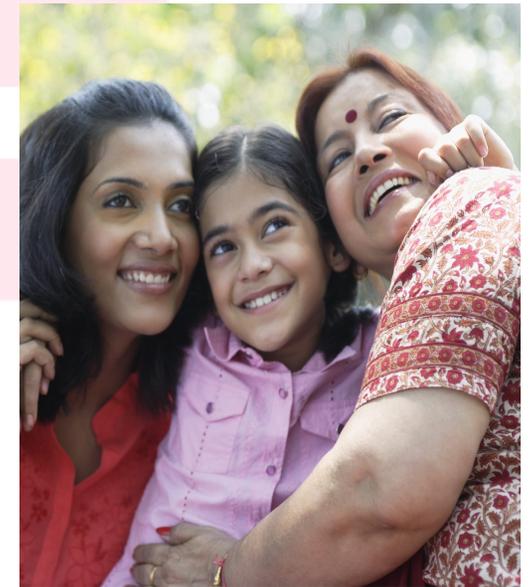
## ***WHEN SHOULD YOU CALL THE HEALTH CARE OMBUDSMAN???***

**If you live or work in the District of Columbia, and . . .**

- Your insurance company won't pay a medical bill that you think they should pay;
- Your doctor or another provider isn't treating you the way you think they should;
- You need help finding health care, but don't know who to call;
- Your doctor says you need a prescription, but your insurance company doesn't agree;
- Your doctor says you need a test, but your insurance company says "no";
- You want health insurance, but you don't know who to call; or
- Your doctor says you need to stay in the hospital, but your insurance company says you must go home.

## ***THE DISTRICT OF COLUMBIA HEALTH CARE OMBUDSMAN PROGRAM***

The Health Care Ombudsman Program was established by the Council of the District of Columbia to counsel and assist uninsured District residents and individuals insured by health benefits plans in the District regarding matters pertaining to their health care coverage.



**Telephone: 202-724-7491**

**Toll Free: 1-877-685-6391**

**Fraud Hotline: 1-877-632-2873**