



*I discovered a lump in my breast,
but was denied a biopsy to determine if
I had cancer.*



*The doctor says my son needs this
treatment, but the insurance company says
they won't pay for it.*



*I think I need a doctor, do I qualify
for help?*

THE KNOWLEDGE TO GUIDE YOU

The Health Care Ombudsman is open
from 8:15am to 4:45pm Monday through
Friday

All information is confidential

**Office of the Health Care
Ombudsman and Bill of Rights**

One Judiciary Square
441 4th Street, N.W. 900S
9th Floor
Washington, DC 20001

**Health Care Ombudsman Helpline
202 724 7491**

Toll Free Number:

1 877 685 6391

Email:

healthcareombudsman@dc.gov

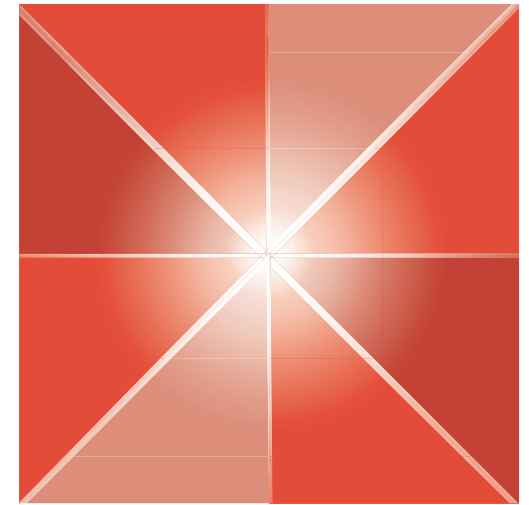
Confidential Fax:

202 442 6724



healthcareombudsman.dc.gov

DISTRICT OF COLUMBIA



HEALTH CARE OMBUDSMAN

*If you have issues with
your health insurance
there is someone to call*

If you have issues with your health insurance, the DC Health Care Ombudsman can help. The Ombudsman serves as a guide and advocate, helping you navigate a health care system that can otherwise be confusing and frustrating.

HELPING YOU UNDERSTAND YOUR HEALTH CARE COVERAGE

If you are confused about what your existing plan covers, the Ombudsman can help answer questions and provide you with information to help you choose and utilize your plan.

HELPING YOU APPEAL HEALTH INSURANCE DECISIONS

In cases where an insurance company denies a service or procedure, the Ombudsman can help you file both an internal appeal and a formal appeal. We contact your insurance company directly to get information and guide you to a resolution.

HELPING YOU NAVIGATE PUBLIC HEALTH CARE PROGRAMS

The Ombudsman can connect and assist you with programs including DC Healthy Families (Medicaid), Medicare, and more. And if you are looking to find new coverage, we can help.

**Health Care Ombudsman Helpline
(202) 724 7491**

HERE FOR DC RESIDENTS

The DC Health Care Ombudsman Program was established by the Council of the District of Columbia to advise and assist both insured and uninsured District residents, and anyone insured by District health plans* regarding matters pertaining to their health care coverage.



* "District health plans" refers to any insurance plan regulated by the District of Columbia Insurance, Security and Banking.