



“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, NW

Suite 250 North

Washington, DC 20001

Telephone: 202-724-7491

Toll Free: 1-877-685-6391

Fax: 202-442-6724

24-Hour Voice Mail: 202-724-7491

Email: healthcareombudsman@dc.gov

Website: 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