



GOVERNMENT OF THE DISTRICT OF COLUMBIA

OFFICE OF HEALTH CARE OMBUDSMAN AND BILL OF RIGHTS

What is the Office of Health Care Ombudsman and Bill of Rights?

The Health Care Ombudsman Program was established by the Council of the District of Columbia to assist individuals insured by health plans in the District of Columbia and to assist uninsured District of Columbia consumers.

Contact the Office of Health Care Ombudsman & Bill of Rights if you need help:

- Understanding your health care rights and responsibilities;
- Resolving problems with health care coverage, access to health care, or your health care bills;
- Appealing your health plan's decision; and
- Finding other health care resources.

The Office of Health Care Ombudsman & Bill Rights can help with:

Affordable Health Care Act – The Patients' Bill of Rights and Other Protections
Appeals/Grievances
Commercial Insurance
DC HealthCare Alliance
DC Healthy Families
Denials
EPD Waivers
Eligibility for State Programs
Denials
Health Care Rights and Responsibilities
Katie Beckett Waivers
Medical Billing Issues
Medicaid
Medicare
Medicare – Qualified Medicare Beneficiary – Medicare Savings Program (QMB)
Prescription Drug Coverage
Transportation Services-Non-Emergency
Uninsured/Underinsured

How can you contact the Office of Health Care Ombudsman and Bill of Rights?

OFFICE OF HEALTH CARE OMBUDSMAN & BILL OF RIGHTS

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Washington, DC 20001

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**Member-International Ombudsman Association*