



## 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:**

Medicaid  
Medicare  
Commercial Insurance  
DC HealthCare Alliance  
DC Healthy Families  
Prescription Drug Coverage  
Medical Billing Issues  
Denials  
Appeals/Grievances

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

DEPARTMENT OF HEALTH CARE FINANCE  
OFFICE OF HEALTH CARE OMBUDSMAN & BILL OF RIGHTS  
899 NORTH CAPITOL STREET, NE  
6<sup>TH</sup> FLOOR

WASHINGTON, DC 20002

(202) 724-7491 (OFFICE) \* (202) 535-1216 (FAX) \*

1-877-685-6391 (TOLL FREE NUMBER) \* [healthcareombudsman@dc.gov](mailto:healthcareombudsman@dc.gov) (E-MAIL)