

**Delaware Health  
and Social Services**

**Home and Community-  
Based Services  
Ombudsman Program**

**1-800-223-9074**

**What the  
Ombudsman can do:**

*Listen*

*Mediate*

*Negotiate*

*Facilitate*

*Propose Solutions*



**Questions?**

**Concerns?**

**Complaints?**

Call the  
Home and Community-Based  
Services Ombudsman at

**1-800-223-9074**

Delaware Health  
and Social Services  
1901 N. DuPont Hwy.  
Main Administration Building  
New Castle, DE 19720

**The Delaware  
Home and Community-  
Based Services  
Ombudsman Program**



**Delaware Health  
and Social Services**



## Home and Community-Based Care Rights:

You have a right to:

- Be treated fairly and respectfully
- Participate in planning your care
- Have your information kept confidential
- Be free from physical and emotional abuse
- Voice your complaints and concerns
- Know what your insurance will cover for your treatment
- Appeal services when they are denied, reduced, terminated or if they are inadequate
- Receive a copy of your care plan before care is given, as well as advance notification if your plan changes.



## Contact our program about any of the following issues:

- Problems accessing your home care services and/or providers
- Not receiving enough services and/or the most appropriate services for your needs
- Medical Equipment Issues
- Medicare/Medicaid Issues
- Information and Referral (medical, legal, counseling)
- Termination/appeals of your services
- Payment Issues

Contact the  
Home and Community-Based  
Services Ombudsman at

1-800-223-9074

NCC TDD: (302) 391-3505

K/S TDD: (302) 424-7141

## What is an Ombudsman? We are your voice who:

- Speaks for elderly consumers and physically disabled clients 18 years of age or older receiving community services.
- Resolves issues with providers and serves as a mediator.
- Provides information to consumers and their family members.
- Advocates a home care consumer's right to appeal home health care services.
- Advocates for home care legislative changes, providing testimony regarding long-term care legislative proposals that impact home care quality.
- Is a voice "at the table" when home care regulations and program policies are developed.