

DELAWARE CARES ABOUT

YOUR WELL-BEING



**DELAWARE HEALTH
AND SOCIAL SERVICES**



What you should know about your rights and the services available to you from Delaware's Department of Health and Social Services as a resident of a Delaware nursing home, assisted living residence or other long term care facility.

Who do you call to answer your specific questions? See pages 21-25.

(877) 453-0012

DELAWARE HEALTH AND SOCIAL SERVICES

TO REPORT ABUSE, NEGLECT, OR FINANCIAL EXPLOITATION

Division of Long Term Care Residents Protection
24-hour toll-free number for complaints

(800) 223-9074

TO REPORT COMPLAINTS OF QUALITY OF CARE OR VIOLATIONS OF RESIDENT RIGHTS

Division of Services for Aging and Adults with Physical Disabilities

Long Term Care Ombudsman Program
Toll-free number, 8 a.m. to 4:30 p.m. weekdays,
or

Division of Long Term Care Residents Protection
24-hour toll-free number for complaints

(877) 453-0012

TO REPORT SERIOUS CRIMES

Call your local police agency or Dial 911



DEAR RESIDENT:

Greetings!

The State of Delaware cares about your well-being and the quality of your life as a resident of your long term care facility.

Our state has rigorous licensing requirements that nursing homes, assisted living facilities and other long term care providers must meet in order to operate. These high operating standards must be maintained on a daily basis. Periodic state inspections are conducted to verify compliance.

Delaware's Department of Health and Social Services' commitment to your well-being is centered around assuring your rights as a resident, and serving as your advocate for concerns that you or your family may have about your care or treatment. These responsibilities, which are prescribed by Delaware law, are implemented by the professional staffs of our Division of Services for Aging and Adults with Physical Disabilities and our Division of Long Term Care Residents Protection.

The following pages explain your rights as a resident, the Long Term Care Ombudsman program, Advance Health Care Directives, other services and useful consumer information. Telephone numbers of service providers and relevant organizations are also included.

We can all take pride in the fact that the State of Delaware is a leader in advocating on behalf of older persons and enacting laws that are responsive to your needs as a resident of a long term care facility.

Call us if we can be of assistance. We want to help you enjoy the best possible quality of life.

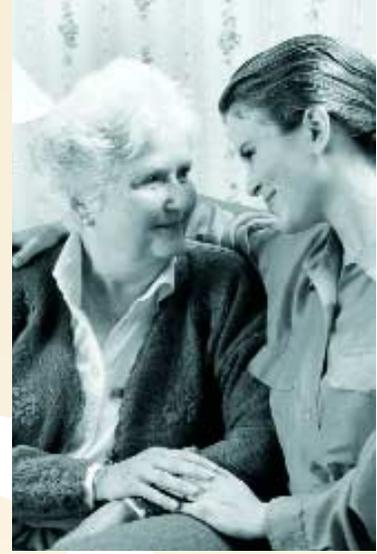
Sincerely,

Vincent P. Meconi

Secretary

1 CONSUMER SERVICES

The Division of Services for Aging and Adults with Physical Disabilities within Delaware's Department of Health and Social Services is committed to improving the quality of life for adults through community-based services, advocacy and partnerships.



The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) provides a broad range of services and programs in Delaware. Some of these services and programs are available directly from DSAAPD staff. Others are funded through the agency and provided by community-based organizations.

The following services and programs are provided by or funded by DSAAPD: adult day services, adult foster care, adult life skills, adult protective services, Alzheimer's day treatment, Alzheimer's respite, assisted living, assistive technology, attendant services, case management, community living respite, congregate meals, home delivered meals, home modification, housekeeping, information and assistance, Family Circles/Joining Generations, legal services, Long Term Care Ombudsman Program, Medicaid Waiver for the Elderly and Disabled, medical transportation, personal care, respite care and the Senior Community Service Employment Program.

A comprehensive listing of services for older persons in Delaware is included in DSAAPD's Guide to Services for Older Delawareans. Services for adults with physical disabilities are listed in DSAAPD's Guide to Services for Persons with Disabilities in Delaware. Both publications are available in English and Spanish. To obtain copies, contact DSAAPD at (800) 223-9074.

DSAAPD services, the services guides, and a wide range of consumer information are available on the Internet at www.DSAAPD.com.

How Can We Help You?

If you or a family member have questions about long term care or services and programs for older persons and adults with physical disabilities, call us. We're here to help. Our weekday hours at our New Castle, Newark and Milford offices are 8 a.m. to 4:30 p.m. You may also contact us by e-mail: DSAAPDinfo@state.de.us.

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ADVOCACY

Introducing the Long Term Care Ombudsman and your Volunteer Ombudsman, a friendly visitor at your residence.

The Ombudsman Program, comprised of the Long Term Care Ombudsmen staff and community-based Volunteer Ombudsmen, helps assure dignity, respect and quality of life for older and disabled persons in Delaware's nursing homes, assisted living residences and other long term care facilities.

About the Long Term Care Ombudsman

A Long Term Care Ombudsman is an impartial fact-finder who is responsible for assuring that individuals receive fair treatment. The Long Term Care Ombudsman Program of the Division of Services for Aging and Adults with Physical Disabilities provides the following services to residents of nursing homes, assisted living residences and other long term care facilities:

- Investigate and resolve complaints made by or on behalf of residents. (Note: Complaints of abuse, neglect, mistreatment, and financial exploitation are referred to the Division of Long Term Care Residents Protection)
- Supervise the Volunteer Ombudsman Program
- Witness Advance Health Care Directive declarations
- Provide information and answer questions regarding patient rights and Delaware’s long term care system and
- Advocate for public policy initiatives affecting long term care.

About Your Volunteer Ombudsman

Volunteer Ombudsmen are advocates and “friendly visitors” with big hearts who live in your community and visit your long

term care facility a few hours each week. They are trained by the Division of Services for Aging and Adults with Physical Disabilities in resident rights and how to advocate on your behalf.

Your Volunteer Ombudsman is a voice for you, other residents and your families who may have concerns that they cannot deal with

themselves. One of the most important responsibilities of a Volunteer Ombudsman is visiting residents of long term care facilities to help alleviate loneliness.



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PROTECTION

The Criminal Law

Abuse and neglect of residents is a crime and the criminal law treats abuse of nursing home residents very seriously. Delaware has stronger penalties for crimes when such crimes are committed against an infirm victim. In some instances, the law also allows these special victims to testify without having to go to court. When cases of resident abuse are prosecuted in court, these cases go automatically to the Superior Court, the main trial court in Delaware.

Signs of Abuse

Many nursing home residents are totally dependent on caregivers. When a resident is abused or neglected by a caregiver, that resident may be afraid to complain for fear of reprisal. It is especially important, therefore, that others watch for warning signs, such as:

- Frequent unexplained injuries or complaints of pain without obvious injury
- Bruises or burns suggesting the use of instruments, cigarettes, etc.
- Lack of reaction to pain
- Fear of being alone with caregivers
- Sexually transmitted diseases
- Injury to the genital area
- Obvious malnutrition
- Bedsores and skin lesions
- Lack of personal cleanliness and
- Reports of abuse, neglect, mistreatment, financial exploitation.

Reporting Abuse and Neglect

Nursing home employees are **required by law** to report suspected abuse or neglect.

The Attorney General's Office and the Division of Long Term Care Residents Protection work in conjunction to communicate effectively and avoid duplication of effort to investigate complaints of resident abuse, neglect, mistreatment, and financial exploitation.

The Division of Long Term Care Residents Protection within Delaware Health and Social Services was established in 1998.

The responsibilities of the Division include:

Investigations Section

- Operates the Incident Referral Center (IRC), which receives complaints regarding long term care and assigns them for follow-up
- Investigates complaints of alleged abuse, neglect, mistreatment, and financial exploitation, or misappropriation of property of long term care residents
- Ensures compliance with the criminal background check/drug testing law for long term care employees and home health aides and
- Maintains and administers the Adult Abuse Registry (AAR). The AAR is a list of individuals who have had a substantiated complaint of abuse, neglect, mistreatment, or financial exploitation against a long term care resident.

Licensing Section

- Licenses Delaware long term care facilities and
- Enforces compliance with federal and state laws and regulations for long term care facilities.
- Conducts long term care surveys as well as surprise inspections, including night and weekend visits
- Responds to complaints, including care, violations of residents' rights, and abuse, neglect, and misappropriation of resident property and



- Maintains the Certified Nursing Assistant (CNA) Registry. The CNA Registry is a list of Certified Nursing Assistants in Delaware.

The Attorney General's Office

To handle these important cases, the Attorney General's Office has a specialized unit that investigates and prosecutes abuse, neglect, mistreatment, and financial exploitation of nursing home residents. The Medicaid Fraud Control Unit (MFCU) handles not only health care fraud but also has a statewide team of criminal investigators and prosecutors that pursue charges against abusers. These cases include:

- Assaults, thefts and sexual abuse of nursing home residents by their caregivers
- Emotional abuse or harassment, even without any physical contact against the resident and
- Criminal neglect, for recklessly failing to provide care for the health or safety of a resident.

Reporting Medicare Fraud

According to research data, billions of Medicare dollars are lost due to fraud, waste, and abuse. The vast majority of health care providers are honest. However, one out of every seven dollars is lost to fraud and abuse in areas such as home healthcare, skilled nursing, and durable medical equipment. Contact Delaware Medicare Fraud Alert at (800) 223-9074 to learn how to identify and report Medicare fraud.



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NURSING HOME COMMISSION

The Delaware Nursing Home Residents Quality Assurance Commission was established in 1999 to monitor Delaware's quality assurance system for nursing home residents.

The Commission has ten members, eight of whom are appointed by the Governor. Specific duties of the Commission include:

1. Examining policies and procedures and evaluating the effectiveness of the quality assurance system for nursing home residents
2. Monitoring data and analyzing trends in quality of care and quality of life for Delawareans in long term care
3. Making recommendations to the Governor, the Secretary of the Department of Health and Social Services, and the General Assembly concerning quality assurance, and improving the quality of life and the quality of care of nursing home residents and
4. Protecting the privacy of nursing home residents.



Every year the Commission publishes a report on these issues. In addition, the Commission makes recommendations regarding minimum staffing levels in nursing homes.

The Commission holds regular meetings which are open to the public. For information about meetings or to communicate with the Commission, contact:

The Division of Long Term Care Residents Protection
3 Mill Road, Suite 308
Wilmington, Delaware 19806
(302) 577-6661

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PAYING FOR CARE

For most people, financing long term care is a major concern. There are several ways in which long term care costs may be financed: Personal Resources, Medicare, and Medicaid.

Personal Resources

About one-half of all nursing facility residents pay for costs out of their own income and savings. Because of the high cost of such care they may use up their resources to the point where they become eligible for Medicaid.

Medicare

Medicare is a federal health insurance program for people aged 65 and older, qualified disabled persons, and persons with chronic kidney disease.

Medicare only covers the first 20 days of your nursing home stay in full if you require daily skilled care and the nursing home is certified by Medicare. Medicare will not pay for your stay if the services you receive are primarily personal care or custodial services such as assistance in walking, getting in and out of bed, eating, dressing, and bathing. However, you may be eligible for Medicaid, which can pay for some of these services.

To qualify for Medicare coverage for skilled nursing home care, you must have been in a hospital for at least three consecutive days before entering the nursing home. You must be admitted to the facility for a condition for which you were treated in the hospital and the admission generally must be within 30 days of your discharge from the hospital. A medical professional must certify that you need to receive skilled nursing or skilled rehabilitation services on a daily basis.

Medicare can pay for up to 100 days of skilled care in a skilled nursing facility during a “benefit period”. All covered services for the

first 20 days of care are fully paid by Medicare. Medicare only covers a small portion of your nursing home stay for the next 80 days. You are also responsible for a co-pay. If you require more than 100 days of care in a benefit period, you are responsible for all charges beginning with the 101st day. Many nursing homes have both Medicare and non-Medicare areas. In order for Medicare to pay, the resident must be placed in the section of the nursing home that is Medicare certified.

Medicaid

Delaware Health and Social Services' Division of Social Services administers the Medicaid Program (also known as Medical Assistance or Title XIX of the Social Security Act). This is a federal/state insurance program which covers specified medical expenses for the low income aged, blind and disabled. There are distinct eligibility criteria for participation in the program.



Medicaid pays nursing home expenses for individuals who meet income and resource eligibility requirements. It is important to contact the State Medicaid Agency: (302) 368-6610, or (302) 422-1520 for eligibility and program information when you are considering nursing home placement. When preparing for nursing home care, you should understand that some restrictions may apply which could affect your eligibility for Medicaid. If either spouse transfers resources, such as real estate or bank accounts, to someone else

for less than fair market value within 36 months before a spouse goes into a nursing home, it could affect the extent to which

Medicaid will pay for the spouse’s nursing home care. The Medicaid law provides some protection for income and resources for a spouse still living in the community. Ask Medicaid about “Spousal Impoverishment” rules and how they may apply to your situation.

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RESIDENT RIGHTS

Under Delaware law, you have rights as a resident of a nursing home, assisted living facility, or other long term care facility. Your rights include:

The Right to be Fully Informed

- The right to receive, prior to or at the time of admission, a written statement of the services provided.
- The right to receive a written itemized statement of charges and services that is understandable.
- The right to have your doctor’s name, address, and telephone number at your bedside.
- The right to receive written information as to any relationship the facility has with other healthcare or related institutions or service providers.
- The right to examine the facility’s most recent survey results (survey results must be posted in an easily accessible place).
- The right to receive information from agencies acting as client advocates and be afforded the opportunity to contact those agencies.
- The right to request information regarding minimum acceptable staffing levels as it relates to your care.



- The right to request the names and positions of staff members providing your care.
- The right to request an organizational chart outlining the facility's chain of command for purposes of making requests and asserting grievances.
- The right to be fully informed of your rights and responsibilities.

The Right to Participate in Your Own Care

- The right to receive from the attending physician complete and current information concerning the resident's diagnosis, treatment and prognosis, and to participate in medical treatment planning.
- The right to inspect all records pertaining to you.
- The right to choose a personal attending physician.
- The right to make choices regarding activities, schedules, health care and other aspects of your life.

The Right to Make Independent Choices

- The right to manage your own financial affairs.
- The right to associate or communicate with others without restriction.
- The right to participate in an ongoing program of activities.
- The right to participate in social, religious and community activities.
- The right to retain and use your own clothing and personal possessions.

The Right to Privacy and Confidentiality

- The right to respect and privacy.
- The right to privacy during visits from your spouse.
- The right to privacy in your room.

The Right to Dignity, Respect, and Freedom

- The right to receive considerate, respectful, and appropriate care, treatment and services.
- The right to be free from chemical and physical restraints imposed for discipline or convenience.
- The right to reasonable continuity of care.
- The right not to have to perform services for the facility.
- The right to be free from verbal, physical or mental abuse, cruel and unusual punishment, involuntary seclusion, withholding of monetary allowance, withholding of food, and deprivation of sleep.
- The right to exercise your rights as a citizen of Delaware and the United States.

The Right to Remain in the Facility

- The right to not be transferred or discharged except for medical reasons, your own welfare or the welfare of other residents; or for non-payment of justified charges, and to be given 30 days advance notice, except where the situation is deemed an emergency.
- The right to receive notice before your room or roommate is changed, except in emergencies, and to have the facility honor requests for room or roommate whenever possible.

The Right to Raise Concerns or Complaints

- The right to receive from the administrator and staff timely, courteous and reasonable responses to requests or grievances, in writing if requested.
- The right to present grievances or recommend changes to the facility staff, the Long Term Care Ombudsman or others without fear of reprisal or discrimination.

Where a resident is adjudicated incompetent or determined to be incompetent by his or her attending physician, or is unable to

communicate, his or her rights go to his or her next of kin, guardian or representative.

You may also have additional rights under other state and federal laws and regulations. To receive an unabridged version of your rights as they appear in the Delaware Code, or to register a complaint, contact the Long Term Care Ombudsman (800) 223-9074, or call the Division of Long Term Care Residents Protection at (877) 453-0012.

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ADVANCE HEALTH CARE DIRECTIVE

Advance Health Care Directive: You have the right to give instructions about your own health care and to name someone else to make health care decisions for you.

The Advance Health Care Directive (formerly Living Will) form lets you do either or both of these things. The Advance Health Care Directive also lets you express your wishes regarding anatomical gifts.

The Advance Health Care Directive form, which is available from the Division of Services for Aging and Adults with Physical Disabilities, does not contain all of the choices permitted under Delaware law. Because it is only a form, it may not contain language that applies to your specific circumstances. If you wish to modify the form, you may want to consult with a lawyer.

Completing an Advance Health Care Directive Form

Part I of the form lets you give specific instructions about health care decisions. Choices are provided for you to express your wishes regarding the provision, withholding, or withdrawal of treatment to keep you alive, including the provision of artificial nutrition and hydration as well as the provision of pain relief. Space is provided for you to add to the choices you have made or for you to write out any additional health care instructions you may want to give.

Part II of the form is a Power of Attorney for Health Care. Part II lets you name another individual as agent to make health care decisions for you, if you become incapable of making your own decisions. You may also name an alternate agent to act for you if your first choice is not willing, able or reasonably available to make decisions for you. Unless related to you, an agent may not be an operator or employee of a residential long term health care facility at which you are receiving care.

If your condition is not terminal or you are not in a permanently unconscious state, your agent may make all health care decisions for you except for decisions to provide, withhold or withdraw a life sustaining procedure. Unless you limit the agent's authority, your agent will have the right to:

- Consent or refuse consent to any care, treatment, service or procedure to maintain, diagnose, or otherwise affect a physical or mental condition unless it is a life-sustaining procedure or otherwise required by law and
- Select or discharge health care providers and health care institutions.

If your condition is terminal or you are in a permanently unconscious state, your agent may make all health care decisions for you, including,

but not limited to:

- The decisions listed on preceding page
- Consenting or refusing consent to life-sustaining procedures such as, but not limited to, cardiopulmonary resuscitation and
- Directing the provision, withholding, or withdrawing of artificial nutrition and hydration and all other forms of health care.

Your agent is required to follow your wishes. Since it is impossible to predict all medical situations, it is important that you discuss your feelings about end of life decisions ahead of time.

Part III of the form lets you express an intention to donate your bodily organs and tissues following your death.

After completing the Health Care Directive form, sign and date the form at the end. It is required that two other individuals sign as witnesses. Although not required, it is recommended that you sign in the presence of a notary public. If the form is completed in a long term care facility, one of the witnesses must be from the Long Term Care Ombudsman Program. Give a copy of the signed and completed form to your physician, to any other health care providers you may have, to any health care institution at which you are receiving care, and to any health care agents you have named. You should talk to the person you have named as agent to make sure that he or she understands your wishes and is willing to take the responsibility.

You have the right to revoke your Advance Health Care Directive or replace the form at any time.

Completing an Advance Health Care Directive form is strictly voluntary. If you have not given advance instructions for your health care or have not named an agent and you become unable to make your own health care decisions, a surrogate will be asked to make those decisions for you. In most cases, a surrogate is a member of your family. The persons listed below will be asked to assume the role of a surrogate in the following priority order:

1. Spouse
2. An adult child
3. A parent
4. An adult brother or sister
5. An adult grandchild
6. An adult who has exhibited special care and concern for the patient, if appointed as guardian for that purpose, by the Court of Chancery.



The Delaware Death with Dignity Act was amended June 26, 1996. The entire Death with Dignity Act is found in Title 16, Chapter 25 of the Delaware Code.



Q What is a Resident Council?

A A Resident Council is an organization of persons living in a nursing home or assisted living facility. Resident Councils take on many forms, but usually every resident is invited to become a member of the Council. A Council operates independently from a nursing home, but does make recommendations to the nursing home administration and staff. Officers and representatives of the Council are typically democratically elected and the activities are governed by democratically adopted bylaws consistent with the nursing home's bylaws.

In addition to Resident Councils, family members can establish a "Family Council." A Family Council is similar to a Resident Council, and is open to family members of residents in long term care facilities. Family members can be effective advocates for their loved ones because Councils promote independence and personal growth, help facilities run more smoothly, and help identify and resolve problems in the early stages. Family members are strongly encouraged to take an active role in formal and informal groups organized in long term care facilities.

Q What is a Care Plan?

A The initial comprehensive assessment of a resident in a nursing home is the foundation that helps to create goals and objectives. These goals and objectives are listed on a form called a Care Plan. In addition, the plan should identify what services and interventions are needed to achieve each goal. Care Plans are intended to detail the specific services to be provided to the resident. (In assisted living facilities, these plans are referred to as Service Agreements.)



During a care plan meeting, families and residents are encouraged to participate. Their knowledge of the resident's needs is helpful when creating a plan of care. If family members cannot be at the care plan meeting, families should request a copy of the care plan. However, information should only be shared with proper consent. The plan of care should be a team effort that includes a nurse, a physician, a social worker, and a physical therapist. This multi-disciplinary approach is important because there is almost no aspect of care that is the exclusive domain of one professional group. Care planning should be holistic, and must look at all of the person's needs based on the results of their assessment. A resident's preferences and goals should also be considered when writing a care plan.

An initial care plan must be completed within one week after admission to a nursing home. In addition, care plans must be updated periodically and whenever there are significant changes in a resident's condition.

Q Where can I find information on nursing home compliance with federal standards?

A Long term care facilities are inspected for compliance with state and federal rules and regulations every 9-15 months. Results of the survey are available at the facility. You can also request a copy from the Division of Long Term Care Residents Protection. Finally, this information is available on the Internet. You can obtain a summary of the results of a long term care facility's compliance with federal rules and regulations on the Internet at www.medicare.gov/NHCompare/home.asp.

Q What is Hospice Care?

A Hospice is an alternative type of care provided to a person with a terminal illness, and may involve physical, social, and spiritual support. Hospice organizations may provide care in either a home, assisted living facility or a nursing home.

Q What is Assisted Living?

A Assisted living is a community-based residential option for older persons or adults with physical disabilities who need assistance with the activities of daily living. Assisted living combines housing, personal services and light medical or nursing care in an environment that promotes maximum individual independence, dignity, privacy, and choice.

Q What is the Medicaid Waiver for the Elderly and Disabled?

A The Medicaid Home and Community-based Waiver for the elderly and disabled is a cost-effective alternative for persons who are financially and medically eligible for the Medicaid Nursing Home Program. The goal of the program is to safely maintain clients at home through the provision and coordination of services and informal support systems (family, friends). The waiver program provides an opportunity for individuals to exercise the right of self-determination in the development of the plan of care, choice of provider, and as an alternative to nursing home placement.

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WHO DO YOU CALL WHEN...

Q You wish to make a report of abuse, neglect, mistreatment or financial exploitation?

A The Division of Long Term Care Residents Protection.

Q You have a problem or concern at the facility?

A The nursing home administrator. If the response is unsatisfactory, or you are uncomfortable approaching the administration, contact the Long Term Care Ombudsman Program.

Q You suspect Medicare/Medicaid fraud?

A Delaware Medicare Fraud Alert Program, Attorney General's Office – Medicaid Fraud Control Unit, or the Division of Long Term Care Residents Protection.

Q You have concerns about the treatment or care provided by a physician in a long term care setting?

A The Board of Medical Practice, the Division of Long Term Care Residents Protection, or the Long Term Care Ombudsman Program.

Q You have a concern about nursing care in a long term care setting?

A The Board of Nursing and/or the Division of Long Term Care Residents Protection, and/or the Long Term Care Ombudsman Program.

Q You want an Advance Directive, formerly known as a Living Will?

A The Long Term Care Ombudsman Program.

Q You need legal assistance, but cannot afford a lawyer?

A Community Legal Aid Society Elder Law Program.

Q You have a concern about a nursing home administrator?

A The Long Term Care Ombudsman Program, the Division of Long Term Care Residents Protection, or the Delaware Board of Examiners of Nursing Home Administrators.

Q You want to learn more about how to pay for nursing home care?

A Medicaid, Medicare, or the Delaware Insurance Department.

Q You need information on guardianships?

A The Office of the Public Guardian, Community Legal Aid Society Elder Law Program, or the Long Term Care Ombudsman Program.

Q You want to obtain information on leaving the nursing home or assisted living facility?

A The Division of Services for Aging and Adults with Physical Disabilities, Independent Resources Inc., or the Long Term Care Ombudsman Program.

Q How can I obtain a copy of nursing homes and assisted living providers in Delaware?

A Contact the Division of Services for Aging and Adults with Physical Disabilities at (800) 223-9074, or the Division of Long Term Care Residents Protection at (302) 577-6661.

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HELPFUL TELEPHONE NUMBERS

Attorney General's Office

Medicaid Fraud Control Unit
820 North French Street
5th Floor
Wilmington, Delaware 19801
(302) 577-8505

Board of Medical Practice

Department of
Administrative Services
861 Silver Lake Boulevard
Cannon Building
Suite 203
Dover, Delaware 19904
(302) 739-4522

Board of Nursing

Department of
Administrative Services
861 Silver Lake Boulevard
Cannon Building
Suite 203
Dover, Delaware 19904
(302) 739-4522

Community Legal Aid Society, Elder Law Program

(800) 292-7980
New Castle County
100 West 10th Street
Suite 801
Wilmington, Delaware 19801
(302) 575-0666

Kent County

840 Walker Road
Dover, Delaware 19904
(302) 674-3684

Sussex County

144 East Market Street
Georgetown, Delaware 19947
(302) 856-4112

Delaware Board of Examiners for Nursing Home Administrators

Department of
Administrative Services
861 Silver Lake Boulevard
Cannon Building
Suite 203
Dover, Delaware 19904
(302) 739-4522

Delaware Help Line

For state information and
community services
(800) 464-4357

Delaware Insurance Department

841 Silver Lake Boulevard
Rodney Building
Dover, Delaware 19903
(302) 739-4251

Delaware Medicare Fraud Alert Program

Division of Services for Aging and
Adults with Physical Disabilities
University Plaza,
Oxford Building
256 Chapman Road
Suite 200
Newark, Delaware 19702
(800) 223-9074

Delaware Nursing Home Residents Quality Assurance Commission

3 Mill Road
Suite 308
Wilmington, Delaware 19806
(302) 577-6661

**Division of Long Term Care
Residents Protection**

Delaware Health and
Social Services
3 Mill Road
Suite 308
Wilmington, Delaware 19806

New Castle County
(302) 577-6661

Kent/Sussex Counties
(302) 424-6377

24-hour toll-free number for
complaints: (877) 453-0012

**Division of Services for
Aging and Adults
with Physical Disabilities**

1901 North DuPont Highway
Main Building
Second Floor Annex
New Castle, Delaware 19720
(800) 223-9074

Independent Resources, Inc.

Resource Center for Persons
with Disabilities
6 Denny Road
Suite 205
Wilmington, Delaware 19809

New Castle County
(302) 765-0191

Kent County
(302) 735-4599

Sussex County
(302) 854-9330

**Long Term Care
Ombudsman Program**

1901 North DuPont Highway
Main Building
Second Floor Annex
New Castle, Delaware 19720
(800) 223-9074

Medicaid Offices

Delaware Health and
Social Services
(800) 372-2022

Thatcher Street Office

910 East 16th Street
Wilmington, Delaware 19802
(302) 577-2174
Areas served: 19703, 19732, 19735,
19801, 19802, 19803, 19804, 19805,
19806, 19810

Robscott Building

153 East Chestnut Hill Road
Newark, Delaware 19713
(302) 368-6610
Areas served: 19701, 19702, 19706,
19707, 19708, 19709, 19710, 19711,
19713, 19720, 19730, 19731, 19733,
19734, 19736, 19804, 19807, 19808

Milford State Service Center

11-13 North Church Street
Milford, Delaware 19963
(302) 422-1520
Areas served: 19901, 19902, 19904,
19934, 19936, 19938, 19941, 19942,
19943, 19946, 19950, 19952, 19953,
19954, 19955, 19960, 19961, 19962,
19963, 19964, 19977, 19979, 19980

Georgetown State Service Center

546 South Bedford Street
 Georgetown, Delaware 19947
 (302) 856-5379
 Areas served: 19930, 19931, 19933,
 19939, 19940, 19944, 19945, 19947,
 19951, 19956, 19958, 19966, 19968,
 19970, 19971, 19973, 19975

Medicare

Part A
 (800) 442-8430
 Part B
 (800) 444-4606

Office of the Public Guardian

Elbert N. Carvel State
 Office Building
 820 French Street
 11th Floor
 Wilmington, Delaware 19810
 (302) 577-8990

Quality Insights of Delaware

(Medicare Rights and Preventive
 Health Services covered by Medicare)
 Plaza III
 1847 Marsh Road
 Wilmington, Delaware 19810
 (800) 422-8804

ELDERinfo

State Health Insurance
 Assistance Program
 Delaware Insurance Department
 841 Silver Lake Boulevard
 Dover, Delaware 19904
 (800) 336-9500

Social Security Administration

New Castle Corporate Commons
 92 Reads Way
 Suite 200
 New Castle, Delaware 19720
 (800) 772-1213

Veterans Affairs

1601 Kirkwood Highway
 Wilmington, Delaware 19805
 (302) 994-1660





www.DSAAPD.com



***DELAWARE HEALTH
AND SOCIAL SERVICES***

**DIVISION OF SERVICES FOR AGING AND
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