

Alternative Resources For Complaint Resolution

If you have a concern about:	Call:
Care Management Employment Legal Services Meals on Wheels Senior Care Options Program (Medicaid)	Area Agency on Aging Aging Office of Western NE (AOWN) 308-635-0851 Blue Rivers Area Agency on Aging (BRAA) 402-223-1376 Eastern NE Office on Aging (ENOA) 402-444-6444 Lincoln Area Agency on Aging (LAAA) 402-441-7022 Midland Area Agency on Aging (MAAA) 402-463-4565 Northeast NE Area Agency on Aging (NENAAA) 402-370-3454 South Central NE Area Agency on Aging (SCNAAA) 308-234-1851 West Central NE Area Agency on Aging (WCNAAA) 308-535-8195
Billing/Questions Part D Drug Benefit Question Hearing Impaired	Medicare 800-MEDICARE (633-4227)
Cleanliness or Quality of Food in a Healthcare Facility	Nebraska Department of Health & Human Services Investigations 402-471-0175
Disability	Disability Determination Helpline 800-742-7594
Fraud Reporting	Office of the Inspector General 800-HHS-TIPS (800-447-8477)
Insurance Complaints Medicare Medicaid	Senior Health Insurance Information Program (SHIIP) 800-234-7119
Rights and Quality of Life for People with Disabilities	League of Human Dignity Lincoln 402-441-7871 Norfolk 402-371-4475 Omaha 402-595-1256 Scottsbluff 308-632-0470
Medicare Enrollment or Changes Address Changes	Social Security Administration 800-772-1213 (TTY) 800-325-0778
Advocate for the Rights and Well Being of Nursing Home and Assisted-Living Facility Residents	LTC Ombudsman 800-942-7830 or 402-471-2307
Mental Health	National Association for Mental Illness (NAMI) Nebraska 877-463-6264
Unprofessional Conduct Received from a Health Care Professional	NE Department of HHS Regulation and Licensure 402-471-2133
Veterans	Department of Veteran Affairs 800-827-1000
If you need help deciding who to call, we would be happy to assist you.	
CIMRO of Nebraska Medicare Beneficiary Helpline	800-247-3004

