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Minnesota Department of **Human Services**
Ombudsman for State Managed Health Care Programs

Ombudsman for State Managed Health Care Programs

Helping people who have Medical Assistance or MinnesotaCare and are in a health plan

The ombudsman helps enrollees get needed health care and resolve billing problems. The ombudsman provides information and assistance with the managed care grievance and appeal process available through the health plan and the state.

What is an ombudsman?

- A problem solver
- A neutral investigator
- An advocate for fair and equal treatment.

What can the managed care ombudsman do?

- Help you identify issues and possible solutions
- Help you know your rights
- Investigate complaints
- Negotiate with your health plan to help you get the care you need
- Resolve billing issues
- Explain how to file a grievance, appeal or state fair hearing
- Help you navigate the health care system.

When should I call an ombudsman for help?

- You are not getting the care that you need
- You are getting bills that you think your health plan should pay
- You cannot solve a problem by talking to your health care provider or health plan
- You do not know how to make a complaint.

What other options are there to resolve problems with my health plan?

- You can file an appeal. An appeal is when you ask the health plan to review their decision to deny, terminate or reduce a service or deny payment of a service.
- You can request a state fair hearing. This is when you ask the state to review a decision made by the health plan.
- You can file a grievance with the health plan. This is when you complain to the health plan about anything other than a decision made by the health plan. Some examples of grievances are the quality of care or services you received, rudeness of a provider, or health plan staff not respecting your rights.

Ombudsman for State Managed Health Care Programs
Minnesota Department of Human Services
PO Box 64249 ■ St. Paul, MN 55164-0249
651-431-2660 in the Twin Cities metro area
800-657-3729 outside the metro area ■ TTY: 711 ■ Fax: 651-431-7472
www.dhs.state.mn.us/managedcareombudsman

Where can I get more information about appeals, state fair hearings or grievances?

Call your health plan. The number is located on the back of your health plan ID card. You may also call the ombudsman office at 651-431-2660 or 800-657-3729 or visit the ombudsman website at www.dhs.state.mn.us/managedcareombudsman

What can I do to resolve problems on my own?

Problems are often resolved by simply taking time to talk and listen. Here are some basic steps in trying to resolve the issue yourself, before contacting the ombudsman office.

- **Be informed.** Read the Evidence of Coverage and any notices you get from your health plan. Keep these in case you need them later.
- **Be prepared.** Be sure you have all the information you need when you make any phone calls. For example, your health plan ID card, any notices you have received from your health plan, and any information about the medical services you are asking for.
- **Be pleasant.** Getting angry or rude will not resolve the problem and may confuse the real issue.
- **Be clear.** Explain what you want and why.
- **Keep records.** Take notes; write down the date and time, the names and titles of people you talk to and a summary of what you talked about. You may need this information later if you decide to file an appeal, state fair hearing or grievance.
- **Ask questions.** Ask why the health plan or program did what they did. Ask for rules, policies or laws used to make the decision.
- **Read everything sent to you.** Many decisions may be appealed but there are deadlines and procedures to follow. Notices should always have information on how to file an appeal.
- **Important!** If you get a bill, do not throw it away. Call the provider to find out what the bill is for. Call your health plan to find out why the bill has not been paid.

Attention. If you want free help translating this information, call 651-431-2660 or 1-800-657-3729.

ملاحظة: إذا أردت مساعدة مجانية في ترجمة هذه المعلومات، فاتصل على الرقم 651-431-2660 أو 1-800-657-3729.

កំណត់សំគាល់ បើអ្នកចង់បានជំនួយបកប្រែពត៌មាននេះដោយមិនគិតថ្លៃ សូមទូរស័ព្ទទៅ 651-431-2660 ឬ 1-800-657-3729 ។

Pažnja. Ako vam je potrebna besplatna pomoć za prevod ove informacije, nazovite 651-431-2660 ili 1-800-657-3729.

Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, hu 651-431-2660 los sis 1-800-657-3729.

ໂປດຊາບ. ຖ້າຫາກທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປຂໍ້ຄວາມດັ່ງກ່າວນີ້ຟຣີ, ຈົ່ງໂທຣ໌ຫາ 651-431-2660 ຫຼື 1-800-657-3729.

Hubaddhu. Yoo akka odeeffannoon kun sii hiikamu gargaarsa tolaa feeta ta'e, lakkoofsi bilbiltu 651-431-2660 ykn 1-800-657-3729.

Внимание: если вам нужна бесплатная помощь в переводе этой информации, позвоните 651-431-2660 или 1-800-657-3729.

Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamadda macluumaadkani oo lacag la'aan ah, wac 651-431-2660 ama 1-800-657-3729.

Atención. Si desea recibir asistencia gratuita para traducir esta información, llame al 651-431-2660 o 1-800-657-3729.

Chú Ý. Nếu quý vị cần dịch thông tin nầy miễn phí, xin gọi 651-431-2660 hoặc 1-800-657-3729.

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This information is available in alternative formats to individuals with disabilities by calling 651-431-2660 or 800-657-3729. TTY users can call through Minnesota Relay at 800-627-3529. For Speech-to-Speech, call 877-627-3848. For additional assistance with legal rights and protections for equal access to human services programs, contact your agency's ADA coordinator.