



## **Ombudsman for Medicaid Managed Care Helping You Solve Problems with Your Health Care**

The Ombudsman for Medicaid Managed Care program is a resource for members of Medicaid Managed Care. Independent from your health plan or behavioral health plan, the Ombudsman will work with you to get your questions answered and help resolve problems quickly and fairly.

### **Who can the Ombudsman help?**

- Children and adults eligible for Medicaid who are in need of or who receive behavioral health services
- Medicaid HMO members
- Medicaid Accountable Care Collaborative members

### **Why would you call the Ombudsman?**

- You are unhappy with care or services provided
- You want or need assistance accessing covered services
- A Medicaid managed care covered service has been denied, reduced or stopped
- You were treated unfairly or disrespectfully
- To learn about your rights and responsibilities
- Assistance with filing grievances or appeals

### **To contact the Ombudsman for Medicaid Managed Care:**

- 303-830-3560 within Metro Denver (Spanish available)
- 1-877-435-7123 outside Metro Denver (Spanish available)
- TTY: 1-888-876-8864 for hearing impaired
- Fax: 303-832-8352