

If You Have a Concern or Complaint...



Department of Children and Families Abuse Hotline, 1-800-96-ABUSE

1317 Winewood Boulevard, Building 1, Room 202, Tallahassee, Florida 32399

Report online: <https://reportabuse.dcf.state.fl.us>

To report abuse, neglect, or exploitation, please call toll-free 1-800-962-2873. The Abuse Hotline investigates allegations of physical, sexual and mental abuse, neglect, and exploitation of vulnerable persons.

Department of Elder Affairs State Long-Term Care Ombudsman

Hotline: 1-888-831-0404

4040 Esplanade Way, Suite 380, Tallahassee, FL 32308

Email: LTCOPInformer@elderaffairs.org

To talk with an outside party regarding concerns or discrimination in a long term care facility or inappropriate transfer or discharge from a nursing home or grievances which include those with respect to care and treatment which has been furnished as well as that which has not been furnished, the behavior of staff and of other residents, and other concerns regarding their LTC facility stay, please contact the Long Term Care Ombudsman Program toll-free at 1-888-831-0404 for assistance by a volunteer advocate.

Agency for Health Care Administration Hotline

1-888-419-3456

2727 Mahan Drive, Tallahassee, Florida 32308

Email: CAU@ahca.myflorida.com

To report a complaint with the State Survey Agency regarding any suspected violation of state or federal nursing facility regulation, including but not limited to resident abuse, neglect, exploitation, misappropriation of resident property in the facility, and non-compliance with the advanced directives requirements and requests for information regarding returning to the community, please call toll-free 1-888-419-3456 (press Option 1), or visit ahca.myflorida.com/Contact/call_center.shtml. If your concerns represent a potential regulatory violation, the Agency will conduct a complaint inspection.

Disability Rights Florida 1-800-342-0823

2473 Care Drive, Suite 200, Tallahassee, Florida 32308 Email: executivedirector@disabilityrightsflorida.org

To report that a staff member of a health care facility has not made reasonable accommodations to meet your specific needs or has discriminated against you because of a disability, please call toll-free 1-800-342-0823.

Florida Department of Elder Affairs Elder Helpline 1-800-96-ELDER (1-800-963-5337)

4040 Esplanade Way, Tallahassee, FL 32399-7000 Email: information@elderaffairs.org

To find out if you or your loved ones are eligible to receive home and community based programs and services, please call the Elder Helpline.

Bureau of Medicaid Program Integrity 1-888-419-3456

Agency for Health Care Administration, 2727 Mahan Drive, MS#6, Tallahassee, FL 32308

Email: MPIComplaints@ahca.myflorida.com

Medicaid Program Integrity audits and investigates providers suspected of overbilling or defrauding Florida's Medicaid program. If you feel that you have been charged for services that should be paid for by Medicaid, or if someone billed Medicaid for services that were not provided, this unit will investigate Medicaid billing practices to determine if they were appropriate. To report a complaint, please call toll-free 1-888-419-3456, or go to the Agency web site at http://ahca.myflorida.com/Executive/Inspector_General/medicaid.shtml.

Medicaid Fraud Control Unit 1-866-966-7226

Office of Attorney General, State of Florida, The Capitol PL-01, Tallahassee, FL 32399-1050

Medicaid fraud means an intentional deception or misrepresentation made by a health care provider with the knowledge that the deception could result in some unauthorized benefit to him or herself or some other person. It includes any act that constitutes fraud under applicable federal or state law as it relates to Medicaid. To report suspected Medicaid fraud, please call the Attorney General toll-free 1-866-966-7226.

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Under Florida law, you may be entitled to a reward for providing information after a criminal case has resulted in a fine, penalty, or forfeiture of property. The amount of the reward may be up to 25 percent of the amount recovered, or a maximum of \$500,000 per case.

Callers may request to remain anonymous.

Duplication of this poster is permitted and encouraged. To obtain a copy, please go online to <http://ahca.myflorida.com/publications/Publications.shtml> and click on "Hotline Poster" under Nursing Home Links.

This poster satisfies the posting requirements for AHCA regulated providers in Florida Statutes 400.141 and 408.810.

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