

# If You Have a Concern or Complaint...



## **Department of Children and Families Abuse Hotline**

**1-800-96-ABUSE**

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**

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, 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**

To report a complaint regarding the services you receive, please call toll-free 1-888-419-3456 (press Option 1), or visit [ahca.myflorida.com/Contact/call\\_center.shtml](http://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**

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.

## **Bureau of Medicaid Program Integrity**

**1-888-419-3456**

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](http://ahca.myflorida.com/Executive/Inspector_General/medicaid.shtml).

## **Medicaid Fraud Control Unit**

**1-866-966-7226**

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.

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.