

# Illinois Home Care Ombudsman Program Fact Sheet

## Program Overview

The goal of the Illinois Home Care Ombudsman (HCO) Program is to empower, advocate on behalf of, and protect the rights of individuals who live in the community and receive services to help them stay in their homes **FREE OF CHARGE**. Housed within the Long-Term Care Ombudsman Program at the Department on Aging, the HCO Program works to resolve complaints made by or on behalf of participants when the rights of individuals are violated.



## Target Population

Adults age 60 or above or disabled adults ages 18-59 who receive Home and

Community Based Waiver Services (HBCS), or who are Medicaid and Medicare beneficiaries (MMAI) and receive managed care services.

Home & Community Based Waivers:

- Illinois Department on Aging
- Persons who are Elderly
- Illinois Department of Human Services
  - Persons with Disabilities
  - Persons with Brain Injury
  - Persons with HIV or AIDS

Managed Care Services:

- Medicare Medicaid Alignment Initiative (MMAI)



## How We Can Help

Contact the Home Care Ombudsman Program if an individual who is receiving

managed care services or HCBS waiver services:

- Feels that their rights have been violated by their MCO or HBCS Waiver Program and/or,
- Needs help with filing an appeal or addressing an adverse decision made by a MCO or HBCS Waiver Program.

Contact by Phone:

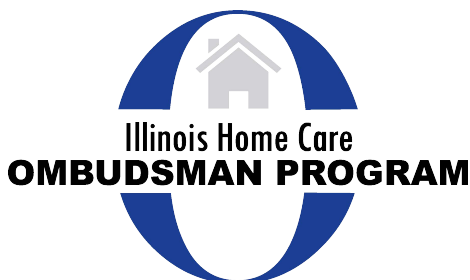
(ask for Home Care Ombudsman Program)

1-800-252-8966; 711 (TRS)

(217) 524-2048 (Fax)

Contact by Email:

[Aging.HCOProgram@illinois.gov](mailto:Aging.HCOProgram@illinois.gov)



The Illinois Department on Aging does not discriminate against any individual because of his or her race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, gender identity, pregnancy, or unfavorable discharge from military service in admission to programs or treatment of employment in programs or activities. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information call the Senior HelpLine at 1-800-252-8966; 711 (TRS).

