



Illinois Home Care Ombudsman Program Fact Sheet

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.

TARGET POPULATION:

The HCO Program provides advocacy services to adults age 60 and above or disabled adults between ages 18-59, and who receive services through select Illinois Home and Community Based Waiver Services Program (HCBS), or who are Medicaid and Medicare beneficiaries and receive managed care services:

HOME AND COMMUNITY BASED WAIVER SERVICES PROGRAMS

Illinois Department on Aging

- Persons who are Elderly Waiver

Illinois Department of Human Services

- Persons with Disabilities Waiver
- Persons with Brain Injury Waiver
- Persons with HIV or AIDS Waiver

MANAGED CARE PROGRAM SERVICES

- Medicare Medicaid Alignment Initiative (MMAI)

HOW WE CAN HELP:

The HCO Program is housed within the Long-Term Care Ombudsman Program at the Illinois Department on Aging.

Home Care Ombudsmen work to resolve complaints made by or on behalf of persons enrolled in select managed care services or HCBS waiver services when the rights of individuals are violated.

Contact the HCO 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 HCBS Program and/or,
- needs help with filing an appeal or addressing an adverse decision made by a MCO or HCBS Waiver Program.

For more information about the Home Care Ombudsman Program, contact the Senior HelpLine and ask for the Home Care Ombudsman Program.

1-800-252-8966
1-888-206-1327 (TTY)
(217) 524-2048 (Fax)

Email: Aging.HCOProgram@illinois.gov

