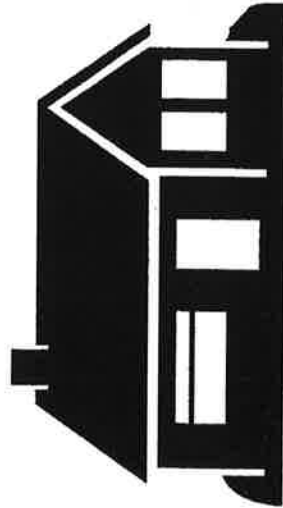

Medicare Home Health Agency Hotline

1-800-245-5832
Toll-free ♦ Statewide
♦ 24 - Hour ♦



Those who are hearing impaired should call the:
Nebraska Relay System
TDD 1-800-833-7352



Nebraska Department of HHS
Division of Public Health
P.O. Box 94986
Lincoln, NE 68509-4986

www.dhhs.ne.gov

ADA/AA/EOE

CRED-PAM-28 (99100) Rev. 3/08
(Previous version 6/05 should not be used)

Nebraska Department of HHS
Division of Public Health
P.O. Box 94986
Lincoln, NE 68509-4986
www.dhhs.ne.gov





Federal law requires each state to maintain a toll-free hotline in order to receive complaints and answer questions regarding Medicare-certified home health agencies.

Nebraska's Medicare Home Health Agency Hotline, 1-800-245-5832, is available 24 hours a day. Calls are answered personally on Mondays through Fridays, between 8 a.m. and 5 p.m. Central time. After 5, and on holidays and weekends, an answering machine takes messages. If you call after business hours, leave a message that includes your name, address, area code and telephone number. Your call will be returned no later than the next working day.

Concerns or complaints regarding the services received from a Medicare-certified home health agency can be expressed through the hotline. You should feel free to talk about any concerns or complaints you might have.

You can also receive the following information when you call the hotline:

- ✕ Listings of all Medicare-certified home health agencies in your area.
- ✕ The most recent Medicare inspection for a home health agency.
- ✕ Home health agency regulations and standards.
- ✕ Referrals to other appropriate agencies for resources.

Questions regarding payment for services, or the denial of payment, can't be answered through the hotline. If possible, you will be referred to the appropriate agency to help you.

**Nebraska's Medicare
Home Health Agency
Hotline**

1-800-245-5832