



# Long Term Care Division

Alabama Medicaid Agency  
Long Term Care Division  
LTC Provider/Recipient Services  
Unit  
December 2012

**P R E S E N T S**

**An Overview of**

**The Long Term Care (LTC)  
Ombudsman Program**

# *What is an Ombudsman?*

- A Swedish word, Ombudsman (pronounced om-budz-man) is a specially trained advocate who is given authority under federal and state law to investigate and resolve complaints made by, or on behalf of, long term care consumers.



# *Ombudsman Authority*



- The Long-Term Care Ombudsman Program is authorized by Chapter VII, Section 712 of the Older Americans Act of 1965, as amended, and Alabama Law Act No. 85-657.

# *Activities Performed by the LTC Ombudsman*

- Serve as resident advocate;
- Investigate and work to resolve problems or complaints affecting long-term care residents;
- Identify problem areas in long-term care and advocate for change;
- Visit long-term care facilities routinely to talk to residents and monitor conditions.



# *Activities Performed by the LTC Ombudsman continued*

- Make presentations to nursing facility residents, staff, and provide community education to the general public;
- Guide residents/families through the long term care system;



# *Activities Performed by the LTC Ombudsman continued*

- Represent clients' interest before state government officials by working to change laws, regulations and policies that affect those receiving long term care services;
- Act as a mediator between residents, family members, and facility staff;
- Educate the residents, family, facility staff, and community about residents' rights



# *Administering State Agency*

- **The Alabama Department of Senior Services has administrative authority over the State Long-Term Care Ombudsman Program.**



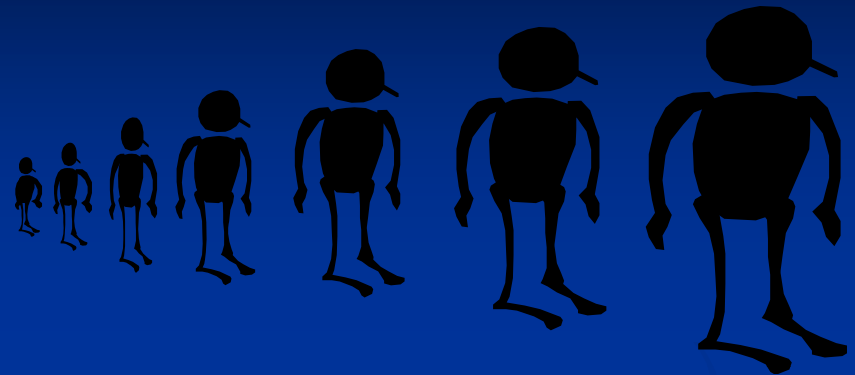
*When did the LTC Ombudsman program establish collaboration began with the Alabama Medicaid Agency?*

- The LTC Ombudsman Program began its partnership with Medicaid on August 1, 2002 to assist Medicaid with nursing home resident concerns/complaints, and provide education and training to LTC facility staff about the need to improve quality of care and well-being of residents.



# *Target Population*

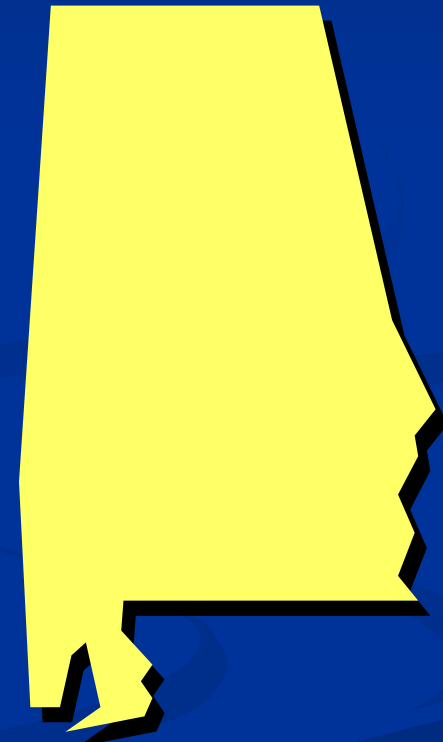
Individuals residing in:



- **Nursing Homes;**
- **Assisted Living Facilities (ALF)  
Specialty Care Assisted Living Facilities (SCALF);**
- **Other long term care facilities where Medicaid funding is approved, and licensed by Alabama Department of Public Health.**

# *State Ombudsman*

- **The SLTC Ombudsman Program operates under the Alabama Department of Senior Services. There are currently 19.20 certified local Ombudsmen in 13 Area Agencies on Aging;**



# *Who can ask for assistance?*

- Any person interested in improving the quality of care for consumers;
- A resident of a long term care facility;
- A friend or relative of a resident; or
- Representatives of public agencies and community groups.



# *Residents Have the Right to Express their Complaints...*

- State Regulations for long term care facilities indicate that individuals may voice their grievances to anyone outside of the facility.
- All communication is confidential.



# *What is the cost to receive Ombudsman services?*

- All LTC Ombudsman services are free of charge.



## *Additional Information*

If you have further questions regarding Alabama's Long-Term Care Ombudsman Program, please contact:

- Virginia Moore-Bell, Director, Alabama's State Long-Term Care Ombudsman at 877-425-224; or directly at 334-242-5743;
- Robin Arrington, Associate Director, LTC Provider/Recipient Services Unit, Alabama Medicaid Agency, 353-4754