

**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  
(AHCA) Complaint 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.

# **Advocacy Center for Persons with Disabilities**

## **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.

# **Florida Statewide Advocacy Council**

## **1-800-342-0825**

To report that a staff member of a health care facility has violated your rights because of a developmental disability and/or mental illness, please call toll-free 1-800-342-0825.

# **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 visit [ahca.myflorida.com/Executive/Inspector\\_General/mcicaid.shtml](http://ahca.myflorida.com/Executive/Inspector_General/mcicaid.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.

***Callers may request to remain anonymous.***